



REQUEST FOR INFORMATION

for

San Mateo County Bike and Scooter-Share Pilots **(UPDATED March 27, 2024)**

Issued: Tuesday, February 27, 2024

Closing Date/Time for Requests for Clarifications: March 5, 2024, 5:00 P.M

Submissions are due prior to 5:00 P.M., ~~Tuesday, March 26, 2024~~
Friday, March 29, 2024

Previously submitted responses have the option to withdraw and re-submit before
Friday, March 29, 2024 at 5:00pm

City/County Association of Governments of San Mateo County
555 County Center, 5th Floor, Redwood City, CA 94063

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I. INTRODUCTION

1. Purpose

This is a Request for Information (RFI) issued by City/County Association of Governments of San Mateo County (C/CAG), a Joint Powers Agency comprised of each of the 20 cities and the County in San Mateo County. This is not a procurement process or solicitation of bids for C/CAG or any other local jurisdiction. This request is only for information gathering purposes. C/CAG is requesting that entities with experience, expertise, or an interest in bike and scooter-share operations and/or services submit responses to the Questions and Requested Information included as Attachment A of this RFI.

Responses to this RFI are voluntary and do not bind C/CAG, entities responding, or any C/CAG member agencies in any way. Respondents are responsible for all costs associated with preparation, submittal, and presentation of their response to this RFI. Procurement, permitting, licensing, or other agreements related to bike and scooter-share in the San Mateo County Pilot locations, if any, will be the subject of a separate procurement process. Submission of a response to this RFI does not guarantee or constitute an offer of acceptance nor constitute an offer of award or obligate the jurisdictions to contract with proposing firms. A subsequent Request for Proposals (RFP) may or may not be issued subject solely to C/CAG's discretion.

2. Contact and Response Information

The RFI documents for this project are available for download on the C/CAG website at <https://ccag.ca.gov/opportunities/rfpsrfqs/>. Respondents are responsible for checking the website for any Addenda to this RFI.

Submissions in response to this RFI will be accepted electronically until **5:00 PM on Tuesday, March 26, 2024 Friday, March 29, 2024**, in accordance with the instructions contained in the RFI. Other key RFI dates are listed on the next page under "Schedule". Please submit a response via email to:

C/CAG Point of Contact:
Kim Wever
555 County Center, 5th Floor
Redwood City, CA 94063
Phone: 650-599-1451
E-mail: kwever@smcgov.org

Responses received after the time and date specified above may not be considered. C/CAG is not responsible for submissions delayed for any reason.

3. Schedule

Date	Description
Tuesday, February 27, 2024	Issue RFI
Tuesday, March 5, 2024 at 5:00 P.M.	Closing Date/Time for Requests for Clarifications
Tuesday, March 26 Friday, March 29, 2024 at 5:00 P.M.	Response to RFI Due

Any questions related to this RFI shall be submitted in writing to the attention of Kim Wever via email at kwever@smcgov.org. Questions shall be submitted before 5:00 PM on Tuesday, March 5, 2024.

II. BACKGROUND

The **City/County Association of Governments of San Mateo County** (“C/CAG”) works on issues that affect the quality of life of the community; including transportation, air quality, stormwater runoff, airport/land use compatibility planning, hazardous waste, climate planning, energy and water resource strategies, and solid waste and recycling. C/CAG operates as a Joint Powers Authority and has membership that includes each of the 20 cities and the County in San Mateo County. C/CAG and partnering agencies strive to provide a safe, accessible, and comprehensive network of bicycle and pedestrian facilities for a diverse population in San Mateo County. These facilities aim to increase mobility and provide equitable levels of access to affordable and reliability transportation options.

Micromobility was also one of the recommended programs in the [2021 C/CAG Comprehensive Bicycle and Pedestrian Plan](#). In December 2022, C/CAG adopted the [San Mateo County Shared Micromobility Feasibility Study and Implementation Plan](#) (Plan). The Plan included the feasibility analysis of a bike share and scooter share program, research on best practices, and program guidelines to support jurisdictions that wish to launch a program. The study also recommended a multi-jurisdictional e-bike share pilot program in the County. C/CAG is currently developing a Community Outreach Plan to better understand the public needs and preferences, so C/CAG can design a program that works best for the community. More information on the bike and scooter-share effort can be found on the C/CAG website at <https://ccag.ca.gov/programs/transportation-programs/bikeandscootershare/>.

C/CAG is seeking information from entities with experience, expertise, or an interest in bike and scooter-share operations and/or services. C/CAG hopes to launch the bike and scooter-share pilot program in late 2024. The goals of this RFI are to understand the current market of micromobility vendors, determine the feasibility of proposed operating requirements, gather information on cost structure of micromobility services, and explore potential partnerships and collaborations to enhance the reach and impact of a bike and scooter-share system.

C/CAG is considering a publicly provided and managed - but privately operated - system for the pilot program. The system would be operated by a contract operator who would provide vehicles,

equipment and installation, and also carry out the day-to-day operating functions such as maintenance, rebalancing of vehicles, and customer service. The Plan recommended a multi-jurisdictional e-bike share pilot program in the County. The two geographic sub regions recommended for the pilot are 1) Daly City, Broadmoor, and Colma, and 2) Redwood City and North Fair Oaks. This selection is based on the areas' close proximity to high frequency transit locations, the ability to serve a large population in an equity priority community with limited access to vehicles and high reliance on transit. Information on the various communities is included below.

City of Daly City (Population: 102,593 Size: 7.637 square miles) is known as the "Gateway to the Peninsula." It is located at the northernmost edge of San Mateo County adjacent to San Francisco and extends from the Pacific Ocean on the west to nearly San Francisco Bay on the east. Major employers include: City of Daly City, Cow Palace, Genesys Telecommunications Lab, Jefferson School District, Macy's, Seton Medical Center, St. Francis Convalescent, Target, and U.S. Postal Service. Possible micromobility station locations include the Daly City BART Station, Westlake Shopping Center, and Serramonte Center. More information: <https://www.dalycity.org/717/About-Us>

Broadmoor (Population: 4,176 Size: 0.432 square miles) is an unincorporated area in San Mateo County. Broadmoor is located in northern San Mateo County near the San Francisco County line, and it is entirely surrounded by the City of Daly City.

Town of Colma (Population: 1,729 Size: 2.2 square miles) is known worldwide as the "City Of Souls." It is the smallest city in San Mateo County with about 1,700 residents. Within its two square mile boundary, the Town enjoys a strong tax base with two shopping centers, one of Northern California's most complete collections of car dealerships and a cardroom. Major employers are Cypress Lawn, Home Depot, Honda, Kohl's, Lucky Chances, Ford, and Target. Possible micromobility station locations include Colma BART station and Serra Shopping Center (Target). More information: <https://www.colma.ca.gov/about/>

City of Redwood City (Population: 81,643 Size: 19.4 square miles) is located in the heart of Silicon Valley, the technology-rich region extends from the San Francisco Peninsula to the foothills of the Santa Cruz Mountains. The city's vibrant downtown, quickly becoming known as the entertainment hub of the San Francisco Peninsula, offers residents, visitors, and businesses a unique retail, entertainment, and restaurant experience. Major employers include: Oracle Corporation, County of San Mateo, Kaiser Foundation Hospitals, Electronic Arts, Sequoia Hospital, Box Inc., Redwood City School District, Stanford Hospital and Clinics, Equinix, and Sequoia Union High School District. Possible micromobility station locations include Redwood City Caltrain Station and Redwood City Library. More Information: <https://www.redwoodcity.org/about-the-city>

North Fair Oaks (Population: 14,027 Size: 1.2 square miles) is an unincorporated area of San Mateo County adjacent to City of Redwood City, Town of Atherton, and City of Menlo Park. A large number of residents identify themselves as Hispanic. A possible micromobility station location includes the Fair Oaks Community Center.

Other Background Resources:

- Bike Map and Mode Share ([Google Drive](#))
- [Feasibility Study](#) GIS Files including Equity Focus Areas, Proximity to Transit, Proximity to Barriers and potential Demand. ([Google Drive](#))

III. SUBMISSION REQUIREMENTS

These guidelines are provided for standardizing the preparation and submission of responses by all Respondents. The intent of these guidelines is to assist Respondents in preparation of their responses, to simplify the review process, and to help assure consistency in format and content.

1. Submittal Requirements

Respondents must submit one (1) electronic copy of the response. Each page shall be 8.5” x 11” or 11” x 17”. Each page shall be sequentially numbered, and a cover letter shall be provided. Each submittal shall be no more than 15 pages.

Please address responses to the Questions and Requested Information included as Attachment A of this RFI. If the respondent feels that a question is not applicable, please mark N/A and explain why it is not applicable.

Responses to this RFI must be sent electronically to kwever@smcgov.org by **5:00 PM on Tuesday, March 26, 2024 Friday, March 29, 2024.**

2. General Conditions

By responding to this RFI, Respondents are deemed to accept and agree to these general guidelines. By submitting a response to this RFI, Respondent acknowledges and accepts C/CAG’s rights as set forth in this RFI, including those identified in these general guidelines.

C/CAG reserves the right: (a) to reject any Respondent submission, (b) to request clarifications or additional information from a Respondent regarding its submission, (c) to revise and re-issue this RFI or to revise any components of this RFI, (d) to withdraw or cancel this RFI at any time, (e) to extend any deadlines applicable to this RFI, (f) to hold discussions with any Respondent to clarify/correct any deficient responses which do not conform fully with the instructions set forth in this RFI, and/or (g) to file and implement pilot projects without initiating a RFP process and on topics other than the topic that is the subject of this RFI. C/CAG may exercise the foregoing rights at any time, without notice and without any liability to a Respondent or any other party for expenses such Respondent or other party incurred in the preparation of responses to this RFI. All costs and expenses associated with the submission of any initial or supplemental response to this RFI shall be borne solely by the applicable Respondent.

This RFI shall not be construed to establish an obligation on the part of C/CAG to enter into any agreement or purchase, or to serve as a basis for any claim whatsoever for reimbursement of costs for efforts expended by Respondents. Receipt of a response to this RFI confers no rights

upon a Respondent, nor any obligations upon C/CAG.

C/CAG shall not be obligated or bound by any responses or by any statements or representations, whether oral or written, that may be made by C/CAG or its employees, principals, or agents in connection with this RFI.

Subject to C/CAG's statement regarding confidentiality in Section 3, Public Records, below, C/CAG reserves the right, in its sole discretion and without liability, to utilize any or all of the submissions, responses and materials received in connection with this RFI (including any late responses), in C/CAG's planning efforts for micromobility projects and otherwise.

3. Public Records

This RFI and any material submitted in response to this RFI are subject to public inspection under the California Public Records Act (Government Code § 7920.000 *et seq.*), unless exempt by law. All responses to this RFI will become the property of C/CAG, and will be considered public records and the content of responses submitted to C/CAG will be made available for inspection consistent with its policy regarding Public Records Act requests.

Submission of any material in response to this RFI constitutes:

- (a) Consent to C/CAG's release of such materials under the Public Records Act without notice to the person or entity submitting the materials; and
- (b) Waiver of all claims against C/CAG and/or its officers, agents, or employees that C/CAG has violated a responding person or entity's right to privacy, disclosed trade secrets, or caused any damage by allowing the response or materials to be inspected; and
- (c) Agreement to indemnify and hold harmless C/CAG and its officers, agents, and employees for release of the response or materials; and
- (d) Acknowledgment that C/CAG will not assert any privileges that may exist on behalf of the person or entity submitting the materials.

4. Review of the RFI Submissions

C/CAG and its partners will review the responses. Submission of a response to this RFI will not lead to an offer of acceptance nor an offer of award, nor does this RFI obligate C/CAG to contract with responding firms. A subsequent RFP may or may not be issued solely to C/CAG's discretion.

ATTACHMENT A QUESTIONS AND REQUESTED INFORMATION

C/CAG is requesting that interested parties submit responses to the following questions about potential bike and scooter-share operation in San Mateo County. *If the respondent feels that a question is not applicable, please mark N/A and explain why it is not applicable.*

1) Vendor Information/Experience

- a) List your Company name, address, email, and phone number, along with a principal contact. If applicable, list contact information for key partners or subcontractors.
- b) Provide a brief overview of the company's capabilities, experience, and role in providing and implementing high quality bike and scooter-share programs.
- c) Provide contact information for three similar scaled, public programs your firm has contracted with (preferably regional/multi-jurisdictional programs). Include specifics regarding fleet size, types of devices provided, and financing structure.

2) System Planning/Operations

- a) Based on the background provided in Section II and your experience, would your firm be able to provide the following features recommended in the 2022 [San Mateo County Shared Micromobility Feasibility Study and Implementation Plan](#)?
 - i) Primarily e-bikes with the option of e-scooters and manual bikes determined by each jurisdiction;
 - ii) 250 devices per pilot geographic area (1. City of Daly City, Town of Colma and Broadmoor, and 2. City of Redwood City and North Fair Oaks) for a total of 500 devices.
 - iii) Hybrid stations such as bike racks or parking corrals; and,
 - iv) 25 stations per pilot geographic area (1. City of Daly City, Town of Colma and Broadmoor, and 2. City of Redwood City and North Fair Oaks) for a total of 50 stations.
 - v) Does your firm have other recommendations for the size and scale of the program in these geographic areas? If so, please explain why.
- b) What is your experience with the station siting process and working with local jurisdictions to request permits? Have you worked with a station location consultant, or do you have an internal team that manages station siting and planning?
- c) Based on your experience, what is the estimated timeline to launch a system in a region similar to San Mateo County? What is your recommended operational term for a pilot program?

3) Cost Estimate/Financial Model

- a) Cost Estimate: Respondents are asked to provide information and estimated costs to help C/CAG and its partners understand the acquisition and on-going costs of implementing and operating a bike and scooter-share program.
 - i) What is the estimated unit price for e-bikes, e-scooters, and manual bicycles?

	E-Bikes	E-Scooters	Manual Bicycles
Unit price (\$)			

ii) What is the estimated cost by station type?

	Docked Station	Dockless Station	Hybrid Station (Designated Bike Racks/Parking Corrals with paint/stickers)
Cost per station (\$)			

iii) What are other cost considerations (i.e., permitting fees costs, maintenance costs, operating costs)?

- b) What factors influence the above estimated costs, and are they subject to change over the course of the program?
- c) C/CAG and its partners anticipate providing minimal financial contributions to support the program operation. Based on your experience, what type of financial model best supports the program operation? What are some critical factors to take into account?

4) Equity Programming

- a) Describe your current equity programs offerings.

5) Additional Information and/or comments

- a) Describe your assessment of San Mateo County as a bike and scooter-share marketplace.
- b) Describe other innovative concepts (i.e., financial models, infrastructure/devices) that may benefit a San Mateo County bike and scooter-share program.
- c) Would your firm consider the possibility of submitting a proposal in response to any future requests for proposals for the micromobility pilot?
- d) Are there any other further insights or valuable information beyond the questions outlined above that you would like to share?
- e) What information or additional background would you have found to be useful for developing a response to this Request for Information?