



**ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
INVITATION TO BID NO. 24-DHS-RFPLW-414**

ADDENDUM NO. 1

Arlington County (hereinafter referred to as the "County") Request for Proposal (RFP) No. **24-DHS-RFPLW-414** for Volunteer Arlington Program is amended as follows:

- **THE COUNTY IS HEREBY EXTENDING THE PROPOSAL DUE DATE UNTIL JUNE 21, 2024 AT 2:00 P.M.**
- **THE SUMMARY OF THE PRE-PROPOSAL CONFERENCE HELD ON MAY 16, 2024 IS AS FOLLOWS:**
During the pre-proposal conference, the County reviewed key dates related to the RFP, living wage requirements and the project officer provided a brief overview of the scope of services.
- **THE OPTIONAL PRE-PROPOSAL CONFERENCE SIGN-IN SHEET IS ATTACHED.**
- **THE COUNTY HAS RECEIVED THE FOLLOWING QUESTIONS IN RESPONSE TO THIS ITB. QUESTIONS AND RESPONSES ARE INCLUDED BELOW.**
 - **Question #1: Is this request to have a 3rd party manage the volunteer program or to acquire software to better manage the volunteer program?**
Answer #1: The request is for a third party to provide comprehensive management of the program, including software/technology, events, community engagement activities, trainings, and support of emergency response activities.
 - **Question #2: How are the reports generated right now?**
Answer #2: Quarterly reports are e-mailed to the contract manager. They include statistical data as well as narratives of key activities and issues during the reporting period.
 - **Question #3: Are there any specific reporting templates or formats that the County prefers?**
Answer #3: The quarterly reports should be submitted in PDF format and include a narrative of key activities during the reporting period, as well as a data section that includes key metrics including website and social media traffic, number of active accounts, and number of opportunity listings.
 - **Question #4: Should the system allow for ad-hoc reporting or customizable report generation?**
Answer #4: Yes, the Volunteer Arlington contract holder must be able generate reports to track trends, needs, etc. for their use and at the request of the contract manager.
 - **Question #5: Are there any specific volunteer management workflows or processes that the system should support?**

Answer #5: The system must support organizations' needs for volunteers to be able to contact them through their listings. Preferably by e-mail and phone to the organization's volunteer coordinator. Individual volunteers must be able to set up an account where they can indicate their preferences for types of volunteer opportunities as well as set up notifications when opportunities matching their criteria are posted.

- **Question #6: What are the key objectives and target audiences for the Volunteer Arlington website?**

Answer #6: Arlington residents but open to Northern Virginia residents as well. Organizations who recruit volunteers are one audience, individuals looking for volunteer opportunities are the primary audience.

- **Question #7: Are there any specific design guidelines or branding requirements that need to be followed?**

Answer #7: Use of existing logos -- Arlington County and Volunteer Arlington -- is required. Files will be provided.

- **Question #8: Are there any specific integrations or functionalities that the website should include (e.g., social media integration, event calendar)?**

Answer #8: The volunteer match tool should be fully integrated into the website. Links to social media accounts are adequate.

- **Question #9: What is the current database system being used by the Volunteer Arlington Program?**

Answer #9: CIVCRM is the current database.

Question #10: Are there any specific data fields, structures, or relationships that need to be preserved during the migration process?

Answer #10: Individual and organization accounts and all existing fields must be preserved in full.

- **Question #11: What are the County's expectations regarding data validation, cleansing, and reconciliation during the migration process?**

Answer #11: The vendor is required to perform all quality assurance activities to ensure successful migration.

- **Question #12: What are the County's expectations regarding user training and support during and after the implementation?**

Answer #12: For individuals, the system should be intuitive and user-friendly so as not to require user training for most volunteers. Assistance should be provided as-needed to those who need help. For organizations, a series of trainings to show them how to post listings is expected, as is as-needed assistance for those organizations that need help.

- **Question #13: In order to make sure we understand this RFP system, can we click on 'Submit Bid' and begin work without having to complete it all at one time? Can we upload and save portions of the contract that are ready, while completing the remainder offline?**

Answer #13: Thank you for your question. For all questions related to the functionality of VR should be directed to Vendor Registry at the following:

Vendor Support Contact Information
Phone: 844-802-9202
Email: cservice@vendorregistry.com
Chat: <https://vendorregistry.com/vendor>

- **Question #14:** For the criminal background checks, are there any parameters for what constitutes a 'criminal background check'? I understand we have to check the Virginia Central Registry, but what else is expected?

Answer #14: For staff, checking Virginia Central Registry is adequate. Organizations are expected to vet any volunteers they bring on board. That is not the role of the vendor.

- **Question #15:** In the RFP under the Living Wage section, there is a statement that we are to provide 'Certified quarterly payroll reports for each employee'. Can you please provide what 'certified' means? Will a report from our payroll processor be sufficient?

Answer #15: All Living Wage vendors are responsible for submitting a quarterly compliance report listing all employees working in that quarter, as well as their number of hours and hourly rates. Each report must be sent with supplementary paperwork verifying the information on that report; to this end, a report from the payroll processor will be sufficient as supplementary documentation. Reports must also be provided for quarters in which no work is performed.

- **Question #16:** We have some metrics included throughout our narrative responses. Would it be helpful to attach a summary document of these metrics so they are all in one document?

Answer #16: Yes

The balance of the solicitation remains unchanged.

Arlington County, Virginia
Briana Henley
Procurement Officer
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RETURN THIS PAGE, FULLY COMPLETED AND SIGNED, WITH YOUR BID:

BIDDER ACKNOWLEDGES RECEIPT OF ADDENDUM NUMBER 1.

FIRM NAME: _____

AUTHORIZED SIGNATURE: _____ **DATE:** _____



**Arlington County Government
Office of the Purchasing Agent**

Non-Mandatory Pre-Proposal Conference Attendees List

FOR:	Volunteer Arlington Program		
DATE & TIME:	May 16, 2024 11:00 a.m. Optional Pre-Proposal Conference		
PLACE:	Microsoft Teams Meeting		
BID/PROPOSAL	24-DHS-RFPLW-414		

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Company	
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Phone #	