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REQUEST FOR PROPOSAL
Municipal Asset Management and Permitting
Software Solution

The City of Saratoga Springs (the City) is issuing an RFP to prospective vendors for asset management and permitting and licensing software solutions to replace the current implementation of Cityworks 15.8.9 PLL & AMS which has been in place since 2014. Currently, there are about 60 active named user accounts on the permitting side (PLL) and around 80 active asset management (AMS) named users. Please see attached documents for further information.

The following timetable has been established for this project. *LATE PROPOSALS WILL NOT BE ACCEPTED.*

- **Proposal Deadline:** November 12, 2026, at 5 PM MDT
Electronic submission
- **Q & A Period/Pre-award Demos:** Winter 2026/27
- **Anticipated Selection:** Spring 2027
- **Implementation Planning:** Summer 2027
- **Anticipated Implementation:** Fall/Winter 2027/28

All proposals shall be submitted in PDF format through the U3P website and by the due date indicated above. <https://utah.bonfirehub.com/projects>

This Advertisement is issued by:
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REQUEST FOR PROPOSAL

Municipal Asset Management and Permitting Software Solution

SEPTEMBER 28, 2026
CITY OF SARATOGA SPRINGS, UT
319 S Saratoga Road, Saratoga Springs, UT 84045

Reply to:

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INTRODUCTION/BACKGROUND

The City of Saratoga Springs (the City) is issuing an RFP to prospective vendors for asset management and permitting and licensing software solutions to replace the current implementation of Cityworks 15.8.9 PLL & AMS which has been in place since 2014. Currently, there are about 60 active named user accounts on the permitting side (PLL) and around 80 active asset management (AMS) named users.

The City of Saratoga Springs is a fast-growing community in northwestern Utah County, Utah. During the last 10 years, the city has grown from an estimated 28,000 to 74,000 residents, representing 167% growth.

The City manages infrastructure and assets across water, sewer, streets, parks/cemetery, electrical, stormwater, and facilities departments. During 2025 there were 366 permits in the Planning Department, 369 code enforcement cases, and 1,414 single-family, and a total of 2,274 building permits which resulted in 30,469 inspections. During the same time, the City saw 1,500 service requests, 19,382 work orders which included 'inspection' work orders for about 2,000 fire hydrants, and 1,376 new water meter installs.

The City is an ESRI GIS customer with ArcGIS Enterprise, currently on version 11.3.

SCOPE OF SERVICES:

The city is seeking proposals for an enterprise asset management and permitting/licensing software. Vendors are not required to address both asset management and permitting/licensing. Proposals addressing only one discipline are encouraged.

On-premises (on-prem): An on-prem deployment is preferred and will be considered above others. If on-prem deployment is not available, near-real-time database replication to City-managed servers is an acceptable alternative and will be considered.

GIS Integration: As an ESRI Enterprise user, it is required that REST end point service layers be fully integrated into the new solution. The ability to write back and maintain field values in GIS services such as last inspection dates, condition etc. is required while other integration functionality is preferred.

Data Migration: With over a decade of data in Cityworks, it is very important that this migrates to the new solution. Data to be migrated includes but is not limited to: permits, licenses, service requests, inspections and work orders. The City staff have a deep understanding of the Cityworks database schema and are available to support the migration process; however, the vendor is expected to lead data migration efforts. Migrated data doesn't need to be fully functional in the new environment but is expected to offer a historical look-up and analysis, essentially being used in a read-only mode. If read-only historic data is the case, a plan to close out existing cases/work orders in Cityworks while implementing the new solution is required. Migration needs to preserve GIS feature relationships, attached documents, fees, people, and workflows. Attached documents could be near 200,000 files.

Data Ownership: The City reserves ownership of all data input or generated within the software solution. Data is not to be shared without prior written authorization. shared.

Permitting/Licensing Utilization:

- Code Enforcement
- Planning
- Building
- Business Licensing
- ACE Court (Administrative Code Enforcement Court) – a municipal adjudication process for code violations
- Reimbursement Agreements - the City currently uses a general permit case fees section to track developer reimbursement agreements tied to infrastructure
- Public Improvements – Encroachment and Drive-Approach Permits

- Engineering - Grading Permits, Offsite Improvements
- Utility Services - construction hydrant meters

Permitting/Licensing Requirements:

- Public Access/Portal
 - Ability to schedule inspections (preferred)
 - Notifications both ways. i.e. staff are notified when new documents are uploaded, or fees are paid and conversely applicants are notified when staff has progressed in the permit.
 - Payments
- Time tracking/accounting – staff time on permits/cases for billing and labor tracking
- Invoicing
- Reporting/Forms (licensing/certificate of occupancy templates/approvals)
- Notification (internal and external) emails with flexibility
- Customizable Workflows
- Calendar Views (preferred)
- Analytics

Asset Management Utilization:

- Water
- Sewer
- Parks/Cemetery
- Streets
- Electrical (street lighting, traffic lights, facilities support; non-distribution)
- SWPP (Stormwater Pollution Prevention)
- Facilities
- Blue Stakes (Utah's 811 dig-safe/utility locate notification program)
 - The City currently uses Utilisync to create and close blue stake service request in Cityworks. Open to solutions that replace the need for Utilisync as a 'middleman'.

Asset Management Requirements:

- Stock/Inventory tracking
- Inspections
- Preventative maintenance scheduling
- Time tracking on work orders
- Custom Fields in work orders

- Equipment/Labor/Materials
- Capital project planning (preferred)
- Calendar Views (preferred)
- Development performance/surety bond tracking (preferred)
- Citizen Service Requests
- Analytics

Mobile App: The Public Works department exclusively uses Android devices and requires that mobile apps be available on this OS.

SQL Database: All other databases on-prem are hosted in SQL Server and the City wants to stay within that environment.

Active Directory/Security Integration: It is preferred to integrate the new solution with the City's Windows active directory. Ideally, single sign-on (SSO) would be an option as well. Two-factor authentication is preferred.

Implementation Plan: As part of the implementation, a detailed plan is expected to be designed in coordination with all departments involved. This plan would include:

- Software installation and testing
- By department timelines, including how the transition from Cityworks to the new solution will be handled. Which would set expectations regarding closing out existing cases/work orders in Cityworks prior to final data migration.

INTEGRATIONS:

The City is interested in integration with other software if it exists. Hypothetical integrations won't be considered. Existing integration methods should be described in detail in the submittal, i.e. native connector, REST API, flat file etc.

If the prospective vendor only meets one of the software disciplines, integration with prospective vendors on the other side needs to be included. This may require follow-up communications and documentation.

- Caselle – Billing; Outline other billing software integrations if not available for Caselle.
- Granicus/311 – public service requests submitted then created in the asset management solution. Offering solutions to communicate request status back to the submitter.
- ComplianceGO – SWPP inspection utilized by contractors and the City. Replicate inspection activity to the new solution for centralized data analysis.
- Bluebeam Revu

- Utilisync – If still required: or other blue stakes of Utah ticket capture software
- XpressBillPay; Outline other payment software integrations if not available.

SUBMITTAL DOCUMENTS, CONTENT AND FORMAT:

- Format: PDF through the U3P website
- Keep submittals concise, limiting a submittal to 15 pages, not including any screenshots/visuals of the proposed solution.
- Cost breakdown: implementation, data migration, annual etc.
- Demo videos/screenshots are optional and welcome but not required in the initial submittal
- Onboarding Road Map: Describe what the discovery and deployment process looks like, including staff time commitment
- Company vision: Intentions to support on-prem deployments in the future. How many current customers are hosting on-prem.
- Hardware/system requirements and best practice architecture for implementation in support on-prem deployment
- Security architecture and methodology
 - Including the handling of PII and 2FA
- What does the prospective vendor offer that may be of interest to the City that hasn't been explicitly outlined in this RFP.
- Recommended/partnered 3rd party solutions
- References: Include 3 municipal clients of similar sizes that are utilizing an on-prem deployment.

POST SUBMITTAL PHASE:

All vendors will be notified of the selection outcome following the award decision.

Demos will be by invitation only.

TERMS & CONDITIONS:

The City reserves the right to reject all proposals; waive formalities, technical requirements and/or deficiencies and irregularities; solicit new proposals; or further negotiate with the vendor of its' choice if some other manner of negotiation better serves the City's judgement, best serves the needs and interests. The City reserves the right to award the contract to the vendor which, in the City's judgement, best serves the needs and interests of the City and its residents. Intangible factors, such as the vendor's reputation and past performance, will be

weighed. If a proposal does not satisfy the minimum requirements as set forth in this RFP, the proposal may be disqualified from further consideration at the discretion of the City.

The City further reserves the right to reject all proposals and obtain goods or services through intergovernmental or cooperation agreements.

Submission of proposal confers no rights on the vendor to the selection or to the subsequent contract. This RFP process is for the City's benefit only and is intended to provide the City with competitive information to assist in selection of services. All decisions on compliance, evaluation, terms and conditions shall be made solely at the City's discretion and shall be made to favor the City.

The City reserves the right to use any or all ideas presented. Selection or rejection of the proposal does not affect this right.

The proposal may be withdrawn upon request by the proposer, without prejudice, before, but not after, the time fixed to receive proposals. The responding party agrees that the City may terminate this procurement procedure at any time, and the City shall have no liability or responsibility to the responding party for any costs or expenses incurred in connection with this RFP, or such party's response.

All submittals become public records upon submission.