



STAFF REPORT

CITY OF GREEN COVE SPRINGS, FLORIDA

TO: City Council Regular Meeting **MEETING DATE:** December 09, 2025
FROM: Angel Alicea, Director of Information Technology
SUBJECT: Approval of New Telephone Vendor and Cloud-Based VoIP Solution

BACKGROUND

The City's existing telephone system contract has reached the end of its term. Over the past several months, the Information Technology Department conducted a comprehensive evaluation of available telephone service providers, focusing on reliability, scalability, cost efficiency, and support responsiveness.

Several vendors submitted proposals and were evaluated based on:

- System features and capabilities
- Integration with existing city infrastructure
- Cost of implementation and monthly recurring services
- Service level agreements and customer support
- Security and compliance posture
- Ability to support all City facilities and departments

After reviewing the proposals and interviewing vendors, the IT Department has completed its evaluation and identified SpectrumVoIP as the vendor that best meets the City's operational needs.

FISCAL IMPACT

The proposed contract will span 5 years with the following costs:

- **Implementation and onboarding cost: \$0.00.**
- **Monthly recurring cost: \$1362.44 (First 6 months deferred to \$0.00)**
- **No upfront cost for phones and onsite installation.**

The cost of our current phone system is approximately \$3,300 per month, so this will result in annualized savings of approximately \$23,000.

Funds have been budgeted in the current fiscal year under the IT Department's telecommunications budget.

RECOMMENDATION

Staff recommend that the City Council:

1. **Approve the selection of SpectrumVoIP to provide a cloud-based VoIP system for the City of Green Cove Springs; and**

- 2. Authorize the City Manager to execute all necessary agreements; contracts; and documents to implement the new telephone solution.**