



May 18, 2026

**Addendum #2
RP013-26**

Provision of Short-Term Rental Monitoring and License Administration on a Multi-Year Contract

Please see a summation of the questions and answers below for the referenced solicitation.

Questions:

Q1: Was the pre-proposal conference on April 28, 2026, a mandatory meeting?

A1: No.

Q2: How many short-term rentals (STRs) does the County have that would need to be registered and monitored?

A2: The County does not currently license or officially track the number of short-term rental units in Unincorporated Gwinnett County that would need to be licensed and monitored.

Q3: Should the proposed solution factor in pricing for STRs in just unincorporated areas of the County, or incorporated areas as well?

A3: Licensing and monitoring services outlined in the Request for Proposal will only apply to Unincorporated Gwinnett County.

Q4: On *RP013-26 Inv*, Page 7, Section B.1, can the County clarify what is meant by “all major STR platforms”? Is there a defined list of platforms that must be monitored?

A4: The County anticipates this could be a fluid situation through the duration of the contract as platforms grow or diminish. The top platforms to continuously monitor are Airbnb, VRBO, and Booking.com. The County anticipates working with the selected service provider after contract award to check the volume of activity on other smaller sites, determine whether listings on those platforms duplicate what was discovered on other sites, and how many of the smaller platforms, if any, need to be monitored. The County would be open to looking at a less frequent screening of identified smaller platforms to verify compliance.

Q5: If a proposed solution includes multiple components (e.g., platform and monitoring services), does the County require SOC 2 Type II certification for each component provider, or only for the primary system of record?

A5: SOC 2 Type II certification is required for all aspects of the online portal, including any payment processing or payment gateway(s).

Q6: Can the County provide details on the format, frequency, and completeness of parcel-level GIS data that will be provided to support the required mapping functionality?

A6: The County provides county-wide parcel GIS data and associated tax information through the County's public ArcGIS Hub open data portal. Data is available in multiple GIS-compatible formats and services. The parcel GIS data and related property tax information are maintained by the IT GIS department and Tax Assessor's Office and are updated weekly. All data is available for public download at no cost through the

County's open data portal:

<https://gcgis-gwinnettcountyga.hub.arcgis.com/search?groupId=6e5dba2438c1414eb90bc9b289875bcc>

- Q7: Can the County clarify the service provider's role in enforcement beyond notification and escalation, and whether any enforcement authority or discretion is expected?
- A7: The selected service provider will have no enforcement authority or discretion. They will be provided with a standard form correspondence that needs to be mailed and emailed (if possible) to the property owner(s) at intervals agreed upon with the County and will escalate to the County after a defined period for enforcement.**
- Q8: Does the County have a preferred timeline for full system deployment and program launch prior to the ordinance effective date of April 2027?
- A8: The County would like to provide property owners with as much time as possible to prepare, submit an application, pay applicable fees, and obtain a license prior to April 14, 2027. Ideally the system would be live three (3) months in advance (by January 14, 2027), but the County can develop a detailed project plan with the service provider after a contract is awarded.**
- Q9: Can the County outline the review and approval process for public-facing materials and portal design?
- A9: Public-facing materials and portal design will be developed in collaboration with Planning and Development staff and will be routed for review by the County's in-house Communications Department. See the County's Brand and Usage Guide at the following link: [Brand Box Gwinnett](#).**
- Q10: Under the new ordinance, will STR operators file monthly? Will the operators be required to file if there is \$0 revenue collected? Does the County intend to generate revenue off of this service?
- A10: The only fee associated with this ordinance will be the short-term rental license fee, which will be collected by the selected service provider as compensation for providing the services outlined in this Request for Proposal (RFP). STR operators will obtain a short-term rental license when this ordinance is effective and annually thereafter. If the property owner does not plan to use the property as a short-term rental in a given year, they may opt not to renew their short-term rental license for that year.**
- Q11: Please confirm that all fees charged to Short-Term Rental property owners for new and renewal licenses will be retained entirely by the awarded service provider.
- A11: This is correct. The selected service provider will collect and keep all short-term rental license fees as payment for the services included in this RFP.**
- Q12: Please confirm that there is no revenue-sharing or fee remittance requirement to the County for any license fees collected by the service provider.
- A12: There will be no revenue-sharing or fee remittance requirement to the County for any license fees collected by the service provider.**
- Q13: Please confirm that all capital expenditures and operational expenses—including SaaS infrastructure, platform configuration, hosting, monitoring tools, operations, and support—are solely the responsibility of the service provider.
- A13: Correct.**
- Q14: Please clarify whether the County will incur any costs whatsoever related to implementation or ongoing operations, or if all such costs are expected to be absorbed by the service provider.
- A14: All costs associated with providing the services identified in this RFP are the responsibility of the selected service provider.**

- Q15: In reference to *RP013-26 Inv*, Page 9, Phase II, Item #5 (Cost Proposal), please clarify what cost elements should be included, given that pricing is limited to cost per license only; and how the County intends to evaluate and score this item for the allocated 15 points, considering that service providers will have different internal cost structures.
- A15: Cost proposals will be scored based on the fee provided. The lowest per license fee will get the highest score in this category.**
- Q16: Please clarify whether the service provider is responsible solely for monitoring, data collection, and identification of potential violations, with enforcement decisions made exclusively by County Code Enforcement. If enforcement decisions remain with the County, will Code Enforcement staff require secure access to the service provider's system for review and action?
- A16: County staff will have sole discretion and authority to issue formal notices of violation and citations for ordinance violations. Staff will rely primarily on the map-based interactive tool to verify whether locations are in compliance, however, staff should also have read-only access to the licensing database to review files and status as needed.**
- Q17: Please confirm whether the service provider's responsibilities include outreach and compliance support only, or if any enforcement-related workflows are expected to be managed by the service provider.
- A17: The selected service provider will not be responsible for any enforcement of County Codes beyond identifying properties operating without a license, sending agreed-upon correspondence at agreed-upon intervals, and notifying County staff when those efforts are unsuccessful.**
- Q18: In reference to *RP013-26 Inv*, Page 8, Section B.2, the Request for Proposal (RFP) states that the service provider should contact property owners by phone or "mail." Please confirm whether automated communications such as email, text messaging, or automated phone calls are acceptable alternatives, and whether physical-mailed notices are mandatory or only required at specific escalation stages.
- A18: The outreach described in this section will only occur when an unlicensed short-term rental is discovered. When the selected service provider determines that a property is being used as an unlicensed short-term rental, the first step should be to attempt to contact the property owner by phone and to mail a notice to the property owner. If an email address is available, the notice should be emailed as well, but the service provider will not always be able to locate a reliable email address. The phone call should be placed by a person so that they may be able to answer questions about the short-term rental license application process.**
- Q19: For out-of-state property owners required to designate a local agent, would the County allow the awarded service provider to act as the local agent of record, provided all ordinance requirements are met?
- A19: It would be a conflict of interest for the selected service provider to manage the County's short-term rental license program and serve as local agent for one or more short-term rentals in the County.**
- Q20: Please confirm whether the County has a preference or requirement for on-premises versus cloud hosting, or if hosting architecture is left to the discretion of the service provider.
- A20: The County will not host the proposed portal on premises. The hosting architecture is at the discretion of the service provider and must comply with *Exhibit A - Security Requirements for Purchases*. Hosting location, including application and data storage, must be in the United States.**
- Q21: If the service provider operates a fully independent SaaS platform with no County-hosted infrastructure, should *RP013-26 Inv* Page 12, Section 3.2, and Page 13, Section 3.3.2 still apply? If so, please clarify the County's expectations.
- A21: No, Page 12, Section 3.2, does not apply if service provider proposes fully independent SaaS platform. The County expects service providers to supply, host, and manage the client portal to deliver short term rental services to residents. Some measures that pertain to protecting the County network outlined in Section 3.3.2 on Page 13 will remain in effect with exceptions being items a, f, and g. The remaining conditions still apply in the event the Gwinnett County network were to play a future role in service delivery.**

- Q22: Please confirm whether the County currently operates any applications that support STR licensing, monitoring, inspections, or enforcement that would require integration.
- A22: None.**
- Q23: Please confirm whether there is any existing STR-related data (licenses, complaints, enforcement history, etc.) that must be imported into the new platform.
- A23: None.**
- Q24: Approximately how many internal County users are expected to access the administrative system?
- A24: No more than five (5) named licenses or two (2) generic concurrent licenses for the County. Licenses will be read-only access.**
- Q25: Please confirm whether the public-facing and administrative web interfaces are expected to be fully supported on mobile devices.
- A25: Yes, the County expects a responsive design that is supported on iOS (Apple) and Android devices. Any exceptions should be noted by service provider in their proposal.**
- Q26: Has the County conducted any prior market research or service provider demonstrations that inform its expectations for STR platforms?
- A26: The County has received estimates on the total number of short-term rentals operating in Gwinnett.**
- Q27: What is the anticipated timeline for announcing the solicitation award following proposal submission?
- A27: The County intends to award within 120 calendar days of proposal opening.**
- Q28: Please confirm that demonstrated experience delivering comparable non-STR business solutions will be considered acceptable, provided all functional and operational requirements of the RFP are met.
- A28: Service providers should be able to demonstrate that they have the skills and experience to effectively perform the services identified in the RFP.**
- Q29: Just for clarification, the fees charged for the Short-Term Rental Licenses agreement will be awarded to the STR service providers, correct?
- A29: That is correct. The fees will be collected and kept by the service provider as compensation for the services identified in the RFP.**
- Q30: If all the fees/monies collected will be awarded to the service provider, who will incur the cost of the Capx/Opex expenses for the start-up and the entire operation?
- A30: The selected service provider will be responsible for all funding needed to launch and operate the program.**
- Q31: If the service provider is expected to incur all the costs of the entire operation, including the SaaS infrastructure, startup, operations, and support, Phase II #5, should service providers use their costs, or will there be any costs incurred by the County for the implementation and operations?
- A31: The County will incur no costs associated with this agreement. The selected service provider will be compensated entirely through the short-term rental license fee. That is all service providers need to include in the Cost Proposal.**
- Q32: If the service provider is expected to incur all the costs, please explain *RP013-26 Inv*, Page 9, Phase II, Item #5 (Cost Proposal). What should be included in this number? Every service provider will have a different number based on their solutions and deliverables. Please explain how the County expects the service provider to get 15 points during the evaluation (by having the lowest number)? Please explain.
- A32: The cost proposal is limited to the per license fee the service provider will charge for the services outlined in the RFP. That is all service providers need to provide and will be the only basis for scoring of Phase II – Item 5 – Cost.**

Q33: Since the SaaS infrastructure will be a totally independent one, with an independent operation and support service infrastructure separated from the County, except for reporting, should *RP013-26 Inv* Page 12, Section 3.2, and Page 13, Section 3.3.2 be excluded? Please explain.

A33: See A21.

Q34: In reference to *RP013-26 Inv* Page 3, first paragraph, will the service provider be responsible for code enforcement, or will the code enforcement director make the decision based on data collected? If code enforcement will be making the decisions, they will need access to the service provider’s system, correct?

A34: See A16.

Q35: On *RP013-26 Inv*, Page 8, #2, the RFP cited that the service provider should reach out to the property owner by phone or “mail” to inform them of licensing requirements. Should the service provider make contact with the property owners by using an automated email response, text/SMS, or phone call? Mailing responses out will be an additional operational expense. Please comment.

A35: See A18.

Q36: Based on the Task Force January 2025 report, Recommendation #3, the group recommended that out-of-state property owners be required to have a local agent within the core metro county areas. Since the service provider (locally) will be responsible for the entire STR operations, would the County allow the service provider to act as an agent for the property owners?

A36: See A19.

Attachments:

- RP013-26 Subcontractor Form

Thank you,



Casey Beauston, CPPB
Purchasing Associate III

This addendum should be signed in the space provided below and returned with your proposal. Failure to do so may result in your proposal being deemed non-responsive.

Company Name _____

Authorized Representative _____

