



City of Killeen

Legislation Text

File #: RS-23-095, **Version:** 1

Consider a memorandum/resolution authorizing the renewal of Cisco Unified Communications Manager and Flex Support Plan, in an amount of \$116,640.00.

DATE: June 20, 2023

TO: Kent Cagle, City Manager

FROM: Willie Resto, Executive Director of Information Technology

SUBJECT: Cisco Unified Communications Manager and Flex Support Plan

BACKGROUND AND FINDINGS:

The City of Killeen's telephone system is operated from a Cisco Unified Communications (UC) VoIP system which is used to provide reliable and secure phone and voicemail service. The City purchased the phone system (Cisco Call Manager) in 2004 and the last upgrade took place in 2022.

Renewing the Unified Communications Manager and Flex Support Plan will ensure the stability of our phone system and compatibility with our email system. The Cisco Unified Communications Flex Plan (Flex) provides multiple calling features and licensing for telephone and voicemail services, which includes video conferencing and other services. Flex is a subscription-based plan that provides more value at a lower cost when compared to traditional support. This plan provides all necessary licensing, security updates, fixes and software downloads and hardware replacement. Flex support provides escalated assistance, emergency support, and software installs and updates for Cisco Unified Communications.

The renewal of the Unified Communications Manager and Flex Support Plan will cost \$116,640 over a three-year period or \$38,880 for the next three fiscal years.

THE ALTERNATIVES CONSIDERED:

1. Do not renew the Unified Communications Manager and Flex Support Plan and allow the phone system stability to become vulnerable and licenses to expire.
2. Renew the Unified Communications Manager and Flex Support Plan to ensure the stability of the phone system, email compatibility, and appropriate licensing

Which alternative is recommended? Why?

Option 2 is recommended; the Unified Communications Manager and Flex Support Plan is critical to maintain the most effective and reliable phone system.

CONFORMITY TO CITY POLICY:

The Information Technology Department is seeking approval to renew the Unified Communications Manager and Flex Support Plan from Netsync through the Texas Department of Information Resources (DIR) contract TSO-4167. Purchases made through a cooperative contract are exempt from the competitive bidding process as stated in the Texas Local Government Code (TLGC) section 271.102, subchapter F; a local government that purchases goods or services under this subchapter satisfies any state law requiring the local government to seek competitive bids for the purchase of goods or services.

FINANCIAL IMPACT:

What is the amount of the expenditure in the current fiscal year? For future years?

The expenditure will cost \$116,640 over a three-year period. The cost per fiscal year will be:

FY23 \$38,880

FY24 \$38,880

FY25 \$38,880

Is this a one-time or recurring expenditure?

This is a recurring expenditure.

Is this expenditure budgeted?

Yes, funds are available in Information Technology Fund account 627-2705-419.42-43.

If not, where will the money come from?

N/A

Is there a sufficient amount in the budgeted line-item for this expenditure?

Yes

RECOMMENDATION:

Staff recommends that the City Council approve the renewal of the Unified Communications Manager and Flex Support Plan from Netsync Network Solutions in the amount of \$116,640 utilizing the Texas Department of Information Resources (DIR) contract TSO-4167.

DEPARTMENTAL CLEARANCES:

Finance

Legal

ATTACHED SUPPORTING DOCUMENTS:

Agreement

Quote

Contract Verification Form
Certificate of Interested Parties