

COUNCIL COMMUNICATION

DATE: 02/18/2024	SUBJECT: MOTION Consideration to contract and purchase hardware for the upgrade of the city's Cisco Call Manager system in the amount of \$222,745. The current system is close to its end of life and poses network security concerns. The agreement is with Computer Solutions under DIR contracts, DIRCIS5347 and CISCO DIR-CPO-5347. Funds are available in the 2024 CO Bond.	
INITIATED BY: Steve E. Landin, Assistant City Manager		STAFF SOURCE: Joe Rivera, Information Services & Telecommunications Director
PREVIOUS COUNCIL ACTION: None		
BACKGROUND: The Call Manager system is a cluster of servers that provides voice-over IP (VoIP) services to several city departments. The city's current VoIP system is nearing its life cycle. The system services 500+ direct and internal phone lines. The contract is to upgrade to the latest version, 15.5, which includes replacing five servers for virtual machines in a cluster arrangement and eleven voice gateways installed at remote city buildings. The total price includes project planning, design, implementation, system testing, knowledge transfer, and documentation. In addition, the purchase includes coverage of three years of professional support with an extended warranty on hardware.		
FINANCIAL IMPACT: \$222,745.00		
COMMITTEE RECOMMENDATION: N/A		STAFF RECOMMENDATION: Staff recommends approval.