

**OFFICE OF THE CITY MANAGER
LITTLE ROCK, ARKANSAS**

**BOARD OF DIRECTORS COMMUNICATION
AUGUST 19, 2025 AGENDA**

<p>Subject: Cisco Webex Cloud-Based Phone System Upgrade with Presidio Networked Solutions Group, LLC</p> <p>Submitted By: Information Technology Department</p>	<p>Action Required:</p> <p>Ordinance √ Resolution</p>	<p>Approved By:</p> <p>Delphone Hubbard City Manager</p>
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SYNOPSIS	<p>A resolution to authorize the City Manager to enter into a five (5)-year contract with Presidio Networked Solutions Group, LLC, for the purchase and implementation of Cisco Webex, a cloud-based unified communication and collaboration platform, to replace our current on-premises Cisco phone system.</p>
FISCAL IMPACT	<p>Funds for this purchase are allocated in the Information Technology Networking Re-Occurring Maintenance 103030-061350 and the Special Projects account #108309-063211-S30A993.</p> <p>Year 1: \$162,242.20 (including set-up and implementation) Year 2: \$96,048.60; Year 3: \$96,048.60; Year 4: \$96,048.60; Year 5: \$96,048.60</p>
RECOMMENDATION	<p>Approval of the Resolution.</p>
BACKGROUND	<p>Our existing on-premises Cisco Unified Communications Manager (CUCM) system has reached end-of-life support and no longer aligns with our operational flexibility, scalability, and disaster recovery objectives. Managing the on-premises infrastructure also requires significant resources, including hardware maintenance, system patching, and internal support.</p> <p>Vendor selection was made utilizing Arkansas NASPO ValuePoint Cisco AR 3227 AR #SP-20-0051 4600048977.</p>