



INTER-OFFICE CORRESPONDENCE

TO: MPU LEADERSHIP & THE CITY OF MANITOWOC MLC
PREPARED BY: JEREMIAH VAN EYCK
REVIEWED BY: KEITH LYONS, CINDY CARTER
DATE: 7/16/2026
SUBJECT: 2026 PHONE SYSTEM UPGRADE PROJECT SELECTION
ACTION REQUESTED: Review & Approval

MPU began working with vendors in 2025 to investigate phone system options due to the pending end of life of the current system. An RFP was developed and sent to the following vendors in April of 2026: Applied Technology Group, Camera Corner Connecting Point, CDW-G, Heartland Business Systems, NRI, Its-Uptime, VC3, Win-Technology, RingCentral, and PanTerra. Quotes were received from all but Its-Uptime, VC3 and Win-Technology. Due to issues understanding the provided responses, MPU extended the evaluation period and prompted vendors for additional information in a standardized format. Six of the vendors provided response in the requested format. Upon evaluation, it was noted that Heartland Business Systems did not include pricing for the physical deployment of the solution. RingCentral did not support nor offer a physical deployment of the solution.

The final four vendors that met criteria for evaluation were Applied Technology Group, Camera Corner Connecting Point, CDW-G, and NRI. The proposals were evaluated against a weighted score using the following metrics: Deployment 25%, Financials 35%, Training and Education Resources 10%, Technical Requirements 25%, and Post-Call Survey 5%. CDW-G received an additional 3% boost to their score due to the inclusion of a dedicated Project Manager for deployment of the solution. The solution was also highly rated by employees of both MPU and the City of Manitowoc during the physical phone demonstrations deployed at City Hall, MPU Main Office, and the Manitowoc Police Department, further justifying the increase to their score.

The project team recommends moving forward with the Cisco Phone System supplied by CDW-G as the preferred phone system replacement for Manitowoc Public Utilities and the City of Manitowoc. This recommendation is based on a multi-year evaluation process, standardized vendor scoring, employee feedback, technical fit, deployment support, and total cost of ownership. While not the lowest-cost proposal, it is the strongest overall fit for a modern, supported, and professional phone system that can serve both internal users and the community effectively.

The team has determined that CDW-G's solution best aligns with organizational needs. The proposed first year cost of \$393,698.94 with a total cost of \$523,677 over an initial five (5) years of ownership. MPU and the City budgeted \$529,400 in 2026 for this project (\$313,900 - City / \$215,500 - MPU).

Attachment: [MPU Phone System RFP Requirements for Vendors - Master Breakdown Sheet - Final](#)