



CITY COUNCIL MEETING

AGENDA SECTION	CONSENT
MEETING DATE	MARCH 23, 2026

ITEM:	Approval of Softphone Services Contract and Purchase of Related Hardware		
<i>Kennedy Colsch – Systems Administrator</i>			
DEPARTMENT: Information Technology	BY/DATE: Kennedy Colsch – Systems Administrator / March 17th, 2026		
CORE CITY STRATEGIES: <i>(please indicate areas that apply by adding an “X” in front of the selected text below)</i>			
<input type="checkbox"/> Community that Grows with Purpose and Equity	<input checked="" type="checkbox"/>	Engaged, Effective and Forward-Thinking	
<input type="checkbox"/> High Quality Public Spaces	<input type="checkbox"/>	Resilient and Prosperous Economy	
<input type="checkbox"/> Safe, Accessible and Built for Everyone	<input type="checkbox"/>	Inclusive and Connected Community	

BACKGROUND

The City’s current Mitel-based telephone system is due for replacement. While the system remains operational, it is based on aging technology and lacks many features that are standard in modern phone systems. In addition to limited functionality, the current system has a high learning curve for staff. Management and maintenance is time-consuming for IT staff.

Common functions—such as visual voicemail or forwarding calls to a mobile phone—are either unavailable or require additional licensing and complex configuration. Staff must also routinely request assistance to update buttons on their desk phones, as the system does not allow for basic end-user customization. As a result, routine tasks can be cumbersome for both end users and system administrators.

SUMMARY OF CURRENT STATUS

IT staff evaluated several phone vendors with the goal of not only replacing the existing system, but significantly improving functionality and accessibility. The IT Department collaborated with City staff, gathered feedback, and narrowed the options to two solutions: Zoom and Teams.

Staff propose replacing the City’s current phone system with Zoom Phone, a modern cloud-based softphone platform sold through Lumen and utilizing Lumen for PSTN connectivity. Lumen being the low-qualified reseller for Zoom phone services.

Zoom Phone provides a more modern and flexible platform, including features such as visual voicemail, voicemail transcription, and SMS messaging for each user. Staff will also be able to make and receive calls from their city phone number using a desk phone, computer, or smartphone through the Zoom application, eliminating the need to share personal cell phone numbers. Because the system is cloud-based, it can be administered through a centralized web portal, making it easier for IT staff to manage and update. The cloud architecture also improves resiliency during outages, as staff can continue to make and receive calls from any

device with an internet connection. IT has built our technology platform on flexible working. Zoom phone enables remote work that meets staff wherever they may be working.

This project was planned and budgeted for in the City's 2026 budget as part of efforts to modernize the City's communication systems and improve operational efficiency.

Cost

- \$87,462.88 total contract value over three years for Zoom softphone services from Lumen.
 - \$4,345.00 is included in the contract for onboarding professional services.
 - \$27,705.96 annual service fee has been accounted for in each department's 43210 line starting with the 2026 budget.
- \$49,000.00 for replacement phone hardware from PDS and Amazon.
These devices have been budgeted under each department's 42011 line in the 2026 budget.

STAFF RECOMMENDATION

Staff recommends authorizing the City Manager to enter into a three-year contract with Lumen for Zoom softphone services with a total contract value of \$87,462.88, and approving the purchase of related phone hardware from PDS and Amazon in the amount of \$49,000.00.

RECOMMENDED MOTION(S):

MOTION: Motion to authorize the City Manager to enter into a three-year contract with Lumen for Zoom softphone services with a total contract value of \$87,462.88, and to approve the purchase of related phone hardware from PDS and Amazon in the amount of \$49,000.00.

ATTACHMENT(S)

Quote Softphones Zoom
Quote Softphones Teams Alternate
Quote Hardware PDS
Quote Hardware CDWG Alternate
Quote Hardware Amazon