



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

REQUEST FOR INFORMATION (RFI) NO. 22-DPR-RFI-709

ELECTRONIC SEALED RESPONSES WILL BE RECEIVED BY ARLINGTON COUNTY VIA VENDOR REGISTRY, UNTIL 2 P.M. ON THE 7TH DAY OF JUNE 2022.

FOR: WEB-BASED, HOSTED TECHNOLOGY SOLUTIONS THAT SUPPORT PARKS AND RECREATION ACTIVITY REGISTRATION, FACILITY REGISTRATION AND SCHEDULING, PASS MANAGEMENT, LEAGUE SCHEDULING, POINT OF SALE TRANSACTIONS, INVENTORY SALES AND TICKET SALES.

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 PRIOR TO SUBMITTING A RESPONSE.

Arlington County reserves the right to reject any and all proposals, cancel this solicitation, and waive any informalities as defined in the Arlington County Purchasing Resolution.

Arlington County, Virginia
Office of the Purchasing Agent
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Purchasing Agent
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I. INTRODUCTION TO REQUEST FOR INFORMATION AND PROCESS

I. Introduction

Arlington County, Virginia (the "County"), is requesting information from Respondents having experience and abilities in the areas identified in this request. 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 will it preclude vendors from responding to any future solicitations related to the areas identified in this request.

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

Information realized because 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 products or solutions. 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.

II. INFORMATION FOR RESPONDENTS

1. SOLICITATION SCHEDULE

RFI ISSUANCE	May 6, 2022
QUESTION DEADLINE	May 20, 2022, at 5:00 p.m.
RESPONSES DUE	June 7, 2022, at 2 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. 22-DPR-RFI-709**.

QUESTIONS REGARDING THE REQUEST FOR INFORMATION MUST BE SUBMITTED BY MAY 20, 2022, 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. 22-DPR-RFI-709

The intent of this RFI is to obtain information from Respondents about web-based, hosted software solutions that combine software, hardware, and services to support the broad spectrum of functions performed by Arlington County's Department of Parks and Recreation (DPR), including activity registration, facility registration and scheduling, pass management, league scheduling, point of sale transactions, inventory sales, and ticket sales. Solutions must provide a staff solution and a customer self-service portal.

Proposed solutions do not need to support all functional areas. Vendors with solutions that address one or more of these functions may respond.

Introduction to Arlington County Department of Parks and Recreation

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 persons per square mile. Arlington's population is racially, ethnically, and culturally diverse. Arlington's Department of Parks and Recreation (DPR) oversees 147 parks; nearly 40 miles of multi-use trails; nearly 100 fields; over 70 basketball courts; over 80 tennis courts; over a dozen community centers; dozens of picnic shelters; several dog parks, community gardens and spray grounds; two nature centers; an aquatics center; and various other amenities. DPR provides a variety of programs across these amenities including classes, camps, preschools, rentals, memberships, leagues, and competitive teams, all of which are managed through a contractor-provided technology solution.

Background/Purpose of Solicitation

The Department of Parks and Recreation (DPR) currently uses Vermont System's RecTrac system to support activity registration, facilities scheduling, membership management, league scheduling/scoring, inventory, and ticket sales, and point of sale transactions. DPR currently uses Blue Sombrero for youth league registration. DPR currently uses ePACT to manage the completion of forms required for registered activities.

DPR is continually evolving its programs and services to meet the changing demographics and needs of our constituents. The demand for DPR's programs and services has grown significantly over the past five years. DPR is seeking one or more solutions that will support our evolving and growing needs and will successfully manage high transaction volumes, particularly those of first day registrations for summer camps, seasonal classes, and other high demand programs and events.

Objective

The objective of this request is to identify one or more web-based, hosted software solutions that will meet the varied and evolving needs of DPR. Proposed solutions should address one or more of the following functional areas:

- **Activity registration:** DPR offers more than 6,000 activities each year, including arts, sports, music, aquatics, nature, history, after school activities, day trips, summer camp, and more. Enrollment is almost always restricted by age range, and some activities have enrollments restricted to participants in specific programs, including senior and therapeutic recreation programs. More than 60,000 participants enroll in DPR activities, and many activities have waitlists. Activity registration may be done on the customer self-service portal. On the days when program registration opens, more than 90% of the registrations are done by the customers using the self-service portal.
- **Facility scheduling:** DPR maintains and schedules more than 900 facilities, including courts, fields, rooms, picnic shelters, and pools. DPR also maintains and schedules a historic home, which is a popular wedding venue. Facilities are scheduled for internal use by DPR, and some facilities are reservable by the public.

Facilities may be reserved on a one-time or recurring basis. Fees for DPR's facilities may be flat fees, hourly fees, or a combination, depending on the facility. Some facilities may be reserved on the customer self-service portal.

- Membership management: DPR offers several types of passes, including fitness memberships, pool memberships, senior program membership, and more. Pass types include punch passes, annual/semi-annual/monthly passes, day passes, and passes with variable begin and end dates based on age. Passholders check in or swipe in upon arrival to DPR facilities. Pass purchases and renewals may be done on the customer self-service portal.
- League registration and scheduling: DPR manages leagues for both adults and youth, including, but not limited to, basketball, flag football, soccer, and ball hockey. Depending on the type of league, teams may be formed by coaches or by prior team assignment. New players and free agents are assigned to teams with open space. Game schedules are automatically generated and ensure that teams are spread across all scheduling options, so that no one team ends up with all early or all late timeslots. Scores may be input by DPR staff or the coaches, and sport-specific, industry standard standings calculations are used. League registrations, score entry, and review of game schedules and standings may be done on the customer self-service portal.
- Point of Sale (POS) transactions: DPR uses dozens of POS codes to take payments for services, donations, some types of drop-in programs, and concession-type items. At this time, there are no POS transactions done via the self-service portal.
- Inventory Sales: DPR currently holds three inventory sales events each year – a spring and fall plant sale and a fall tree giveaway. Patrons may purchase plants or reserve a tree online or may make their purchase on the day of the sale. Inventory may be purchased on the customer self-service portal.
- Ticket Sales: DPR hosts ticketed events, including indoor skate nights and indoor bounce house parties. Tickets may be purchased online in advance or at the door. Tickets may also be used for special events, such as benefit basketball games. Tickets may be purchased on the customer self-service portal.

Across all functional areas, income-based fee reductions are given to qualified households. Fee reduction calculations are automatically applied at the time of purchase, regardless of whether the transaction is processed by a DPR staff member or by the customer through the self-service portal.

Waivers, which may vary by program, may be signed online.

Fees may vary based on residency status. Residency status is granted not only to those households who have an Arlington address, but also to households who own property in Arlington, or who are present of former Arlington County staff.

Payment types accepted online and by staff include cash, checks, credit cards, e-checks, and money order. Refunds may be held in the household account as a credit for future use or may be refunded using the original form of payment.

Across all functional areas, standard and configurable reports are utilized, both for daily operational support and business analytics. Reports are generated on demand and are also scheduled to run automatically. Reports are output in Excel, text, and PDF formats, and are able to be opened in the browser, opened using desktop applications, sent via email, or sent via SFTP. Data is also accessed directly using an ODBC connection.

IV. RESPONSE REQUIREMENTS

1. GENERAL

The County will not accept responses by fax or e-mail. Responses and all documents related to this request for information 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 deadline specified in this request. The Vendor Registry System will not accept responses after the close date and time. Arlington County is not responsible for late submissions, missed Addenda, or questions not submitted before the end date and time. Timely submission is solely the responsibility of the Respondent.

ONLY ELECTRONIC SUBMISSION IS ALLOWED, ANY RESPONSES SUBMITTED VIA ANY MEANS OTHER THAN VENDOR REGISTRY WILL NOT BE ACCEPTED.

3. RESPONSE STANDARDS

Responses submitted in response to this request for information 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, paper, bindings, and visual and other presentations, as an indication of the Respondent's lack of cost consciousness.

5. EXPENSES INCURRED IN PREPARING RESPONSE

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

V. INFORMATION TO BE SUBMITTED FOR THIS REQUEST FOR INFORMATION

The County is requesting vendors that currently provide a hosted, web-based system that provides automation for one or more of the above functional areas to respond to this RFI. The information requested below outlines specific areas of interest to the County. Respondents to this RFI are encouraged to provide additional information not specifically identified in this RFI but which the Respondent feels will better describe their proposed solution.

Vendor

- Full Legal Business Name (including DBA if applicable).
- Principal Place of Business (complete mailing address for the location of the primary control, direction and management of the business).
- Contact information for this RFI and future contracting opportunities (contact name, title, email address, phone number).
- Company website address (URL).
- Provide a statement of organizational qualifications, description of relevant experience, and a list of three (3) reference accounts, at least one of which is similar in size or scope to the County. Please indicate if for any reason a reference account should not be contacted by the County.

Proposed Solution

- Provide the name of the product(s) and version number(s) being proposed.
- Describe the system functionality, as related to each of the functional areas: Activity Registration, Facility Scheduling, Membership Management, League Registration and Scheduling, Point of Sale Transactions, Inventory Sales, , and Ticket Sales.
- Describe options for efficient data management, such as editing data elements in bulk, inheritance of fees and processing rules, cloning data, etc.
- For respondents whose proposed solution will deliver activity registration functionality, describe how your solution will process a high volume of registrations without significant lag time, system crashes, or unintended session timeouts. Provide quantitative information about high volume registrations processed by current customers, such as the number of classes available for registration, the number of enrolled and waitlisted registrations processed in a 15 minute period, and the total number of users connected to the site during the same 15 minute period. For respondents whose proposed solution will delivery facility scheduling functionality, describe how the system handles parent/child and overlapping facilities and whether there are any limitations to the depth of such facility “hierarchies”.
- Describe how you support dynamic fee calculations, including residency-based fees, and household income-based fee reductions.
- A description of the integrated payment processing option(s).
- If hardware is required, describe what hardware is needed, and how and by whom the hardware would be implemented and maintained.

Data Import and Export Functionality, Interfaces, and Reporting

- Describe the data import and export capabilities, including interfaces, Application Programming Interfaces (APIs), read or write access via Open Database Connectivity (ODBC). Of particular interest to the County are interfaces to payment processors, Constituent Relationship Management systems, and financial systems.
- Describe the reporting capabilities of the system – both standard and configurable.

Configurability

- Describe the level of system and user configurability that is included, such as workflow configurability, screen and menu configurability, user role configurability, and user definable data elements.

Mobility

- Describe the level of support for mobility that is included with the proposed system or as add on options. Please include the architecture that enables mobility, the types of devices supported, and the features and functions supported by mobile devices.

Architecture and Hosting

- Describe or provide a diagram of your overall solutions architecture.
- Describe the proposed hosting environment, including any industry standard certifications, such as SOC2 TYPE2 or FEDRAMP.
- Describe your use of any load testing tools after application updates are made.
- Describe the approach to data security, data privacy, system redundancy and system failover.

Implementation and Support Services

- Describe available implementation services, including configuration, data conversion, testing, training, and user support
- Describe services your organization offers in the replacement of legacy applications
- Describe offerings for post-production maintenance

Pricing Structure

For budget purposes only, provide an overview of the pricing structure for the hardware, software, licensing, hosting, and other service costs that would be necessary for implementation and on-going 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 proposal that I have submitted does not contain any trade secrets and/or proprietary information.
- Yes, the proposal 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 proposal 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: _____