



CITY OF HAYWARD

Hayward City Hall
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Cover Memo

File #: CONS 19-374, **Version:** 1

DATE: May 21, 2019

TO: Mayor and City Council

FROM: CIO/Director of Information Technology

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.

ATTACHMENTS

Attachment I	Staff Report
Attachment II	Resolution