

NOTE: All materials must be submitted to and approved by the Village Manager's Office by 12:00 noon, Wednesday, prior to the Agenda Distribution.



To: Village President and Board of Trustees
Nicole Aranas, Village Manager

From: Kevin Goethals, IT Manager

Date: July 7, 2026

Subject: Request Waiver of Bid and Authorization of a Three (3) Year Agreement with Vonage in the Amount of \$174,316, for Phone Services.

The Village of Lombard currently utilizes a Voice as a Service (VaaS) phone system for making and receiving telephone calls. The Village's existing five-year VaaS agreement with RingCentral, Inc. is scheduled to expire in September 2026. As technology continues to evolve, staff took this opportunity to evaluate available solutions and determine which system would best meet the Village's current and future communication needs.

The Information Technology Department solicited proposals from vendors. Two proposals were reviewed based on cost, usability, ease of administration, integration with the Village's Microsoft environment, and the ability to meet the Village's required feature set. Following a comprehensive evaluation, staff determined that Vonage submitted the proposal that best serves the Village's interests through a combination of price, functionality, usability, and feature availability.

Vendor	Year 1 Cost	Annual Cost After Year 1
Vonage	\$60,092	\$57,112
Nextiva	\$55,211	\$51,544
RingCentral	\$48,512*	\$48,512*

**Existing pricing used because renewal pricing was not received in time*

While the annual cost of the Village's phone system and related services will increase by approximately \$9,000, staff believes that transitioning to Vonage will provide improved service quality, reliability, and stability for an organization that requires continuous 24/7 communications availability, particularly in support of public safety operations.

In addition, the Vonage platform offers several operational improvements that are not available with the Village's current RingCentral solution. Notable enhancements include improved reporting capabilities and more effective call queue management tools, which will increase communication efficiency and provide staff with better visibility into system performance.

Staff recommends the Village Board of Trustees approve a three (3) year agreement with Vonage in the amount of \$174,316, for Phone Services.



Sales Order

Account Executive

Frank Owens
frank.owens@vonage.com
(404) 418-8679

Sales Order #: Q-2078569
Customer: Village of Lombard
Customer Contact: Kevin Goethals
Sales Order Valid for Customer Signature Until: Jul 31, 2026 at 11:59 pm (EST)
Subscription Services Initial Term: 3 Year
Subscription Service Term Start Date: 45 Days After Sales Order Acceptance
Subscription Services Invoicing Frequency: Monthly
Payment Terms: Due on receipt
Sales Order Currency: USD

Contact your Account Executive with
any questions

Included at no extra cost:

The "Vonage Business Cloud" Mobile app! Call and text using your personal business number on-the-go, check voicemails, access paid add-ons and more. Available on the App Store and Google Play. Mobile data charges may apply.

Quote #Q-2078569

Name	Address	One time set up price	Initial promo monthly price	Post promo monthly price
Lombard Primary	255 E WILSON AVE LOMBARD, IL 60148 US	\$ 2,980.00	\$ 2,877.62	\$ 5,653.72

Lombard
255 E WILSON AVE, LOMBARD, IL 60148 US

Purchase order:

One time set up price

Product	Quantity	Unit price	Subtotal
Essential Onboarding User ^^	149	\$ 40.00	\$ 5,960.00
Essential Onboarding User Discount			(\$ 2,980.00)
Location Activation ^^	1	\$ 400.00	\$ 400.00
Location Activation Discount			(\$ 400.00)
Product total			\$ 2,980.00
Subtotal (excludes taxes)			\$ 2,980.00
Local - Communications Service Tax			\$ 0.00
State - Telecommunications Infrastructure Maintenance Fee			\$ 0.00
State - Communications Service Tax			\$ 0.00
Total one time set up price			\$ 2,980.00

Monthly charge (upon activation)

Product	Quantity	Unit price	Subtotal
Unlimited Extension ^{^^^}	149	\$ 14.99	\$ 2,233.51
Unlimited Extension Discount			FIRST 3 MONTHS INCLUDED
Local Company Number ^{^^^}	235	\$ 0.10	\$ 23.50
Local Company Number Discount			FIRST 3 MONTHS INCLUDED
Call Group ^{^^}	50	\$ 0.00	\$ 0.00
Call Queue ^{^^^}	4	\$ 50.00	\$ 200.00
Call Queue Discount			FIRST 3 MONTHS INCLUDED
Company Call Recording ^{^^^}	1	\$ 24.99	\$ 24.99 *
Company Call Recording Discount			FIRST 3 MONTHS INCLUDED
Hold Number ^{^^}	230	\$ 0.00	\$ 0.00
Paging Group ^{^^}	20	\$ 0.00	\$ 0.00
Personal Fax ^{^^}	149	\$ 0.00	\$ 0.00
Local Paperless Fax ^{^^^}	5	\$ 7.99	\$ 39.95
Local Paperless Fax Discount			FIRST 3 MONTHS INCLUDED
Virtual Mailbox ^{^^^}	85	\$ 2.99	\$ 254.15
Virtual Mailbox Discount			FIRST 3 MONTHS INCLUDED
Voicemail Transcription ^{^^^}	149	\$ 0.00	\$ 0.00 *
Voicemail Transcription Discount			FIRST MONTH INCLUDED
VBC for Microsoft Teams ^{^^}	149	\$ 0.00	\$ 0.00
Fees			
10DLC SMS Campaign Monthly fee ^{^^}			\$ 0.00
Recovery Fee			\$ 1,344.00
Emergency Services Fee			\$ 147.51
Subtotal			\$ 4,267.61
Discount			(\$ 2,776.10)
Subtotal (including discounts, excludes taxes)			\$ 1,491.51
Taxes			
Local - Communications Service Tax			\$ 256.65
Local - Sales Tax			\$ 2.86
State - Sales Tax			\$ 17.89
State - Telecommunications Infrastructure Maintenance Fee			\$ 21.39

State - E911 (VoIP)	\$ 223.50
Federal - Federal Program Fee	\$ 491.68
County - Transit Tax	\$ 2.15
State - Communications Service Tax	\$ 369.99
Taxes total	\$ 1,386.11
Estimated monthly price after all promotions end.	\$ 5,653.72

* Billing for this product (at the unit price) will begin following the promotional period.

* Unit price will apply after the free period to CCR, VMT and Call monitoring

Estimated total (all locations)	One time set up price	Initial promo monthly price	Post promo monthly price
	\$ 2,980.00	\$ 2,877.62	\$ 5,653.72

^^ Discount pricing does not apply to add-ons, certain features, hardware, or one-time charges. Taxes, fees, customs and duty are not included.

^^^ Promotional discount applies to monthly recurring charges during the applicable promotion period. After the promotional period, the post-promo monthly recurring price applies for the remainder of the contract term. Discount/promotion does not apply to add-ons, certain features, hardware, or one-time charges. Taxes, fees, customs and duty are not included.

Please note:

1. Notwithstanding the then-current retention period (if any) for Customer Data; upon termination of the Agreement, Customer Data will be available to retrieve or download for a period of 30 days only. Thereafter, Vonage shall permanently delete all Customer Data. If termination occurs before the expiry of the then-current retention period (whether the standard inclusive period or extension to that period), no refund will be available to the Customer.

2. Payments are due in the currency and on the terms and frequency stated in this Sales Order.

3. Any applicable taxes and fees will be determined based on the laws and regulations of the applicable authority(ies) governing the provision of the Services and purchase of Vonage Equipment in the Country/Region/location provided by Customer on this Sales Order

Validity and Authorized Signatures

This Sales Order remains valid for acceptance by Customer until the Sales Order expiration date as detailed above. Upon Customer acceptance, this Sales Order constitutes the valid and binding agreement between Vonage and the Customer identified below to purchase and use the Vonage products and services specified in this Sales Order. This Sales Order, together with any terms or conditions set forth in any applicable amendment, addendum, exhibit or schedule to this Sales Order, is subject to and governed by the Terms of Service Agreement set forth at <https://www.vonage.com/legal/unified-communications/tos/> (the "TOS"), which include provisions relating to payment, service term, early termination, limitations of liability and emergency services, and which are hereby made part of and incorporated by this reference into this Sales Order. Any capitalized terms not otherwise defined in this Sales Order shall have the meaning ascribed to such terms in the TOS. The Person who has accepted this Sales Order as stated below warrants that they are authorized to accept this Sales Order and to acknowledge and accept the TOS.

The authorized representative of Customer has accepted this Sales Order effective on the date below.

Tax Number confirmation

Opt-Out?

YES

Opt-Out Reason

Customer Information

Name:

Kevin Goethals

Email Address:

goethalsk@villageofiombard.org

Title:

Administrator

Accepted On: