

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

      X       Resolution or Ordinance (Blue)                 Waiver of First Requested  
           Recommendations of Boards, Commissions & Committees (Green)  
           Other Business (Pink)

**TO:** PRESIDENT AND BOARD OF TRUSTEES

**FROM:** Scott Niehaus, Village Manager

**DATE:** May 7, 2026 (COW) (B of T)      **Date:** June 18, 2026 **PT**

**TITLE:** Selection of ITPipes Software Platform

**SUBMITTED BY:** Phillip Tartaglia, P.E. Village Engineer

**BACKGROUND/POLICY IMPLICATIONS:**

Public Works is seeking to implement ITPipes, a specialized software platform for the inspection, condition assessment, and management of the Village’s gravity wastewater and stormwater infrastructure. The system will integrate with the Village’s existing OpenGov asset management system and Esri ArcGIS platform to create a unified environment for infrastructure data collection, analysis, and visualization.

**FISCAL IMPACT/FUNDING SOURCE:**

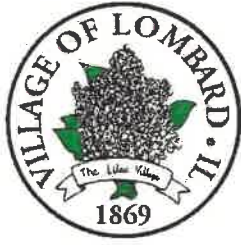
FY 2026 Contract Amount: \$36,000.00 (Implementation, Subscription and Support)  
FY 2027 Contract Amount: \$25,200.00 (Subscription and Support)  
FY 2028 Contract Amount: \$26,460.00 (Subscription and Support)  
Account: 510.270.380.75350

Review (as necessary):

Village Attorney X	_____	Date	_____
Finance Director X	_____	Date	_____
Village Manager X	_____	Date	_____

**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.

# Interoffice Memo



**To:** Scott Niehaus, Village Manager  
**Through:** Carl S. Goldsmith, Director of Public Works *CG*  
**From:** Philip Tartaglia, P.E. Village Engineer *PT*  
**Date:** May 7, 2026  
**Subject:** Selection of ITPipes Software Platform

Public Works is seeking to implement a dedicated software solution to support the inspection, data management, and condition assessment of gravity wastewater and stormwater systems. The selected platform will integrate with the Village's existing asset management system (OpenGov) and GIS platform (Esri ArcGIS), creating a unified environment for data collection, analysis, and visualization.

The implementation of this software is guided by three primary goals. First, to reduce reliance on reactive maintenance and strengthen proactive maintenance practices. Second, to improve the prioritization of repairs within budget limits while boosting coordination between underground utility work and roadway improvement projects. Third, is to enable more strategic infrastructure investment decisions.

Collectively, these goals will enhance the quality, accessibility, and usability of infrastructure data. This improved data environment will support more informed decision-making and strengthen the Village's ability to plan and manage long-term capital improvements effectively.

## Background

Meetings and follow-up discussions were conducted with three leading vendors, ITPipes, PipeTech, and SewerAI. Each vendor was evaluated using several key criteria, including:

- Integration with OpenGov and Esri ArcGIS
- Compatibility with multiple inspection camera platforms
- Use of NASSCO-compliant standards for condition assessment and analytics
- Data filtering, querying, and reporting capabilities
- Artificial intelligence tools to reduce manual video review time while maintaining accuracy
- Ability to support Capital Improvement Planning for wet utility infrastructure

## Conclusion

Following the evaluation of the three vendors, ITPipes was determined to offer the most comprehensive alignment with Public Works' operational needs and long-term asset management objectives. The system's integration capabilities and structured data environment support improved accuracy, reduced manual processing, and more effective prioritization of infrastructure repairs and CIP planning. ITPipes has been in use for over 20 years and is widely implemented by municipalities and contractors across North America. The platform provides the most proven integration with the Village's OpenGov and GIS systems.

Investment in this platform is expected to improve operational efficiency, enhance data-driven decision-making, and support a proactive maintenance approach. Over time, this will contribute to earlier identification of system deficiencies, reduced emergency repair costs, enhance the focus of the sanitary and storm sewer recurring maintenance programs within the CIP, and improve underground utility coordination with roadway improvement projects.

## Recommendation

The Administration, Engineering, and Underground Utilities Divisions jointly recommend approval of ITPipes as the selected vendor and authorization to execute a three-year agreement. The proposed contract amount for FY 2026/2027 (June through August, including two complimentary months in the first year) is \$36,000. This total includes a one-time integration fee of \$12,000, which will be incurred in FY 2026. The cost for year two (August through July) will be \$25,200, and the cost for year three (August through July) will be \$26,460.

Please place this item on the President and Board of Trustees agenda for May 21, 2026, for consideration and approval. If approved, a fully executed agreement should be returned to Public Works Engineering to initiate implementation and coordinate staff training.

**RESOLUTION**  
**R \_\_\_\_\_ 26**

**A RESOLUTION AUTHORIZING SIGNATURE OF**  
**PRESIDENT AND CLERK ON AN AGREEMENT**

**WHEREAS**, the Corporate Authorities of the Village of Lombard have received an Agreement between the Village of Lombard, and ITPipes regarding the purchase of ITPipes Corevision software program attached hereto and marked Exhibit "A"; and

**WHEREAS**, the Corporate Authorities deem it to be in the best interest of the Village of Lombard to approve such an agreement.

NOW, THEREFORE, BE IT RESOLVED BY THE PRESIDENT AND BOARD OF TRUSTEES OF THE VILLAGE OF LOMBARD, DU PAGE COUNTY, ILLINOIS as follows:

**SECTION 1:** That the Village President be and hereby is authorized to sign on behalf of the Village of Lombard said agreement as attached hereto.

**SECTION 2:** That the Village Clerk be and hereby is authorized to attest said agreement as attached hereto.

Adopted this 18th day of June 2026.

Ayes: \_\_\_\_\_

Nays: \_\_\_\_\_

Absent: \_\_\_\_\_

Approved this 18th day of June 2026.

\_\_\_\_\_  
**Anthony Puccio**  
**Village President**

ATTEST:

\_\_\_\_\_  
**Ranya Elkhatib**  
**Village Clerk**

# Exhibit A



## Village of Lombard, IL - ITpipes CoreVision Quote

### Executive Overview

ITpipes partners with municipalities to improve pipeline inspection and maintenance. This proposal outlines our solutions and pricing to streamline inspections, enhance data accessibility, and support data-driven decision-making.

### Benefits:

- **Enhanced Collaboration:** Foster teamwork and transparency by seamlessly sharing inspection results and insights across departments through integrations and web-based solutions.
- **Improved Efficiency:** Expedite regulatory reporting and minimize manual data entry with automation.
- **Streamlined Operations:** Simplify inspection workflows and reduce operational delays, allowing your team to focus on proactive asset management.

**Solution Details:** This solution includes licensing for the following:

- **Annual Subscription :** Net 90 from Start Date
  - ITpipes Web - **3 Admin** Users
  - ITpipes Cloud - **2TB** storage
  - **Unlimited** Read Only Users
  - **ESRI** integration
  - **OpenGov (Cartegraph)** integration
  - **Sewer and Stormwater Mainline, Lateral, and Manhole (+Structures)** Assets
- **Implementation:** Net 90 from Start Date
  - ESRI integration and support
  - OpenGov (Cartegraph) integration and support
  - Guided Template creation and support

**Terms: 14 months (for the price of 12 months)**

**Pricing:**

**Start Date: July 6, 2026**

Product / Service	Cost	Quote Expires
Implementation (one time)	\$ 12,000	June 26, 2026
Annual Software Subscription	\$ 24,000	
<b>Year 1 Total Cost</b>	<b>\$36,000</b>	

[Link to Terms of Service](#)

\_\_\_\_\_  
Signator (First and Last Name)

\_\_\_\_\_  
Date \*

*\*Implementation and training require Client staff, IT resources, and collaboration with ITpipes Project Manager.*



# ITpipes Service Level Agreement (SLA)

## **Service Level Agreement (SLA):**

The purpose of this Service Level Agreement (SLA) is to define expectations for software support provided by ITpipes (VENDOR) to the Contracted entity (CLIENT). This is the governing Agreement between VENDOR and CLIENT.

### **VENDOR Level of Service - Requirements**

The VENDOR does require remote access for any software application troubleshooting.

- The VENDOR uses software for remote access, generate a unique remote session id, allows login to the client system at admin user level. Our remote sessions do not provide remote access user control, this is an assistance type application that must be initiated and accessed by the user.
- The VENDOR does have 'screensharing software' as a backup solution for remote access.
- The VENDOR does require the CLIENT to keep a user that has successfully finished ITpipes training on staff to help with service or support on the Customer side.

### **Software Application - Technical Issue Severity**

The VENDOR defines technical issues as Severity 1 to 3, with a description of each severity below.

- Severity 1-This is a critical, urgent request and is prohibiting field inspections from being performed. Remote access is required to work on this severe issue.
- Severity 2-This is an important request and is affecting performance of ITpipes and or impacting usage for field or office users. Remote access is required to work on this severe issue.
- Severity 3-This is a request that would improve usability. Remote access may be required to work on this severe issue.

### **Service Level Responsiveness**

Timeliness for a response varies based on the technical issue's level of severity, as follows:

Severity 1: The VENDOR will provide a response by a qualified staff member to begin to diagnose and to correct a Severity 1 problem as soon as reasonably possible, but in any event a response via telephone will be provided within eight (8) hours. The VENDOR will continue to provide best efforts to resolve Severity 1 problems in less than 3 business days. The resolution may be delivered to Client as a work-around or as an interim software release. If ITpipes delivers an acceptable work-around, the severity classification will drop to a Severity 2.

Severity 2: The VENDOR will provide a response by a qualified staff member to begin to diagnose

and to correct a Severity 2 problem as soon as reasonably possible, but in any event a response via telephone will be provided within twelve (12) hours. The VENDOR will exercise best efforts to resolve Severity 2 problems within five (5) days. The resolution will be delivered to the Client in the same format as Severity 1 problems. If The VENDOR delivers an acceptable work-around for a Severity 2 problem, the severity classification will drop to a Severity 3.

Severity 3: Produces an inconvenient situation in which the Covered Software is usable, but does not provide a function in the most convenient or expeditious manner, and the user suffers little or no significant impact. The VENDOR will exercise best efforts to resolve Severity 3 problems in the next maintenance release.

### **Software Subscription Agreement (SSA):**

This Agreement permits CLIENT to receive and use VENDOR services and platforms that VENDOR makes available for a fee and sets forth the terms and conditions under which they will be delivered and paid for. This Agreement will govern CLIENT's services on the Effective Date as well as any future orders placed by CLIENT that reference this Agreement.

### **Definitions:**

- "Availability" means, with respect to a particular Subscription, the periods when the CLIENT, which for the sole purposes of the Agreement shall include Consultant of CLIENT, can access all material portions of such Subscription outside of (a) Scheduled Maintenance or (b) Special Maintenance.
- "Business Hours" means 7 am to 5 pm (Mountain Time), Monday through Friday. This excludes major holidays, and if a holiday falls on a weekend, the preceding Friday.
- "Order Form" is a product list with pricing identifying specific subscription products that are part of the CLIENT Software Subscription Agreement, typically this is included in the proposal.
- "Scheduled Maintenance" means a period during which VENDOR performs maintenance activities of the Subscription, during which availability of all or part of the Subscription is suspended. Scheduled Maintenance includes, without limitation, database index rebuilding, hardware upgrades, software upgrades, and network upgrades, as applicable.
- "Special Maintenance" means a period during which VENDOR may suspend availability of the Subscription, in whole or in part, in order to address a Severity 1 Error.
- "Severity 1 Error" means a security or other performance issue which may impact one or more client's use of or access to the Subscription and ultimately may impact the availability of the Subscription.

**Software Support Services:**

VENDOR and CLIENT agree that VENDOR will provide telephone software support during Business Hours, by CLIENT calling 877-itpipes. This includes support for software technical issues, access to download updates via the VENDOR website. Only CLIENT employees that have been through and received software training from VENDOR are able to call in for support using this AGREEMENT. CLIENT employees that are not trained from VENDOR will have a maximum of 2 calls available before the untrained person will be referred back to CLIENT trained personnel for support and CLIENT will be notified in writing when/if this occurs.

**Effective Dates:**

Service Level Agreement (AGREEMENT) begins upon term outlined in the signed Order Form. This AGREEMENT will expire at the end of the term defined in the proposal. The AGREEMENT does not automatically renew until the defined expiration date in the proposal.

**Fees & Terms:**

AGREEMENT includes software service and support for the term of agreement, with a maximum of 16 hours live telephone support per month, provided in minimum 15 minute increments, for the annual period as defined in the invoice. Any other hardware, software and/or other products requested by CLIENT will be charged to CLIENT by VENDOR as specified in separately quoted fees and terms. Future AGREEMENTS may be subject to different fees and terms. The fee for annual support is shown on the ORDER FORM.

**Optional Services:**

With this Agreement, CLIENT has the option to purchase or add-on services. These are included on the proposal.

**Cancellation:**

Either party may cancel the SERVICE AGREEMENT by written notice to the other at the above addresses. The unused portion of the SERVICE AGREEMENT, if any, is non-refundable. Should the VENDOR cancel the SERVICE AGREEMENT, the unused portion, if any, is refundable upon request. VENDOR and/or CLIENT shall provide a minimum of 60 days written notice prior to the effective date of cancellation.

**Technology:**

CLIENT may access and use the VENDOR platform and related software for the term as described on

the proposal (the “Software Subscription Terms & Payment Schedule”). VENDOR retains all right, title, and interest in and to the Platform, including without limitation all software incorporated into or used by the Platform, and this Agreement does not grant CLIENT any intellectual property rights in the Platform or any of its components.

**License:**

VENDOR hereby grants CLIENT a nonexclusive license to use the Licensed Product, provided: (a) CLIENT may give no more concurrent users access to the Licensed Product than defined in the proposal; (b) CLIENT uses the license solely for the CLIENT’s internal business operations; and (c) CLIENT complies with the other restrictions set forth in this agreement.

**Standard End User Restrictions:**

Copies of the Software created or transferred pursuant to this Agreement are licensed, not sold, and CLIENT receives no title to or ownership of any copy or of the Software itself. Furthermore, CLIENT receives no rights to the Software other than those specifically granted in this Agreement. Without limiting the generality of the foregoing, CLIENT shall not: (a) modify, create derivative works from, distribute, publicly display, publicly perform, or sublicense the Software; (b) use the Software for service bureau or time-sharing purposes or in any other way allow third parties to exploit the Software; or (c) reverse engineer, decompile, disassemble, or otherwise attempt to derive any of the Software’s source code.

**Data:**

CLIENT does own their data and can export or download that data at any time into a Microsoft Access ODBC database. This includes any data files such as database, related media files, related PDF reports, etc.

**Cloud Services:**

Subscriptions. VENDOR retains all right, title, and interest in and to the System, including without limitation, all computers, other hardware, and software incorporated into or used by the System, and this Agreement does not grant CLIENT any intellectual property rights in the System or any of its components.

**Warranty:**

VENDOR represents and warrants that, during the Subscription period, the Platform will perform materially according to its documentation issued by VENDOR. This warranty does not apply if the Subscription is not administered by CLIENT in accordance with this Agreement or any applicable

instructions and training provided by VENDOR. If the Subscription fails to operate as warranted in

this Section and CLIENT notifies VENDOR in writing of the nature of the non-conformance (“Notice”), VENDOR will use commercially reasonable efforts to promptly repair or replace the non-conforming Subscription without charge. If, after a reasonable opportunity to cure, VENDOR does not remedy the non-conformance, CLIENT may, no later than sixty (60) days after giving the Notice, terminate the Subscription portion and receive, upon CLIENT request and VENDOR approval, a refund of the prepaid Subscription fees for the period following the date of Notice. The foregoing provides CLIENT’s sole remedy for breach of the exclusive warranty.

**Independent Contractor:**

VENDOR is an independent contractor and nothing in this Agreement will be deemed to make VENDOR an agent, employee, partner, or joint venture of CLIENT. VENDOR will have no authority to bind, commit, or otherwise obligate CLIENT in any manner whatsoever.

**Liability:**

Liability Cap. In no event will VENDOR, VENDOR’s Licensors, or Consultants be liable under any theory of liability, for damages which, in the aggregate, exceed the amount of fees paid by CLIENT for the subscription and services giving rise to such damages in the one (1) year period prior to the claim.

**Disclaimer of Damages:**

In no event will VENDOR, VENDOR’s licensors, or consultants be liable for any exemplary or punitive damages, even if notified of the possibility of such damage, and notwithstanding the failure of the essential purpose of any remedy.

**Force Majeure:**

Neither party will be liable to the other party for any delay or failure of VENDOR to perform its obligations hereunder if such delay or failure arises from any cause or causes beyond the reasonable control of such other party. Such causes include, but are not limited to, acts of God, floods, fires, loss of electricity or other utilities, or delays by CLIENT in providing required resources or support or performing any other requirements hereunder.

**Severability and Reformation:**

Each provision of this Agreement is a separately enforceable provision. If any provision of this Agreement is determined to be or becomes unenforceable or illegal, such provision will be reformed

to the minimum extent necessary in order for this Agreement to remain in effect in accordance with its terms as modified by such reformation.

**Assignment:**

In the event of CLIENT's acquisition of, or merger with, a third party CLIENT may continue to use the VENDOR Technology and the obligations and rights of CLIENT under this Agreement will apply to, and may be exercised only in connection with, the operations of CLIENT as they existed on the date prior to the acquisition or merger. CLIENT may not otherwise assign this Agreement or otherwise transfer any rights hereunder whether by operation of law, change of control, or in any other manner, without the prior written consent of VENDOR. Any assignment or transfer in violation of this Section will be null and void.

**Dispute Resolution:**

Any dispute between the parties arising out of this Agreement will be first submitted to senior management of both parties for a good faith attempt at amicable resolution. If the parties cannot settle the dispute within thirty (30) days after such referral, the dispute will

be mediated in confidential mediation proceedings by a mutually acceptable mediator to be chosen by the parties within thirty (30) days after written notice by either party demanding mediation. VENDOR and CLIENT will equally share costs of the mediation. The use of any of the above-mentioned procedures will not be construed under the doctrines of laches, waiver, or estoppel to affect the rights of either party adversely. Nothing in this Section will prevent either party from resorting to judicial proceedings, if (a) good faith efforts to resolve the dispute under these procedures have been unsuccessful; (b) the claim or dispute involves intellectual property rights; or (c) interim relief from a court is necessary to prevent serious and irreparable injury to that party or to others.

**Entire Agreement.**

This Agreement contains the entire agreement of the parties on the subject matter hereof, and may be amended only by execution of an additional written and signed agreement.