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**DATE:** March 23, 2026

**TO:** Alderman Frost, Chair  
Members of the Finance and Personnel Committee

**FROM:** Todd Hughes, Chief Integration Officer

**RE:** Award of Joint Purchasing Contract: Infrastructure VoIP Phone System

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**CONTRACT DETAILS**

**Product/Service/Project:** Ring Central Voice over IP Phone System

**Vendor:** Ring Central, 20 Davis Drive, Belmont CA 94002

**Contract Amount:** The estimated annual cost is \$211,000 based on unit pricing. The total contract amount is \$938,864.52, which includes a \$95,865.00 first-year consulting and implementation fee.

**Contract Duration:** 1 one-year, with three (3) possible one-year extensions

**Contract:** TIPS Joint Purchasing Contract

**Funding Source:** Information Technology and Integration Operating Budget

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**NARRATIVE**

Staff recommends approval of the procurement of RingCentral's Cloud Communications and Contact Center solution through the TIPS Joint Purchasing Contract. The City currently spends approximately \$230,000 annually on a legacy communications environment that includes an on-premise phone system with limited and inefficient call center functionality, separate third-party faxing services, and costly phone circuits. The proposed contract would replace this outdated environment with a modern, unified cloud-based platform at an annual cost of approximately \$211,000, resulting in estimated annual savings of \$19,000 after the first year while materially improving constituent service capabilities. The new platform would consolidate voice, fax, messaging, and contact center functions into a single service, eliminate reliance on aging on-premise telephony equipment, and provide enhanced call center functionality for Health and Human Services, Finance Customer Service, Community Development, and IT. In addition, all other City phone systems are included within the scope of this replacement project.

The funding source is the Information Technology and Integration Operating Budget.

**RESOLUTION**  
of the  
**CITY COUNCIL OF THE CITY OF ROCKFORD, ILLINOIS**  
**SUBMITTED BY: FINANCE AND PERSONNEL COMMITTEE**

RESOLUTION AWARDING JOINT PURCHASING CONTRACT FOR INFRASTRUCTURE VOIP PHONE SYSTEM

WHEREAS, the Code of Ordinances for the City of Rockford, Illinois, provides as in Chapter 4, Article VI, Division 4, that all purchases for and contracts for supplies, materials, equipment, and contractual services, the value of which is estimated to exceed \$25,000, shall be based on competitive solicitation and awarded by the City Council; and,

WHEREAS, competitive proposals were NOT received for the City of Rockford for the following, but the City has chosen to substitute a competitive solicitation conducted by another jurisdiction, as allowed in the Code of Ordinances, for the following:

INFRASTRUCTURE VOIP PHONE SYSTEM

WHEREAS, the Finance and Personnel Committee of the City Council for the City of Rockford, Illinois has reviewed the staff recommendation for the aforementioned item(s) and recommends awarding the contract as follows:

Vendor: RING CENTRAL, of BELMONT CA  
Amount: \$211,000 (estimated annual based on unit pricing) \$938,864.52 (total, includes \$95,865.00 first-year consulting and implementation fee)

WHEREAS, the Finance and Personnel Committee has determined that the funding for the aforementioned purchase shall be as follows:

INFORMATION TECHNOLOGY AND INTEGRATION OPERATING BUDGET

NOW, THEREFORE, BE IT RESOLVED, by the City Council of the City of Rockford, Illinois that the Mayor execute an agreement with RING CENTRAL, of BELMONT CA for INFRASTRUCTURE VOIP PHONE SYSTEM in the estimated annual amount of \$211,000.00, subject to the specifications in the contract.

BE IT FURTHER RESOLVED that this Resolution shall be in full force and effective immediately upon its adoption and the Legal Director is hereby authorized to prepare and deliver certified copies of this Resolution to the Central Services Manager.

The above and foregoing Resolution was adopted by the City Council of the City of Rockford, Illinois, this \_\_\_\_\_ day of \_\_\_\_\_, 2026.

ATTEST:

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Thomas P. McNamara, Mayor  
City of Rockford, Illinois

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Angela L. Hammer, Legal Director and Ex-Officio  
Keeper of the Records and Seal  
City of Rockford, Illinois

Rockford, Illinois

Date: March 23, 2026

**RECOMMENDATION FOR RESOLUTION**

**TO THE CITY COUNCIL OF THE CITY OF ROCKFORD:**

Council Members:

The Committee on Finance and Personnel having received a request hereby begs leave to report recommending **approval** of the joint purchasing agreement with RING CENTRAL, of BELMONT CA for INFRASTRUCTURE VOIP PHONE SYSTEM in the estimated annual amount of \$211,000.00. The Legal Director shall prepare the appropriate resolution.

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Kevin Frost (Chair)

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Jonathan Logemann (Vice Chair)

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Frank Beach

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Dawn Granath

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Chad Tuneberg

Committee Action Taken:

Frost:	Ayes:___	Nays:___	Absent:___
Logemann:	Ayes:___	Nays:___	Absent:___
Beach:	Ayes:___	Nays:___	Absent:___
Granath:	Ayes:___	Nays:___	Absent:___
Tuneberg:	Ayes:___	Nays:___	Absent:___