



CITY OF
LONG LAKE

City Council Agenda Report

City of Long Lake

450 Virginia Avenue, PO Box 606
Long Lake, MN 55356

MEETING DATE / October 7, 2025

SUBJECT: Approve Proposal From iWorQ Systems Inc. for an E-Permitting Software Application

Prepared By: Jeanette Moeller, City Clerk

Report Date: 9/24/2025

Recommended City Council Action

Staff recommends the following:

Motion to approve a pricing proposal from iWorQ Systems Inc. for a Community Development e-permitting software solution, and to authorize the City Clerk to execute an agreement for iWorQ applications and services.

Overview / Background

Over the past two years, City staff began researching and exploring the feasibility of implementing an e-permitting software solution to improve and streamline the City's permit issuance process, and to be responsive to a growing number of contractor requests for a more secure permit transaction option.

The e-permitting software options quoted below are comparable in functionality, would provide a Long Lake city-specific permitting portal for contractor and public use, include an integrated online payment solution, and well as allow for in-person permit transactions through a portal.

CitizenServe Permitting

Pricing starts at \$13,500 / year for up to five users, with an additional one-time \$7,500 setup and training fee for the first year.

BS&A Software Permitting

Offers an e-permitting solution integrated with their larger overall software package which includes financial management, utility billing, payroll, and community development modules. Costs associated with the e-permitting portion of the package amounted to \$13,635 / year with an additional one-time \$9,800 setup and training fee. Overall, their full software package proposal totaled \$87,260.

CivicPlus Permitting

Pricing starts at \$7,500 / year with an additional one-time \$5,700 initial setup and training fee for the first year.

Cloudpermit Permitting and Inspections

Cloudpermit sales provided an estimate that for a city of Long Lake's size, the permitting module would cost approximately \$5,000 / year with an additional \$2,000 initial setup fee. A cost estimate was not provided for the inspections module that would be necessary.

iWorQ Systems Permitting

The pricing proposal offered a Community Development (Enterprise Package) e-permitting solution at a cost of \$4,500 / year for the first three years, no limit on the number of users, and a one-time \$3,000 setup and training

fee. After the first three-year period, service fees may increase in subsequent years but would not increase more than five percent per year. In addition to the frequent Building, Plumbing and HVAC (Mechanical) Permits, the software will also be able to be used for certain other permits such as Accessory Structure Permits, Right-of-Way Permits, and Sign Permits. A search function will allow for a quick search of permits issued via the software.

City and Metro West Inspection Services staff have participated in multiple demonstrations of the iWorQ e-permitting solution and found that it has the potential to greatly improve the efficiency of permit issuance, plan review, field inspections, and follow up. It also seems intuitive to navigate, geared towards the needs of small to medium municipalities, and offers a variety of reporting options.

Staff reached out to a few Minnesota cities (Shorewood, Elko New Market) who are currently using iWorQ's software to inquire about their experiences and impressions. Feedback from both communities was very positive. Shorewood, in particular, has been an iWorQ client for years now and praised the software's convenience, user-friendly features, continued enhancements, and customer support.

Staff recommends the City Council consider approving the pricing proposal received from iWorQ Systems Inc. for an e-permitting software solution, and authorizing staff to execute a services agreement in order to proceed with implementation.

Supporting Information

- Pricing proposal from iWorQ Systems Inc. for a Community Development (Enterprise Package) e-permitting software application