



REQUEST FOR PROPOSAL (RFP)

INTEGRATED GOVERNMENTAL SOFTWARE SYSTEM

City of Duluth, Georgia

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Table of Contents

I. Executive Summary	2
II. Background.....	2
III. Objectives.....	3
IV. Scope of Services	3
Required Software Modules	3
Implementation Services.....	3
Training & Change Management	4
Ongoing Support	4
V. Vendors Proposal Requirements (Technical, Security, and Functional) – 20 Page Maximum.....	4
1) Executive overview (2 pages max).....	4
2) Functional fit & compliance	4
3) Technical architecture	5
4) Integration & interoperability	5
5) Identity, access & audit	5
6) Security & privacy assurances	6
7) Hosting, reliability & continuity.....	6
8) Data migration (from Tyler Technologies)	6
9) Implementation & change management	7
10) Accessibility & usability	7
11) Records, retention & public disclosure.....	7
12) Support & services	7
13) Pricing & commercial terms (structured forms)	8
VI. Proposal Process and Timeline.....	8
VII. Submission Instructions	8
VIII. Terms and Conditions.....	9
IX. Closing Statement	9



Request for Proposals (RFP) Integrated Governmental Software System

I. Executive Summary

The City of Duluth invites qualified vendors to submit proposals for an integrated governmental software system (ERP) that will modernize operations, enhance financial and operational reporting, and ensure compliance with Governmental Accounting Standards Board (GASB), Generally Accepted Accounting Principles (GAAP), and Government Finance Officers Association (GFOA) best practices.

Duluth seeks a fully integrated solution that connects all modules within a single, unified platform. The system must support seamless data sharing, automated workflows, centralized reporting, and provide a secure migration of historical accounting and operational data. This procurement will replace the City's current Tyler Technologies New World ERP system and related integrations.

II. Background

The City of Duluth, located in Gwinnett County, Georgia, is home to approximately 32,000 residents and is nationally recognized for its high quality of life, award-winning parks, and strong financial stewardship. Duluth operates under a Council-Manager form of government with approximately 170 full-time employees across key services, including Administration, Economic Development, Finance, Licensing & Business Services, Municipal Court, Park & Recreation, Planning, Public Works, Public Safety and Stormwater.

The City maintains the following fund structure:

- **General Fund**
- **Special Revenue Funds**
- **Capital Project Funds**
- **Enterprise Fund – Stormwater Utility**
- **Internal Service Funds**
- **Custodial Fund – Court Services**

The City also reports two **component units** for financial reporting:

- Downtown Development Authority (DDA)
- Urban Redevelopment Authority (URA)

III. Objectives

The objectives of this procurement are to:

- Implement a fully integrated ERP system linking all City financial and operational functions.
- Provide accurate, timely reporting aligned with GASB/GAAP and GFOA best practices.
- Ensure compatibility with the State of Georgia Chart of Accounts and reporting requirements.
- Increase efficiency through workflow automation and citizen self-service portals.
- Enhance citizen engagement through transparent, user-friendly online services.
- Securely migrate historical financial and operational data.
- Support scalable growth for the next 10+ years.
- Strengthen cybersecurity and data integrity.

IV. Scope of Services

Required Software Modules

- Financial Management: General Ledger, Accounts Payable, Cash Receipting, Invoicing/Receivables, Project Accounting, Fixed Assets
- Budget Development and Forecasting
- Procurement, Grant, and Contract Management
- Payroll, HR, Time Management, and Benefits Administration
- Property Tax Billing, Delinquent Tax Billing, and Stormwater Utility Fee
- Reporting, Audit Trails, and Executive Dashboards
- Integration with third party software for the purpose of posting account transactions (currently using JusticeONE, formerly Courtware, Activenet by Active Network, GovWell, GovBuilt by MCCI, and Government Window)
- Integration with online payment solution providers

Implementation Services

- Project planning and configuration
- Data conversion and migration of historical accounting records
- Testing, quality assurance, and phased rollouts

Training & Change Management

- End-user and administrator training
- Knowledge transfer to City staff

Ongoing Support

- Help desk and technical support with a designated IT contact
- Regular system updates and enhancements
- Cybersecurity compliance and monitoring
- Ongoing support and refresher training

V. Vendors Proposal Requirements (Technical, Security, and Functional) – 20 Page Maximum

Vendors must provide responses to the following requirements. Responses should be clear, concise, and organized. Supplemental materials (e.g., SOC 2 reports, system architecture diagrams, sample contracts) may be included as appendices and will not count toward the 20-page maximum.

1) Executive overview (2 pages max)

- Provide a summary of the **proposed solutions**, including product name(s) and deployment model(s) (on-premise, hosted, or SaaS/cloud). List all partners/vendors included in the proposed solution with their contact information.
- **Identify the modules offered** (as outlined in Section IV) and indicate which are included in the base system and which are add-ons.
- Provide **three municipal references** of similar size, complexity, and scope that have gone live **within the last 48 months**; including URLs, contact information, and whether implementation was remote, onsite, or hybrid.

2) Functional fit & compliance

- **Demonstrate compliance** with **GASB** and **GAAP** requirements, including fund accounting, encumbrances, and project/grant tracking.
- Describe **workflow and control features** such as purchase approvals, segregation of duties, and audit trails (who/what/when for both pre-and post-change actions).
- Describe **reporting capabilities**, including built-in financial statements, ad-hoc report writing, dashboards, export formats (CSV, XLSX, PDF), and scheduling.

If the system processes **credit card payments**, provide a clear statement of compliance with Payment Card Industry Data Security Standard (**PCI DSS**) requirements, including scope of responsibility and integration with cash receipting and citizen portals.

- If the system uses a **third-party credit card processor**, include contact information and documentation of **PCI DSS** compliance.

3) Technical architecture

- Provide a **system architecture diagram** that illustrates application tiers, database, search functions, and processing queues.
- Describe available **hosting options** and regions.
- List supported browsers, operating systems, **mobile access features**, and any offline capabilities.
- Provide **performance benchmarks**, including typical interactive response times (<2 seconds), batch processing windows, tested concurrent user counts, and scalability strategy.

4) Integration & interoperability

- Provide **API documentation**, including REST endpoints, OpenAPI/Swagger specs, rate limits, pagination, webhooks, SDKs, and sample code.
- Describe **authentication methods** (OAuth2 client credentials) and how API calls are logged for audit purposes.
- **List out-of-the-box integrations** (tax/utility billing, e-payments, permitting, HR/payroll, GIS) and available integration tools (SFTP, flat-file, message bus).
- Provide a catalog of business events supported by webhooks (e.g., invoice posted, budget amendment approved).
- Explain **data exchange frequency** (real-time vs. nightly) and error handling/retry methods.

5) Identity, access & audit

- Describe **Single Sign-On (SSO) options**, including SAML 2.0 and/or OpenID Connect, and support for SCIM user/group provisioning.
- Confirm **Multi-Factor Authentication (MFA)** is available, at minimum, for administrators and privileged roles.

Describe **role-based access control (RBAC)**, including field-level and report-level security and “maker-checker” (dual approval) controls.

- Provide details on **comprehensive audit logs**, including immutability, exportability (CSV/JSON), and searchability by user/object/date.

6) Security & privacy assurances

- Provide current third-party security assurance, such as a **SOC 2 Type II report or ISO/IEC 27001 certification**. If not currently available, include a roadmap with expected timeline.
- Describe **encryption standards** (TLS 1.2+ in transit; AES-256 at rest), key management practices (e.g., Key Management Services/Hardware Security Modules), and tenant key segregation.
- Explain the secure **software development lifecycle (SDLC)**, including code scanning, penetration testing cadence, and vulnerability remediation service-level agreements (SLAs).
- Describe data breach insurance coverage levels.
- Provide **data privacy assurances**, including residency options, subcontractor lists, and breach notification timelines.

7) Hosting, reliability & continuity

- State uptime **Service Level Agreement (SLA)** targets (e.g., 99.9%+), maintenance windows, exclusions, and available service credits.
- Provide **backup and disaster recovery plans**, including Recovery Point Objective (RPO \leq 15 minutes), Recovery Time Objective (RTO \leq 4 hours), snapshot frequency, geographic redundancy, and results of the most recent disaster recovery test.
- Describe **monitoring and incident response** capabilities (plans), including 24/7 monitoring, severity levels, escalation processes, and communication with the City's IT team.

8) Data migration (from Tyler Technologies)

- Identify which Tyler Technology New World modules and data objects will be **converted** (as outlined in Section IV).
- Provide a **responsibilities matrix** showing which tasks will be performed by the vendor vs. City staff (extraction, mapping, transformation, and validation).

Identify the **number of historical years to be converted vs. archived**. Include details on trial conversions (e.g., multiple trial loads plus final).

- Provide a **reconciliation process** with sample reports demonstrating tie-outs for General Ledger balances, vendor and customer master records, assets, and projects.
- State whether **pricing for migration is fixed or capped**, and describe acceptance criteria.

9) Implementation & change management

- Provide a **project plan** with phases, milestones, and staffing assignments.
- Describe **configuration vs. customization options**, versioning strategy, and change control processes.
- Provide **testing plans** (unit, system integration testing, user acceptance testing), cutover plans, and parallel processing strategies.
- Provide a **training plan**, including role-based training, administrator/configuration training, and report-writer training. Specify delivery method (onsite/virtual), number of sessions, and ownership of training materials.
- Provide a **go-live readiness checklist** and **post-go-live hypercare support** (e.g., first 30/60/90 days).

10) Accessibility & usability

- Provide a conformance statement for compliance with **Web Content Accessibility Guidelines (WCAG) 2.1 AA** or higher.
- Describe **usability features**, including keyboard navigation, screen reader support, and color-contrast options.

11) Records, retention & public disclosure

- Confirm that the **City of Duluth will own all data**, with full rights to export data at any time without additional cost.
- Describe **native export utilities** (full relational export in CSV/JSON format, including data dictionary).
- Explain how the system **supports records retention schedules**, legal holds, and audit ready logs in compliance with state and local laws and public records requests.

12) Support & services

- Provide **support service details**, including channels (phone, email, online portal), hours of availability, observed U.S. holidays, and typical response/resolution times by severity level.
- **Provide escalation paths**, release calendars, and advance notice for breaking changes.

- Describe availability of customer community forums, release notes, and sandbox/test environments for upcoming versions.

13) Pricing & commercial terms (structured forms)

- Provide a detailed cost breakdown including:
 - Software (per module/per user)
 - Platform costs
 - Storage environments
 - API call costs
 - Implementation services
 - Data migration services
 - Training and support
 - Travel (if applicable)
 - Third-party tools
- Submit sample contract(s) and Software-as-a-Service (SaaS) terms as separate appendices (excluded from the 20-page limit).

VI. Proposal Process and Timeline

- RFP Issued: June 22, 2026
- Questions Due: July 20, 2026
- Responses to Questions: July 24, 2026
- Proposals Due: August 7, 2026, no later than 3:00 pm
(late submissions will not be accepted)
- Vendor Demonstrations: September 2026 (TBD)
- Selection and Contract Award: October 2026 (TBD)
- Anticipated Go-Live: 2027 (TBD)

VII. Submission Instructions

Submit one (1) searchable PDF electronic copy and three (3) hard copies to:

City of Duluth – Finance Department
Kenneth Sakmar, Assistant City Manager
3167 Main Street
Duluth, GA 30096

Electronic proposals (PDF) and questions should be directed to: ksakmar@duluthga.net

VIII. Terms and Conditions

- The City reserves the right to reject any or all proposals.
- All proposals become the property of the City of Duluth.
- Vendors are responsible for all costs associated with proposal preparation.

IX. Closing Statement

The City of Duluth is committed to selecting the system that best meets the City's needs. We thank all vendors for their submissions and look forward to innovative solutions to serve our community well into the future.