

The logo for the Town of Winhall Vermont features the text "TOWN OF WINHALL VERMONT" in a serif font, centered within a white oval. This oval is set against a larger, dark green, horizontally-oriented oval background that has a slight 3D effect with a lighter green shadow on its top edge.

# TOWN OF WINHALL VERMONT

115 Vermont Route 30  
Bondville, VT 05340  
Tel: 802-297-2119  
townadmin@winhall.org  
www.winhall.org

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## ***Request for Proposals ~ Short Term Rental Administration***

*July 25, 2023*

The Town of Winhall is soliciting proposals for a comprehensive, cloud-based, scalable Software-as-a-Service system (SaaS) for Short Term Rental (STR) Administration per the stated RFP requirements. The Town of Winhall (Town) is seeking help to identify, confirm, contact, license, bring to compliance, administer, and enforce the Town of Winhall's Short-Term Rental Ordinance on an ongoing annual basis.

### ***Project to Consist of the following Functionality and Specification Requirements:***

- 1) Identification of STR listings in Winhall.
- 2) Confirm STR listings.
- 3) Compliance with the STR Ordinance.
- 4) Registration for STR License.
- 5) Licensing.
- 6) Audit STR activity.
- 7) Hotline for non-emergency complaints concerning STR.
- 8) Customer training & support.
- 9) System security.
- 10) Partnerships with private & public STR organizations.

### **Responses to this Request for Proposals should consist of:**

- 1) A letter expressing interest in working with the Town of Winhall on this project, including point of contact name and contact information.
- 2) A description of the approach to be taken to carry out the proposal, including the methodology to be used to accomplish the project objectives; provide a summary explaining understanding of the Town's intent and objectives and any additional factors for consideration.
- 3) Documentation of relevant experience, qualifications, certifications, and licenses.
- 4) Timeline, benchmarks, anticipated start date, and anticipated completion date; include implementation process and roles of required participation by the Town.
- 5) Pricing should be lump-sum based.
- 6) Pricing should be broken-out as line-item pricing for product(s) and/or service(s).
- 7) Identify and list all one-time costs.
- 8) Year 1 total (including any one-time costs)
- 9) Include annual pricing and breaks for additional one-year renewal options.
- 10) Provide three (3) current clients with contact information for reference purposes who have similar services.
- 11) Include any subcontractor information, including name and the role the subcontractor will provide to the project. After award of the contract - no additional subcontracting will be allowed without the express written consent of the Town. Proposers must declare in writing that the proposal is submitted without collusion with any other potential proposers.

### **Period of Performance:**

Work shall commence upon the date that the contract has been fully executed.

### **Questions:**

Questions should be emailed to: [townadmin@winhall.org](mailto:townadmin@winhall.org) no later than 09/01/2023 by 1PM (EST). Responses to questions will be sent via email to all potential proposers that have expressed interest as questions are received and answered by the Town.

**Additional Information:**

The Town reserves the right to delay delivery of information to proposers should it deem such in the Town's best interest. Town and proposers will come to an equitable solution regarding the transfer of information.

Proposers may be asked to demonstrate their system to the Town of Winhall for adequate evaluation. The evaluation criteria will include the proposer's qualifications, experience, and how the proposal meets the functionality and specification requirements. The evaluation process is expected to take approximately four (4) weeks, though the Town reserves the right to extend the evaluation period.

The Town will not disclose the contents of any proposal to competing proposers and all information will be kept confidential during the evaluation process. All proposals will be available for public viewing once the contract is awarded, apart from proprietary, confidential information identified upfront as proprietary and confidential by the proposer.

Proposers must agree to protect from improper access and NOT disclose, sell, share, license, or use any of the information obtained from or about STR owners under the contract to be signed with the Town. The selected contractor may not use any of the information gained while working under said contract for anything other than administrating STR for the Town.

The Town will not pay for any proposal preparation expenses incurred by potential proposers.

**Submissions:**

Proposals from interested parties must be received by the Winhall Town Administrator no later than 1:00PM on **Monday, October 2, 2023**. Submissions must be emailed to: [townadmin@winhall.org](mailto:townadmin@winhall.org).

Proposals will be evaluated based upon the contractor's experience, background, and ability to perform the requested services at an affordable price. Cost will not be the sole determining factor in the award of this contract. The Town of Winhall reserves the right to reject any proposal that does not meet the criteria specified in this RFP, is received after the deadline, or is not complete. The Town of Winhall reserves the right to reject any and all proposals. The Town of Winhall also reserves the right to seek clarification from any contractor that submits a proposal.

Direct all submissions and inquiries to:

Lissa Stark, Town Administrator  
Town of Winhall  
115 Vermont Route 30  
Bondville, VT 05340  
Telephone: (802) 297-2119

E-Mail: [townadmin@winhall.org](mailto:townadmin@winhall.org)

Website: [www.winhall.org](http://www.winhall.org)