

Appendix A: Shared Mobility Permit Application Packet

Submittal Requirements

All permit application submittals must contain the following to be considered complete for evaluation:

- Shared Mobility Permit Application
- Supplemental Information
- Fee Payment
- Certificate of Insurance

Fee Payment

A Shared Mobility Permit Application Fee of \$5,000 is due at time of application submission and is non-refundable. Failure to fully and accurately pay the fee will result in an incomplete application. Payment can be made by check, Visa or Mastercard. Checks can be made to the City of San Mateo Finance Department.

Schedule

Milestone	Estimated Timeframe
Permit Application Posted	August 9, 2019
Permit Application Due	September 6, 2019
City Evaluation and Review of Submitted Applications	September 2019
Permit Issued to Operator	October 2019
Bike Share Devices Deployed	November 2019
End of Permit Term	November 2020

Application Submittal and Deadline

Permit applications must be received by 5:00 p.m. (PDT) September 6, 2019 and submitted in a single package or PDF. Incomplete or late applications will not be accepted.

Applications must either be emailed to seatkinson@cityofsanmateo.org, or mailed to:

City of San Mateo, Public Works Department
Attn: Sue-Ellen Atkinson
330 W. 20th Avenue
San Mateo, CA 94403

Questions

Questions can be directed to seatkinson@cityofsanmateo.org or (650)522-7288.

Shared Mobility Permit Conditions

1. INDEMNITY

Operator agrees to hold harmless and indemnify the City, its elected and appointed officials, employees, and agents from and against any and all claims, loss, liability, damage and expense arising out of the Operator's performance, except those claims arising out of the City's sole negligence or willful misconduct. The Operator agrees to defend the City, its elected and appointed officials, employees, and agents against any such claims.

2. NON-ASSIGNABILITY

Both parties hereto recognize that this permit is for the personal services of the Operator and cannot be transferred, assigned, or subcontracted by the Operator without the prior written consent of the City.

3. MEDIATION

Should any dispute arise out of this Agreement, any party may request that it be submitted to mediation. The parties shall meet in mediation within 30 days of a request. The mediator shall be agreed to by the mediating parties; in the absence of an agreement, the parties shall each submit one name from mediators listed by either the American Arbitration Association, the State Mediation and Conciliation Service, or other agreed-upon service. The mediator shall be selected by a blind draw.

The cost of mediation shall be borne equally by the parties. Neither party shall be deemed the prevailing party. No party shall be permitted to file a legal action without first meeting in mediation and making a good faith attempt to reach a mediated settlement. The mediation process, once commenced by a meeting with the mediator, shall last until agreement is reached by the parties but not more than 60 days, unless the maximum time is extended by the parties.

4. LITIGATION

The Operator shall testify at the City's request if litigation is brought against the City in connection with the Operator's services under this permit. Unless the action is brought by the Operator, or is based upon the Operator's wrongdoing, the City shall compensate the Operator for preparation for testimony, testimony, and travel at the Operator's standard hourly rates at the time of actual testimony.

5. GOVERNING LAW AND VENUE

This permit and operations shall be governed by the laws of the State of California and, in the event of litigation, venue will be in the County of San Mateo.

6. TERMINATION

The duration of the permit term is 12 months from the permit approval date. Operator shall not terminate operations without first giving the City at least 30 days of written notice for plans of termination. The Operator must communicate termination plans directly with program users.

7. BUSINESS LICENSE

The City requires businesses doing business in the City of San Mateo to pay an annual business tax, also called a business license. If approved for a permit, the City requires that businesses pay the annual business tax prior to operating in the City. Operators may apply for a permit without having paid the annual business tax.

8. PERMIT REVOCATION OR SUSPENSION AND APPEALS

For permit revocation or suspension and appeal process information, see Municipal Code Chapter 11.30.

Supplemental Information

Applicant must submit the following information, in the ensuing order. Responses must not exceed five pages.

1. Provide an overview of your proposed deployment of shared mobility services in San Mateo. Include:
 - fleet size and composition;
 - device specifications;
 - proposed timeline for deployment;
 - plan for rebalancing and maintenance of devices; and
 - plan for data sharing.
2. Describe your experience providing shared mobility services, especially for cities within San Mateo County and/or other cities with similar density, demographics and population size as San Mateo. List cities with current operation and status (active/inactive).
3. Describe the proposed pricing for individual rides and membership packages, and any applicable discounts. Describe options, if any, for payment by users without credit cards or bank accounts, and users without smart phones.
4. Provide detail regarding marketing strategy to encourage ridership and safe riding practices. Provide an overview of proposed community outreach, incentives, and educational programs. Provide a plan for a proposed social equity program.
5. Describe the resources that will be available for customer service. Describe the resources and channels that will be available during normal business hours and non-business hours, and typical response time for customer complaints and inquiries.

Evaluation Criteria

The City will review and evaluate submittals using the following criteria:

Category	Criteria	Max Points
Devices	Proposed fleet size does not exceed maximum allowable fleet. Devices meet Shared Mobility Permit Program requirements.	5
Rebalancing and Maintenance	Demonstrates the ability to respond to maintenance issues and rebalance devices according to the Shared Mobility Permit Program requirements.	15
Qualifications/Experience	Knowledge and experience providing shared mobility services.	20
Local and/or Comparable Experience	Experience operating within San Mateo County and/or other cities with similar density, demographics and population size as San Mateo.	5
Pricing Model for Customers	Reasonable pricing for annual membership fee and/or hourly rate for use. Availability of special offers and alternative forms of payment for users without smart phones, bank accounts, or credit cards.	10
Innovative Marketing Strategy	Innovative strategies for encouraging ridership, helmet usage and safe riding. Ability to develop partnerships and educational programs.	15
Community Engagement and Outreach	Ability to develop and implement a social equity program focused on the City's underserved communities.	15
Customer Service	Availability of multiple resources and channels for customer service. Responsive customer service to complaints and inquiries.	15
	Total	100