

**Justin S. Greene**  
*Commissioner, District 1*

**Lisa Cacari Stone**  
*Commissioner, District 2*

**Camilla Bustamante**  
*Commissioner, District 3*



**Adam Fulton Johnson**  
*Commissioner, District 4*

**Hank Hughes**  
*Commissioner, District 5*

**Gregory S. Shaffer**  
*County Manager*

Date: June 23, 2025

TO: Procurement File

FROM: Bill Taylor, Procurement Manager *BT*

RE: **Sole Source Determination Pursuant to Section 13-1-126 NMSA 1978 for the Provision of Providing Short-Term Rental Locations Utilizing Granicus Technology for Monitoring Short-Term Rental Compliances.**

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## **BACKGROUND**

In July 2020, the County entered into agreement No. 2020-0180-GM with Granicus, LLC, *dba* Host Compliance through a competitive sealed proposal to perform technical, analytical and administrative support for the development, implementation and management of short term rentals (STR) in Santa Fe County. Granicus is the County's current provider of technology that monitors short term rental listings in Santa Fe County. A "web crawler" determines the location of rental postings and compares them to the County's list of approved STR permits. A 24/7 hotline number is also maintained so that neighbors can report known violations of the policy or complaints about the use. The County uses this information to determine where illegal rentals are offered and is then able to enforce the regulation. The data is integrated into the County's GIS system so that the location of this activity and other market characteristics can be analyzed. The system also has the capacity to send out mass mailings (reminders of renewal deadlines or notices of regulatory changes, for instance) to the registered STR owners or notices of violations against illegal rentals. This information is also essential for the County Assessor to determine the appropriate property tax rate and for the County to determine the amount of Lodger's Tax that should be remitted with each rental fee.

One of the annual deliverables through the current contract with Granicus is the provision of market data that integrates with Esri's GIS (the County's mapping software). The amount of time it would take for a new vendor to provide this integration of software applications would likely take 6 to 8 months. In the meantime, without access to the data, the County would not be able to maintain compliance with the STR ordinance, accurately assess property tax values or track the payment of Lodger's Tax.

Procuring a new contractor for the services currently offered by Granicus would create an untenable delay in the County's ability to maintain compliance with its STR regulation. Continuing a contract with Granicus would give the County ample time to proceed with a new Request for Proposal (RFP) process to procure ongoing services for FY27 without experiencing a gap in compliance or detriment to revenues.

## **DETERMINATION**

The current contract between Santa Fe County and Granicus, LLC is due to expire in July 2025, and the Count wishes to have the ability to continue the services of Granicus. Due to the specific and technical intent of the original project scope and the critical need to maintain compliance with the STR regulations, the County has determined that the procurement of the required services meets the intent of a sole source procurement, pursuant to 13-1-126, NMSA 1978.

Based on this determination it is in the best interest of Santa Fe County to continue the services with Granicus, LLC to utilize the existing technology for monitoring the County's short-term rentals.

### **Contract Information:**

Vendor: Granicus, LLC, dba Host Compliance  
408 Saint Peter's St., Suite 600  
St. Paul, Minnesota, 55102

Services, See attached

## Granicus Proposal for Santa Fe County NM

### ORDER DETAILS

**Prepared By:** Justine Torres  
**Phone:**  
**Email:** justine.torres@granicus.com  
**Order #:** Q-426806  
**Prepared On:** 28 Feb 2025  
**Expires On:** 16 Jul 2025

### ORDER TERMS

**Currency:** USD  
**Payment Terms:** Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)  
**Current Subscription End Date:** 16 Jul 2025  
**Initial Order Term End Date:** 16 Jul 2028  
**Period of Performance:** 17 Jul 2025 - 16 Jul 2026

## PRICING SUMMARY

The pricing and terms within this Proposal are specific to the products and volumes contained within this Proposal.

Renewing Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
24/7 Hotline	Annual	684 Rental Units	\$7,886.52
Compliance Monitoring	Annual	684 Rental Units	\$9,822.24
Rental Activity Monitoring	Annual	684 Rental Units	\$13,043.88
Address Identification	Annual	1 Each	\$100,065.00
Esri Integration	Annual	1 Each	\$5,885.00
SUBTOTAL:			\$136,702.64

## FUTURE YEAR PRICING

Solution(s)	Period of Performance	
	17 Jul 2026 - 16 Jul 2027	17 Jul 2027 - 16 Jul 2028
24/7 Hotline	\$8,675.17	\$9,542.69
Compliance Monitoring	\$10,804.46	\$11,884.91
Rental Activity Monitoring	\$14,348.27	\$15,783.09
Address Identification	\$110,071.50	\$121,078.65
Esri Integration	\$6,473.50	\$7,120.85
<b>SUBTOTAL:</b>	<b>\$150,372.90</b>	<b>\$165,410.19</b>

## PRODUCT DESCRIPTIONS

Solution	Description
24/7 Hotline	<p>24/7 web and phone hotline for your community to report short term rental complaints such as parking, trash, noise disturbances, and illegal short term rentals. This product include:- Mobile-enabled online web form for citizens to submit tips or complaints (text, videos, and photos)</p> <ul style="list-style-type: none"> <li>- 24/7 call center for citizens to contact and report complaints verbally</li> <li>- Recordings for all call center complaints</li> <li>- Email notifications to your team when complaints are logged</li> <li>- Automatic outbound IVR calls and SMS messages to permit emergency contacts notifying them of the complaint</li> <li>- SMS support for emergency contacts to mark a complaint as acknowledged or resolved with the ability to send resolution notes</li> <li>- Hotline Dashboard for tracking complaint volumes, trends, and categories</li> <li>- Ability to upload Notes/Comments to each complaint</li> </ul>
Compliance Monitoring	<p>Compliance monitoring provides up-to-date information for each identified Rental Unit and its compliance status. We configure your compliance definition specific to your jurisdiction rules and ordinances in order to provide up-to-date compliance status of each identified Rental Unit. Additionally, this product will:- Allow your team to send letters to non-compliant properties 24/7</p> <ul style="list-style-type: none"> <li>- Configure letter templates with your branding and letterhead</li> <li>- Add as many letter sequences as you need for escalation</li> <li>- Monitor properties that become compliant after letter enforcement</li> </ul>
Rental Activity Monitoring	<p>Ongoing monitoring of Short Term Rental listings for signs of rental activity including historical revenue estimates &amp; occupancy. Coupled with our Tax Collection product, users can also compare historical revenue estimates to actual reported revenue to identify those that may be underreporting and underpaying sales tax (i.e. TOT).</p>
Address Identification	<p>Our state-of-the-art software provides ongoing monitoring of short-term rental platforms including major platforms such as Airbnb, VRBO, Booking.com, and FlipKey. We continually review and update our software to align with the evolving state of the platforms to provide a comprehensive dataset. Our machine learning will deduplicate all known Listings into unique Rental Units, where our identification team will provide owner contact information for further enforcement. This product includes: - Ongoing monitoring of all listings in your jurisdiction - Updating listing activity and details on a regular basis - Screenshot activity of every active listing - Deduplication of listings into unique Rental Units - Activity dashboard and map to monitor trends and breakdown of compliance.</p>
Esri Integration	<p>One way integration from Esri ArcGIS to Host Compliance for weekly property data (assessor data) syncing.</p>



## TERMS & CONDITIONS

- This quote, and all products and services delivered hereunder are governed by the terms located at <https://granicus.com/legal/licensing>, including any product-specific terms included therein (the "License Agreement"). If your organization and Granicus has entered into a separate agreement or is utilizing a contract vehicle for this transaction, the terms of the License Agreement are incorporated into such separate agreement or contract vehicle by reference, with any directly conflicting terms and conditions being resolved in favor of the separate agreement or contract vehicle to the extent applicable.
- If submitting a Purchase Order, please include the following language: The pricing, terms and conditions of quote Q-426806 dated 28 Feb 2025 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.
- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of Santa Fe County NM to provide applicable exemption certificate(s).
- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.



**BILLING INFORMATION**

<b>Billing Contact:</b>		<b>Purchase Order Required?</b>	<input type="checkbox"/> - No <input type="checkbox"/> - Yes
<b>Billing Address:</b>		<b>PO Number:</b> <i>If PO required</i>	
<b>Billing Email:</b>		<b>Billing Phone:</b>	

**If submitting a Purchase Order, please include the following language:**

*The pricing, terms, and conditions of quote Q-426806 dated 28 Feb 2025 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.*

**AGREEMENT AND ACCEPTANCE**

By signing this document, the undersigned certifies they have authority to enter the agreement. The undersigned also understands the services and terms.

Santa Fe County NM	
<b>Signature:</b>	
<b>Name:</b>	
<b>Title:</b>	
<b>Date:</b>	