



**ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
2100 CLARENDON BOULEVARD, SUITE 500
ARLINGTON, VA 22201
(703) 228-3410**

REQUEST FOR INFORMATION (RFI) NO. 24-DES-RFI-391

ELECTRONIC SEALED RESPONSES WILL BE RECEIVED BY ARLINGTON COUNTY VIA VENDOR REGISTRY, UNTIL 3:00 P.M. ON THE 6TH DAY OF NOVEMBER 2023 FOR:

REGISTRATION IS NOT REQUIRED TO DOWNLOAD THE RFI. VENDORS ARE REQUIRED TO REGISTER ON [VENDOR REGISTRY](#) IN ORDER TO SUBMIT QUESTIONS OR A RESPONSE TO THIS RFI. NO RESPONSES WILL BE ACCEPTED AFTER THE RESPONSE DUE DATE AND TIME.

Responses will not be publicly opened.

NOTICE: FOR ANY FUTURE SOLICITATION RELATING TO THIS RFI, ANY OFFEROR ORGANIZED AS A STOCK OR NONSTOCK CORPORATION, LIMITED LIABILITY COMPANY, BUSINESS TRUST OR LIMITED PARTNERSHIP, OR REGISTERED AS A LIMITED LIABILITY PARTNERSHIP, MUST BE AUTHORIZED TO TRANSACT BUSINESS IN THE COMMONWEALTH OF VIRGINIA BEFORE CONTRACT AWARD.

Arlington County, Virginia
Office of the Purchasing Agent

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I. INTRODUCTION TO REQUEST FOR INFORMATION PROCESS

Arlington County, Virginia (“County”), is requesting information from Respondents having experience and abilities in the areas identified in this solicitation. This Request for Information (RFI) is for research and budget planning purposes only. It is not a competitive solicitation and will not result in a contract for any products or services. Responding to this RFI will not prequalify vendors nor does failure to respond preclude vendors from responding to any future RFP related to the areas identified in this solicitation.

Respondents who wish to suggest a product or service for consideration are requested to submit relevant information as outlined in this RFI.

Information realized as a result of this RFI may be used as part of a competitive process for the selection of such goods and services and may be used to construct a list of prospective vendors. The County may request demonstrations of the Respondent’s solution. There is no commitment implied or otherwise by Arlington County to continue with a procurement process. It is not the intent to restrict the competitive process. Those vendors not responding to this RFI can respond to a Request for Proposal (RFP), if issued.

II. INFORMATION FOR RESPONDENTS

1. SOLICITATION SCHEDULE

RFI No. 24-DES-RFI-391 – TENTATIVE SCHEDULE

RFI ISSUANCE	October 6, 2023
QUESTION DEADLINE	October 13, 2023, at 5:00 p.m.
ADDENDUM ISSUANCE (if applicable)	October 20, 2023
RESPONSES DUE	NOVEMBER 6, 2023, at 3:00 p.m.

2. QUESTIONS AND ADDENDA

RESPONDENTS MUST BE REGISTERED IN VENDOR REGISTRY TO SUBMIT A QUESTION FOR THIS REQUEST FOR INFORMATION. All communications relating to this solicitation must be submitted online using Vendor Registry. For a question to be considered, the question must be entered in the Question Section of the **RFI No. 24-DES-RFI-391**.

QUESTIONS REGARDING THE REQUEST FOR INFORMATION MUST BE SUBMITTED BY OCTOBER 11, 2023, AT 5:00 P.M. EASTERN TIME TO BE CONSIDERED FOR ADDENDUM. ALL QUESTIONS RECEIVED BY THE QUESTION DEADLINE WILL BE RESPONDED TO WITHIN VENDOR REGISTRY AND POSTED FOR ALL RESPONDENTS. THE SYSTEM WILL NOT ACCEPT ANY QUESTIONS AFTER THIS DATE AND TIME.

If any questions or responses require revisions to this Request for Information, such revisions will be by formal Addendum only. Respondents are cautioned not to rely on any written, electronic, or oral representations made by any County representative or other person, including the County's technical contact, that appear to change any portion of the solicitation, unless the change is ratified by a written Addendum to this solicitation issued by the Office of the Purchasing Agent.

3. TRADE SECRETS OR PROPRIETARY INFORMATION

Trade secrets or proprietary information that a Respondent submits in connection with a procurement transaction may be exempted from public disclosure under the Virginia Freedom of Information Act ("VFOIA"). However, the Respondent must invoke VFOIA protection clearly and in writing on the Trade Secrets or Proprietary Information Form for County review. The Trade Secrets or Proprietary Information Form must include at least the following: (1) the data or other materials sought to be protected and (2) specific reasons why the material is confidential or proprietary. It is the Respondent's sole responsibility to defend such exemptions if challenged in a court of competent jurisdiction.

III. INTRODUCTION TO REQUEST FOR INFORMATION NO. 24-DES-RFI-391

The intent of this solicitation is to obtain information from Respondents having experience and abilities in cloud-based, hosted software solutions for a Residential Permit Parking (“RPP”) system that combines software and services to support the broad spectrum of the RPP program functions performed by the Parking Team within Arlington County’s Department of Environmental Services Transportation, Engineering, and Operations Bureau (“DES/TE&O”).

INTRODUCTION TO ARLINGTON COUNTY AND THE RESIDENTIAL PERMIT PARKING (RPP) PROGRAM

Arlington County is an urban county of 26 square miles located directly across the Potomac River from Washington DC. With a population of over 200,000, it is among the most densely populated jurisdictions in the country with a population density of about 9,000 people per square mile. The County’s population is racially, ethnically, and culturally diverse.

The County’s long-standing RPP program manages on-street parking utilization in 25 residential areas and counting, with the goal of helping to provide close and convenient street parking for residents in balance with other goals for County streets. The RPP program operates in many neighborhoods across the County, and in FY2023, about 7,700 households applied for approximately 38,000 permits, with about half being applied for during the annual renewal period (April-June).

BACKGROUND/PURPOSE OF SOLICITATION

The County’s TE&O Parking Team currently utilizes Conduent’s eTIMS system to manage the County’s RPP program. The Parking Team uses this system for the following tasks:

1. Manage the program and permit eligibility of residents and some categories of non-residents (including schools, group homes and home health care workers).
2. Review, approve, or deny permits.
3. Communicate with applicants.
4. Accept and verify payment.
5. Store, manipulate, and report on data of County household addresses, accounts, permits, and payments.

The [RPP program](#) presently provides physical permits to its customers, but a future phased transition to digital permitting (in whole or in part) is of interest. The Parking Team would like to evaluate all possible options and vendors available to meet the varied and evolving needs of the RPP program.

The RPP program currently offers the following permits and fees:

Permit/Pass Type	Permit/Pass Price
First Vehicle Specific Permit or FlexPass	\$40
Second Vehicle Specific Permit	\$55
Third Vehicle Specific Permit (households w/o off-street parking only)	\$65
Fourth Vehicle Specific Permit (households w/o off-street parking only)	\$150
Landlord Pass	\$40
First Short-term Visitor Pass Book	\$5
Second Short-term Visitor Pass Book	\$10
Good in All Zones (GIAZ)	\$40
School Staff	\$40
Group Home Staff	\$40
Contractor Pass (up to 90 days)	\$10

Each RPP eligible residential household may apply for two Vehicle Specific Permits when off-street parking is appurtenant to the household (e.g., driveway, garage, carport, or parking lot or parking garage) and up to four Vehicle Specific Permits when no off-street parking is appurtenant to the household. Households may choose to obtain all annual permits as vehicle-specific permits or obtain one as a FlexPass in lieu of the first vehicle-specific permit to be administered pursuant to the [RPP Program Administrative Guidelines](#). In addition, residential households may receive up to five short-term visitor pass books to be valid for a stated period to serve the visitors or persons who do business with them.

eTIMS presently maintains a database with residential household eligibility as well as off-street parking availability. The new software system must be able to evaluate applicants' eligibility and restrict or allow permit type and number based on determined eligibility categories. Applicants must provide proof of residence, ownership, or employee status to be approved for permits/passes either by uploading required documentation with their application, registering their vehicle with the Vehicle Personal Property Tax database maintained by the County's Commissioner of Revenue, or listing as the property owner with [Arlington County Department of Real Estate Assessments](#). The existing system automatically uses vehicle information (Title, VIN, and/or license plate) for validation against the Vehicle Personal Property Tax database maintained by the Arlington County Commissioner of Revenue.

Residential and landlord applicants may receive a 50% discount on each of the Vehicle Specific Permits, the FlexPass, the Short-Term-Visitor Pass books and the Landlord Pass. To qualify, applicants must show proof of qualification for the discount by uploading applicable documents as part of their application. The program also offers [permit replacement](#) options with varying fee requirements.

IV. RESPONSE REQUIREMENTS

1. GENERAL

Responses and all documents related to this solicitation become the property of the County upon receipt.

2. RESPONSE SUBMISSION

The Response must be submitted electronically via Vendor Registry no later than the date and time specified in this solicitation. The Vendor Registry system will not accept responses after the close date and time. The County will not accept emailed or faxed responses.

ONLY ELECTRONIC SUBMISSION IS ALLOWED. ANY RESPONSE SUBMITTED VIA ANY MEANS OTHER THAN A VENDOR REGISTRY ELECTRONIC UPLOAD WILL NOT BE ACCEPTED. Arlington County is not responsible for late submissions, missed Addendums, or questions not submitted before the end date and time.

Timely submission is solely the responsibility of the Respondent.

3. RESPONSE STANDARDS

Responses submitted in response to this solicitation should be accurate and grammatically correct and should not contain spelling errors.

4. UNNECESSARILY ELABORATE RESPONSES

The County may view unnecessarily elaborate brochures or other presentations, including elaborate or expensive artwork, visuals, and other presentations, as an indication of the Respondent's lack of cost consciousness.

5. EXPENSES INCURRED IN PREPARING RESPONSES

The County accepts no responsibility for any expense incurred by any Respondent in the preparation or presentation of a response.

V. INFORMATION TO BE SUBMITTED FOR THIS REQUEST FOR INFORMATION

A. REQUIRED INFORMATION

The County is requesting Respondents that currently have experience and abilities in the areas identified in this document to respond to this RFI. The information requested below outlines specific areas of interest to the County. Respondents to this RFI are encouraged to also provide any information not specifically identified in this RFI, but which the Respondent feels will better describe its solution's capabilities.

1. Business Information

Respondents should provide the following information:

- a. Full legal name (including DBA if applicable);
- b. Principal place of business, including complete mailing address for the location of the primary control, direction, and management; and
- c. Contact information for this RFI and future contracting opportunities, including contact name, title, email address, and phone number.

2. Available Solutions

Respondents should provide the following information:

- a. Provide the name of the product(s) and version number(s).
- b. Describe and/or answer the following for your available solution(s):
 - i. RPP permit system and its functionalities and capabilities from the staff operations perspective and the permit applicant perspective.
 - (a) Level of system and user (staff and applicant) configurability that is included, such as workflow configurability, screen and menu configurability, staff user role configurability, and user definable data elements.
 - (b) A diagram of the overall solution's architecture, including all environments, such as Development, Test, Quality Assurance and Production.
 - (c) Is the solution standalone or does it interconnect with other jurisdictions or entities? If the latter, how does that impact a jurisdictional customer's experience?
 - (d) What technologies is your business designing that are not yet part of your system, but the Parking Team should plan for?
 - ii. Integrated payment processing option(s), including integrations with existing local government systems.
 - iii. Identity management options, including integration capabilities with the client's Microsoft Azure AD for staff users and standard SSO authentication methods such as OKTA, OAuth and others known SSO authentication frameworks for public access users.
 - iv. System data import and export capabilities.
 - v. Approach to data security, data privacy, system redundancy and system failover.
 - vi. Proposed hosting environment, including any industry standard certifications, such as Service Organization Control ("SOC2") TYPE2 or Federal Risk and Authorization Management Program ("FEDRAMP").
 - vii. Use of any load testing tools after application updates are made.
 - viii. Reporting capabilities of the solution – both standard and configurable.

- (a) What types of reports are available for tracking metrics in the RPP permit system?
 - (b) How can reports be customized to meet specific needs?
 - (c) What are the security settings for reports?
 - (d) How often may reports be generated?
 - (e) How are reports distributed?
- ix. How does your system address various user needs, e.g., elderly, technology disinclined, customers with accessibility issues, etc.?

3. Implementation and Support Services

Respondents should describe the following information:

- a. Available implementation services, including configuration, data conversion, testing, training, and user support.
- b. Offerings for post-production maintenance.
- c. How often upgrades are released.
- d. What kind of resources may be leveraged to fix multiple simultaneous system problems?
- e. What strategies are used to prevent system break downs?
- f. How do you ensure a smooth transition from a legacy system?
- g. Where do customers and applicants go to have questions answered about the system use and RPP applications?

4. Pricing Structure

For budget purposes only, provide an overview of the pricing structure for the software, licensing, hosting, and other service costs that would be necessary for implementation and ongoing maintenance. The Respondent will not be bound to any budget pricing provided as part of the response to this RFI.

VI. TRADE SECRETS OR PROPRIETARY INFORMATION FORM

TRADE SECRETS OR PROPRIETARY INFORMATION:

Trade secrets or proprietary information submitted by an Respondent in connection with a procurement transaction will not be subject to public disclosure under the Virginia Freedom of Information Act. Pursuant to Section 4-111 of the Arlington County Purchasing Resolution, however, a Respondent seeking to protect submitted data or materials from disclosure must, before or upon submission of the data or materials, identify the data or materials to be protected and state the reasons why protection is necessary.

Please mark one:

- No, the response that I have submitted does not contain any trade secrets and/or proprietary information.
- Yes, the response that I have submitted does contain trade secrets and/or proprietary information.

If Yes, you must clearly identify below the exact data or materials to be protected and list all applicable page numbers, sections, and paragraphs, of the response that contain such data or materials:

State the specific reason(s) why protection is necessary and why the identified information constitutes a trade secret or is proprietary:

If you fail above to identify the data or materials to be protected or to state the reason(s) why protection is necessary, you will not have invoked the protection of Section 4-111 of the Purchasing Resolution. Accordingly, the response will be open for public inspection consistent with applicable law.

RESPONDENT NAME: _____

ADDRESS: _____

E-MAIL: _____