
AGENDA ITEM

TO: Tim Vandall, City Administrator
FROM: Joshua Gentzler
DATE: July 6, 2025
SUBJECT: IdeaTek Telcom Phone Contract

Overview: Staff recommends that the City Council approve the proposed five-year service agreement with IdeaTek Telcom, LLC for hosted phone system services and authorize the Mayor to execute the agreement on behalf of the City.

The City of Lansing seeks to modernize and consolidate its telecommunications infrastructure. IdeaTek Telcom, LLC submitted a proposal that includes hosted phone system services for 75 users, technical setup and training, and one analog line for fax services. The agreement offers competitive pricing at \$1,153.00 per month, with the first month free and installation fees waived with a 5-year term. The full term would be worth an estimated \$69,180.

The contract includes standard terms and conditions as reviewed by staff, and modifications have been requested to enhance service level accountability, clarify indemnity, access obligations, and provide transparency for surcharge adjustments.

The City solicited 3 quotes from providers and presents this option as the recommended provider.

Policy Consideration: N/A

Financial Consideration: Estimated cost of \$1,153.00 per month for the duration of the 5-year term. First month of service is at no charge.

Action: A motion to approve the service agreement with IdeaTek Telcom, LLC and authorize the Mayor to execute the agreement and any related documents.