



City of Rochester Hills
AGENDA SUMMARY
FINANCIAL ITEMS

1000 Rochester Hills Dr.
Rochester Hills, MI 48309
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Legislative File No: 2026-0041

TO: Mayor and City Council Members

FROM: Rochelle Lyon, Director, Management Information Systems

DATE: February 9, 2026

SUBJECT: Network Support Services

REQUEST:

City Council is requested to authorize a blanket purchase order/contract for Network Support Services in the amount not-to-exceed \$1,360,000.00 for a three (3) year contract term to Global Solutions Group, Inc., Madison Heights, Michigan and further authorizes the Mayor to execute an agreement on behalf of the City.

REASON FOR PURCHASE:

The City issued Request for Proposals utilizing the MITN system with five (5) proposal responses received. Of the five (5) proposal responses received, one (1) proposal was deemed non-responsive for failure to complete required documents and provide needed information for a complete evaluation of services being offered. A committee consisting of staff from the MIS department reviewed the remaining four (4) proposal responses received. The committee subsequently requested an interview with the highest-ranking proposer to further discuss their qualifications and experience and to meet with the team that was proposed to work with the City in order to better understand their approach and methodology in providing the requested services. At the conclusion of the evaluation process, the committee is recommending award to Global Solutions Group, Inc., as the best value provider for the City based on their qualifications and experience, project approach, resources, and methodology. The contract is for an initial three (3) year contract term, with the option to renew for an additional two (2) year period provided all terms and conditions remain unchanged. The requested blanket amount includes the monthly managed services and additional funding for any additional services that may be needed to support the City's network.

While the RFP process identified options with lower initial price points, the selection committee determined that Global provides the Best Value by addressing the City's need for increased operational resilience and scalability. As the City's digital infrastructure becomes more complex, transitioning to a firm with a multi-tiered support structure mitigates the risk of service gaps and ensures a team-based approach to problem-solving. This "bench strength" ensures that the City's critical infrastructure is never dependent on a single individual's availability. Furthermore, Global's established financial standing and strategic partnerships with other providers, including Tier-1 hardware providers, offers the City more favorable procurement terms, more reliable supply chain access, and long-term stability. This recommendation prioritizes a resilient and sustainable service model that offers the depth of resources necessary to support the City's long-term strategic goals and ensures our critical network services remain robust and responsive.

PROCESS:

Vendor Name and Address:

Global Solutions Group, Inc.
31681 Dequindre Road

Madison Heights, MI 48071

Reason for Selection:
Best Value

Method of Purchase:
Contract/Blanket Purchase Order

BUDGET:
Funding is included in the FY 2026 Adopted Budget and the FY 2027-2028 Projected Budgets

Fund Name	Department Account No	Account No. Description	3-Year Budget Amount	3-Year Cost	Remaining Budget
MIS	636.801000	Professional Services	\$1,360,000	\$1,360,000	\$0

RECOMMENDATION:
It is recommended that City Council authorize a blanket purchase order for Network Support Services in the amount not-to-exceed \$1,360,000.00 for a three (3) year contract term to Global Solutions Group, Inc., Madison Heights, Michigan and further authorizes the Mayor to execute an agreement 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