



Cover Sheet for Invitation for:
Request for Qualifications #030091
*Dockless No Cost Bikeshare Equipment and
Operations*

If you are submitting a Response to a Request for
Qualifications, please:

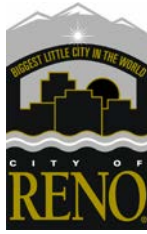
1. Appropriately Label your documents in a sealed envelope or box;
2. Responses must not exceed 30 single-sided typed pages (this excludes required forms)
3. Complete and return the following documents, at minimum:
 1. Request for Qualifications Acknowledgement (page 1);
 2. Submitter Status (Page 7);
 3. Exceptions, if needed (Page 12);
 4. Disclosure of Principals (Page 13);
 5. Certification of Instructions and Term and Conditions (Page 14); and
 6. Submitter's Scope of Work/Project Plan (Page 15).
4. Deliver the sealed documents to the Office of the City Clerk; and
5. Be certain that your submittal is date and time stamped by the office of the City Clerk.

Courier Delivery Address:

1 East First Street, City Clerk's Office, 2nd Floor Reno, NV 89501

Request for Qualifications for Dockless Bikeshare


CITY OF RENO
Purchasing Division
P.O. Box 1900
Reno, NV 89505
(775) 336-6658
(775) 334-2409 fax
woodm@reno.gov



Date: February 20, 2017
RFQ No. 030091

INVITATION AND ADVERTISED REQUEST FOR QUALIFICATIONS

Sealed submissions will be received until 3:00 p.m., Wednesday, March 7, 2018, at the Office of the City Clerk, City Hall, 1 East First St., Reno, NV 89501. Said submissions shall be publicly opened and submitter's names announced at 3:05 p.m. March 7, 2018.



Marcie Wood, Purchasing Technician

The City of Reno is currently accepting sealed submissions for qualified Dockless Bikeshare. This Request for is made per N.R.S. Chapter 332. The selection of qualified Dockless Bikeshare is within the discretion of the governing body.

Technical questions and other assistance regarding this request may be directed to Marcie Wood at woodm@reno.gov and copied to Lynne Barker, Sustainability Manager, at barkerl@reno.gov.

Per the attached Terms, Conditions, and Requirements.

Firm Name _____
Address _____
City _____
State _____ Zip Code _____
Telephone _____
Fax _____
E-mail _____

In compliance with this Invitation for Request for Qualifications and subject to all Terms and Conditions thereof, the undersigned offers and agrees, if selected, to furnish any or all of the items or services listed herein at the fees and terms stated. The undersigned acknowledge receipt of 30 pages of this Invitation to Request for Qualifications.

Signature _____
Print Name _____
Print Title _____

SUBMIT 1 ORIGINAL, THREE COPIES OF SUBMISSION, AND ONE ELECTRONIC SUBMISSION ON FLASHDRIVE OR DISK.

Table of Contents

	<u>Page</u>
A. REQUEST FOR QUALIFICATIONS PROCESS AND RULES	3
1. Request for Qualification Schedule	3
2. Questions/Clarifications:.....	4
3. Addendums:	4
4. Exceptions:.....	4
5. Request For Qualifications Receipt and Opening Time:	4
6. Preparation of Request for Qualifications:	4
7. Submission of Request for Qualifications:	5
8. Late Request for Qualifications:	5
9. Withdrawal of Request for Qualifications:	5
10. Tax Exemption:.....	6
11. Billing:	6
12. Cancellation:	6
13. Assignment:	6
14. Submitter’s Status	6
B. GENERAL TERMS AND CONDITIONS.....	8
1. Notice of Rights	8
2. Preparation of Request for Qualifications.....	8
3. Selection of Dockless Bikeshare.....	8
4. Insurance Requirements	9
5. General Requirements.....	9
6. Minimum Qualifications	10
C. DISCLOSURE OF PRINCIPALS	12
D. CERTIFICATION.....	13
E. SCOPE OF WORK	14
F. BASIS OF SELECTION.....	26
1. Evaluation of Qualifications	26
2. Evaluation Criteria	26
3. Selection Process	27

Request for Qualifications for Dockless Bikeshare

A. REQUEST FOR QUALIFICATIONS PROCESS AND RULES

1. RFQ Schedule

Schedule of Events	Date
RFQ Released	February 20, 2018
Last Day to Submit Questions	February 26, 2018
All Addendums to be Posted to reno.gov by	March 1, 2018
Sealed RFQ Due to City of Reno	March 7, 2018
Proposed Selection Date by City Council (<i>Reno</i>)	March 28, 2018
Proposed Selection Date by Commission (<i>Washoe County</i>)	April 10, 2018
Proposed Selection Date by City Council (<i>Sparks</i>)	April 23, 2018

The City of Reno reserves the right to modify this schedule at The City's discretion. Notification of changes in the REQUEST FOR QUALIFICATIONS, due date, and deadline for questions will be posted on The City website at www.reno.gov or as otherwise stated herein. Changes in any other anticipated dates will not be released unless deemed necessary at the sole discretion of the City.

Description of Scheduled Events

REQUEST FOR QUALIFICATIONS Released – The City will release the REQUEST FOR QUALIFICATIONS document via the best method available. The best method of distribution of the REQUEST FOR QUALIFICATIONS will be in descending order as follows: E-mail, Facsimile, placement on City website, USPS Mail, on the North America Bikeshare Association (NABSA) member list-serv, and the National Association of City Transportation Officials (NACTO) list-serv.

Deadline for Questions – The deadline for any questions concerning the REQUEST FOR QUALIFICATIONS is February 26, 2018, at 3:00 pm local time (Reno). Any questions submitted after the deadline will not be responded to.

All Addendums to be posted by – All addendums to the REQUEST FOR QUALIFICATIONS shall be posted to the City's website at www.reno.gov no later than 5:00 p.m. local time (Reno) on March 1, 2018. All proposals submitted for this REQUEST FOR QUALIFICATIONS must have all addendums attached and acknowledged. Any proposal that does not include the addendums is subject to rejection.

Sealed proposal due to City – The due date for the sealed REQUEST FOR QUALIFICATIONS response is March 7, 2018, at 3:00 p.m. local time (Reno). All proposals received after the date and time set for receipt will be REJECTED. The

Request for Qualifications for Dockless Bikeshare

City will not consider or be responsible for errant delivery or late performance by courier service.

2. Questions/Clarifications:

Questions regarding the Invitation to Request for Qualifications shall be directed to Marcie Wood at woodm@reno.gov and copied to Lynne Barker, Sustainability Manager, at barkerl@reno.gov.

Questions should be submitted in accordance with the schedule of events in the Scope of Work. If any questions or responses require revision to this solicitation as originally published, such revisions will be by formal addendum only. If the solicitation includes a contact person for technical information, any oral or written representations made by this or any person shall not be relied upon unless subsequently ratified by a written amendment to this solicitation issued by the City. To determine whether any representations made require an amendment be issued, please contact Marcie Wood, Purchasing Technician, 775-326-6658.

3. Addendums:

All addendums to this Invitation to Request for Qualifications shall be issued by the City in writing. Material changes affecting the material or the submitter's fee shall have no standing with the City if not sanctioned by written addendum.

4. Exceptions:

A submitter who believes Request for Qualifications specifications are unnecessarily restrictive or limit competition may submit such, on the Exceptions page of this Request for Qualifications documents. All Exceptions will be considered in the Request for Qualifications evaluation.

5. Request for Qualifications Receipt and Opening Time:

It is mandatory the Request for Qualifications are signed by a duly authorized representative of the firm, time stamped and received at City Clerk's Office no later than 3:00 p.m., March 7, 2018.

Sealed Request for Qualifications shall be opened at City Purchasing Division Offices at 3:05 p.m., March 7, 2018.

6. Preparation of Request for Qualifications:

Submitter shall examine all specifications, specific instructions, and terms and conditions of the Invitation to Request for Qualifications. Failure to do so will be at Submitter's risk.

Any addenda issued shall forthwith become an integral part of the Request for Qualifications. Submitter shall be required to acknowledge receipt of the same by signing and returning the addenda with the original Request for Qualifications

Request for Qualifications for Dockless Bikeshare

document.

Submitter shall furnish the required information typed or written in ink.

The person signing the Request for Qualifications must initial erasures or other changes in ink.

In the space provided, a duly authorized representative of the firm shall sign the Request for Qualifications document.

Submitter shall proofread his Request for Qualifications carefully for errors.

7. Submission of Request for Qualifications:

Submitter shall sign and return the ENTIRE REQUEST FOR QUALIFICATIONS.

Request for Qualifications and addenda thereto shall be enclosed in a sealed envelope addressed to the City of Reno, City Clerks Office, 1 East 1st St., 2nd Fl, Reno NV 89501 (by courier) or P.O. Box 1900, Reno, NV 89505 (by postal service). Request for Qualifications must be identified as **RFQ #030091, Dockless Bikeshare**. Submitters are cautioned that the City postal pickup is one time per day at approximately 7:15 a.m. Request for Qualifications that are not in the Postal Box for pickup on the due date shall be considered late.

The City shall not be responsible for the premature opening of a Request for Qualifications, which is not properly addressed or identified.

A Request for Qualifications submitted by electronic telephone, telegraphic notice, email, or facsimile will not be accepted.

The City shall provide a copy of the Request for Qualifications results to those Submitters requesting such, provided that a stamped, self-addressed envelope is included with the Submitter's response.

8. Late Request for Qualifications:

A Request for Qualifications received after the receiving time specified shall be rejected and marked "LATE REQUEST FOR QUALIFICATIONS – DO NOT OPEN."

Submitters note that the receiving time is different from the opening time.

9. Withdrawal of Request for Qualifications:

A Request for Qualifications may be withdrawn by written notice, provided such a notice is received prior to the date and time set for the Request for Qualifications opening.

A request for withdrawal of Request for Qualifications received after the scheduled

Request for Qualifications for Dockless Bikeshare

Request for Qualifications opening will not be considered.

10. Tax Exemption:

The City is exempt from Nevada State Sales Tax by act of the Nevada State Legislature, NRS 372.325, which exempts all local governments within the State of Nevada. The City is also exempt from Federal Excise Tax.

11. Billing:

All original billings should be addressed to:

City of Reno
Attention: Accounts Payable
P.O. Box 1900
Reno, NV 89505

12. Cancellation:

The City reserves the right to cancel a resultant Agreement upon thirty (30) days written notice.

Cancellation may occur in the event the type, quality and/or work is unsatisfactory to the City.

In the event that successful Submitter shall default or is terminated for default, they shall not be considered a responsible Submitter for **RFQ #030091**, and shall be recommended to the Reno City Council, for debarment from doing business with the City for at least one (1) year after the termination of the term of the defaulted agreement.

13. Assignment:

No Assignment of any agreement resulting from this award of this Request for Qualifications shall be allowed, including the right to receive payment, without the express written permission of the City.

14. Submitter’s Status

Minority Status: Has this firm been certified as a minority, women owned or disadvantaged business enterprise by any governmental agency?

____ Yes ____ No If yes, please specify government agency:

Date of certification: _____

The above is for information only. The City encourages minority business participation; however, no preferences shall be given.

Notice to disabled persons: The City will make reasonable accommodations for disabled persons who wish to submit Request for Qualifications or attend a Request

Request for Qualifications for Dockless Bikes

for Qualifications opening by contacting Marcie Wood prior to the Request for Qualifications opening date.

Debarment and/or Suspension: As required by Executive Order 125.49, Debarment & Suspension, and implemented at 34CFR Part 85, the Submitter certifies that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from transactions with any Federal Department or Agency.

Printed Name & Position

Signature

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Request for Qualifications for Dockless Bikeshare

B. GENERAL TERMS AND CONDITIONS

1. Notice of Rights

- a) The City reserves the right to reject any or all Request for Qualifications or any part thereof and to waive any minor informalities or irregularities.
- b) The City reserves the right to accept more than one Vendor.

2. Preparation of Request for Qualifications

- a) Request for Qualifications must be submitted in accordance with any document attached hereto and made an integral part hereof.
- b) In the case of a difference between written words and figures, the amount stated in written words shall govern.
- c) All additions, deletions or exceptions are to be listed on the page marked as such. If there are none, print "NONE" and return the page with the submitted Request for Qualifications. Failure to return or sign the exception page will be presumed as no exceptions are being taken and all terms, conditions, and specifications are being met. Any fee proposal information being offered MUST either be submitted on the Request for Qualifications document fee sheet or specifically detailed on the "Exception Page". Proposed fee information offered in other areas of the Request for Qualifications package WILL NOT be considered.
- d) For assistance with this Request for Qualifications, contact Marcie Wood, Purchasing Technician at 775-326-6658.
- e) Submitters shall note that alterations in the Request for Qualifications language shall be cause for rejection.
- f) Submitters are instructed to use City Request for Qualifications forms and complete the requested information fully, i.e., specification descriptions, exceptions, disclosure of principals, etc. Failure to do so may be cause for rejection. If additional space is needed, attach additional sheets referencing the appropriate section.

3. Selection of Dockless Bikeshare

- a) The City may select more than one Vendor on the basis of qualifications, and in addition to the fee proposal, the City may consider the following;
 - i. The ability, capacity and skill of the Submitter to perform the contract or provide the service required;
 - ii. Whether the Submitter can perform the contract or provide the service promptly, and within the time specified without delay or interference;
 - iii. The character, integrity, reputation judgment, experience and efficiency of the Submitter;

Request for Qualifications for Dockless Bikeshare

- iv. The quality of performance on previous contract;
 - v. The previous compliance of laws by the Submitter;
 - vi. The financial responsibility of the Submitter to perform the contract or provide the service;
 - vii. The limitations of any license the Submitter may be required to possess;
 - viii. The quality, availability, and adaptability of the product or service;
 - ix. The number and scope conditions attached to the Request for Qualifications;
 - x. Or any other basis as allowed by law.
- b) The City will notify all unsuccessful Submitters of the results, and will return with such notice any surety held for bonding.
 - c) Performance standards shall be construed that Submitter shall be responsible for exercising the degree of skill and care customarily required by accepted professional practices and procedures to perform the services subject to the City's final approval.

4. Insurance Requirements

- a) Successful Submitter(s) shall procure and maintain Comprehensive or Commercial General Liability Insurance (occurrence form) from a carrier licensed to do business in the State of Nevada with a Best rating of A.VII or above. Minimum acceptable policy limits shall be in an amount of not less than two million dollars (\$2,000,000.00), combined, single limit, occurrence-based policy, in a form satisfactory to the Participating Entities. A certificate of insurance evidencing said coverage shall be supplied by successful Submitter upon request, naming the Participating Entities as an Additional Insured under the liability policy. The liability policy shall contain a provision that such policy shall not be cancelled until thirty (30) days prior written notice of cancellation has been received by the Participating Entities.
- b) Successful Submitter(s) shall, upon request, deliver to Participating Entities evidence of worker's compensation as required by the State of Nevada.

5. General Requirements.

- a) Submitters are required to read and understand all information contained within this entire Qualifications package. By responding to this REQUEST FOR QUALIFICATIONS, the Submitter agrees to read and understand these documents. All Submitter communications concerning

Request for Qualifications for Dockless Bikeshare

this acquisition shall be directed to all of the following persons:

Marcie Wood, Purchasing Technician
woodm@reno.gov

Lynne Barker, Sustainability Manager
barkerl@reno.gov

- b) To avoid any uncertainty within the REQUEST FOR QUALIFICATIONS process, all communication with the City must be in writing (e-mail, fax or written correspondence).
- c) Unless authorized in writing by the Project Lead or Purchasing Technician, no other City official or City employee is empowered to speak for the City with respect to this acquisition. Any Submitter seeking to obtain information, clarification, or interpretations from any other City official or City employee other than Lynne Barker or Marcie Wood is advised that such action is done at the Submitter's own risk. The City will not be bound by any such information, clarification, or interpretation. Further, any attempt by a Submitter to obtain information regarding this acquisition from anyone other than the Project Lead or Purchasing Technician may be grounds for rejection of the Submitter's submission.
- d) Submitters shall respond to all inquiries by the City for insurance documents and/or corrections to those documents to meet the needs of the City, in a prompt manner. Submitters shall be allowed five (5) business days to provide documents and/or corrections following such request by the City or the City will retain the right to reject the submission and proceed to the next finalist.
- e) The laws of the State of Nevada shall govern the contract(s) executed between the selected Vendor and the Participating Entities with the exception of the Reno-Sparks Indian Colony. Further, the place of performance and transaction of business shall be deemed to be in Washoe County, Nevada, and in the event of litigation, the exclusive venue and place of jurisdiction shall be the State of Nevada, and more specifically Washoe County, Nevada. The jurisdiction of any contract between the vendor and the Reno-Sparks Indian Colony shall be governed by the laws of the Reno-Sparks Indian Colony and applicable Federal law.

6. Minimum Qualifications

- a) Vendor must provide a brief, written narrative (no more than two (2) single-sided pages) certifying that the Vendor is in compliance with each of the following listed minimum requirements. Statements offered by the Vendor in the narrative that are intended to satisfy these requirements must be accompanied by supporting documentation and full contact information of a representative of the entity who can verify for the Proposer's claims, which will be verified by the City of Reno, whose

Request for Qualifications for Dockless Bikeshare

inability to do so will disqualify the proposal.

- i. Experience: Vendor must have experience providing the same or similar services in the last 12 months. Experience with multiple jurisdictions, public sector clients, experience in Nevada and/or in the United States are preferred.
 - ii. Financial Capacity: Vendor shall demonstrate that they can provide the required number of bikes necessary to serve the Participating Entities. Such demonstration may include, but is not limited to, an Audited Financial Statement, information about the supply chain, and facilities or contracts for the production and replacement of bicycles in a timely manner. The dockless bikeshare project will be provided at no direct cost to the Participating Entities.
 - iii. References: Vendor shall provide the contact information for a minimum of three (3) references where their product is used. The references must have engaged Vendor within the last 12 months to provide a service of a same or similar scope to the one requested in this RFQ. Vendor must provide a brief description of the services provided.
- b) Submitters interested in this RFQ must meet the insurance, general, and minimum qualifications listed in the previous pages of the Request for Qualifications.

Request for Qualifications for Dockless Bikeshare

C. DISCLOSURE OF PRINCIPALS

Please print or type:

_____ Company Name	_____ Telephone Number with area code
_____ Street Address	_____ Facsimile Number with area code
_____ City, State and Zip Code	_____ Federal Tax Identification Number

NAMES OF OFFICERS OR OWNERS OF CONCERN, PARTNERSHIP, ETC.

_____ Name	_____ Official Capacity
---------------	----------------------------

_____ Street Address	_____ City, State and Zip Code
-------------------------	-----------------------------------

_____ Name	_____ Official Capacity
---------------	----------------------------

_____ Street Address	_____ City, State and Zip Code
-------------------------	-----------------------------------

_____ Name	_____ Official Capacity
---------------	----------------------------

_____ Street Address	_____ City, State and Zip Code
-------------------------	-----------------------------------

_____ Name	_____ Official Capacity
---------------	----------------------------

_____ Street Address	_____ City, State and Zip Code
-------------------------	-----------------------------------

Request for Qualifications for Dockless Bikeshare

D. CERTIFICATION

I/we hereby certify that the Instructions and Term Conditions

I/we hereby certify that the Instructions and Term and Conditions have been read and agree to:
(Print)

(Address)

(Phone)

(Fax)

Representative _____
(Print)

(Signature)

Vendor acknowledges 30 pages of this bid. Date _____

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Request for Qualifications for Dockless Bikeshare

E. SCOPE OF WORK

1. Introduction

The Participating Entities - City of Reno, City of Sparks, Washoe County, Reno-Sparks Indian Colony (RSIC), and the University of Nevada, Reno (UNR) - have come together as neighbors to encourage bikeshare opportunities for and across their municipalities and campus and intend to sign an Interlocal Agreement to provide such services. The City of Reno, on behalf of the Participating Entities, is seeking the services of a Vendor(s) who meets the required bikeshare specifications provided below. One or more Vendors may receive a contract with each entity, but it is the intent of the Participating Entities to implement a unified bikeshare system. The Participating Entities under this RFQ may elect not to award a contract to any Vendor(s) or no Vendor at the entity's discretion. This regionalized approach to bikeshare implementation will require selected Vendor(s) to provide seamless services across the borders of Participating Entities.

2. Interlocal Participating Entities

Participating Entities	Population (2017)	Size
Washoe County	421,407	6,542 mi ²
City of Reno	225,221	105.9 mi ²
City of Sparks	90,264	35.91 mi ²
Reno-Sparks Indian Colony	1,153 (<i>Tribal Members</i>)	24.4 mi ²
University of Nevada - Reno	21,657 (<i>enrollment</i>)	240 acres

3. Vision

The Participating Entities envision a scalable regional private dockless bikeshare system that is provided at no cost to the municipalities, university, or county, which offers residents, visitors, students, and employees a convenient and affordable way to bike seamlessly within and among the participating communities, Indian reservation, and university campus. The Participating Entities believe that the establishment of bikeshare systems can: increase bicycling throughout the Truckee Meadows Region; provide greater access to public transportation; offer more efficient inter- and intra- municipal travel; make the area a more attractive place to live, work, visit and do business. The Vendor will provide the system at no cost to the Participating Entities. All Consumer (the end user renting a bicycle from the system) pricing must be reasonable and take into account issues of equity. Equity shall take into account servicing communities to provide residents with equal access to goods and services despite socio-economic conditions and characteristics.

The system will utilize state-of-the-art technology, equipment, and operations. Providing pedal-assist technology for a portion of the fleet of the bicycles is desired. The system may include a minimum of 2,000 or more combined standard and pedal-assist bicycles. System expansion using a phased approach is anticipated with a minimum of 4,000 to serve the greater area.

Request for Qualifications for Dockless Bikeshare

4. Objectives

The City of Reno, on behalf of the Participating Entities, seeks the services of experienced Vendor who will create and operate a private bikeshare system across these Participating Entities. The objective of this RFP is to provide the Participating Entities with a safe, accessible, user-friendly, and equitable bikeshare system that allows for seamless operations across the boundaries of the Participating Entities. The initial launch will be a pilot that runs from May 2018 – December 2018 with a one-year renew option exercisable in writing upon mutual agreement between each Participating Entity and the applicable Vendor. Each Participating Entity shall have the authority to determine independently from the other Participants whether to exercise the one-year renewal option. The expectation is that this system launches no later than May 11, 2018.

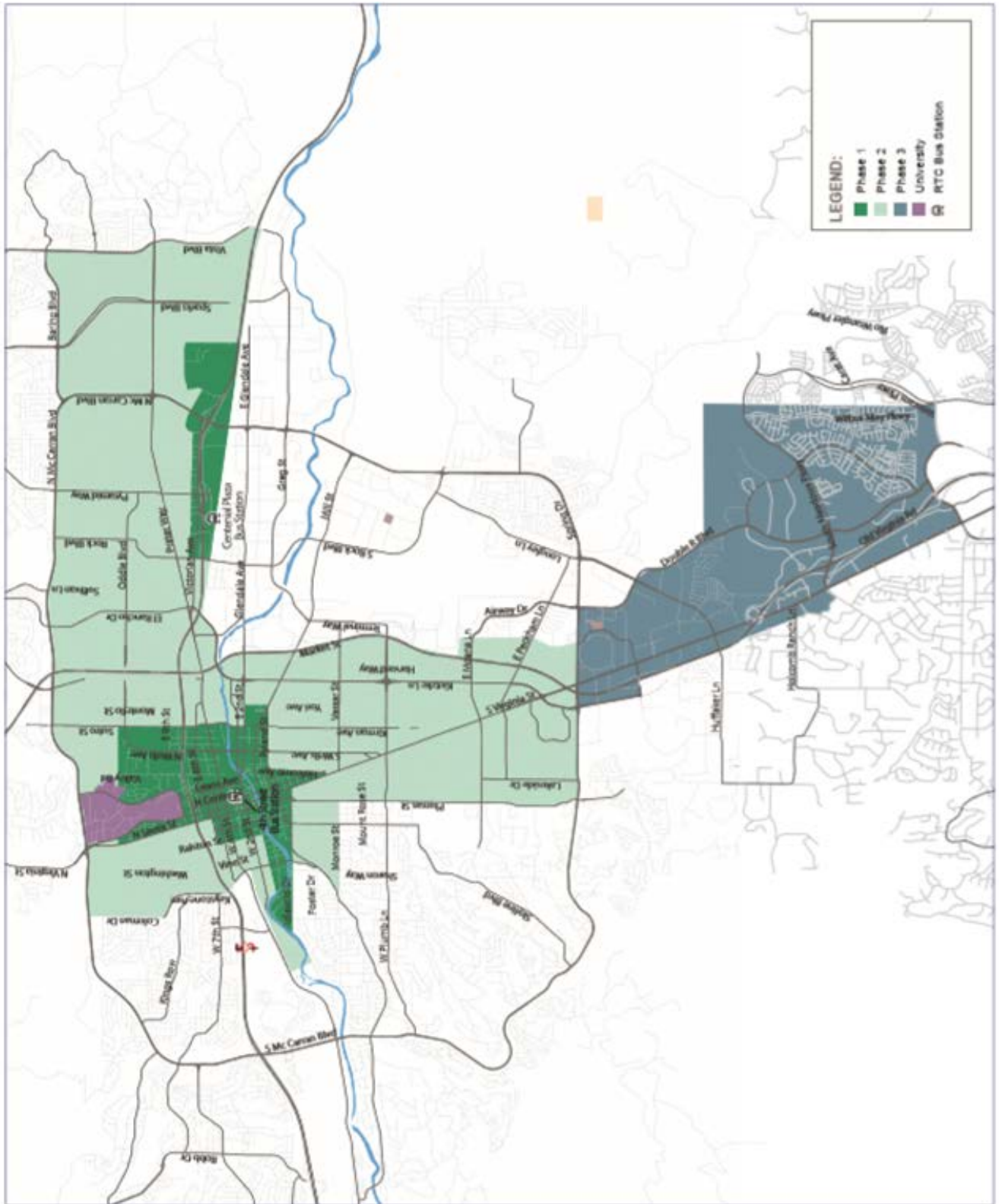
Vendor may seek private sponsorship and/or advertising, according to the laws or ordinances of each Participating Entity. Vendor will keep all revenue from the system, except if a revenue share specifically for the sponsorship dollars is established.

Services shall include supplying equipment and providing operational services for and across the City of Reno, City of Sparks, Reno-Sparks Indian Colony, UNR campus, and parts of Washoe County. The below map is the desired service area for the bikeshare system; however, this map and recommended phasing was created only considering a dock-based system so this is simply a guide for the actual implementation area and does not reflect the full area expected to be served by the bikeshare system.

Service Area Map

(next page)

Request for Qualifications for Dockless Bikeshare



Source: <http://www.rtcwashoe.com/wp-content/uploads/2017/08/Bike-Share-Plan-17.pdf> (p. 28)

Request for Qualifications for Dockless Bikeshare

5. Dockless Bikeshare Qualifications

a. Required and Desired Vendor Specifications

Vendor is advised that requirements listed as “Must,” “Shall,” or “Required” are mandatory specifications. Failure to include these elements may lead to disqualification. Those specifications that are listed as “Desirable”, “Preferred”, or “Advantageous”, are value added and the inclusion or exclusion will be reflected in the scoring.

- i. **Multi-Modal Interoperability:** Participating Entities prefer a regionalized bikeshare system that increases the accessibility of other modes of transportation and builds upon a cohesive regional transportation network. A Vendor that provides a system that can interact with other modes of transportation, such as public transit, car sharing services, ride hailing services, and existing bikeshare services, are preferred.
- ii. **Equity:** Vendor must ensure that the system equitably services low-income neighborhoods, which may include ensuring accessibility of bicycles in low-income neighborhoods, offering means of accessing bicycles regardless of the user’s ability to access a smartphone and/or a credit or debit card, and offering a bilingual mobile app.
- iii. **Individual Participating Entities local requirements:** While this RFQ will facilitate regional coordination and ensure that there is consistent regulations and standards of operating across all Participating Entities, due to the varying demographics and municipal organizational structures across the Participating Entities, certain elements of bikeshare operations shall be left to local discretion. This may include but is not limited to:
 - a) **Holding a contract with the selected Vendor(s):** A Participating Entity may select to have a contract with the selected Vendor(s) to enforce Participating Entities specific regulations.
 - b) **Levying a bicycle permitting fee:** Participating Entities may elect to levy a nominal bicycle siting fee to the Vendor on a per bicycle basis applicable to the number of bicycles placed in the specific jurisdiction at the initial launch and during approved expansions.
 - c) **Requesting a parking siting plan:** Each Participating Entity reserves the right to require the selected Vendor(s) to establish a parking siting plan in coordination with the Participating Entity to ensure adequate capacity and signage for bikeshare bicycle parking. This option shall be exercised by Participating Entities that would like to designate specific areas for bicycle parking or a hybrid free-floating bicycle share system.
 - d) **Siting bicycle parking facilities on private property:** Each Participating Entity may work with interested private property owners to site or allow bicycle parking on private property.

Request for Qualifications for Dockless Bikeshare

- e) Removing bicycles: For bicycles on public property, the Participating Entities may require the Vendor to temporarily move bicycles to a nearby location if the approved location needs to be used for emergency purposes, construction, or purposes at the discretion of the Participating Entity. Bicycles may also be moved by staff at Participating Entities for these purposes.
- f) Insurance and indemnity: Vendor is required to provide basic program insurance will includes General Liability Insurance of \$1M minimum per occurrence/\$2M aggregate, Workers Compensation in accordance with State requirements, Automobile Liability Insurance of \$1M minimum per occurrence. Participating Entities must be specifically listed in the insurance binder.

Vendor at minimum shall defend, pay, indemnify and hold harmless Participating Entities, the employees, officials, agents, and assignees from all claims, suits, actions, damages, demands, costs or expenses of any kind or nature by or in favor of anyone whomsoever and from and against any and all costs and expenses, including without limitation court costs and reasonable attorneys' fees, resulting from or in connection with loss of life, bodily or personal injury or property damage arising directly or indirectly.

- vi. Other entities: Other local entities that operate within the Participating Entities jurisdiction, including colleges and universities, the Regional Transit Commission of Washoe County (RTC), etc. may also have bikeshare regulations and permitting requirements specific to their jurisdiction. The selected Vendor(s) are required to work with these entities to determine appropriate regulations and to comply.
- v. Interaction with Existing and Future Multi-Modal Transportation Systems: Vendor is required to work in a cooperative manner with the existing and emerging multi modal transportation systems. This includes, but is not limited, to car sharing services, the RTC, and other bike sharing systems that may be allowed in the future.

b. Equipment Overview

Equipment must be designed to withstand the demands of outdoor, shared use. Equipment must be attractive and highly durable; theft and vandal resistant; able to weather winter conditions; safe, comfortable and easy to use by a wide range of users and include an adjustable seat. A company logo is to appear on each bicycle in uniform manner. A unique bicycle identification number must appear on each bicycle. A 24-hour customer service number must appear on each bicycle.

i. Bicycles

- a) Bikes must include a front light that emits white light and a rear red reflector or light.

Request for Qualifications for Dockless Bikeshare

- b) Bikes must include a basket for user convenience and safety.
- b) Bikes that are part of a dockless bikeshare system must come with a self-locking mechanism, remain upright when parked, and capable of being parked in a standard bicycle rack.
- c) It is preferred that bicycles include additional specifications that accommodate a wide range of users. Bicycle must be a minimum of 3-gears and accommodate at minimum heights ranging from 5'0" to 6'6" with an adjust bicycle seat.
- d) The use of proprietary parts to deter equipment theft and vandalism is required.
- e) All bikes must be in compliance with all applicable local, state, and federal laws and regulations covering bicycles. This includes the standards outlined in the Code of Federal Regulations (CFR) under Title 16, Chapter II, Subchapter C, Part 1512 – Requirements for Bicycles. Additionally, permitted systems shall meet the safety standards outlined in ISO 43.150 – Cycles, subsection 4210.

ii. Electric-assist bicycles

- a) Must meet the National Highway Traffic Safety Administrations (NHTSA) definition of low-speed electric bicycles; and shall be subject to the same requirements as the other bikes described herein.
- b) Electric-assist bikes shall have fully operable pedals, an electric motor of less than 750 watts, and produces no more than 1 brake horsepower, and a top motor-powered speed of less than 20 miles per hour.
- c) If providing electric-assist bicycles, the Vendor must demonstrate the ability to comply with local and state regulations around motorized vehicles and must notify users of requirements before use of the electric-assist bicycle. Vendor must comply with applicable laws NRS 484B, attached as Exhibit A.
- d) Each Participating Entity shall have the right to deny the inclusion of electric-assist bikes as part of bikeshare for rent on that Entity's public property.

c. Technology Overview

Vendor must offer state-of-the art bikeshare technology. Vendor must be able to provide the technology necessary to accommodate Participating Entities that opt for stricter regulations around parking and develop and follow a bicycle parking siting plan. Advanced technologies that are required include:

i. Mobile Application

Request for Qualifications for Dockless Bikeshare

- a) A mobile application to accept payments and promotional codes, handle all aspects of rental transactions (including unlocking the bicycle), hosts user profile with user history, provide information on bike availability and locations.
- b) A mobile application that is compatible with Apple and Android phones.
- c) A mobile application that allows users to report issues with the bicycle or bicycle parking.

ii. GPS Technology

- a) GPS technology or equivalent technology on or in the bicycle is required to provide real-time tracking of bicycle location for security and routes and to record trip data. Solely utilizing GPS tracking from a user's phone is not an acceptable means of tracking the system.

iii. Geofencing

- a) The ability to virtually designate the system service area(s) or parking areas, either short-term or long-term, to support fleet management.

d. Dockless Bicycle Parking

Each of the Participating Entities reserves the right to establish its own parking requirements via a parking siting plan. At the discretion of each Participating Entity, public sidewalks may be made available to the Vendor for parking bikeshare at no cost or for a nominal permitting fee. Specifically, UNR will not make sidewalks on campus available for parking bikeshare and parking shall be in accordance with the parking site plan to be developed by UNR. Participating Entities may further support the program by installing additional bike racks, allowing painted bike parking areas and/or otherwise recommending bike parking spots.

i. Parking Identification

- a) It is desirable that Vendor consider offering signage, pavement markings, or other methods to designate appropriate parking areas.
- b) A Vendor should consider establishing additional preferred parking areas, such as, within parks, at libraries, using on-street spaces, on state property or on private property. In such cases, it is the Vendor's responsibility to work with the appropriate Participating Entity, property owner, official, or agency.

ii. Parking Requirements

- a) A Vendor providing dockless bikeshare shall demonstrate ability to comply with the following dockless bikeshare parking requirements:
 - i) Bicycles shall be parked in the part of the sidewalk adjacent to the

Request for Qualifications for Dockless Bikeshare

roadway curb (so long as 48-inches of pedestrian clear zone is maintained), at a public bike rack, or other locations expressly permitted by the Participating Entity that is consistent with the local laws and regulations.

- ii) Bicycles must not be parked immediately adjacent to or within: transit zone, loading zone, accessible parking zone or other facilities specifically designated for handicap accessibility, fire hydrant, street furniture, curb ramp, entryway, driveway, parklet. Bicycles may not be parked in a manner that in any way violates ADA accessibility requirements.
- iii) Use of public sidewalks must not 1) adversely affect the streets or sidewalks 2) not inhibit pedestrian movement 3) act as a barrier to an accessible path of travel or 4) create conditions which are a threat to public safety and security.
- iv) Bicycles parked in one location for more than seven consecutive days without moving may be removed by the Participating Entity at the expense of the bikeshare Vendor.
- v) Unless a Participating Entity establishes shorter periods in any resulting contract with the Vendor, any bicycle that is parked incorrectly shall be re-parked or removed by the Vendor based on these times, or as otherwise proposed by the Vendor: 1) 6 a.m. – 6 p.m. on weekdays, not including holidays – within three hours of receiving notice. 2) All other times – within 12 hours of receiving notice.
- vi) An inoperable bike, or any bicycle that is not safe to operate, shall be made not available to the public immediately and removed, or efforts to remove, from the public right-of-way by the vendor within four hours of notice.
- vii) The Vendor must inform customers of how to appropriately park bicycles through multiple means of communication, such as but not limited to mobile app, social media, videos, traditional media, etc.

e. Daily Operations

Vendor must provide ground operations to ensure the safety, accessibility, and responsible placement of bicycles. Vendor operational responsibilities will include:

i. Customer Service

- a) Vendor must be able to provide customer service via multiple mechanisms (e.g.: mobile applications, website, phone number), enabling members of the public to ask questions, report bikes that are damaged or improperly parked, request refunds, or otherwise receive support.

Request for Qualifications for Dockless Bikeshare

- b) 24/7/365 customer support must be available in both English and Spanish with a minimal response time. Multiple languages are preferred.
- c) A toll-free or local customer support number must be visible on all bicycles provided through the bikeshare system.
- d) Coordination with Participating Entities on issue reporting processes, which can include See Click Fix, 311 calls, or phone call. Vendor must be able to receive courtesy notifications on bike issues. It is preferred that the Vendor serve as an “active ticket resolver.”
- e) Vendor must also provide a reliable method for other municipalities or private property owners (in addition to the Participating Entities) to report issues directly to Vendor should bicycles end up outside the permitted service area or if other system-related concerns arise.

ii. System Rebalancing and Maintenance

- a) Daily bike rebalancing and distribution, including ensuring a minimum number of functional bikes are operational each day within each Participating Entity.
- b) Vendor must be able to ensure that all bikes in its fleet available to the public are in good working order and safe to operate. Vendor must provide a regular maintenance schedule. A plan must be in place to maintain charge on pedal-assist bicycles.
- c) Equipment inspection, maintenance and repair shall be consistent with or should exceed manufacturer’s recommendations.
- d) If operational in the winter, Vendor must provide services to ensure bicycles are accessible and safe to use.
- e) Vendor must provide a plan for operations in the case of weather-related emergencies that prioritizes the safety of users and is responsive to Participating Entity concerns.

f. Data Access and Reporting

The Vendor must provide trip data identified below to the Participating Entities and RTC at no cost. Participating Entities may require select data to be made available for police investigations. It is preferred that Vendor provides data in the General Bikeshare Feed Specification (GBFS) format. It is preferred that Vendor provide a “dashboard” access to identified personnel with the Participating Entities so aggregated data can be reviewed as needed. It is preferred that Vendor provide the Participating Entities the following data monthly, unless otherwise distinguished below.

i. Bike location data

Request for Qualifications for Dockless Bikeshare

- a) Data available on a per-bike, real-time basis:
 - Point location of parked bikes (GPS coordinates)
 - Bicycle identification number
 - Type of bicycle
 - Battery charge level (for electric-assist bikes)

ii. Trip-level data

- a) Anonymized data for each trip record to inform and support safe and effective management of the bicycle share system, and for transportation planning efforts.
- b) Vendor must provide the following fields to the Participating Entities at least quarterly:

Field Name	Format (example)
Trip Duration	MM:SS
Trip Distance	Miles
Start Date	MM, DD, YYYY
Start Time	HH, MM, SS
End Date	MM, DD, YYYY
End Time	HH, MM, SS
Start Location	GPS Coordinates
End Location	GPS Coordinates

- c) System heat maps are strongly recommended to show the bicycle distribution and GPS-based natural movement of the system.

iii. System reports

- a) Anonymized and aggregated data for Participating Entities that must include, but is not limited to:
 - Total number of bikes in service
 - Total number of bikes out of service (damaged)
 - Total unique users in system by month
 - Total equity users in system by month
 - Trip number by day, week and month broken out by Participating Entity
 - Detailed, aggregate trip origin/destination information for planning purposes
 - Average trip length
 - Average trip duration (time)
 - Total miles ridden
 - Total number of rentals
 - Summary of bike re-distribution activities
 - Summary of customer comments/complaints and resolution
 - Summary of theft/vandalism and resolution
 - Summary of bike maintenance activities

Request for Qualifications for Dockless Bikeshare

iv. Annual user survey

- a) It is strongly recommended that the Vendor collaborate with each Participating Entity to conduct an annual user survey to collect user demographics, trip motives, and general feedback.

v. Maintenance and customer service reports

- a) Record of all maintenance performed for each bicycle, all reported collisions, and all customer services inquiries and resolutions provided on a monthly basis.

vi. Data Security

- a) Vendor will be responsible for providing secure system applications. The appropriate safeguards within the environment should include the use of encryption software and unique IDs and passwords to protect the data's confidentiality, integrity, and availability.
- b) All applications must meet security standards appropriate for the information type that they will be storing, processing or transmitting. If the application will not be storing, processing or transmitting any explicitly regulated information, then PCI DSS 3.1 compliance standards will be used as a best practices guide.
- c) All applications must meet PII standards which are based on NIST standards. Personally identifiable information (PII) must be physically stored within solution architecture within the United States. Vendor must provide most recent third-party PCI audits. It is preferred Vendor not sell or share customer PII.

vii. Sale of data

- a) Vendor is required to follow all local, state, and federal laws and regulations with respect to personally identifiable information and credit card information.
- b) It is strongly preferred Vendor do not resell users' personally identifiable information. If the Vendor engages in such a practice 1) this must be communicated clearly and transparently to users, and 2) it is preferred that users have a clear means of opting out if they do not want their data sold.

vi. Contingency Plan

- a) In the event a Vendor is no longer able to successfully operate the bikeshare system, it is required this is communicated to Participating Entities well in advance to avoid any potential disruption in service. Vendor agrees to use best efforts to work with any successive Vendor to

Request for Qualifications for Dockless Bikeshare

prevent a lapse in service, if desired by the Participating Entities.

- b) Vendor commits to removing all equipment from the right-of-way at no cost to the Participating Entities.
- c) Vendor is expected to provide a performance bond if obligations are not fulfilled, and the Participating Entities are required to take action to remove equipment.

g. Education and Outreach

The Vendor must provide education and outreach efforts to inform the general public of Reno, Sparks, RSIC, and UNR are aware of bicycle safety and the program. Vendor shall collaborate with the Participating Entities in the development and implementation of the *Outreach and Education Plan* for the bikeshare program.

- a) Vendor must provide specific bicycle staff tips on the website, social media platforms, and through the system mobile application.
- b) Vendor is strongly encouraged to work with the Participating Entities on attending community and university events to promote the program.
- c) It is preferred that Vendor develop a media campaign in advance of the system launch and during the initial weeks or months of the system rollout.

h. Cost

The Vendor is expected to provide the dockless bikeshare system at no cost to any Participating Entities. Consumer pricing should be uniformed and easy to understand by the general public. Student and low-income discounts are encouraged.

F. BASIS OF SELECTION

Responses Must Not Exceed 30 Single-Sided Typed Pages, This Excludes Required Forms

1. Evaluation of Qualifications

The evaluation committee will be comprised of representatives from the City of Reno, City of Sparks, Washoe County, RTC, Reno-Sparks Indian Colony, and the University of Nevada, Reno.

- a) The evaluation of Qualifications and the determination as to the quality of services offered shall be the responsibility of the City and will be based on information furnished by the Submitters in their responding proposal, as well as other information reasonably available.
- b) Submitters are requested and advised to be as complete as possible in their responses. The City reserves the right to:
 - i. Invite in additional entities into the evaluation process;
 - ii. Contact any Submitter to clarify any response;
 - iii. Contact any of a Submitter's references;
 - iv. Solicit information from any available source concerning any aspect of the proposal; and
 - v. Seek and review any other information deemed pertinent to the evaluation process.
- c) Upon contract award, results of the evaluations will be available to all Submitters.

2. Evaluation Criteria

- a) In accordance with NRS 332, proposals will be consistently evaluated and scored on the criteria identified below. The evaluation criteria may not be listed in order of priority. The objective of this RFQ is to ensure the selection of services is adequate in all respects. Proposals will be evaluated on a weighted average of all evaluation criteria.
- b) Submitter's Company/Organization
 - i. Submitters will be evaluated on organizational stability, dependability, geographical location, length of time in business, corporation and professional demeanor.

Request for Qualifications for Dockless Bikeshare

- c) Submitter's Staff Competency
 - i. Staff resumes submitted that demonstrate knowledge, skills and abilities that reflect the capability to fulfill requirements of this project will be utilized. Education and experience of each staff member, company advisor, etc. appropriate to this project should be detailed.

- d) Submitter's Past Performance of Comparable Work
 - i. Past performance of comparable work completed for public entities or private business;
 - ii. Length of time and experience the Submitter and proposed staff have performed such work; and
 - iii. Quality of performance on previous projects.
 - iv. Submitter's prior experience with the design, development and/or implementation of dockless bikeshare projects is highly desirable.
 - v. Submitter's current standing with the North America Bikeshare Association (NABSA).

- e) Submitter's Project Plan
 - i. Submitters will be evaluated on the completeness of the proposed project plan based upon a proven methodology. This must include, but not be limited to, Gantt charts that show all project activities, milestones, identification of task conflicts and/or interdependencies and overall timeframe from start to finish for both contractor and City activities that result in acceptable project deliverables. This should include the above requirements as described throughout Section F and include the number of local staff and full-time employees (FTEs), and their responsibilities, hours of service, local warehouse facilities, service level commitments, etc.

- f) Submitter's Qualifications
 - i. Submitters will be evaluated on if they meet the qualifications outlined in this RFQ.

- g) References
 - i. The quality and similarity of the references in addition to the information provided from references will be considered in the evaluation.

Request for Qualifications for Dockless Bikeshare

3. Selection Process

A Notification of Intent to Select shall be sent to all Submitters when the selection process is complete.

The City may in its sole discretion choose more than one qualified Vendor to provide dockless bikeshare services on an as needed basis.

The City reserves the right to rotate the use of selected Vendor(s) to provide dockless bikeshare services.

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Request for Qualifications for Dockless Bikeshare

EXHIBIT A

OPERATION OF BICYCLES AND ELECTRIC BICYCLES

- 1) **NRS 484B.760 Penalty for violation of provisions; responsibility of parent of child or guardian of ward; applicability of provisions to bicycles and electric bicycles.**
- 2) 1. It is a misdemeanor for any person to do any act forbidden or fail to perform any act required in [NRS 484B.768](#) to [484B.783](#), inclusive.
- 3) 2. The parent of any child and the guardian of any ward shall not authorize or knowingly permit the child or ward to violate any of the provisions of [chapters 484A](#) to [484E](#), inclusive, of NRS.
- 4) 3. The provisions applicable to bicycles and electric bicycles apply whenever a bicycle or an electric bicycle is operated upon any highway or upon any path set aside for the exclusive use of bicycles or electric bicycles subject to those exceptions stated herein.
- 5) (Added to NRS by 1957, 505; A [2009.113](#), [399](#)) — (Substituted in revision for NRS 484.501)

- 6) **NRS 484B.763 Application of traffic laws to person riding bicycle or electric bicycle.** Every person riding a bicycle or an electric bicycle upon a roadway has all of the rights and is subject to all of the duties applicable to the driver of a vehicle except as otherwise provided in [NRS 484B.767](#) to [484B.783](#), inclusive, and except as to those provisions of [chapters 484A](#) to [484E](#), inclusive, of NRS which by their nature can have no application.
- 7) (Added to NRS by 1957, 504; A [1997.1728](#); [2009.113](#), [399](#)) — (Substituted in revision for NRS 484.503)

- 8) **NRS 484B.767 Certain persons operating bicycle or electric bicycle while on duty not required to comply with laws in certain circumstances.**
- 9) 1. Except as otherwise provided in this section, a peace officer, a firefighter, an emergency medical technician, an advanced emergency medical technician or a paramedic certified pursuant to [chapter 450B](#) of NRS or an employee of a pedestrian mall, who operates a bicycle or an electric bicycle while on duty, is not required to comply with any provision of NRS or any ordinance of a local government relating to the operation of a bicycle or an electric bicycle while on duty if he or she:
 - 10) (a) Is responding to an emergency call or the peace officer is in pursuit of a suspected violator of the law; or
 - 11) (b) Determines that noncompliance with any such provision is necessary to carry out his or her duties.
- 12) 2. The provisions of this section do not:
 - 13) (a) Relieve a peace officer, firefighter, emergency medical technician, advanced emergency medical technician, paramedic or employee of a pedestrian mall from the duty to operate a bicycle or an electric bicycle with due regard for the safety of others.
 - 14) (b) Protect such a person from the consequences of the person's disregard for the safety of others.
- 15) 3. As used in this section, "pedestrian mall" has the meaning ascribed to it in [NRS 268.811](#).
- 16) (Added to NRS by [1997.1728](#); A [2005.315](#); [2009.399](#); [2013.963](#)) — (Substituted in revision for NRS 484.504)

- 17) **NRS 484B.768 Required action of operator of bicycle or electric bicycle when turning from direct course; when signal not required.**
- 18) 1. Except as otherwise provided in subsection 2, an operator of a bicycle or an electric bicycle upon a roadway shall not turn from a direct course unless the movement may be made with reasonable safety and the operator gives an appropriate signal. The operator shall give the appropriate signal at least one time but is not required to give the signal continuously.
- 19) 2. An operator of a bicycle or an electric bicycle is not required to give a signal if:
 - 20) (a) The bicycle or electric bicycle is in a designated turn lane; or
 - 21) (b) Safe operation of the bicycle or electric bicycle requires the operator to keep both hands on the bicycle or electric bicycle.
- 22) (Added to NRS by [2009.112](#))

- 23) **NRS 484B.769 Signals required to be given by operator of bicycle or electric bicycle on roadway.** An operator of a bicycle or an electric bicycle upon a roadway shall give all signals by hand and

Request for Qualifications for Dockless Bikeshare

arm in the manner required by [NRS 484B.420](#), except that the operator may give a signal for a right turn by extending his or her right hand and arm horizontally and to the right side of the bicycle or electric bicycle.

24) (Added to NRS by [2009, 113](#))

25) **NRS 484B.770 Where bicycles or electric bicycles may be ridden; limitation on number of persons carried on bicycle or electric bicycle.**

26) 1. A person propelling a bicycle or an electric bicycle shall not ride other than upon or astride a permanent and regular seat attached thereto.

27) 2. No bicycle or electric bicycle shall be used to carry more persons at one time than the number for which it is designed and equipped.

28) (Added to NRS by 1957, 504; A [2009, 399](#)) — (Substituted in revision for NRS 484.505)

29) **NRS 484B.773 Attaching to vehicle upon roadway prohibited.** No person riding upon any bicycle, electric bicycle, coaster, roller skates, sled or toy vehicle shall attach the same or himself or herself to any vehicle upon a roadway.

30) (Added to NRS by 1957, 504; A [2009, 399](#)) — (Substituted in revision for NRS 484.507)

31) **NRS 484B.777 Operating bicycle or electric bicycle on roadway.**

32) 1. Every person operating a bicycle or an electric bicycle upon a roadway shall, except:

33) (a) When traveling at a lawful rate of speed commensurate with the speed of any nearby traffic;

34) (b) When preparing to turn left; or

35) (c) When doing so would not be safe,

36) Ê ride as near to the right side of the roadway as practicable, exercising due care when passing a standing vehicle or one proceeding in the same direction.

37) 2. Persons riding bicycles or electric bicycles upon a roadway shall not ride more than two abreast except on paths or parts of roadways set aside for the exclusive use of bicycles or electric bicycles.

38) (Added to NRS by 1957, 504; A [1991, 2229](#); [2009, 400](#)) — (Substituted in revision for NRS 484.509)

39) **NRS 484B.780 Carrying articles on bicycle or electric bicycle.** No person operating a bicycle or an electric bicycle shall carry any package, bundle or article which prevents the driver from keeping at least one hand upon the handle bars.

40) (Added to NRS by 1957, 505; A [2009, 400](#)) — (Substituted in revision for NRS 484.511)

41) **NRS 484B.783 Lamps, reflectors and brakes required on bicycles and electric bicycles.**

42) 1. Every bicycle or electric bicycle when in use at night must be equipped with:

43) (a) A lamp on the front which emits a white light visible from a distance of at least 500 feet to the front;

44) (b) A red reflector on the rear of a type approved by the Department which must be visible from 50 feet to 300 feet to the rear when directly in front of lawful lower beams of headlamps on a motor vehicle; and

45) (c) Reflective material of a sufficient size and reflectivity to be visible from both sides of the bicycle for 600 feet when directly in front of the lawful lower beams of the headlamps of a motor vehicle, or in lieu of such material, a lighted lamp visible from both sides from a distance of at least 500 feet.

46) 2. Every bicycle or electric bicycle must be equipped with a brake which will enable the operator to make the wheels skid on dry, level, clean pavement.

47) (Added to NRS by 1957, 505; A 1961, 136; [1975, 30](#); [1985, 1464](#), [1952](#); [1991, 2229](#); [2009, 400](#)) — (Substituted in revision for NRS 484.513)