

COUNCIL COMMUNICATION

DATE: 04/22/2025	SUBJECT: MOTION(S) Authorizing the City Manager to renew voice over IP (VoIP) managed service agreement with Computer Solutions for a period of three years. The pricing offered is \$269,111.16, in accordance with contract DIR-CPO-5034 from the Texas Department of Information Resources (DIR). Funding is available in the Information Services and Telecommunications and Bridge Department budgets.													
INITIATED BY: Joseph W. Neeb, City Manager Steve E. Landin, Assistant City Manager		STAFF SOURCE: Joe Rivera, Information Services & Telecommunications Director. Jaime Zapata; Purchasing Agent.												
PREVIOUS COUNCIL ACTION: N/A														
BACKGROUND: The service agreement, Netwatch, consists of professional support to system configuration, monitoring, and troubleshooting of the IST’s voice-over-IP (VoIP) servers and communication systems that provide voice services at 23 city departments in 26 city buildings. The service includes specialized services supported by the vendor’s certified staff, such as setup and update of the Bridge’s IVR or Call Centers working for Municipal Court, Solid Waste, Building, and IST departments. The city’s VoIP system consists of 4 applications (phone system, voice mail, call center, and paging service), 12 virtual servers in a cluster setup, and 23 voice gateways. Systems support 500+ extensions for several city offices. In addition, the service provides assistance with the setup and troubleshooting of the Call Detail Reporting and Call Recording systems. The value of service equals having a group of certified technical engineers providing high-skilled support to the services mentioned above, including after-hours support. At the same time, service is not impacted in case an IST employee leaves the city, opening a gap in knowledge gained from experience and training. From March 2024 through March 2025, 238 tickets were initiated to assist with end users’ service requests and projects. <u>Summary</u> Netwatch Service Agreement. <table><tr><td>Term</td><td>Monthly Cost</td><td>Cost per Year</td></tr><tr><td>April 2024 - 2025</td><td>\$7,117.90</td><td>\$85,414.80</td></tr><tr><td>April 2025 - 2026</td><td>\$7,469.52</td><td>\$89,634.24</td></tr><tr><td>April 2026 - 2027</td><td>\$7,838.51</td><td>\$94,062.12</td></tr></table>			Term	Monthly Cost	Cost per Year	April 2024 - 2025	\$7,117.90	\$85,414.80	April 2025 - 2026	\$7,469.52	\$89,634.24	April 2026 - 2027	\$7,838.51	\$94,062.12
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FINANCIAL IMPACT: Funding for these three years of service agreement is available in the following line item budget as follows: IST Contractual Services - 595-5530-513.55-88 - \$215,288.93 Bridge I Contractual Services - 553-4010-583-5588 - \$13,455.56 Bridge II Contractual Services - 553-4012-583-5588 - \$13,455.56 Bridge III Contractual Services - 553-4015-583-5588 - \$13,455.56 Bridge IV Contractual Services - 553-4061-583-5588 - \$13,455.56														
COMMITTEE RECOMMENDATION:		STAFF RECOMMENDATION: Approval of motion to award service agreement to Computer Solutions in the amount of \$ 74,160.00.												