

**CISCO PRODUCTS, SOFTWARE, AND SERVICES
AWARD RECOMMENDATION
TTI PRESENTATION
RFP PROJECT NUMBER P01-T32494**



Lisa Kent, Chief Information Officer (CIO)

Bert Quarfordt, Deputy CIO – Infrastructure

September 7, 2023

BOTTOM LINE UP FRONT



Vendor Award Recommendations	Multi-vendor award: <ul style="list-style-type: none"> • CDW Government LLC • Netsync Network Solutions
Purpose	<p>Cisco is the City of Houston’s standardized platform for network data, voice communications, contact centers, and compute infrastructure. In 2017, HITS consolidated City department Cisco related purchases into one enterprise agreement.</p> <p>The upcoming council action will recommend awarding two new contracts for:</p> <ul style="list-style-type: none"> • Products, software, maintenance, and support relating to Cisco-branded equipment • Services including installation services, cloud SaaS services, managed services, and other professional services for the network, network security, voice, contact centers, compute (servers/storage), data center, and collaboration
New Contract Amount	\$ 51,393,143.00
Contract Term	3 years + 2 (1)-year renewal options
MWBE Goal	12%
Primary Department Users	All Departments Citywide

KEY CISCO AGREEMENT COMPONENTS



Cisco Agreement

Hardware (Asset Replacement and Capital Expansion Projects)

- Supports the asset replacement refresh lifecycle of aging assets within the City

Design, Consulting, and Implementation Services

- Consulting services including design and engineering
- Implementation services of support engineers / technicians
- Project management services

Managed Services

- On call services to support the City of Houston's stabilization and strategic efforts
- Support for SaaS Contact Centers (Multiple departments including HPD, ARA, HPW, and MCD)

Maintenance

- Annual maintenance to support hardware and software components
- Expands the warranty support of purchased hardware and software

Premium Technical Support

- 24x7 telephone support for Critical and High severity issues

SERVICES SUPPORTED BY THIS CONTRACT



NETWORK & TELECOM



350
of City of Houston facilities supported

710 # of Servers Supported

264.4 Amount of Storage Supported (TB)



2,533

of Network Devices supported

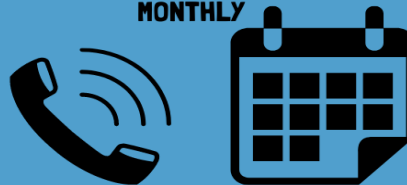
32

of City of Houston Call Centers supported



545,991

Average # of Call Center phone calls processed MONTHLY



6,551,887

Total # of Call Center Phone Calls prior 12 months



16,985,316

Total # of phone calls processed prior 12 months



365

1,415,443

Average # of phone calls processed MONTHLY



15,090

of VoIP phones supported



FINANCIAL SUMMARY



Projected Spend

\$ 51,393,143.00

Department Name	Projected FY24	Projected FY25	Projected FY26	Total
Houston Information Technology Services	\$13,801,560.00	\$8,796,138.00	\$10,624,195.00	\$33,221,893.00
Houston Public Works	\$1,800,000.00	\$2,400,000.00	\$2,900,000.000	\$7,100,000.00
Houston Airport Systems	\$820,000.00	\$2,020,000.00	\$1,220,000.00	\$4,060,000.00
Houston Police Department	\$2,225,000.00	\$1,323,125.00	\$1,262,500.00	\$4,750,000.00
Houston Health Department	\$1,505,000.00	\$378,125.00	\$317,500.00	\$2,261,250.00
Total	\$20,151,560.00	\$14,917,388.00	\$16,324,195.00	\$51,393,143.00



Q&A