GovWell

Modern Software for
Local Government

State of West Virginia
Request For Information: One-Stop-Shop Permitting Solution
CRFI 0201 SEC260000000001
August, 2025

Title Page

Dear State of West Virginia Department of Administration,

GovWell is pleased to submit our proposal in response to your RFI for a One-Stop-Shop Permitting Solution - CRFI 0201 SEC260000000001.

This proposal includes a comprehensive strategy for streamlining community development processes tailored to meet the needs of The State of West Virginia. We appreciate the opportunity to participate in this RFI process and are thrilled at the possibility of collaborating with you.

Company Information:

- **Legal Name:** GovWell Technologies Inc
- **Organizational Type:** Corporation
- **Business Address:** 25 W 36th St. Floor 10, New York, NY 10018
- **Mailing Address:** 228 Park Ave S Pmb 368134 New York NY 10003
- **Website:** www.govwell.com

The individual below acknowledges they are able to submit information on behalf of GovWell Technologies Inc. For any questions or additional information regarding this proposal, please contact:

Name: Harrison Peacock
Title: Founding Account Executive
Phone: (973)-885-6855
Email: harrison@govwell.com

Signature:

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3.2.1 Ability and methodology to establish the One-Stop-Shop permitting solution.

GovWell's One-Stop-Shop Permitting Solution

GovWell is purpose-built to serve government agencies with a modern, web-based permitting and licensing platform that consolidates all key workflows, from application to project close, in one unified system. Our methodology emphasizes user accessibility, cross-departmental coordination, and long-term adaptability, making it well suited for a statewide deployment in West Virginia.

Unified Platform Across Departments and Use Cases

GovWell supports a wide range of regulatory workflows in a single system, including building permits, business licenses, zoning reviews, inspections, code enforcement, environmental health, and more. All of these are structured using a consistent architecture built around three core components: records, tasks, and workflows. This means each type of permit, license, or inspection follows a clearly defined path that can be configured based on agency needs, without requiring custom development.

Because the system uses a shared data model, different agencies and departments can collaborate seamlessly. For example:

- A code violation can be tied to a pending permit and block issuance until it's resolved.
- A citizen complaint can trigger a related inspection or work order.
- Business license renewals can reference prior records to streamline the process.

This modular yet integrated approach enables the state to maintain a single source of truth for every regulated activity while allowing each department to tailor its workflows.

Expert-Led Setup and Ongoing Adaptability

Expert-Led Configuration

Every engagement begins with a dedicated Deployment Strategist who work closely with state and agency staff to understand existing workflows, policies, and pain points. This person is responsible for setting up all workflows, forms, templates, documents, notifications, and business logic within the GovWell platform.

Our experts translate your current permitting and licensing processes into structured, streamlined digital workflows. If legacy processes can be improved using features within the platform, such as electronic plan review or real-time applicant notifications, our team will provide recommendations and work collaboratively with you during setup.

Full Access to Adjust and Evolve Over Time

Once the platform is live, your administrators have access to the same configuration tools used by GovWell staff. This means you are not locked into static workflows or reliant on vendor support for every change. Agencies can make updates to workflows, adjust templates, revise forms, or respond to policy changes as needed, without requiring technical expertise.

To ensure long-term success, you are assigned a Customer Success Manager who remains available at no additional cost for support and ongoing system changes. Whether you need help introducing a new permit type or adjusting an approval process, GovWell offers unlimited system modifications throughout our partnership.

This balance, expert-led setup with staff-enabled flexibility, gives the State of West Virginia the best of both worlds: a system that's implemented with precision and also able to grow with your evolving needs.

Transforming the Citizen Portal Experience: A Smarter Way to Connect Residents with Government Services

We empower agencies to deliver a modern, user-centered digital portal that dramatically improves how residents access and interact with government services. Our platform simplifies complex workflows, eliminates unnecessary friction, and guides users seamlessly from start to finish, ensuring tasks are completed accurately the first time. By reducing confusion and streamlining service delivery, our solution not only increases resident satisfaction and trust but also reduces the operational burden on staff. Fewer errors mean fewer follow-up calls, emails, and in-person visits, freeing up valuable time and resources for your team.

AI-Powered Application Guidance

Citizens often encounter challenges when completing applications due to unclear requirements or complex processes. Our platform offers AI-driven guidance to help users avoid common mistakes, such as missing information, incorrect data, incomplete site plans, or omitted setbacks. This leads to more accurate and complete submissions, minimizing delays and resubmissions.

AI-Powered Assistant

Our intelligent AI Assistant helps users quickly find relevant services, permits, and information. It draws on real-time GovWell data to answer common questions, direct users to the correct forms or steps, and reduces the need for staff assistance. Oftentimes, a single conversation with the AI Assistant can replace conversations with 3 or more staff members across multiple departments.

! **Common Mistakes**   ✧ Generated by AI

Please be aware of the following common mistakes involving this form so you can better prepare your submission: Hide

Site plan submitted is incorrect or unrelated.

Proper setbacks are not included on the site plan.

Document upload issues observed in the application.
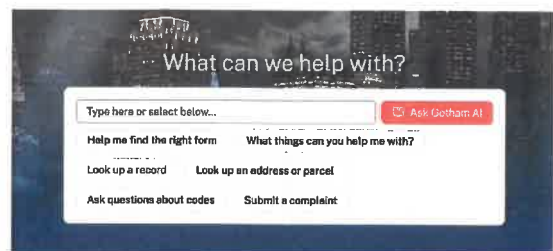
Your First Line of Defense for Citizen Questions:

One of the major challenges presented by other solutions is that other vendors place the burden of answering questions about their system on government staff. Historically, this has meant a large portion of day-to-day work would be spent answering support questions via email and phone from citizens using the system. This way of working with other vendors is a major distraction for staff who often have other pressing tasks to complete as well.

GovWell operates differently and is your first line of defense. We stand out from other solutions by directly answering your citizens' questions through our built-in chat support feature, allowing users to get answers quickly without placing extra burden on your staff (we currently have an average response time of <1 minute). This means your staff don't have to worry about routine inquiries, and can focus on the tasks that are higher priority.

<1 Minute Response Time

Contact us via chat, phone, and email
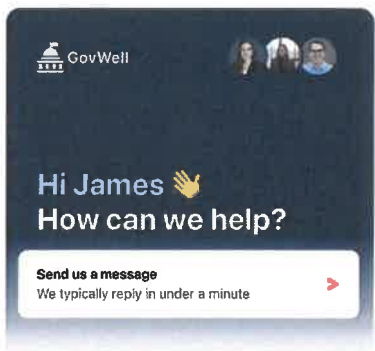
We Answer Citizen Questions For You

Reduce phone calls & emails to your office

🏛 **GovWell**

Real-Time Status Tracking for Applicants and Staff

GovWell's "project tracker" provides both applicants and agency staff with a centralized view of all active records. Applicants can log in to see every permit or license they've applied for, along with its current status (e.g., Under Review, Issued, Revisions Required). They're also notified automatically of any required actions or outstanding items.

For agency staff, the same interface allows quick visibility into which records are awaiting review, how long a task has been in a given stage, and who is responsible for moving it forward. This reduces internal confusion and helps ensure accountability across workflows.

GovWell includes robust automation tools that:

- Notify applicants in real time about status changes, review comments, document requests, and more.
- Alert staff when tasks are due, overdue, or require their attention.
- Send automatic reminders to contractors about expiring licenses or certifications.

These automated communications eliminate the need for manual follow-ups, improving efficiency for both the public and government teams.

Document Management and Record Search

GovWell simplifies access to records for both agency staff and the public through powerful, easy-to-use search tools. Staff can quickly locate documents and applications using a broad range of filters, including but not limited to:

- Address
- Parcel number
- Applicant or owner name
- Permit or project number
- Project status or type
- Custom tags
- Submission, issuance, or expiration dates

For citizens, the public-facing portal offers a transparent way to search and view land records and permit data. Access is fully configurable, administrators can define exactly what information is made available to the public and what remains internal.

All search and visibility settings are easy to manage and require no technical expertise, ensuring the system remains both secure and user-friendly as needs evolve.

The First Built-in Electronic Plan Review

Because GovWell developed the first built-in electronic plan review system as part of the entire permitting process, we are significantly ahead of other solutions in terms of functionality. With GovWell's built-in electronic plan review, reviewers never have to leave GovWell. Reviewers can collaborate more effectively and as they add comments, markups and measurements, all of their work is tracked in the system in real-time. GovWell integrates the electronic review capabilities directly into the platform, creating a cohesive user experience, while other solutions rely on add-ons or third-party integrations.

Delivering a better solution for local government required thousands of conversations with governments across the US. In these conversations, staff frequently referenced the same challenges around improving plan review efficiency in their departments.

The majority of governments we spoke with were passing site plans from desk to desk, and when multiple departments were involved, the process was extremely time consuming. Paper-based systems for plan review often lack real-time tracking, making it difficult to track the current status of reviews and approvals. This led to increased human error in the review process, with staff members sometimes miscommunicating or even losing important documents.

Aside from GovWell, there are no options for local governments to conduct an electronic plan review within the same software they also utilize for permitting. Even when governments adopt separate tools like Bluebeam for electronic plan review, these cities often run into issues when trying to integrate it with existing permitting systems. The connection between Bluebeam and their permitting system would often fail, leaving plan review information that was recorded in Bluebeam disconnected from the their permitting software. In addition, many governments cited that they were unable to easily share with applicants the corrections reports that were generated out of the Bluebeam system.

Inspection Management and Field Mobility

GovWell streamlines the inspection process from end to end — improving coordination, eliminating manual entry, and enhancing communication with both inspectors and the public. The platform is designed to support both scheduled and periodic inspections, enable real-time updates from the field, and give inspectors all the tools they need to manage their work efficiently.

Inspector Workflows and Scheduling

When inspectors log into the GovWell platform, they are presented with a personalized dashboard showing all open, upcoming, and past-due inspections assigned to them. Inspections can be automatically added to a permit workflow based on the specific permit type or application details, eliminating the need for manual task creation.

GovWell supports automated inspector assignment based on geospatial data such as zones, wards, districts (including historic districts), and neighborhoods. The platform integrates directly with the jurisdiction's GIS database, allowing location-based assignment rules to be configured as part of the workflow logic. This ensures that inspections are consistently routed to the appropriate inspector based on geographic coverage, reducing administrative workload and improving efficiency.

The system also supports recurring inspections for use cases like annual fire safety checks or health inspections. These periodic inspections can be scheduled to repeat on a defined interval, with automatic reminders and calendar integration to ensure nothing is missed.

The public-facing portal includes a built-in calendar feature that allows applicants or permit holders to request specific inspection dates and times. These requests are seamlessly routed to inspection staff for review and scheduling.

Inspection Management and Field Mobility (continued)

Mobile-Friendly and Field-Ready

GovWell is fully mobile-responsive, enabling inspectors to manage their workload from any device — whether in the office or in the field. Using a tablet, phone, or laptop, inspectors can:

- View and update inspection tasks
- Access contact information for owners, applicants, contractors, or complainants
- Review submitted documents and attached plans
- Upload photos or notes directly to the permit record
- Complete inspection reports on-site

All inspection data captured in the field is immediately saved to the system — eliminating the need for double entry or after-hours data cleanup. Inspection reports are automatically generated and saved to the permit file as soon as the inspection is logged.

Real-Time Communication and Reporting

Inspection results are made available to applicants in real time through the online portal. Once an inspection is completed, the system automatically sends the applicant an email with the results, along with a PDF version of the inspection report for their records.

Staff can also generate internal reports to track open and overdue inspections, monitor permit activity, and assess workload across teams or departments. These tools provide valuable insight into operational efficiency and help leadership manage staff resources effectively.

Web-Based, Modern, and Fully Accessible

The platform is fully cloud-based, requiring no software downloads or on-premises infrastructure. Citizens and staff can access the system 24/7 from any internet-connected device. Step-by-step application workflows guide users through the process, reducing errors and improving submission quality. Field-level validations ensure accurate data input for phone numbers, emails, payment details, and more.

GovWell also offers an online payment portal through our PCI-compliant processor, supporting both card and ACH payments. Staff can take payments in person as well and log them digitally in our system.

Conclusion

GovWell provides a true one-stop-shop permitting solution, centralizing all permitting activities into a single, configurable, and modern platform. With built-in plan review, real-time status tracking, self-service configuration, and live public support, the system is designed to streamline operations for government staff while delivering a transparent and intuitive experience for West Virginia residents and businesses.

We are confident that GovWell will meet the unique needs of the State of West Virginia and deliver a future-ready permitting solution that scales across agencies, departments, and users.

3.2.2 Examples of Previous Similar Work Products

GovWell has a strong track record of delivering permitting solutions that align with the State of West Virginia's needs, providing flexible, scalable platforms that serve a wide range of agencies and jurisdictions. Our software supports online applications, configurable workflows, inspection management, plan review, public portals, and seamless interdepartmental collaboration.

Harrison County, West Virginia: GovWell powers Harrison County's online permitting portal, enabling residents and contractors to apply for multiple permit types, upload documents, and track application status in real time. The system includes backend workflows for staff review, email notifications, record search, and data access controls. Harrison County's deployment exemplifies GovWell's ability to support West Virginia's regulatory environment while offering scalability for future agency and permit expansions.

Cabell County, West Virginia: Cabell County uses GovWell to streamline permitting workflows, providing easy-to-use tools that help their small staff manage permit applications efficiently and keep up with demand. The platform reduces administrative tasks and improves communication with applicants through a public-facing portal, demonstrating GovWell's ability to support agencies with limited resources while delivering a straightforward, effective permitting solution.

City of Hutto, Texas: Hutto's deployment represents one of our more complex implementations. The platform manages over 40 unique permit and application types across the Building, Planning, and Engineering Departments . Features include fully configurable workflows, electronic plan review, automated inspection scheduling with mobile field reporting, and a citizen portal for real-time project tracking and communications. This example demonstrates GovWell's ability to handle high volumes, complex review sequences, and extensive interdepartmental coordination.

City of Fulshear, Texas: Fulshear, a suburb of Houston TX, was struggling to manage increased volume of applications across a variety of departments including Building, Code Complaints, Health, and Licenses. They've seen substantial growth, with an increase in residential developments and commercial projects. They turned to GovWell to improve departmental collaboration and usability as they were dissatisfied with the user experience of Tyler InCode.

These implementations collectively demonstrate GovWell's expertise in delivering end-to-end permitting platforms that are configurable, scalable, and user-friendly. Whether serving a mid-sized West Virginia county like Harrison or Cabell, or a larger Texas city with numerous permit types and departments like Hutto or Fulshear, GovWell's platform supports diverse permitting workflows, inspection management, and public engagement — all essential for a statewide permitting system that must evolve alongside expanding agency needs and permit portfolios.

Citizen Portal Examples:

[Harrison County, WV](#)

[Hutto, TX](#)

[Camden County, GA](#)

[Laporte County, IN](#)

3.2.3 Company name, primary contact, phone and email

Company Name: GovWell Technologies Inc

Primary Contact Name: Harrison Peacock

Title: Founding Account Executive

Phone: (973) 885-6855

Email: harrison@govwell.com

3.2.4 Adding Additional Permits and Agencies

GovWell is purpose-built to support flexible, scalable permitting and licensing across multiple agencies. The platform's architecture allows new permit types, licensing workflows, and entire agency configurations to be added easily, without requiring costly custom development or prolonged implementation timelines.

Adding New Permit and License Types

New permits or licenses can be introduced at any time by configuring:

- Application forms
- Fee schedules
- Required documents
- Workflow steps (e.g., review, inspection, approval, notification)

These components are fully configurable within the platform, allowing authorized agency staff to create or modify permit types themselves using a simple administrative interface, no code or vendor support required. Alternatively, GovWell's Customer Success Team is available to assist with these changes at no additional cost. This enables participating agencies to adapt quickly to evolving regulations, new programs, or updated processes.

Onboarding Additional Agencies Over Time

GovWell's modular, record-based system was designed with multi-agency collaboration in mind. As new agencies opt into the platform, GovWell can:

- Stand up agency-specific portals, branding, and forms
- Create agency-specific workflows while maintaining shared infrastructure
- Configure access controls to ensure each agency's data remains secure and properly segmented
- Link agency records when appropriate (e.g., a fire inspection from one agency tied to a business license from another)

This approach allows the State of West Virginia to bring new agencies onto the platform in a phased manner — minimizing disruption and allowing each agency to implement its own permitting requirements at its own pace.

Ongoing Flexibility and Support

GovWell's expert-led onboarding process ensures each participating agency's needs are accurately captured and implemented. After launch, agencies are empowered to make their own updates and changes as needed, while still having access to GovWell's unlimited, no-cost support for any system modifications or scaling needs.

This combination of initial hands-on setup and long-term configurability ensures West Virginia's permitting platform can grow and adapt as participation expands statewide.

3.2.5 Addressing permitting portals currently in use by state agencies

GovWell is designed with flexibility and interoperability in mind, making it well-suited to operate alongside, replace, or integrate with existing permitting portals currently in use by West Virginia state agencies.

1. Phased Transition or Coexistence: GovWell supports a phased rollout, allowing agencies to onboard individually or by program area without requiring immediate replacement of all existing systems. During this process:

- Agencies can continue using current portals for specific permit types while GovWell is introduced for new or priority workflows.
- Our team can work with state IT staff to identify optimal transition points to minimize disruption to staff and public users.

2. Data Migration and System Replacement: If the long-term goal is to replace legacy permitting portals, GovWell's onboarding process includes:

- Comprehensive data migration services for permits, licenses, users, and historical records
- Custom configuration of forms and workflows to mirror or improve upon existing processes
- Public portal customization to match the look and feel of current agency branding

3. Integration with Existing Systems: GovWell offers robust API capabilities and supports integration with other state systems when needed. This includes:

- GIS systems
- Financial systems
- Document repositories

4. Unified Experience Over Time: Ultimately, GovWell can serve as a statewide one-stop permitting portal, bringing consistency to the user experience across agencies. As more agencies are onboarded, public users benefit from a unified interface, and agency staff gain access to standardized workflows, centralized support, and improved reporting across departments.

GovWell is committed to working collaboratively with the State of West Virginia and its participating agencies to determine the best approach whether that means replacement, integration, or coexistence based on each agency's needs and system maturity.

3.2.6 Privacy/Cyber Security and Backups and Disaster Recovery

GovWell is built with government-grade security, availability, and disaster readiness in mind.

- Hosting:
    - All infrastructure is hosted in AWS, providing compliance with **SOC2 Type II.**
    - Servers are provisioned dynamically based on performance-and usage-based metrics, ensuring that the site is responsive under heavy load.
- Backups & Redundancy:
    - Nightly backups of all customer data at 12:00 AM, encrypted at rest.
    - Customer data is continuously replicated across multiple AWS regions, ensuring its integrity in the event of datacenter failure.
    - Redundant infrastructure ensures high availability and automatic failover.
    - Recovery Time Objective (RTO): < 4 hours
    - Recovery Point Objective (RPO): < 24 hours
- Security Practices:
    - GovWell is SOC 2 Type II compliant, with annual independent audits.
    - Penetration testing is conducted yearly by a third-party security firm.
    - Tabletop disaster recovery exercises are conducted annually to test incident response procedures.
    - Access reviews for the entire GovWell team are conducted quarterly, with enforced least-privilege and role-based access control.
    - Customer data is encrypted in transit and at rest with FIPS-compliant protocols.
    - User accounts have no passwords: instead, users log in via email or SSO. This prevents illicit access with passwords breached from other websites, and obviates the need for policies around password strength and rotation.

- Transparency: Agencies can view GovWell's uptime metrics, compliance documentation, and security protocols at trust.govwell.com.

3.2.7 Ensuring On-Time Operational Readiness

GovWell is committed to ensuring that your solution will be fully operational by the statutory and legislative deadlines. Our approach is grounded in a proven track record, a repeatable implementation process, and a rigorous focus on risk mitigation and compliance.

1. Proven Track Record of Government Implementation

GovWell has a strong history of successfully implementing permitting and licensing systems across a wide range of government agencies. Our team has partnered with departments such as building, planning, code enforcement, environmental health, and business licensing to deliver modern, user-friendly solutions that improve efficiency and service delivery. We take a collaborative approach to every implementation, working directly with agency staff to understand current workflows, identify areas for improvement, and configure the platform to meet specific operational needs. Our implementation process follows a clear, proven structure while allowing room for collaboration and agency-specific adjustments. We work closely with each agency to align configuration and rollout with their timelines, staffing capacity, and internal processes.

2. Repeatable Implementation Process
Our structured delivery framework enables predictability and speed. Each project follows a clear, phase-based methodology. This standardized approach ensures consistency while allowing for the flexibility needed to meet unique legislative or agency-specific requirements. See next page for more details.

3. Dedicated Deployment Strategist:
Every implementation is led by a Deployment Strategist who owns delivery accountability from start to finish. Our DS enforces milestone-based planning, agile sprint execution, and transparent reporting to keep all stakeholders aligned. This ensures that every deliverable is met on time and within scope.

4. Early Risk Identification and Mitigation
We conduct a thorough risk assessment during project kickoff, identifying statutory dependencies, inter-agency touchpoints, and operational constraints. Risks are tracked continuously, and mitigation plans are integrated into the project schedule from day one, ensuring early resolution of any delays or blockers.

5. Legislative Deadline Alignment
Our teams work backward from the mandated go-live date to build a detailed reverse timeline, mapping each implementation phase to statutory deadlines. This allows us to anticipate bottlenecks, validate compliance milestones, and ensure all deliverables are completed well before the legislative cutoff.

Module Implementation Process

Step 1: Kickoff

Meet with your team leadership to confirm project goals, target timelines, and establish roles and responsibilities. We'll also make introductions to contacts who will assist with integrations (such as GIS, payment processors) and data migration (if purchased).

Step 2: Discovery

To set up GovWell, we first need to gather information on your workflows & processes. To make things easier, we'll ask you fill out a pre-formatted worksheet.

Step 3: Configuration

GovWell will configure your modules (including public portal, forms, workflows, and reports) with your input, reviewing progress with you regularly.

Step 4: User Testing

Before going live, you'll have an opportunity to log in to GovWell to test common workflows and provide feedback.

Step 5: Training

Typically your team will become very familiar with GovWell during configuration and user testing. Additional training is available on request for users who would like to learn more about how GovWell will work for their specific workflows.a

Step 6: Data Migration (if purchased)

GovWell will migrate historical data into GovWell so that you have a single source of truth for record-keeping and FOIA requests.

Step 7: Go Live

We perform final checks to ensure GovWell functions as intended. Typically you will also place a link to your GovWell portal on your website and announce the new services to your community.

Step 8: Iterate and Improve

Our commitment to your success does not end after go-live. Our team works closely with your team to help them learn the new system, and to continuously improve your workflows and configuration.

3.3.1 Examples of previous solutions of similar size and scope

GovWell has successfully partnered with multiple local government entities to deliver modern, streamlined permitting and licensing solutions tailored to their unique workflows. While GovWell's experience primarily centers on local governments, our platform's flexible architecture and configurable workflows make it ideally suited to meet the diverse needs of state-level agencies such as those in West Virginia. Please feel free to contact all listed references to learn more about their experience with GovWell.

Hutto, TX

Ashley Bailey, Development Services Director
(512) 759-5961
ashley.bailey@huttotx.gov

Building, Planning and Code Enforcement

Fulshear, TX

Jesus Escobar, IT Director
(973) 470-5816
jescobar@fulsheartexas.gov

Building, Health, Licenses, and Code Enforcement

Harrison County, WV

Charlotte Schafer, Planning Director
304-624-8692
schaffer@harrisoncountywv.com

Building and Planning

Cabell County, WV

Chad Nelson, Planning Director
304-526-9704
cnelson@cabellcounty.org

Building and Planning

3.3.2 Pricing Strategy: Build-out and Maintenance

GovWell offers a transparent, scalable pricing model designed to support long-term sustainability while keeping implementation straightforward and affordable for participating agencies.

- **Modular Pricing:** Agencies are only charged for the specific modules they select. Available modules include, but are not limited to:

    - Building Permits & Inspections
    - Planning & Zoning
    - Code Enforcement
      Licensing (e.g., business licenses, contractor registrations, etc.)

- **No Per-User or Per-Permit Fees:** There are no charges based on the number of users, permit types, or applications submitted.

- **Unlimited Storage & Access:** All plans include unlimited record storage, file uploads, and system access at no additional cost.

- **No Maintenance Fees:** Ongoing maintenance, platform enhancements, and new features are included at no additional cost.

- **Services & Implementation:** One-time implementation services (including full service configuration and training) are typically billed at 50% or more of the total year-one cost, with no recurring services fees beyond the first year.

- **Data Migration:** We offer two options for data migration — data only, or data with associated files. Pricing is determined based on the option selected.

This pricing model ensures agencies can launch a robust, modern permitting system with predictable costs, no hidden fees, and the flexibility to expand over time.

Addendum 4: Section D Fiscal Note Detail

Effect of Proposal	FY 2025	FY 2026	Fiscal Year Upon Full Implementation
Estimated Total Cost	N/A	N/A	$750,000
Personal Services	N/A	N/A	$500,000
Current Expenses	N/A	N/A	N/A
Repairs and Alterations	N/A	N/A	No additional charges for repairs or alterations
Assets	N/A	N/A	No charges for Assets
Other	N/A	N/A	N/A
Estimated Total Revenues	N/A	N/A	$1,250,000 total year 1 costs

The contract amount provided is an estimated service amount for revenue projections only and does not represent a binding final price. Final pricing will be subject to scope confirmation.

3.3.3 Marketing Materials, Technical Data and Relevant Information

Citizen Portals

- ✓ Help citizens access essential services online.

- ✓ Enable online payments via credit and debit card.

- ✓ Reduce phone calls by making processes more transparent.

Simplify processes

Track and speed up common workflows with intuitive, mobile-friendly software for local government operations.

- ✅ Reduce paper and citizen wait times.

- ✅ Improve collaboration across departments.

- ✅ Work from anywhere on any device.

- ✅ Customize to your unique needs.
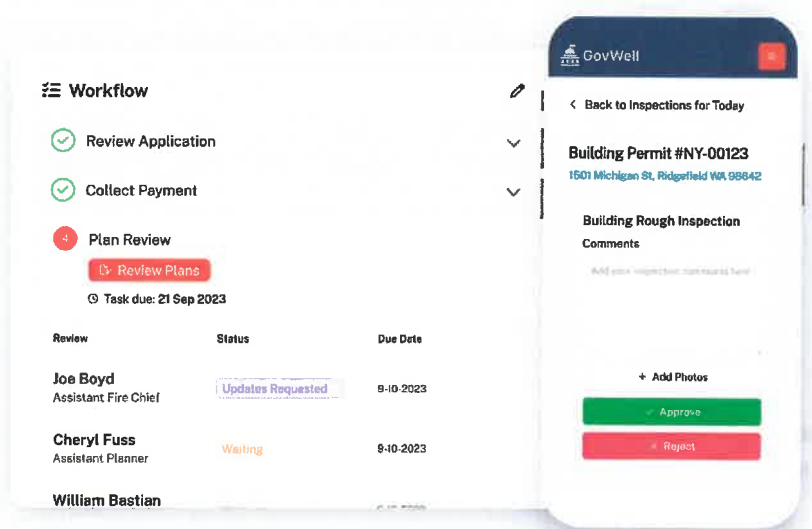
GovWell

Built-in electronic plan review

GovWell is the only solution that includes plan review for no extra cost.

- ✓ Work and collaborate faster in a single system
- ✓ Improve customer experience and transparency
- ✓ Save money on 3rd party plan review tools like Bluebeam

▣ See It in Action
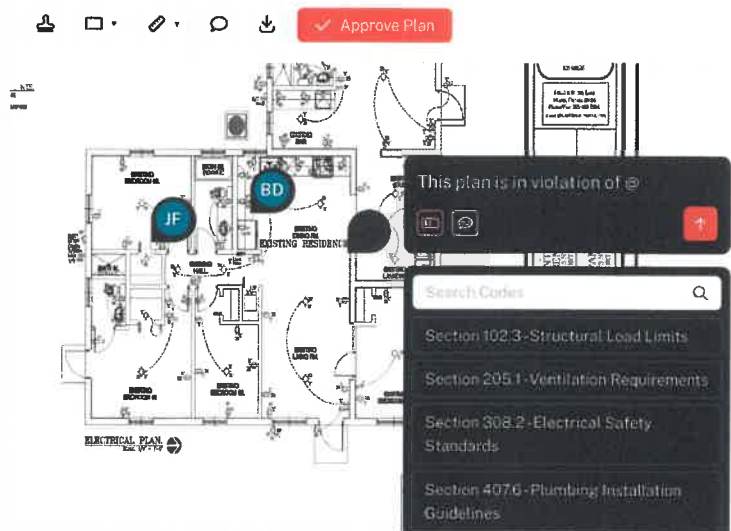
🏛 GovWell

Fast, unlimited support for staff and your community

1 minute response time

Contact us via chat, phone, and email

GovWell

Hi James 👋
How can we help?

Send us a message
We typically reply in under a minute
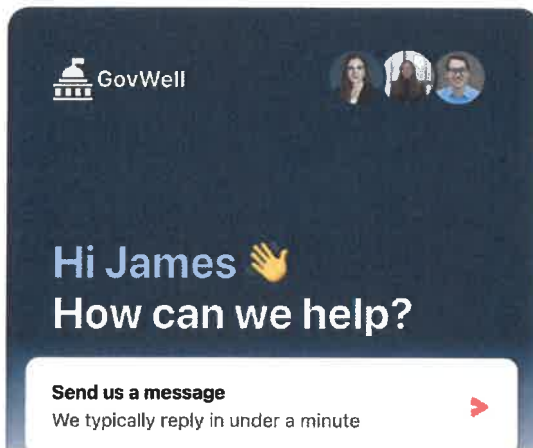
We support your public as well

Reduce phone calls & emails to your office

Joe Smith - Contractor
How do I pull a new building permit?

Zach - GovWell
Hi, this is Zach from GovWell. I can help you start your application. Please follow the link below for a new building permit application.

govwell.com/gotham-city/building

Joe Smith - Contractor
Thanks, I appreciate it!

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Easily adapts to your unique processes

GovWell is the most configurable workflow automation software for government.
Instantly configure forms, workflows, reports, and more without waiting for IT or support.

✓ Empower your team to improve processes

✓ Automate routine workflows and tasks

✓ Simple to learn and use for non-technical staff

Delight your residents

ℹ Conversation ratings - by conversation rating

1.55% (5)
(😣 Terrible)

3.41% (11)
(😐 Ok)

20.43% (66)
(😄 Great)

74.3% (240)
(😍 Amazing)

😍 Amazing   😄 Great   😐 Ok   😠 Terrible
😣 Bad

Luis Alejandro Cadena Go...	—	perfect	😍 Amazing
Donna Hawkins	—	no more to tell, ya'll are doing great!	😍 Amazing
JASON STUBBLEFIELD	—	loved the fact that Zach recognized how helpful paying for multiple permits would be at one time and that he would make a note to suggest to his engineering team to make this possible in the future. 5 stars!	😍 Amazing
Ronald Burkett	—	helped me with my question	😍 Amazing
Isaiah Lee	—	great	😍 Amazing
Angel Kavanaugh	—	fast !	😍 Amazing
Cheryl Waddle	—	amazing customer service!	😍 Amazing
Chandler Guess	—	The video the online support person made walking me through things step by step was awesome and helped me complete exactly what the town inspector was asking me to update on my permit application. It was great to be able to live chat with a real person and get answers quickly. 5 stars :)	😍 Amazing
Ian Means	—	Thanks for the help and quick response	😄 Great
William A Hanes	—	Thanks Sarah for your help!	😍 Amazing
Oli Snyder	—	Thank you!	😄 Great
Melina Watson	—	Thank you	😍 Amazing
Ldon Shipman	—	So polite, helpful, and an amazingly quick response!	😍 Amazing

Try a [self guided demo](#)

→

Staff Experience Overview

Staff have all the tools needed to *easily and efficiently* review and process applications.

With GovWell you can:

Electronically Review Plans
Collect Fees
Schedule Inspections
Issue Documents
Create Reports

...all in one place!

Show Me

🏛 GovWell

Make services accessible

Set up online portals for common services that enable form submission, document uploads, and prevent common submission errors.

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Apply for a Building Permit

✓ Permit Type ———————————————————— ✓ Job Info ———————————————— ③ Job Plans

Step 3 of 3

Job Plans

Please upload plans for the Building Department to review.

Site Plan ⑦

Asbestos Report ⑦
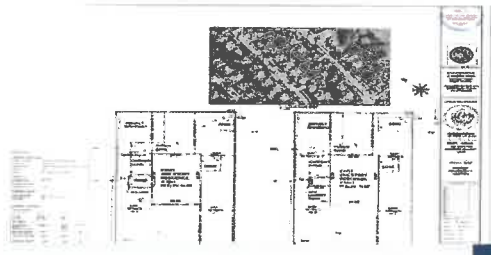
⬚ **Site Plan**   ✕

A site plan is a type of drawing which shows existing and proposed conditions for a given area. Site plans typically show buildings, roads, sidewalks and paths/trails, parking, drainage facilities, sanitary sewer lines, water lines, lighting, and landscaping and garden elements.

✗ Rejection: Common reasons why site plans are rejected include:
Incomplete
Not signed and sealed by an architect

An example of a site plan can be found below. Click here to download the example site plan.

Click to Upload
PDF, PNG or JPG

Roof Sketch ⑦

Click to Upload
PDF, PNG or JPG

e to be true and correct. All provisions of laws and ordinances governing this type of work will

Save as Draft   Submit Permit Application

Staff portal

Move permit and license applications through simple and complex workflows easily. Reduce turnaround time by increasing staff efficiency and transparency across departments.

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Online payments

Enable customers to securely pay fees online via credit/debit card and bank transfer. Put fee collection on autopilot with email reminders.

PCi

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GovWell <notifications@govwelltech.com>
To: You

Hello Michael Sanderson,

Congratulations! Your Roofing permit **#NY-00123** has been approved.

You must pay the fee of $125 in order to receive the permit approval documents an

Click here to pay the fee in GovWell.

at 854-

⋮☰ My Task: Pay Fee

Once you pay the permit fee, you can print the Permit Approval Documents and begin working!

Fee	Status
$125.00	Unpaid

$ Pay fee

Search, fast

Search and filter across multiple record types.

→

Plan review
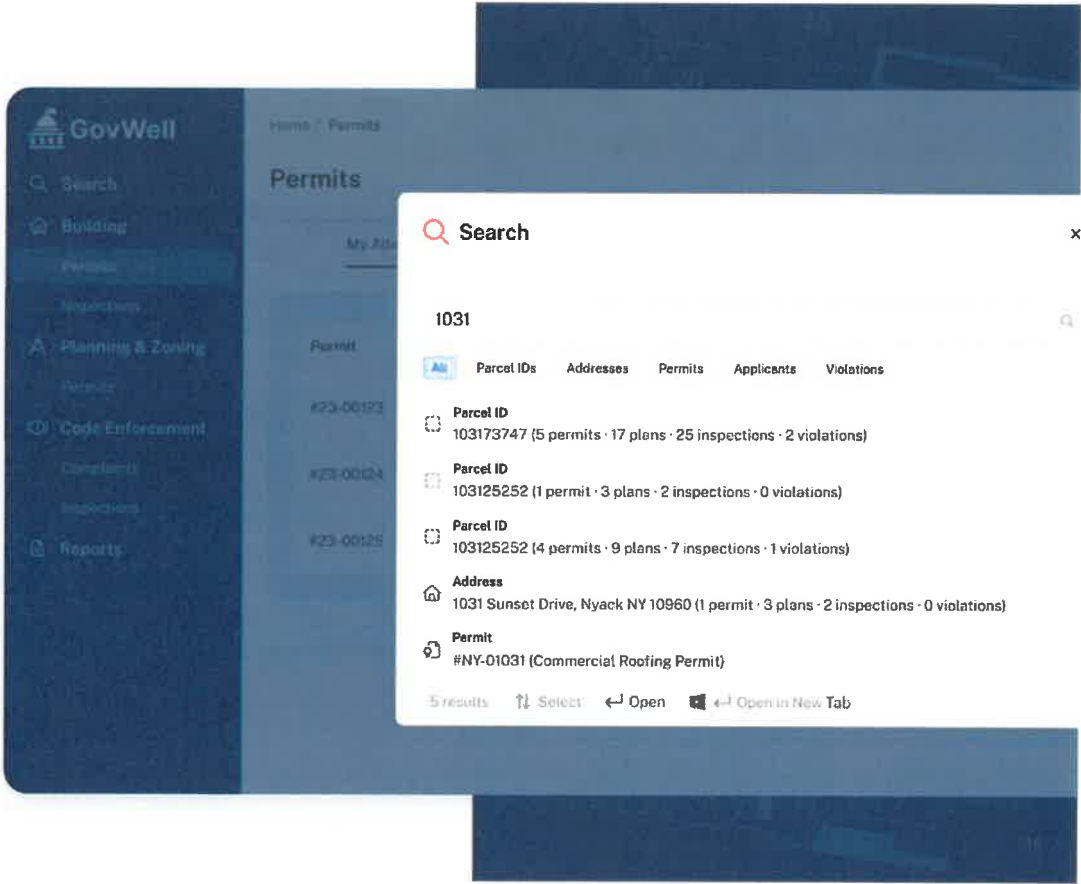
Collaborate to markup plans electronically and share corrections with applicants. Review faster with comment templates and code references.

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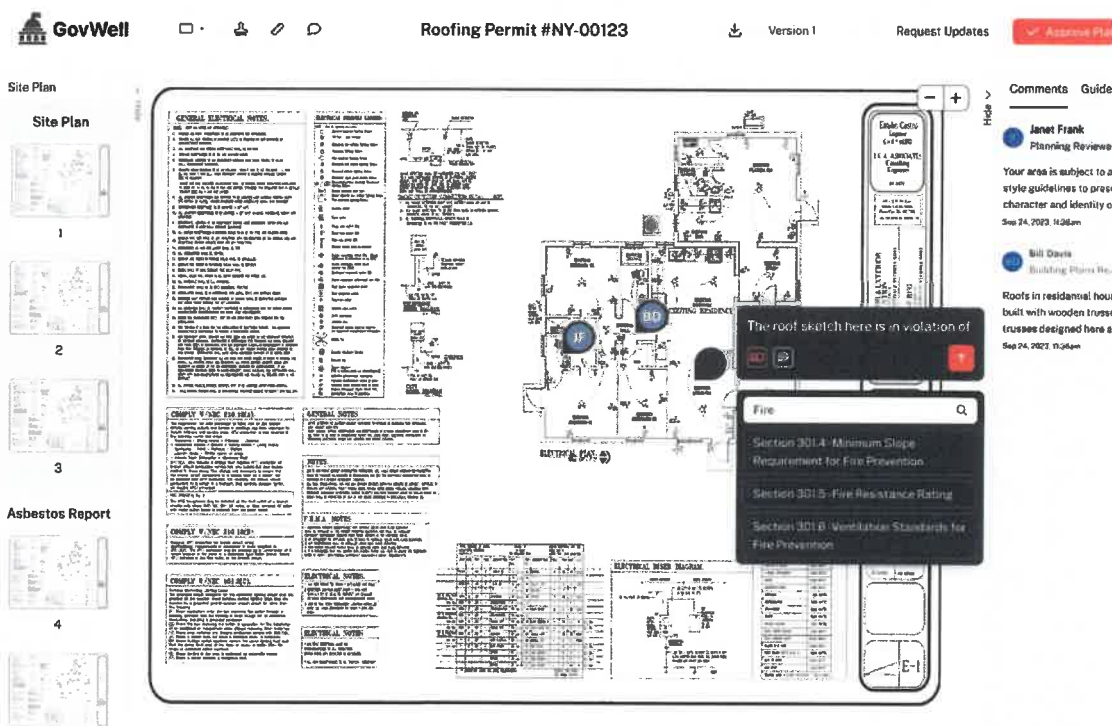
Inspections made easy

Log inspections and add photos from any mobile device. Plan efficient routes by visualizing your day's work.
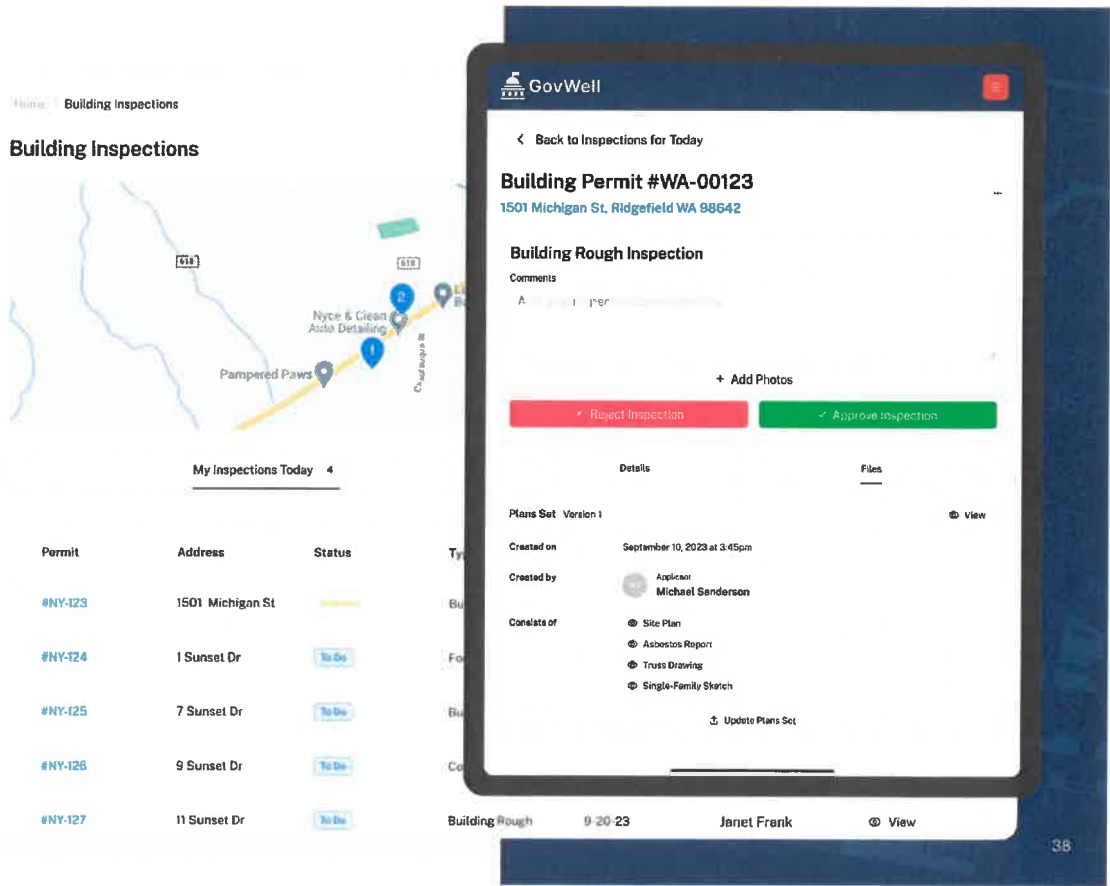
Code enforcement

Track violations, log inspections, and prepare violation notices. Get ready for court with one click.

Analytics and reporting

Effortlessly track key metrics, generate reports, and visualize data on maps.

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Security 🛡

GovWell is **SOC 2 Certified (Type II).**

As a trusted provider of software to government agencies around the United States, GovWell takes security and privacy extremely seriously.

For more info on GovWell's controls please visit:
https://trust.govwell.com/

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Fast, easy implementation

You'll partner with a dedicated GovWell Deployment Strategist who is responsible for making your transition seamless.

Marykate McCarthy
Team Lead, Deployment Strategy

Managed logistics for two presidential campaigns. BA Psychology, George Washington University

Briana Barlow-Maibaum
Deployment Strategist

Child of two public servants, former D1 track & field athlete. BA Political Science, UCLA

Nate Levin
Deployment Strategist

A decade of experience in government and politics. BA Economics & Sociology, Bates College. MA Public Administration, Columbia University

Kenneth Taylor
Sr. Deployment Strategist

10 years of experience in software deployment. BS Science of Economics, University of Pennsylvania

Sarah Peters
Sr. Deployment Strategist

Started two companies in travel logistics / hospitality. BS Applied Economics & Management, Cornell University

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Leadership

Troy LeCaire
CEO and Co-Founder

Originally from Green Bay, Wisconsin, Troy is passionate about empowering public servants to serve their communities better with modern technology. Before GovWell, Troy worked for two Wisconsin senators and spent 7 years in leadership roles at RippleMatch, a developer of hiring software used by 200+ employers like General Mills and eBay. He studied Government at Cornell University.

Ben Cohen
CTO and Co-Founder

Ben grew up helping his dad, a general contractor, to pull thousands of permits. Ben's personal struggles navigating development processes as an applicant inspired him to build more user-friendly products for governments and citizens. Before GovWell, Ben spent 5 years developing software for Uber and Amazon. He studied Computer Science at Princeton University.

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Advisors

Michael A. Nutter
**Mayor of Philadelphia
(2008-2016)**

Michael Nutter served two terms as the 98th mayor of Philadelphia. He previously spent 15 years in the Philadelphia City Council.

Mayor Nutter is past President of the United States Conference of Mayors and founder of Cities United. He holds a BS in Economics from the Wharton School at the University of Pennsylvania.

Richard J. Berry
**Mayor of Albuquerque
(2009-2017)**

Richard Berry served two terms as the 29th mayor of Albuquerque. He is also a former member of the New Mexico House of Representatives.

Prior to entering politics, Mayor Berry was an entrepreneur in the construction industry. He received a BBA from University of New Mexico, Albuquerque.

Mick Cornett
**Mayor of Oklahoma City
(2005-2018)**

Mick Cornett served as the 37th mayor of Oklahoma City where he was re-elected to a record four consecutive terms. He was the President of the United States Conference of Mayors in 2016-17.

He received his BA from University of Oklahoma and MBA from New York University.

C. William Frick
Majority Leader, Maryland House of Delegates (2017-2019)

Bill Frick served as the Majority Leader for the Maryland House of Delegates from 2017-2019, and as a member representing the 16th district from 2007-2019.

He received his JD from Harvard Law School and BA from Northwestern University.