

STAFF REPORT REGULAR MEETING

AGENDA DATE: June 30, 2026

DEPARTMENT: Information Technology

TITLE:

Renewal of Cisco Flex Collaboration Enterprise Agreement with R2 Unified Technologies

SUMMARY:

The City of Lake Worth Beach Information Technology Department requests approval to renew the Cisco Flex Collaboration Enterprise Agreement through R2 Unified Technologies for a three-year term covering August 14, 2026 through August 13, 2029.

The Cisco Unified Communications platform serves as the City's primary voice communications backbone, supporting day-to-day operations across all departments, providing the City's unified communications infrastructure including on-premises calling, voicemail, contact center solution, messaging, and emergency responder services.

BACKGROUND AND JUSTIFICATION:

The City of Lake Worth Beach relies on the Cisco Unified Communications platform as its primary voice communications backbone, delivering enterprise-grade telephony, voicemail, and collaboration services across all departments. The platform supports On-Prem Professional Calling Users and CUBE Enhanced Sessions, providing SIP trunk connectivity and seamless integration between on-premises and cloud environments.

The current Cisco Flex Collaboration Enterprise Agreement expires on August 13, 2026. Failure to renew prior to that date would result in loss of software compliance, support coverage, and access to critical firmware and security updates, directly disrupting City operations.

The Information Technology Department recommends approval of the three-year Cisco Flex Collaboration Enterprise Agreement as it provides cost certainty, preserves software compliance, and ensures continued support for the City's primary voice communications platform. The agreement maintains access to technical support, cybersecurity updates, firmware releases, emergency responder services, disaster recovery capabilities, and other critical unified communications functions. It also protects the City's existing Cisco infrastructure investment, simplifies licensing and administration under a single agreement, and supports uninterrupted communications for essential municipal operations.

The proposed agreement locks in pricing at \$19,218.24 annually for a total cost of \$57,654.72 over the three-year term. This protects the City from future Cisco price increases and provides predictable budgeting throughout FY 2026–2029.

Pricing is procured through the NASPO ValuePoint Cooperative Contract, satisfying competitive procurement requirements while leveraging negotiated discounts and fixed annual pricing.

MOTION:

Move to approve a three-year renewal of the Cisco Flex Collaboration Enterprise Agreement with R2 Unified Technologies for the period August 14, 2026 through August 13, 2029, at a total cost not to exceed \$57,654.72 (\$19,218.24 annually), procured through the NASPO ValuePoint Cooperative Contract (Florida Participating Addendum #43220000-NASPO-19-ACS).

ATTACHMENT(S):

Fiscal Impact Analysis

Quote not included due to confidentiality, Florida Statute 119.0725

FISCAL IMPACT ANALYSIS

Five Year Summary of Fiscal Impact:

Fiscal Years	2026	2027	2028	2029	2030
Inflows/Revenues					
Appropriated (Budgeted)	0	0	0	0	0
Program Income	0	0	0	0	0
Grants	0	0	0	0	0
In Kind	0	0	0	0	0
Outflows/Expenditures					
Appropriated (Budgeted)	\$19,218.24	0	0	0	
Operating	0	\$19,218.24	\$19,218.24	0	0
Capital	0	0	0	0	0
Net Fiscal Impact <i>(If not budgeted)</i>	0	0	0	0	0
No. of Addn'l Full-Time Employee Positions	0	0	0	0	0

Contract Award - Existing Appropriation (Budgeted)	
	Expenditure
Department	Information Technology
Division	Information Technology
GL Description	Operating Supplies / Computer Software
GL Account Number	510-1520-519.52-65
Project Number	N/A
Requested Funds	\$19,218.24
Remaining Balance	\$309,007.65
Source of Revenue (i.e. Paygo. Current Revenue, Bond Money, Grants, etc.)	Current Revenue