



AGENDA MEMORANDUM

Action Item for the City Council Meeting March 22, 2022

DATE: March 22, 2022

TO: Peter Zanoni, City Manager

FROM: Peter Collins, Chief Information Officer of Information Technology
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Cisco Phone System License Renewal

CAPTION:

Motion authorizing the purchase of a one-year license renewal with Great South Texas Corp, dba Computer Solutions of San Antonio, through the DIR Cooperative, in an amount of \$149,398.20 for the renewal of the Cisco Phone System License for the Information Technology Department, with FY 2022 funding available from the Information Technology Fund.

SUMMARY:

This motion authorizes renewal of Cisco Phone System Licenses for all phones and call center functionality.

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.

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. The savings on the DIR Cooperative for this license renewal is 51% off retail price which is a savings of \$157,801.80.

ALTERNATIVES:

The Phone System Licenses is 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 2022.

FUNDING DETAIL:

Fund:	5210	Information Technology
Organization/Activity:	40420	IT Tech Infrastructure Service
Mission Element:	241	Provide Support Technology Infrastructure
Project # (CIP Only):	n/a	n/a
Account:	520105	Computer Software

RECOMMENDATION:

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

LIST OF SUPPORTING DOCUMENTS:

Price Sheet