



Hall County Government

FINANCIAL SERVICES
PURCHASING DIVISION

CONTRACT EXECUTION SIGNATURE REQUEST

Date: October 28, 2025

To: David Gibbs, Chairman, BOC

From: Julie Dorough, Buyer

Your signature is requested to execute the attached Contract:

Bid/Contract Number: Change Order

Bid/Contract Name: RingCentral Master Services Agreement

Department(s) Requesting Contract: MIS

Award Recipient Name: RingCentral, Inc.

Contract Description:

☐ Annual Contract ☒ New ☐ Renewal

FY 2025 Projected Spend: N/A

☒ Price Increase Requested Increase: \$180,558.00

☐ Project/Service Contract FY 26 Estimated Amount:

☐ Product Contract Estimated Amount:

Comment:

This change order is for the monthly phone service cost, not the professional services agreement with Ring Central that the Chairman signed October 23, 2025.

The current agreement covers 150 RingCentral seats used by the Fire Department, a few one-off County uses (such as fax lines), and MIS for platform learning purposes. The existing agreement amount is \$2,106 per month, executed on October 25, 2024.

This change order will add the remaining licenses needed to port all numbers from AT&T to RingCentral. It also provides Hall County with \$90,270 in free credits, equivalent to about five months of service for the additional licenses (we will continue paying for the original licenses during this time).

These credits allow the County to transition from AT&T to RingCentral without paying for both services concurrently. As a result, the County will realize savings for the first five months as numbers are ported—since

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PURCHASING MANAGER
Andy Youngblood

AT&T will stop billing for ported numbers and RingCentral will not bill for those new licenses during the credit period.

The average monthly cost with AT&T for FY26 is just under \$22,000. The total average monthly cost for FY26 with both AT&T and the current RingCentral service is about \$24,000. Moving from AT&T to RingCentral will save an estimated \$70,000 annually once the transition is complete. It is estimated that the project to take five to six months to complete, with only a few lines potentially remaining into month six due to porting issues, if any.

The FY 2026 Estimated amount has been reviewed against the projected FY 2026 budget by Finance.