



Internal Memorandum

Date: 02/13/2025

To: Brandee Ganz, Chief Administrative
Officer Department of County
Administration

From: Timothy Mayotte
Chief Information Officer



Subject: Written Testimony for Legislation
New Multi-Year Agreement Cisco Flex

The current multi-year agreement for the county's telephone and Webex deployment is set to expire on July 7, 2025. As the expiration date approaches, the agreement will need to be renewed. Renewing the existing multi-year agreement with ePlus is advantageous to the county for several reasons, primarily for cost savings and ensuring a seamless continuation of services. Over the years, the current phone and Webex deployment has supported the county's communication infrastructure, enabling efficient and effective communication across departments. The new agreement will be approximately for 4.5 years, ending at the end of the 2029 calendar year.

The renewal of the multi-year agreement has been expanded to include 911 location services for the software softphone deployment by upgrading the current phone system with the Webex calling feature. The current softphone deployment, Jabber, does not offer 911 location services. In addition to upgrading the current phone system, the current call center solution will be moved to a modern contact center cloud platform that offers the use of chat, callback, and AI-powered virtual agents to reduce waiting times. A digital faxing solution has been included as well.

Webex meetings continue to be a foundation for the county's daily operations and public meetings. The platform's robust capabilities support remote and hybrid work environments, allowing for seamless virtual collaboration and communication. It is also used to provide a virtual option for public meetings where attendees are unable to gather in person.

This multi-year agreement provides stability for the county's core communications platforms while lowering the overall cost.

The below chart shows the estimated cost savings.

Project	Fiscal Year	Cost w/ multi-yr agmt.	Cost w/out multi-yr agmt.	Savings
1-Year 4 1/2	2026	1,013,925.00	1,257,700.43	243,775.43
2-Year 4 1/2	2027	1,013,925.00	1,257,700.43	243,775.43
3 -Year 4 1/2	2028	1,013,925.00	1,257,700.43	243,775.43
4-Year 4 1/2	2029	1,013,925.00	1,257,700.43	243,775.43
5-Year 4 1/2	2030	506,962.00	628,850.22	121,888.22
Totals:		4,562,662.00	5,659,651.94	1,096,989.94