


COUNCIL COMMUNICATION

	Number:	26-155	Meeting:	April 20, 2026
	Agenda Item:	31	Roll Call:	26-0510
	Submitted by:	Jeffrey L. Wann, CIO, Information Technology Director		

AGENDA HEADING:

Resolution approving \$137,000.00 of additional funds for the purchase of phone system implementation consulting and professional services from Carrier Access Information Technology (IT) using Omnia partners / Region 4 ESC contract number R200803 and form K25-336 with TD Synnex Corporation for a total estimated amount of \$422,000.

SYNOPSIS:

Recommend approval of \$137,000 of additional funds for the statement of work change order submitted by Carrier Access IT, 1275 Northwest 128th Street, #210, Clive, IA 50325; (Chad Kruse, President/CEO) for additional professional services and consulting related to the Microsoft Teams Calling implementation and phone system replacement for the Enhanced Information and Communication System project utilizing the cooperative contract R200803 between Omnia partners and Region 4 ESC, which is competitively bid.

FISCAL IMPACT:

Amount: \$137,000

Funding Source: Capital Improvement Program (CIP) Fiscal Year (FY) 2026, MS001, C051IT99, Miscellaneous Improvements Enhanced City-wide Information and Communication Systems, 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. There has been additional work, tasks, support and training identified during the phone system rollout that required a change order to the original statement of work including:
 - Zetron 911 and Eventide Call Recording Integrations
 - Analog Phone Line Tracing at All Survey Locations
 - eFax Implementation Assistance
 - SIP Gateway vs. Teams Certified Phone Evaluation
 - ATA Bulk Gateway – GCC Tenant Configuration
 - Additional Wastewater Reclamation Authority (WRA) Follow-Up Site Survey

- Also, we still have approximately 30% of the original rollout and statement of work to be completed which includes: Municipal Service Center 2 (MSC 2), WRA and Police: Department Building, MetroStar, Animal Control, Academy, Annex and Traffic.

PREVIOUS COUNCIL ACTION(S):

Date: June 9, 2025

Roll Call Number: [25-0848](#)

Action: [Purchase](#) from Carrier Access IT (Chad Kruse, President/CEO) of phone system implementation consulting and professional services per Omnia Agreement for use by the Information Technology Department, not to exceed \$285,000. ([Council Communication No. 25-213](#)) 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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