



SMALL TOWN, BIG BEACH™

DATE: 02/24/2026

ISSUE: Request to execute a three (3) year service agreement with C Spire to migrate our current on-premise Cisco Call Manager and Cisco Unity platform to a cloud hosted Cisco WebEx Calling Solution.

RECOMMENDATION: Approve execution of contract (36 Month Agreement)

BACKGROUND: The City's current phone system has reliably served the organization since 2010. However, the system is now aging, dependent on outdated copper telephone lines, and approaching the point where maintenance, replacement parts, and vendor support become increasingly difficult and costly. C Spire Business recommends transitioning the city to a fully managed, cloud-based Webex Calling solution to modernize communications, reduce long-term risk, and significantly enhance public safety capabilities.

PREVIOUS COUNCIL ACTION: None

BUDGET IMPLICATIONS: The total cost of the three (3) year agreement will be \$113,089.49. This solution will also include \$15,048.10 for PSTN & DID services for 2026 (prorated) and an additional \$13,882.66 for required upgrades to desk phones.

This total Year 1 cost will be captured in by an already FY2026 approved amount of \$120,000 from IT's Network Software line (01-519-66114).

Year 1 Estimated Cost Breakdown

3 Year (36 Month) Agreement Required

- Cisco WebEx Flex Licensing: \$29,978.34
- RedSky Enhanced 911 Accuracy: \$1,496.74
- Informacast Citywide Emergency Notification: \$4,541.95
- Hosted PSTN/DID Services: \$15,048.10
- Hardware: \$13,882.66

Total Year 1 Estimated Cost: \$66,627.26

RELATED ISSUES: None

ATTACHMENTS: Price Quotes and Council PowerPoint Presentation

DEPARTMENT: Financial Services, Information Technology

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