

ADDENDUM NO: 1

RFP: 158279 – Bike Share Operations

DEPARTMENT: Transportation

REASON: Answering Questions Submitted

OLD OPENING DATE: September 7, 2017

NEW OPENING DATE: N/A

***Please see following pages**

**PLEASE SIGN ONE (1) COPY OF ADDENDUM AND RETURN TO THE PURCHASING
DEPARTMENT. RETAIN THE OTHER COPY
FOR YOUR FILES.**

Name

Company

**City Of Chattanooga
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Bike Share Operations Questions and Answers

Total trips by station by year - Data attached below for all time data

Detailed list of repairs - Not available

Parts price list – determined through contract with PBSC. Contact them at <https://www.pbsc.com/>

Detailed expenses by year for the last 5 years - Not available

Budget for the last 5 years - Not available

Revenue by station - Not available

If the city grants this opportunity to an operator requiring that they use the equipment that is in place will they be allowing any of the dockless Bikeshare programs that are popping up to operate in the public right of way? -

Use of City Right of Way for dockless bike share would require a permit. CDOT would likely oppose approval due to cluttering sidewalk, but City Council would make the final decision.

Is the city open to increasing fees - Yes

Current org chart and salaries associated with each position - Motivate uses 1 General Manager, 1

Assistant GM, 1 FT rebalancer/tech, 1 PT rebalancer/tech, 1 PT Mechanic/checker

Current office address – Motive leases 2101 Chestnut St, Chattanooga TN 37408

Number of vehicles that the system owns - 1 Nissan NV owned by Motivate

Inventory of what transitions to new operator - Spare parts/tools/office equipment/furniture owned by Motivate

If an audit reveals significant repairs needed to stations and docks will the current operator Be required to complete prior to leaving – The City expects motivate to turn over a 100% functioning system and docks

How will the city be engaged to help this program be successful - CDOT promotes bike share and applies for supporting grants

Will website remain - New website may need to be developed as the current has proprietary technology

Details of sponsorship. How many sponsors and total amounts. Terms. - None

I would also like a diagram of all of the equipment vendors - PBSC for software/parts, ATT for Sim cards all other Motivate vendors are confidential.

How much are the software fees? Are there any other fees associated with the equipment vendor? Determined through contract between vendor and PBSC. Contact them at <https://www.pbsc.com/>

Will the current operator have to forgo the percent of sponsorship dollars for any remaining term. For instance if they received sponsorship for 5 years and they are only 2 years in will they have to pass on the sponsorship dollars for the remaining 3 years? - There are no long term contracts.

Will they have to share all current and past sponsorship agreements and ad sales? - No

I was wondering who is responsible for paying software fees. How much are they? Who is the cellular service through? How much is it? – Operator negotiates and pays all fees related to operations

What is the total cost of insurance as it is laid out in this rfp. What is motivate currently paying? - Motivate has not reported expenses.

How much is the workmans comp? Motivate has not reported expenses.

How much spent on the following annually – Motivate has not reported expenses.

Bike replacement

Bike parts

Tools

Station parts and repairs

Station	Trips Beginning
200 River St Outdoor Chattanooga	27867
100 Walnut St	25075
Hubert Fry Center Tennessee Riverpark	14210
215 Broad St	12899
100 Manufacturers Rd	12465
High St & E 2nd St	11824
Power Alley & Riverfront Pkwy	11048
Chestnut St & Riverfront Pkwy	9618
Market St & E 14th St	9033
Market & E 4th Street	8839
Broad St & W 4th St	8779
E Main St & Rossville Ave	7182
Patten Parkway	6958
Broad St & W 8th St	6443
Market St & Cowart St	6098
Carter St & W 12th St	5515
Market St & W 12th St	5336
W Main St & Cowart St	5256
Broad St & W 10th St	5050
SpringHill Suites	4347
Broad St & W 6th St	4333
1216 Broad St	4203
Pine St. & W. 6th St.	3852
1826 Carter St	3513
Douglas St	3235
800 E 8th St	3035
ML King Blvd & Lindsay St	2863
Oak St & University Greenway	2623
500 Georgia Ave	2472

Curtain Pole	2422	
301 Manufacturers Rd	2092	
Oak St & Houston St	2028	
Middle St	1954	
McCallie Ave & Lindsay St	1865	
Blue Goose Hollow	1578	
E 5th St & Collins St	1405	
MLK and University St	263	

tostation_name	Trips Beginning
200 River St Outdoor Chattanooga	28973
100 Walnut St	23749
Hubert Fry Center Tennessee	14094
215 Broad St	13446
100 Manufacturers Rd	12585
Power Alley & Riverfront Pkwy	11800
High St & E 2nd St	11067
Market & E 4th Street	9928
Broad St & W 4th St	9573
Chestnut St & Riverfront Pkwy	9425
Market St & E 14th St	9244
Patten Parkway	7420
E Main St & Rossville Ave	7308
Broad St & W 8th St	6202
Carter St & W 12th St	6191
W Main St & Cowart St	5973
Broad St & W 10th St	4940
Market St & Cowart St	4839
Market St & W 12th St	4763
1216 Broad St	4375
SpringHill Suites	4300
1826 Carter St	3923
Broad St & W 6th St	3899
Pine St. & W. 6th St.	3529
Douglas St	3524
ML King Blvd & Lindsay St	3016
800 E 8th St	2801
Curtain Pole	2438
301 Manufacturers Rd	2159

Oak St & University Greenway	2115	
500 Georgia Ave	1985	
Middle St	1895	
Oak St & Houston St	1665	
Blue Goose Hollow	1598	
E 5th St & Collins St	1351	
McCallie Ave & Lindsay St	1154	
MLK and University St	331	

1. Is it within the procurement rules for any respondent to directly contact the current private operator, Motivate, to discuss potential transition plans and other programmatic factors in order to provide a solid response to the RFP?
2. Who currently hosts the Bike Chattanooga website? If Motivate, have there been any discussions regarding transitioning the domain name and allowing use of current content?
3. Who currently 'owns' the customer service call number for Bike Chattanooga? If Motivate, have there been any discussions regarding transitioning the number to the new operator?
4. If the City elects a new bike share operator, is there an expected transition date?
5. Will the City of Chattanooga be willing to consider a proposal requesting short-term operational funding provided to the new operator for the initial transition period?
6. Will the City be willing to connect the selected bike share operator with potential local corporate sponsors and/or foundations?
7. Can the City of Chattanooga provide a Profit/Loss Statement or Balance Sheet for the last year of bike share operations?
8. Are the current parts and tools (specifically the proprietary parts/tools) for bike share be included in the operational transition or will the new provider be expected to re-furnish all the system parts/tools?

1. Respondents cannot contact Motivate directly, all correspondence has to be sent to the Purchasing Department as stated in the solicitation.
2. CDOT owns the bikechattanooga.com web domain and is in the process of determining what content would remain with an operator change.
3. Motivate has a contract with Total Outsource Solutions out of Raleigh NC (<http://www.tosystems.com>, 1-800-413-3111). A new operator could negotiate with the call center to continue service with the same # and email, or develop an alternative customer service plan.
4. The City would like a Nov. 1, 2017 transition.
5. There are no City funds allocated to support bike share. There are grant funds available to support Bike Chattanooga through funding memberships (about \$40,000) and pay bike ambassadors (about \$15,000).
6. The City will support efforts by the operator to secure sponsor funding through introductions, letters of support, and attending meetings as requested by the operator.
7. The city does not have profit/loss statements from the current operators.
8. The city contends that all equipment purchased by the current operator to satisfy their obligations (parts, website, toolkits, furnishings, batteries, technical platforms, specialized equipment, etc.) is City property and stays with the system. An inventory with condition has been requested of the current operator.