SUBJECT: E-SCOOTER SERVICES

BID #: ESC-0470-22 **OPEN DATE:** 10/12/2022

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: EVALUATED BID – TWO (2) YEARS FROM DATE OF CONTRACT EXECUTION WITH ONE (1) TWO-YEAR YEAR RENEWAL OPTION

AGENCY: DOWNTOWN INVESTMENT AUTHORITY – OFFICE OF PUBLIC PARKING

BASIS OF AWARD: THE TWO (2) HIGHEST SCORES BASED ON EVALUATION CRITERIA

NUMBER OF BIDS INVITED: (6) **NUMBER RECEIVED:** (6) **OTHER:** (0)

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Subject RFP closed on 10/12/22 with six (6) responses received. Neutron Holdings dba Lime provided Addenda 1 – 3 upon request from the City. Recommend approval to waive Addenda 1 – 3 as a minor irregularity.

Request that lots be drawn to break the tie for the ranking of second place between Neutron Holdings dba Lime and Skinny Labs, Inc. dba Spin, both of whom received 90.33 Total Points Average.

The Evaluation Committee has completed their review, and after drawing lots to break the tie for second place, requests approval of award to the two (2) top-ranked firms as indicated below. The firms are listed in alphabetical order. The ranking of first and second designates the order of qualification.

Supplier	Total Points Average	Rank
Bird Rides, Inc.	92.33	1
	90.33	2

ATTACHMENTS: Recommendation Memo, Responsiveness Review, Scoring Matrix, Addenda 1 – 4, Attachment B, Section 1.4, Section 2.6

ANALYST: _____ DAVID KLAGES

RESPECTFULLY SUBMITTED: _____ DUSTIN FREEMAN, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: LORI BOYER, CEO, DOWNTOWN INVESTMENT AUTHORITY

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

DOWNTOWN INVESTMENT AUTHORITY
117 West Duval Street #310, Jacksonville, Florida 32202
(904) 255-5302 | https://dia.coj.net/

MEMORANDUM

To: Dustin Freeman, Chief of Procurement

Cc: Matthew Fall, Bicycle-Pedestrian Coordinator
Susan Kelly, Redevelopment Coordinator
Ellyn Cavin, Chief of Development Services
David Klages, Purchasing Analyst

From: Lori Boyer, CEO, Downtown Investment Authority

RE: ESC-0470-22

Date: November 2, 2022

In response to ESC-0470-22, the City received six (6) responses, each of which was considered to be complete and responsive. The Evaluation Committee members independently graded each of the responses, with their respective scores averaged into the following ranking:

1 Bird Rides, Inc.
2 Neutron Holdings dba Lime
2 Skinny Labs, Inc. dba Spin
4 Helbiz FL LLC
5 Superpedestrian, Inc.
6 Boaz Bikes, LLC

After consultation with Procurement staff regarding the second place tie, it is requested that lots be drawn to break the tie between Neutron Holdings dba Lime and Skinny Labs, Inc. dba Spin. The DIA/City will then enter into an agreement for services pursuant to ESC-0470-22 and the Jacksonville Code of Ordinance regarding dockless mobility with Bird Rides, Inc. and winner of the second place tie breaker.

RFP RESPONSIVENESS REVIEW

Title: E-Scooter Services **RFP No.:** ESC-0470-22 **Close Date:** October 12, 2022 **Analyst:** David Klages **No.: Invited:** (6) **No. Received:** (6) **Other:** (0) **Announcer:** Renata Barnett **Recorded By:** Melissa Pierce	**Bird Rides**	**Boaz Bikes**	**Helbiz FL**	**Neutron Holdings dba Lime**	**Skinny Labs dba Spin**	**Super-pedestrian**
Title Page & Cover Letter	Yes	Yes	Yes	Yes	Yes	Yes
Form 1 - Business References	Yes	*Yes	Yes	Yes	Yes	Yes
Form 2 - Acknowledgement of Operating Regulations in Ordinance 2022-0373-E	Yes	Yes	Yes	Yes	Yes	Yes
Form 3 - Conflict of Interest Certificate	Yes	Yes	Yes	Yes	Yes	Yes
Form 4 - Insurance Agent Acknowledgement Form	Yes	Yes	Yes	Yes	Yes	Yes
Addenda 1 - 4	Yes	Yes	Yes	*Yes	Yes	Yes

Note:

Boaz Bikes, LLC provided business references, but not on Form 1.

Neutron Holdings dba Lime provided Addenda 1 - 3 upon request from the COJ Procurement Divison (Addendum 4 was included in their response package).

EVALUATION SCORING MATRIX

Title: E-Scooter Services
RFP No.: ESC-0470-22
Close Date: October 12, 2022
Analyst: David Klages
No.: Invited: (6) **Received:** (6) **Other:** (0)
Announcer: Renata Barnett
Recorded By: Melissa Pierce

Suppliers / Reviewers	Project Team, Competence, Contractor Capabilities	Project Approach and System Plan: Operations Plan	Project Approach and System Plan: Safe Riding and Parking Plan	Project Approach and System Plan: Maintenance Plan	Project Approach and System Plan: Safety and Complaint History Report	Project Approach and System Plan: Public Engagement Plan	Project Approach and System Plan: Data Sharing and User Privacy	Financial Responsibility	Past and Present Record of Professional Accomplish-ments	Total	Rank
Bird Rides, Inc.											
Ellyn Cavin	15.00	18.00	9.00	12.00	5.00	14.00	10.00	5.00	5.00	93.00	1
Mathew Fall	14.00	19.00	8.00	14.00	5.00	13.00	10.00	5.00	5.00	93.00	
Susan Kelly	15.00	18.00	6.00	15.00	4.00	15.00	9.00	4.00	5.00	91.00	
Average	**14.67**	**18.33**	**7.67**	**13.67**	**4.67**	**14.00**	**9.67**	**4.67**	**5.00**	**92.33**	
Boaz Bikes, LLC											
Ellyn Cavin	10.00	15.00	8.00	12.00	4.00	12.00	8.00	5.00	5.00	79.00	6
Mathew Fall	12.00	16.00	7.00	13.00	5.00	12.00	8.00	4.00	4.00	81.00	
Susan Kelly	10.00	10.00	6.00	12.00	3.00	8.00	6.00	3.00	5.00	63.00	
Average	**10.67**	**13.67**	**7.00**	**12.33**	**4.00**	**10.67**	**7.33**	**4.00**	**4.67**	**74.33**	
Helbiz FL LLC											
Ellyn Cavin	14.00	17.00	9.00	13.00	5.00	13.00	9.00	4.00	4.00	88.00	4
Mathew Fall	12.00	19.00	9.00	14.00	5.00	13.00	8.00	4.00	4.00	88.00	
Susan Kelly	14.00	16.00	8.00	15.00	3.00	12.00	10.00	5.00	5.00	88.00	
Average	**13.33**	**17.33**	**8.67**	**14.00**	**4.33**	**12.67**	**9.00**	**4.33**	**4.33**	**88.00**	
Neutron Holdings dba Lime											
Ellyn Cavin	15.00	18.00	9.00	13.00	5.00	14.00	10.00	4.00	4.00	92.00	2
Mathew Fall	12.00	18.00	8.00	14.00	5.00	12.00	8.00	4.00	5.00	86.00	
Susan Kelly	14.00	18.00	9.00	15.00	4.00	15.00	8.00	5.00	5.00	93.00	
Average	**13.67**	**18.00**	**8.67**	**14.00**	**4.67**	**13.67**	**8.67**	**4.33**	**4.67**	**90.33**	
Skinny Labs, Inc. dba Spin											
Ellyn Cavin	14.00	18.00	9.00	13.00	4.00	13.00	9.00	4.00	4.00	88.00	2
Mathew Fall	14.00	19.00	9.00	14.00	5.00	13.00	10.00	5.00	5.00	94.00	
Susan Kelly	14.00	17.00	7.00	14.00	4.00	13.00	10.00	5.00	5.00	89.00	
Average	**14.00**	**18.00**	**8.33**	**13.67**	**4.33**	**13.00**	**9.67**	**4.67**	**4.67**	**90.33**	
Superpedestrian, Inc.											
Ellyn Cavin	14.00	18.00	9.00	12.00	4.00	14.00	9.00	5.00	4.00	89.00	5
Mathew Fall	13.00	17.00	8.00	13.00	5.00	11.00	9.00	5.00	4.00	85.00	
Susan Kelly	14.00	16.00	7.00	14.00	3.00	15.00	8.00	5.00	5.00	87.00	
Average	**13.67**	**17.00**	**8.00**	**13.00**	**4.00**	**13.33**	**8.67**	**5.00**	**4.33**	**87.00**	

ONE CITY. ONE JACKSONVILLE.

City of Jacksonville, Florida

Lenny Curry, Mayor

Procurement Division
www.coj.net

ADDENDUM NO.: **ONE (1)**

BID NUMBER: **ESC-0470-22**

TITLE OF BID: **E-SCOOTER SERVICES**

CLOSING DATE AND TIME: **SEPTEMBER 28, 2022 @ 2:00 P.M.**

THIS ADDENDUM IS ISSUED FOR THE INFORMATION OF BIDDERS ON THE ABOVE TITLED PROJECT.

1. **LINKS TO BIKE FACILITIES INVENTORY TOOL:**
   The links below (City of Jacksonville On-Street Bikeways and Trails Network map and the COJ Transportation Planning Division's webpage) may be helpful in assessing the service area.

   https://coj-planning.maps.arcgis.com/apps/webappviewer/index.html?id=693bf590abdd451e9968b13fa3b1952b

   www.coj.net/pedbike

2. **NON-MANDATORY PRE-PROPOSAL MEETING ATTENDANCE LIST:**
   Included in this addendum is the Non-Mandatory Pre-Proposal Meeting attendance list.

DATE September 7, 2022 **ANALYST** David Klages

RECEIPT ACKNOWLEDGED BY RETURN OF SIGNED COPY WITH BID.

Bidder's Signature

Title

Company

Date

End of Addendum 1
*One (1) page to follow.

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City of Jacksonville, Florida

Lenny Curry, Mayor

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ADDENDUM NO.:	**TWO (2)**
BID NUMBER:	**ESC-0470-22**
TITLE OF BID:	**E-SCOOTER SERVICES**
CLOSING DATE AND TIME:	**SEPTEMBER 28, 2022 @ 2:00 P.M.**

THIS ADDENDUM IS ISSUED FOR THE INFORMATION OF BIDDERS ON THE ABOVE TITLED PROJECT.

1. **QUESTION:**
   Can the City provide the website referenced throughout the RFP where addenda, clarifications, contract award notifications, etc. will be posted?

   ANSWER:
   Addenda, including clarifications, can be accessed via the link below.

   Procurement Division (coj.net)

   Contract award notifications will be emailed to the respondents; however, the award package for the Competitive Sealed Proposal Evaluation Committee (CSPEC) can be accessed via the link below once it is posted. Please contact David Klages, Purchasing Analyst, at dklages@coj.net for the status of the award.

   https://www.coj.net/departments/finance/procurement/agendas-and-minutes

2. **QUESTION:**
   Are electronic signatures acceptable on the original version, or are wet signatures required?

   ANSWER:
   Digital signatures are acceptable.

3. **QUESTION:**
   Section 2.4(B)(4) of the RFP states that proposers may submit a redacted scanned copy of their response. Can the City confirm that "redacted scanned" means the file is to be in .PDF format? If so, can it be included on the same flash drive as the electronic copy of the response required by Section 2.4(B)(3), provided the two files are labeled clearly?

   ANSWER:
   Yes, the redacted scanned copy should be (one complete) .PDF file; and yes, it can be on the same flash drive as the original scanned copy.

4. **QUESTION:**
Ordinance Section 235.105(c)(3) states that the "Operator shall charge the User $1 for every 5 minutes" a User operates a device outside the DMZ. In lieu of allowing Users to operate devices outside the DMZ for an additional fee, would the City be open to a geofence-based solution that prevents Users from operating devices outside the DMZ entirely?

ANSWER:
Yes, please provide a geofence-based solution that prevents Users from operating devices outside the DMZ entirely.

5. **QUESTION:**
Section 2(B)(2) of the Evaluation Criteria states "Describe any actions and interventions to prevent and discourage people under the age of 16 years old from riding on e-scooters…." Are operators required to allow 16- and 17-year-olds access to scooters, or can an operator independently set a minimum age of 18 to use its devices?

ANSWER:
The City has no objections to the supplier setting the minimum age to operate the devices at 18 years old.

6. **QUESTION:**
Section 4.3: Can the City provide a map of all existing parking corrals as well as a description of the physical infrastructure (if any) in advance of the application?

ANSWER:
Please see the map included in this addendum. There is no physical "infrastructure" – corrals are marked with decals on the ground surface.

7. **QUESTION:**
Is there a map of existing zones (no operation zones, slow zones, etc.)?

ANSWER:
The current pilot program boundaries will be expanded to the entire Downtown area (see the DIA-Boundaries map included in this addendum). We do not have a map of zones such as "no operation," etc.; however, scooter use is not permitted in parking garages, and the Downtown area will be geofenced. Similar areas of "no operation" may be identified at a later time.

8. **QUESTION:**
Section 4.3: What is the capacity of each corral? Can the City provide the capacity to operators on a per-corral level in order to build a deployment plan?

ANSWER:
The number of units allowed by each operator in each corral is limited to a maximum of 50% of the square footage of the corral with a minimum of 1' separation between each unit. Approximately twelve (12) units are contained within each corral. We can provide capacity to operators on a per-corral basis but do not have that information at this time.

9. **QUESTION:**
Attachment B, Item 4b "Demonstrate how the Contractor can accommodate geographic expansion and unit expansion (up to 100 units)": Does the City anticipate geographic expansion of the service area during the upcoming permit period?

ANSWER:
Per the ordinance, the City is expanding the current pilot area boundary to the entire Downtown jurisdiction (map included in this addendum). Unit expansion may occur in response to special events.

10. **QUESTION:**
In Section 1.16 (Escalation/De-escalation), the City notes that "all pricing submitted shall remain firm for the initial term period." Does the City intend this passage to apply to an operator's customer pricing (as in the price a rider would pay), or is this passage relevant only to Contractors who would charge the City for their services?

Further, in Section 3.16, the RFP makes reference to "Payment to Contractor for Services" – it seems this language would not be applicable unless a Shared Micromobility Operator was seeking to charge the City for these services?

ANSWER:
For this RFP, Section 1.16 refers to the pricing the awarded contractors will charge the customers for their services.

For this RFP, Section 3.16 is not applicable.

11. **QUESTION:**
Does the city have guidance on the frequency and types of city-sponsored events at which more scooters might be desired? Will a specific list of such events be provided to the winning companies, or would companies be expected to suggest such events to the City?

ANSWER:
We do not have a specific list of events in mind, and we do not expect companies to suggest such events to the City. We would like for companies to be flexible enough to increase their capacity if the need should arise.

12. **QUESTION:**
Can the City confirm that it would like vendors to provide business references from other cities in lieu of providing references from other city departments in Jacksonville?

ANSWER:
Please provide business references from other cities; not from City of Jacksonville departments.

ESC-0470-22 E-SCOOTER SERVICES

DATE September 21, 2022 **ANALYST** David Klages

RECEIPT ACKNOWLEDGED BY RETURN OF SIGNED COPY WITH BID.

Bidder's Signature

Title

Company

Date

End of Addendum 2
Two (2) pages to follow.

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City of Jacksonville, Florida

Lenny Curry, Mayor

Procurement Division
www.coj.net

ADDENDUM NO.: **THREE (3)**

BID NUMBER: **ESC-0470-22**

TITLE OF BID: **E-SCOOTER SERVICES**

CLOSING DATE AND TIME: **SEPTEMBER 28, 2022 @ 2:00 P.M.**

THIS ADDENDUM IS ISSUED FOR THE INFORMATION OF BIDDERS ON THE ABOVE TITLED PROJECT.

1. **QUESTION:**
   Would the City consider solely accepting electronic submissions to reduce paper waste?

   ANSWER:
   No, we cannot accept only electronic submittals at this time. Please see Section 2.4 of the RFP for a listing of what is required.

2. **QUESTION:**
   Will the City be requesting demonstrations of technology and hardware from the operators who submit proposals?

   ANSWER:
   Demonstrations will not be part of the scoring criteria; however, the City may request a demonstration of the technology and/or hardware if it is needed for clarification of the submitted proposal.

3. **QUESTION:**
   Is the City interested in including electric bikes as a part of this RFP process, or is it strictly for e-scooters?

   ANSWER:
   This RFP is strictly for e-scooters.

DATE September 21, 2022 **ANALYST** David Klages

RECEIPT ACKNOWLEDGED BY RETURN OF SIGNED COPY WITH BID.

Bidder's Signature

Title

Company

Date

End of Addendum 3

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City of Jacksonville, Florida

Lenny Curry, Mayor

Procurement Division
www.coj.net

ADDENDUM NO.:	**FOUR (4)**
BID NUMBER:	**ESC-0470-22**
TITLE OF BID:	**E-SCOOTER SERVICES**
CLOSING DATE AND TIME:	**OCTOBER 12, 2022 @ 2:00 P.M.**

THIS ADDENDUM IS ISSUED FOR THE INFORMATION OF BIDDERS ON THE ABOVE TITLED PROJECT.

1. **REVISED DUE DATE:**
   Due to Hurricane Ian, the due date for this solicitation is hereby extended by two weeks. The revised due date is **October 12, 2022** at **2:00 p.m.**

DATE September 27, 2022 **ANALYST** David Klages

RECEIPT ACKNOWLEDGED BY RETURN OF SIGNED COPY WITH BID.

Bidder's Signature

Title

Company

Date

End of Addendum 4

Attachment B
Evaluation Matrix

The evaluations will be based upon the following criteria, and Contractors are requested to provide, as a minimum, the information listed under each criterion. Failure to provide adequate information on any criterion will result in lower scores and could result in rejection of the proposal as non-responsive. The response to each of the criteria will be evaluated relative to the other responses received and the contract will be awarded to (up to) the two (2) highest scoring, responsive, responsible bidders for the Response Evaluation Criteria. **Contractors shall arrange their responses in a format that will offer ready review and evaluation of each criterion.** Please note that **100** points is the maximum total for all combined criteria.

EVALUATION CRITERIA:

1. **PROJECT TEAM, COMPETENCE, AND CONTRACTOR CAPABILITIES: 15 Points Maximum**
   Describe your firm's capabilities and resources in relation to this project. Contractors should provide a narrative description of their firm's capabilities, experience, and resources in relation to the City's goals for the program and required work to be performed on this project. Respondents should provide information regarding the project managers and other staff members assigned to work on the project, including their present employment status, or other activities on another project presently under contract by the firm. If any key personnel are presently assigned on a project, respondents should offer insight as to when they would be available for the City's Shared E-Scooter Program.

2. **PROJECT APPROACH AND SYSTEM PLAN: 75 Points Maximum (total for section)**
   Describe your firm's proposed Project Approach and System Plan ("System Plan"), which should include, but is not limited to, the following:

   A. **Operations Plan: 20 Points Maximum**

   The Operations Plan must include the following details, at a minimum:

   1. How the Contractor will ensure trips do not occur outside of the permitted hours of operation, which are currently 5:00 a.m. – 12:00 midnight but subject to change.

   2. Describe management of scooters during non-operational hours.

   3. Describe methods of identifying when vehicle battery requires charging.

   4. Methods for deploying and redistributing scooters:

      a. Demonstrate a commitment to deploying and maintaining 200 units initially.

      b. Demonstrate how the Contractor can accommodate geographic expansion and unit expansion (up to 100 units).

   5. Describe how the Contractor's local staffing and operations plan are sufficient for the scale of operations.

   6. Describe the Contractor's plan for proper scooter parking (including deploying/redistributing) based on parking information included in the Scope of Work statement (Section 4) and within the City's Dockless Mobility Program legislation (Exhibit A).

   7. Describe commitments to modifying operations in response to any special circumstance at the City's request (e.g. severe weather and special events). This could include geo-fencing and/or other technology tools to promote and/or prohibit scooters in specific areas.

8. Describe any commitments to achieving environmental sustainability goals.

9. Describe the Contractor's plan to establish a local operator. If existing, provide local operator contact information and customer service operations.

    a. Provide the name, email address, and phone number of the local operator, available by phone 24 hours/7 days a week.

    b. List address(es) of Jacksonville Operations/Customer Service center(s) and any storage facilities.

    c. Provide your 24-hour customer service number.

    d. Does your customer service number provide the ability for translation services?

10. Describe/provide user pricing plan or pricing strategy.

    a. How does the Contractor promote any alternative payment and any discounted pricing programs?

    b. Describe any discounted pricing and/or fare structure(s) for low-income riders, including eligibility requirements.

    c. Describe any program that allows for use of the Contractor's scooters without a smart phone.

    d. Describe any payment options for riders without credit cards.

    e. Identify any plans to offer a cash payment option.

    f. Describe your approach to surge pricing and/or special event pricing.

11. Describe/provide the Contractor's process for receiving and resolving complaints.

    a. Identify process for receiving and resolving complaints and problems with dockless vehicles blocking the travel movement in real-time (e.g., sidewalk, travel lane, etc.). Include the customer intake process and staffing levels. Identify average timeframe complaints are acknowledged and resolved.

    b. Identify method of proactively addressing improperly parked vehicles (prior to a complaint being received).

12. Free Response (OPTIONAL): Provide any additional details Contractor would like to share regarding Operations Plan.

B. Safe Riding and Parking Plan: 10 Points Maximum

The Safe Riding and Parking Plan must include the following details, at a minimum:

1. Describe all education, incentives, training, scooter features, notification systems, etc. in place to ensure safe operation of scooters and the safety of users and those around them.

    a. Describe system for detecting and redressing inappropriately parked scooters including protocols for keeping paths of travel, curb ramps, and other accessibility features unobstructed.

    b. Describe commitments to conveying information about proper parking on the mobile app and/or on the scooters, including detailed educational tools and reminders.

    c. Describe any programs to encourage, and ideally incentivize, riders to properly park scooters as described in the City's Shared-Use Micro-Mobility System Requirements.

d. Describe fines or consequences for users who improperly park scooters, including measures like warnings or suspension of service, to address patterns of bad parking behavior.

e. Describe safety complaint investigation and resolution process.

f. Describe additional measures if initial approach does not achieve desired levels of compliance.

2. Describe any actions and interventions to prevent and discourage people under the age of 16 years old from riding on e-scooters, including but not limited to technology solutions, education, and/or on-scooter and in-app messaging.

3. Describe strategies to encourage users to wear a helmet while riding.

4. Describe procedures for non-customers to notify the Contractor through phone, app, website, or email if there is an improperly parked scooter, along with how the Operator commits to responding in a timely manner.

5. Describe procedures for responding to an identified problem of over-crowding and/or improperly parked scooters at a specific location. Include any proposed operational measures such as incentive programs to re-locate scooters to less crowded areas.

6. Free Response (OPTIONAL): Provide any additional details Contractor would like to share regarding Safe Riding and Parking Plan.

C. Maintenance Plan: 15 Points Maximum

The Maintenance Plan must include the following details, at a minimum:

1. Describe how scooters will be recharged.

   a. Describe how staff and/or subcontractors will know when a scooter needs to be recharged. Describe any information and training to be provided to staff and/or subcontractors concerning safe charging practices.

   b. Describe how staff and/or subcontractors will be trained on how to safely and legally park when retrieving scooters for recharging, rebalancing, or maintenance.

   c. Describe how staff and/or subcontractors will be trained on where to appropriately distribute and/or redistribute scooters in the right-of-way.

2. Describe approach (and frequency) to maintenance, cleaning, and repair of scooters, safety check protocols, and minimum standards for repair and cleaning. If Contractor plans to use subcontractors for these services, include how subcontractors will be trained to execute Contractor's approach.

3. Describe procedures for customers to notify the Contractor that there is a safety or maintenance issue with a scooter, and procedures for removing that scooter from service until inspected/rectified.
4. Free Response (OPTIONAL): Provide any additional details Contractor would like to share regarding the Maintenance Plan.

D. Safety and Complaint History Report: 5 Points Maximum

For each market in which Contractor operates that is comparable to the City of Jacksonville, please provide the following:

1. Provide a summary report of safety incidents. The summary must include:
    a. Location (city).
    b. Total number of reported and/or observed crashes and collisions.
    c. Total number of reported injuries, separated by: minor injuries, major injuries resulting in hospitalization, and fatal injuries.
    d. Total number of reported injuries that involved person(s) with a disability.
    e. Total number of reported citations that involved a User.
    f. A summary of changes made by Contractor in response to safety incidents.
2. Provide a summary report of complaints. The summary must include:
    a. Location (city).
    b. Include total number and type of complaint(s) filed by Users and Non-Users, by city, and over what timeframe.
    c. Average time taken to resolve complaints, by type.

E. Public Engagement Plan: 15 Points Maximum

1. Identify plan to educate and encourage user compliance with all applicable laws, including minimum age, parking requirements, and prohibition of sidewalk riding in Downtown Jacksonville.
2. Identify plan to communicate to the users/public on system use, operating dockless vehicles safely, and how to report complaints.
3. List the languages Contractor's communications are provided in.
4. Identify strategies to increase access and utilization of dockless vehicles among low-income and historically marginalized and underserved populations.
5. Does the Contractor have a multilingual website, mobile application, and/or customer service line? If so, which languages are available?

F. Data Sharing and User Privacy: 10 Points Maximum

1. Provide a copy of Contractor's privacy policy and describe how Contractor safeguards Users' information, including personal, financial, and travel information.
2. List all of the parts of a User's mobile phone (e.g., camera, location services, contacts) that are required by Contractor for access to its service. Explain why they are required. Does the Contractor use this data for other commercial purposes beyond the dockless vehicle service? Can access be limited to only when the app is in active use by the user?
3. Demonstrate the Contractor's commitment to providing the City with the required data as provided within the City's Dockless Mobility Program legislation (Exhibit A).

4. Data Breach History Report - Provide a summary report describing the date, location, and type of data accessed for all data breaches.

3. **FINANCIAL RESPONSIBILITY: 5 Points Maximum**

Describe form of business, i.e., proprietorship, partnership, corporation; years in business; changes in ownership; bank reference(s); past, present, pending and/or threatened legal proceedings within any forum; and any other information the Contractor may wish to supply to demonstrate financial responsibility.

4. **PAST AND PRESENT RECORD OF PROFESSIONAL ACCOMPLISHMENTS WITH CITY AGENCIES AND OTHERS: 5 Points Maximum**

Provide a minimum of three (3) references (Form 1 – Business References) for whom the Contractor has provided similar services in nature and scope to the services requested in this RFP. Services must have been provided within the last three (3) years. **By listing references, Contractor agrees to allow the City of Jacksonville to contact said references for verification of the information provided.**

(Remainder of page intentionally left blank)

Please see Section 4 for a full description of the services and deliverables required under this RFP.

1.3 Term of Agreement.
The initial term of agreement will commence upon execution of the Contract and will continue for a period of **two (2) years**. Buyer will have the option to renew such agreement for **one (1)** additional **two-year** term upon satisfactory performance by Contractor. The Contract is subject to early termination as set forth elsewhere in this RFP.

1.4 Minimum Requirements for Contractors.
Contractors must satisfy the following minimum requirements in order to have their Responses evaluated. By submitting a Response, Contractor warrants and represents that it satisfies these requirements. Failure to meet these requirements will result in the Response not being evaluated and being rejected as non-responsive:

1. Contractor shall provide current proof of all business licenses required by local, state, and federal law as applicable.
2. Must have provided the services sought in this RFP within the last three (3) years.
3. Contractor must have the ability to obtain and maintain liability insurance as required by the City of Jacksonville (Attachment H).

1.5 Equal Business Opportunity Program.
It is an official policy of the City of Jacksonville to encourage the maximum participation of Jacksonville Small and Emerging Businesses (JSEBs) in its contract awards based upon availability. To participate as a JSEB on Buyer projects, a company must be certified as a JSEB with the City's Equal Business Opportunity Office.

This RFP and the resulting Contract are subject to requirements of the "Encouragement Plan," which is fully described in Attachment C to this RFP.

Contractors may contact Buyer's Equal Business Opportunity Office at (904) 255-8840 or find the JSEB directory on Buyer's website. Please contact the Contact Person identified in Section 1.12 if you are uncertain of Buyer's website address or if you experience problems accessing it.

1.6 Documents Available for Inspection.
N/A.

1.7 Federal Funds.
Federal funds **will not** be used as part of this solicitation.

1.8 Non-Mandatory Pre-Bid Meeting.
A Non-Mandatory Pre-Proposal Meeting will be held virtually via Microsoft Teams teleconference on **Wednesday, September 7, 2022** at **10:00 a.m.** (link below). Although the meeting is non-mandatory, prospective respondents are encouraged to attend.

Click here to join the meeting

1.9 Response Due Date.
The deadline for submitting responses to this RFP is **Wednesday, September 28, 2022 at 2:00 p.m. EDST.** Please see Sections 2.3 and 2.4 for more details.

2) Two (2) paper ("hard") copies of the entire Response. Copies must be exact duplicates of the original.

3) One (1) digital scanned copy (in .PDF format) of the entire Response on a flash drive. The scanned copy must be **one complete file**, not a series of files, and be an exact duplicate of the original.

4) One (1) REDACTED scanned copy of the Response (**if necessary**, pursuant to Section 2.12). This copy should be marked "Confidential – Trade Secret" or something comparable to alert the reader of Contractor's claim of a public records exemption.

All copies are to be placed in a sealed package. The outside must be marked with (i) the RFP title and number, and (ii) Contractor's name, address, contact person, and telephone number.

It is the sole responsibility of each Contractor to assure all copies are EXACT duplicates of the original Response. Photocopies or CD copies will be used for the purpose of evaluating the Responses. Any information contained in the original Response which has not been transferred to the CDs or photocopies will NOT be considered. The original document will be used solely for official record keeping and auditing purposes.

2.5 Evaluation of Responses.

A. Buyer will determine the qualifications, interest and availability of Contractors by reviewing all Responses and, when deemed necessary in the sole discretion of Buyer, by conducting formal interviews of selected Contractors.

B. Before making an award, Buyer reserves the right to seek clarifications, revisions, and information it deems necessary for the proper evaluation of Responses. Failure to provide any requested clarifications, revisions or information may result in rejection of the Response.

C. Buyer reserves the right to accept or reject any and all Responses, or separable portions thereof, and to waive any minor irregularity, technicality, or omission if Buyer determines that doing so will serve Buyer's best interests. Buyer may reject any Response not submitted in the manner specified by the RFP.

D. Upon review and scoring of the proposals, the Buyer intends to award to (up to) the two (2) the highest scoring, responsive, responsible bidders.

2.6 Award of Contract.

A. The process for contract award is set forth in Jacksonville Ordinance Code Sections 126.204. Generally, Buyer will award the Contract to the responsible and responsive proposer whose Response is determined in writing to be the most advantageous to the City of Jacksonville, based solely on the relative importance assigned to price and of the criteria set forth in Attachment B. The award may be contingent on the outcome of direct negotiations under Section 126.201(d)(4) and 126.201(n), *Ordinance Code*. If an agreement cannot be reached with the highest ranked Contractor, Buyer reserves the right to make an award to the next highest ranked Contractor or subsequent Contractor(s) until an agreement is reached.

B. Buyer may make an award within sixty (60) days after the date the Responses are due, during which period the Responses shall remain firm and shall not be withdrawn. Any Response that expresses a shorter duration may, in Buyer's sole discretion, be accepted or rejected. If award is not made within sixty (60) days, the Response shall remain firm until

either the Contract is awarded or Buyer receives from Contractor written notice that the Response is withdrawn. [Note: Withdrawal of a Response may be requested within 72 hours (excluding State holidays, Saturdays and Sundays) after the date and time Responses are due. Buyer will not accept an amended Response after the date and time Responses are due.]

C. Based on the evaluation results, Buyer shall electronically post a notice of intended award at Buyer's website. Please contact the Contact Person if you are uncertain of Buyer's website address or if you experience problems accessing it. Any person who is adversely affected by the decision shall file with Buyer a notice of protest in accordance with the Protest provisions of the RFP. Buyer does not intend to provide tabulations or notices of award by telephone.

2.7 **Terms of Agreement**. After award to the successful Contractor, Buyer and Contractor will promptly enter into a written agreement (the "Contract") incorporating the terms of the RFP, the successful Response, and other terms and conditions as may be agreed to between the parties. To the extent the Response contains exceptions to or modifications of the RFP, such exceptions or modifications are stricken unless Buyer affirmatively accepts the exceptions or modifications in the Contract. The Contract will be substantially in the form set forth in an attachment to the RFP. Buyer will not be obligated to pay Contractor for the RFP services until the Contract is signed by both parties. Buyer retains the right to reject all bids and/or amend its notice of award at any time prior to the full execution of the Contract.

If the successful Contractor fails to perform the Services as agreed, Buyer reserves the right to (i) issue a new solicitation for the Services; (ii) reopen the RFP for the purpose of awarding a second contract to another Contractor in accordance with the criteria and processes set forth herein; and/or (iii) take such other actions permitted by law.

2.8 **Public Meetings and Special Accommodations**. Any meetings of the RFP evaluation committee (i.e., the Competitive Sealed Proposal Evaluation Committee), shall be noticed on Buyer's website and shall comply with Florida's Open Meetings Laws. Please contact the Contact Person if you are uncertain of Buyer's website address or if you experience problems accessing it. Persons requiring a special accommodation because of a disability should contact the Contact Person identified in Section 1 at least forty-eight (48) hours prior to the meeting.

2.9 **Ex-Parte Communications**. Communications regarding the RFP by a potential vendor, service provider, bidder, lobbyist or consultant to City employees, staff, or hired consultants are prohibited. This prohibition includes communications with the Buyer's Office of General Counsel unless the Contact Person has authorized those communications in advance. Violations may result in the rejection/disqualification of a Response.

These prohibitions on ex-parte communications do not apply to the following:

- communications regarding the RFP to the Chief of the Procurement Division or the Contact Person, provided the communication is limited strictly to matters of process or procedure already contained in the RFP.
- communications with the City employee responsible for administering the Jacksonville Small Emerging Business Program, provided the communication is limited strictly to matters of programmatic process or procedures.
- communications at any pre-bid conferences.
- communications with the Office of Inspector General and his/her staff regarding any perceived inefficiency, misconduct or abuse by City employees.
- presentations before publicly noticed committee meetings.