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# AGENDA ITEM

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TO: Tim Vandall, City Administrator  
FROM: Joshua Gentzler  
DATE: June 12, 2025  
SUBJECT: Online Permitting System Transition

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*Overview:* The CED department is responsible for the oversight of the online permitting system that allows residents and others to submit building permits, planning cases, business licenses, citizen requests, code enforcement cases, and others. Staff recommends that the City partner with GovWell provide the City's permit system. Currently the City has a contract with iWorq to provide this service.

As allowed under **Section 4-4 Professional Services** of the *City of Lansing Purchasing Manual*, Staff is allowed to secure quotes of services required for services needed by requesting quotes from qualified vendors. CED has secured over the course of late 2023 through 2025 a range of quotes from online permitting system vendors.

Staff has considered the cost of the system combined with feature set, usability, and the public user interface to determine that GovWell provides the best combination of quality and value to the City.

Staff would like to start the project in 2025 with the transition and Go-Live date being completed before the City's contract with iWorq expires in January 2026. The contract with GovWell will be signed in 2025 with the majority of expense incurred upon completion of the project in 2026.

*Policy Consideration:* N/A

*Financial Consideration:* Year One costs for the service are \$38,500 to develop a custom permit portal. After year one, the annual costs are reduced to \$31,000.

*Action:* A motion to sign a 3-year contract for Online Permitting services with GovWell with costs not to exceed \$38,500 in 2026.