



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: Phone RFP Update and Request for ITAC Subcommittee

City of Madison Heights intends to replace its existing Cisco Unified Communications Manager (CUCM) telephone system with a cloud-based VOIP (Voice Over Internet Protocol) system. The phone system has exceeded its lifespan and capacity to support the City's needs. The Request for Proposal (RFP) outlined the existing system architecture and the desired replacement system design and services.

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.

I, 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 to form a sub-committee 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. If possible, it would be optimal if this review could be completed by the beginning of May. 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.

Staff requests that ITAC appoint members to form a Phone RFP Subcommittee to review the Phone RFPs and recommend the top three RFPs for final review and consideration.