



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.

After meeting, the ITAC subcommittee unanimously chose UniVoxx as their recommendation to the full committee for consideration and formal recommendation to Council for the contract for VoIP Phone System & Equipment for the city. This was based on the system's portability and flexibility with internet providers, they are a local vendor out of Southfield, budgetary considerations and overall value for the cost. After the subcommittee meeting, staff met with UniVoxx representatives to discuss details of a possible transition. UniVoxx indicated that they could implement on our schedule, either

all at once or in phases, whatever is determined best for the city. In addition, they confirmed that there is no limit on call routing, stated that with a redundant internet system outages are very unlikely, expressed their willingness to work directly with our IT contractor, noted they had 24/7 phone monitoring and confirmed that they have at a minimum quarterly maintenance schedules. Staff requested a formal contract be proposed with a 60-month term.

Based on this information, staff is requesting that ITAC consider the ITAC subcommittee's and staff's recommendations and make a formal recommendation to City Council to award the contract between the City of Madison Heights and UniVoxx to provide VoIP Phone System and Equipment for a sixty (60) month term.