

**AUSTIN CONVENTION CENTER DEPARTMENT
REQUEST FOR PROPOSAL FOR
SCOOTER RENTAL SERVICE**

1. PURPOSE

The City of Austin (“City”) seeks proposals in response to this request from individuals or firms who are qualified and experienced in providing mobility-scooter rental services during various trade shows, banquets, and events at the Austin Convention Center (ACC) and the Palmer Events Center (PEC), herein referred to as “ACCD” or “Facilities”.

The scope of work consists of providing services on an as-needed basis. Additionally, the Contractor will provide, maintain, and manage all activities associated with the rental, operation, set-up, and removal of equipment.

The resulting Contract from this RFP will be a revenue-sharing contract and will be for a term of 12 months and two 12-month extension options.

2. BACKGROUND

The Mission of the Austin Convention Center Department is to provide its patrons with the best convention, conference, trade show or special event experience possible, ensuring the return of our clients and visitors to the City of Austin and the Austin Convention Center.

ACC is one of the most technologically advanced convention centers in the country. Stretching over six city blocks, comprised of 881,400 gross square feet, the ACC offers 246,097 square feet of column free exhibit space divisible into five contiguous halls. The Grand Ballroom is one of the largest in Texas, with 43,300 square feet and enough space for over 3,000 guests and Clients. The ACC has 54 meeting rooms and show offices that offer 61,440 square feet located on all four levels.

PEC is located in a park setting and adjacent to the Long Center for the Performing Arts, which provides a home and venue for performing arts organizations. The PEC is 130,000 square feet, with a 70,000 square foot exhibit area capable of subdividing into two smaller exhibit areas that can be used simultaneously. In addition, there are a series of meeting rooms of approximately 7,000 total square feet used by smaller groups. The PEC is a smaller events type of facility that caters to local public events, smaller conventions, trade shows, and a large number of community or civic events. These include arts and crafts shows, antique and memorabilia shows, local trade and technical programs, civic luncheons, local fundraising events, and sporting events. Attendance at these events typically ranges from 500 to 5,000.

The ACCD averaged, over the past five years, approximately 270 events per year with attendance per event between 1,000 and 25,000 guests over consecutive days.

Attendance may vary depending upon the type of event, the promotion of the event, competing local activities, etc. The Successful Proposer shall be prepared to provide mobility-scooter rental services to events ranging in size from 10 guests, to events with as many as 25,000 guests over several consecutive days.

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The facilities are open to host event activities 365 days per year, generally between 6 am to 12 midnight, but may be opened earlier or later, especially during weekends.

The mobility-scooter rental services to be provided in this proposal will establish a new service on an as-needed basis that will be offered to the patrons in attendance of these events for better mobility throughout the ACCD facility. Because these services are new to ACCD, there is no historical data of past sales. Below is a summary of Events and Attendance for the previous five years. Proposers should use this information to develop a Proposal based on Proposer's prior experience in providing Scooter Rental Services at events similar in size, scope, and venue.

Table 1: Event by Fiscal Year for Austin Convention Center

Event Type	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013
Conventions	43	36	36	39	34
Consumer Shows	14	14	11	19	18
Conference/Meetings	41	50	53	45	47
Food & Beverage	8	14	13	11	14
Trade Shows	7	6	9	8	6
Others	51	36	30	34	25
Total	164	156	152	156	144

Table 2: Event by Fiscal Year for Palmer Events Center

Event Type	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013
Conventions	5	1	1	2	3
Consumer Shows	52	47	48	43	53
Conference/Meetings	25	24	39	51	48
Food & Beverage	15	18	13	16	18
Trade Shows	8	4	4	3	14
Others	11	18	23	23	30
Total	116	112	128	138	166

Table 3: Attendance by Booking Type for Austin Convention Center

Event Type	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013
Conventions	144,866	107,047	114,315	311,423	189,600
Consumer Shows	187,000	137,000	99,500	168,700	194,300
Conference/Meetings	30,355	13,268	33,837	44,218	35,870
Food & Beverage	6,850	9,730	6,050	6,159	6,179
Trade Shows	7,150	12,100	23,875	55,075	13,575
Others	52,892	18,590	36,641	39,116	25,510
Total	429,113	297,735	314,218	624,691	465,034

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Table 4: Attendance by Booking Type for Palmer Events Center

Event Type	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013
Conventions	11,155	20,000	20,000	10,700	12,200
Consumer Shows	183,751	175,715	218,940	207,555	255,035
Conference/Meetings	33,025	26,333	19,025	18,761	18,433
Food & Beverage	26,605	26,910	23,260	24,230	24,010
Trade Shows	28,620	6,120	5,000	4,500	11,350
Others	23,175	49,810	55,655	52,635	44,845
Total	306,331	304,888	341,880	318,381	365,873

3. PROPOSER ELIGIBILITY REQUIREMENTS

- 3.1. To be considered a qualified Proposer, Proposer shall have a minimum of five (5) years continuous experience in providing mobility-scooter rental-services, and shall provide at least five (5) references of services previously provided in, or are currently provided in a convention, conference, or special-event setting.
- 3.2. To be considered responsible, the Proposer shall have a minimum of twenty (20) fully-functioning scooters in its current fleet. Scooters will meet minimum standard requirement as specified in 6.0.

4. CONTRACTOR'S PERSONNEL

- 4.1. The Contractor shall provide services and equipment using competent and trained employees.
- 4.2. All personnel assigned during scheduled events shall wear a similar uniform and have the Contractors and employees name clearly displayed on the front of the shirt. At a minimum, employee must have the Contractor's name displayed clearly on the uniform. All uniforms must be neat in appearance.
- 4.3. Contractor shall employ skilled, responsible persons who in appearance, manner and character are suitable to a business administering to the type of patronage found in the ACCD. The Department shall have the right to require the Contractor remove an employee of the Contractor whose conduct is improper, inappropriate or offensive, and such employee shall not be assigned to provide services for the remainder of the term without the written consent of ACCD.
- 4.4. The Contactor shall designate one (1) of its employees as the Contract Coordinator who will act as a Single Point of Contact.
 - 4.4.1. The Coordinator shall be on-site at ACCD during an event while rental services are being provided.

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4.4.2. The Coordinator shall have the full authority to act on behalf of the Contractor to resolve any disputes, problems, or make decisions.

5. SECURITY BADGES

- 5.1. Contractor and its employees shall obtain a security badge from Security Control Center upon arrival to the ACCD facilities. This security badge shall be worn at all times while on duty. Badge must be worn above the waist and on the outer most garments.
- 5.2. After securing badges with Security Control, the Contractor shall report to the Guest Services Manager to be escorted to the designated on-site location of rental area.
- 5.3. The security badge will not grant access to some restricted areas. The Contractor's employees shall comply with all security restrictions. Violations may result in the removal of an employee from the premises.

6. EQUIPMENT REQUIREMENTS

6.1. Mobility scooters shall meet the minimum standard:

Weight Capacity up to	400 lbs.
Overall Length	53.25"
Overall Width	25.25"
Per-Charge Range, Maximum	14 miles
Maximum Speed	8 mph
Goes In Reverse	Yes
Freewheel Mode	Yes
Electric Powered	Yes

- 6.2. The Contractor shall be able to provide at a minimum ten (10) scooters to be deployed during any given event, with an option to add additional scooters based on event related needs.
- 6.3. The mobility scooters to be used will be electric and will be a model that is no more than three (3) years old. The Contractor shall provide the specifications of mobility scooters in their use. The color of the units can be standard manufacturer's color, and must be a solid color (no printed or painted designs).

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- 6.4. The Contractor shall be responsible for transporting to and from the facility all equipment associated with the services provided under this contract, including but not limited to; scooters, small maintenance equipment and tools, charging stations, point-of-sale equipment and supplies, signage, and rental booth. Under no circumstances will the City transport the Contractor's equipment.
- 6.5. The Contractor shall be responsible for setting up its rental booth with all scooters and equipment. Coordination will be made through the City's Point of Contact, or designee.
- 6.6. In the event that services are provided for a multi-day event, the Contractor may leave its scooters and equipment at ACCD overnight. The Contractor bears the sole responsibility for securing all of its equipment, including but not limited to; scooters, small maintenance equipment and tools, charging stations, point-of-sale equipment and supplies, signage, and rental booth. Under no circumstance will the City be responsible for securing such equipment.
- 6.7. The Contractor shall remove all of its equipment within one day of an event ending. No equipment or property of the Contractor will be stored at ACCD after an event has ended.

7. SCOOTER MAINTENANCE AND SERVICE

- 7.1. Repairs and maintenance of scooters shall be limited to brief or minor activities.
- 7.2. The Contractor shall replace or have repaired malfunctioning scooters within two (2) hours of notification. Notification will come from the ACCD Guest Services Manager. Replacement scooters shall conform to the specifications as stated in section 6.1.
- 7.3. The City will provide the Contractor a designated location to perform minor repairs and maintenance of scooters. Minor repairs and maintenance shall be performed only in the designated location.
- 7.4. The Contractor will not be allowed to store overnight any defective or non-functioning equipment on ACCD premises.

8. SAFETY AND SECURITY

- 8.1. The Contractor shall adhere to all ACCD, state and local codes, rules, and regulations.
- 8.2. Contractor shall be responsible for ensuring the safety of its employees during the performance of all services of this contract.
- 8.3. The Contractor shall provide and ensure all applicable Contractor-owned barriers and warning signs are in place immediately upon setting up rental booth.

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- 8.4. The Contractor is solely responsible for securing its scooters and equipment at all times.
- 8.5. The Contractor shall have a cash-handling policy and procedure.

9. CONTRACTOR REQUIREMENTS

- 9.1. The Contractor shall provide its own enclosure to secure equipment while in an ACCD facility. ACCD will not be responsible for any damages associated with the rental of mobility scooters.
- 9.2. The Contractor shall provide its own Point of Sale (POS) system to include any registers, laptops or any other devices.
- 9.3. The Contractor shall provide account reconciliation at the close of each event. Reconciliation shall be for each day of an event and submitted to the Contract Manager within five (5) business days after the event closes.
- 9.4. The Contractor shall provide a rental transaction fee schedule. All rental fees shall first be approved by the City. Any modifications, increases, or decreases in fees must be approved in writing by the City. The Contractor shall not change fees without the City's approval.
- 9.5. The Contractor shall provide all signage that will be posted to the public which identifies pricing, Contractor contact information, description of equipment and any other information pertaining to the rental of mobility scooters. All signage shall be approved by ACCD. The signage shall be placed in a visible place at the rental booth.
- 9.6. At no time will the Contractor be allowed to use adhesives to place signage on the interior or exterior walls or columns located at the ACCD facility. Failure to comply with this requirement may result in the immediate removal of Contractor from ACCD facilities.
- 9.7. The Contractor is permitted and encouraged to engage in reasonable advertising and promotional activities to maximize sales. The Contractor shall not use the ACCD name or logo without prior written approval from the ACCD Director.
- 9.8. The Contractor is encouraged to actively pursue increased sales by walking around the entrance areas, informing guests of the rental services.
- 9.9. The Contractor may be required to attend meetings with ACCD staff and/or clients. These meetings may be to walk-through the lay-out of an event, assist with planning client services, or for other ACCD-related business.

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- 9.10. The Contractor agrees that it will pay any and all lawful taxes upon its personal property and all other lawful taxes, income, Contractor Equipment, or operations of mobility-scooter rental services. Delinquency in paying any such tax may be cause for termination of this Contract.
- 9.11. The Contractor shall maintain full and accurate records of all operations and receipts, which records shall be in accordance with General Accepted Accounting Principles. The City or its authorized agents shall have the right to inspect such books or original entries and other related books, records or receipts, wherever located, at such reasonable times and as often as may be requested during the term of this Contract and, following the term of this Contract, for a period of three (3) years, or such further time as necessary to complete an audit should an audit last beyond three (3) years after the termination of this Contract for any reason.

10. COMPENSATION TO THE CITY

- 10.1. The Contractor shall pay ACCD a percentage of the gross sales. A gross sale is defined as money generated by the Contractor's mobility-scooter rental services provided at ACCD per event, before deductions of all expenses. Submit percentage of gross sales to be paid on Attachment A, Revenue Proposal Form.
- 10.2. Except as otherwise provided in this Contract, Contractor shall pay all monies due the City on a quarterly basis. Payment schedule shall be determined at Contract award. Included with payment, the Contractor shall provide: a list with the following information: Rental Date, Client Name, Event name, Gross Sales Amount per Client, and Amount due to City per Client.
- 10.3. The City reserves the right to assess a late payment up to 1.5%, or the maximum lawful rate, on any monies due to the City.
- 10.4. If any check tendered by Contractor in payment of Services Fees or other charges under this Contract is not honored upon presentment by Contractor's Bank, the City may, upon notice to Contractor, require all future payment be made by certified check, money order, or other means to ensure payment of good funds.
- 10.5. Checks will be made payable to "City of Austin," and shall be sent to the following address: Attn: Convention Center, P.O. Box 1088, Austin, Texas 78767-1088, or to such other address as the City may direct Contractor in writing.

11. CITY OBLIGATIONS

- 11.1. The City shall provide, at no cost to the Contractor, the necessary electrical, internet and phone lines required for Contractor to perform services as required by this contract.

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11.2. Subject to availability of space, the City will provide Contractor and its employees parking at no charge during events for which Contractor is performing services as required by this contract.

11.3. The ACCD will give the Contractor advance notice of the time and the nature of all scheduled events and such other information as is available regarding the need for Scooter rental services. Every effort will be made to notify the Contractor of cancellations of previously scheduled events, when prior notice has been given, the City shall assume no liability for such cancellations. The Contractor agrees to furnish full and competent service for the full period of time required for any event about which it has received notice of service.