



City Council Agenda Item Staff Report

CITY OF SAN BRUNO

DATE: January 11, 2022

TO: Honorable Mayor and Members of the City Council

FROM: Jovan Grogan, City Manager

PREPARED BY: Sandeep Krishnamurthy, Director

SUBJECT: Adopt a Resolution authorizing the City Manager to increase the contract amount by \$25,000 to a new, revised total of \$212,000 for Bear Cloud Technologies' migration of the City of San Bruno's telephony services from on-premise Cisco Call Manager to Cisco Hybrid Cloud Calling and purchase compatible telephone handsets.

BACKGROUND:

The City Council approved \$187,000 on 24 August 2021 to migrate the City's existing on-premise Cisco Call Manager to Cisco WebEx Cloud calling.

After Council's approval, the Information Technology Department began contract finalization and additional due diligence with BearCloud. In these discussions the need for additional security as it related to the City's public safety function was identified. To resolve this need, BearCloud revised their proposal to include a hybrid solution which will satisfy the needs of the City's public safety functions. The hybrid solution identified entails an additional expenditure of \$19,592 for payment per the new proposal and a 28% contingency on the additional amount requested to cover any potential upward revision to the revised quote.

DISCUSSION:

Public Safety Needs:

The nature of Public Safety's daily functions involves the processing and exchange of confidential and sensitive information, making the need for a secure communications infrastructure an extremely high priority. The original design proposed by BearCloud, although very secure, and in use by innumerable customers in both the public and private sector, does not have the same level of control and auditability as an on-premise solution. To provide the highest level of security, BearCloud revised their proposal to include an on-premise component, which will provide the level of control necessary to meet the needs of San Bruno's public safety departments.

Features & Functionality:

There will be no substantive differences in functionality with the new hybrid solution for users compared to the original proposal. The new proposal does offer an easy migration to a complete cloud calling in 18 to 24 months, which is when Cisco is expected to introduce a cloud solution with the equivalent level of security and auditability as their on-premise solution.

FISCAL IMPACT:

If approved, the increase in the project's cost by \$25,000 will raise the project's total first year's cost to \$212,000 from \$187,000. This new total will be included in the approved 2021-22 Technology Fund Capital Improvement Project.

ENVIRONMENTAL IMPACT:

There is no environmental impact.

RECOMMENDATION:

Adopt a Resolution authorizing the City Manager to increase the contract amount by \$25,000 to a new, revised total of \$212,000 for Bear Cloud Technologies' migration of the City of San Bruno's telephony services from on-premise Cisco Call Manager to Cisco Hybrid Cloud Calling and purchase compatible telephone handsets.

ALTERNATIVES:

1. Direct changes to the proposed agreement with BearCloud for design and implementation of Cisco Hybrid Cloud Calling.
2. Provide alternative direction on the topic of the replacing the City's Cisco Telephone System.

ATTACHMENTS:

1. Resolution