

COUNCIL COMMUNICATION

DATE: 03/18/2024	SUBJECT: MOTION(S) Authorizing the City Manager to renew voice over IP (VoIP) managed service agreement with Computer Solutions for a period of one year. Pricing offered is \$74,160.00 for the year, 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 departments' budgets, respectively.							
INITIATED BY: Joseph W. Neeb; City Manager. Rosario C. Cabello; Deputy City Manager.		STAFF SOURCE: Joe Rivera; Information Services & Telecommunications Director. Enrique Aldape; Acting Purchasing Agent.						
PREVIOUS COUNCIL ACTION: N/A								
BACKGROUND: The City has contracted managed services with Computer Solutions from San Antonio, TX, for seven years. The service agreement, Netwatch, consists of professional support to system configuration, monitoring, and troubleshooting of the IST's voice-over-IP (VoIP) servers and network communication systems that provide voice services at 23 city departments in 26 city buildings. Service includes moves, adds, changes, and deletions (MAC-D) of voice services (including Call Centers) with assistance from the vendor's certified staff. The city's VoIP system consists of 4 VoIP applications (phone system, voice mail, call center, and paging service), 12 virtual servers in a cluster setup, and 23 voice gateways to connect with the telephone service provider. Systems support 500+ extensions and four call centers (for Municipal Court, Solid Waste, IST, and Building departments). Value of service equals having a group of engineers providing support to services mentioned above at a rate of \$ 35.55 per hour. At the same time, service is not impacted in the event an IST employee leaves the city, leaving a gap in knowledge gained from experience and training. For the period of January to December 2024, a total of 192 tickets were initiated to assist with end users' service requests. Most are standard MAC-D requests, but support was also provided for troubleshooting, support on call recording, Auto-Attendant setups for various departments, paging applications, as well as Call Center setups and updates. <u>Summary</u> Netwatch Service Agreement. <table><tr><td><u>Term</u></td><td><u>Monthly Cost</u></td><td><u>Cost per Year</u></td></tr><tr><td>12 Months</td><td>\$6,180.00</td><td>\$74,160.00</td></tr></table>			<u>Term</u>	<u>Monthly Cost</u>	<u>Cost per Year</u>	12 Months	\$6,180.00	\$74,160.00
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12 Months	\$6,180.00	\$74,160.00						
FINANCIAL IMPACT: Funding for this purchase is available in the following line item budget: IST Contractual Services - 595-5530-513.55-88 - \$ 58,920.00 Bridge Contractual Services - 553-4010-583-5588 - \$ 15,240.00								
COMMITTEE RECOMMENDATION:		STAFF RECOMMENDATION: Approval of motion to award service agreement to Computer Solutions in the amount of \$ 74,160.00						