CITY OF RIALTO, CA
NOTICE FOR REQUEST FOR PROPOSALS (RFP NO. 20-075)
RIALTO BIKESHARE
PROJECT NO. 170810

NOTICE IS HEREBY GIVEN that the City of Rialto is requesting proposals from qualified professional firms to provide the City with professional engineering services for the **Rialto Bikeshare, Project Number 170810** (hereinafter the "Project").

PROJECT LOCATION: The Project is located in Rialto, CA.

SCOPE OF SERVICES: The scope of work generally includes providing bikeshare services in Rialto, California for a minimum of three years. The requested services include the installation, operations, and maintenance of a bikeshare system. The selected contractor will own and operate all aspects of the system.

OBTAINING RFP DOCUMENTS AND ADDENDA: The RFP document may be downloaded via the internet at www.yourrialto.com (from the main page look for the "City Hall" drop down menu and select "Departments"; then select "Finance Department". Next scroll down the page and select "Purchasing Division". Finally on the right hand side click on "Vendor Portal/Vendor Registration" button. Once you are redirected to the "City of Rialto Vendor Portal" on the planetbids.com website, select "New Vendor Registration" to register or "Bid Opportunities" if you have already registered. To obtain RFP Documents and Addenda, registration with the City of Rialto Vendor Portal is required. Failure to register may result in not receiving addenda to the RFP.

EVALUATION OF PROPOSALS AND AWARD OF CONTRACT: This solicitation has been developed in the Request for Proposals (RFP) format. Accordingly, firms should take note that multiple factors as identified in the RFP will be considered by the Evaluation Committee to determine which proposal best meets the requirements set forth in the RFP document. PRICE IS NOT EVALUATED AS PART OF THE EVALUATION CRITERIA. The City reserves the right to negotiate the terms and conditions of any resulting contract. Final contract award, if any, will be made by the Rialto City Council. The selected firm will be required to comply with all insurance and license requirements of the City.

DEADLINE: All proposals must be received at the Public Works Department Office, located at 335 W. Rialto Avenue, Rialto, CA, 92376 by 3:00 PM, February 20, 2020**.** The receiving time at the Public Works Department will be the governing time for acceptability of Proposals. Telegraphic and telephonic Proposals will not be accepted. Reference the RFP document for additional dates and deadlines. Late proposals will not be accepted and shall be returned unopened.

PROPOSALS TO REMAIN OPEN: The Proposer shall guarantee that all contents of their proposal shall be valid for a period of 120 calendar days from the due date of proposals.

Savat Khamphou
Public Works Director/City Engineer
January 30, 2020

CITY OF RIALTO, CA
NOTICE FOR REQUEST FOR PROPOSALS (RFP NO. 20-075)
RIALTO BIKESHARE
PROJECT NO. 170810

Requests for Proposals **(RFP NO. 20-075)** for the Engineering design of the Rialto Bikeshare, for the City of Rialto, CA, (hereinafter the "RFP") will be received at the City of Rialto Public Works Department located at 335 W. Rialto Ave., Rialto, CA, 92376, until **3:00 PM, February 20, 2020.** It is the responsibility of the Proposer to see that any proposal sent through the mail, or any other delivery method, shall have sufficient time to be received by this specified date and time. The receiving time in the Public Works Department will be the governing time for acceptability of submitted Proposals. Telegraphic, telephonic, faxed or emailed Proposals will not be accepted. Late Proposals will be returned unopened. Failure to register as a Respondent to this RFP process per the instructions in the Notice Inviting Requests for Proposals (under "Obtaining RFP Documents") may result in not receiving Addenda or other important information pertaining to this process. Failure to acknowledge Addenda may render a proposal as being non-responsive. We **strongly advise** that interested firms officially register per the instructions.

1. PURPOSE AND SCHEDULE:

The City of Rialto is requesting proposals from qualified professional firms to provide the City with professional services for bikeshare in Rialto, CA. The requested services include the installation, operations, and maintenance of a bikeshare system.

The selected firm or team (hereinafter the "Consultant" or "Contractor") will be responsible for procuring and installing the necessary equipment, and overseeing all aspects of its operations. It is expected that the **bikeshare** will launch in 2020 **(FY 2020-2023)** with funding secured for 3 years. The project may continue depending on the success of the program and if additional public or private funding can be secured.

SCHEDULE:

Notice requesting Proposals posted and issued .....January 30, 2020
Deadline for receipt of Questions .....February 13, 2020 3:00 PM
Deadline for receipt of Proposals .....**February 20, 2020 3:00 PM**
Contract awarded by City Council ..... April 7, 2020

NOTE: There will NOT be a pre-proposal conference for this procurement.
****Dates above are subject to change.***

2. BACKGROUND:

A. System Context

Rialto, California is a city with a population of about 100,000 located in San Bernardino County approximately 50 miles east of downtown Los Angeles. In 2018, the City of Rialto commissioned a study to determine the feasibility of a local bike share system. The City of Rialto convened a technical advisory committee and adopted a bikeshare feasibility study in late 2019. The study was presented to the Transportation Commission, Economic Development Commission, and ultimately recommended for adoption and acceptance by the City Council. The study recommended that the City of Rialto procure a "turnkey" bike share system to install and operate a bike share system beginning in 2020.

The goal of the City of Rialto is to launch the system with approximately six stations and 30 bicycles, and gradually expand the system on an on-going basis. The City has secured a minimum of $200,000 to support the bike share system for 3 years and is actively pursuing additional funding to expand the system size and continue the system after initial funding period.

B. Bikeshare Study Findings

The Bikeshare Study Report is included in this RFP as **Attachment "E"**. The City of Rialto's goals for the bike share system are the following:

1. Increase equity by providing an affordable form or transportation to everyone
2. Increase safety for bicycling trips
3. Increase bicycling activity
4. Increase first/last mile connections to transit

The bike share study identified priority locations for bike share stations based on a demand analysis, equity analysis, and public outreach. Refer to the attached report for a map of these locations.

3. SCOPE OF WORK:

The selected contractor will be responsible for all aspects of the bike share system including installation, maintenance, and operations for a minimum of three years. The budget for this project is $200,000. Provide in as much detail as necessary, your proposed approach to this Scope of Work and include your planned Pro Forma. Execution of the scope of work should include the following:

Pre-Launch Elements

A. Business Plan

Provide your proposed business plan for bike share in Rialto, describing your basic business model and how future funds, if secured by the City through grants or other sources, would be applied to program expansion. This should include an explanation of how costs of equipment and operations would be calculated for a future expansion as well as the proposed role your firm's staff would play in seeking future funds and evaluating feasibility of system expansions.

B. Equipment Procurement

The Contractor shall procure (manufacture and/or purchase) and install entire hardware and software for front and back of house operations for the term of the agreement: including, but not limited to, all on street system components, and as well as supplies and equipment for office management, maintenance and distribution. This will include, but may not be limited to initial equipment, spare parts, rebalancing trucks, maintenance tools, information technology equipment & software applications, licensing, upgrade assurances, and necessary warranties. The contractor will retain ownership of the equipment following the conclusion of the contract.

Proposals should include detailed information about the proposed hardware. The City of Rialto is open to a dock-based or smart bike system. Contractor should provide the rationale for their proposed system type, and include a plan for returning out-of-station bikes (if applicable).

C. **Pricing Structure**

Successful respondents will submit a proposed fare structure(s) and briefly describe rationale. Include any information on discounted memberships for people living on low incomes and programs geared towards an easy registration and self-qualification process for these memberships. Describe options for a user to pay, reserve, unlock, and park a bicycle, including those that do not require a smart phone or credit card. The City’s objective is to understand how much the vendor is proposing to charge to users.

D. **Branding/Marketing/Sponsorship**

Contractor, in collaboration with and under the direction of the City of Rialto will oversee branding, marketing, and membership sales. The contractor will be responsible for securing sponsors and advertisers to supplement system revenue, if necessary. Any branding/marketing/sponsorship must meet the City of Rialto’s guidelines.

E. Website and Mobile App

The Contractor shall design, maintain, and host a website and a mobile app that promotes the program and allows users to register, submit secured credit card

data, and execute a user agreement. Ensure the website displays correctly on all major web browsers and mobile devices/formats.
Provide a system to track bicycle and, if applicable, station and dock status, and share this data with the city (specifics on data reports are further outlined below). The website and mobile app shall include real-time map updates to allow users to locate stations and/or bicycles.

The contractor shall use the General Bike Share Feed Specification (GBFS), a standardized data feed for bike share system availability. The mobile app shall be compatible with the latest iOS and Android operating systems.

F. **Identify Bike Share Staff**
The contractor will be responsible for the staff necessary to install prepare, launch, and operate the system. Proposals should identify key staff, and include a hiring plan, if necessary. Every effort shall be made to include members of traditionally under-served communities in the hiring process.

Operational Elements

A. **Launch**.
Plan and execute a high profile, timely, smooth and effective System launch.

B. **Data Reports**
At regular intervals, the contractor shall submit all raw data to the City and reports that track key performance indicators. Reports should include the following information at a minimum:
- Statistics on ridership by station
- Membership statistics
- Monthly business/financial metrics
- Operations reports including data on:
    - Maintenance activities
    - Customer service interactions

C. **Open Data**
The contractor shall provide open content data in the General Bikeshare Feed Specification (GBFS) that will allow third party developers to provide applications to assist users in finding bicycles, and open docks in stations (where applicable).

D. **Rebalancing Plan**
Proposer's rebalancing philosophy and bike-recharging plan: Describe how the proposer will maintain bicycle availability throughout the service area on a daily basis? How will it accomplish this in a manner that maximizes carbon reduction,

acknowledging the potential need to balance reliable bike access with a less carbon intensive rebalancing regime? The plan should include strategies for reducing the need for rebalancing and for minimizing incidents of bikes parked outside of bike share stations or hubs.

E. **Maintenance Plan**

Maintenance and repair responsibilities apply to all hardware and software components of the bike share system. The contractor will be responsible for the following elements of operations, including but not limited to:

a. developing and implementing a regular inspection, maintenance and repair schedule that keeps the system in continuous compliance with all local regulations, partner contracts, and warranty requirements
b. Description of the proposed cleaning schedule for stations and bicycles - inspecting, cleaning and removing graffiti from system structures within 24 hours of discovery, as well as removal of debris in and around the system structures
c. How the condition of the bicycles and paint remain fresh
d. Proposed Service Level Agreements for bicycles to ensure:
    i. Bicycle is actively being ridden by a user or available for rental
    ii. Smooth and properly lubricated drive chain
    iii. Tires are properly inflated and free of defects
    iv. E-bikes (if applicable) have adequate battery life
    v. Brakes are functioning properly
    vi. Saddle is properly fitted, functioning as intended, and free of tears or rips
    vii. Shifters are properly functioning and allow riders to change gears during normal use
    viii. Lights are properly functioning
    ix. Fenders are properly functioning and free of defects or excessive wear
    x. Basket and bell are attached to the bicycle and functioning
    xi. Sponsor branding on bike and at stations, stickers, and labels are in good condition and replaced as needed
    xii. Ensure locking mechanisms and any on-bicycle electronic equipment is properly functioning (if applicable)

4. PROPOSAL REQUIREMENTS:

The Consultant's proposal should describe the approach to accomplish each of the Project tasks. The proposal should also describe the work which shall be necessary in order to satisfactorily complete the task requirements.

Please note: this RFP cannot identify each specific, individual task required to successfully and completely implement this Project. The City of Rialto relies on the professionalism and competence of the selected Consultant to be knowledgeable of the general areas identified in the scope of work. The City of Rialto will not approve addenda

to the selected Consultant's agreement which do not involve a substantial change from the general scope of work identified in this RFP.

5. SELECTION PROCESS: The City of Rialto is utilizing a Qualifications Based Selection process to select the Consultant to provide the services requested by this RFP. The City shall review the proposals submitted in reply to this RFP, and a limited number of firms may be invited to make a formal presentation at a future date. The format, selection criteria and date of the presentation will be established at the time of short listing. Preparation of proposals in reply to this RFP, and participation in any future presentation is at the sole expense of the firms responding to this RFP.

6. PROPOSAL EVALUATION CRITERIA: This solicitation has been developed in the "Request for Proposals" (RFP) format. Accordingly, firms should take note that the City will consider multiple criteria in selecting the most qualified firm. Consistent with Federal, State and local laws for the acquisition of professional services, price is **NOT** an evaluation criterion. A contract shall be negotiated on the basis of the submitted Pro Forma and the elements included, and in consideration of reasonable and mutually agreed project costs and time requirements. Should successful negotiations not occur with the highest ranked firm, the City may, at its sole discretion, choose to enter into negotiations with the second highest ranked firm, and so on.

PRIOR CITY WORK: If your firm has prior experience working with the City **DO NOT** assume this prior work is known to the evaluation committee. All firms are evaluated solely on the information contained in their proposal, information obtained from references, and presentations if requested. All proposals must be prepared as if the evaluation committee has no knowledge of the firm, their qualifications or past projects.

An Evaluation Committee, using the following evaluation criteria for this RFP, will evaluate all responsive proposals to this RFP. The Evaluation Committee may request, if desired by City, formal presentations/interviews from short listed firms at a future date of which the format and presentation evaluation criteria shall be provided at the time of short listing. **Participation in any phase of this RFP process, including the interview phase if conducted, is at the sole expense of the firms replying to this RFP.** The City shall NOT be responsible for any costs incurred by any firm in response to, or participation in, this RFP.

Firms are requested to submit their proposals so that they correspond to and are identified with the following specific evaluation criteria:

A. Project Understanding (10 POINTS):
The firm's proposal adequately demonstrates an understanding of the Project and familiarity with the City of Rialto.

Note: Firms should not simply restate the information contained in this RFP; this evaluation criteria requires that the proposal identify "critical issues" to the Project, identify an approach to resolving any critical issues, and otherwise provide additional information regarding the Project which supports the firm's ability to perform if selected.

B. Scope of Work (<u>50 POINTS</u>):
A detailed scope of work is outlined in Section 3 above. The budget for this project is $200,000. Provide in as much detail as necessary, your proposed approach to implement bikeshare in Rialto and your planned Pro Forma. The proposal must include the following elements:

1. **Business Plan**
2. **System Equipment**
3. **Pricing Structure**
4. **Rebalancing Plan**
5. **Maintenance Plan**

Note: As this RFP has identified a General Scope of Work, evaluation criteria require that the proposal identify a detailed scope of work to successfully develop the **bike share system.** The intent of the Pro Forma is to understand how the $200,000 is intended to be used to complete bikeshare implementation.

C. Staff Qualifications (<u>10 POINTS</u>):
Qualifications of the staff assigned to manage and provide services related to the Project; identify the specific staff assigned to manage the various phases and elements of work associated with the Project.

D. Firm Qualifications (<u>20 POINTS</u>):
Demonstrate past experience with installing and operating of bikeshare systems with similar scope and complexity. Include examples of **how you have met the requirements of the elements listed in Section B. Scope of Work** in other places. Relevant experience must be demonstrated.

E. Project Schedule (<u>10 POINTS</u>):
Describe your timeline for launching the bike share system (including any key events or milestones) from the date of contract execution.

7. PROPOSAL CONTENTS: Firms are requested to format their proposals so that responses correspond directly to, and are identified with, the specific evaluation criteria stated in Section 6 above. **The proposals must be in an 8 ½ X 11 format, may be no more than a <u>total</u> of forty (40) pages (*sheets of paper, double sided is OK*),** including an organization chart, staff resumes and appendices, and cover letter. (A minimum font size of 10 points must be used). **NOTE:** Dividers, attachments included in this RFP to be submitted with the proposal, and Addenda acknowledgments do <u>NOT</u> count toward the 40-page limit. Interested firms shall **<u>submit FIVE (5) copies (one marked "Original" plus four copies)</u>** of its proposal by the deadline.

All proposals shall be sealed within one package and be clearly marked, **RFB No. 20-075 Rialto Bikeshare**. **Proposals not meeting the above criteria may be found to be non-responsive.**

Envelope must be clearly marked "Work Proposal", shall include the following items:

- Completed Signature authorization and Addenda Acknowledgment (see **Attachment A**)

- Completed Debarment and Suspension Certificate (see **Attachment B**)
- Completed Disclosures required by persons or entities contracting with the City of Rialto (see **Attachment F**)
- Technical proposal – describe in detail your approach and understanding of all necessary tasks and steps involved in the project; include a list of deliverables
- Related Experience; include relevant experience date, name of agency, and reference name/contact information
- A USB flash drive (thumb drive) containing the **Work Proposal** in both Microsoft Word (*.doc) and Adobe Acrobat (*.pdf) formats.

PROPOSAL ORGANIZATION: At a minimum, firms must provide the information identified below. All such information shall be presented in a format that directly corresponds to the numbering scheme identified here.

SECTION A: PROJECT UNDERSTANDING

A.1 Without reciting the information regarding the Project verbatim as contained in this RFP, convey an understanding of the intent of the Project and an understanding of the City's expectations upon implementation of the Project.

A.2 Identify "key" or "critical" issues that may be encountered on the Project based on the firm's prior experiences; provide steps to be taken to ensure the issues do not affect the successful delivery of the Project.

SECTION B: SCOPE OF WORK

B.1 Provide a detailed scope of work identifying all tasks and sub-tasks required to successfully design the **bikeshare system.** This is to ensure that the final agreed contract has a scope of work and payment schedule which correlate to one another.

SECTION C: STAFF QUALIFICATIONS

C.1 Identify the total number of projects the Project Manager (assigned as a "Project Manager") has successfully ***completed*** which involved infrastructure projects of similar characteristics, size, scope and complexity that include the various phases and elements of work associated with the proposed scope of work.

C.2 Identify how many years the Project Manager has been currently employed with the Consultant's firm. Identify how many years the Project Manager has been previously employed with other firms or agencies doing similar work as requested in this RFP, and identify the name of the direct supervisor.

C.3 Identify how the Project Manager can or will have sufficient time to devote to the Project, given current and future time commitments, if the Consultant is selected.

SECTION D: FIRM QUALIFICATIONS

D.1 List the firm's complete name, type of firm (individual, partnership, corporation or other), telephone number, FAX number, contact person and E-mail address. If a corporation, indicate the state the corporation was organized under.

D.2 List the name and title of the firm's principal officers with the authority to bind your company in a contractual agreement.

D.3 List the firm's specific and relevant experience with bicycle and pedestrian facility design of similar characteristics, size, scope, and complexity that include the various phases and elements of work.

D.4 Indicate the name of any sub-consultant firms that will be utilized to make up your team. Describe each sub-consultant's background and specific expertise that they bring to the Project.

SECTION E: PROJECT SCHEDULE

E.1 Identify the time frame for previous design projects the Consultant's firm has successfully ***completed*** which involved similar characteristics, size, scope, and complexity that include the various phases and elements of work.

E.2 Provide a thorough project schedule identifying all tasks and sub-tasks identified in the detailed scope of work submitted with the Proposal, showing a schedule to deliver the Project in consideration of all reasonable and expected time frames necessary to coordinate the Project. Proposers shall assume a Notice to Proceed date of May 2020.

8. DEADLINE FOR SUBMISSION OF PROPOSALS

All proposals must be received in the City of Rialto, Public Works Department by February 20, 2020 at 3:00 PM. Proof of receipt before the deadline is a City of Rialto, Public Works Department time/date stamp. It is the responsibility of the firms replying to this RFP to see that any proposal sent through the mail, or via any other delivery method, shall have sufficient time to be received by the Public Works Department prior to the proposal due date and time. Late proposals will be returned to the firm unopened. **Proposals shall be clearly marked and identified and must be submitted to:**

City of Rialto
Public Works Department
335 W. Rialto Ave.
Rialto, CA 92376
Attn: Savat Khamphou, Public Works Director/ City Engineer

QUESTIONS: Firms, their representatives, agents or anyone else acting on their behalf are specifically directed **NOT** to contact any city employee, commission member, committee member, council member, or other agency employee or associate for any purpose related to this RFP other than as directed below. **Contact with anyone other than as directed below may be cause for rejection of a proposal.**

Any questions, technical or otherwise, pertaining to this RFP **must be submitted electronically via the Q&A tab of the RFP Project found in the City of Rialto Vendor Portal.** The Vendor Portal can be accessed via the internet at www.yourrialto.com (from the main page look for the "City Hall" drop down menu and select "Departments"; then select "Finance Department". Next scroll down the page and select "Purchasing Division". Finally on the right hand side click on "Vendor Portal/Vendor Registration" button. Once you are redirected to the "City of Rialto Vendor Portal" on the planetbids.com website, click on the "Bid Opportunities" button and find the "Rialto Bikeshare" project. Select the Q&A tab and submit your question(s).

Interpretations or clarifications considered necessary in response to such questions will be resolved by the issuance of formal Addenda to the RFP. **The deadline for all questions is 3:00 PM February 13, 2020.** Questions received after this date and time may not be answered. Only questions that have been resolved by formal written Addenda via the Public Works Department will be binding. Oral and other interpretations or clarifications will be without legal or contractual effect.

9. GENERAL

FORM OF AGREEMENT: The selected firm will be required to enter into a contractual agreement, inclusive of insurance requirements, with the City of Rialto in accordance with the standard Professional Services Agreement (**see Attachment "D"**). Requested changes to the Professional Services Agreement may not be approved, and the selected firm must ensure that the attached document will be executed.

Failure or refusal to enter into an Agreement or to conform to any of the stipulated requirements in connection therewith shall be just cause for an annulment of the award.

AWARD OF CONTRACT: It is the City's intent to award a contract to the firm that can provide all services identified in the RFP document. ***However, the City reserves the right to award a contract to multiple Respondents or to a single Respondent, or to make no award, whichever is in the best interest of the City.*** It is anticipated that award of the contract will occur at the next regularly scheduled City Council meeting after the evaluation committee has made its final selection of the firm to be recommended for award and a contract has been negotiated and agendized for consideration. The decision of the City Council will be final.

RESPONSIBILITY OF PROPOSER: All firms responding to this RFP shall be responsible. If it is found that a firm is irresponsible (e.g., has not paid taxes, is not a legal entity, submitted an RFP without an authorized signature, falsified any information in the proposal package, etc.), the proposal shall be rejected.

PUBLIC RECORD: All documents submitted in response to this solicitation will become the property of the City of Rialto and are subject to the California Code Section 6250 et seq., commonly known as the Public Records Act. Information contained in the documents, or any other materials associated with the solicitation, may be made public after the review process has been completed, negotiations have concluded and a recommendation for award has been officially agendized for City Council consideration, and/or following award of contract to a specific firm, if any, by the City Council.

COST RELATED TO PROPOSAL PREPARATION: The City will NOT be responsible for any costs incurred by any firm responding to this RFP in the preparation of their proposal or participation in any presentation if requested, development of any technical proposal if requested, or any other aspects of the entire RFP process.

BUSINESS LICENSE: The selected firm will be required to be licensed in accordance with Title 5 of the City of Rialto Municipal Code, entitled "Business Licenses and Regulations".

PROPOSAL INFORMALITIES OR DEFECTS: The City of Rialto reserves the right to waive any informality or technical defect in a proposal and to accept or reject, in whole or in part, any or all proposals and to seek new RFP's, as best serves the interests of the City.

INVESTIGATIONS: The City reserves the right to make such investigations as it deems necessary to determine the ability of the firms responding to this RFP to perform the Work and the firm shall furnish to the City all such information and data for this purpose as the City may request. The City reserves the right to reject any proposal if the evidence submitted by or investigation of such firm fails to satisfy the City that such firm is properly qualified to carry out the obligations of the Contract and to complete the Work contemplated therein.

PROPOSALS TO REMAIN OPEN: The Proposer shall guarantee that all contents of their proposal shall be valid for a period of 120 calendar days from the due date of proposals.

SIGNED PROPOSAL AND EXCEPTIONS: Submission of a signed proposal will be interpreted to mean that the firm responding to this RFP has hereby agreed to all the terms and conditions set forth in all of the sheets which make up this Request for Proposals, and any attached sample agreement. **Exceptions to any of the requirements contained in the RFP documents will not be accepted**. Exceptions to the City's standard Agreement terms and conditions, including insurance requirements, may be considered in the evaluation process; however, the City makes no guarantee that any such exceptions will be approved. Any exceptions to the standard Agreement must be identified in the submitted Proposal.

ATTACHMENTS

1. ATTACHMENT A – Signature Authorization and Addenda Acknowledgement
2. ATTACHMENT B – Debarment and Suspension Certification
3. ATTACHMENT C – Sample cost proposal (Local Assistance Procedures Manual Exhibit 10-H)
4. ATTACHMENT D – Sample Professional Services Agreement
5. ATTACHMENT E – Bikeshare Study Report (Bikeshare Feasibility Study & Business and Implementation Plan)
6. ATTACHMENT F – Disclosures required by persons or entities contracting with the City of Rialto