


COUNCIL COMMUNICATION

	Number:	25-213	Meeting:	June 9, 2025
	Agenda Item:	45	Roll Call:	<input type="text"/>
	Submitted by:	Jeffrey L. Wann, CIO, Information Technology Director		

AGENDA HEADING:

Resolution approving the purchase of phone system implementation consulting and professional services from Carrier Access Information Technology (IT) using OMNIA Agreement No. R200803 and City of Des Moines Short-Form Agreement No. K25-336.

SYNOPSIS:

Recommend the approval of the Statement of Work with Carrier Access IT (Chad Kruse, President/CEO; 1275 Northwest 128th Street, #210, Clive, IA 50325) for professional services and consulting related to the Microsoft Teams Calling implementation and phone system replacement for the Enhanced Information and Communication System project.

FISCAL IMPACT:

Amount: \$285,000

Funding Source: Fiscal Year (FY) 2025-2026 Capital Improvement Program (CIP), Enhanced Information and Communication System, MS001, Page 57

ADDITIONAL INFORMATION:

- The IT Department is modernizing and updating the unified communications and telephony platform using Microsoft Teams Calling. We are partnering with Carrier Access IT to help with the implementation and launch due to their extensive experience and multiple rollouts of the new platform.

PREVIOUS COUNCIL ACTION(S):

Date: April 21, 2025

Roll Call Number: [25-0593](#)

Action: [Microsoft](#) Enterprise Enrollment Agreement and procurement of Microsoft Enterprise services from Insight Public Sector (Joyce Mullen, President and CEO) per Omnia Contract and City Short-Form Agreement for use by the IT Department, \$2,528,762.34. ([Council Communication No. 25-160](#)) Moved by Gatto to adopt. Second by Voss. Motion Carried 7-0.

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS: NONE

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