



REQUEST FOR QUALIFICATIONS FY20-I-001

for

ELECTRONIC SCOOTERS AND OTHER SHARED MOBILITY SYSTEMS

for

DES MOINES AREA REGIONAL TRANSIT AUTHORITY

Date Issued:	October 18, 2019
Deadline for Questions Regarding this RFQ:	5:00 PM Central, November 1, 2019
Answers to Questions Posted on Website:	5:00 PM Central, November 6, 2019
Responses Due:	2:00 PM Central, November 22, 2019

**Des Moines
Area Regional
Transit Authority**

620 Cherry Street
Des Moines, Iowa
50309-4530

515-283-8100
Fax 515-283-8135
ridedart.com



LEGAL NOTICE

REQUEST FOR QUALIFICATIONS
FY20-I-001
ELECTRONIC SCOOTERS AND OTHER SHARED MOBILITY SYSTEMS

Responses are hereby requested by the DES MOINES AREA REGIONAL TRANSIT AUTHORITY, 620 Cherry Street, Des Moines, Iowa to be received until 2:00 p.m. local time, on November 22, 2019 for Electronic Scooters and Other Shared Mobility Systems.

This is a Request for Qualifications (RFQ) for the Des Moines Area Regional Transit Authority (DART). This is NOT a procurement process or solicitation of bids for DART or any other local entity to purchase. Responses to this RFQ are voluntary and do not bind DART, the respondent, or any other local entity in any way. Any permitting, licensing, or other agreements to operate electronic scooters or other shared micromobility systems in the Des Moines region will be the subject of a separate process.

Requests for clarification and/or questions concerning the issued document shall be directed to DART Procurement Manager Mike Tiedens 515-283-5034 or e-mail dartprocurement@ridedart.com. All submittal questions concerning this RFQ are due on November 1, 2019. This will be the only notice rendered for this request. Documents can be obtained at DART Maintenance and Operations Center, 1100 DART Way, Des Moines IA 50309, during the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday or on DART's website <https://www.ridedart.com/business-center/procurement>.

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SECTION 1: RFQ SUBMITTAL REQUIREMENTS



1.1. GENERAL REQUIREMENTS

This is a Request for Qualifications (RFQ) issued by the Des Moines Area Regional Transit Authority (DART). This is NOT a procurement process or solicitation of bids for DART or any other local entity to purchase; this request is only for information gathering purposes. Responses to this RFQ are voluntary and do not bind DART, the respondent, or any other local entity in any way. Any permitting, licensing, or other agreements to operate electronic scooters or other shared micromobility systems in the Des Moines region will be the subject of a separate process.

This solicitation is open to the general marketplace.

Providers are requested to submit a response to the enclosed Scope of Work. It is required that responses be submitted by date and time listed in the RFQ.

Questions and Answers: Responders must submit questions to the Procurement Manager as submitted through the following email address: dartprocurement@ridedart.com. DART is not obligated to respond to any questions received after the listed deadline. Answers to questions submitted will be posted to the DART website by the deadline listed in the RFQ.

1.2. SUBMITTAL

All responses shall be delivered in digital / electronic format. If digital media is mailed, the delivery address is as follows:

Des Moines Area Regional Transit Authority
ATTN: PROCUREMENT DEPARTMENT
1100 DART Way
Des Moines, Iowa 50309
Phone: (515) 283-5034

Emailed responses are encouraged over hard copies, but they must be received by the deadline for submission. Emailed responses shall be sent to the following email address and a confirmation email will be sent confirming receipt:
dartprocurement@ridedart.com

1.3. ADDENDUM TO RFQ

If it becomes necessary to revise this RFQ, any addendums will be posted on the DART website and/or emailed to those having expressed an interest in submitting a response.

**REQUEST FOR QUALIFICATIONS:
FY20-I-001 Electronic Scooters and other Shared Mobility Systems**

SECTION 2: SCOPE OF WORK



2.1. BACKGROUND

The Des Moines Area Regional Transit Authority (DART) is the largest public transit agency in Iowa. DART directly operates fixed-route and demand-responsive transit, paratransit, and commuter vanpooling services. Our fleet of 150 buses travel around 15,000 miles daily throughout the region, making trips to shopping malls, major business districts, residential areas and schools. DART also has partnerships with local station-based bike share, TNC and taxi operators to facilitate access to transit and increase mobility. These services connect thousands of people every day to jobs, school, medical appointments, entertainment and more.

DART serves Altoona, Ankeny, Bondurant, Clive, Des Moines, Grimes, Johnston, Pleasant Hill, Polk County, Urbandale, West Des Moines and Windsor Heights.

DART's mission statement: Enriching Lives, Connecting Communities, Expanding Opportunities.

DART's vision statement: Facilitate affordable, seamless mobility options that support economic prosperity for all.

2.2. PURPOSE AND SCOPE

DART recognizes that facilitating affordable, seamless mobility options in the Des Moines region requires expanding the suite of transportation options available to local residents. In particular, advancements in small electronic vehicles and mobile technology have facilitated shared mobility systems such as electronic scooters (e-scooters), electronic and dockless bike share, and other emerging vehicle types. These shared micromobility systems have the potential to expand access to transit by helping to close "first-mile/last mile" gaps, and to complement the region's existing transportation network.

DART is seeking qualifications from firms who hope to operate shared micromobility systems such as electronic scooters (e-scooters) and other similar devices in the Des Moines region to help DART's member communities determine how such programs could be structured.

DART, the City of Des Moines, and other local entities have been approached by multiple firms showing interest in operating e-scooters locally. Given the opportunities and challenges other communities have experienced with e-scooters and other shared micromobility systems, DART and its local partners would like to better understand the aspirations and business models of firms who wish to operate in the region. The purpose of this Request for Qualifications (RFQ) is to provide a structured, thorough solicitation of interest to inform local policy makers.

DART and its partners expect that responses to this RFQ will provide a level of specificity sufficient to demonstrate to policy makers that potential e-scooter operators have a

SECTION 2: SCOPE OF WORK



clear understanding of local expectations and a business model and operations plan to ensure that the following values are upheld:

Choice: Enhanced transportation options improves quality of life

Strength: Healthy, economically strong places prioritize people first

Safety: Every mobility investment is an opportunity to create safer streets and facilities

Cleanliness: The region takes pride in maintaining clean, well-functioning streets and public facilities

Equity: Every mobility investment is an opportunity to improve the lives of those most in need

PROJECT INFORMATION

Based on responses to this RFQ, public outreach, and possibly additional selective processes, local jurisdictions may decide to issue permits, licenses or other agreements for e-scooters and other shared micromobility systems. Discussions to date have centered around allowing e-scooters on a pilot basis within a limited area of downtown Des Moines. However, this RFQ is designed to allow potential operators the flexibility to explain where they would like to provide services, what types of vehicles they would like to deploy, and how they would structure their operations.

Initial discussions with stakeholders and elected officials have raised many questions that DART hopes potential e-scooter operators can answer through this RFQ.

2.3. INFORMATION REQUESTED

Responses to this RFQ are voluntary and shall not bind either the respondent nor DART or any local partner in any way. DART is not responsible for any costs incurred by the respondent to develop a response to this RFQ.

Interested firms should provide responses to the following questions and requests. DART welcomes any additional information that respondents think will be useful to the process. However, respondents should refrain from submitting general marketing information that does not help DART, its member communities and partners achieve the objectives of this RFQ.

SECTION 2: SCOPE OF WORK



Please submit responses to each question or request in the same order as they appear below:

- A. General Information—Please provide contact information, including:
 - i. Company Name
 - ii. Address
 - iii. Point of Contact (POC) name
 - iv. POC telephone number
 - v. POC email

- B. Qualifications—Please explain your firm's:
 - i. Experience operating e-scooters and other shared micromobility systems
 - ii. Local knowledge
 - iii. Team composition, including titles, names, roles and relevant experience

- C. Proposed Program—Describe the following aspects of the proposed program:
 - i. Service area, number of vehicles, hours of operation, proposed launch date
 - ii. Benefits to the local community
 - iii. Vehicle specifications, including any infrastructure that would be placed in the public ROW
 - iv. Mobile and web-based platform features
 - v. Vehicle parking (ability to lock, designated parking spaces, incentives)
 - vi. Maintenance and Operations plan (charging, balancing, routine maintenance, etc)
 - vii. Customer and general public complaint process and response procedures
 - viii. Data collection and sharing with local government entities
 - ix. Safety features, customer training and helmet policy
 - x. Marketing and community engagement strategy (building community support, promote safe and orderly use)
 - xi. Equitable access (geographic distribution, low-income and non-English speaking access, access for people with disabilities)

- D. Terms and Conditions—Provide preferred contract language or otherwise explain your firm's position on:
 - i. Insurance: What types of coverage and what levels of coverage would your firm carry?
 - ii. Indemnification: How would you propose to structure liability, including in the case of injury to system users and/or third parties, property damage, and legal expenses?
 - iii. Fees: Provide your planned customer fee structure
 - iv. Compliance with local and state laws and regulations: Explain how your firm will comply with applicable laws and regulations.

**SECTION 2:
SCOPE OF WORK**



- E. Local Costs—Explain any direct or indirect costs or resource requirements that you foresee local public entities needing to outlay in order to facilitate your program.