City of Louisville
COLORADO • SINCE 1878

Request for Proposals for Tax Collection and Administration Software

November 7, 2025

City of Louisville
Finance Department
749 Main Street
Louisville, CO 80027
(303) 335-4500

Request For Proposals – Tax Collection and Administration Software

The City of Louisville is accepting proposals from qualified and experienced vendors to provide a comprehensive Tax Collection and Administration software ("the System"). The proposed System should support existing City of Louisville rules and accounts while enhancing customer service capabilities and improving staff productivity. Please review the following pages for complete information on the request for proposal process.

A Timeline of Activities and the Proposal's Format

- A copy of the proposal shall be submitted by email (with "Tax Collection and Administration Software" in the Subject Line) to TAnderson@louisvilleco.gov. In addition to the electronic submission, two (2) paper copies shall be submitted to 749 Main Street, Louisville, CO 80027, Attention: Travis Anderson.

- The City of Louisville will receive proposals in response to this RFP until 4:00 p.m. MST, on Monday, December 22, 2025. Proposals received after that time will not be reviewed. Paper copies of proposals must be in a sealed envelope plainly marked with the project name "Tax Collection and Administration Software", and shall be addressed as follows:

  Travis Anderson, Project Manager
  City of Louisville
  749 Main Street
  Louisville CO 80027

- Software demo and interviews of vendors selected by City for interview – anticipated to begin on or after January 2026.

- Anticipate final vendor selection on or after February 2026.

- Questions regarding this proposal should be directed to by email (with "Questions: Tax Collection and Administration Software" in the Subject Line), no later than: Monday, December 15, 2025.

  Travis Anderson, Project Manager
  TAnderson@louisvilleco.gov

Request For Proposals – Tax Collection and Administration Software

Section 1. Summary of Request

Purpose – The City of Louisville is accepting proposals from qualified and experienced vendors to provide a comprehensive Tax Collection and Administration Software ("System") as defined in the scope of work (Section 2).

Goals for New Solution – A System that will meet the City's current and future needs while addressing the limitations of the existing system.

- **Enhance Operational Efficiency:** Streamline tax collection and administration processes and reduce manual intervention through automation and improved workflows.
- **Improve Customer Service:** Provide tools to enhance customer engagement, such as an intuitive customer web portal for online payments and account management.
- **Ensure Scalability:** Support organizational growth with a solution capable of handling increased customer accounts and expanded services.
- **Leverage Modern Technology:** Utilize advanced technology, real-time reporting, and mobile compatibility to improve system performance and usability.
- **Increase Staff Productivity:** Provide staff with user-friendly tools and interfaces to perform their roles efficiently and effectively.
- **Strengthen Data Security:** Ensure the solution adheres to modern cybersecurity standards to protect sensitive customer and financial data.
- **Facilitate Integration:** Seamlessly integrate with existing and future systems, such as Tyler Technologies, Colorado Department of Revenues (DOR) Sales and Use Tax System (SUTS), and the City's Banking Systems.
- **Enhance Reporting and Analytics:** Provide robust reporting tools to enable data-driven decision-making and regulatory compliance.
- **Minimize Total Cost of Ownership (TCO):** Deliver a cost-effective solution with transparent pricing for implementation, maintenance, and ongoing support.

Section 2. Scope of Work

The System shall include, but is not limited to, the following:

1. Seamless integration with all aspects of the City's tax collection and administration service including:
    - Maintain Sales and Use License accounts with designation of type of business including in-city, out of city, and temporary or special event.
    - Support multiple tax types (sales, use, bag, accommodation, telecom)
    - Generate customer bill and escalating collection processes

- Allow third-party filers to be granted access to accounts, allowing them to file returns.
- Payment processing, including a free ACH filing option for customers
- Enhanced Customer web portal functionality.
- Customer communication through web portal, with the ability for alerts of notifications to be sent via text or email.
- Tyler Technologies software integration for general ledger imports
- Seamless integration with the Colorado Department of Revenue's online filing software system - Sales and Use Tax System (SUTS).

2. Data conversion and implementation support – Vendor will migrate data from the legacy system:
    - For active customer accounts, five (5) years of historical records, tax returns.
    - For inactive accounts at the time of conversion, three (3) years of historical records.
    - For all accounts, data from the main notes section.

3. Staff training – provide comprehensive training to ensure that staff are proficient in using the new system, with ongoing support available as needed.

4. IT Security Requirements:
    - Robust security features to provide customizable access levels, including full access, read-only access, and limited access.
    - Administrative capabilities to manage user permissions and passwords.
    - Role-based access controls and audit logging.
    - API availability and documentation.
    - Support for single sign-on (SSO) and multi-factor authentication (MFA).
    - Hosting in a U.S.-based data center.
    - Data encryption at rest and in transit.
    - Clear process for data extraction upon contract termination.
    - Use of City data for AI training or analytics is prohibited without explicit permission.
    - Must operate a network monitoring solution including Intrusion Detection/Prevention Systems (IDS/IPS).
    - System requires complexity in passwords for both admins and customers accessing the portal.
    - PCI compliant (highlight this in the proposal).
    - If vendor undergoes regular penetration testing, provide explanation or examples of how in the proposal.

5. IT Functional Requirements:
    - Provide or describe a typical release plan for new software releases. This plan should address customer communications, code release and

transmittal, customer support under a service agreement, typical release implementation and impacted system availability, implementation instructions, and typical back out recommendations.

- If third-party licenses are necessary to access the proposed software (e.g., Microsoft SQL Client Access Licenses), please specify. Include any costs associated with third-party licensing in the proposal.
- System provides the ability for an administrator to easily set-up, define and manage users and their access levels.
- System provides robust auditing tools with details regarding each system update.
- System provides the ability to identify and track transactions that have been changed through the database.

6. Technical Support – Timely and reliable technical support during City business hours to address system issues.

7. Customer web portal – Fully integrated, real-time customer web portal for online payments, account management, and enhanced customer engagement.

8. Advanced reporting and querying capabilities:

    - Reports that show sales by industry, geographic location, including GIS integration.
    - Reports that will show businesses with large monthly or annual variances in sales.
    - Reports that will show businesses claiming specific deductions.
    - Reports showing businesses with compliance issues (non-filer, A/R, balances, missing license renewal).

Section 3. Standard Terms and Conditions

When preparing a proposal for submission in response to this RFP, Vendor should be aware of the following terms and conditions which have been established by the City of Louisville:

- This request for proposals is not an offer to contract. The provisions in this RFP and any purchasing policies or procedures of the City are solely for the fiscal responsibility of the City, and confer no rights, duties or entitlements to any party submitting proposals. The City of Louisville reserves the right to reject any and all proposals, to consider alternatives, to waive any informalities and irregularities, and to re-solicit proposals.
- The City of Louisville reserves the right to conduct such investigations of and discussions with those who have submitted proposals or other entities as they

deem necessary or appropriate to assist in the evaluation of any proposal or to secure maximum clarification and completeness of any proposal.

- The successful proposer shall be required to sign a contract with the City in a form provided by and acceptable to the City. The Vendor shall be an independent contractor of the City.
- The City of Louisville assumes no responsibility for payment of any expenses incurred by any proponent as part of the RFP process.
- The following criteria will be used to evaluate all proposals:
    - The Vendor's interest in the services which are the subject of this RFP, as well as their understanding of the scope of work and the specific requirements of the City of Louisville.
    - The reputation, experience, and efficiency of the Vendor.
    - The ability of the Vendor to provide the required System.
    - The general organization of the proposal: special consideration will be given to submittals that provide in a clear and concise format the requested information.
    - Such other factors as the City determines are relevant to consideration of the best interests of the City.

Section 4. Required Submittals

- Provide the name, address, and email address of Vendor. If an entity, provide the legal name of the entity and the names of the entity's principal(s) who is/are proposed to provide the services.
- Provide a review of your qualifications and briefly explain how you plan to complete the required tasks.
- Provide references for your work, including the name and contact information for at least three current local Colorado government clients.
- Provide a proposed timetable to deliver a turnkey, fully integrated solution that meets the specifications defined herein.
- Provide itemized and detailed pricing. At a minimum, provide total first-year cost including implementation (clearly itemized), licensing and other associated fees; yearly ongoing cost including technical support, maintenance, and any other recurring charges, and additional hardware costs (if applicable) recommended for the proposed solution.
- Provide a completed disclosure statement with your proposal.
- Provide proof that the Vendor is registered with the Secretary of State to do business in Colorado.

Section 5. Evaluation Criteria

Mandatory Elements

- Proof that the Vendor is registered with the Secretary of State to do business in the State of Colorado
- The Vendor has no conflict of interest with regard to any other work performed by the Vendor for the City of Louisville
- The Vendor adheres to the instructions in this request for proposal on preparing and submitting the proposal

Technical Quality (Maximum Points = 80):

- The Vendor's past experience (within the last 5 years) implementing a comprehensive Tax Collection and Administration Software solution for comparable government clients
- The quality of the Vendor's references. Positive references from Colorado local government jurisdictions will be given more weight in scoring.
- The ability of the software solution to meet the requirements outlined in the request for proposal.

Price (Maximum Points = 20):

- Although cost is not the primary factor in the selection of a Vendor, the City desires a cost-effective solution with transparent pricing for implementation, maintenance and ongoing support.

Section 6. Description of the City of Louisville and Tax Collection and Administration

City Background - The City of Louisville is a Home Rule municipality with approximately 20,000 residents and 8 square miles within the municipal boundaries. The City of Louisville's fiscal year begins on January 1 and ends on December 31. For more information on Louisville, including copies of past ACFR's and budget documents, please visit the City's website at www.louisvilleco.gov.

Tax Background - The City administers tax collection for approximately 8,000 businesses. Approximately 900 businesses are located within the City, 250 are temporary or special event businesses (farmers markets, food trucks, special events), and the remainder are located outside the City. As a Home Rule City, the City administers sales, consumer use, accommodations, bag and telecom taxes.

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The City currently has four avenues in which tax returns are filed and remittances are received:

1. Via existing online web portal - There is no fee to file a tax return, however businesses incur fees for payment by ACH (flat fee) or credit/debit card (% of amount due). The payment processor retains all fees. The City's current payment processor is Point and Pay.
2. Direct ACH payment to the City. The business initiates the ACH payment and separately files by email a tax return with the City. The City does not impose a fee to the business for this option, although the business may incur a fee through their own bank.
3. Mail a paper tax return and check payment to the City.
4. File tax return and remit payment online through the State of Colorado SUTS system.

For the 2024 Calendar Year the following table details the composition of returns and payments received by the City:

2024							
	Returns Filed Online – No Tax Due	Returns Filed Online – Tax Due	Direct ACH Payments to City	Returns Filed and Paid through SUTS	Returns Filed by Paper – No Tax Due	Returns Filed by Paper – Tax Due	Total
January	967	1,509	88	1,020	355	819	4,758
February	327	672	34	876	123	382	2,414
March	179	480	34	978	272	372	2,315
April	666	1,031	72	1,336	315	575	3,995
May	181	493	32	1,204	160	387	2,457
June	184	470	34	1,237	139	338	2,402
July	762	1,195	66	1,543	436	567	4,569
August	263	621	31	1,330	218	305	2,768
September	213	488	34	1,437	164	374	2,710
October	720	1,077	70	1,840	200	557	4,464
November	213	742	32	1,476	109	366	2,938
December	1,150	1,506	85	1,484	353	655	5,233
Total	**5,825**	**10,284**	**612**	**15,761**	**2,844**	**5,697**	**41,023**
% of Total	**14.2%**	**25.1%**	**1.5%**	**38.4%**	**6.9%**	**13.9%**	

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Questions regarding the proposal should be directed to:

Travis Anderson, Tax and Revenue Manager
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303.335.4514

Thank you, we look forward to reviewing your proposal.
City of Louisville's Finance Department

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DISCLOSURE STATEMENT (REQUIRED)

Vendor must disclose any possible conflict of interest with the City of Louisville. Your response must disclose if a known relationship exists between any principal of your firm and any City of Louisville elected official or employee. If, to your knowledge, no relationship exists, this should also be stated in your response. Failure to disclose such a relationship may result in cancellation of a contract as a result of your response. This form must be completed and returned in order for your proposal to be eligible for consideration.

NO KNOWN RELATIONSHIPS EXIST _____

RELATIONSHIP EXISTS (Please explain the relationship)

_____

_____

I CERTIFY THAT:

1. I, as an officer of this organization, or per the attached letter of authorization, am duly authorized to certify the information provided herein are accurate and true as of the date; and

2. My organization shall comply with all State and Federal Equal Opportunity and Non-Discrimination requirements and conditions of employment.

_____ _____

Printed or Typed Name Title

_____

Signature