



AGENDA INFORMATION

TIFFIN CITY COUNCIL COMMUNICATION

DATE:	February 27, 2026
AGENDA ITEM:	Discussion and Consideration on Proposal for Access Cloud Communication Solution for a new phone system – Motion to Approve
ACTION:	Motion

Background

This item is to request Council authorization to replace the City’s existing phone system, which will soon no longer be supported by the vendor. With the opening of the new Tiffin Recreation Center, the current system presents operational limitations—specifically, inability to transfer calls to the new facility, resulting in a fragmented and inefficient calling experience for residents and staff.

Approval of a replacement system will ensure continuity of service, compatibility with multiple City facilities, and improved customer service for residents.

The City’s current phone system will soon no longer receive vendor support. This creates increasing operational risks including:

- System failures without available technical support
- Security vulnerabilities due to lack of updates
- Inability to scale the system as the City adds facilities and staff

Additionally, once the new Recreation Center opens, callers will be unable to reach the facility unless they have the direct phone number. The current system does not allow call transfers between sites, forcing staff to rely on manual call-backs or asking residents to redial another number—an inefficient and confusing experience.

To address these issues, staff requested a proposal from Access Systems, the City’s existing IT and technology partner.

Access Systems has provided a proposal for the Access Cloud Communication Solutions (ACCS) platform, which includes upgraded phones, unified communication features, and installation support.

Staff Recommendation

Staff recommends approval of the Access Systems Cloud Communications proposal to replace the City’s existing phone system and support the operational needs of all City departments, including the new Recreation Center.

ATTACHMENTS: Proposal



accs

Access Cloud Communication Solutions

Proposal for City of Tiffin

Grace Martensen

Access Systems

gmartensen@accesssystems.com

515-987-6227

About Access Systems

Established in 1986, Access Systems is a privately owned technology company providing managed print services, VoIP unified communications (ACCS), and IT services. Our office technology solutions simplify work, save time, and improve security so you can focus on what matters most: Your University.



Shane Sloan acquired Access Systems in 2005, leading to our expansion as a nationally recognized enterprise offering IT, print, and unified communication solutions.

Over the past 20 years, we have experienced remarkable growth, expanding across the Midwest. Our commitment to continuous development has enabled us to maintain our unique culture, provide career opportunities for our team, and deliver enhanced resources to support our clients.

The ACCS Difference: What sets us apart is our personalized, local support. You'll have a dedicated onboarding project manager, an assigned support manager, a local team for full hardware and software support, and a go-to customer service representative who knows your account. Plus, you get **unlimited technical assistance** whenever you need it.

We are proud to be a destination employer; this recognition comes directly from our employees, who have awarded us as a Top Workplace for ten consecutive years in Iowa and in the USA since the award's inception in 2021. These accolades attest to our stability and viability as we forge ahead.





t. 515-987-6227 f. 515-987-6228

www.AccessSystems.com

RENTAL QUOTE

Quote: ASTQ39873-01

Date: Jan 28, 2026

Expiry Date: Feb 28, 2026

Sold To

City of Tiffin

Abigail Hora
300 Railroad St
P.O. Box 259
Tiffin, IA 52340
United States

Phone (319) 545-2572

Access Systems offers a full range of office technology solutions from IT and phone solutions to copiers and printers. Our Total IT Care offering provides one of the industry's most comprehensive managed IT solutions. Additionally, our local technicians are available to handle your onsite installation and support needs.

Grace Martensen

gmartensen@accesssystems.com
515-987-6227 ext 4237

Qty.	Description	Price
	Access Cloud Communication Solutions	
	36 Mo. \$689.22 / Mo. Monthly Total After Discount: \$569.22 / Mo.	
	Cash Purchase Option: - \$7,965 - \$405 / Mo.	
	Includes:	
15	(15) Business UC Seat with Yealink T85W Web Portal Access ACCS Connect Webphone & Mobile App Access Voicemail Box Voicemail Transcription DID	
1	Essential Voice Seat w/ Yealink Conference Phone Extension to Extension dialing Inbound and outbound calling No Voicemail Box No ACCS Connect access Best for common areas	
2	(2) 911 Service (per number)	
1	Sites Up to 4 Business Telephone Numbers 1 E911 Address 1 Toll Free Number	
	6 Yealink WH62-Mono Wireless Headset	
	Installation: - Pre-Installation network assessment and conference-call w/client - Pre-Installation system preparation and programming - On-Site installation assistance of handsets, peripherals, and testing - On-Site training included during installation - ACCS Customer cloud quick guide included with installation	
	Post-Install support: Package includes 36 Month Total Phone Care service agreement - Unlimited remote support for system user requests - Call 888-464-8770 or email phonesupport@accesssystems.com - Onsite support at time/materials rates - Assigned Support Technician	

Qty.	Description	Price
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Note:

- ** System functionality and call quality is based on internet connectivity customer is responsible for providing connectivity internet
- ** Customer is responsible for ensuring proper structured data cabling is provided for each handset placement
- ** Does not include additional wiring.
- ** Cat5e or better network connection required at each phone location, with internet access.
- ** See Access Systems Cloud Voice Terms and Conditions Page on Website.
By signing this quote, customer agrees to all terms and conditions outlined in this agreement.
- ** Quote price does not include standard Taxes and Fees
- ** Mobile Application connectivity and call quality is going to vary depending on the network the device is connected to (ie. wireless connection or Cellular data connection)
- ** Pricing is subject to change based on our pre-installation discovery to account for items such as,
but not limited to, additional handsets, power adapters, paging adapters, etc.

Replacing:



Monthly Total \$569.22

Total does not include sales tax or shipping*
Unless otherwise noted in this document, labor will be billed as incurred on a separate invoice

Our award-winning team is dedicated to helping our clients grow and become more productive through our vast technology solutions. We listen to your business needs and goals to build a solution to achieve your objectives. Please let us know how we can help!

THIS QUOTE IS FOR DISCUSSION PURPOSES ONLY

Terms and Conditions

This Statement of Work ("SOW") is governed under the Master Service Agreement (the "Agreement") between Access Technologies, Inc. ("Access Systems", "Access", "Us", "We", or "Our") and the client whose name and authorized signatory appear in the signature block of this SOW ("Client", "You", or "Your"). Capitalized terms in this SOW will have the same meaning as those in the Agreement, unless otherwise indicated below. A copy of the Agreement can be obtained on our website at: <https://www.accesssystems.com/master-services-agreement/>.

1. SCOPE OF SERVICES: Subject to the additional terms listed in herein, the services described below (collectively, "Services") will be provided to Client. Technical Support Services & Feedback: Technical Support Services ("Support Services") shall include, but not be limited to, phone and managed device hardware and software troubleshooting, user account activation and deactivation, local and remote network connectivity, and peripheral device connectivity. Client agrees to facilitate with Access to allow us to perform Support Services remotely. Contact can be via our support email address of PhoneSupport@AccessSystems.com or via phone at 888-464-8770. Such facilitation includes you performing basic troubleshooting as requested by us. If Client refuses to facilitate our remote assistance or instructs Access to first perform Support Services onsite, such services shall be billable at our prevailing time and materials hourly rate plus a premium for off-hours service. If an issue cannot be resolved remotely, a technician will be scheduled to come onsite to further troubleshoot or resolve the issue. Both parties may agree to have Access perform Support Services onsite on a regularly scheduled routine basis for an additional fee.

Number Porting and Availability: Access will use reasonable efforts to facilitate number transfers or port requests for you, provided that you comply with the necessary and specific procedures for porting between service providers. You should not order any printed material, such as business cards or stationery, showing a telephone number, or issue any press releases or otherwise publicize any telephone number until that telephone number becomes active on your account. You understand and agree that Access may from time to time need to change the telephone or facsimile number assigned to you (due to an area code split or for any other reason). Access shall not be liable for any damages (including consequential, special damages or other damages) to you in the event that we need to assign you a new telephone or facsimile number.

911 Service: The 911 Service ("VoIP 911 Service") operates differently than traditional 911 service. We are required by the FCC to advise you of the potential circumstances under which 911 may not be available or may be in some way limited by comparison to traditional 911 service. Such circumstances include internet connection failure and number flexibility & Service portability. It is your responsibility to inform all potential users of the service of this limitation. Enhanced 911 service ("E911") automatically sends your 911 call to the appropriate Public Safety Answering Point ("PSAP") along with your registered address and telephone number. Because your address does not necessarily correspond with your telephone number, you must provide Access with the street address(es) where you will be using Access Service ("Registered Location(s)") when you sign up for service. If you relocate any equipment (PC with softphone, IP phone, or ATA with traditional phone) that you use to access the Service, you must provide Access your updated Registered Location(s). If you do not update your Registered Location(s), any 911 calls you make using the VoIP Service will be routed based on your previously provided Registered Location and therefore may not be routed to the appropriate PSAP for your new location. Unless you have a backup system to power your wired broadband Internet connection and any equipment (PC with softphone, IP phone, ATA with traditional phone) that you use to access your Service, you will not have phone service or 911 service during any power outage. In some circumstances, such as unavailability of direct routing to PSAPs or the use of portable devices to access the Service, emergency calls will be routed to the National Emergency Call Center. You may update your Registered Location by logging on to your Account settings page or calling customer support at 888-464-8770. It is your responsibility to let the 911 operation know your physical location.

2. TERM & TERMINATION: The Services will commence, and billing will begin, on the earlier of (1) the project completion date, including the porting of all applicable numbers in which the Services are implemented and operational ("Commencement Date") or (2) 45-days from signature date of the Statement of Work above unless delays are incurred from your previous carrier.

The Services will continue for a term of thirty-six (36) months from the Commencement Date. After the expiration of the initial term, this SOW will automatically renew for continuous one (1) year terms unless either party notifies the other of its intention to not renew this SOW no less than sixty (60) days before the end of the then-current term. Early termination without cause in this SOW will result in the early termination fees described in section 5 below.

3. ASSUMPTIONS, MINIMUM REQUIREMENTS & EXCLUSION: The scheduling, fees and provision of the Services are based upon the following assumptions and minimum requirements (the "Minimum Requirements"): (a) you are responsible for ensuring proper structured data cabling, cat5e or better network connection with Power Over Ethernet, is provided for each handset placement as no additional wiring is covered under this SOW; (b) you must have properly configured and working Internet service and/or Public Switched Telephone Network ("PSTN") service (i.e., mobile and/or landline phone service) which has sufficient bandwidth for system functionality and call quality; (d) an upgrade of your internet bandwidth may be necessary to reduce jitter and latency which will be an additional charge you are responsible for incurring from your ISP.

You agree at your sole expense to (1) obtain access to your own Internet and/or PSTN service with a third party provider other than Access; (2) be responsible for payment of Internet and/or PSTN connection including all service fees and all equipment necessary to establish a connection to such Internet and/or PSTN service, as may be required to use the Services; (3) if a Uninterruptible Power Supply device is used, replacement batteries and/or a battery backup should be in place and shall be tested by you.

We will initially configure certain settings (VLAN, SBC device, etc.) that should not be changed without consulting Access Systems. If any configuration changes are made by you or other vendors after we have initially configured the devices, any support services provided by us would be excluded under this SOW and would be billed at a time and materials current rate which is outside the scope of this agreement.

The definition of these Minimum Requirements do not indicate we have implemented such items in your environment or otherwise ensured your environment is free of such items. Instead the definition of these Minimum Requirements are meant as a minimum baseline that facilitates our performance of the Services for the fees described in this SOW in the most economical manner. If you do not agree to abide by the Minimum Requirements, you acknowledge we have the sole discretion to modify your Payment and/or declare the related non-compliant configuration element as an Unsupported Service.

4. SUPPORT SERVICES SCHEDULE: You acknowledge and agree that the Services may not be available 100% of the time. Credit allowances for interruption of the Services may only be provided on a case-by-case basis at the sole discretion of Access and shall be your sole remedy for any Service interruptions or other issues with the Services. Support Services will be provided during the hours of 8:00 a.m. to 5:00 p.m. central standard time, except weekends and holidays ("Troubleshooting Hours"). Requests for service troubleshooting outside of Troubleshooting Hours will be provided on a best effort basis at Access' prevailing time and materials hourly rate plus a premium for off-hours service. Such charges for services outside the Troubleshooting Hours are in addition to the Monthly Payment.

5. FEES: In consideration of the provision of the Services provided for herein, you agreed to pay the Payments as specified above and as adjusted from time-to-time. Please note that all prices, taxes, surcharges, and fees are subject to change at any time. Access may at its sole discretion increase the Monthly Payment by no more than 10% annually to cover, among other items, an increase in licensed software costs provided to you under this SOW and an increase in personnel related costs to perform the Services under this SOW.

Late Payment: Time is of the essence for payment. You agree to pay us interest at the lesser rate of (a) 18% per annum or (b) the highest rate allowed by law for any amounts unpaid as of the due date. Written statements disputing charges must be sent to Access at Billing@AccessSystems.com. After your account is 30 days past due, we may send you a certified letter indicating that your Service will be shut off. Payment to bring your account current must be received within 10 days of your receipt of the certified letter or your Service may be shut off; which includes your incoming and outgoing phone service.

Terms and Conditions (Continued)

Fraudulent Charges: It is your responsibility to take appropriate network security to protect your network from fraudulent usage and ensure only authorized use occurs. In the instance you do incur charges as a result of fraudulent usage, you are responsible to pay such charges and any other related costs.

Incoming Toll Free & International Calling: Incoming Toll Free and International Calling is not included in the service and is charged at a different rate than domestic calling. The service only covers domestic calls; incoming toll free and international calls are not covered. Therefore, by way of illustration, if you make an international call or accept an incoming toll free call you will be billed at our then current international or incoming toll free calling rates and no impact to your domestic calling plan will be impacted. Please contact us for our latest international and incoming toll free calling rates.

Service Changes: Service may be downgraded under this SOW but cannot decrease more than 10%. A written modification to this SOW can be subsequently executed by both parties to reduce or add lines at the then current rates. If service is canceled or otherwise reduced in excess of 10% before the term is up, an early termination fee will apply and will be calculated as an average of your prior six months of invoices under this SOW multiplied by the remaining months left under this SOW. Expiration of the term or termination of Service does not excuse you from paying all unpaid, accrued charges due in relation to the Agreement.

"Hardware Rental" payment set forth in the Schedule of Products. You are unconditionally obligated to pay all Hardware Rental payments, and to perform all your other obligations concerning the Equipment for the full Initial Term. You will use the Equipment for business purposes only, and not modify or move it from its initial location without Our consent. You are responsible for any damage to or loss of the Equipment, and understand that no such damage or loss to the Equipment will relieve You from Your payment obligations hereunder. We own the Equipment. You will pay when due, either directly or by reimbursing Us, all taxes and fees relating to the Equipment and this Agreement, including, but not limited to sales or use tax (which, if due upfront, will be payable over the Initial Term with a finance charge), and property tax. Your obligations hereunder shall continue during any renewal term(s) after the Initial Term. You will return the Equipment to the location designated by Us, at Your expense, within 30 days of the termination of this Agreement. If the Equipment is not timely returned, your obligation to the pay monthly Hardware Rental will continue. If the returned Equipment is not immediately available for use by another without need of repair, You will reimburse Us for all repair costs. You agree that We may without notice assign the Equipment and Your payment obligations relating to the Equipment to a third-party for financing purposes and that, if assigned, the assignee will have all of Access's rights with respect to the Equipment and Your payment obligations relating to the Equipment, but will not be subject to any claim, defense, or set-off assertible against Access or anyone else. In the event of any inconsistency or conflict between the terms of this Hardware Rental section and any other terms of this SOW or the Agreement, the terms of this Hardware Rental section shall control. If any Hardware Rental payment becomes 31+ days past due, or if you otherwise breach provisions of this SOW or Agreement applicable to the Equipment, you will be in default under this section, and we may require that you return the Equipment to us at your expense and pay us: 1) all past due amounts relating to the Equipment and 2) all remaining Hardware Rental payments for the unexpired term, plus our booked residual, discounted at 3% per annum; and we may pursue all other legal remedies available to us. You agree to pay all costs and expenses (including reasonable attorney fees) we incur in any dispute with you. Any claim related to this section or the Equipment shall be governed by the internal laws of the state in which our (or, if we assign rights hereunder, our assignee's) principal place of business is located and any dispute concerning the assigned rights will be adjudicated in a federal or state court in such state. You hereby consent to personal jurisdiction and venue in such courts and waive transfer of venue. Each party waives any right to a jury trial. Your obligations under this Section, and Your other obligations that relate to the Equipment, will be separately enforceable rights of our assignee. The original of the SOW for enforcement and perfection purposes, and the sole "record" constituting "chattel paper" under the UCC, is the paper copy hereof bearing (i) the original or a copy of either your manual signature or an electronically applied indication of your intent to enter into this Agreement, and (ii) our original manual signature.

7. USE POLICY: The Services: (a) may only be used for normal business use; (b) are provided only for dialog between two individuals at one time per line; (c) each IP line can be used for asynchronous traffic only; (d) exclude international calling, which is available for an additional fee; (e) are issued on a "one (1) user per line basis", meaning that only one registered user may be assigned to use the Services for any one line; (f) may not be used for auto-dialing or "predictive" dialing (i.e., non-manual dialing or using a software program or other means to continuously dial or place out-bound calls).

Unusually high usage of the Services may impair our ability to provide high quality Services to others and/or indicate unauthorized use of the Services, in which case we may suspend or terminate your account or, upon prior notice, convert your Account to a metered calling plan that charges significantly higher usage rates. We reserve the right to add, modify, or amend this Use Policy at any time for any reason at our sole discretion.

Access offers unlimited monthly domestic calling plans. An unlimited plan provides you with a local or toll-free telephone number and is subject to the terms and restrictions described in this SOW. If, for any reason Access believes that you are using the service for a prohibited purpose and/or your call usage violates the Use Policy, then Access may, in its sole discretion with or without notice, either terminate your unlimited plan or immediately convert your unlimited plan to a metered plan, as set forth above.

8. MISCELLANEOUS: (a) The offers, terms and prices of this SOW shall expire if not executed within thirty (30) days of your initial receipt of this SOW; (b) The failure of Access Systems to exercise or enforce any right or provision of this Agreement shall not constitute a waiver of such right or any other provision; (c) **ALTHOUGH EVERY EFFORT IS MADE TO ENSURE THAT VOICEMAILS AND FAX TRANSMISSIONS ARE SECURE, ACCESS MAKES NO GUARANTEES OF SECURITY;** (d) Under California Civil Code Section 1789.3, California users of the Service receive the following specific consumer rights notice: The Compliant Assistance Unit of the Division of Consumer Services of the California Department of Consumer Affairs may be contacted in writing at 1020 N Street, #501, Sacramento, California 95814, or by telephone at 916-445-1254.; (e) From time to time, Access may send you surveys, comment cards, customer satisfaction forms, or other requests to provide feedback. You hereby grant Access, its licensors, and suppliers a perpetual, unlimited, worldwide fully-paid up, royalty free license to use all feedback, answers, ideas, comments, or other information you provide to Access; (f) **Recording Conversations:** Certain Access Systems Services provide a function that allows you to record individual telephone conversations. The laws regarding the notice, notification, and consent requirements for recording conversations vary from state to state. In some states, you are required to obtain consent from all parties to record a conversation. You are solely responsible for complying with all federal, state, and local laws in any relevant jurisdiction when using this feature. Access expressly disclaims all liability with respect to your recording of telephone conversations. You hereby agree to fully, finally, and forever release, discharge, hold harmless, and fully indemnify Access from and against any damages or liabilities of any kind related to your recording of any telephone conversations using the Services. If call recording is selected as an optional service, call recordings are retained for 6 months from the date of the original recorded call. An additional service may be added to retain calls for a maximum of 12 months; (g) **Voice-to-Text and Text-to-Voice Limitations:** Certain Access Services may provide a function that allows voicemails to be converted to text and vice versa. You understand and agree that Access's voice-to-text ("VTT") and text-to-voice ("TTV") features may not accurately transcribe voicemails or articulate text messages, respectively. You are solely responsible for checking the original message and verifying the accuracy of the message when using any and all VTT or TTV features. Access expressly disclaims all liability with respect to the conversion of voicemails to text or vice versa. You hereby agree to fully, finally, and forever release, discharge, hold harmless, and fully indemnify Access from and against any damages or liabilities of any kind related to your use of VTT or TTV features when using the Services; (h) **Operator Assisted Calling, 311, 511, and other X11 Calling:** The Service may not support 311, 411, 511, and/or other X11 calling (other than 911 as specified in this SOW) in one or more service areas.