

Information Technology Advisory Committee Meeting
Madison Heights, Michigan
April 15, 2026

A Information Technology Advisory Committee Meeting was held on Wednesday, April 15, 2026 at 6:00 PM at City Hall - Lindell Ross Executive Conference Room, 300 W. 13 Mile Rd.

PRESENT

Member Mark Bliss
Member Brian Davis
Member Curtis J. Kogelman
Member Scott Tuller
City Manager Melissa Marsh
Ex-Officio Member Cheryl Rottmann
Council Representative William Mier
Council Representative Alternate Sean Fleming

ABSENT

Member Dale Gardner
Alternate Robert Didur
Alternate Anthony Maurice

ITAC-26-. ITAC Meeting Minutes of January 7, 2026.

Motion to approve the ITAC meeting minutes of January 7, 2026, as printed.

Motion made by Marsh, Seconded by Tuller.

Voting Yea: Member Bliss, Member Davis, Member Kogelman, Member Tuller, City Manager Marsh, Ex-Officio Member Rottmann, Council Representative Mier

Motion carried.

MEETING OPEN TO THE PUBLIC:

There were no members of the public wishing to speak.

ITAC-26-. Recommendation for City IT Support Services Contract.

City Manager Marsh due to ongoing issues with the city's current IT Support Services provider, Skynet, the city is looking to end our contract. Skynet's contract is expiring at the end of June, and the City is looking to transition to a new IT Support Services Contractor, Dewpoint, at the start of the Fiscal Year, July 1, 2026. The existing contract with Skynet requires a sixty-day formal notification of termination or non-renewal.

City Manager Marsh noted that Dewpoint partnered with the Michigan Municipal Services Authority (MMSA) on a cooperative contract designed to streamline IT procurement for local

governments across Michigan. This agreement allows the City of Madison Heights to access Cyber Security Assessments and Managed IT Services without the need for a formal RFP process.

City Manager Marsh stated that she and Deputy City Manager Rottmann have met extensively with Dewpoint to discuss our city's needs and expectations and reviewed their proposed contract. The City Attorney has also reviewed and approved the proposed contract. The agreement will have one Dewpoint staff member present on the Madison Heights campus during business hours and offers full remote support as well. Staff believes that this transition will be beneficial to increasing the efficiency of IT support services for staff. We are requesting that ITAC review the agreement between the City of Madison Heights and Dewpoint for Managed IT Support Services and make formal recommendation to Council for their April 27, 2026 meeting.

Dewpoint representatives Brent Oliver, Joe Old, Ed Rowe and Matt Scott were all present. Mr. Scott gave a brief presentation of the Managed Service Provider for IT Services proposal for the city. He reviewed their Managed IT Services components, onsite support services proposed, introduced the Dewpoint team, reviewed the proposed pricing for services, and the transition methodology.

After taking questions by ITAC members, it was proposed by members to add the following to the proposed contract:

- Define and retained response time targets for services with outlines of resolution time objectives and service credits if targets are not met over consecutive months
- Remove four hour annual cap on security investigations and integrate these activities into the scope of services
- Add contract language addressing AI policy and governance within scope of services

Motion by Bliss, supported by Tuller to recommend to City Council to choose Dewpoint as the city's new IT Services contractor pending the following amendments to the contract:

- Define and retained response time targets for services with outlines of resolution time objectives and service credits if targets are not met over consecutive months
- Remove four hour annual cap on security investigations and integrate these activities into the scope of services
- Add contract language addressing AI policy and governance within scope of services

Voting Yea: Member Bliss, Member Davis, Member Kogelman, Member Tuller, City Manager Marsh, Ex-Officio Member Rottmann, Council Representative Mier

Motion carried.

ITAC-26-. Phone RFP Update and Formation of ITAC Sub-Committee.

Deputy City Manager Rottmann stated that on January 27, 2026, the City issued the Request for Proposals for the VOIP Phone Services and Equipment and scheduled a mandatory walkthrough on February 18th. The RFP was downloaded from MITN by over 94 vendors, 33 of them located in Michigan.

Thirty-seven (37) vendors participated in the mandatory walkthrough. Vendors were given an opportunity to submit questions pertaining to the RFP and the city responded to those questions on February 11, February 24 and a final response to questions were given on March 3rd. The deadline for submission for the RFP was March 16th. Thirty vendors responded to the RFP by the deadline. Some companies also submitted more than one proposal.

She, along with Chris Morrisson from Skynet, the current city's IT contractor, reviewed all proposals submitted. We reviewed them with consideration for how well they fit the needs of the city, support offered, licensing costs, ability to offer paging and doorbell requirements of the Fire Department, length of contract offered and overall costs. After this review, we have narrowed the finalist down to six (6) vendors and seven (7) proposals. Staff is requesting ITAC form a subcommittee of 3-4 members to assist in the final review of these six vendors and take a more in-depth look at the proposals offered. The goal of the subcommittee would be to narrow the RFPs to the top three proposals and ask any clarifying questions, as needed. After the subcommittee review and recommendations, the city would schedule on-site interviews with the three finalists to get an opportunity to see equipment and familiarize us with the vendors being considered. Once that takes place, we will return to ITAC with our final rankings and ask that ITAC make a final recommendation to City Council.

Discussion followed on the proposals received, pricing, timeline and needs of the city.

Motion to appoint members Kogelman, Tuller and Council Representative Alternate Fleming to a Phone RFP Subcommittee to review the Phone RFPs and make a recommendation to the full ITAC board.

Voting Yea: Member Bliss, Member Davis, Member Kogelman, Member Tuller, City Manager Marsh, Ex-Officio Member Rottmann, Council Representative Mier

Motion carried.

Deputy City Manager Rottmann stated she would send out a shared folder with the RFP finalist proposals, related questions and answers and the ranking tomorrow. It was the consensus to meet in a week or two to review the subcommittee's findings and discuss next steps.

ADJOURNMENT:

Having no further business, Chair Kogelman adjourned the meeting at 7:40 p.m.