



## AGENDA MEMORANDUM

Action Item for the City Council Meeting February 14, 2023

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**DATE:** February 14, 2023

**TO:** Peter Zanoni, City Manager

**FROM:** Peter Collins, Chief Information Officer of Information Technology  
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<b>Cisco Phone System License Renewal</b>
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### **CAPTION:**

Motion authorizing the purchase of a three-year service agreement with Great South Texas Corp, dba Computer Solutions of San Antonio, through the DIR Cooperative, in an amount of \$448,194.60 for the renewal of the Cisco Phone System License for the Information Technology Department, with FY 2023 funding of \$149,398.20 from the Information Technology Fund.

### **SUMMARY:**

This motion authorizes renewal of a three-year service agreement with Great South Texas Corp dba Computer Solutions, which has a local office in the City of Corpus Christi, is a woman owned business and is a HUB vendor.

### **BACKGROUND AND FINDINGS:**

The City of Corpus Christi uses the Cisco Phone System Licenses for agent-based call center software which includes workflows to reduce call handle times, supervisor features to manage queues, business hours, and prompts, and advanced reporting for historical data, live data and dashboard management tools. This software is used for City of Corpus Christi Call Centers including City, Municipal Court, Health Department, IT Service Desk, Animal Control and Development Services.

The Cisco Phone System Licenses also provide call functionality to all city phones which includes voicemail capabilities, making and receiving phone calls, and software phones for remote capabilities.

The Information Technology department is able to receive a large discount on this contract through a state solicited program, Department of Information Resources (DIR), that will provide a savings of \$477,077 over the 3 years.

This service agreement is being facilitated through Great South Texas Corp, dba Computer Solutions. The City has worked with Great South Texas Corp. for almost 9 years. They have a local office that can provide direct support on any related software issues, which provides an additional benefit to the City.

**PROCUREMENT DETAIL:**

This procurement is being facilitated through the DIR Cooperative. Contracts awarded through the DIR Cooperative has been competitively procured in compliance with Texas Local and State procurement requirements. The current license is with Great South Texas Corp, dba Computer Solutions. There is no change in pricing from the license renewal.

Information Technology in conjunction with the Procurement division of Finance examined pricing by other cooperative contracts and service offerings to find the most cost-effective option for the City. Below is a chart that demonstrates the published discount rates from the cooperative contracts that were examined: Omnia Partners, GSA, and Buyboard in comparison to the DIR Cooperative. The published discount rate displays the maximum discount the cooperative can apply to the total cost. Great South Texas Corp, dba Computer solutions is a local officed, women owned HUB vendor, that provided a published discount rate of 36% and is adding an additional 15.6% discount for a total of 51.6% to the City, which makes the DIR contract procurement the best decision.

<b>Cooperative</b>	<b>Published Discount Rate</b>
BuyBoard Cooperative	5%
GSA	0%
Omnia Partners	36%
DIR Cooperative*	36%
Computer Solutions (DIR)	51.6%

**ALTERNATIVES:**

City Council may choose to not approve or delay consideration of this item. Disapproval or delay could result in negative impacts to the City of Corpus Christi. The Phone System Licenses are critical to operate city call centers and for phone functionality. There is no alternative to this renewal.

**FISCAL IMPACT:**

This purchase totaling \$149,398.20 for Cisco Phone System Licenses is budgeted in the Information Technology fund for fiscal year 2023.

**FUNDING DETAIL:**

Fund:	5210	Information Technology
Organization/Activity:	40420	IT Tech Infrastructure Service
Project # (CIP Only):	n/a	n/a
Account:	520105	Computer Software

**RECOMMENDATION:**

Staff recommends approval of this motion authorizing the purchase of a three-year license renewal with Great South Texas Corp, dba Computer Solutions as presented.

**LIST OF SUPPORTING DOCUMENTS:**

Service Agreement  
Price Sheet