MEMO

Office of the City Clerk

To: ITAC

From: Cheryl Rottmann, Deputy City Manager/City Clerk

CC: Melissa Marsh, City Manger

Date: April 10, 2026

RE: IT Support Service Contract - Dewpoint

Over the past year, the city has had multiple, on-going issues with the current IT Support Services provider, Skynet. From lack of consistency in staffing, inability to resolve minor issues, failure to resolve phone redundancy issues, delays in providing necessary service, and general negative reviews from the City administrative staff, the city is looking to end our contract with Skynet. 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.

Last year, 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 municipalities to access Cyber Security Assessments and Managed IT Services without the need for a formal RFP process. The MMSA thoroughly vetted over 30 IT vendors nationwide and awarded their IT Services RFP to Dewpoint.

City Manager Marsh and I 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. Dewpoint will have one staff member present on the Madison Heights campus during business hours and offers full remote support as well. We believe that this transition will be beneficial to increasing the efficiency of IT support services for staff. Based on our discussions and the ability to take advantage of the cooperative agreement through MMSA, staff request 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. Should ITAC recommend changing the IT Support Services vendor, this will allow the city to be in compliance with the sixty-day notification of non-renewal.