

# MEMORANDUM

March 30, 2026

To: Alan Gibbs  
Lamarcus Davis  
Eddie Rowland  
John Ambrose  
Al Turner

From: Lorri Byrd

**Subject: iWorQ Systems Proposal**

The Monroe County Public Works Department is recommending Monroe County contract with iWorQ Systems, Inc. on a three-year basis to provide citizen communication and internal work order communication software for the Public Works Department. The iWorq Systems software will serve as a replacement for the See Click Fix software that Commissioners opted to cancel last year.

Attachments include: an iWorQ service agreement that includes the quoted rate as well as example screens showing how the system works both internally and externally.

Richard Dumas and Kimbel Stokes will be at the meeting to present this to the Board of Commissioners on April 7, 2026.

Regards,

Lorri Byrd

## Richard Dumas

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**From:** Richard Dumas  
**Sent:** Wednesday, March 18, 2026 4:08 PM  
**To:** Lorri Robinson  
**Cc:** Kimbel Stokes; Boyd Elrod; Janet Abbott  
**Subject:** FW: iWorQ Systems Proposal and Materials  
**Attachments:** iWorQ Systems Proposal -- Monroe County, GA Infrastructure + Citizen Engagement 3.11.2026.pdf; iWorQ Systems -- Citizen Portal.jpg; iWorQ Systems -- Map Example.jpg; iWorQ Systems -- Graphs and Dashboards.jpg; iWorQ Systems -- Work Order Example.jpg

Hey Lorri,

Will you please add the following item to the agenda for the Tuesday, April 7 Board of Commissioners' meeting?

The Monroe County Public Works Department is recommending Monroe County contract with iWorQ Systems, Inc. on a three-year basis to provide citizen communication and internal work order communication software for the Public Works Department. The iWorQ Systems software will serve as a replacement for the See Click Fix software that Commissioners opted to cancel last year. Public Works Director Kimbel Stokes, IT Supervisor Boyd Elrod, and myself have met via Zoom several times since late 2025 with iWorQ Account Executive Levi Hornsby and are comfortable that this software will meet the needs of the county's citizens who want an online/phone option for submitting work order requests to the Public Works Department as well as our Public Works employees who need a systematic, documented, time-stamped way of determining which work orders need to be resolved.

In addition, this software will give us the opportunity to better map the county's road and water system infrastructure, including detailed GIS maps featuring the locations of all county road signs, water hydrants, etc.

The total cost of contracting with iWorQ Systems, Inc. in Year 1 is \$13,000, which includes a first-year implementation and setup fee of \$1,000. iWorQ Systems has agreed not to increase the county's per-year cost over the first three years of the contract. iWorQ Systems indicates that this proposed cost is good if agreed to by April 30. We plan to connect again with Mr. Hornsby on Wednesday, April 8 to let him know whether Commissioners wish to move forward with either approving the existing contract or further negotiations.

Attachments include: an iWorQ service agreement that includes the quoted rate as well as example screens showing how the system works both internally and externally.

Thanks,

Richard Dumas  
Monroe County Public Information Officer  
478-994-7000

**From:** Levi Hornsby <lhornsb@iworq.com>  
**Sent:** Wednesday, March 11, 2026 4:00 PM  
**To:** Richard Dumas <RDumas@monroecoga.org>; Kimbel Stokes <kstokes@monroecoga.org>; Boyd Elrod <belrod@monroecoga.org>  
**Cc:** Devin Vogelsberg <dvogelsberg@iworq.com>  
**Subject:** iWorQ Systems Proposal and Materials

Good afternoon Gentlemen,

Thanks again for meeting with me today. Attached are a few screenshots along with an updated quote for your review. Let me know if these screenshots will work for what you need. I'm happy to get more if you'd like.

I'll plan to touch base with you as discussed but let me know if you have any questions or comments in the meantime.

Have a great day!

Warm regards,

**Levi Hornsby**

Account Executive | iWorQ Systems

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 435.755.5126

 435.890.8985

 [lhornsby@iworq.com](mailto:lhornsby@iworq.com)





## **IWORQ SERVICE AGREEMENT**

### **For iWorQ applications and services**

Monroe County here after known as ("Customer"), enters into THIS SERVICE AGREEMENT ("Agreement") with iWorQ Systems Inc. ("iWorQ") with its principal place of business 1125 West 400 North, Suite 102, Logan, Utah 84321.

#### **1. SOFTWARE AS A SERVICE (SaaS) TERMS OF ACCESS:**

iWorQ grants Customer a non-exclusive, non-transferable limited access to use iWorQ service(s), application(s) on iWorQ's authorized website for the fee(s) and terms listed in Appendix A. This agreement will govern all application(s) and service(s) listed in the Appendix A.

#### **2. CUSTOMER RESPONSIBILITY:**

Customer acknowledges that they are receiving only a limited subscription to use the application(s), service(s), and related documentation, if any, and shall obtain no titles, ownership nor any rights in or to the application(s), service(s), and related documentation, all of which title and rights shall remain with iWorQ. Customer shall not permit any user to reproduce, copy, or reverse engineer any of the application(s), service(s) and related documentation. iWorQ is not responsible for the content entered into iWorQ's database or uploaded as a document or image.

#### **3. TRAINING AND IMPLEMENTATION:**

Customer agrees to provide the time, resources, and personnel to implement iWorQ's service(s) and application(s). iWorQ will assign a senior account manager and an account management team to implement service(s) and application(s). Typical implementation will take less than 60 days. iWorQ account managers will call twice per week, provide remote training once per week, and send weekly summary emails to the customer implementation team. iWorQ can provide project management and implementation documents upon request. iWorQ will do ONE import of the Customer's data. This import consists of importing data, sent by the Customer, in an electronic relational database format. Acquisition of data is the responsibility of the client; iWorQ will not be involved in negotiation for data with third parties.

Customer must have clear ownership of all forms, letters, inspections, checklists, and data sent to iWorQ.



#### **4. CUSTOMER DATA:**

Customer data will be stored in AWS GovCloud. iWorQ will use commercially reasonable efforts to backup, store and manage customer data. iWorQ does backups twice per week and onsite backups twice per week. Customer can run reports and export data from iWorQ application(s) at any time.

Customer can pay iWorQ for additional data management services(s), onsite backups application(s) and other service(s).

Data upload and usage is provided to every customer. This includes uploading files up to 25MB and 100GB of managed data usage on AWS GovCloud. Additional upload file sizes and managed data usage sizes can be provided based on the application(s) and service(s) listed in Appendix A.

Customers can upload and store images with personal information like driver's license, and more. This data can be used by the customer to complete the permitting, licensing, or code enforcement processes. Customer understands that the data must be uploaded and stored in the sensitive data upload section of the iWorQ software for access and security purposes.

iWorQ is not responsible for: (1) For the content entered into iWorQ's database, (2) For images or documents scanned locally and uploaded by the iWorQ users, (3) For documents or images uploaded by citizen over the web, and (4) For data sent to the Customer by iWorQ.

#### **5. CUSTOMER SUPPORT:**

Customer support and training are FREE and available Monday-Friday, from 6:00 A.M. to 5:00 P.M. MST, for any authorized user with a login. iWorQ provides unlimited remote Customer training (through webinars), phone support, help files, and documentation. Basic support requests are typically handled the same day. iWorQ provides "Service NOT Software".

#### **6. BILLING:**

iWorQ will invoice Customer on an annual basis. iWorQ will send invoices by mail and by email to the address(s) listed in Appendix A. Terms of the invoice are net 30 days from the date of the invoice. Any billing changes will require that a new Service(s) Agreement be signed by the Customer.



Any additional costs imposed by the Customer including business licenses, fees, or taxes will be added to the Customer's invoice yearly. Support and services fees may increase in subsequent years but will increase no more than 5% per year.

Customer pricing is based on a 3 Year Term and reflects a discounted annual price. Changes to the Term or the Termination Policy (Section 7. Termination:), will affect the annual pricing and could double your annual cost. Customer reserves the right to pay the 3 Year Term upfront to secure discounted annual pricing

## **7. TERMINATION:**

Either party may terminate this agreement after the initial 3-Year Term, without cause if the terminating party gives the other party sixty (60) days written notice. Should the Customer terminate any part of the application(s) and or service(s) the remaining balance will immediately become due. Should the Customer terminate any part of the application(s) and or service(s) a new Service(s) Agreement will need to be signed. Upon expiration of the Initial Term, this Agreement shall automatically be renewed for successive one (1) year terms unless either party provides notice of termination or non-renewal no less than sixty (60) days prior to expiration of the then-current term.

Upon termination of this Agreement, iWorQ will discontinue all application(s) and or service(s); iWorQ will provide customer with an electronic copy of all of Customer's data, if requested by the Customer (within 3-5 business days).

During the term of the Agreement, the Customer may request a copy of all of Customer's data, which shall be provided to Customer for a cost of no more than \$2500 per copy. Please note, if the Customer is not in compliance with the material terms and conditions of this Agreement, iWorQ will not be required to provide Customer with the data.

## **8. ACCEPTABLE USE:**

Customer represents and warrants that the application(s) and service(s) will only be used for lawful purposes, in a manner allowed by law, and in accordance with reasonable operating rules, and policies, terms and procedures. iWorQ may restrict access to users upon misuse of application(s) and service(s).

## **9. MISCELLANEOUS PROVISIONS:**

This Agreement will be governed by and construed in accordance with the laws of the State of Utah. Customer recognizes that iWorQ Systems is a software company located in Utah. Any



changes to this section, including changes to the Venue or Forum, will be subject to an increase in their annual pricing.

**10. CUSTOMER IMPLEMENTATION INFORMATION:**

Primary Implementation Contact \_\_\_\_\_ Title \_\_\_\_\_

Office Phone \_\_\_\_\_ Cell (required) \_\_\_\_\_

Email \_\_\_\_\_

Secondary Implementation Contact \_\_\_\_\_ Title \_\_\_\_\_

Office Phone \_\_\_\_\_ Cell (required) \_\_\_\_\_

Email \_\_\_\_\_

**11. CUSTOMER BILLING INFORMATION:**

Billing Contact \_\_\_\_\_ Title \_\_\_\_\_

Billing Address: \_\_\_\_\_

Office Phone \_\_\_\_\_ Cell \_\_\_\_\_

Email \_\_\_\_\_

PO# \_\_\_\_\_ Tax Exempt ID # (required) \_\_\_\_\_

NOTE: If a tax-exempt number is not provided, a 10% service increase will be added to the yearly invoice.

**12. ACCEPTANCE:**

The effective date of this Agreement is listed below. Authorized representatives of Customer and iWorQ have read the Agreement and agree and accept all the terms.

Signature \_\_\_\_\_

Effective Date: \_\_\_\_\_

Printed Name \_\_\_\_\_

Title \_\_\_\_\_

Office Number \_\_\_\_\_

Cell Number \_\_\_\_\_



## **iWorQ Service(s) Agreement APPENDIX A**



## iWorQ Price Proposal

|                                            |                                  |
|--------------------------------------------|----------------------------------|
| <b>Monroe County</b>                       | <b>Population- 27,051</b>        |
| <b>P.O. Box 189, Forsyth, GA 31029, US</b> | <b>Prepared by: Levi Hornsby</b> |

### **Annual Subscription Fees**

| <u>Application(s) and Service(s)</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <u>Package Price</u> | <u>Billing</u> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------|
| <p><b>Public Works Package (Infrastructure)</b></p> <p>Package includes:</p> <ul style="list-style-type: none"><li>* Work Management</li><li>* Sign Management</li><li>* Pavement Management</li><li>* Water Management</li><li>* Sewer Management</li></ul> <ul style="list-style-type: none"><li>- Track and manage work by location using OpenStreetMap</li><li>- Work order scheduling and templates</li><li>- Work Order Status updates via Text</li><li>- Track labor, inventory, parts, and material</li><li>- Track work completed and maintenance history</li><li>- Set maintenance, inspection, and work order schedules</li><li>- Inspection Routing</li><li>- Track sign location, MUTCD, condition, reflectivity, work orders etc.</li><li>- Remaining service life (RSL), next treatment, 5-year budget etc.</li><li>- 3 scheduled reports</li><li>- Road layer on OpenStreetMap with color by lookup</li><li>- Sign layer displayed on OpenStreetMap</li><li>- Includes 5 capital asset layers on OpenStreetMap (Hydrants, Lines, Valves etc.)</li><li>- Includes 5 capital asset layers on OpenStreetMap (Lines, Manholes, Pumps etc.)</li></ul> <p><b>GIS REST Services -</b></p> <p>iWorQ will be able to publish your agency's ESRI REST Services monthly if the following conditions are met:</p> <ol style="list-style-type: none"><li>1. The Rest Service URL is either a public access URL or the agency will allow iWorQ to be added to the user group of that data.<ol style="list-style-type: none"><li>a. User Group must have permission settings set to allow root access to pull the data.</li></ol></li><li>2. The Rest Service data contains the information needed for system functionality and field types match.</li></ol> | \$9,000              | Annual         |



|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                 |               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------|
| <p>a. The format of that data must conform to iWorQ Systems</p> <p>Note: If GIS configurations change (FTP location, name format, field changes, etc.) iWorQ will charge a minimum \$500 fee to accommodate new configuration adjustments (subject to additional hourly charges) Client must provide iWorQ with their agency's REST Service URL within 30 days of signature date, otherwise iWorQ will not establish the REST Service connection. Client may pay a data and labor fee of \$500 (subject to change at the discretion of iWorQ) to set up REST service beyond the stated 30-day deadline.</p> <p>* Available on any computer, tablet, or mobile device using Chrome browser</p> <p>* OpenStreetMap – Ability to track point and line layers</p> <p>* Quarterly GIS Updates</p> <p>* Configurable dashboard, fields, and reports</p> <p>* Includes Sensitive File Uploads (if needed)</p> |                 |               |
| <p>Citizen Engagement Package</p> <p>Package includes:</p> <p>*Citizen Engagement</p> <p>- Drive citizen satisfaction, streamline communication and reduce overhead costs with a public portal.</p> <p>- Allow citizens &amp; employees to submit problems, including photos and locations, links to agency website, and seamlessly access those items in the iWorQ software through the Online Portal.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | \$3,000         | Annual        |
| <b>Subscription Fee Total (This amount will be invoiced each year)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>\$12,000</b> | <b>Annual</b> |



## One-Time Setup, GIS integration, and Data Conversion Fees

| <u>Service(s)</u>                                    | <u>Package Price</u>          | <u>Billing</u> |
|------------------------------------------------------|-------------------------------|----------------|
| Implementation and Setup cost year 1                 | <del>\$7,500</del><br>\$1,000 | Year One       |
| Up to 5 hours of GIS integration and data conversion | Included                      | Year One       |
| Data Conversion                                      | Included                      | Year One       |

|                               |                 |                               |
|-------------------------------|-----------------|-------------------------------|
| <b>Grand Total Due Year 1</b> | <b>\$13,000</b> | <b>Year<br/>One<br/>Total</b> |
|-------------------------------|-----------------|-------------------------------|

## NOTES AND SERVICE DESCRIPTION

- I. Invoice for the (Annual Subscription Fee Total + One-Time Total) will be sent out immediately upon execution of the contract. Payment terms are net 30 days from the invoice date.
- II. Annual Invoice will be dated and sent 30 days prior to the period start date each year.
- III. This subscription Fee and Agreement have been provided at the Customer's request and is valid until April 30<sup>th</sup>, 2026
- IV. This cost proposal cannot be disclosed or used to compete with other companies.

- All requests will be received and processed during regular business hours.

\* Indicates required field

Issue Details

|                                             |                  |
|---------------------------------------------|------------------|
| Address of Issue                            | Work Type        |
| 431 Spruce Ave Pacific Grove, CA 93950, USA | Nothing selected |
| Type an address or pick a point on the map  |                  |
| Description                                 |                  |

Your Information

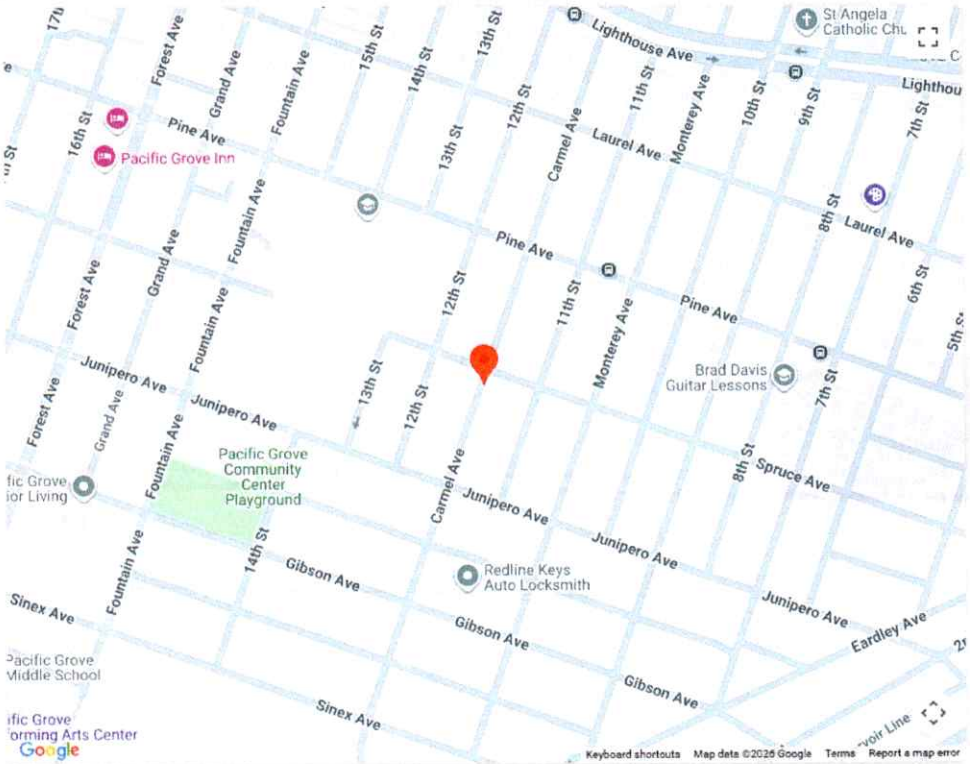
|                   |                 |
|-------------------|-----------------|
| Requestor Name    | Requestor Email |
| Requestor Phone # |                 |

Upload Files

Files

**Choose Files**

**Submit**





iWorQ Demo Map

< All Layers

Work Orders (Points)

+ Add Work Orders (Points)

📍 Add Point to Map

📁 Multi Selection Tool

🔍 Advanced Search

🔍 Map Data Search

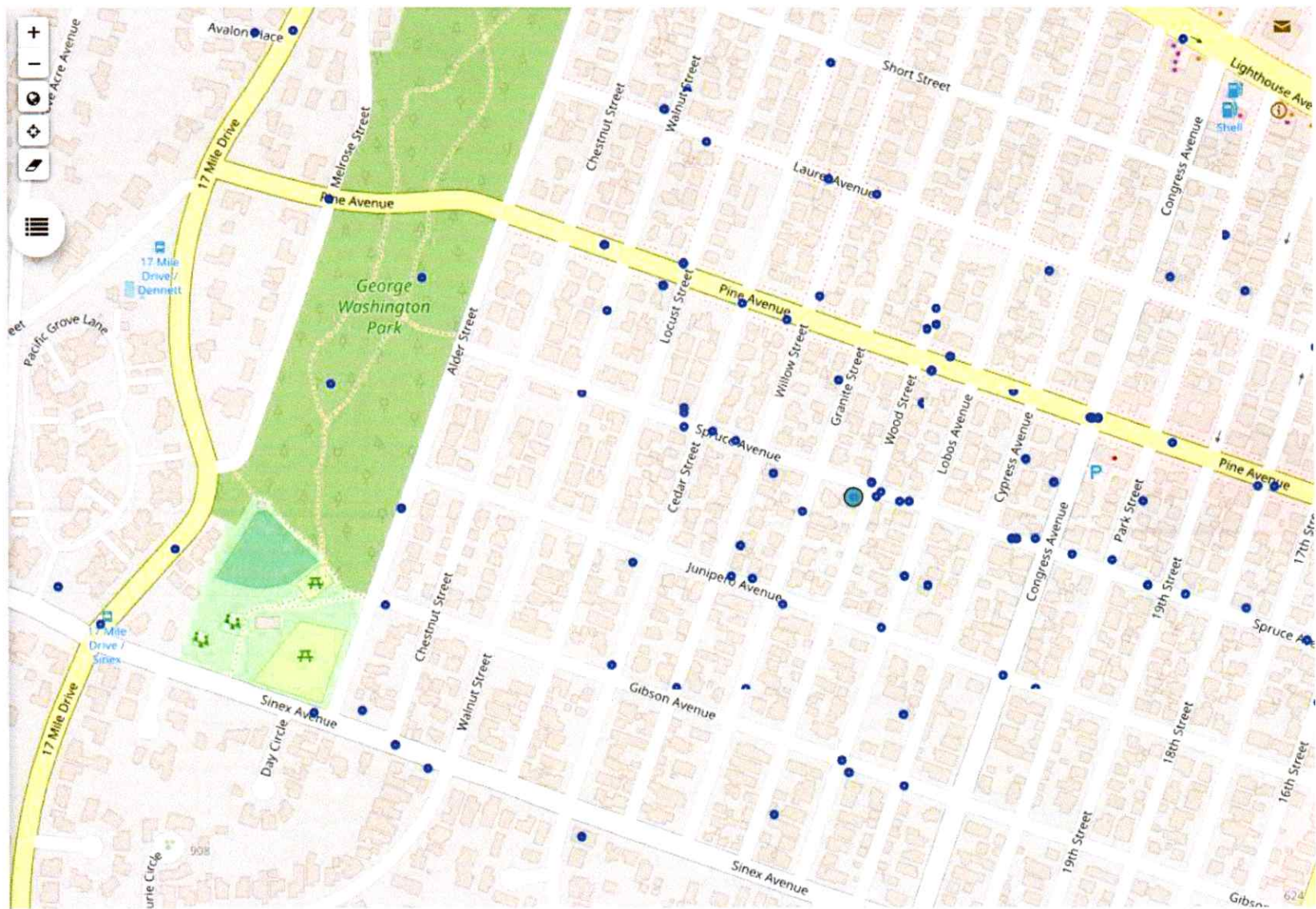
🔍 Search Work Orders (Points):

Go

📁 Saved Searches:

📊 Color By Lookup:

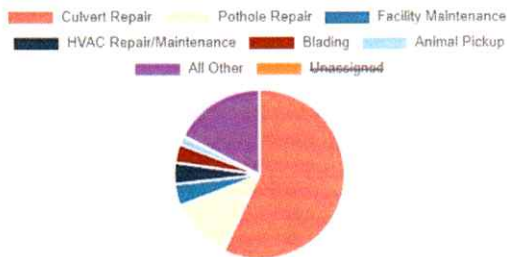
Nothing Selected



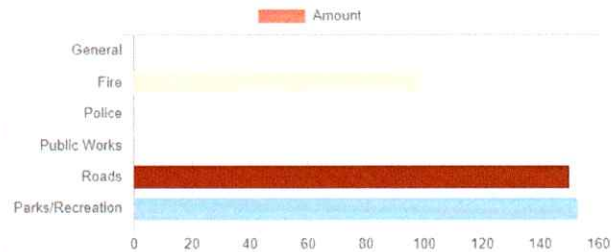


## WORK ORDER GRAPHS

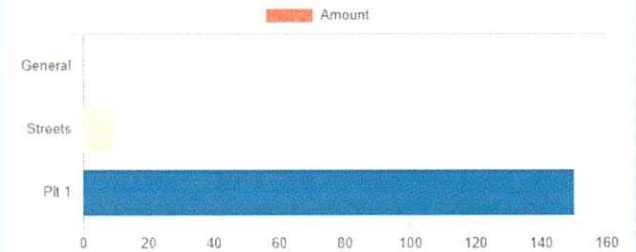
Work Order Type - View: Saved Search: Daces Work Orders



Equipment Cost by Category - View: Saved Search: Daces Work Orders



Material Cost by Category - View: Saved Search: Daces Work Orders



## SAVED SEARCH: DACES WORK ORDERS

Select View

| Selected                 | WO Date    | WO # | Work Type            | Priority | Days Opened | Assigned Employee | Due Date   | Status    | Time As Status | Edit/View |
|--------------------------|------------|------|----------------------|----------|-------------|-------------------|------------|-----------|----------------|-----------|
| <input type="checkbox"/> | 03/09/2026 | 5605 | Pothole Repair       |          | 2           | Dace              | 03/16/2026 | Open      | 2 days         |           |
| <input type="checkbox"/> | 03/03/2026 | 5564 | Repair               |          | 0           | Dace              | 03/10/2026 | Completed | 7 days         |           |
| <input type="checkbox"/> | 02/25/2026 | 5520 | Meter Leak Repair    | High     | 14          | Dace              | 03/04/2026 | Open      | 13 days        |           |
| <input type="checkbox"/> | 02/18/2026 | 5433 | Facility Maintenance | Medium   | 21          | Dace              | 02/25/2026 | Open      | 20 days        |           |

WORK ORDER

Work Order #: 5605

Work Order Date: 03/09/26

Work Type: Pothole Repair

Assigned Department: Public Works

Priority: --

Assigned Employee: Dace

Second Employee: --

Request Type: Citizen Request

Requestor Name: John

Requestor Phone/Email:

Work Location:

Work Description: Really bad pothole

Due Date: 03/16/2026

Misc work:

Sub Work Type:

GIS Link ID: 0

More fields



Copy Work Order

Email Work Order

Print Work Order

Save As Template

Apply Template

Create Form

Notes

Property

Add Workflow

Add Checklist

Purchase Order

Employees

Equipment

Material

Inventory

Multi-Select

Assign Asset(s)

Upload File

Open IWorQ Demo Map

Asset WO Link

Employee

| Name             | Amount | Units | Rate  | Multiplier | Total  |         |
|------------------|--------|-------|-------|------------|--------|---------|
| Devin Vogelsberg | 3.00   | Hours | 18.00 | 1.00       | 54.00  |         |
| Jackson Sheen    | 2.00   | Hours | 0.00  | 1.00       | 0.00   |         |
|                  |        |       |       |            | Total: | \$54.00 |

Equipment

Inventory

| Name                               | Amount | Units | Unit Cost | Credit | Total  |         |
|------------------------------------|--------|-------|-----------|--------|--------|---------|
| ASPHALT PAVE MILLING AND TEXTURING | 1.0000 | TON   | 30.00     | 0.00   | 30.00  |         |
|                                    |        |       |           |        | Total: | \$30.00 |

Total Cost