



REQUEST FOR COUNCIL ACTION

Title: Request for Council Action – Asset Management Contract Approval

Preferred Agenda: August 12, 2025

Submitted By: Cecily Hope Pretty, Deputy City Manager

Reviewed By: Jason Ogden, City Manager

Type of Action: Resolution ☐ Motion ☒ Roll Call ☐ Other ☐

Towards Council Goal: Be an Effective & Efficient Government

Attachments: iWorq Systems Contract

Purpose of this RCA:

Reviewing and determining whether to approve an agreement with iWorQ Systems providing improved transparency and tracking services for Public Works assets and Code Enforcement.

Background/Context:

The City previously approved a contract with OpenGov to provide asset management services and a code enforcement module in 2023, with the contract set to expire June 30, 2026.

The Challenge/Problem:

Implementation with OpenGov has proved challenging and the City still does not have a fully functional product despite working with multiple project managers and OpenGov's upper management. As a result, staff issued a Request for Proposals (RFP) in May and June of this year to solicit responses from similar firms and evaluate potential other options that will provide a more functional product for Sweet Home.

Several features were identified as needed to successfully improve services, which are as follows:

- Process automation – Ability to design workflows to improve processes to electronically intake data and assign tasks.
- Code Enforcement – Easy online violation submissions, and a centralized case management location.
- Public Portal – Includes a public portal for residents and businesses with single login and have access to all tools and status to improve transparency.
- Intuitive User Experience – Software must be easy to use and understand for residents and internal staff.
- Asset Management – Ability to build an asset inventory, such as roads, water pipes, fire hydrants, etc. to track, capture work history, inspections, and report within a GIS infrastructure.

- ArcGIS integration – Access existing GIS data as well as update and input new information into the existing maps.
- Work Order Management – Create, assign, and track all work orders and repairs that need to be completed throughout the City.

The City received three responses to the RFP. A staff panel scored each vendor independently and iWorQ received the top score based on their submittal and demonstration of the product's features, as well as pricing, timeline, and contract flexibility.

Issues and Financial Impacts:

1. This contract will cost \$55,100 the first year and \$33,000 annually thereafter for a total term of four (4) years. iWorQ Systems has proposed delayed billing to allow the City to begin implementation immediately prior to paying the vendor.
2. The implementation cost and annual costs are less than the current OpenGov contract.

Elements of a Stable Solution:

Agreement to implement a product that will be functional within a reasonable timeline and at savings to the City long-term.

Options:

1. Do nothing: The City will need to evaluate if they wish to extend their contract with OpenGov in 2026, utilize a different vendor at that time, or discontinue use of external asset management solution.
2. Move to approve the contract as presented: By approving the contract, staff can move forward with implementation.
3. Direct staff to renegotiate the contract: City Council may provide direction as to what they would like to see changed in the proposed

Recommendation:

Staff recommends option #2: Move to approve the contract as presented