



City of Rochester Hills
AGENDA SUMMARY
FINANCIAL ITEMS

1000 Rochester Hills Dr.
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Legislative File No: 2026-0386

TO: Mayor and City Council Members

FROM: Vince Foisy, Supervisor of Communications
Mike Viazanko, Director Building/Facilities/Ordinance

DATE: September 28, 2026

SUBJECT: Telecommunication Services

REQUEST:

City Council is requested to authorize the issuance of a blanket purchase order/contract to Wide Open West, Inc. (WOW) of Madison Heights, Michigan for the City's Telecommunication Services including Voice, Data, and Cable TV for three years in the amount not-to-exceed \$210,000.00 and further authorizes the Procurement Manager to execute a contract on behalf of the City

REASON FOR PURCHASE:

Request for Proposals for Telecommunication Services was solicited utilizing the MITN system. Over 300 potential vendors were notified of the solicitation and the City received two (2) proposal responses by the due date and time. The responses were evaluated by a committee consisting of staff from the MIS Department, Communications and Purchasing in accordance with the criteria listed in the solicitation which included telecommunication services product offerings, operational support, experience and pricing.

Upon completion of the initial review of the proposals, the City conducted interviews with both Wide Open West, Inc., and Comcast to further understand the proposal offerings of both proposers, which included service plan offerings, availability of services to the City's designated locations, customer service support, pricing, etc. The committee determined the proposal from Wide Open West, Inc. of Madison Heights, Michigan was the best value proposal based on already established services to the City's locations, customer service support located stateside, and lowest overall cost for term of contract. It is recommended that award of a three-year agreement for the City's telecommunications be made to Wide Open West, Inc. as the best value for the City.

The City has been contracting with Wide Open West, Inc. over the past several years, and WOW has provided great response whenever the City has an issue, customer support is US based and has always been responsive, helpful and communicative when support is needed. The requested blanket amount is for the full three-year budgeted amount in order to allow sufficient funding should any new services need to be added during the term of the contract due to bringing on new locations, new construction, etc.

PROCESS:

Vendor Name and Address:

Wide Open West, Inc.
32650 N Avis Drive
Madison Heights, MI 48071

Reason for Selection:

Best Value

Method of Purchase:

Blanket Purchase Order/Contract

BUDGET:

Funding is included in the FY 2026-2027 Adopted Budgets and the FY 2028-2029 Projected Budgets

Fund Name	Department Account No	Account No. Description	3-Year Budget Amount	3-Year Cost	Remaining Budget
Facilities	631.922000	Telephone Expenses	\$180,000	\$137,489.40	\$42,510.60
General Fund	Mayor-171.807000	Contractual Services	\$5,000	\$3,627.80	\$1,372.20
Fire	339.807000	Contractual Services	\$30,500	\$30,310.95	\$189.05
Sheriff	207.801000	Professional Services	\$9,000	\$8,173.59	\$826.41
Facilities	631.807000	Contractual Services	\$5,000	\$3,627.79	\$1,372.21
		Total	\$229,500	\$183,229.53	\$46,270.47

RECOMMENDATION:

It is recommended that City Council authorize a blanket purchase order / contract to Wide Open West, Inc., Madison Heights, Michigan for the Telecommunication Services including Data, Voice and CATV for City buildings in the amount not-to-exceed \$210,000.00 through September 30, 2029 and further authorizes the Procurement Manager to execute a contract on behalf of the City.

APPROVALS:	SIGNATURE	DATE
Department Review		
Department Director		
Budget Content: Chief Financial Officer		
Purchasing Process: Procurement Manager		
Mayor		
City Clerk		

Contract Reviewed by City Attorney

☐ Yes☒ N/A