

**ADDENDUM 1 TO REQUEST FOR PROPOSALS FOR PROFESSIONAL SERVICES  
TO MANAGE THE OKLAHOMA CITY BIKE SHARE PROGRAM  
DECEMBER 7, 2011**

**I. DEADLINE EXTENSION**

**The deadline for proposals has been extended to Wednesday, December 28, 2011, at 4:00 p.m.** Two (2) paper originals of the proposal, as described in and subject to the conditions in the Request for Proposals and this Addendum 1, shall be submitted to the Office of the City Clerk, Municipal Building; 200 North Walker Avenue; Oklahoma City, OK 73102.

Please note that City Hall will be closed on Monday, December 26, 2011.

**II. QUESTIONS, RESPONSES, AND DISCUSSION FROM OPTIONAL PRE-BID CONFERENCE ON DECEMBER 5, 2011**

**a. Do we need to include expansion plans in our proposal?**

We need to see that you have considered program expansion in the future, but a detailed proposal for program expansion is not expected at this time. Consider including the factors you would consider when looking at program expansion and fundraising.

**b. What is the cost of the software?**

For purposes of the proposal, the City will pay for start-up costs and the first year's software fees. For purposes of the proposal, assume the contractor will pay the cost of the software fees in the following years at a cost of \$36 per bike.

**c. What is the cost of membership cards?**

For purposes of this proposal, assume the contractor will pay the cost of blank membership cards at \$4 per card.

**d. Have you heard of bike share programs where there were problems with yearly memberships, particularly from people who paid for a yearly membership and then did not use it?**

We have not heard of any instances like this. Annual memberships could be paid monthly, which would reduce the likelihood of such problems.

**e. How do you expect the management contractor to handle after-hours problems like maintenance? Is there a need for a live person to work on the program outside business hours?**

It is expected that the work of the management contractor could be performed during business hours. It is not expected that the management contractor would be dealing with individual maintenance issues (e.g., picking up a user who had a flat tire), as responsibility for the bike will be borne by the user from the time the bike is checked out until it is returned. The program could expand in the future to a point at which customer service may be needed outside business hours, but it is not expected at this time.

**f. Will there be a user agreement that members sign?**

Yes, there will be a user agreement that includes a liability waiver.

**g. Are you aware of any bike share programs that were not used by people? Any that failed?**

We are not aware of programs with automated check-out systems that have failed. We have seen blog posts from the general public that either complained about programs or speculated that a program may not work for a variety of reasons, but they are in line with what would be expected from a diverse public.

**h. Will the City pay for revocable permits, or should we put those in the proposal?**

The City will pay for revocable permits.

**i. Should we include wi-fi service for the stations in our budget?**

Yes.

**j. When does the maintenance contract expire?**

The City will cover maintenance costs up to \$40,000 through August 1, 2012. It is expected, though not set in stone, that the management contractor will cover maintenance costs from that point forward.

**k. Are there any elements of the program for which the City does not want input from the contractor?**

It is expected that the City and the contractor will have a close working relationship, and the contractor's input will be sought for all key program elements (e.g., program expansion). The City will retain the authority to provide final approval of key program elements as outlined in the request for proposals.

**l. What will the relationship be between the City and the contractor?**

The contractor will be an independent contractor and accountable to the City as described in the request for proposals.