

# City of Beaverton

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## Request for Information Dockless Bike Share Program

**#3421-19B**

**DATE & TIME RESPONSES DUE:**

**December 5th, 2018 at 2:00 PM**

**SUBMIT RESPONSE BY EMAIL TO:**

Terry Muralt

[tmuralt@BeavertonOregon.gov](mailto:tmuralt@BeavertonOregon.gov)

This document is available in alternate formats, such as large print, audiotape, oral presentation and electronic format. To request an alternate format, call the City of Beaverton at 503-526-2228 or TDD 503-526-2506.



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## LEGAL ADVERTISEMENT

**CITY OF BEAVERTON  
REQUEST FOR INFORMATION  
Dockless Bike Share Program #3421-19B**

The City of Beaverton is seeking information from providers that can provide useful and relevant information on a dockless bike share program which include: mobility, safety, health, livability, economic competitiveness, financial sustainability and accountability, as well as social equity.

Responses to this request for information will be received until 2:00 pm on **December 5th, 2018**. Submit responses by email to [tmuralt@BeavertonOregon.gov](mailto:tmuralt@BeavertonOregon.gov), Attention Terry Muralt, CPPB, Purchasing Agent. There will be no formal opening. Responses will not be accepted after the stated opening date and time. Late responses will be returned to the vendor unopened.

The Request for Information packets may be downloaded from <http://apps.beavertonoregon.gov/Bids/> or may be obtained at the address listed above or by calling the Bid Line at 503-526-2228.

PUBLISHED: Daily Journal of Commerce

DATE: November 7, 2018

## 1. INTRODUCTION

Beaverton is a first-tier suburb in the Portland metropolitan area that has a population of approximately 100,000 residents. Metro (the region's Metropolitan Planning Organization), has designated Beaverton as one of seven Regional Centers that will absorb expected growth of housing and jobs in its Metro 2040 Growth Concept long-range plan. These regional centers will concentrate growth in dense, mixed-use, transit supportive development areas. Metro anticipates that the Beaverton Regional Center will increase by 4,500 new jobs and 10,000 new residents over the next 25 years.

As the City continues to grow, congestion on local roadways will continue to increase. As one way to help reduce or at least moderate congestion, the City is looking to increase multi-modal opportunities for residents to get to work, to transit, and in the case of walking and biking, as a general form of mobility and recreation. To support these outcomes, the City of Beaverton (the City) is issuing this Request for Information (RFI) to gather material about the business and operating practices of dockless bike share companies and explore potential opportunities to expand mobility options. In addition, we are seeking information that will assist with changes in policy and code to support the potential roll-out of a one-year dockless bike share pilot and, if all goes well, a permanent dockless program.

The adoption of a dockless bike share program is consistent with the Vision outlined in Beaverton's recently adopted Active Transportation Plan adopted in November 2017. The Vision is to create a "safe, comfortable, and connected system that makes walking and biking the most enjoyable option for trips up to three miles." Consistent with this vision, the City has been adding bike lanes, bike racks, sharrows and other infrastructure where appropriate; continues to work towards improving safety among all modes; and works to ensure that all neighborhoods in Beaverton have options for walking, transit, and biking. A dockless bike share program will make it easier for residents and visitors to choose biking as a viable alternative to trips via single occupant vehicles. The adoption of a bike share system also serves the City by:

- Increasing personal mobility options
- Promoting health and safety
- Improving Beaverton's livability
- Serving residents and visitors in a socially, economically, and racially equitable manner by providing a concentration of dockless bikes in areas located within lower income census tracts

## 2. REQUEST FOR INFORMATION OVERVIEW

The City seeks responses from providers that outline details of the technology employed, business practices, and strategies for successfully serving the City of Beaverton. Respondents are encouraged to provide useful and relevant information that can advance the City's goals for a dockless bike share program which include: mobility, safety, health, livability, economic competitiveness, financial sustainability and accountability, as well as social equity.

Information gathered through this process will inform policies, funding decisions, and future contracting opportunities related to providing a dockless bike share program in the City. Providers wishing to respond to this RFI should read this document carefully along with the recommended supporting material.

Respondents should seek to address the key considerations and goals of the City regarding dockless bike share services in their submissions. A response template is included in Appendix A for reference by providers.

This is a request for information, which will inform a subsequent RFP for a dockless bike share pilot program which will last for one year. Depending upon the post pilot evaluation, the decision will be made whether to continue the program indefinitely. The responses to this RFI will be used by the City as background information for preparation of an aforementioned RFP.

The City of Beaverton will not pay for any information received or costs incurred in preparing responses to this RFI. Therefore, any costs associated with voluntary responses are solely at the interested provider's expense. Further inquiry from the City related to responses shall be at the City's sole discretion and nothing in the RFI shall create an obligation by the City to respond to submitting providers.

## 3. HOW TO RESPOND

One electronic copy (PDF preferred, MS Word also accepted) should be sent via email to [tmuralt@beavertonoregon.gov](mailto:tmuralt@beavertonoregon.gov) with the subject line *“(Firm Name—Dockless Bike Share RFI Submission)”*.

Please use the RFI template provided in Appendix A for your responses. Email attachments should not exceed 15 MB in total size. If large attachments are required, please use a file sharing service.

Respondents need not address every subject listed in the Response Template, but should identify the subject areas to be addressed, and describe their approach and methods for each. Respondents may identify subject matter that is not listed in addition to the foregoing information and should explain why the subject matter is important for creating and/or promoting a successful bike share in Beaverton.

Your submission should include:

- A cover letter that identifies the Respondent’s type of organization or business, summarizes the key portions of your response, and indicate if supporting documentation is included in your response. Cover letters should not exceed two pages and should provide clear information on the primary contact person for the respondent.
- The completed response itself, which should follow the format outlined in Appendix A, covering any or all of the areas of information requested by this RFI.

It’s encouraged that you limit the size of your response to 20 pages or less including supporting documentation. The two-page cover letter is not included in this total page count. Responses must be received no later than 2:00 PM on December 5<sup>th</sup>, 2018.

Questions regarding this RFI are to be submitted to [tmuralt@beavertonoregon.gov](mailto:tmuralt@beavertonoregon.gov) no later than 5:00 pm PST on November 29<sup>th</sup>, 2018. Comment titles should read “(Firm Name—RFI Dockless Bike Share RFI Submission).” The City will acknowledge and respond to all questions by email and posting on the City’s website for all potential responders to see. All questions and answers and any additional information that the City provides in response to such comments will be posted on the City’s procurement website: <http://apps.beavertonoregon.gov/Bids/>

Based on the RFI submissions, respondents may be invited to give formal presentations to the City the week of December 17<sup>th</sup>. The City reserves the right to choose any or all respondents to give a presentation.

RFI Timeline	Due Date
1. RFI Release	November 7 <sup>th</sup> , 2018
2. Deadline for Questions relating to the RFI	5:00 PM on November 29 <sup>th</sup> , 2018
3. Responses provided to Questions	December 4 <sup>th</sup> , 2018
<b>4. RFI submission due date</b>	<b>2:00 PM on December 5<sup>th</sup>, 2018</b>
5. Additional follow-up presentations no earlier than	December 17 <sup>th</sup> , 2018
6. City decisions on next steps	By January 2 <sup>nd</sup> , 2019

Review team:

The review team will include City staff in the Community Development Department and Public Works as well as other public officials. The review team will NOT include representatives of any firms currently in the business of providing dockless bike share equipment, operations and ancillary support. There will not be an evaluation or scoring of the material submitted.

Responses to this notice are not an offer and cannot be accepted by the City to form a binding contract. All costs submitted with the RFI are for City budget planning purposes only and are not considered to be a bid. Proposers will not necessarily be notified the result of this RFI, interviews, or future solicitation opportunities.

Responding to this RFI is not a condition for eligibility to respond to any subsequent RFP issued by the City. Further, submitting a response to this RFI does not create any rights or privileges with respect to any subsequently issued RFP.

#### **4. TRADE SECRETS AND CONFIDENTIAL INFORMATION**

If it is necessary to submit trade secrets or other confidential information in order to comply with the terms and conditions of this RFI, Respondents shall label any information that it wishes to protect from disclosure to third parties. Respondents must label each page containing a trade secret or other confidential information and identify on each page the content that is a trade secret or is other confidential information. Any Respondent who designates its entire packet of information as confidential or a trade secret may be disqualified.

The City shall take reasonable measures to hold in confidence all such labeled information, but shall not be liable for release of any information when required by law or court order, whether pursuant to the Oregon Public Records Law or otherwise. The City shall also be immune from liability for disclosure or release of information under the circumstances set out in ORS 646.473(3). Furthermore, by submission of a response, the Respondent agrees to indemnify and hold harmless the City and each of its officers, employees, and agents from all costs, damages, and expenses incurred in connection with refusing to disclose any material that the Respondent has designated as a trade secret and/or as confidential information.

#### **5. RESPONSE CONDITIONS**

It is the Respondent's responsibility to ensure that its submission is complete, accurate, and submitted by the Submission Date/Time.

No oral response by any employee or agent of the City shall be binding on the City, or shall in any way constitute a commitment by the City.

Upon submission, a Respondent's response shall become the property of the City and will not be returned.

#### **6. RESERVATION OF RIGHTS**

City reserves all rights regarding the RFI, including, without limitation, the right to:

- Amend, delay or cancel the RFI without liability if City finds it is in the best interest of the City to do so;
- Obtain clarification of any point in response or obtain additional information necessary
- Reject any or all responses received upon finding that it is in the best interest of the City to do so;
- Waive any minor informality or non-conformance with the provisions or procedures of the RFI, and seek clarification of any response, if required;

## APPENDIX A:

### RFI Response Template

<b>1. General Information</b>	
1.1	Organization Name:
1.2	Street Address:
1.3	City, State, Zip:
1.4	Primary Business:
1.5	Point of Contact Name:
1.6	Title:
1.7	Phone:
1.8	Email:
1.9	Organization Web Address:
1.10.	Willing to make a presentation to City Council?
<b>2. Submission Introduction:</b>	
2.1	Provide a brief description of the company, services offered, and organization size. Please include the number of years the company has been supporting this service; number of full-time employees; and all other office locations.
2.2	Provide a description of your relevant experience and expertise.
<b>3. Submission Body</b>	
<i>Goal 1. Data Sharing</i>	
Please provide describe your responses to the following questions:	
3.1.1	Please describe whether or not the provider is willing to submit summary data on system usage and performance, updated at least every month (related to 3.1.2-3.1.8)? What platform would be used for reporting?
3.1.2	Does the provider agree to supply information in the form of total number of bikes in service by day? If so, in what format?
3.1.3	Does the provider agree to supply usage information in the form of total number of rides taken, by day/hour? If so, in what format?
3.1.4	Please describe whether the provider is willing to provide maintenance information on the form of total number of bicycles in the local fleet but not in service due to maintenance, by day; number of maintenance requests received by day; average response time before a bike with maintenance requested is back in service? If so, in what format would this information be provided?
3.1.5	Is the provider willing to provide data on parking in the form of a log of all request to move improperly parked bikes daily and monthly with annual rolling average? Please describe your process for tracking this information.
3.1.6	Does the provider agree to compile safety data in the form of a log of all safety incidents, such as crashes reported and other complaints? Please describe.
3.1.7	Does the provider agree to provide user demographic data in the form of a monthly breakdown trips by user gender and age; gender reported as male, female, or other? If so, please describe how this information will be provided.
3.1.8	Is the provider willing to provide report data in standard machine-readable format? If so, please describe how this information would be provided (e.g. Excel, API, other)?



3.1.9	Is the provider willing to share disaggregate, anonymized data on all dockless trips, including data covering all items in 3.1.10-3.1.12 below? If so, please describe.
3.1.10	Does the provider agree to share data on start and end location, start and end time, company name, bicycle id number, trip duration and trip distance for all trips? If so, how would this data be provided?
3.1.11	Start and end location and start and end time for rebalancing trips? If so, in what format would this data be provided?
3.1.12	Can trip data be provided using standard formats for location (lat./long.), date (MM/DD/YY) and time (24 hr hh:mm:ss)?
3.1.13	Is the provider willing to report real time data on bike/scooter locations via a publicly accessible API? Please describe.
3.1.14	Can real-time data be made available in General Bikeshare Feed Specification (GBFS) format? Please describe.
3.1.15	Is the provider willing to collaborate with the City to distribute periodic customer surveys, provided by City, for all to use? What is the provider's standard operating practices for gauging user satisfaction?
<i>Goal 2. Parking, Operability, Indemnity, and Safety</i>	
<i>Please address whether the provider is willing to agree to the following? Please elaborate.</i>	
3.2.1	That all bicycles will meet standards outlined in the Code of Federal Regulations (CFR) under Title 16, Chapter II, Subchapter C, Part 1512-Requirements for Bicycles, as well as the safety standards outlined in ISO 43.150-Cycles, Subsection 4210
3.2.2	Agree that all bicycles are required to meet the lighting requirements in ORS 815.280
3.2.3	Does the provider agree to accept the responsibility of educating users regarding state and local laws applicable to riding and operating bicycles, including but not limited to operating restrictions, minimum age, and helmet and lighting requirements? What is the provider's current approach to user education?
3.2.4	Is the provider willing to carry general liability insurance with a minimum limit of \$1,000,000 per occurrence?
3.2.5	Is the provider willing to sign and record an agreement indemnifying and holding the City harmless?
3.2.6	Will the provider describe the mechanism for customers to notify the company that there is a safety or maintenance issue with bicycles? What is the provider's current practice standards?
3.2.7	Is the provider willing to agree that bicycles that are reported as in need of maintenance must be immediately removed from applications and online maps showing available bikes? Please elaborate on provider's current policy on maintenance notification.
3.2.8	Is the provider willing to agree that any bicycle that is inoperable or is not safe to operate shall be removed from the right-of-way within 24 hours of notice and shall be repaired before putting the bicycle back into revenue service? Please describe the provider's current policy on removing inoperable/unsafe vehicles and standards for returning repaired bikes back into service?
3.2.9	Will the provider agree to display language on all bikes notifying the user that: <ul style="list-style-type: none"> <li>○ Helmet laws (required for all bicyclists under 16)?</li> <li>○ Contact information to report maintenance issues and improperly parked bicycles?</li> <li>○ A unique id for bicycles?</li> </ul>
<i>Goal 3. Privacy</i>	

<i>Please address whether the provider is willing to protect users' personal and financial data as follows:</i>	
3.3.1	Will the provider describe processes for protecting confidential consumer data?
3.3.2	Does the provider agree to inform the City about the data they collect from users and how the data is used, including the sale of data to third parties? Does the provider agree to update the City as data collection user practices change?
3.3.3	Is the provider willing to share user agreement and data privacy policies with public agencies when these policies change?
<b>Goal 4. Equity</b>	
<i>Does the provider agree to make bicycles accessible to low-income communities at an affordable price (please elaborate)? In addition, is the provider willing to:</i>	
3.4.1	Provide cash based incentives?
3.4.2	Will the provider agree to offer discounted rates to low income users?
3.4.3	Does the provider agree to translate signage and informational or outreach materials into commonly spoken languages as directed by the City?
3.4.4	Is the provider willing to adhere to City standards that set rebalancing criteria to ensure that bicycles are available in low-income communities?
3.4.5	Please describe any other programs that the provider offers to benefit low-income communities?
<b>Goal 5. Collaboration with Sponsoring Jurisdiction</b>	
<i>Is the provider willing to collaborate with the City on the design and operation of a system that best meets the needs of the community?</i>	
3.5.1	Please describe your process for collaborating with cities to design dockless systems, including service area, rebalancing criteria, and fleet size.
<b>Goal 6. Flexibility</b>	
<i>Given that dockless bike sharing is a new technology, will the provider agree to allow flexibility for the City to adjust regulations as we learn?</i>	
3.5.1	Does the provider agree to the revocation of permits if minimum performance requirements are not met?
3.5.2	Will the provider undergo a one-year pilot period with a limited number of bikes to be placed in service prior to full deployment?
<b>Goal 7. Administrative Fees</b>	
<i>Does the provider agree to cover the public costs associated with managing a dockless bike share program?</i>	
3.7.1	Does the provider agree that the City reserves the right to levy fees to cover the administrative costs and/or mitigate negative impacts associated with dockless systems?
3.7.2	For budgeting purposes, if there is a cost involved with your proposed service, provide your best estimate on what that cost would be for the City .
<b>Goal 8. Public Education</b>	
<i>A month prior to the launch of service, does the provider agree to deliver to the City print and online materials in English and other locally spoken languages that describes:</i>	
3.8.1	<ul style="list-style-type: none"> <li>○ The dockless system service area</li> <li>○ How to use the system</li> <li>○ How to properly park bikes</li> <li>○ Relevant safety laws</li> <li>○ How to report improperly parked bikes</li> </ul>
3.8.2	Does the provider agree to conduct/participate in public outreach and education events?

## APPENDIX B:

### REFERENCE MATERIALS & RESOURCES

#### Background Information:

- City of Beaverton Active Transportation Plan  
<https://www.beavertonoregon.gov/1852/Active-Transportation-Plan>
- Beaverton Civic Plan <http://www.beavertoncivicplan.com/>
- Beaverton Creekside District Master Plan <http://www.beavertoncivicplan.com/>
- West Five Employment District <https://www.beavertonoregon.gov/1828/West-Five-Employment-District>
- The South Cooper Mountain Concept Plan  
<https://www.beavertonoregon.gov/1210/South-Cooper-Mountain>
- Beaverton's Transportation System Plan (Comprehensive Plan Chapter 6)  
<https://www.beavertonoregon.gov/DocumentCenter/View/1181/CP-Vol-I-Chapt-6-Transportation-Element-?bidId=>
- Beaverton's Engineering Design Manual  
<https://www.beavertonoregon.gov/232/Engineering-Design-Manual>