



CITY OF LAKE FOREST PARK

CITY COUNCIL

AGENDA COVER SHEET

Meeting Date	May 22, 2025
Originating Department	Community Development
Contact Person	Mark Hofman, Community Development Director
Title	Resolution 25-2018/Authorizing the Mayor to Sign a Professional Services Agreement with iWorQ Systems, Inc. for Community Development Permitting Software Services

Legislative History

- First Presentation – May 8, 2025, Regular City Council Meeting
 - Second Presentation – May 19, 2025, Committee of the Whole
 - Third Presentation and Action – May 22, 2025, Regular City Council Meeting
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Attachments:

1. Resolution 25-2018
 2. iWorQ Systems, Inc. Professional Services Agreement for Community Development Permit Tracking Software Use
 3. iWorQ Data Security Information
 4. Written 60 Day Notice of Termination for Accela Software with City of Lake Forest Park
 5. Two-year Services Quote with Carahsoft - Accela, Inc.
 6. Current Services Agreement (AG-16-027) with Carahsoft – Accela, Inc.
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Executive Summary

The City of Lake Forest Park currently contracts with a software provider for community development permitting software use. The software use includes tracking and data input for permit applications related to building, planning, right-of-way use, and code enforcement. With recent retirements and other vacancies in Community Development positions, the Department desires to take advantage of an

opportunity to switch to a digital intake, review, and issuance process for service improvements. As part of the switch, the Department compared the existing tracking software to numerous other options to find a right fit to the needs of the city. The effort produced a recommended service provider and staff seeks authorization to enter into a new service agreement with iWorQ Systems, Inc. (Attachment 2).

Background

After viewing presentations and direct discussions with software sales representatives of five prominent service providers, the Community Development Department finds that a switch to "iWorQ" software is appropriate to "right size" software use with the community needs, enjoy a cost savings under budgeted amounts, integrate with other software (Bluebeam, Adobe Pro, King County GIS/REST) used by the City, enjoy frequent updates and fixes/patches, be able to provide self-guided and directed training options not available with our current software, utilize standardized templates and forms, receive direct assistance, ensure safe data storage, and head into a digital future accompanied by the appropriate permit tracking software.

Fiscal & Policy Implications

The adopted budget for 2025/2026 includes funds to cover permit tracking software expenses. This new Agreement would be a significant cost savings under the budgeted amounts. Permit software and electronic credit card fees are offset by a technology fee charged with permit issuance.

Alternatives

<i>Options</i>	<i>Results</i>
<ul style="list-style-type: none">• Adopt the Services Agreement with iWorQ Systems, Inc. for permit tracking software use.	Permit tracking and data input functions for Community Development will be supported by software services.
<ul style="list-style-type: none">• Not Adopt the Services Agreement with iWorQ for permit tracking software use.	Permit tracking and data input functions for Community Development will not be supported by software services. An alternate support software will be required.

Staff Recommendation

Approve Resolution 25-2018 authorizing the Mayor to sign the Professional Services Agreement with iWorQ Systems, Inc. to avoid a lapse in software use support for Community Development permitting functions.