

CITY OF PORTSMOUTH, NH
RFQ#31-20
REQUEST FOR QUALIFICATIONS
Micro-mobility Management Services
Invitation to Submit Qualifications

Sealed Statements of Qualifications, plainly marked “RFQ 31-20 Micro-mobility Management Services” outside of the mailing envelope as well as the sealed envelope, addressed to the Finance/Purchasing Department, City Hall, 1 Junkins Avenue, Portsmouth, NH 03801 will be accepted until 2:00 p.m., March 26, 2020.

The City of Portsmouth, NH (the “**City**”) is seeking a qualified firm to provide shared micro-mobility management services to the City for operation of a bike share program as well as future micro-mobility offerings (such as e-scooters). The City has been operating a bike share program in the City for three years, this service will continue the bike share program and also enable the City to expand into other micro-mobility services if desired. It is the goal of the City to avoid the struggles experienced by other communities with a variety of micro-mobility vendors, such as lack of collaboration with city officials, lack of cohesive planning, and lack of compliance.

The Request for Qualification document may be obtained by visiting the Finance/Purchasing Department section of the City of Portsmouth website at <https://www.cityofportsmouth.com/finance/purchasing-bids-and-proposals>. Addenda to this RFQ, including any written answers to questions, will be posted on the City of Portsmouth webpage under the project heading. Addenda will not be provided directly to proposers.

If you have any questions regarding this project, please email Jillian Harris, Planner at jharris@cityofportsmouth.com. The deadline for questions is 4:00 p.m., March 19, 2020. Submission procedural questions can be addressed to the Purchasing Coordinator at (603) 610-7227 or by email purchasing@cityofportsmouth.com.

The City of Portsmouth reserves the right to reject any or all statements of qualifications, to waive technical or legal deficiencies, to proceed or not to proceed with any subsequent proposal process, or to negotiate without further process any contract as may be in the best interest of the City. The City also reserves the right to negotiate directly with the selected firm for additional project work including but not limited to studies, design, and construction administration.

The City reserves the right to make such inquiries regarding the firm’s qualifications and reputation as it deems necessary to evaluate the firm. The firm may be requested to execute releases to obtain information from third parties. Failure to execute a release upon request may result in disqualification.

CONTINUE BELOW FOR THE COMPLET RFQ.

City of Portsmouth, NH
Planning Department

RFQ #31-20
Micro-mobility Management Services

REQUEST FOR QUALIFICATIONS

Overview

The City of Portsmouth, NH (the “**City**”) is seeking a qualified firm to provide shared micro-mobility management services to the City for operation of a bike share program as well as future micro-mobility offerings (such as e-scooters). The City has been operating a bike share program in the City for three years, this service will continue the bike share program and also enable the City to expand into other micro-mobility services if desired. It is the goal of the City to avoid the struggles experienced by other communities with a variety of micro-mobility vendors, such as lack of collaboration with city officials, lack of cohesive planning, and lack of compliance.

The City will choose a single firm to select, plan, launch, and operate all chosen micro-mobility services on behalf of the City with the ability to add additional micro-mobility options into the service. At a minimum, the City is interested in continuing to offer an appropriately scaled bike share program in the City for 2020 that will include funding from both the City and private sponsors, expansion to other micro-mobility modes may also be considered, but is not guaranteed to launch in 2020. Qualified firms will demonstrate their ability to consult, launch, and operate similar services as set forth in the below Proposal Submission Requirements. The firm may operate each micro-mobility service directly, or oversee operation of that service by a qualified vendor.

Requirements

- Firms must have extensive knowledge of micro-mobility operations; including a minimum of three (3) years’ experience managing micro-mobility programs in the US, including, but not limited to, bike share.
- Firms must be able to aggregate data from multiple vendors as required and provide the City with consolidated data reporting across all vendors
- Firms must provide the management service for selecting, planning, and launching micro-mobility services.
- The costs for operation of individual micro-mobility services will be negotiated with each vendor as they are added to the system.

Scope of Services

The proposed definitive agreement anticipated by this RFQ shall cover the provision of services related to the planning and management of chosen micro-mobility programs, including, but not limited to, the following services:

Pre-Launch

- Identify and propose micro-mobility modes of transit and requirements to the City, including, but not limited to:
 - Number of vendors for each mode of transit;
 - The minimum and maximum number of vehicles for mobility mode of transit;
 - Operating and hibernation schedules
- Identify service level criteria for vendors operating micro-mobility services in the City, including, but not limited to:
 - Required experience
 - Required technology features
 - Operational requirements
 - Required operating hours
- Identify, vet and propose micro-mobility vendors that meet requirements of the City
- Create and propose plan to operate micro-mobility services in the City, including, but not limited to:
 - Station locations or geofencing areas
 - Staging areas for devices
 - Speed controlled zones
 - Daily recharging and/or rebalancing schedule
 - Proposed response times to issues
 - Enforcement mechanisms
- Work with local officials and business owners, as necessary, to gain financial support and approval for micro-mobility device staging
- Maintain, operate and enforce contractual relationships with micro-mobility vendors

Launch

- Source local storage locations
- Hire local operations team
- Train local operations team
- Setup geofences or station locations with micro-mobility vendors and establish enforcement mechanisms with respect thereto
- Community education
- Identify and launch parking locations for micro-mobility devices pursuant to City Ordinance, Chapter 7, Article XIX, Section 7.1901-1905 – Shared Active Transportation.
- File and maintain permits and licenses for such parking locations pursuant to City requirements.

Post Launch Program Management

- Enforce technology Service Level Agreements (SLA)¹ with micro-mobility vendors
- Meet operational SLAs
- Perform all vendor management
- Provide one point of contact to the City
- Coordinate modes with local transit initiatives
- Introduce new modes of micro-mobility and, to the extent applicable, micro-mobility that the City desires to implement into operations service
- Consolidate data reporting monthly (not to include personally identifiable information or other information to the extent permitted by applicable law)

Proposal Submission Requirements*I Cover Letter*

- a. Provide statement of qualification for the firm and highlight relevant work experience. Include vision for executing the requirements of this proposal.

II. References

- a. Provide references for three customers where your firm provides micro-mobility operations services, at least one of the references must be for operating micro-mobility modes of transit for other micro-mobility vendor's hardware. Include contact information (name, title, phone, and email), scope of service, and modes operated.

III. Approach to Pre-Launch Planning

- a. Describe process for identifying and proposing micro-mobility modes of transit to the City
- b. Describe process for identifying proposed requirements for mode(s) of transit to come to the City. Include in your response how your firm will evaluate:
 - I. Experience required
 - II. Features required
 - III. SLAs
 - IV. Hours of Operations
- c. Describe process for Identifying, vetting and proposing micro-mobility vendors that meet requirements of the City
- d. Detail the approach your firm will follow to operate selected vendors on behalf of the City
 - I. Process to establish geofencing or station locations in collaboration with the city
 - II. Process to gain approval from third party officials and business owners to access their right of way
 - III. Process to determine operations plan with the City
- e. How will your firm maintain contractual relationship with micro-mobility vendors?

¹ A service-based commitment between Information Technology Services (the service provider) and the customer.

IV. *Approach to launching micro-mobility vendors into the City*

- a. Describe process for sourcing local warehouse
- b. Describe your firm's approach to hiring
- c. Describe approach to training operations workers
- d. Describe approach to community outreach and education
- e. Describe approach to site surveying and identifying launch and parking locations

V. *Post Launch Program Management*

- a. Describe process for enforcing SLAs with selected micro-mobility vendors
- b. Describe process for staying accountable to your firm's SLAs with the city
- c. Describe your point of contact to the City, and ability of the City to communicate and coordinate with your firm
- d. How will your firm coordinate modes with local transit initiatives on an on-going basis?
- e. How will your firm introduce new modes of micro-mobility and, to the extent applicable, micro-mobility that the City desires to implement into your firm's operations service? Describe contractual process for adding new modes into service.
- f. Describe your firm's approach to data reporting with the City? What unique features will be provided? How often? How will this data inform firm's approach to operations

Firms should also disclose pertinent and relevant information concerning their current or recent participation as a party to any dispute or litigation related to the services being offered, including, without limitation e-mobility and micro-mobility services, and, if any, the resulting case disposition.

VI. *Additional Information*

- a. Appendices can be included to supply other relevant information not specifically called for above. Please limit to no more than an additional 5 pages.

Process, Schedule and Selection

Ranking of Qualifications

Each RFQ will be reviewed and ranked according to the following criteria:

- a. Responsiveness to Submission Requirements Up to 20 points
- b. Firm experience & relevance of past work Up to 80 points

Selection and Contract

Upon review of all responsive RFQs using the criteria outlined above, the City may select firms to submit proposals and interview. Upon completion of the interviews (if required), the City anticipates negotiating a final Scope of Services and fee with the highest ranking firm.

Schedule

Work is anticipated to begin May 1, 2020. A final schedule will be negotiated with the successful firm.

City Role

City's Planning Department staff will be responsible for administering the project and overseeing the firm's work in collaboration with the Department of Public Works and other City departments and in coordination with the City Council.

Reservation of Rights

The City of Portsmouth reserves the right to reject any or all statements of qualifications, to waive technical or legal deficiencies, to proceed or not to proceed with any subsequent proposal process, or to negotiate without further process any contract as may be in the best interest of the City. The City also reserves the right to negotiate directly with the selected firm for additional project work including but not limited to studies, design, and construction administration.

The City reserves the right to make such inquiries regarding the firm's qualifications and reputation as it deems necessary to evaluate the firm. The firm may be requested to execute releases to obtain information from third parties. Failure to execute a release upon request may result in disqualification.

Contract Document

Upon selection, the successful firm will be sent a contract for execution. When the contract is executed by both parties, the Consultant will be instructed to commence providing the work outlined in the contract. All information, data, documents, photos, computer records, and other materials of any kind acquired or developed by the consultant pursuant to this project shall be the property of the City of Portsmouth.