



DATE: May 21, 2019

TO: Mayor and City Council

FROM: Director of Information Technology/CIO

SUBJECT: Authorize the City Manager to Negotiate and Execute an Agreement in the Amount of \$140,000 with Lookingpoint for Voicemail Upgrade to Cisco Unity

RECOMMENDATION

That the Council adopts the attached resolution (Attachment II) authorizing the City Manager to execute an agreement with Lookingpoint to upgrade voicemail to Cisco Unity for a one-time payment in the amount of \$140,000.

SUMMARY

The City of Hayward currently uses Microsoft Unified Messaging for voicemail, contact center, and auto-attendant services. Microsoft will be retiring Unified Messaging on or before February 2020. Staff recommends upgrading the current system to Cisco Unity to work seamlessly with the Cisco Call Manager, phones, and networking infrastructure throughout the city. The cost of this agreement with Lookingpoint will not exceed \$140,000 and is included in the City's FY 2019 Capital Improvement Budget.

BACKGROUND

The City of Hayward invests in technology to efficiently and economically support the organization's mission and vision. Microsoft Unified Messaging has been a cost-effective model for voicemail, contact center, and auto-attendant software for many years as it was included in the Microsoft Enterprise Agreement. To align Microsoft's business model to be more cloud-focused, it will be retiring Unified Messaging and offering a cloud-based voicemail service, which is cost-prohibitive.

DISCUSSION

Unified Messaging has provided three different services for the City, which includes staff voicemail, Permit and Revenue call center routing, and automation of after hour and holiday information for general City numbers. Staff has done extensive research on alternative solutions to replace Microsoft Unified Messaging. While most of the alternatives are cloud-based, they would also require hardware, such as new desk phones, to be purchased and installed throughout the City. The City's current hardware environment supports and integrates with Cisco Unity, which removes the need for the purchase of extensive hardware.

Cisco Unity is uniquely situated to offer a highly competitive software suite that would address the voicemail, contact center, and auto-attendant service offerings of Microsoft Unified Messaging. Negotiating a contract to implement Cisco Unity allows the City to proactively obtain and implement a feature rich product at a competitive price point in anticipation of the retirement of Microsoft Unified messaging.

STRATEGIC INITIATIVES

Although this is a routine operational item and does not directly pertain to the Council's Strategic Initiatives, the use of Cisco Unity technology does assist in the accomplishment of the Strategic Initiatives.

FISCAL IMPACT

The cost of this agreement with Lookingpoint is \$140,000 and funds are available in the City's FY 2019 Capital Improvement Budget. Authorizing this agreement does not require an additional appropriation.

NEXT STEPS

If Council authorizes the City Manager to negotiate and execute this agreement, the project will begin immediately.

Prepared by: Carolyn Saputo, Information Technology Manager

Recommended by: Adam Kostrzak, Director of Information Technology/CIO

Approved by:



Kelly McAdoo, City Manager