

Advertisement for Request For Proposals (IT)

Project Name: Service Request Management System

Project Number: 298-FY26-ITS-AviAppSRM

The City of Asheville, NC is requesting proposals, per **North Carolina General Statute §143-129.8** Purchase of Information Technology Goods and Services, from qualified firms to provide equipment and services as listed below:

Description of Work:

The City of Asheville is seeking a Software-as-a-Service (SaaS) based Service Request Management (SRM) system to manage service requests from the community residents. The City seeks a modern, user-friendly, and efficient solution that meets accessibility requirements (WCAG 2.1 Level AA) to streamline and enhance how community members submit, track, and manage service requests across various City services.

Proposal Schedule:

Issuance of RFP	Monday, 3/16/2026
Pre-Proposal Meeting (optional) Meeting location: (Video call link) https://meet.google.com/apb-kncu-bst	Monday, March 23, 2026, 2:00pm
Deadline to Submit Questions	Tuesday, March 24, 2026, 5:00pm
Proposals Due	Tuesday, April 7, 2026, 5:00pm
Projected Project Start	Monday May 4, 2026, 2026

Pre-Proposal Meeting attendance is highly encouraged but not mandatory.

Proposal Documents:

This Request for Proposals (RFP) is posted on the City procurement website at www.ashevillenc.gov/bids. This is *the official source* of this solicitation. All updates to this solicitation shall come in the form of published addenda and shall be published to the same location. **The City will not be responsible for full or partial sets of RFP Documents including any addendum obtained from any other source.**

The City of Asheville reserves the right to reject any or all proposals and to waive informalities.

Information:

All questions concerning this Request for Proposal (RFP) should be submitted via email to:

Scott Barnwell, Project Manager
sbarnwell@ashevillenc.gov

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