



AGENDA ITEM SUMMARY FORM

MEETING DATE: 05/11/26

PREPARED BY: Melissa Marsh, City Manager

AGENDA ITEM CONTENT: VoIP Phone System

AGENDA ITEM SECTION: Presentations

BUDGETED AMOUNT: \$38,000

FUNDS REQUESTED: \$ 28,242.84

FUND: Various

EXECUTIVE SUMMARY:

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. Thirty-seven responses were received to this RFP.

RECOMMENDATION:

Based on staff and the ITAC subcommittee unanimous recommendation and comments from individual ITAC members (we were unable to get a quorum in May) to City Council that UniVoxx be awarded the RFP for VoIP Phone System and Equipment for a five-year period.

Should Council concur, the appropriate motion would be to award the contract to UniVoxx for VoIP Phone System Equipment for a five-year period, in the amount approximately \$110,164.20. This is a equipment cost of \$3,450 upon implementation and \$1,778.57 a month for service. This equates to \$24,792.84 a year during the proposed 5-year contract. The City currently pays approximately \$38,000 a year for phone services.