



**CITY OF HOUSTON - CITY COUNCIL**

Meeting Date: 9/17/2024

ALL

Item Creation Date: 9/3/2024

HITS- FY25 Citywide Phone System Upgrade

Agenda Item#: 17.

**Background:**

**Summary:**

Approve an Ordinance appropriating \$310,000.00 from the Equipment Acquisition Consolidated Fund (1800) for the planned Phone System Upgrade project for Houston Information Technology Services on behalf of the Houston Emergency Center (HEC).

**Specific Explanation:**

The Chief Information Officer recommends that City Council approve an ordinance to appropriate \$310,000.00 from the Equipment Acquisition Consolidated Fund (1800) for the planned Phone System Upgrade project for Houston Information Technology Services on behalf of HEC. This project is budgeted in the approved FY2025 Capital Improvement Plan adopted by the City Council.

The project description with allocation amount is as follows:

PROJECT	PROJECT NO.	AMOUNT
Citywide Phone System Upgrade	x-680094*	\$310,000.00

This Phone System provides the Houston Emergency Center's (HEC's) voice communications (excluding 911 call takers). This system is used by the Office of Emergency Management (OEM) and the Houston Emergency Center (HEC), including Houston Police Department and Houston Fire Department dispatch functions. This system at the HEC is operating on legacy hardware and is reaching end-of-life. This appropriation will allow for the system upgrade, including to new software versions, hardware, and telecommunications trunk lines. This project does not require physical phone system replacements; this project will migrate the server hardware and software to the cloud thereby reducing the need to maintain physical hardware and infrastructure. Furthermore, by moving this to the cloud, it aligns with the HITS strategic priority of cloud first where it makes business sense, and enhancing the security, connectivity, and efficiency of this system. HITS will leverage existing enterprise contract(s) and cooperative contracts for the purchase of professional services, maintenance services, hardware, and software.

**Fiscal Note:**

No significant Fiscal Operating impact is anticipated because of these projects.

DocuSigned by:  
  
 44F8FE8CDB7481  
 Lisa Kent, Chief Information Officer  
 Houston Information Technology Services

**Prior Council Action:**

N/A

**Amount and Source of Funding:**

\$310,000.00 - FY25 Equipment Acquisition Consolidated Fund (1800)

**Contact Information:**

Name	Dept/Division	Phone No.:
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**ATTACHMENTS:**

Description	Type
COF	Financial Information
CIP-Form A	Financial Information
FMBB	Financial Information
Fiscal Note	Financial Information

