

**VILLAGE OF LOMBARD**  
**REQUEST FOR BOARD OF TRUSTEES ACTION**  
For Inclusion on Board Agenda  
Bids and Proposals

TO : President and Village Board of Trustees  
FROM : Scott R. Niehaus, Village Manager  
DATE : April 28, 2026 Agenda Date May 7, 2026  
TITLE : Bid Opening For: Fleet Management Software  
SUBMITTED BY: Robert Lamontagna, Street and Electrical Supervisor

**RESULTS:**

Date Bids Were Published \_\_\_\_\_  
Bidding Closed \_\_\_\_\_  
Total Number of Bids Received \_\_\_\_\_  
Total Number of Bidders Meeting Specifications \_\_\_\_\_  
Bid Security Required \_\_\_\_\_ Yes \_\_\_\_\_ X \_\_\_\_\_ No  
Performance Bond Required \_\_\_\_\_ Yes \_\_\_\_\_ X \_\_\_\_\_ No  
Were Any Bids Withdrawn \_\_\_\_\_ Yes \_\_\_\_\_ X \_\_\_\_\_ No  
Explanation:  
Waiver of Bids Requested? \_\_\_\_\_ X \_\_\_\_\_ Yes \_\_\_\_\_ No  
If yes, explain: Available through GSA contract #47QTCA20D0044  
Award Recommended to Lowest \_\_\_\_\_ X \_\_\_\_\_ Yes \_\_\_\_\_ No  
Responsible Bidder?  
If no, explain:

**FISCAL IMPACT:**

Engineer's estimate/budget estimate \$20,000/\$20,000  
Amount of Award \$19,400 year 1/\$20,640 year 2

**BACKGROUND/RECOMMENDATION:**

Staff seeks Board of Trustees approval to enter into a contract with Fleetio of Birmingham (AL) for access to its fleet management software for the Village's 185 vehicle fleet for a 2-year subscription in the amount of \$19,440 for year one and \$20,640 for year two.

Has Recommended Bidder Worked for Village Previously \_\_\_\_\_ Yes \_\_\_\_\_ X \_\_\_\_\_ No  
If yes, was quality of work acceptable \_\_\_\_\_ Yes \_\_\_\_\_ No

**REVIEW (as needed):**

Village Attorney XX \_\_\_\_\_ Date \_\_\_\_\_  
Finance Director XX \_\_\_\_\_ Date \_\_\_\_\_  
Village Manager XX \_\_\_\_\_ Date \_\_\_\_\_

**NOTE: All materials must be submitted to and approved by the Village Manager's Office by 4:30 pm, Wednesday, prior to the Board Agenda distribution.**



To: Scott R. Niehaus, Village Manager

Through: Carl S. Goldsmith, Director of Public Works *g*

From: Robert LaMontagna, Street and Electrical Supervisor *RL*

Date: April 28, 2026

Subject: Fleet Management Software Renewal

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### **Background**

Last year the Village entered a one-year contract with Fleetio of Birmingham (AL) for access to their fleet management software to manage the maintenance and repairs of the Village's 185 vehicles through Fleet Services Division. This was a one-year contract replaced CFA fleet management software the Village had utilizes for over 20 years.

Throughout the past year Fleet staff has worked to migrate data and implement Fleetio into Fleet Services daily activities. This process was completed seamlessly, and the software has been up and running. Staff believes Fleetio continues to be the best option to manage Fleet operations. It has integrated well with the other systems and software Fleet Services utilizes.

### **Recommendation**

Staff seeks approval to enter a contract with Fleetio of Birmingham (AL) for continued access to its fleet management software. A two year contract is available for a reduced yearly cost. Staff recommends a 2-year contract in the amount of \$19,400 for the first year and \$20,640 for the second year. This expense will be funded from fleet services account 610.270.345.75710, computer service contracts. Thank you for considering this request.



### Customer Information

Customer: Village of Lombard, IL      Contact:  
Account ID:      Billing Email: heabelr@villageoflombard.org  
Account Executive: Cynthia Castro      Billing Address: 255 East Wilson Avenue, Lombard,  
Illinois 60148, United States

### Order Information

Quote Expiration Date: May 8, 2026      Initial Term: 24 months  
Initial Term Start Date: May 12, 2026      Reference: 006QQ00000SLwSHYA1  
Initial Term End Date: May 11, 2028

### Subscriptions

Product	Quantity	Price	Discount	Per Payment Amount
Premium- Year 1	200	\$120.00	19%	\$19,440.00
Premium- Year 2	200	\$120.00	14%	\$20,640.00

Any discount listed in the table above shall be applicable only to the Initial Term. Thereafter, such discount(s) shall revert to zero for any renewal terms.

Fleetio is required to charge sales tax on your order pursuant to certain state and local tax laws where it is registered to collect tax. Any applicable tax charges will appear separately on your invoice.

### Payments

Upon execution of this Order Form and for each Renewal Term, if applicable, Customer shall pay the fees as described above. All monetary amounts are in United States dollars unless otherwise expressly stated.

Credit card or bank account (ACH) must be added to automatically process payments ("AutoPay"). Instructions will be sent upon agreement completion. The following types of customers are required to pay via AutoPay, with first payment to be made on the Initial Term Start Date and on the first day of each payment period thereafter (as indicated under "Payment Frequency" above, "Payment Period"): those on the Essential Plan, and those on any other Plan having an annual (or annualized) payment of less than \$5,000.

Payment is due in full within 15 Days of receipt for all invoices not paid via AutoPay as specified below. If Customer is paying by remittance (as specified below), then an invoice shall be issued on the Initial Term Start Date and on the first day of each Payment Period thereafter, if any.

Product	Payment Frequency	Payment Type
Premium	Annual	Remittance

### Tax Exemption Information

Tax Exempt Customer: Yes

You must provide us with valid documentation, which we shall keep on file, before we can remove sales taxes from your invoice.

Fleetio partners with Avalara to validate sales tax exemption certificates. It will take Avalara 3-7 business days to validate a certificate. Once Fleetio has valid proof of exemption as permitted by applicable law, you will receive a confirmation email and will not be charged sales tax for as long as your certificate is valid. If there are any issues with the certificate, or if more information is needed, you will receive an email with detailed instructions on next steps. Please wait until the validation process is complete to enter your payment information to avoid being charged sales tax.

If no tax exemption certificate is presented, your order will be taxed using the applicable tax rate for your address. Your invoice will reflect the total taxes in effect at the time of invoicing and may differ from any estimated taxes listed in this contract or other communication.

## Onboarding Services

All onboarding services must be used within the 90-day period following the Initial Term Start Date. Customer and Fleetio agree to begin onboarding services within 30 days of the Initial Term Start Date.

## Subscription Terms and Conditions

The parties agree to be legally bound by the Fleetio Government Terms of Service found at <https://www.fleetio.com/terms/govt> ("Govt Terms") and this Order Form. In the case of any conflict among the preceding documents, the Govt Terms shall govern. The Govt Terms and this Order Form constitute the entire agreement between the parties for the services above and cannot be modified (including by any purchase order not explicitly referenced and incorporated herein) without the prior written consent of both parties. **THERE SHALL BE NO FORCE OR EFFECT TO ANY DIFFERENT TERMS OF ANY RELATED PURCHASE ORDER OR SIMILAR FORM EVEN IF SIGNED BY THE PARTIES AFTER THE DATE HEREOF.**

Rarestep, Inc., dba Fleetio

Village of Lombard, IL

Signature

Title

Signature

Title

Name

Date

Name

Date

## Fleetio Support

### Schedule: Fleetio Support Services

During the Term of this Order Form, Fleetio shall provide assistance to Customer via email, telephone, and online chat during normal Fleetio business hours as set forth on Fleetio's website (<https://www.fleetio.com/contact>). Further, Customer shall have access to support documentation via Fleetio products at any time.

Fleetio shall use reasonable commercial efforts to correct, at no additional charge, any reproducible errors reported by Customer within the timeframes described in the table below:

Category	Severity	Definition	Acknowledgement SLA	Resolution SLA

Critical Production Incidents	P1	Service Down/Unusable: An essential customer business service is critically impacted and there is no workaround available.	Within 1 business hour of the incident being logged by Customer via the Fleetio support portal. Status updates may also be available at status.fleetio.com.	ASAP.
Non-Critical Production Incidents	P2	Service Severely Impaired: An essential business service is impacted.	Within 8 business hours of the incident being logged by Customer via the Fleetio support portal.	Will be scheduled ASAP to be addressed as the product development schedule permits.
Non-Critical Production Incidents	All other Requests	Service Usable: There is very little to no impact to the business. There may or may not be a workaround available. May reflect an area or possible service enhancement	Within 3 business days of the incident being logged by Customer via the Fleetio support portal.	Will be scheduled when there are enough similar cases accumulated to be addressed in an update.

Fleetio shall review all requests for improvements and new functionality, but Fleetio shall have no obligation to provide any modifications to the Services.

Fleetio reserves the right, from time to time, to make modifications to support services (or particular components thereof), provided that such modifications do not materially reduce the support services in effect as of the Effective Date of this Order Form. Fleetio shall notify Customer of any such changes to support services.

**Sales Tax Exemption:**

*Licensee has indicated to Fleetio that it is exempt from sales taxes. To enable Fleetio to lawfully remove any otherwise applicable sales tax from charges to the Licensee, Licensee agrees to provide Fleetio with valid tax exemption certificates throughout the term of this Order Form.*

Deal Desk Initials:

AE Initials: