



CAMINO REAL REGIONAL MOBILITY AUTHORITY

Request for Proposals
to provide
Operations Services for the El Paso Bikeshare Program

RFP Issue Date:	July 6, 2015
Questions Due:	July 20, 2015 – 4:00 PM
Responses Due:	July 24, 2015
Submittals Due:	August 3, 2015 – 4:00 PM
Selection Date:	August, 2015 (Anticipated)

CAMINO REAL REGIONAL MOBILITY AUTHORITY
REQUEST FOR PROPOSALS SEEKING
OPERATIONS SERVICES FOR THE EL PASO BIKESHARE PROGRAM

I. PURPOSE OF REQUEST

The Camino Real Regional Mobility Authority (CRRMA) is a political subdivision of the State of Texas that is authorized to develop and operate transportation projects in the El Paso region. The CRRMA has secured funding for the purchase of capital equipment for and the operation of a bike share program in El Paso (the Program). The CRRMA has secured a vendor (B-cycle) for the capital components of the Program, including the bikes, docks and stations. The CRRMA is now seeking qualified service providers interested in providing various services (the Services) necessary for the successful operation of the Program. Upon completion of this procurement process, the CRRMA intends to enter into an agreement with the selected entity to provide the Services requested herein for an initial term of two (2) years, with options to provide the Services for up to three (3) additional one (1) year terms.

II. EL PASO BIKESHARE BACKGROUND & SERVICES REQUESTED

The CRRMA has executed agreements with B-cycle LLC as the vendor of the bicycles, docks, stations, kiosks, spare parts and other equipment necessary for a bike share program in El Paso. The Program will launch in mid-August, 2015 with eighty (80) bicycles and eight (8) stations. This system launch will serve as the first phase of the El Paso Bike Share Program. Attached as **EXHIBIT “A”** is a map identifying the proposed station locations. Currently, seven (7) of the stations will be solar powered, with only the San Jacinto location being planned for AC power. The CRRMA has also submitted a funding request for Phase 2 of the Program, which intends to provide for additional bicycles and stations to supplement Phase 1. If successful, the additional equipment could be purchased in early 2016. For more information on B-cycle bike sharing programs in Texas and elsewhere, please see www.bcycle.com.

Maintenance and operation is an essential function of any successful bike share program. The CRRMA therefore desires an operator that understands the importance of the Services requested herein. The selected operator must be willing and able to dedicate staff and/or shifts required for the proper maintenance and operation of the Program. The selected operator shall oftentimes serve as the public face of the Program and must therefore take pride in the Program and desired goals of increased bicycle usage in the El Paso area. A strong customer service philosophy and desire to assist in making the Program a success will be a crucial component in the selection of the operator.

The CRRMA shall serve as the Program owner, while B-cycle LLC shall serve as the equipment vendor (bicycles, spare parts, stations and kiosks). The entity selected from

this RFP shall serve as the operator with pre-launch, launch day event and post-launch activities. A delineation of responsibilities of each party is more clearly enumerated within the responsibility matrix attached as **EXHIBIT “B”** to this RFP. The Services sought by this RFP shall include necessary operational components of the Program, including but not limited to:

- (i) Receiving, unloading, unpacking, and storing the bicycles and initial spare parts inventory once delivered by B-cycle LLC. .
- (ii) Upon receipt of the bicycles, the selected operator shall build the eighty (80) bicycles to allow for a launch of the Program in mid-August.
- (iii) Upon commencement of the Program, the operator shall be responsible for all bicycle maintenance and repair. Additional information regarding the maintenance and repair responsibilities of the operator are outlined in the maintenance checklists attached as **EXHIBITS “C” and “D”** to this RFP. All parts shall be purchased directly from B-cycle, while maintaining sufficient inventory at all times. The operator shall order all parts from B-cycle and shall bill the CRRMA for parts with no markup. Invoices for parts shall include the original invoice from B-cycle for the parts and a confirmation from the operator of receipt. This excludes certain non-proprietary parts like inner tubes. For these parts, the operator can use standard aftermarket repair parts and bill the CRRMA at cost with no markup.
- (iv) Operator shall be responsible for anticipating spare parts needs and maintain proper spare parts inventory for the duration of the Services.
- (v) Operator shall perform routine safety inspections and retain documentation of the inspections as specified in the maintenance checklists provided as **EXHIBITS “C” and “D”**.
- (vi) The operator shall also be responsible maintaining a properly balanced system, such that an appropriate number of bikes are located at each station. System rebalancing responsibilities shall include checking dock availability by station at key points throughout the day to insure proper balance and moving bicycles periodically to maintain system balance. The operator shall provide the vehicle(s) and equipment required for rebalancing. Vehicle(s) shall be branded with the El Paso Bikeshare logo when being utilized for performance of the Services, but such vehicle(s) and associated branding do not need to be for exclusive use of this program.
- (vii) The operator shall be responsible for certain station/kiosk maintenance activities, including back-end software checks. Prior to launch, the operator shall work with CRRMA and B-cycle staff to become familiar with backend protocol and software metrics, as the operator will have access to back-end system software. After launch, the operator shall check, on a daily basis, that the: (a) stations are awake, responsive and online; (b) card readers and docks are functioning properly; and (c) batteries for solar stations are charged and that backup batteries are available, replacing batteries as necessary.

- (viii) The selected operator shall also provide customer service to the public via a phone number provided by the CRRMA. Customer service activities shall include support for using the system (checking bicycles in/out, fee structure, etc.).
- (ix) The operator shall also cooperate and coordinate with the CRRMA or its designee in efforts to secure marketing and sponsorship opportunities for the Program to insure long-term viability. The operator shall be responsible for affixing marketing/promotional materials to bicycles and stations/kiosks when secured by the CRRMA or its designees. In addition, the operator shall purchase, print, or otherwise assist the CRRMA in these marketing efforts. Third party expense related to these efforts shall be billed to the CRRMA without markup.
- (x) Operator is responsible for providing secured, lockable, weather protected storage for all spare bicycles, parts, and consumables utilized in performance of the Services.
- (xi) Operator shall provide at least two portable electronic devices that can be used by operator's employees and by Program volunteers for special events, allowing for remote check-in/check-out of bicycles (e.g. virtual kiosks).
- (xii) The operator shall manage and facilitate a Program volunteer pool to minimize cost of the services by incorporation of Program volunteers.
- (xiii) The operator shall be required to maintain insurance in the following minimum amounts:
 - a. Commercial General Liability: minimum bodily injury and property damage per occurrence of \$500,000;
 - b. Comprehensive Automobile Liability: minimum combined single limit of \$500,000 per occurrence for bodily injury and property damage;
 - c. Workers' Compensation: provided in accordance with the laws of the State of Texas, operator's liability coverage with a limit of not less than \$500,000.;
 - d. Coverage of Bicycles and Stations: up to total replacement costs with \$5,000 deductible per occurrence;
 - e. Notwithstanding the coverage and minimums stated above, the operator shall be required to provide those coverages and minimums as required by applicable law; and
 - f. The CRRMA shall be identified as an additional insured on all policies as shall other entities or agencies for which a station is located on its property (e.g. the University of Texas at El Paso).

III. RFP PROCESS DETAILS

The procurement process outlined herein is being issued in accordance with the CRRMA procurement policies and all other rules and laws applicable to regional mobility authorities.

Any contact with members of the Board of Directors or any evaluation team members while this procurement is pending is strictly prohibited. Raymond L. Telles, Executive Director of the CRRMA, is the sole point of contact for this procurement. Violation of this prohibition is grounds for disqualification from the selection process.

The CRRMA shall not be liable for any expenses incurred in the preparation and presentation of the submittals by interested entities.

Questions arising from this RFP must be submitted in writing to the CRRMA via email to the Executive Director of the CRRMA, Raymond L. Telles (tellesrl@crrma.org) by the date and time first noted on the cover page of this RFP. **All questions should include “Bike Share RFP Questions” in the subject line of such email.** Responses to all questions received will be posted on the Procurements Page of the CRRMA website: (www.crrma.org). The CRRMA reserves the right to decline to answer a submitted question or to contact the entity submitting a question, in order to clarify the question received. The CRRMA further reserves the right to modify, summarize, or otherwise alter the content to questions so as to protect the identity of the requestor and to provide responses that the CRRMA deems, in its sole discretion, to best inform interested parties of potentially relevant information. **Interested parties are responsible for monitoring the CRRMA website for updates or announcements concerning this procurement.**

The timelines for this procurement process are noted on the cover page of this RFP and are listed as local, El Paso times. Submittals must be delivered to the CRRMA by the date and time first identified on the cover page and as follows:

4 Hardcopies and 1 Electronic version (on CD) to:

Camino Real Regional Mobility Authority
300 N. Campbell, 2nd Floor
El Paso, Texas 79901
Attn: Executive Director

Submittals shall be evaluated by an evaluation committee of the CRRMA. The CRRMA reserves the right to request additional information or clarifications from any proposers or to allow corrections of errors or omissions. At the discretion of the CRRMA, entities may also be requested to make oral presentations as part of this procurement process.

IV. SUBMITTAL FORMAT

All submittals must be responsive to the general format and guidelines outlined within this RFP. A responsive submittal is one which follows the general guidelines of this RFP, includes all documentation requested, is submitted following the general format outlined herein, displays sound justification for recommendations, is timely submitted and has the appropriate signatures as may be required. Failure to comply may result in the submittal being deemed non-responsive.

- A. Submittals must not exceed ten (10) pages (8.5 x 11 inches with one-inch margins from all sides), type font size not less than 11-point and printed on one side. Submittals of information in response to this RFP greater than the specified page limit will only be reviewed and scored up to the first ten (10) pages. The page limit shall be exclusive of the executive summary, résumés, cover sheets, fly leaves, brochures, table of contents, requested appendices and dividers, etc. However, these additional items should be limited and directly applicable to this RFP. Additional material which you deem relevant must be submitted in the form of an attachment or appendix.
- B. Please provide a response to every question or request for information identified in Section V below in the order requested, or indicate why no response is given.
- C. Identify the question or request for information being answered in the introduction to each response or use section headings from Section V below.
- D. Answer the question or request for information specifically and succinctly.

V. SUBMITTAL CONTENT

Provide an executive summary (no longer than two (1) pages in length) summarizing the key components of the proposer's qualifications and responses to this RFP. The Executive Summary will NOT be included in the page limit identified in Section IV.

A. General Entity and Contact Information

- (1) Brief history and general description of the entity.
- (2) Name, address, telephone number, e-mail address, and title of the individual providing the submittal for the entity and to whom questions or requests for additional data should be directed.
- (3) Entity's corporate address.

B. Entity Experience, Capability and Capacity

In order for the CRRMA to evaluate the entity's experience, capability and capacity, please provide all relevant information, including:

- (1) Entity's experience in providing bicycle maintenance, repair and related services that would be similar in nature to the Services requested herein. Such response shall include the identification of all equipment available to complete the Services, including by way of example, vehicles to rebalance the system, tools and workspace to maintain and store bicycles to be repaired and technology required for backend system software access.
- (2) The number of El Paso based individuals employed by the entity.
- (3) The number and location of retail locations based in El Paso currently operated by the entity and approximate percentage of retail floor space allocated to maintenance and service as opposed to retail sales.
- (4) The number of years the entity has been in business.

- (5) Percentage of entity's 2014 and 2013 gross sales attributed to service as opposed to retail sales.
- (6) Any affiliations with local and or national organizations whose charter is to help promote the use of bicycles or bicycle safety.
- (7) Please provide an organizational chart identifying key project management and lead personnel for both the entity and any anticipated outside entities that will provide support, including position titles, relevant areas of experience and responsibility.
- (8) For the individuals identified above, please provide detailed information on the individuals' relevant experience. Such information may be provided as appendices via résumés.
- (9) Please also note that in the event of selection, any subsequent changes to significant personnel identified per the provisions noted above must be provided in writing to the CRRMA for prior review and approval.
- (10) The response to this RFP shall include a statement from the president, owner, or financial officer, on company letterhead, certifying the company is in good financial standing and current in payment of all taxes and fees.

C. Approach

In order for the CRRMA to evaluate the entity's proposed approach to managing the maintenance and operation of the Program, please provide all relevant information, including:

- (1) Description of the entity's understanding of the Services requested and the approach to be utilized to provide such Services. This description should include the entity's overall planned approach for operation of the Program, including the proposed use of any outside entities upon whose work will be relied upon to complete the work; including the percentage, if any, of the use of any such outside entities. However, this narrative should also describe the entity's methodology and approach to solutions anticipated in order to perform the Services requested.
- (2) Entity's proposed approach to solicit and incorporate Program volunteers to help reduce overall Program costs.
- (3) Entity's vision for proposed expansion of the Program. In the event CRRMA is successful in securing additional funds, where would the entity focus those funds and why?
- (4) Entity's approach to minimize cost of the Services by incorporation of Program volunteers.
- (5) Provide entity's approach to public outreach and efforts to grow ridership.
- (6) Provide such additional information as may be useful in understanding the entity's working procedures, including quality assurance processes.

D. Cost Proposal

- (1) In a separate, sealed envelope, provide a fee schedule for providing the Services outlined in this RFP for the original term and each of the three (3) option periods.
- (2) Provide a description of the entity's cost control procedures.

VI. **SELECTION PROCESS**

A. Evaluation Committee – Highest Qualified Entity(s)

An Evaluation Committee will review the technical portions of submittals received in response to this RFP using a point formula to score the submittals. The points awarded will be based on the criteria identified herein. Through such reviews, the Evaluation Committee shall identify the highest qualified entity capable of performing the requested services on the basis of demonstrated competence and qualifications and shall make a recommendation to the CRRMA Board for selection of such highest qualified entity. The CRRMA Board will make the final decision with regard to the selected entity, if any.

B. Criteria for Selection and Weighting

The Evaluation Committee will first review the submittals to insure compliance with the requirements of this RFP, including but not limited to the provision of complete responses to items requested in Section V above. Submittals meeting such requirements shall be evaluated and scored for demonstrated competence and qualification. Criteria to be used in the evaluation of submittals and the weight assigned to each are:

- Experience/Capability/Capacity (30%)
- Proposed Approach (30%)
- Cost Proposal (40%)

As part of the requirement to score the cost proposals provided, the CRRMA may determine the reasonableness of the price(s) at which the Services are offered. Prices which are significantly higher or lower than the other proposals, which appear to be unreasonably so, may cause the proposal to be rejected. Otherwise, the lowest price proposal shall receive the full 40 points available, with higher price proposals being scored with the following process: (1) lowest price proposal is divided by the price proposal being evaluated; (2) the resulting percentage is multiplied against the points available for cost (40); and (3) the resulting points are awarded to the price proposal being evaluated.

D. Negotiation and Execution of an Agreement

The entity selected by the Board with the highest score, if any, will enter into contract negotiations with the CRRMA staff, based on the requirements of this RFP and the selected proposer's submittal. The successful Proposer's proposal will be incorporated into the final contract. Any false or misleading statements found in the proposal will be grounds for disqualification or contract termination. Submission of a proposal indicates acceptance by the proposer of the conditions contained in this RFP, unless clearly and specifically noted in the proposal and confirmed in the resulting contract, which collectively comprise the agreement between CRRMA and the proposer selected. In the event contract terms cannot be negotiated, the CRRMA Board may authorize CRRMA staff to begin negotiations with the entity with the next highest score. The final decision regarding the selection of any entity and execution of any agreement remains solely with the CRRMA Board.

E. CRRMA Rights to Reject or Modify

The CRRMA reserves the right to reject any or all submittals or parts of submittals, to negotiate modifications of submittals, to accept all or part of a submittal and to negotiate specific work elements with a responding entity, all in accordance with applicable statutes.

VII. GENERAL PROVISIONS

A. Public Information Act

Once submitted, all responses to this RFP shall become CRRMA property. Responses may be subject to public disclosure under the Texas Public Information Act (PIA). Any material believed by the Proposer to be proprietary, confidential, or otherwise exempt from disclosure under the PIA should be clearly marked as such. If the CRRMA receives a request for public disclosure of all or any portion of a Proposal, the CRRMA will use reasonable efforts to notify the Proposer of the request and give the Proposer an opportunity to assert, in writing to the Texas Office of the Attorney General, a claimed exception under the PIA or other applicable law within the time period allowed under the PIA. The Office of the Attorney General shall make all decisions regarding the release or non-release of the designated information.

B. Anti-Lobbying Prohibition

Except for questions concerning this RFP, which may be submitted in writing as described above, Proposers shall NOT contact, either directly or indirectly, members of CRRMA's Board of Directors, CRRMA's staff, its advisors, or any of its contractors or consultants concerning the subject matter of this RFP from

the date of issuance until the day after selection of the winning Proposer by the CRRMA Board, except as otherwise provided in this RFP. Any Proposer judged to be in violation of this anti-lobbying prohibition shall be disqualified from being considered in this procurement at CRRMA’s sole discretion. Identify any potential conflicts of interest with RMA Board and staff members.

C. Federal Minimum Wage Requirements

The current Federal minimum wage shall be required by the CRRMA for any contract requiring an hourly wage rate as part of the Proposal. In such cases, the awarded proposer’s employees shall be paid, at a minimum, the federally mandated minimum wage and the selected proposer shall be required to submit certified payrolls, when requested, to verify the wage rate requirement. If the federally mandated minimum wage is increased during the term of the resulting contract, the selected proposer may submit a written request for a price adjustment. The CRRMA will consider an adjustment only to the extent shown by the proposer to be necessary to meet increased federal requirements for minimum wage employees included in the proposal.

VIII. LIST OF EXHIBITS

EXHIBIT “A”	Station location map
EXHIBIT “B”	Responsibility matrix
EXHIBIT “C”	Bi-weekly Maintenance Checklist
EXHIBIT “D”	Annual Maintenance Checklist
EXHIBIT “E”	Price Form

[END OF RFP]

Exhibit A

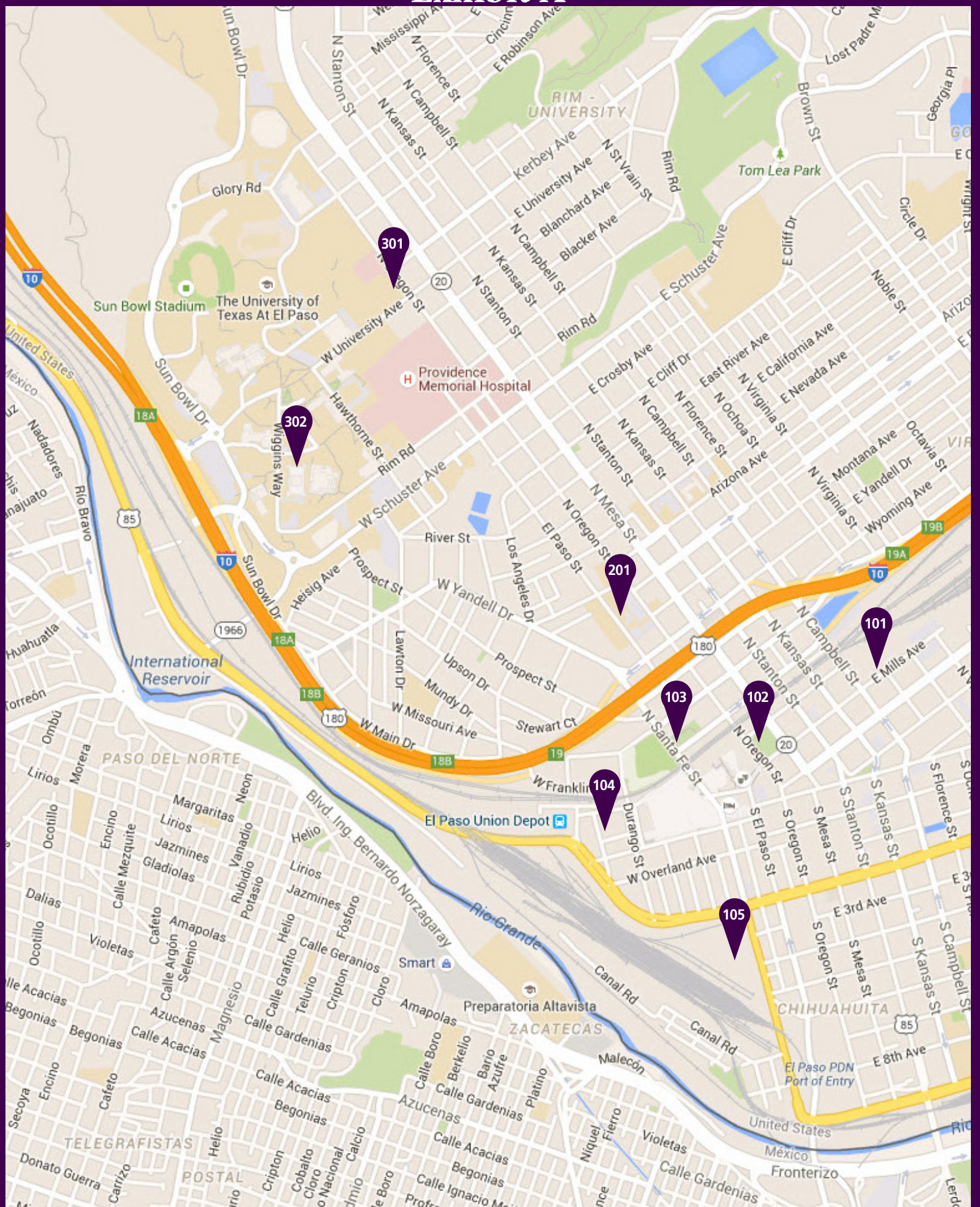


EXHIBIT “B”
RESPONSIBILITY MATRIX
CRRMA – Bike Sharing Program

Responsibility Assignment Legend					
Primary Responsibility: P	Support Responsibility: S		Coordination Responsibility Only: C		No Responsibility: N
Element / Task / Component	B-cycle	CRRMA	Installation Contractor	O&M Contractor	Comments / Other Responsibility / Information
INSTALLATION					
Sites and Stations					
Select & provide sites for installation of stations		P			At CRRMA’s expense
Ensure selected sites satisfy the site requirements	P				In accordance with Attachment A, Installation Criteria
Obtain necessary permits & approvals for sites		P			At CRRMA’s expense
Ensure satisfactory on-site power (Solar), quality, & grounding for all equipment			P		In accordance with Attachment A, Installation Criteria
Provision & payment of any power, cellular service, cellular cards, internet connectivity, communication, rigging, or facility costs		P			In accordance with Attachment A, Installation Criteria
Ensure prompt & unencumbered access to the sites for B-cycle			P		Includes access to network cabling & communication equipment as necessary, as well as access for delivery, re-delivery, manufacture, maintenance, repair, overhaul, servicing, or replacement of equipment.
Perform pre-site inspection	P				
Transport and deliver bicycles, kiosks, docks, & other equipment required for station installation	P				
Install stations	P				B-cycle to provide no less than 2 field technicians; Installation services performed in accordance with B-cycle’s Installation Criteria (Attachment A to the Agreement), and any site-specific plans mutually agreed to by the parties.
Install bicycles at stations	P				Bicycles are owned by CRRMA
Provide on-site training w/Q&A	P				At the time of station installation
Clean-up sites post installation	P				
Website, Software, & Customer Accounts					
Establish the terms and conditions of the bike share program including membership rules & pricing (documented in the User Agreement)		P			B-cycle to provide CRRMA with go-by documents from other successful programs, B-Cycle must approve User Agreement prior to its use
Provide online enterprise software for bicycle renting & tracking, account & data management, & system administration	P				

EXHIBIT “B”
RESPONSIBILITY MATRIX
CRRMA – Bike Sharing Program

Responsibility Assignment Legend					
Primary Responsibility: P	Support Responsibility: S		Coordination Responsibility Only: C		No Responsibility: N
Element / Task / Component	B-cycle	CRRMA	Installation Contractor	O&M Contractor	Comments / Other Responsibility / Information
Provide a system for backend operations management	P				Includes: <ul style="list-style-type: none"> • Tiered role based access • Subscriber & member management • Inventory management • Reports & dashboards • Configurable notifications • Fulfillment process support • Maintenance & issue tracking • Program personalization & configuration • Virtual kiosk management
Provide national website, Bcycle.com	P				Includes website privacy policy, website terms of use, & website user manual, created & maintained by B-cycle
Provide a customizable, public facing local website	P				Includes the following: <ul style="list-style-type: none"> • Static information pages • Interactive content & tools • Local news & events w/live, relevant Twitter feeds • B-Station • Online subscription purchases, & renewals, upgrades • Hooks to establish social networking sites • Password protected member’s portal with personalized data • Profile information • Ride & payment history • Health & environmental impact • Leader board – user population ranking
Provide a mobile application	P				Includes: <ul style="list-style-type: none"> • Location based dock and bike locator • Outbound system generated SMS text alerts (for overdue bike warnings & other alerts) • Open API for mobile developer community • B-Cycle to provide scheduled updates

EXHIBIT “B”
RESPONSIBILITY MATRIX
CRRMA – Bike Sharing Program

Responsibility Assignment Legend					
Primary Responsibility: P	Support Responsibility: S		Coordination Responsibility Only: C		No Responsibility: N
Element / Task / Component	B-cycle	CRRMA	Installation Contractor	O&M Contractor	Comments / Other Responsibility / Information
Provide self-service kiosk software	P				Kiosk service includes RFID scanning access to bike checkouts at the dock & touch screen access to: <ul style="list-style-type: none"> • Bike checkout • 1 Day/24H subscription purchase via credit card • Text-based way-finding for available open docks • 15-minute credit requests when station is full
Provide virtual kiosk solution, to support the project & facilitate subscribing to the bike share program & billing	P				Laptop with RFID reader and credit card reader to be used by bike share staff (carry over from Austin agreement)
Obtain an account with the payment gateway provider, Authorize.net, to be used by the website, kiosks, and/or in person (manual entry)				P	Authorize.net is dictated under the contract
Obtain an account with a third party credit card merchant or payment processor				P	Must be compatible with Authorize.net
Provide system setup manual for website administration and CMS	P				
Provide a 2-hour training session via web conference on how to setup & operate the administration & CMS sites, immediately after the sites become available	P				
Provide in depth training on operation of the administration site, at a date close to the launch date	P				
Testing & Acceptance					
Review & test the service, & accept or reject the activation of each location within 10 days of notification that the location is active (Acceptance Test Period)			P	P	If accepted, must provide a written “Notice of Acceptance”. If rejected, must provide a list (Corrections List) containing any & all reasons for not accepting the activation of the service for the location.
Promptly resolve all issues arising during the Acceptance Test Period & upon completion, provide	P				Including, without limitation, the Correction List, to the satisfaction of CRRMA

**EXHIBIT “B”
RESPONSIBILITY MATRIX
CRRMA – Bike Sharing Program**

Responsibility Assignment Legend					
Primary Responsibility: P	Support Responsibility: S		Coordination Responsibility Only: C		No Responsibility: N
Element / Task / Component	B-cycle	CRRMA	Installation Contractor	O&M Contractor	Comments / Other Responsibility / Information
written notification that the service is active for the location					
Work cooperatively to address operational issues during the 90 days immediately following the Acceptance Date	P				
Software Escrow					
In lieu of escrow agreement, provide source code on portable storage media to the CRRMA, along with updates when source code is modified. Provide updates within 30 days of any modifications to the software.	P				See CRRMA’s similar arrangement with system integrator
OPERATIONS & MAINTENANCE					
Sites and Stations					
Maintain sites				P	Repair, replace, &/or remove any disposables, consumables, supplies, accessories, or collateral equipment, and any other tasks required to maintain the site.
Maintain site permits				P	CRRMA to define process for obtaining permits with other entities.
Pay any power, cellular service, cellular cards, internet connectivity, communication, rigging, or facility costs				P	
Maintain stations				P	Includes kiosks & docks
Promptly place service calls				P	In accordance with any reasonable protocols provided by B-cycle
Provide & maintain connectivity to enable B-cycle to perform support services & meet service levels (Failure to do so may result in a charge for the service call.)				P	Connectivity includes any modem line, internet connection, VPN persistent access, broadband internet connection, or other secure access reasonably requested by B-cycle. Support services includes diagnostic, monitoring, and repair services.
Designate a representative (& an alternate) with the				P	

EXHIBIT “B”
RESPONSIBILITY MATRIX
CRRMA – Bike Sharing Program

Responsibility Assignment Legend					
Primary Responsibility: P	Support Responsibility: S		Coordination Responsibility Only: C		No Responsibility: N
Element / Task / Component	B-cycle	CRRMA	Installation Contractor	O&M Contractor	Comments / Other Responsibility / Information
necessary skills to assist B-cycle in diagnosis of service problems					
Maintain bicycles, ensuring they are clean, easy to ride, & reliable				P	
Website, Software, & Customer Accounts					
Maintain & enforce the User Agreement				P	B-cycle must approve any revisions
Provide customers who have registered & accepted the User Agreement access to the B-cycle services for this program	P				
Store and preserve the confidentiality of all data generated by the service	P				B-cycle owns the data, but will provide copies to CRRMA upon request. CRRMA will have a non-exclusive, irrevocable, perpetual license to use the data for users of its locations.
Maintain & support the online enterprise software for bicycle renting & tracking, account & data management, & system administration	P				
Maintain & support the system for backend operations management	P				Includes: <ul style="list-style-type: none"> • Tiered role based access • Subscriber & member management • Inventory management • Reports & dashboards • Configurable notifications • Fulfillment process support • Maintenance & issue tracking • Program personalization & configuration • Virtual kiosk management
Maintain & support the national website, Bcycle.com, to support the project	P				Includes website privacy policy, website terms of use, & website user manual, created & maintained by B-cycle
Maintain & support the customizable, public facing local website	P				Includes the following: <ul style="list-style-type: none"> • Static information pages • Interactive content & tools • Local news & events w/live, relevant Twitter feeds

EXHIBIT “B”
RESPONSIBILITY MATRIX
CRRMA – Bike Sharing Program

Responsibility Assignment Legend					
Primary Responsibility: P	Support Responsibility: S		Coordination Responsibility Only: C		No Responsibility: N
Element / Task / Component	B-cycle	CRRMA	Installation Contractor	O&M Contractor	Comments / Other Responsibility / Information
					<ul style="list-style-type: none"> • B-Station • Online subscription purchases, & renewals, upgrades • Hooks to establish social networking sites • Password protected member’s portal with personalized data • Profile information • Ride & payment history • Health & environmental impact • Leader board – user population ranking
Maintain & support the mobile application	P				Includes: <ul style="list-style-type: none"> • Location based dock and bike locator • Outbound system generated SMS text alerts (for overdue bike warnings & other alerts) • Open API for mobile developer community
Maintain & support the self-service kiosk software	P				Kiosk service includes touch screen access to: <ul style="list-style-type: none"> • Bike checkout • 1 Day/24H subscription purchase via credit card • Text-based way-finding for available open docks • 15-minute credit requests when station is full RFID scanning access to bike checkouts at the dock.
Maintain & support the virtual kiosk solution	P				Laptop with RFID reader and credit card reader to be used by bike share staff (carry over from Austin agreement)
Maintain account with the payment gateway provider, Authorize.net, including any associated costs.				P	Authorize.net is dictated under the contract
Maintain account with a third party credit card merchant or payment processor, including any associated costs.				P	Must be compatible with Authorize.net
Train staff to rent or service bicycles				P	

**EXHIBIT “B”
RESPONSIBILITY MATRIX
CRRMA – Bike Sharing Program**

Responsibility Assignment Legend					
Primary Responsibility: P	Support Responsibility: S		Coordination Responsibility Only: C		No Responsibility: N
Element / Task / Component	B-cycle	CRRMA	Installation Contractor	O&M Contractor	Comments / Other Responsibility / Information
Provide staff to rent bicycles and man the virtual kiosks				P	
Provide staff to service bicycles, ensuring they are clean & reliable				P	
Provides customer service phone line & staff to handle any & all user complaints regarding the bicycles				P	
Provide equipment & bicycle replacement due to wear & tear		P			CRRMA to provide the spare parts to the O&M contractor. B-Cycle to provide an estimate as to initial spares required and O&M contractor to help manage spares inventory.
Provide telephone support to CRRMA personnel, or their designees	P				Free during B-cycle business hours for the first 4 weeks after acceptance, charges apply thereafter. Charges will be at the current rates, accept if B-cycle later determines the call reported an error in the service or other maintenance issue related to the service. Technical support questions regarding functionality of the service, or questions about how to perform tasks or operations of existing functionality will be subject to the per call charges.
Contact B-cycle customer service to report any unscheduled downtime, providing all available information about the outage				P	

EXHIBIT “C”

BI-WEEKLY MAINTENANCE CHECKLIST

Frame

- ☐ No dirt or grease on paint
- ☐ No apparent bends or deformation to tubing or forks
- ☐ No fine cracks in paint, especially under down tube or on fork
- ☐ Fenders and other accessories properly attached, with no rattling

Handlebar and stem

- ☐ Handlebar is in alignment with front wheel
- ☐ Grips are clean, no gouges or tears, do not rotate
- ☐ Handlebar cannot be rotated from side to side or rotated in the stem clamp
- ☐ Cables or housing do not interfere with the bike, or get caught or pinched

Wheels

- ☐ Fully inserted in the dropouts
- ☐ True, with balanced spoke tension, and no loose spokes
- ☐ Centered in the frame or fork
- ☐ Spin easily with no bearing noise
- ☐ Front wheel is not loose
- ☐ Rear wheel is not loose
- ☐ Tires are inflated to the pressure listed on the tire, and valve caps installed
- ☐ Tires have adequate tread, no bald spots, no cuts exposing inner tube, no embedded objects
- ☐ No dents in rims
- ☐ Rims are clean

Saddle

- ☐ Cannot be twisted laterally, or moved up and down
- ☐ Clean with no tears in cover
- ☐ After release, seatpost slides easily in frame
- ☐ Seatpost quick-release is tensioned correctly and operates smoothly

Basket

- ☐ Confirm lower edge of basket is at least 32 ¾" to 33" above ground level and check torque setting of each bolt.

Lights

- ☐ Front and rear lights work
- ☐ Cable for rear light is fully inserted into top of seatpost

Headset

- ☐ Not loose or tight
- ☐ Turns smoothly side-to-side without bearing noise

Drivetrain

- ☐ Chain is clean and lubricated
- ☐ Chain guard does not rattle, does not rub on chain
- ☐ Chain tension is correct with no frozen links
- ☐ Pedals are fully threaded into crank arms
- ☐ Pedals rotate smoothly with no play or bearing noise
- ☐ No lateral play of bottom bracket (crank arms)

Controls

- ☐ Shift lever does not rotate on the handlebar
- ☐ Brake levers do not rotate on the handlebar
- ☐ Cable ends are covered with no frayed ends
- ☐ Cables move easily, are clean
- ☐ Rear hub correctly adjusted
- ☐ Cable housing does not have kinks or sharp bends, nor is it split (especially at ends)

Brakes

- ☐ Brake levers cannot touch the handlebar under hard braking
- ☐ Brake levers are smooth and do not squeak
- ☐ Brakes stop the wheels and do not drag
- ☐ Bike stops in approximately 15 feet from approximately 15 MPH and is easily controllable
- ☐ Noisy and/or grabby brakes are lubricated with Shimano Nexus roller brake grease (Shimano part #042-2040, QBP part #LU8402)

Reflectors

- ☐ All reflectors are clean
- ☐ Front and rear reflectors are perpendicular to the floor
- ☐ Front and rear reflectors are perpendicular to the bike center line
- ☐ Wheel reflectors are parallel to the bike center line

EXHIBIT “D”

ANNUAL MAINTENANCE CHECKLIST

NOTE - These steps are intended to be performed in addition to the steps detailed in the Bi-Weekly Maintenance Checklist.

Frame

- ☐ Bike is thoroughly washed
- ☐ All welds are inspected and intact

Handlebar and stem

- ☐ No fine cracks are present in paint or welds
- ☐ No apparent bending or deformation is present
- ☐ All bolts are properly torqued

Wheels

- ☐ Front and rear hubs are adjusted so bearings operate as smoothly as possible without play after being reinstalled on bike

Saddle

- ☐ Seatpost is cleaned, inspected, and re-greased
- ☐ Seat clamp is properly torqued

Brakes

- ☐ Noisy and/or grabby brakes are lubricated with Shimano Nexus brake grease (Shimano part #042-2040, QBP part #LU8402)

Headset

- ☐ Headset is disassembled, cleaned, inspected for wear, lubricated, and re-adjusted
- ☐ Headset and headset parts are replaced if necessary

Lights

- ☐ Lights are inspected for damage and corrosion and replaced if necessary

Drivetrain

- ☐ Chain wear is measured and chain is replaced if necessary
- ☐ Chain is cleaned and re-lubricated
- ☐ Chain, chainring, and cog have no rust or corrosion
- ☐ Bottom bracket shell threads are cleaned and re-greased
- ☐ Bottom bracket and bottom bracket parts are replaced if necessary
- ☐ Pedals are removed, pedal and crankarm threads are cleaned and re-greased

Controls

- ☐ Cables and housing are inspected and replaced as necessary
- ☐ Cables are cleaned, lubricated, and slide freely through housing
- ☐ Wheel reflectors are parallel to the bike center line
- ☐ Ensure electrical cables at head tube have just enough slack to allow handlebar to be fully turned in either direction without pulling on or unplugging wires.

EXHIBIT "E"

ITEM	DESCRIPTION	UNIT OF MEASURE	QTY	UNIT PRICE	PRICE
1	Initial build out of 80 bikes	EA	80		
2	Build out of subsequent bikes (minimum of 6 months after intial build out)	EA	50		
3	Weather tight storage (for initial build out and operations with 80 bikes)	mo	24		
4	Daily rebalancing of bikes (intial build out of 80 bikes)	mo	24		
5	Bicycle safety checks, maintenance, and ad placements	mo	24		
6	Kiosk checks, maintenance, and ad placements	mo	24		
7	Special event virtual kiosk setup and staffing for event	EA	20		
8	Customer service (answering calls, signing up new customers, mailing memberships)	mo	24		
9	Back end operational support	mo	24		
TOTAL					