

# STATE BOARD FOR COMMUNITY COLLEGES AND OCCUPATIONAL EDUCATION

December 13<sup>th</sup>, 2023

**TOPIC:** CCCS Information Technology Cloud Telephony Upgrade

**PRESENTED BY:**

Julie Ouska, Vice Chancellor for Information Technology/Chief Information Officer and Katherine Stevenson, Chief Technology Officer & Deputy Chief Information Officer

**RELATIONSHIP TO THE STRATEGIC PLAN:**

Redefine our value proposition through accessibility, affordability, quality, accountability, resource development and operational excellence.

**EXPLANATION:**

System IT has operated a single, consolidated Cisco Call Manager telephone system for the thirteen colleges and the system office for more than a decade. The current Cisco Call Manager license agreement expires in July 2024 and must be renewed or replaced.

System IT, in concert with representatives from the thirteen colleges, has spent the past year examining potential replacement telephone systems. We have settled on the cloud version of Cisco Call Manager, WebEx Cloud Calling, as the preferred replacement. Continuing to use a Cisco telephone system avoids the need to retrain phone users and allows us to continue to use the majority of our existing phone handsets. Moving the system out of our datacenter and into the cloud allows us to avoid the effort and expense of maintaining and upgrading the 20 servers which currently comprise the telephone system. We anticipate a 4% savings over continuing to operate the system in our datacenters.

System IT has elected to partner with Lumen Technologies, our incumbent dial-tone provider, and wishes to enter into a 42-month agreement for WebEx Cloud Calling and related software starting in January 2024. Annual payments would begin in July 2024 and continue through the end of FY 2027. Pricing is being extended under State of Colorado contract number 179334 and breaks down as follows:

- WebEx Cloud Calling: \$1,866,076
- WebEx Contact Center: \$ 517,440
- Implementation Services: \$ 40,040
  
- Agreement total: \$2,443,556

**RECOMMENDATION:**

Staff recommends the approval for CCCS to proceed with the acquisition of Cisco WebEx Cloud Calling and related software and services as described above with a do not exceed amount of \$2,500,000 through the end of FY 2027. Staff recommends that the Board delegate to the System Vice Chancellor of Finance and Administration the authority to sign all related contract documents on the condition that all Board and State processes are followed.