



CITY OF KNOXVILLE

2-Year Permit Application

Shareable Dockless Mobility Fleet

**Applications to be Received by 11:00:00 a.m., Eastern Time
February 22, 2022**

Submit Applications to:
City of Knoxville
Office of the Purchasing Division
City/County Building
Room 667-674
400 Main Street
Knoxville, Tennessee 37902

Shareable Dockless Mobile Fleet

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City of Knoxville Request for Applications

Shareable Dockless Mobile Fleet

I. Statement of Intent

The City of Knoxville is applications from responsible firms to issue shared mobility device permits to vendors who are able to provide Knoxville with micro mobility solutions for increased mobility, transit convenience and equity, leisure, and alternatives to less sustainable modes of transportation.

II. Application Time Line

Availability of Request for Applications	February 3, 2022
Deadline for questions to be submitted in writing to the Purchasing Division	February 17, 2022
Applications Due Date	February 24, 2022

This timetable is for the information of submitting entities. These dates are subject to change. **However, in no event shall the deadline for submission of the applications be changed except by written modification from the City of Knoxville Purchasing Division.**

III. Background

In 2019, Knoxville established a pilot program with two vendors to evaluate how mobility devices would function in the Knoxville environment, and what legal and programmatic conditions would need to be established in order to accommodate a permanent framework for the operation of shared vehicle programs within City rights of way. The pilot demonstrated that shared mobile vehicles provide a valued mobility option to residents, but that the operation of shared vehicle programs needs to be carefully regulated in order to more adequately address concerns. The City passed Ordinance O-160-2021 to regulate such programs and is now ready to issue permits for shareable dockless mobile fleets.

IV. General Conditions

- 4.1. The following data is intended to form the basis for submission of applications to obtain an operating permit for shareable dockless mobile fleets from the City of Knoxville.
- 4.2. This material contains general conditions for the procurement process, the scope of service requested, permit requirements, instructions for submissions of applications, and submission forms that must be included in the application. The RFA should be read in its entirety before preparing the application.
- 4.3. All materials submitted pursuant to this RFA shall become the property of the City of Knoxville.
- 4.4. To the extent permitted by law, all documents pertaining to this Request for Applications shall be kept confidential until the application evaluation is complete and a recommendation submitted to City Council for review. No information about any submission of applications shall be released until the

process is complete, except to the members of the Evaluation Committee and other appropriate City staff. All information provided shall be considered by the Evaluation Committee in making a recommendation to enter into an agreement with the selected firm.

- 4.5. Any inquiries, suggestions or requests concerning interpretation, clarification or additional information pertaining to the RFA shall be made **in writing and be in the hands of the Purchasing Agent, Penny Owens, by the close of the business day on February 17, 2022.** Questions can be submitted by letter, fax (865-215-2277), or email to powers@knoxvilletn.gov. The City of Knoxville is not responsible for oral interpretations given by any City employee, representative, or others. The issuance of written addenda is the only official method whereby interpretation, clarification, or additional information can be given. If any addenda are issued to this Request for Applications, the Purchasing Division will post them to the City's website at www.knoxvilletn.gov/bids. Submitting organizations are strongly encouraged to view this website often to see if addenda are posted. Failure of any applicant to receive such addendum or interpretation shall not relieve such Applicant from any obligation under his application as submitted.
- 4.6. The City of Knoxville reserves the right to (a) accept or reject any and/or all submissions of applications; (b) to waive irregularities, informalities, and technicalities; and (c) to accept any alternative submission of applications presented which, in its opinion, would best serve the interests of the City. The City shall be the sole judge of the applications, and the resulting negotiated agreement that is in its best interest, and its decision shall be final. The City also reserves the right to make such investigation as it deems necessary to determine the ability of any submitting entity to perform the work or service requested. Information the City deems necessary to make this determination shall be provided by the submitting entity. Such information may include, but is not limited to, current financial statements by an independent CPA, verification of availability of equipment and personnel, and past performance records.
- 4.7. All expenses for making a submission of application shall be borne by the submitting entity.
- 4.8. Any submission of applications may be withdrawn up until the date and time for opening of the submissions. **Any submission not so withdrawn shall, upon opening, constitute an irrevocable offer for a period of 120 days to the City of Knoxville for the services set forth in the Request for Applications until one or more of the submissions have been duly accepted by the City.**
- 4.9. Prior to submitting their applications, applicants are to be registered with the Purchasing Division through the City of Knoxville's online Vendor Registration system. Instructions for registering on-line are available at www.knoxvilletn.gov/purchasing. **Applications from un-registered applicants may be rejected.**
- 4.10. **NO CONTACT POLICY:** After the posting of this solicitation to the Purchasing Division's website, any contact initiated by any applicant with any City of Knoxville representative concerning this application is strictly prohibited, unless such contact is made with the Purchasing Division representative listed herein or with said representative's authorization. Any unauthorized contact may cause the disqualification of the applicant from this procurement transaction. Applications must include a notarized No Contact/No Advocacy Affidavit (to be found in the "Submission Forms" section of this document).
- 4.11. **INCLEMENT WEATHER:** During periods of inclement weather, the Purchasing Division will enact the following procedures with regard to solicitations and weather delays:
 - If City offices are closed due to inclement weather on the date that bids/applications/qualifications/letters of interest are due into the Purchasing Office, all solicitations due that same day will be moved to the next operational business day.
 - The City of Knoxville shall not be liable for any commercial carrier's decision regarding deliveries during inclement weather.

V. Scope of Service

The City desires to issue shared mobility device permits to vendors who are able to provide Knoxville with micro mobility solutions for increased mobility, transit convenience and equity, leisure, and alternatives to less sustainable modes of transportation.

The program should be able to provide a safe, accessible, and reliable form of mobility to Knoxville. Vendors will be able to comply with operational expectations of fleet organization, response to complaints or needs to address concerns, and continuously work to respond to key operational concerns that impact City staff and citizens.

The City desires a vendor that will be able to provide multiple fleet solutions to Knoxville, particularly an ability to provide electric assisted bikes (ebikes) in addition to solely electric powered devices such as standing scooters, seated scooters, or any other future devices that may be introduced into the market. The City understands that the vendors will likely look to onboard future devices, and expect the vendor to work with the City on future ordinance/administrative rule changes to account for future devices.

The City will operate the program in a data-driven manner, and desire vendors that want to work in a collaborative effort with the City and the City's data partners on having an effective data collection and reporting system as discussed in the below permit and in City administrative rules and ordinance.

Equity and sustainability are two key values for the City, and the City looks to permit vendors who offer programs that address equity concerns of deployment in underserved areas, pricing discounts, and compliance with all equity rules. The city also hopes that by offering micro mobility options, citizens will be able to use electric shared vehicles to displace car trips. The City hopes to partner with vendors with strategies for increased use to meet sustainability goals while themselves having sustainable business practices.

The vendor shall provide and own all system equipment. All system design, installation, operating, maintenance, and promotional responsibilities will be borne and insured by the Contractor. The City anticipates that the vendor will collect membership/use fees, sponsorships, and other revenue sources in order to cover System capital and operating costs. The City may help promote and showcase the System community-wide, but the City will not directly seek, recruit, or recognize System sponsors.

2- Year Permit Details

This application will be considered as a 2 year permit application for the following. Please identify the device types included with your application.

Annual Permits are for 300 devices per device type, per vendor. You may select multiple device types.

Shareable Dockless Mobility Device Permit fee is \$12,000 annually for the first 300 Devices.

Device	Deployment number (based off ratio to standing scooters)
Standing Scooters	300 cap
E-Bikes	Minimum of 50 (if applicable), 100 cap
Seated Scooters	1:3 ration (for every seated scooter deployed, it counts as 3 standing scooters deployed from fleet cap) – current cap is 30

Annual Permit Device Type (with caps)

___300 Stand-up electric scooter (throttle powered)

___100 Electric assisted bicycle (Class 1 or Class 2, must have functional pedals)

___Seated electric scooters (cap in relation to seated scooters)

___OTHER (describe below)

Per City of Knoxville administrative regulations, Scooters deployed under this permit shall meet the SAE J3194 classifications of WT1, SP2, and E; Electric bicycles and seated scooters deployed under this permit shall meet the SAE J3194 classifications of WT2, WD2, SP2):



SAE J3194™ TAXONOMY & CLASSIFICATION OF POWERED MICROMOBILITY VEHICLES

POWERED MICROMOBILITY VEHICLE







A wheeled vehicle that must:

- Be fully or partially powered
- Have a curb weight ≤ 500 lb (227 kg)
- Have a top speed ≤ 30 mph (48 km/h)

Scope of J3194™

- Only includes vehicles that are primarily designed for human transport and to be used on paved roadways and paths
- Excludes solely human-powered vehicles

TYPES OF POWERED MICROMOBILITY VEHICLES¹

	Powered Bicycle	Powered Standing Scooter	Powered Seated Scooter	Powered Self-Balancing Board	Powered Non-Self-Balancing Board	Powered Skates
						
Center column	Y	Y	Y	Possible	N	N
Seat	Y	N	Y	N	N	N
Operable pedals	Y	N	N	N	N	N
Floorboard / foot pegs	Possible	Y	Y	Y	Y	Y
Self-balancing ²	N	N	N	Y	N	Possible

¹All vehicles typically designed for one person, except for those specifically designed to accommodate additional passenger(s)

²Self-balancing refers to dynamic stabilization achieved via a combination of sensors and gyroscopes contained in/on the vehicle

Table 1 - Classification system for powered micromobility vehicles

Name	Code	Description
Curb weight		
Ultra lightweight	WT1	Curb weight ≤ 50 pounds (23 kg)
Lightweight	WT2	50 pounds (23 kg) < curb weight ≤ 100 pounds (45 kg)
Midweight	WT3	100 pounds (45 kg) < curb weight ≤ 200 pounds (91 kg)
Midweight plus	WT4	200 pounds (91 kg) < curb weight ≤ 500 pounds (227 kg)
Vehicle width		
Standard-width	WD1	Vehicle width ≤ 3 feet (0.9 m)
Wide	WD2	3 feet (0.9 m) < vehicle width ≤ 4 feet (1.2 m)
Extra-wide	WD3	4 feet (1.2 m) < vehicle width ≤ 5 feet (1.5 m)
Top speed		
Ultra low-speed	SP1	Top speed ≤ 8 mph (13 km/h)
Low-speed	SP2	8 mph (13 km/h) < top speed ≤ 20 mph (32 km/h)
Medium-speed	SP3	20 mph (32 km/h) < top speed ≤ 30 mph (48 km/h)
Power source		
Electric	E	Powered by an electric motor
Combustion	C	Powered by an internal combustion engine

VI. Permit Requirements

Submitting entities, if selected, must agree adhere to the attached Ordinance and to accept the permit, must provide the following per Section 16-712 in the attached Ordinance:

6.1 Acknowledgement of rules. Written acknowledgement by the operator that they have read all regulations pertaining to the operation of a shareable PMV, including this article, the city's business license requirements, the city's tax requirements, the administrative regulations promulgated or imposed by the city to implement this article, and acknowledging responsibility for compliance with the provisions of this article and the administrative regulations.

6.2 Life safety compliance and affidavit. An application for an operating permit must be accompanied by an affidavit verifying compliance with the safety and equipment standards set forth in this article, state and local laws, and the administrative regulations.

6.3 City business license;

6.4 Indemnification. Written acknowledgement and agreement by the owner and operator that, in the event a permit is approved and issued, agree to assume all risk and indemnify, defend and hold the city harmless concerning the city's approval of the permit, the operation and maintenance of the shareable PMV and system, and any other matter relating to the shareable PMV system.

6.5 Inventory information. Images and description of the applicant's shareable PMVs, including technical specifications, any signage or instructions permanently affixed to the device, and the number of shareable PMVs;

6.6 Owner and Operator information. The full legal name, street and mailing addresses, the email address, and the telephone number of the owner of the shareable PMV system and in cases where a business entity or trust is the owner of the shareable PMV system, the individual who has responsibility to oversee the ownership of the shareable PMV system on behalf of the business entity or trust, including the mailing address, the email address, and the telephone number of the individual having such responsibility. If the owner of a shareable PMV system is a business entity, information and documentation is required demonstrating the owner's valid status with the Tennessee secretary of state. The same information is required for the operator of the shareable PMV system.

6.7 Equity plan. Permitted operators shall provide an equity plan to the business license & tax office as part of the permit application. The equity plan would include operational abilities of operators to increase physical access to devices and decrease economic barriers to using devices in an equitable way. The equity plan shall include discounted price options and may include such elements as cash-based payment systems, non-smartphone reservation systems, and equitable deployment and rebalancing practices.

VII. Instructions to Submitting Entities

All submissions of applications shall comply with the following instructions. These instructions ensure that (1) submissions contain the information and documents required by the City's RFA and (2) the submissions have a degree of uniformity to facilitate evaluation.

7.1. General

Submission forms and RFA documentation may be obtained on or after February 3, 2022, at no charge from:

City of Knoxville Purchasing Division
City/County Building
400 Main Street, Room 667
Knoxville, Tennessee 37902

between 8:30 a.m. and 4:30 p.m. (Eastern Time), Monday through Friday or by calling 865/215-2070. Forms and RFA information are also available on the City web site at www.knoxvilletn.gov/purchasing where it can be read or printed using Adobe Acrobat Reader software.

7.2. Submission Information

Option 1 - Electronic Submission Procedures. Electronic submissions shall be submitted online through the City's Procurement website. DO NOT EMAIL YOUR SUBMISSION. All applicants/bidders must register as a vendor in order to submit an electronic file.

Step One: Register as a City of Knoxville vendor (Vendors are encouraged to complete this step now to ensure seamless submission process prior to deadline.) To register as a vendor: Visit the website at www.knoxvilletn.gov/purchasing Click the "Vendor Registration" tab; then "Click here to register as a City of Knoxville Vendor" Follow the prompts to complete online registration. Note: You will be asked for a PIN. This PIN will be emailed to you and may be sent to your spam or junk folder.

DO NOT WAIT UNTIL SUBMISSION DEADLINE TO REGISTER AS A VENDOR. The electronic submission link will be disabled at 11:00:00 a.m. Eastern time. Vendors will not have the ability to submit any electronic files once the deadline has passed and the City will accept no late submissions.

Step Two: Submit all materials electronically as one (1) file to City's Procurement website PRIOR to 11:00:00 a.m. (Eastern Time) on January 24, 2022. To submit electronic file: Visit the procurement website at www.knoxvilletn.gov/bids Click "RFA - Shared Dockless Mobile Fleet", Click "Submit Bid" (red button located at top of screen) Follow the prompts to upload and submit electronic file. The City prefers only one (1) bid file per submission. Files MUST use the following naming convention, listing the firm's name followed by the title of the project. Example: "ABC Company-Shared Dockless Mobile Fleet.pdf." Should you need to merge multiple documents into one PDF please utilize Google to download a free software intended for merging pdf documents.

Option 2 - Hard Copy Submission Procedures: Applications shall include one original and one electronic copy of the application (.pdf format on CD or USB drive only—mark the storage device with the company name); the electronic version shall be an exact duplicate of the original, and the electronic version will be

the official document exhibited in the contract. Electronic submissions must be included with the sealed submissions; do not email your submission.

IMPORTANT NOTE: The original hard copy submitted application must bear an original signature, signed in ink (duplicated signatures substituted for original ink signatures may result in rejection of the applications). The signature must be entered above the typed or printed name and title of the signer. All applications must be signed by an officer of the company authorized to bind the firm to a contract.

Applications will be received until 11:00:00 a.m. (Eastern Time) on February 24, 2022. Each application must be submitted in a sealed envelope addressed to:

City of Knoxville Purchasing Division
City/County Building
400 Main Street, Room 667
Knoxville, TN 37902

IMPORTANT NOTE: Each mailing envelope or carton containing a application or multiple copies of the application must be sealed and plainly marked on the outside “RFA – Shared Dockless Mobile Fleet .”

Applicants are reminded that the Purchasing Division receives many bids and applications for any number of solicitations; **unlabeled submissions are extremely difficult to match to their appropriate solicitations and therefore may be rejected.**

Any applications received after the time and date on the cover sheet will not be considered. It shall be the sole responsibility of the submitting entity to have the application delivered to the City of Knoxville Purchasing Division on or before that date.

Late applications will not be considered. Applications that arrive late due to the fault of United States Postal Service, United Parcel Service, DHL, FEDEX, any delivery/courier service, or any other carrier of any sort are still considered late and shall not be accepted by the City. Such applications shall remain unopened and will be returned to the submitting entity upon request.

7.3. Format

The City is committed to reducing waste. Submissions of qualifications must be typed on 8.5 x 11 inch wide white paper, printed on both sides. **DO NOT BIND** the document; instead, staple or binder clip the submission together and place in a sealed envelope (see Paragraph 7.2). Pages must be consecutively numbered. A table of contents must be included in the application immediately after the title page, and each of the following numbered sections must be tabbed.

Applications shall be structured as follows. Numbered items listed below should have a numbered tab page:

1. Title Page
2. Table of Contents
3. Application Fee of \$100
4. Submission Forms:

A. [Form S-1](#)

[NOTE: All required submission forms may be found in this solicitation document.](#)

5. Body of Application: All applications **must** include the following:

EXPERIENCE / OPERATION PLAN

1a. List all markets where Operator is currently operating (including Knoxville if relevant). Include: 1. Name of cities or jurisdictions 2. Device types(s) offered in each city 3. Number of permitted devices

1b. Provide a strategy for launching and scaling in Knoxville assuming your company is issued a valid permit effective July 1st, 2021. Include a timeline for operationalizing in Knoxville (e.g. hiring, acquiring devices, and securing any local leases).

1c. Provide pricing plan options.

1d. Provide service area geography and include any expected adjustments and rationale for service area adjustments based on ridership, seasonality, regulatory, or any other changes.

1e. Provide hours of operation (note: The City of Knoxville currently operated on a 7am-11pm maximum hours of operation)

1f. Provide methods and frequency of deploying and redistributing devices.

1g. Provide methods and frequency of charging devices.

1h. Provide methods and frequency of storing devices during non-operational hours.

1i. Provide plan for maintaining devices to high safety standard.

1j. Provide Sustainability Plan including strategy for disposing of batteries, broken devices, and average electricity consumption of devices.

1k. Detailed formal response process and plan to address city requests (City staff or partner emails, 311, other) within a timely manner. Include specifics around process, staffing, and response time.

1l. Provide detailed plan for identifying and responding to systemic device safety issues. (i.e. major software malfunctions system wide)

1m. Provide plan for responding to extreme events including public health emergencies and weather events such as flooding, high winds, snow, and ice

1n. Provide details on how your company can minimize, identify, and quickly resolve pedestrian obstructions (e.g. preventing safe passage along sidewalks, walking paths, or access ramps) caused by PMV.

1o. Demonstrate ability to respond to large scale special events including staffing accommodations and compliance with any temporary regulations (e.g., no ride areas, reduced speed areas, no/designated parking areas)

1p. Demonstrate ability to provide access to data to the City consistent with Administrative Regulations including API access.

1q. Demonstrate staffing plan, provide timeline for hiring initial staff team as well as strategy to replace staff on an ongoing basis.

1r. Demonstrate ability to comply with in-street parking models (e.g. operating markets with in-street parking spots/corrals, operational plans for meeting in-street parking expectations)

USER COMMUNICATION AND EDUCATION PLAN

2a. Provide strategy for out-of-app education (such as: outreach events, media strategy, email or written brochures, vehicle decals, partnerships, or other strategies and materials) to increase awareness and compliance with Knoxville specific laws.

2b. Provide strategy for in-app education (such as: banners, link trees, rental process pop-ups, quizzes, or other examples) to increase awareness and compliance with Knoxville specific laws.

2c. Provide plans and app functionality that allows anyone to report parking or maintenance requests directly to the Operator, regardless of whether that person rides the devices.

2d. Detail process for how community requests directed to Operator customer service number/email will be addressed. Plans should specify target and guaranteed response times.

2e. Provide details on any incentive program that will be in place at the time of fleet launch to incentivize lawful riding and parking behavior. Include the methods, processes, rewards, or other details of the program.

2f. Provide plan to educate and incentivize riders to use a helmet.

2g. Describe plans and process for enforcing any company rules or policies, whether or not they are Knoxville specific laws, including but not limited to: i. Rider Age ii. Helmet Use iii. Number of people riding on a device.

FLEET DESIGN / SAFETY

3a. Provide device specifications for all components of all device types included in this application.

3b. For each device type, provide any additional description of: 1. Seating (if applicable); 2. User amenities (if applicable); 3. Accessible features (if applicable)

3c. Provide documentation of whether the model being proposed in Knoxville is the most advanced model in deployment in any of your launched markets.

3d. Show all signage on devices including any signage regulated in the Administrative Regulations, including: i. Company specific branding; ii. Contact information for customer service; iii. Unique company specific device identification numbers iv. Educational signage about not riding on sidewalks.

3e. Provide documentation that each device type meets safety standards and has passed safety testing.

3f. Provide details of GPS technology used including technical specifications of degree of accuracy.

3g. Describe braking systems for each device type.

3h. Provide device weight and any documentation of any wheel locking mechanism during periods of non-use. Include the distance devices can roll freely without the locking mechanism activating.

3i. Document kickstand design and provide information on ability to keep the device upright under a variety of environmental conditions.

3j. Provide details of any additional safety hardware or software on proposed devices not otherwise described or highlighted in application.

3k. Please describe your ability to provide multiple fleet options, particularly ebikes. If you are able to offer unpowered devices (e.g. bikes in lieu of ebikes), please provide relevant details on those offerings in the questions below.

EQUITY PLAN

4a. Provide details for discounted price options offered. Include any qualifications for this option, alternative pricing structure, and the process by which qualified users sign up for the program.

- 4b. Provide details for distribution strategy within Equity Zones, including committed percentage of fleet that will be deployed across Equity Zones each day (consistent with Administrative Regulations).
- 4c. Provide community outreach and education strategies to reach intended equity groups such as those living or working in Equity Zones, those who might receive discounted pricing options, or others.
- 4d. Describe payment options that do not require the use of credit cards.
- 4e. Describe rental options that do not require the use of smartphones.
- 4f. Describe process and identification needed required for users to verify age.
- 4g. Describe extent of mobile application accessibility features. List any additional languages for which system general communications, education, and customer service provides translation services.

INNOVATION

- 5a. Describe any technology that will be provided in the deployed fleet that detects and eliminates sidewalk riding.
- 5b. Describe any technology that will be provided in deployed fleet that detects and eliminates improper parking.
- 5c. Describe any options (i.e. mandatory for new users or voluntary for all users) to cap motor driven travel at speeds slower than 15 MPH.
- 5d. Provide any technical specifications that allow the devices to be locked-to a fixed object such as a bike rack.
- 5e. Provide any documentation showing that a helmet is included as part of a user rental. Include method for attaching helmet to device while not on a ride.
- 6. Describe your ability to remotely identify and quickly resolve tipped devices to reduce potential pedestrian conflict.

7.4. Evaluation of Applications

All qualified submissions received by the deadline will be analyzed by the Evaluation Committee according to the criteria outlined in these specifications. Failure to comply with the provisions of the Request for Applications may cause any application to be ineligible for evaluation. Each submittal of applications will be initially analyzed and judged according to the evaluation criteria below. The maximum score is 100 points.

The City reserves full discretion to determine the capability of proposing entities. Applicants, if asked, will provide, in a timely manner, any and all information that the City deems necessary to make such a decision. In addition to materials provided in the written responses to this Request for Applications, the Committee may request additional material, information, references, a site visit, or a live test demonstration from the submitting entity or others.

The Evaluation Committee may or may not decide to interview any or all proposing entities at a time and date determined by the City in order to address questions and more fully ascertain how the solution to this project satisfies the evaluation criteria. Firms and/or teams responding to this Request for Applications shall be available for interviews with the Evaluation Committee. Discussions may be conducted with responsible submitting entities for purposes of clarification to assure full understanding of and conformance to the RFA requirements. Selection shall be based on the firms' qualifications applicable to the scope and nature of the services to be performed per this request for applications. Determination of

firms' qualifications shall be based on their written responses to this Request for Applications and information presented to the Evaluation Committee during oral interviews, if any.

In addition to materials provided in the written responses to this Request for Applications, the Committee may request additional material, information, or references from the submitting entity or others.

Provided it is in the best interest of the City of Knoxville, the firm or team determined to be the most responsive to the City of Knoxville, taking into consideration the evaluation factors set forth in this Request for Applications, will be selected to begin contract negotiations. The firm or team selected will be notified at the earliest practical date and invited to submit more comprehensive information if necessary. If no satisfactory agreement can be reached with the "most responsive firm," the City may elect to negotiate with the next best and most responsive firm or team.

VIII. Evaluation Criteria

An evaluation team, composed of representatives of the City, will evaluate applications on a variety of quantitative and qualitative criteria. Upon receipt of applications, the City will review to determine whether the application is acceptable or non-acceptable based on the criteria outlined below.

The criteria and the associated weights upon which the evaluation of the applications will be based include, but are not limited to, the following:

1. **Operations – 30 points:** Operational excellence is achieved through attention to detail of maintaining a working and organized fleet. Vendor has a clear way to respond to City and community issue reports.
2. **Fleet – 30 points:** Fleet meets safety standards and benefits from technical advancements around gps. Vendor is able to provide multiple fleet options (particularly e-bikes).
3. **Experience – 10 points:** Vendor displays experience working in multiple markets. Proven record to deliver consistent service and working relationship with City officials.
4. **Data/Innovation – 10 points:** Vendor is able to comply and have a good working relationship with the City and 3rd party data aggregators to provide expected data.
5. **Community Education – 10 points:** Clear strategy for community education around safety, law compliance, and community/financial programs.
6. **Equity – 10 points:** Plan for compliance with equity zone distribution requirements, discount pricing, and alternative payment methods.

Submission Forms



CITY OF KNOXVILLE

REQUEST FOR APPLICATIONS

Shared Dockless Mobile Fleet

Submission Form S-1

Applications to be Received by 11:00:00 a.m., Eastern Time; February 24, 2022; in Room 667-674, City/County Building; Knoxville, Tennessee.

IMPORTANT: All submissions of applications shall comply with the instructions found in [Section 7, Instructions to Submitting Entities](#). These instructions ensure that (1) submissions contain the information and documents required by the City's RFA and (2) the submissions have a degree of uniformity to facilitate evaluation; **do not email your submission.**

Please complete the following:

Legal Name of Applicant: _____

Address: _____

Telephone Number: _____

Contact Person: _____

Email Address: _____

DUNS #: _____

Signature: _____

Name and Title of Signer: _____

Note: Failure to use these response sheets may disqualify your submission.