



## SOLICITATION ADDENDUM

CITY OF PHOENIX  
Street Transportation  
Department  
Goods & Services  
Contracts  
Procurement

### ADDENDUM #1

Solicitation Number: STR RCS 23-2213

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Solicitation Due Date: Monday, October 10, 2022 at 5:00 p.m. Local AZ Time

### SHARED MICROMOBILITY PROGRAM

**The following applies and will supersede any conflicting provisions, instructions, or attachments in the Revenue Contract Solicitation (RCS).**

Please make the following revision to the above referenced solicitation:

#### **DELETE AND REPLACE**


1. Section I – Introduction, Item 4, Minimum Qualifications, 4.2 Reputation and Relevant Experience,

“The Respondent shall demonstrate that they have been in the Micromobility business for a minimum of three years in at least three other markets in the United States.”

Will be **deleted** in its entirety and **replaced** with the following:

“The Respondent shall demonstrate that they have been in the Micromobility business for a minimum of three years in at least three other large markets with a population of 500,000 residents or more.”


**Remainder of page intentionally left blank. Questions and Responses pages to follow.**

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**QUESTIONS AND RESPONSES:**

The following questions were submitted by interested Offerors and are represented as they were received.

<b>Question 1:</b>	Do we need to install bike racks including construction fees? Or the city will provide some funds to support vendors?
<b>Response 1:</b>	Yes, the operators would be responsible for construction and permit fees. The City may provide assistance with coordination. The City has not budgeted capital expenditures for this program. The program is intended to generate offsetting revenue for the costs incurred to administer, service, promote, and expand the program.
<b>Question 2:</b>	How many language services are provided now?
<b>Response 2:</b>	Currently, English is the only language provided, but the City is interested in vendors providing services in additional languages, including Spanish.
<b>Question 3:</b>	Can you let us know approximate current standards about Minimum Annual Guarantee?
<b>Response 3:</b>	The Program is intended to be cost-neutral to the City. The City expects that the MAG will cover all costs associated with monitoring the program, including staff time and mobility data management service.
<b>Question 4:</b>	Is it required to be conducting business in the US currently?
<b>Response 4:</b>	Please see the new language listed above in Addendum Item 1, Delete and Replace. Refer to RCS Exhibit 1, Services Consulting Contract, for the requirements that must be met to contract with the City if awarded.
<b>Question 5:</b>	Item 2.2 asks to "please ensure that electronically signed documents are submitted in separate pdf files." Can the City please confirm this means they want any signed forms to be submitted as individual PDFs? Or should the forms be incorporated into a single PDF file with our response?
<b>Response 5:</b>	Please incorporate into a single .pdf response.
<b>Question 6:</b>	Should a completed copy of Exhibit 14 be included with our submission?
<b>Response 6:</b>	Yes. Competitive offers most susceptible to award may be asked to participate in a Best and Final Offer process as detailed in Section IV, Determination of Responsiveness, Responsibility, and Evaluation of Competitiveness, Item 5, Discussions with Offerors within the Competitive Range and Item 6, Best and Final Offers.
<b>Question 7:</b>	Does the org chart count towards the page limit, or does it count under "Exhibits" that are not counted towards the page limit?
<b>Response 7:</b>	It will count toward the page limit which has been increased to 55 pages inclusive of all exhibits and appendices.
<b>Question 8:</b>	Item 8.1 notes that responses will be opened remotely, and the name of each Respondent will be read. Will any reading, analysis, conversation, or other activity occur at this event?
<b>Response 8:</b>	<ul style="list-style-type: none"> <li>A Public Bid Opening is not required. After review of responsive offers, those meeting the minimum qualifications will be posted publicly on the website at</li> </ul>

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	<p><a href="#">Solicitations - Solicitations City of Phoenix</a>. Per Phoenix City Code Chapter 43-14, (E):</p> <ul style="list-style-type: none"> <li>○ E. Proposals shall be physically or electronically opened at the time and place designated in the request for proposals. The name of each offeror shall be recorded and made available to the public. All other information within the proposals will remain confidential until the procurement file is made available to the public.</li> </ul>
<b>Question 9:</b>	Item 8.1 notes that responses will be opened remotely on the due date. Can the City confirm this means there will be a remote video conference on October 10 at 5 PM?
<b>Response 9:</b>	<ul style="list-style-type: none"> <li>• After review of responsive offers, those meeting the minimum qualifications will be posted publicly on the website at <a href="#">Solicitations - Solicitations City of Phoenix</a>. Per Phoenix City Code Chapter 43-14, (E): <ul style="list-style-type: none"> <li>○ E. Proposals shall be physically or electronically opened at the time and place designated in the request for proposals. The name of each offeror shall be recorded and made available to the public. All other information within the proposals will remain confidential until the procurement file is made available to the public.</li> </ul> </li> </ul>
<b>Question 10:</b>	Can the City disclose who will be appointed to the Evaluation Panel?
<b>Response 10:</b>	No. Please only contact the assigned Procurement Officer with any questions regarding this solicitation to avoid inadvertently violating the City's Transparency Policy.
<b>Question 11:</b>	Can the City confirm in writing that a digital copy of our signed and notarized affidavit will be acceptable for the RFP submission, and no hard copy will be required until the contract stage?
<b>Response 11:</b>	A digital copy will be acceptable. A copy of the item submitted with the original wet signature will be required to be sent by FedEx if requested prior to contract execution.
<b>Question 12:</b>	Is the Information Sheet discussed during the pre-proposal conference the same as the Cover Letter in Section 3.1.1? Or should the Information Sheet be separate from the Cover Letter? If it is separate from the Cover Letter, does it count towards the page limit?
<b>Response 12:</b>	They can be combined and do not count toward the page limit.
<b>Question 13:</b>	The Affidavit asks if the Respondent has been involved in any lawsuits in the past 5 years. There is no limitation on the nature or the resolution of the lawsuit. This penalizes more experienced companies that operate in global markets and have existed since the beginning of the micromobility industry. Will the city consider restricting the scope of this question to lawsuits in the United States related to City claims of license violations? If not, can you please clarify what type of lawsuits are of interest to the City so the applicants can provide practical responses?

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<b>Response 13:</b>	Please include any and all lawsuits filed for only the last five years; civil or criminal. You may list the outcome such as, arbitrated, mediated, settled, fined, etc. With a brief explanation if you choose.
<b>Question 14:</b>	The Affidavit asks if the Respondent has been involved in any lawsuits in the past 5 years. This will require disclosing sensitive, confidential information. Can the City provide information on how it will ensure this information remains confidential?
<b>Response 14:</b>	See Response to Question 13 above. You may indicate if the judgement is sealed or not subject to public record.
<b>Question 15:</b>	When filling out the chart in Exhibit 14, how many operators should we assume when making our calculations?
<b>Response 15:</b>	Please assume two operators when completing Exhibit 14.
<b>Question 16:</b>	What approach will the City take to abnormally high MAGs, such as those with financially unsustainable commitments (e.g., committing more investment and/or revenue share than the overall contract is projected to generate in bookings)?
<b>Response 16:</b>	The City will review the entire proposal response, proforma, and offers and enter into discussions with those deemed responsive, responsible, and most susceptible to award. Refer to Exhibit 1, Services Consulting Contract, for the items required to contract with the City if awarded. Operators must be able to meet all requirements to execute a contract.
<b>Question 17:</b>	How will the Procurement Officer score the price as described in Section 3.1? Will they score the entire Program Financing section? Will the score be a ranking solely based on the MAG
<b>Response 17:</b>	The City will review the estimated possible revenue projected to the City from all sources, as well as the Minimum Annual Guarantee.
<b>Question 18:</b>	Does the City have an estimate of the anticipated number of corrals that will be assigned to each operator to install and maintain?
<b>Response 18:</b>	Assuming two operators, each operator would be responsible for approximately 80 corrals.
<b>Question 19:</b>	Exhibit 7.1 notes that parking corrals must remain operator neutral. However, the example photograph in II shows a parking corral branded with an operator logo. Can the City confirm it is seeking unbranded corrals, and whether existing corrals with operator logos will need to revert to unbranded corrals?
<b>Response 19:</b>	Yes, the City is seeking unbranded corrals. The images used were conceptual in terms of the flex delineators, tape, and floor decals. The City will provide a template for the floor decals.
<b>Question 20:</b>	Will the City clarify whether vehicles parked in downtown corrals must be locked to a rack or other infrastructure? Or must vehicles be locked to a rack, sign, or other infrastructure only outside the downtown core?
<b>Response 20:</b>	Trips ending in the downtown core must be parked in one of the corrals but do not need to be locked to infrastructure. The lock-to requirement only applies outside of the downtown core.
<b>Question 21:</b>	Is the City open to expanding the successful corral system outside the downtown core?
<b>Response 21:</b>	Major changes to the program may require City Council approval. The City may be open to expansion of the corral system in the future.



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<b>Question 22:</b>	Will each operator be allowed to operate up to 1,500 vehicles, regardless of the number of operators selected? Or will this be a split cap (e.g., 2 operators with 750 vehicles each; 3 operators
<b>Response 22:</b>	Each operator will be allowed up to 1,500 vehicles with two operators. If there are three operators, each will be allowed 1,000 vehicles.
<b>Question 23:</b>	Section 4.6 states that "if a Successful Respondent provides both e-scooters and bikes, at least 20% of the fleet must include a mix of e-bikes AND traditional bikes." Are traditional bikes mandated by the program if a respondent proposes e-bikes?
<b>Response 23:</b>	E-bikes are required for the program. The City recognizes that not all operators offer traditional bikes, however, any operator that is able to offer traditional bikes will earn more points in the evaluation.
<b>Question 24:</b>	Section 4.6 states that "if a Successful Respondent provides both e-scooters and bikes, at least 20% of the fleet must include a mix of e-bikes AND traditional bikes." What are the City's goals in providing traditional bikes alongside e-bikes?
<b>Response 24:</b>	The City envisions a program which offers shared micromobility options of all types. The community has voiced a desire for the return of a traditional bike share program due to the loss of the former Grid Bike Share program which ended operations in December 2020.
<b>Question 25:</b>	Can the City clarify if vendors are required to have mixed fleets?
<b>Response 25:</b>	Operators are required to offer both e-scooters and e-bikes at a minimum. The City's goal for the program is to have a diverse fleet between all operators. Operators with more options may be scored higher during the evaluation.
<b>Question 26:</b>	How will the City transition the existing parking corrals into the new program? Will they be incorporated into the new program, or will they be removed?
<b>Response 26:</b>	Most of the existing parking corrals within the downtown core will remain. Staff will identify the corrals most heavily used in the Pilot Program to remain in the new program. Underutilized corrals will be removed.
<b>Question 27:</b>	Does the City require that the bike fleet be a mix of e-bikes and pedal bikes, or can the fleet of bikes be 100% traditional pedal bikes or 100% e-bikes?
<b>Response 27:</b>	E-bikes are required for the program and operators are encouraged to include traditional bikes. While there is no ratio requirement for e-bikes and traditional bikes, the City is most concerned with the availability of both options for the public.
<b>Question 28:</b>	Can the City clarify what is meant in Section 4.2.3: "Due to the ever-evolving nature of the industry, new vehicle options will be considered for inclusion in the program." Would the City consider including "new vehicle options" into the program immediately, or approved at a later date?
<b>Response 28:</b>	This paragraph was included to ensure flexibility in the future. The initial roll out of the new program will be limited to traditional pedal bikes, class I e-bikes, e-scooters, and adaptive vehicles. Other new vehicles would need to be approved at a later date.
<b>Question 29:</b>	Can the City clarify if the initial launch of a minimum of 500 vehicles includes the requirement that at least 20% of the fleet must include a mix of bikes? For example, if we launched with 500 vehicles, would that have to include at least 100 bikes or would we be able to incorporate bikes at a later date?
<b>Response 29:</b>	If bikes are not available for launch, the operator must provide the City with a timeline for when bikes/e-bikes will be launched.

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<b>Question 30:</b>	Will the City allow for respondents to include Appendices that are not included in the 40-page limit?
<b>Response 30:</b>	The City will agree to increase the response page limit to 55 pages including all exhibits, appendices. Please compress the file before sending and contact the procurement officer prior to submission deadline with any issues. The City only accepts up to 10MB via email. You may also send your documents via an FTP link. Please do not password protect the link and only send to the procurement officer.
<b>Question 31:</b>	How many bicycle racks does the City expect each operator to provide?
<b>Response 31:</b>	The City does not have a specific number of racks that it expects. The intent is for the operator to consider the whole package of their offer: MAG, traditional bike operations, bike racks provided.
<b>Question 32:</b>	Can the City clarify what they are looking for in Section 3.7 - Question 3.7.5 (copied below)? Is the City looking for an example report that we have submitted to other cities or just a description of how we will collect and submit the required reports to the City?
<b>Response 32:</b>	Please provide an example report that has been submitted to other clients or that Respondent can generate that meets the reporting requirements listed in the RCS.
<b>Question 33:</b>	"7.5.6. Riders should inspect vehicles prior to operation" What should they look out for?
<b>Response 33:</b>	The Rider should inspect the vehicle's brakes, lights, tires, and frame to ensure it is in good working condition.
<b>Question 34:</b>	Would the City consider increasing the page limit to 55 pages? Are Respondents required to list the prompt before sharing our response or can we omit the prompt to save space?
<b>Response 34:</b>	Yes, See Response to Question 30 above. Thank you. You may choose to omit the prompt if it makes sense to you to do so. Section or Tab Divider pages that do not contain information or photos that the panel may view as content to evaluate do not count toward the page count. Keep those simple.
<b>Question 35:</b>	Are Respondents allowed to include an Appendix with their response? Does this count toward the overall page limit?
<b>Response 35:</b>	Please see question 30 response. Page limit increased to 55. Appendices are inclusive and count toward the total number of pages.
<b>Question 36:</b>	In section IV of the RCS 23-2213, how does Street Transportation appoint the evaluation panel (1.2.1 page 37 ) What qualifications, micromobility knowledge or experience is required to be on the panel?
<b>Response 36:</b>	<ul style="list-style-type: none"> <li>The Procurement Officer will facilitate evaluation of bids or proposals in accordance with the instructions and evaluation criteria set forth in the Invitation for Bid or Request for Proposal. When applicable, if a panel is used, voting and non-voting panel members should be limited in number; subject matter experts should be used; panel members should not be subordinates of other panel members; non-City members may be used and all members of the panel must sign a conflict of interest form. If any conflicts real or perceived are identified, the panel member must be removed and may be replaced. Further, panel members are briefed and trained on process and scope and intent of the solicitation by the procurement officer.</li> </ul>

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<b>Question 37:</b>	Does each e-scooter need a lock to park? Some photos showed an additional lock applied to the unit.
<b>Response 37:</b>	<p>“Yes, operators will be required to have a locking mechanism on each vehicle in order to comply with the lock-to requirement.” Many operators now can attach a smart lock to their vehicles like the one seen in the left photo. Some cities have had success requiring these locks and the City of Phoenix is looking to move forward with a similar policy. These photos were from two different programs and were meant to focus on the parking type rather than the locking feature but provide an example.</p> <div style="display: flex; justify-content: space-around;">   </div>

**\*The balance of the specifications and instructions remain the same. Offeror must acknowledge receipt and acceptance of this addendum by returning the entire addendum with the offer or proposal submittal.**

Name of Company: \_\_\_\_\_

Address: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Print Name and Title: \_\_\_\_\_