



Camino Real Regional Mobility Authority

Request for Proposals – Questions & Responses

Operations Services for the El Paso Bikeshare Program

July 23, 2015

## RESPONSES TO PROPOSER QUESTIONS

No.	Document	Section/Item	Page	Question	Response
1	CRRMA RFP for Bike Share Operations (07.06.15)	II (xiii)	4	To get an accurate insurance cost estimate we will need the total replacement value. What is the average value of each bicycle and of each station?	Each Bicycle shall be insured for not less than \$1300. Each station shall be insured for not less than \$37,000.
2	CRRMA RFP for Bike Share Operations (07.06.15)			If parts, tubes, tires, etc need to be ordered and stored by the operator there should be a mark-up. Can the mark-up be negotiated? Or can CRRMA order, store and provided to the operator for replacement?	The CRRMA will negotiate markup for these items, but will not pay the operator's full retail price. To facilitate the negotiation, the operator shall share the wholesale and normal retail prices for the items in question. The CRRMA does not intend to order or store replacement parts.
3	CRRMA RFP for Bike Share Operations (07.06.15)			The operator will have an account with a credit card merchant service. Will CRRMA be responsible for processing fees and chargebacks due to fraud?	Yes, the CRRMA will reimburse the Operator the actual costs incurred for these items related to the Bikeshare operations provided that sufficient detail is provided to substantiate the costs.
4	CRRMA RFP for Bike Share Operations (07.06.15)			The operator does not function with volunteers. Will CRRMA be responsible for providing volunteers as requested?	The CRRMA highly encourages the use of volunteers to reduce operating expenses to benefit the El Paso Bikeshare program. The CRRMA envisions working jointly with the operator to build a volunteer base.
5	CRRMA RFP for Bike Share Operations (07.06.15)			Will maintenance parts for stations and kiosks be provided by CRRMA?	No.
6	CRRMA RFP for Bike Share Operations (07.06.15)			If the operator is responsible for maintenance parts through B-cycle will a markup be negotiated?	The operator will need to order and purchase the parts from B-cycle. The CRRMA will reimburse the Operator the actual costs incurred for these items as invoiced by B-cycle.
7	CRRMA RFP for Bike Share Operations (07.06.15)	Section II (vii).	3	Will the daily monitoring of Kiosks, Stations and Bicycles be done by physical inspection or is there a software monitoring protocol?	Both physical inspection and online monitoring will be required. Please refer to the station inspection list provided in Section II (vii).