



MEMO

Office of the City Clerk

To: ITAC
From: Cheryl Rottmann, Deputy City Manager/City Clerk
CC: Melissa Marsh, City Manger
Date: May 5, 2026
RE: VoIP Phone Request for Proposals

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 and requested that ITAC form a subcommittee to review the finalist for a recommendation to ITAC and ultimately City Council.

After reviewing the finalist proposals, the subcommittee unanimously recommended that the city choose UniVoxx as the city's VoIP phone vendor. This was based on the solution being more portable than other vendor's solutions, budgetary considerations, and best value overall for the costs. In addition, UniVoxx adheres to all applicable CJIS Security Policy guidelines. After this recommendation, staff met with the proposed vendor to align

our goals and timelines and is confident that UniVoxx will successfully fill the city's telephone needs.

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.