REPORT TO THE BOARD OF MAYOR & ALDERMEN

DATE: December 8, 2025

FROM: Michael Clark, Community and Economic Development Director

SUBJECT: Contract Renewal of Annual Software Services Agreement for iWorQ Permit Management System

INTRODUCTION:
iWorQ is a web-based software system the Town purchased in November 2020 using Federal COVID-19 Relief Funds. This software integrates the permitting processes between the Planning, Engineering, and Building & Codes Divisions while also allowing customers to apply for permits online. The $37,000 contract amount is a slight decrease from last year as set-up fees for the workflow module are not needed again.

BACKGROUND:
In 2020, the Development Department recognized the need to find customer friendly web-enabled software capable of incorporating the needs of the Planning Division and the Building and Codes Division. The iWorQ software was approved for purchase on November 23, 2020, following a lengthy RFP review process in the fall of 2020 using COVID-19 Relief Funds. The Town launched software in February 2021 following staff training.

DISCUSSION:
iWorQ is entering the sixth year since it was launched and is anticipated to continue until we evaluate options as part of the next round of ERP launches. With the addition of a workflow module last year, projects are now required to follow a predetermined sequence and will notify applicable staff once a step in the sequence has been completed. This means the program is more usable than in the past. Reports are being used to manage caseloads among staff and complete other reports, such as the monthly update to the Development Activity Map and the uploading of staff reports and plan sets for transparency.

In 2022, the Planning Division added inspections and cell tower colocations and in 2023, new Water & Sewer Availably Requests were added. Two years ago, the software integrated with the State of Tennessee contractor license database. Business rules developed at project implementation are continually being reviewed and revised as needed. Areas where functionality has been added, or documentation is lacking, were the focus in 2024.

Staff seeks approval of the annual iWorQ renewal.

BUDGET IMPACT:
FY 2026

Fund	Dept.	Obj. Code	Description	Approved Line Item Budget	Previous Expenses	Proposed Expense	Balance	Budget Impact
110	42410	255	iWorQ Annual Service / Workflow Module	$37,000.00	$0.00	$37,000.00	$0.00	N/A

ATTACHMENTS:
Attachment 1 - Contract
Attachment 2 - Invoice

PROPOSED MOTION:
To approve Annual Renewal of Software Service Agreement with iWorQ.

Board Action: Motion By_____ Seconded By_____

Vote Total	Hall	Jordan	Robbins	Marshall	Stamps	Fraser
Yes						
No						
Abstain						