



Ready when you are.

# Fort Pierce proposal of Electric-Powered Scooter Share

RFP NO. 2021-010



CycleHop LLC dba HOPR  
1111 Lincoln Road, Suite 500  
Miami Beach, Florida 33139  
josh@gohopr.com, 773-251-9757  
www.gohopr.com

January 4, 2021

**DELIVER TO:**

City of Fort Pierce, Purchasing Division  
Room 101  
100 North U.S. #1  
Fort Pierce, FL 34950

**MAIL TO:**

City of Fort Pierce Purchasing Division,  
Room 101  
P.O. Box 1480  
Fort Pierce, FL 34954-1480

**CITY OF FORT PIERCE**



**INVITATION TO BID  
and  
BIDDER ACKNOWLEDGMENT**

**Bid Writer:** Latonya Hubbard, 772-467-3102

**Bid No:** 2021-010

**Mandatory Site-Visit:**

**Bid Title:**  
SCOOTER SHARE PROGRAM

**Mandatory Site-Visit Location:**

N/A

**Bid Opening Location:**  
City of Ft. Pierce Purchasing Division  
Room 101  
100 North U.S. #1, 1st Floor  
Ft. Pierce, Florida 34950

**Bid Due Date & Time:**

3:00 PM, TUESDAY, DECEMBER 22, 2020

If you need any reasonable accommodation for any type of disability in order to participate in this procurement, please contact this department as soon as possible.

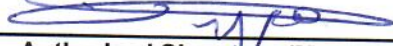
**Bidder Name:** CYCLEHOP LLC DBA HOPR

*I hereby certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid for the same materials, supplies or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this bid and certify that I am authorized to sign this bid for the bidder.*

**Mailing Address:**

1111 LINCOLN ROAD, STE 500

**City, State, Zip Code:** MIAMI BEACH, FL 33139

X   
Authorized Signature (Manual)

Typed or Printed Name: JOSH SQUIRE

**Type of Entity (Select one):**

Corporation

Partnership

Proprietorship

LLC

Title: CEO

**Incorporated in the State of:** FLORIDA **Year:** 2011

**Delivery in** \_\_\_\_\_ **days, ARO**

**Phone Number:** 773-251-9757

**Payment Terms:** Net 30 Days

**Fax Number:** 305-230-3950

**FEIN or SS Number:** 45-3704648

**E-Mail Address:** JOSH@GOHOPR.COM

**Local Business:**  Y  N **MWBE:**  Y  N

**Bid Security is attached, when required, in the amount of \$** \_\_\_\_\_

F.O.B. DESTINATION

**If returning as a "No Bid" state reason:**

**THIS PAGE MUST BE COMPLETED AND RETURNED WITH YOUR BID**

# Letter of Submittal.

January 4, 2021

**Business Name:** CycleHop LLC dba HOPR

**Legal Status:** LLC, Florida

**Business Address:** 1111 Lincoln Road, Suite 500  
Miami Beach, Florida 33139

**Contact Person:** Josh Squire

**Contact Email:** josh@gohopr.com

**Contact Phone:** 773-251-9757

**Website:** www.gohopr.com

CycleHop LLC dba HOPR is thrilled to submit a proposal for operating the electric scooter share program in the City of Fort Pierce. HOPR is a Florida based company with strong ties to the community. We launched the first bike share program in Tampa, St Pete, and in Orlando and continue to operate in and remain committed to these communities today. Having such a large presence in Florida means that our management team will pay close attention to your city and always be available to monitor and solve issues quickly. If selected we will establish local operations center in Fort Pierce and staff with HOPR employees.

HOPR's background is micro-mobility operations, the most important aspect of micro-mobility. We have launched and operated over 20 programs across North America and have a unique understanding of the Florida market as well as smaller cities. Our operating experience is what differentiates us from the rest, we are 100% focused on operations, no gig workers, only highly trained and dedicated HOPR staff.

**HOPR's core service:**

- Supply of shared bikes, electric bikes & scooters.
- Micro-mobility planning & operations.
- Micro-mobility technology development.
- Micro-Mobility Sponsorship & advertising sales.

**HOPR's vision for Fort Pierce is to:**

- Deploy the most robust and safe scooters in the industry.
- Offer affordable service to both locals & visitors.
- Focus on operations excellence and high levels of customer service.

CycleHop LLC dba HOPR will comply with all the terms and conditions set forth in the Request for Proposals, unless otherwise agreed by the City.

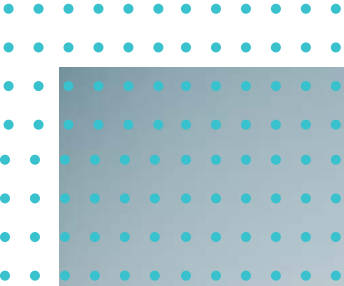
Sincerely,



Josh Squire  
Founder & CEO

CycleHop LLC dba HOPR

# Technical Proposal



# 1. Technical Proposal

**1) a.** HOPR is prepared to deliver and launch the system by March 1, 2021. We plan to launch 150 scooters in the first month and increase up to 300 scooters per demand, seasonality, and ridership levels.

## The HOPR Team.

HOPR's management team is based in Florida and has decades of experience with operating micro-mobility programs and fleets. We utilize tools and technology for optimal performance and adhere to industry standards. Unlike many other companies, HOPR hires and trains local staff for operations, maintenance and balancing activities. All roles will be on the HOPR payroll and comply with all local, state, and federal laws with respect to hiring and employment practices.

The following table illustrates pre-launch tasks that we typically perform. All tasks can be completed with-in 30 to 60 days.



# 1. Technical Proposal

**Table #1: Pre-Launch Tasks**

Item	Task
<b>A.</b>	<b>City</b>
A.1	Sign Agreement with City
A.2	Provide City with Insurance Certificate
<b>B.</b>	<b>Design &amp; Production</b>
B.1	General Information Flyer
B.2	Design hub/ parking signage
B.3	Any special scooter stickers to meet local rules
<b>C.</b>	<b>Equipment</b>
C.1	Finalize Equipment List
C.2	Order/transfer equipment needed for launch
C.3	Order shop tools and workbench
C.4	Order all safety items for staff and facility
C.5	Order all staff uniforms
<b>D.</b>	<b>Station Siting &amp; Permitting</b>
D.1	Map desired hub locations for staging scooters
D.2	Establish balancing zones and priority maintenance hubs
<b>E.</b>	<b>Vehicles &amp; Facilities</b>
E.1	Sign lease for local maintenance facility
E.2	Lease and prep the balancing vehicles
E.3	Order e-trikes & trailer for balancing
<b>F.</b>	<b>Staff, Recruitment &amp; Training</b>
F.1	Assign Launch Manager
F.2	Assign Account/ Service Manager
F.3	Assign Marketing Lead
F.4	Assign Operational Lead
F.5	Hire field ops & mechanics
F.6	Train team
<b>G.</b>	<b>Marketing &amp; Public Outreach</b>
G.1	Submit Pre-launch Communications & Marketing Plan
G.2	Pre-Launch Press Release
G.3	Outreach to potential partners and stakeholders
G.4	Website & Social Media
G.5	Establish equity program
G.6	Create events materials including table/ booth/ tent set up
G.7	Schedule helmet giveaway and safe riding events

Item	Task
<b>H.</b>	<b>Website &amp; Mobile App</b>
H.1	Setup local network
H.2	Set up back end & pricing details
H.3	Update terms & conditions
H.4	App updates for local rules
H.5	Launch HOPR app
<b>I.</b>	<b>Customer Service &amp; Operations</b>
I.1	Train CS team on new location
I.2	Setup local Stake group
<b>J.</b>	<b>Equipment &amp; Hub Set-up</b>
J.1	Define hubs on system map
J.2	Identify site preparation requirements
J.3	Assemble scooters
<b>K.</b>	<b>System Testing</b>
K.1	Test ride every scooter
K.2	Perform full system software test
<b>L.</b>	<b>Launch</b>
L.1	Plan launch event for press
L.2	Announce launch date
L.3	Plan launch date
L.4	Launch

# 1. Technical Proposal

## Safety.

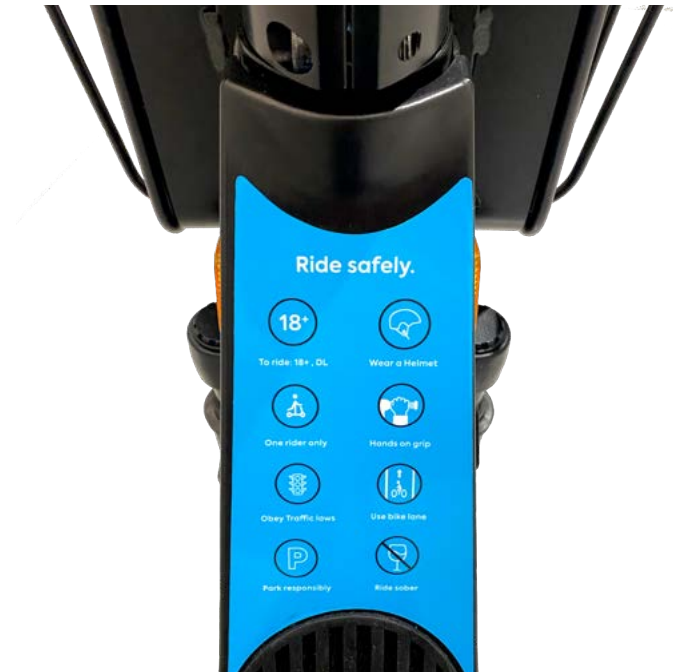
New riders who sign up to use the scooter are required to pass through a series of instructional app screens that inform them of how to safely and legally use the e-scooters. The scooter has multiple locations with safety stickers, text and graphic icons. The app allows for popup screens and notifications for ongoing safety and parking education. We plan to create safety and educational scooter riding videos specifically for Fort Pierce. Additionally, our marketing team does consistent marketing to users and the general public through emails, push notifications, and social media to reinforce safety information.

## Eye-Net.

We also plan to implement and test this new predict & protect technology from Eyenet: The Eye-Net™ solution is a software-based platform that uses smartphone applications and cellular infrastructures to identify and predict potential traffic collisions. Eye-Net™ uses advanced algorithms and cutting-edge server architecture to provide real time alerts for each of the road users involved. Visit [www.eyenet-mobile.com](http://www.eyenet-mobile.com)

## Safety Classes.

Additionally, we plan to offer monthly safe riding classes and distribute free helmets and free rides to participants. Our street ambassadors will educate users on safe and legal riding practices.



# 1. Technical Proposal

## Helmets.

HOPR has developed a specialty micro-mobility helmet with a leading U.S. helmet. The helmet is now in-use and very successful in our Vancouver bike share system. The sharable helmet is very light, weather resistant, and drop-proof.

- + Designed for micro-mobility
- + One-size fits most
- + Weather proof
- + Drop proof (No outer shell)
- + Cable goes through helmet
- + EPP Light weight foam material
- + CPSC-ASPM certified

We plan to securely attach the helmet to the scooter front basket.



Helmet



Basket



Safety Sticker

## b) Hours of Operation

The scooters will be available to rent from 6:00am until 10:00pm  
The hours can be adjusted per demand and safety.

The Scooters are not required to be picked up as we can swap batteries in the field. However we do send out staff daily to collect the scooters and place them at designated hubs. We inspect all scooters as they are collected and distributed daily.

Morning deployment time: 6am - 8am  
Night return to hubs: 8pm - 10pm

# 1. Technical Proposal

## c) Table #2 Pricing plan

Plan	Cost	To unlock	Per minute	Free minutes per ride
Pay as You Go	\$0	\$1.25	\$0.30	0
Monthly	\$30	\$0.25	\$0.25	0
Low Income	\$15	\$0.25	\$0.25	15
Out of hub parking fee	\$2			
Out of system violation	\$20			

Additional costs: Local sales tax, local and service fee: TBD

## d) Revenue share with the City of Fort Pierce

We are happy to explore revenue sharing with the City of Fort Pierce.

**HOPR proposes the following options for Revenue Share:**

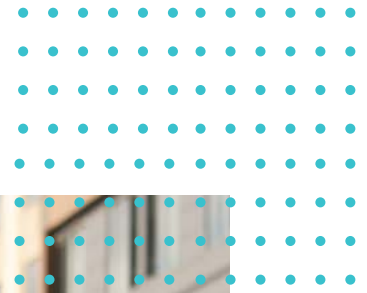
### Option 1:

\$0.25 per ride (excluding low income pass) this fee will be added to the user bill as a local surcharge. This fee is the same as Orlando.

### Option 2:

15% of net revenue. Net revenue is defined as profit after operating and equipment costs. Calculated annually.

# Equipment & Safety.



## 2. Equipment & Safety

a) Provide a detailed description, with images, of the vehicle model(s) that you will use in the City of Fort Pierce – including top speed, description of the wheel type and material, and measurements.

HOPR has two models of scooters that we plan to deploy in Fort Pierce:

**HOPR S1:**

Segway Max Pro, 10 inch wheels, no front suspension, no basket

**HOPR S2:**

Okai 12 inch front wheel with front suspension and basket



We plan to mix the two scooters as some people will benefit from the basket use and the S2 model can also accommodate riders up to 350 pounds.

Both scooters are connected to the HOPR platform and are manufactured by the world's leading and most experienced scooter manufacturers; they have been supplying the industry and the largest scooter operators around the world from the beginning. The current scooter models that we are proposing for Fort Pierce are the latest and greatest scooters on the market.

## 2. Equipment & Safety.

### HOPR S1



#### HOPR S1 Features:

**Max Speed**

15mph

**Load**

42 lbs

**IOT**

4G

**Distance**

40 miles

**Battery**

Swappable battery

**Rear Lights**

2 LED Strips  
+ Reflectors

**Wheels**

10 inch

**Power**

350W / 690W

## 2. Equipment & Safety.

### HOPR S2

**Dual hand brakes**

SPEED / CHARGE/  
DIAGNOSTICS

**Digital display**

INTUITIVE & SAFE

**Front light**

LONG DISTANCE VISIBILITY

**Phone dock**

CHARGING STATION

**Slim IOT box**

VANDAL PROOF

**Reinforced frame**

THE CHASSIS IS CRAFTED FROM  
AIRCRAFT GRADE ALUMINUM

**Front basket**

WITH MESSAGING SPACE

**Robust frame**

MAX RIDER WEIGHT 350 POUNDS

**Tough suspension**

SMOOTH AND SAFE RIDE

**Long range**

SWAPPABLE BATTERY

**Big front wheel**

12 INCH GAME CHANGER

**Rear light**

+ VISIBLE REFLECTOR

**Dual kickstand**

PREVENTS TIP OVERS

**Rear wheel**

10 INCHES



**HOPR S2 Features:**

**Max Speed**

15 mph

**Battery**

48V / 16Ah  
Swappable battery

**Lock**

Cable Lock (optional)

**Distance**

40 miles

**Power**

350W / 700W

**Rear Lights**

2 LED Strips  
+ Reflectors

**Wheels**

Front: 12 inch,  
Rear 10 inch

**Rating**

IP67

**Breaks**

EABS + Drum Breaks

**Load**

350 lbs

**IOT**

4G

**Kickstand**

Dual kickstand

# 2. Equipment & Safety.



Display



Swapable Battery



Dual Brakes



Front Wheel Suspension



Phone Charger



Dual Kickstand



Front Basket



Safety Sticker

## 2. Equipment & Safety.

### HOPR Micromobility Helmet.

- + Designed for micro-mobility
- + One-size fits most
- + Weather proof
- + Drop proof (No outer shell)
- + Cable goes through helmet
- + EPP Light weight foam material
- + CPSC-ASPM certified



## 2. Equipment & Safety.

### Bike Share (optional)

If the City is interested we can also add shared pedal and electric bicycles.

#### HOPR 3 Pedal Bike



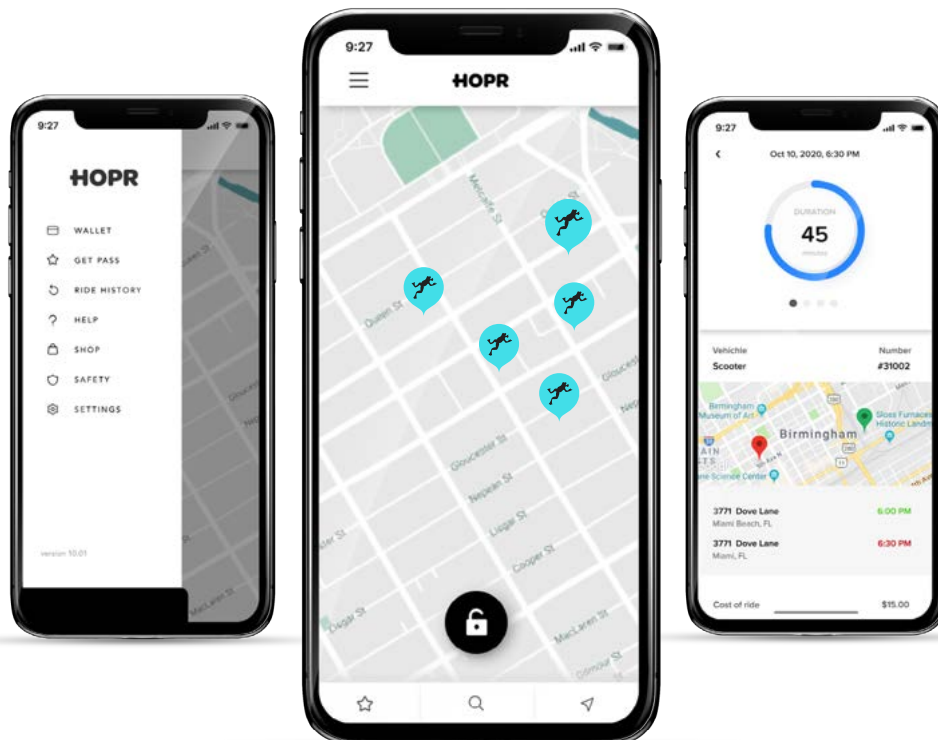
#### HOPR Electric Bike.



## 2. Equipment & Safety.

### HOPR app.

HOPR transit app allows consumers to scan and go, customize plans, and access to multiple rides.



#### Start

- + Find a ride or parking hub.
- + Sign-up with phone, Facebook, or Gmail.
- + Pay per trip or get a pass.

#### Other features

- + Reserve a ride.
- + Pause ride.
- + Multiple languages.

#### Ride

- + Scan QR to unlock.
- + Scan again to add riders.
- + Switch between modes.

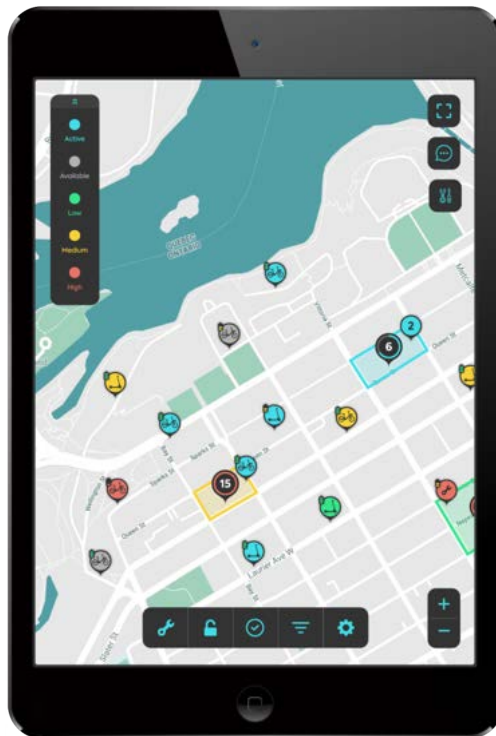
#### Return

- + Lock & Go.
- + View and share your ride.
- + Earn rewards.

## 2. Equipment & Safety.

### HOPR OS.

HOPR OS manages all aspects of the bike share fleet, users, and operations.



#### Operations

Manage the fleet, locate vehicles, view status, create work orders, record maintenance, and re-balance.

#### Tickets

Everything you need to handle customer support & maintenance requests.

#### Customers

Manage customer rides, tickets, ratings, passes, transactions, documents, and more.

#### Transactions

Automatic payment processing for all rides. PCI compliant.

#### Multi-modal

Unlock different modes of transportation with-in the app.

#### Gig Tasks

Manage chargers and maintenance tasks and distribute payment.

#### Reports

View reports for trips, customers, revenue, fleet utilization, and more.

#### Gov-Tech

API's for City data requirements.

## 2. Equipment & Safety.

**b) Outline your ability to limit speeds, create no-ride zones, and create no-parking zones, based on geofencing. Describe any associated limitations (i.e. number of speed limits that can be set, accuracy of geofencing, etc.)**

The HOPR technology uses geofencing to identify proper parking locations, system boundaries, no-ride zones, speed limiting and improper parking areas.

We are able to set up unlimited no-ride zones and activate the speed limiter in that zone. For the no-parking zone we can also setup unlimited number of zones and if the customer tries to end the ride in the no-parking zone the system will not allow it and display a notification to move and park elsewhere.

For no parking zones, we couple this geofencing with user fines for improper parking and user notifications.

Our geofencing technology is accurate in the type of urban environment such as Fort Pierce. We are currently studying new technology that emerged on the market and is still in early stages of integrations with scooter hardware and provider apps, if selected we are committed to pursue one or more of these technology solutions:



**Luna Urban Platform:**  
[www.luna.systems](http://www.luna.systems)



**Drover:**  
[www.drover.ai](http://www.drover.ai)

**c) Describe the process private property owners will use to request speed limits, no-ride zones,**

We can set up an online form that would allow private property owners to request speed limits, no-ride zones and no-parking zones. Our operations team would review all requests and work with the private property owner directly.

Also, the HOPR OS (operations software) immediately and automatically notifies our field ops team of any improperly parked vehicles so that they can be addressed immediately.

## 2. Equipment & Safety.

HOPR’s outreach strategy is informed by years of experience in launching and operating other cities.

**Our plan includes the following:**

### Pre-Launch

- Meetings with local stakeholders
- Pre-launch press
- Social media
- Safety videos
- Pre-launch public get to know us events

### Launch Month

- Press release
- Launch event
- Safety education classes and helmet giveaway
- Announce and promote Equity program
- On e-scooter messaging tags
- Community ambassadors for education
- Membership drive
- First ride free

### Ongoing

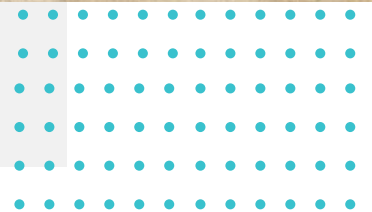
- Attendance at community events
- Monthly safety educational classes
- Corporate membership sales
- Social media campaigns and education
- Newsletters
- Rider app safety notifications
- Refer a friend promotion
- Local partnerships

### **e) Describe your plan to properly sanitize vehicles and respond to the COVID-19 pandemic.**

We take sanitation very seriously and have added additional cleaning measures to protect both our riders and our staff. These include sanitizing all touch points on every device encountered in the field. We also fully sanitize all devices entering and exiting our facility, and prior to the device returning to the field. Our staff are required to wear masks and gloves at all times and encouraged to frequently wash their hands with soap or use hand sanitizer. Additionally, we have in-app notifications reminding our users to wash their hands before and after riding.

We also can attach hand sanitizer liquid gel to each scooter. Once depleted we will refill them. HOPR took a very proactive approach in adjusting our operations for the safety of our customers and staff. We put together a comprehensive plan that we submitted to our clients and cities for review. Almost all of our cities approved our plans and allowed us to continue to operate throughout COVID.

# Parking.



## 3. Parking.

### **a) Describe your approach to ensuring that users park appropriately. Include strategies your company uses to incentive proper parking behavior.**

We suggest a hybrid “dock-optional” system.

Users are encouraged to pick up and return to hubs but also have the option to return to other approved parking areas as well like a public bike rack or furniture zone.

Over time once we study the patterns we will tweek the hub locations and size to further encourage use of hubs. The Hybrid system offers predictability and availability in a similar way to citibike. Alternatively users have the ability to park the scooter in other approved parking areas where there is no hub available. This works especially well in less dense areas outside of Manhattan.

Our app can also accommodate incentives in the form of free rides for parking at hubs and extra fees for parking outside of hubs. The hubs will be geofenced and when the scooter is parked there both the device and the app recognize and verify the location. Users are also required to take a photo of proper parking at the end of the ride.

# 3. Parking.

**b) Do you anticipate seeking permits to install objects (i.e. docking or parking stations) in the Right-of-Way? If so, please describe.**

HOPR believes in light parking infrastructure for scooters. We have different types of scooter parking racks that can be deployed quickly and in an affordable way for the program. Depending on space availability and connection to the grid we can offer the following rack types:

**Example #1: Parking Box, no rack.**



**Example #2: Non-powered U shape scooter parking rack**



**Example #3: Non-powered low parking rack**



**Example 4: Powered scooter lock & charge rack**

\* See appendix for complete brochure.

# Operations.



# 4. Operations.

## **a) Describe the availability of vendor staff for rebalancing or moving improperly parked Vehi-**

HOPR has over 10 years of experience operating micro-mobility. We also are very familiar with Florida operations as we are currently operating in Tampa, St. Pete, Orlando, and Miami.

HOPR employees in-house well trained staff for all maintenance, charging and balancing activities. Our dedicated team delivered consistent service every day of the year.

HOPR follows industry best practices and we hold ourselves to the highest standards for operational methods.

HOPR's approach to rebalancing and moving improperly parked scooters is on multiple levels:

### **Level 1: Prevention**

- We follow the hybrid system methodology for parking; encouraging users to return the scooter to dedicated parking hubs and discouraging them from parking out of hubs in dense areas.
- At the end of the ride the customer is required to take a photo of proper parking. We are also studying new technology from Drover AI that will automatically take a photo of the parking area at the end of the ride from a camera attached to the scooter. If the scooter is not parked properly it will send a notification to the user or provide an audible response prompting the user to park properly. The same technology has the ability to monitor sidewalk riding and will automatically slow down the scooter when riding on the sidewalk and notify the user.
- Our S2 scooter is also equipped with a double kickstand to prevent tipovers.

### **Level 2: Prediction**

- Based on our years of experience, we will develop multiple rebalancing protocols to achieve an efficient and streamlined redistribution of scooters throughout the day as needed. We continuously customize rebalancing thresholds based on location and ridership volumes as the system matures.
- The advanced HOPR operations platform ensures constant monitoring of devices and round-the-clock attention to distribution patterns and device movement. We will cater our deployment and rebalancing schedule to the needs of the system to ensure reliable availability of devices when and where they're needed.
- HOPR utilizes software and AI that studies historical data and predicts demand, based on this we adjust the balancing activities to accommodate the locations that require the most attention.

# 4. Operations.

## Level 3: Notifications & Quick Response

- Both users and the general public are able to report improperly parked, damaged or fallen scooters through our mobile app. They can also call the toll free number or email us, both displayed on the scooter, to connect directly with our 24/7 customer service center.
- The HOPR OS (software) automatically notifies our local operations team of improperly parked devices so our team can resolve the issue quickly. We typically respond with-in the hour.

## b) Describe your proposed fleet size including your approach to seasonal variation in demand

HOPR has been operating in Florida for 10 years and we are well aware of the slow and high tourism seasons as well as the rainy and hurricane seasons.

We plan to deploy 150 scooters and increase to 300 based on demand, ridership levels, and seasonality. The scooters will be well distributed to serve locals and complement other modes of transportation for example connections to get to the bus.

During the tourism season we will increase the number of scooters and deploy them in the proper locations where the demand for rides exists.

For hurricane season we will implement a plan to retrieve all scooters from the street 5 days prior to the hurricane approach.

We also utilize the slower times of the year to refresh the fleet, improve operations and prepare for the high demand times.



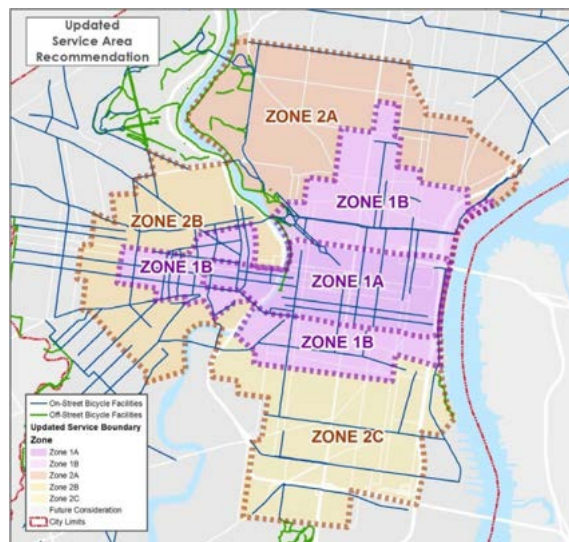
# 4. Operations.

## c) Describe your plan to ensure equitable distribution of micromobility vehicles throughout the City of Fort Pierce, including your approach to re-balancing.

HOPR has a lot of experience with planning micro-mobility systems and distribution of vehicles in all areas of the city. We typically start with a feasibility study and submit to the City for feedback.

- We start by mapping the city into zones based on commercial vs residential areas.
- We identify the equity zones. The parking hubs based in the equity defined areas will be allocated a percentage of devices that are not based on revenue generation.
- We then map the demand based on population density, employment centers, destinations, hotels, transit hubs, commercial centers, medical centers, supermarkets, civic centers, parks, waterfronts, etc.
- We identify the most suitable locations for placement of parking hubs and plot them on the map.
- Each hub will have an assigned number of scooters.
- Over time we adjust based on historical ridership.
- We also accommodate special requests for hubs from stakeholders, local businesses and the community.

### Sample Zone Map



# 4. Operations.

## Our approach to equity locations:

### 1. Placement of Hubs:

- Distribute scooters in equity defined areas regardless of revenue levels
- Include signage at equity defined locations to promote equity programs.

### 2. Access:

- Make it easy for the unbanked population to register and rent a scooter without a credit card.
- Make it affordable for low income to rent a scooter.

### 3. Partnerships:

- Partner with local organizations already catering to low income populations. These Partners typically include housing authorities, churches, social services agencies, transit authorities, and nonprofits.
- Get the word out through these partners
- Work with sponsors to give free rides and memberships

### 4. Employment:

- Offer employment opportunities with-in low income community.
- Youth internship program during the summer.

### 5. Community Events:

- Attend community events
- How to ride clinics
- Helmet giveaways

## **d) Describe the proactive process you will use to prevent property damage and address property damage claims and complaints related to operation of their shared mobility vehicles.**

HOPR is very responsive to these types of issues, in many cases property owners will contact us and ask to consider placement of devices on their property and in-such case we provide them with a hub location agreement to allow us and customers to access the property. In other cases that customers are parking scooters all over the property we will work with the property owner to establish designated parking hubs.

All third party claims regarding damage to property or people and handled promptly. We have a claim form that we provide for them to fill out and pass it on to our insurance company.

# 4. Operations.

**e) Describe your plan to address dumping of your vehicles, including a proactive approach to identify vehicles that have likely been dumped and retrieval plans – including retrieval timelines to minimize environmental impacts.**

Once we become aware of the issue either via external report or internal missing device investigation we will initiate certain emergency protocols to address the issue.

Devices that are in undesired places such as waterways, on trees, building tops, etc. will get top priority for retrieval. Once retrieved we will examine the device and if required decommission it.

**Table #3 Time from Notification**

Activity	Time from Notification
Major Incidents	Under 1 hour
Scooter blocking, misparked, private property	Under 2 hours
Damaged scooter removal	Under 4 hours
Recovery from waterways	Within 1 to 6 hours
Graffiti removal	Within 24 hours
Recovery from water	Daily

**f) Describe your plan to suspend the accounts of users with non-compliant behavior, including property damage & parking violations.**

We are able to temporarily or permanently suspend a user based on non-compliant behavior. We can temporarily suspend a user for repeated infractions such as leaving scooters out-side of the system area or parking violations. If a user has proven to continuously pose a problem to our system or the health of our system we are able to permanently suspend their account.

We identify users based on the last rental log in our system. We typically will call the user to investigate what happened and provide a warning.

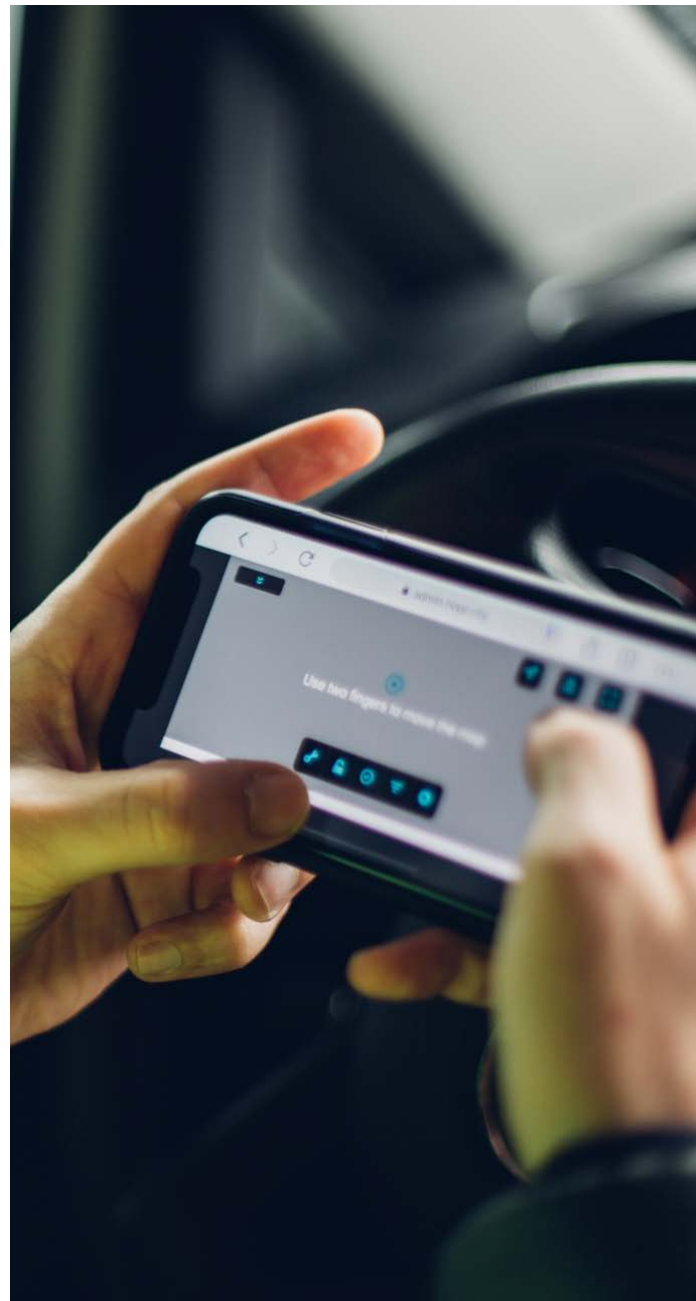
Our system can also be configured to automatically suspend users for bad behaviour for certain periods of time and goes larger each time they misbehave. Eventually they will be required to take a safety course to re-open their account.

Our technology also has the ability to charge out of hub and out of system area fees. From our experience these are helpful in mitigating repeated misuse of the system. The amount of these fines can be configured per City. Additionally, if a user is found to have caused damage to our property, our terms allow us the right to charge them for the replacement of the device.

## 4. Operations.

### **g) Describe your plan to prohibit underage riders.**

We have stickers on the scooter communicating the minimum age requirement to rent, this information is also included in the terms and conditions, We also require riders to scan their drivers license during signup and we verify their age based on that.



# Special Events & Severe Weather.



# 5. Special Events & Severe Weather

## **a) Describe your approach to special events including your ability to:**

With systems in Tampa, Orlando, Miami, Vancouver, Cleveland and other cities, HOPR has years of extensive experience dealing with extreme weather events and we have developed standard operating procedures across all our systems.

For Fort Pierce HOPR will establish a hurricane plan and remove all devices 5 days prior.

During high winds and rain we have the ability to close down the system so people can't rent the devices and remove them from the street if necessary.

Our storage facility will also have measures in place to avoid flooding damage.

Following any severe weather event we do a system check and physical inspection of all devices.

For special events we will establish a temporary hub and geofence it so riders know to park there. We also will staff the event and work with event organizers to best accommodate the event.

## **i. Create temporary reduced speed, no park, or no ride zones**

With our flexible software, we are able to create reduced speed zones, no parking zones and no ride zones for events. We can also create temporary parking zones to encourage alternative modes of transportation to and from events while also ensuring the vehicles are parked responsibly.

## **ii. Remove Vehicles quickly in the event of severe weather**

Yes, we are experienced in addressing severe weather conditions, including removing vehicles from the street if and when necessary.

# Data Sharing.



# 6. Data Sharing

a) Describe the “data dashboard” you will make available to City staff, include screenshots and describe what data will be included and the format of that data.

We monitor all aspects of our system through HOPR OS (software).

HOPR believes in sharing anonymized real-time and historical data with our partners, allowing for a better understanding of transportation needs. We can provide data in various formats including:

- Industry standards MDS and API's.
- Raw data in the preferred file format.
- A custom online portal with auto-generated reports and real-time data on hub utilization, ridership, and trip information.
- Monthly reports summarizing ridership, trips, and maintenance activity.

We can provide authorized personnel at City of Fort Pierce a custom online portal with auto-generated reports and real-time data on hub utilization, ridership, and trip information. A sample dashboard is pictured below.



# 6. Data Sharing

**b) Describe what data will be included in the following reports and the format of the data:**

## i. Monthly maintenance activities

Our monthly maintenance report can include, but not be limited to:

- Number of scooters inspected
- Number of hubs inspected
- Number of scooters repaired
- Summary of type of repairs
- Vandalized scooters
- Scooters decommissioned

## ii. Monthly report on property damage complaints

- Date of complaint
- Property damage address
- Nature of complaint
- Actions taken to resolve the complaint
- Resolution of complaint

## iii. Monthly report on daily deployment

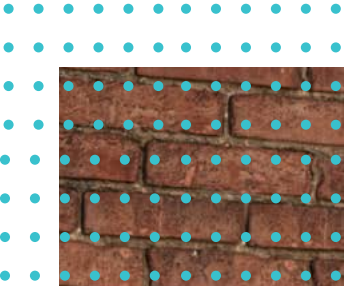
- Average number of scooters deployed
- Most active hub locations
- Least active hub locations

## iv. Describe your collision-reporting process

HOPR has an online form that is completed after each incident. Please see the appendix for sample form.



# Management Proposal.



# 1. Program Management.

## a) Project Team Structure

HOPR is a Florida based company with strong ties to the community. We launched the first bike share program in Tampa, St Pete, and in Orlando and continue to operate in and remain committed to these communities today. Having such a large presence in Florida means that our management team will pay close attention to your city and always be available to monitor and solve issues quickly.

HOPR's background is micro-mobility operations, the most important aspect of micro-mobility. We have launched and operated over 20 programs across North America and have a unique understanding of the Florida market as well as smaller cities. Our operating experience is what differentiates us from the rest, we are 100% focused on operations, no gig workers, only highly trained and dedicated HOPR staff.

- **HOPR is headquarters in Miami Beach only two hours south from Fort Pierce.**
- **We also have a large regional operational center in Orlando just 2 hours north of Fort Pierce.**
- **Upon award, we plan to open a local operations facility in Fort Pierce.**

Being so close to Fort Pierce allows us to operate the program in a very effective way. We can share resources from our neighboring systems in the region and even allow for Statewide micro-mobility membership passes.

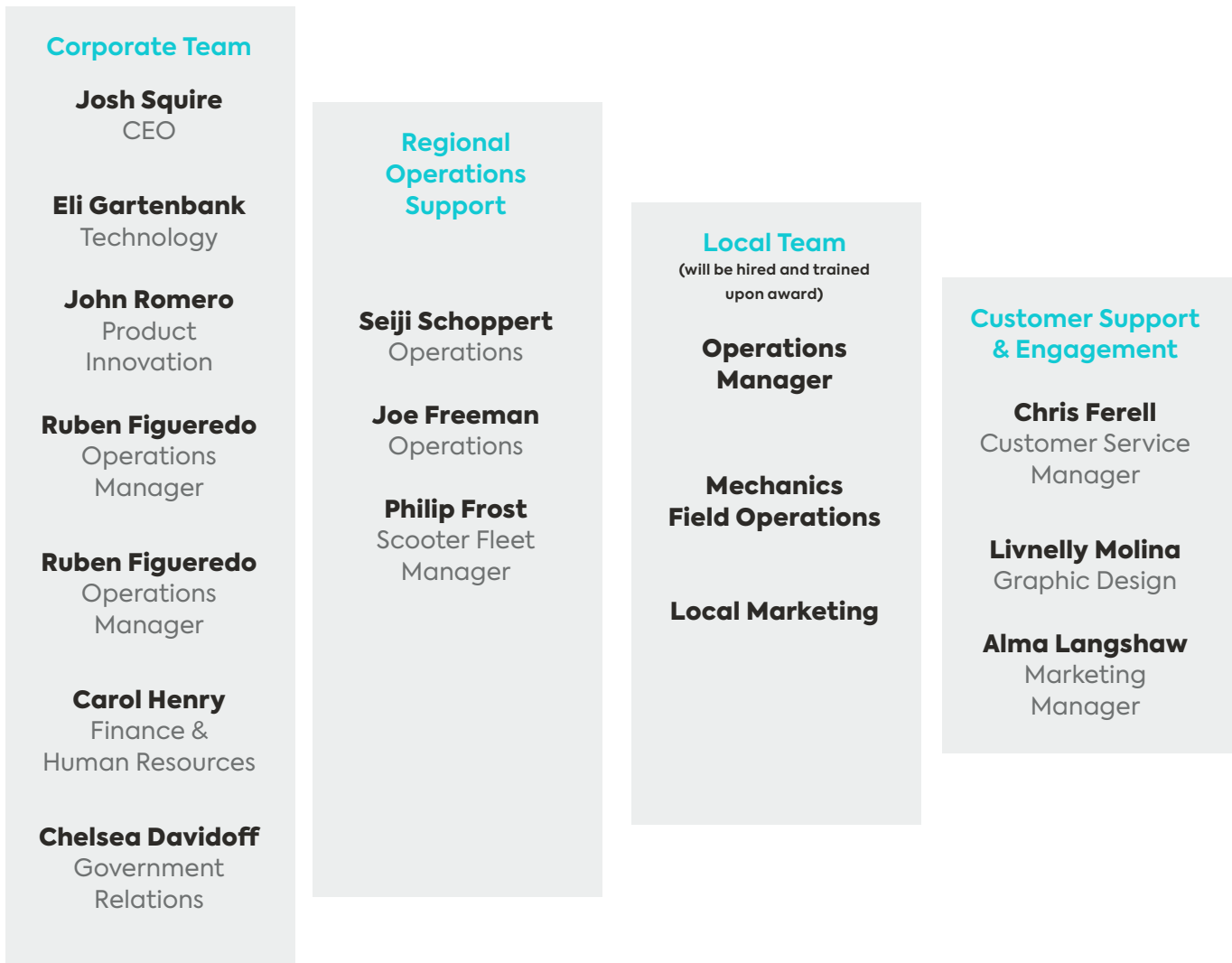
Locally we will hire an operations lead that will be well trained and supervised by our corporate office in Miami Beach.

The local operations manager will be responsible for the day to day operations of the local team and fleet. This person will report directly to the corporate office in Miami to the Operations Manager and CEO.

Fort Pierce team will also receive support from our entire corporate team and customer service & engagement center.

# 1. Program Management.

## HOPR Organization Chart



# 1. Program Management.

## **Josh Squire, Founder & CEO**

Mobility Experience: 28 years

Josh is a mobility expert with three decades of experience operating shared mobility programs and transit facilities. Josh launched and operated over 20 cities and a dozen campuses in North America including Tampa, USF, Orlando, Fort Lauderdale, Miami, Atlanta, Chicago, Cleveland, Louisville, Phoenix, Tempe, Santa Monica, Beverly Hills, UCLA, West Hollywood, Bay Area, Vancouver BC, Ottawa ON, and more. Josh has experience managing hundreds of employees and multiple mobility programs. Josh was involved with many new products and technology platforms for micro-mobility. He received the first U.S. patent for bike share in 1999 and created the HOPR transit platform.

## **Eli Gartenbank, Chief Technology Officer**

Software & Mobility Experience: 25 years

Eli is an experienced developer with a demonstrated history of working in the computer software industry. He has designed and programmed the HOPR Transit Platform. He is experienced in the SaaS industry, advancing his skills in front and back-end web, and mobile app development and high-traffic website management. Over the years he has led teams of developers and programmed for multiple startups in the mobility, sport and medical fields. Eli Co-founded a software company catering to the recreational rental industry including bike rental.

## **John Romero, Product Innovation**

Mobility Experience: 10 years

John leads the design, production and logistics of HOPR's bikes and scooters. John has years of experience collaborating with bike and scooter manufacturers. Before taking the lead on product development John managed the successful launch of Bike Share systems in 10 US cities. John is also the Co-founder of The Bicycle Cellar, a bicycle commuting facility.

## **Chelsea Davidoff, Government Relations**

Mobility Experience: 4 years

Chelsea leads HOPR's government relations across the U.S. Prior to taking on that role she was the General Manager for HOPR's west coast systems including: Santa Monica, West Hollywood, Beverly Hills, UCLA, UCSB, San Ramon, and Menlo Park. She also spearheaded multiple program launches and managed successful integration of systems into a regional network. Prior to HOPR Chelsea worked at Paramount Pictures identifying strategic partners and opportunities to build goodwill within the community and company.

## **Ruben Figueredo, Operations General Manager**

Mobility Experience: 4 years

Ruben is an expert in managing and operating micro-mobility services. He launched a micro-mobility brand and ecommerce store focused on electric mobility vehicles. Ruben has also spearheaded maintenance services for major micro-mobility brands. Prior to joining HOPR he managed large sporting events.

# 1. Program Management.

## **Joe Freeman, Operations Manager**

Mobility Experience: 7 years

Joe started as a fleet manager and helped launch Coast Bike Share in Tampa, USF and St. Pete. Three years ago he was promoted to Operations Manager for Coast, he oversees the regional bike share network, recruits, trains and manages the Florida west coast team. Currently Joe is focused on expanding the system with the launch of HOPR's electric bikes in St. Pete, FL.

## **Seiji Schoppert, Operations Manager**

Mobility Experience: 5 years

Seiji manages operations in north Florida including Orlando. Prior to managing operations he managed the fleet in Orlando and prior to that he worked for an electric vehicle shuttle company in Orlando.

## **Phillip Frost, Scooter Fleet Manager**

Mobility Experience: 11 years

Phillip is a military veteran with expertise in mechanics of automobiles. Prior to joining HOPR Phillip was an operations manager for Lyft's electric scooter program in Miami. He was also involved in launching Louisville's scooter program with HOPR. Today Phillip oversees the scooter fleet maintenance and safety checks for HOPR and is also overseeing a national scooter share fleet account for HOPR 3rd party operations program.

## **Chris Ferrell, Customer Service Manager**

Mobility Experience: 4 years

Chris started out as a customer service representative and worked his way up to customer service manager. He has vast experience in the mobility space with handling and solving any type of issue related to customers, businesses and community stakeholders. Chris has also put together training processes and quality control for the customer service department at HOPR.

## **Alma Lanshaw, Marketing Manager**

Marketing Experience: 5 years

Alma has worked in Digital Marketing for three years at both creative agencies and established companies. Alma has experience in Digital Marketing across various industries such as food & beverage, retail, beauty, hospitality and micro-mobility. She currently manages all digital marketing efforts including planning, execution, and optimization of digital/local marketing and sales efforts. Her scope encompasses online paid advertising, content marketing, SEO, product marketing, e-commerce, email automation, PR and social media management.

# 1. Program Management.

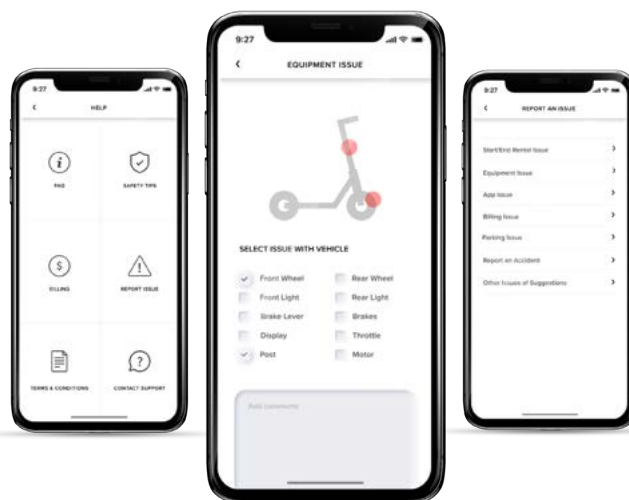
## b) Operations/Internal Controls/Customer Service

Our industry-leading operations software helps our trained staff to easily manage repairs and inspection schedules to ensure all devices are well-maintained and reliable. The maintenance and repair data can be captured in the system back-end for historical reference. Our current daily maintenance includes but are not limited to:

- Oversight of all devices.
- Daily field operations activities: safety checks, cleaning, adjusting, battery swapping, collecting, distributing and moving devices.
- Response to issues and complaints.
- In-house planned maintenance activities: repairs and tune-ups.
- Customer service: answering calls, emails, social media, and solving customer issues.

The software will automatically disable scooters and notify field operations teams when:

- Users submit a ticket via app to report a problem with the scooter
- The scooter auto-detects a malfunction with the scooter, such as:
  - Throttle issues: short circuit, stuck in push position
  - Brake and brake lever failures
  - Motor related issues
  - Power supply issues
  - Battery and motor overheating
  - BMS and Controller related issues
  - Light malfunctions
  - IOT and communication related issues



# 1. Program Management.

## Regular Operating Procedures

We are able to manage the quality of our product through our established maintenance protocols that call for daily field visits as well as bi-weekly maintenance checklists for each device.

**Our fleet methodology is based on:**

1. Preventive maintenance plan
2. Daily field maintenance
3. Manufacturer guidelines per miles ridden maintenance
4. Seasonal maintenance
5. Refurbishment

HOPR’s maintenance methodology is based on years of experience of operating micro-mobility.

**Table #4 Maintenance activities**

Activity	Performed By	Frequency
Cleaning & Safety checks	Field operations staff	Daily
In-Field light repair	Field operations staff	Daily
Reactive maintenance	Staff mechanics	Daily
Preventive maintenance	Staff mechanics	Monthly
Device miles maintenance	Staff mechanics	Per manufacture guidelines
Seasonal maintenance	Staff mechanics	Fall - Winter
Refurbish	Staff mechanics	Annually
Firmware updates	Tech team	Periodically

# 1. Program Management.

**Table #5: Ongoing maintenance operations and checks**

Activity	Task	Activity	Task	
Entire Scooter	<ul style="list-style-type: none"> <li>• Wipe down scooter</li> <li>• Disinfect scooter touch points</li> <li>• Wash off graffiti</li> <li>• Replace stickers</li> </ul>	Front	<ul style="list-style-type: none"> <li>• Check handlebar</li> <li>• Check Grips</li> <li>• Check dashboard</li> <li>• Check throttle</li> <li>• Check bell</li> <li>• Check phone charger</li> <li>• Tighten loose screws</li> </ul>	
Battery	<ul style="list-style-type: none"> <li>• Swap battery</li> </ul>		IOT	<ul style="list-style-type: none"> <li>• Check comm.</li> </ul>
Brakes	<ul style="list-style-type: none"> <li>• Right brake lever</li> <li>• Left brake lever</li> </ul>		Fenders	<ul style="list-style-type: none"> <li>• Check front Fender</li> <li>• Check rear Fender</li> </ul>
Wheels & Basket	<ul style="list-style-type: none"> <li>• Check front wheel &amp; tire</li> <li>• Check front shock</li> <li>• Check front basket</li> <li>• Tighten steering column</li> <li>• Check rear wheel &amp; tire</li> <li>• Check rear brake spring</li> <li>• Check rear wheel pin</li> </ul>		Frame & Kickstand	<ul style="list-style-type: none"> <li>• Check for damaged Frame</li> <li>• Check for damaged or bent tube</li> <li>• Identify cracks</li> <li>• Check Kickstand</li> <li>• Check foot mat</li> </ul>
Lights	<ul style="list-style-type: none"> <li>• Check front light &amp; reflector</li> <li>• Check rear light &amp; reflector</li> <li>• Rear reflector</li> </ul>			

## Charging Activities

All of our scooters have ops swappable batteries, and our field staff can swap batteries in the field very quickly, under 30 seconds.

The system also alerts field ops when batteries are low, 20% or under, and require a swap.

We plan to utilize electric cargo bikes for swapping batteries.

Once the batteries are swapped the ones that need charging are returned to our warehouse for safe charging. We swap batteries daily as needed however we prioritize batteries that reach a 20% level.

# 1. Program Management.

**Table #6: Battery swap averages by # of rides per scooter per day**

# of rides per scooter/day	Battery swap required every
1-2	10 days
3-4	5 days
5-6	4 days
7-8	3 days
9-10	2 days
11+	daily

## Expected vehicle life

HOPR comes from an operations background and we pride ourself for keeping our devices running for a very long time (24 to 60 months) and we go to great lengths to refurbish the devices and recycle when necessary in a responsible way. When a scooter is decommissioned we will dismantle the scooter and reuse all the parts that are still in good condition.

In some cities we operate we have recycled shared bikes after 5 years of use, and designed retrofits to upgrade locking technology on the bike and updated the locking, connectivity and app for the devices. We also have experience developing retrofit kits for other companies.

Battery life depends on many conditions, primarily length of usage and number of times charged. On average, our batteries will be replaced every 24 to 36 months.

## Rebalancing Activities

We have the ability to customize rebalancing thresholds based on location and ride volumes can be refined as the system matures.

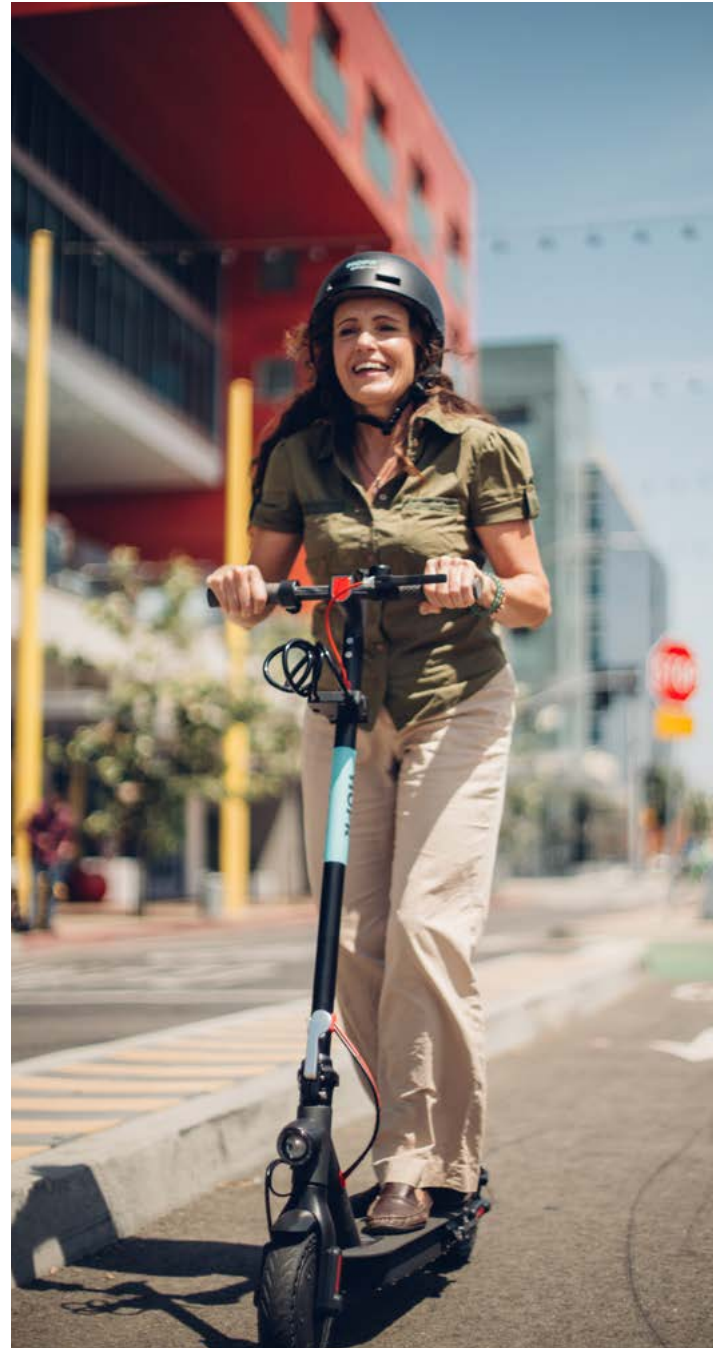
Our system sends alerts to field staff when hubs are out of balance and when there is scooter overflow based on predefined thresholds.

We also utilize Qucit AI Software for balancing optimization. [www.en.qucit.com](http://www.en.qucit.com)

# 1. Program Management.

## Physical Operations.

- We start by labeling high traffic destinations based on historical ridership data and other sources.
- We adjust the balancing activities to specific locations and specific times of the day that require it.
- We try to avoid peak traffic times if possible and utilize electric cargo bikes and trailers for balancing activities.
- We continuously study patterns of use and adjust scooter staging and balancing activities accordingly.
- We prepare for events ahead of time.



## 2. Experience of the Firm.

**Indicate the Firms experience by providing a list of municipalities, campuses or locations where their vehicles are currently or were recently deployed. Include the average number of vehicles in operation per day at each location.**

HOPR is one of the most experienced micromobility operators in North America. Unlike many other companies we started in operations and have been focused on operations for a decade with vast experience operating in many different settings and working with multiple equipment and technology providers including: Social Bicycles, PBSC, B-cycle, Smoove, Okai, Segway, Kwickwheel and HOPR.

HOPR employs several scooter expert managers and staff that have extensive experience working for some of the largest scooter companies in the U.S. HOPR also works as a contractor for other scooter companies, charging, balancing, cleaning and maintaining scooters. More recently HOPR deployed its own scooter fleet in Louisville KY and was awarded contracts for scooter operations in Rochester, New York. HOPR also operates a scooter service center in Miami Beach, FL.

**Table #7: HOPR Cities**

City	Start Date	End Date
Tampa-St. Pete, FL	2013	Present
Orlando, FL	2015	Present
Beverly Hills, CA	2016	Present
Atlanta, GA	2016	Present
Vancouver, BC	2016	Present
Cleveland, OH	2016	Present
Louisville, KY	2017	Present
Fremont, CA	2019	Present
Rochester, NY	2020	Present
Multiple campuses & Parks	2017	Present
Phoenix-Tempe, AZ	2014	2020
Santa Monica, CA	2015	2020
West Hollywood, CA	2015	2019
Ottawa, ON	2015	2019

## 3. References

### Tampa, FL

Calvin Thornton  
Smart City Micro-Mobility Engineer, City of Tampa  
306 E. Jackson Street, 4E  
Tampa, Florida 33602  
813-274-7884  
calvin.thornton@tampagov.net

### Orlando, FL

Ian Sikonia  
Senior Planner / Bicycle & Pedestrian Coordinator,  
City of Orlando  
400 South Orange Avenue  
Orlando, FL 32801  
407-246-3325

### Louisville, KY

James Graham  
Mobility Coordinator,  
Louisville Metro Division of Transportation  
444 S 5th Street, ste. 400  
Louisville, KY 40202  
502-574-6473

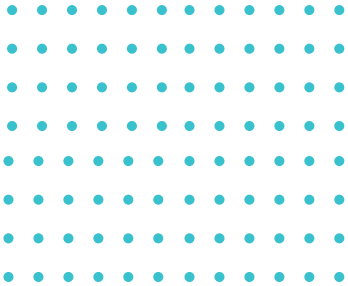
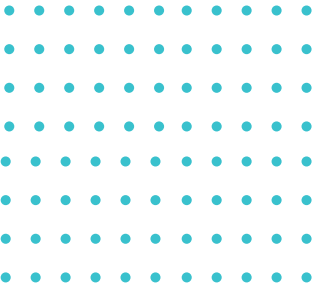




Ready when you are.

# Appendix.

- Bikekeep Public Scooter
- Forms



# Appendix #1: Bikeep public scooter

**bikeep**

Technical specification

SS-P1000-1.1

## Public Scooter Station

Main features

Dimensions

Power requirements

Operating environment

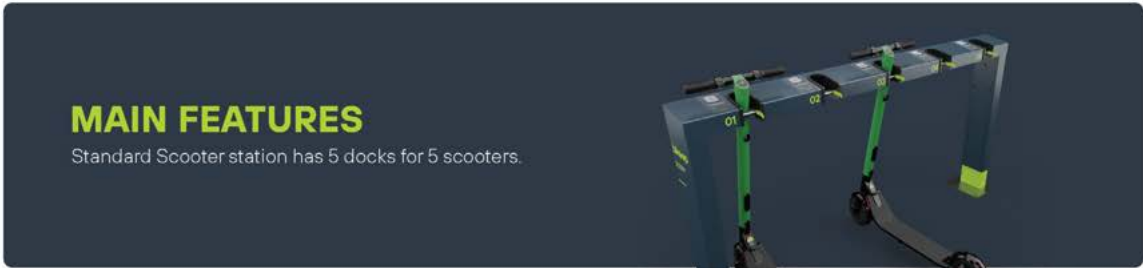
Using personal scooter station



[bikeep.com](http://bikeep.com)  
[hello@bikeep.com](mailto:hello@bikeep.com)

479 Jessie St San Francisco +1 (415) 625-3053

# Appendix #1: Bikeep public scooter



## MAIN FEATURES

Standard Scooter station has 5 docks for 5 scooters.

## Default options

Feature	Default	
Standard colors	Body: RAL5008 (Gray-blue) Legs and locking bar: RAL6018 (Yellow-green)	
Contactless card reader	Integrated contactless card reader (RFID reader).	The default station works with contactless cards and Bikeep App.
Integrated chargers	42V 1.7A (71W) chargers with standard DC connector. Segway Ninebot ES1, ES2, ES4 or Xiaomi M365/Pro.	Scooter chargers require a line power connection. Third-party charger adds extra handling costs.



**Bikeep personal scooter station** is a scooter station where the scooter owners can lock and/or charge their personal scooters. The standard station has 5 docks.

**Integrated Segway chargers**  
Most scooters supported

**Contactless card reader**  
13.56Mhz reader

**Led indications**  
Open / Close / Reserved

**Locking bar**  
Easy to use, slide to lock



# Appendix #1: Bikeep public scooter

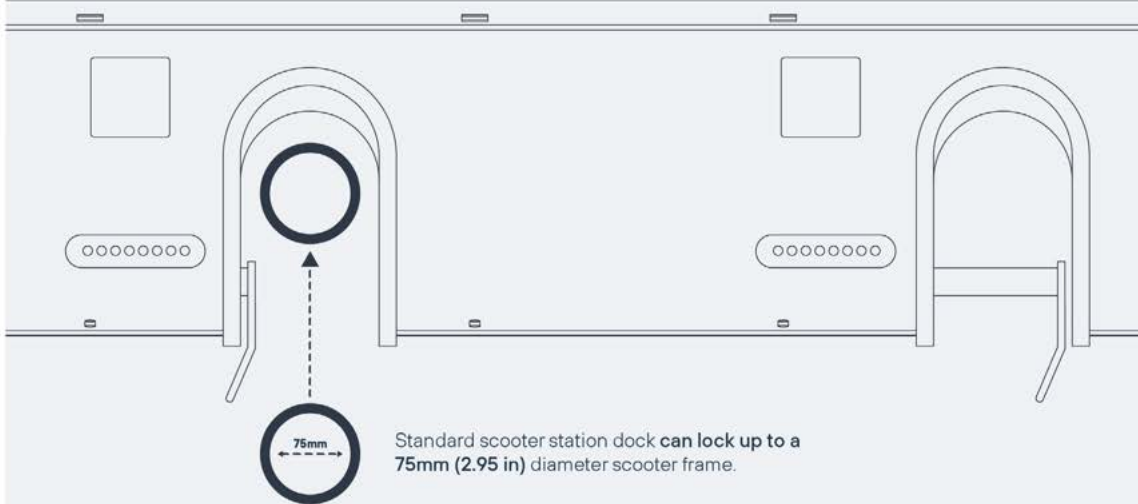
## Secure personal scooter locking



Unlock by opening the lever.



Lock by closing the lever.



# Appendix #1: Bikeep public scooter

## Contactless card reader



- The card reader module provides you with access control via contactless cards or key fobs.
- The contactless card reader module supports most 13.56MHz cards (13.56MHz ISO14443A compatible).



## Led indication

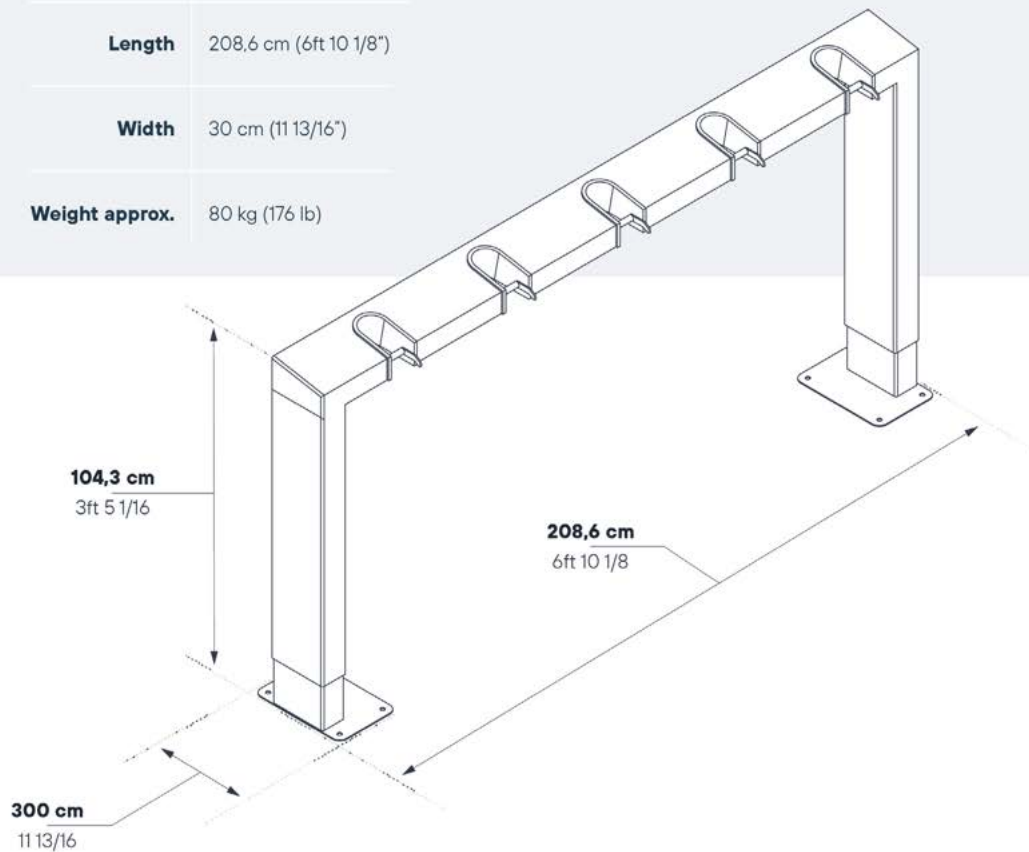
Status (indication) LED shows the current state of the scooter station dock.



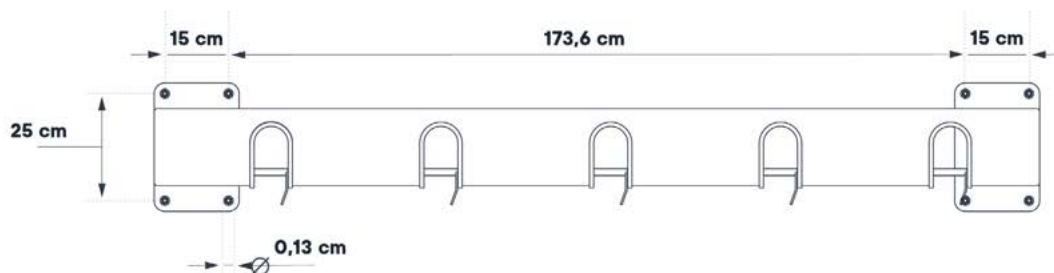
# Appendix #1: Bikeep public scooter

## DIMENSIONS

<b>Height</b>	104,3 cm (3ft 5 1/16")
<b>Length</b>	208,6 cm (6ft 10 1/8")
<b>Width</b>	30 cm (11 13/16")
<b>Weight approx.</b>	80 kg (176 lb)



## Installation and ground fixture



# Appendix #1: Bikeep public scooter

## POWER REQUIREMENTS

### Scooter locking only

**Input voltage:** 24DC or 110/230VAC  
1W per dock and per the main controller 10W

Nr. of docks	Power consumption	Power requirement
5 dock station	15W	Less than 1A @230VAC or Less than 1A @110VAC
10 dock station	20W	Less than 1A @230VAC or Less than 1A @110VAC
15 dock station	25W	Less than 1A @230VAC or Less than 1A @110VAC
25 dock station	40W	Less than 1A @230VAC or Less than 1A @110VAC

### Scooter locking & Charging station

**Input voltage:** 110/230VAC  
⚠ Scooter chargers require line power 110/230VAC

Nr. of docks	Power consumption	Power requirement for E-charger Station
5 dock station	0.75kW	3.25A @230VAC or ~7 @110VAC
10 dock station	1.5kW	6.5A @230VAC or ~14A @110VAC
20 dock station	3kW	13A @230VAC or ~27A @110VAC

Calculations based on 150W e-scooter chargers that are charging at full load.  
The actual power requirements may be smaller.



# Appendix #1: Bikeep public scooter

## OPERATING ENVIROMENT



**Operating temperature.**  
-35 °C to 70 °C.



**Ingress Protection Rating**  
IP55



**Operating humidity.**  
10% to 90% non-condensing.



**MTBF**  
230 000h

## Regulatory approvals



## Materials

- 3 mm steel sheet metal
- Corrosivity category C4
- Teknos INFRALIT powder coating



# **SECTION V FORMS**



## DRUG~FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statute 287.087 hereby certified that

**CYCLEHOP LLC DBA HOPR**

does:

*(Name of Business)*

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are proposed a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under Bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

*Proposer's Signature*

**12/28/2020**

*Date*

## Request for Taxpayer Identification Number and Certification

**Give Form to the  
 requester. Do not  
 send to the IRS.**

▶ Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

Print or type. See Specific instructions on page 8.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. <p style="text-align: center; font-size: large;"><b>CYCLEHOP LLC</b></p> 2 Business name/disregarded entity name, if different from above																					
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. <table style="width: 100%; margin-top: 5px;"> <tr> <td><input type="checkbox"/> Individual/sole proprietor or single-member LLC</td> <td><input type="checkbox"/> C Corporation</td> <td><input type="checkbox"/> S Corporation</td> <td><input type="checkbox"/> Partnership</td> <td><input type="checkbox"/> Trust/estate</td> </tr> <tr> <td colspan="5"> <input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ <b>C</b> </td> </tr> <tr> <td colspan="5" style="font-size: x-small;">                     Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.                 </td> </tr> <tr> <td colspan="5"><input type="checkbox"/> Other (see instructions) ▶</td> </tr> </table>	<input type="checkbox"/> Individual/sole proprietor or single-member LLC	<input type="checkbox"/> C Corporation	<input type="checkbox"/> S Corporation	<input type="checkbox"/> Partnership	<input type="checkbox"/> Trust/estate	<input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ <b>C</b>					Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.					<input type="checkbox"/> Other (see instructions) ▶					4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small>
<input type="checkbox"/> Individual/sole proprietor or single-member LLC	<input type="checkbox"/> C Corporation	<input type="checkbox"/> S Corporation	<input type="checkbox"/> Partnership	<input type="checkbox"/> Trust/estate																		
<input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ <b>C</b>																						
Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.																						
<input type="checkbox"/> Other (see instructions) ▶																						
	5 Address (number, street, and apt. or suite no.) See instructions. <p style="text-align: center; font-size: large;"><b>1111 LINCOLN ROAD, STE 500</b></p> 6 City, state, and ZIP code <p style="text-align: center; font-size: large;"><b>MIAMI BEACH, FL 33139</b></p> 7 List account number(s) here (optional)	Requestor's name and address (optional)																				

### Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number									
OR									
Employer identification number									
4	5	-	3	7	0	4	6	4	8

### Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

<b>Sign Here</b>	Signature of U.S. person ▶	Date ▶ <b>12/28/2020</b>
------------------	----------------------------	--------------------------

### General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

### Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1099 (home mortgage interest), 1099-E (student loan interest), 1099-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding*, later.

## CITY OF FORT PIERCE PROPOSER'S CHECKLIST



This checklist is provided to assist each Proposer in the preparation of their proposal response. Included in this checklist are important requirements, which is the responsibility of each Proposer to submit with their response in order to make their response fully compliant. This checklist is only a guideline~ it is the responsibility of each Proposer to read and comply with the Request for Proposal in its entirety.

**Check "Yes" or "No" to each of the following:**

**YES                      NO**

Is Request for Proposal cover page (page 1) completed, signed and attached?   X                        \_\_\_\_\_

All prices have been reviewed for mathematical accuracy, all price corrections initialed, and all price extensions and totals thoroughly checked.   X                        \_\_\_\_\_

Include proof of proper licensing as stated in proposal documents.   X                        \_\_\_\_\_

Include proof of proper insurance and if we are selected, agree to meet the City's insurance requirements, as stated in proposal documents.   X                        \_\_\_\_\_

Proposal envelope is marked accordingly.   X                        \_\_\_\_\_

Are Two (2) complete proposal packages included (one original and one electronic copy (PDF) on a USB Flash Drive) of sealed proposals? Disregard, if you are going to utilize the electronic submission option \_\_\_\_\_                      \_\_\_\_\_

Is each Addendum (when issued) signed and included?   X                        \_\_\_\_\_

**PLEASE SIGN AND RETURN WITH PROPOSAL** \_\_\_\_\_

December 15, 2020



CITY OF FORT PIERCE  
SCOOTER SHARE PROGRAM

RFP NO. 2021-010

**ADDENDUM NO. 1**

The purpose of this addendum is to respond to questions submitted by potential bidders for clarification of the proposal specifications and to extend the proposal due date.

- 1. QUESTIONS:** Was there a mandatory site visit for this bid and if so, what is required of vendors in our submission/response with regards to the site visit?

**ANSWERS:** **This is a typo, there we not a mandatory site-visit scheduled for this solicitation. See revised proposal document, attached.**
- 2. QUESTIONS:** Reference: Page 1, cover page Delivery in \_\_\_\_\_ days, ARO what does the vendor include in the space provided?

**ANSWERS:** **ARO stands for "After receipt of order" this is not applicable for now, please type in N/A.**
- 3. QUESTION:** Reference: Page 1 cover page – Bid Security – Is Bid Security required for this bid?

**ANSWER:** **No bid security is required.**
- 4. QUESTION:** For this bid, the only document that requires manual signature is the cover page, correct?

**ANSWER:** **No. The cover page and all of the forms now listed in Section V of the proposal document (see attached REVISED proposal document).**
- 5. QUESTION:** Reference: Page 6-17 Drug -Free Workplace (DFW) Can you provide the Drug Free Workplace Certification Form?

**ANSWER:** **Please see attached, REVISED proposal document, Section V - Forms**
- 6. QUESTION:** Reference: Page 9-13 Insurance- What are the insurance coverages and limits required for this bid?

**ANSWER:** **Please see attached, REVISED proposal document, Section II Insurance Requirements.**
- 7. QUESTION:** Reference: Page 11.1 Proposal Opening- Bearing in mind current social distancing measures vary by state, will the City consider modifying it's submission requirements to an online submission through the Demandstar.com portal or via email?

**ANSWER:** You may submit your proposal response electronically to: [procurement\\_dl@cityoffortpierce.com](mailto:procurement_dl@cityoffortpierce.com) no later than 3pm EST, January 4, 2021. If you decide to use this submission option, please note your entire submission must be submitted electronically. Please do not mail hard-copies.

8. **QUESTION:** Reference Page 12:3 Minority Participation and Outreach Program- Is Minority and Woman Owned Business Enterprise (M/WBE) participation required for this bid?

**ANSWER:** No, it is not required. If you have a Minority Participation and Outreach Program please provide the information as required, if you do not have this program state N/A.

9. **QUESTION:** Is the Firm/vendor required to be licensed to do business in the State of Florida upon bid submission or upon bid award?

**ANSWER:** Upon bid award.

10. **QUESTION:** As it is a significant investment and this is a competitive bid process, we typically do not secure the local facility from which we will operate until after bid award. We are happy to provide this location upon contract negotiation to ensure compliance with this requirement and good faith effort. With this said, what should we provide here that is satisfactory given the scope of services?

**ANSWER:** Proposers are not expected to secure a local facility prior to bid award. A brief description of the type of facility that you typically operate from, proximity to scooter locations and any other relative information about the prospective facility will suffice for the proposal.

11. **QUESTION:** Reference: Page 18: H. Proposal Format and Presentation, Technical Proposal- Elements of the Micromobility Program, d) Revenue Share with the City of Fort Pierce – Could the City please elaborate on the desired revenue share agreement?

**ANSWER:** The terms of the revenue share should be proposed by the firm based on their assumptions or projections; it will ultimately be negotiated as part of the agreement.

12. **QUESTION:** Reference: Page 18. H Proposal Format and Presentation, 2 Equipment and Safety, C) Describe the process private property owners will use to request speed limits, no ride zones- Could the City please elaborate on the intention for this question? It is our understanding that vehicles will only be deployed and operate in approved locations with City-required parameters for speed, riding and parking?

**ANSWER:** During the pilot program, the City received concerns from citizens received concerns from citizens regarding rate of speed, trespassing on private property, etc. In some cases, those issues were rectified through the ability to create “no ride zones” and alter the speed limits in certain areas. How would your firm handle those type of complaints?

13. **QUESTION:** Reference Page 20: I Evaluation Criteria, Qualifications and Experience- Are vendors interested in submitting a response to this bid required to have been Operating in the City of Fort Pierce previously in order to receive points towards this evaluation criteria?

**ANSWER:** No. The Firms will be evaluated on their experience with similar Municipalities and whether or not they are currently operating a scooter share program, regardless of the location.

14. **QUESTION:** Other than the fees associated with submission, are there any fees or charges to the vendor to operate within the City of Fort Pierce?

**ANSWER:** There is no fee associated with submission. The selected vendor will need to have a valid Business Tax Receipt with City of Fort Pierce.

15. **QUESTION:** With respect to Scorecard Section I “Evaluation Criteria”, considering that the Evaluation Criteria seems to be following the Proposal Format and Presentation (see point H), could you please clarify the following issues: the first 20 points are graded against “Qualifications and Experience”, does this section refer to the Letter of Submittal? If not, to which section and question does it refer to? Additionally, for your ease of reading, where should Proposer’s address the “Qualification and Experience” criteria: Letter of Submittal, Technical Proposal or Management Proposal?

**ANSWER:** The Evaluation Committee will rate the firm based on their overall Qualifications and Experience. This can be addressed in the Management Proposal: Experience of the Firm, as well as the Letter of Submittal.

16. **QUESTION:** Within the Management Proposal Evaluation Criteria we see “Ability to respond to citizen/duty complaints”. However, although It is an Evaluation Criteria for the Management Proposal, it is not Part of a specific question in the Management Proposal. Should the above be addressed within Management Proposal Section 1 b) Customer Service?

**ANSWER:** Yes

17. **QUESTION:** With reference to Section G “Commitment of Firm Key Personnel”, we understand the Respondents can identify Key Personnel either in their submittal or during contract negotiation- can you please clarify whether the fulfilment of this particular provision is necessary at this initial stage?
- ANSWER:** The key personnel can be identified during the contractual negotiations. The Respondent agrees that key personnel identified in the submittal or during contract negotiations as committed to this project will, in fact, be the key personnel to perform during the life of this contract.
18. **QUESTION:** Can you please clarify the extent of the commitment and the information to be provided?
- ANSWER:** It is important that the City be made aware of key personnel changes with relation to this contract. This information can be determined during contractual negotiations and mutually agreed upon. If there are key personal changes after the contract is executed, the City shall be notified of the change(s).
19. **QUESTION:** With regard to Facility (Letter of Submittal point (c) and Article “28 Facilities “, can you please clarify whether Proposers have to disclose their chosen facility at this stage? If so, do you have any preference with the choice of facility? Alternatively, if bound to do at this stage, are proposers free to choose where to choose their facility?
- ANSWER:** Proposers are not expected to secure a local facility prior to bid award. A brief description of the type of facility that you typically operate from, proximately to the scooter locations and any other relative information about the prospective facility will suffice for the proposal.
20. **QUESTION:** What was ridership like during Fort Pierce’s pilot?
- ANSWER:** See attached the Ridership Report, July 2020.

All other conditions of this bid remain the same.

Please acknowledge receipt of this addendum and include it with your submittal.

Signature:  \_\_\_\_\_  
Manual

Signature: JOSH SQUIRE, CEO \_\_\_\_\_  
Typed or Printed

Company Name: CYCLEHOP LLC DBA HOPR \_\_\_\_\_

Address: 1111 LINCOLN ROAD, STE 500, MIAMI BEACH FL 33139 \_\_\_\_\_

Date: 12/28/2020 \_\_\_\_\_

/gm

Attachments: Revised Proposal Document  
Ridership Report July 2020

December 17, 2020



CITY OF FORT PIERCE  
SCOOTER SHARE PROGRAM

RFP NO. 2021-010

ADDENDUM NO. 2

The purpose of this addendum is to extend the proposal due date from 3:00 P.M., December 22, 2020 to:

**3:00 P.M., MONDAY, JANUARY 4, 2021**

All other conditions of this bid remain the same.

Please acknowledge receipt of this addendum and include it with your submittal.

Signature: \_\_\_\_\_  
Manual

Signature: \_\_\_\_\_  
JOSH SQUIRE, CEO  
Typed or Printed

Company Name: \_\_\_\_\_  
CYCLEHOP LLC DBA HOPR

Address: \_\_\_\_\_  
1111 LINCOLN ROAD, STE 500, MIAMI BEACH FL 33139

Date: \_\_\_\_\_  
12/28/2020

/gc





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

09/09/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b>  FounderShield, LLC 122 W 26th Street, 2nd Floor New York, New York, 10001	<b>CONTACT NAME:</b>		
	<b>PHONE (A/C No. Ext):</b> 646-854-1058	<b>FAX (A/C No):</b>	
	<b>E-MAIL ADDRESS:</b> coi@foundershield.com		
	<b>INSURER(S) AFFORDING COVERAGE</b>	<b>NAIC #</b>	
<b>INSURED</b>  Cyclehop LLC dba HOPR 1111 Lincoln Road, Ste 500 Miami Beach, FL 33139	<b>INSURER A :</b> PACIFIC INSURANCE COMPANY, LIMITED		10046
	<b>INSURER B :</b>		
	<b>INSURER C :</b>		
	<b>INSURER D :</b>		
	<b>INSURER E :</b>		
	<b>INSURER F :</b>		

**COVERAGES**

CERTIFICATE NUMBER:


REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR  <b>GEN'L AGGREGATE LIMIT APPLIES PER:</b> <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER	<input checked="" type="checkbox"/>	<input type="checkbox"/>	TBD	09/08/2020	09/08/2021	EACH OCCURRENCE	\$1,000,000.00
							DAMAGE TO RENTED PREMISES (Ea occurrence)	Excluded
							MED EXP (Any one person)	Excluded
							PERSONAL & ADV INJURY	Excluded
							GENERAL AGGREGATE	\$2,000,000.00
							PRODUCTS - COMP/OP AGG	\$2,000,000.00
							\$	
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY	<input type="checkbox"/>	<input type="checkbox"/>				COMBINED SINGLE LIMIT (Ea accident)	
							BODILY INJURY (Per person)	
							BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE	<input type="checkbox"/>	<input type="checkbox"/>				Each occurrence	
							Aggregate	
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIV OFFICER/MEMBER EXCLUDED? Y/N (Mandatory in NH) N If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	<input type="checkbox"/>				<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER	
							E.L. EACH ACCIDEN	
							E.L. DISEASE - EA EMPLOYEE	
							E.L. DISEASE - POLICY LIMIT	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
 The Certificate Holder is included as an Additional Insured on the above referenced policy where required by written contract.

**CERTIFICATE HOLDER****CANCELLATION**

	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE 



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

09/04/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Automatic Data Processing Insurance Agency, Inc.  1 Adp Boulevard Roseland NJ 07068		<b>CONTACT NAME:</b> Automatic Data Processing Insurance Agency, Inc. <b>PHONE (A/C. No. Ext):</b> 1-800-524-7024 <b>FAX (A/C. No.):</b> <b>E-MAIL ADDRESS:</b>	
		<b>INSURER(S) AFFORDING COVERAGE</b>	
		<b>INSURER A:</b> Hartford Underwriters Insurance Company	<b>NAIC #</b> 30104
<b>INSURED</b> Cyclehop, LLC 1111 Lincoln Road, Suite 500 Miami Beach, FL 33139		<b>INSURER B:</b>	
		<b>INSURER C:</b>	
		<b>INSURER D:</b>	
		<b>INSURER E:</b>	
		<b>INSURER F:</b>	

**COVERAGES**

CERTIFICATE NUMBER: 1652527

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	<b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$	
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$	
	<b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$	
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N Y	N/A	N	76WEGAB4GMQ	06/01/2020	06/01/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

**CERTIFICATE HOLDER****CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

© 1988-2015 ACORD CORPORATION. All rights reserved.

**Electronic Articles of Organization  
For  
Florida Limited Liability Company**

L11000124591  
FILED 8:00 AM  
November 01, 2011  
Sec. Of State  
nculligan

**Article I**

The name of the Limited Liability Company is:  
CYCLEHOP, LLC

**Article II**

The street address of the principal office of the Limited Liability Company is:  
210 10TH STREET  
MIAMI BEACH, FL. US 33139

The mailing address of the Limited Liability Company is:  
210 10TH STREET  
MIAMI BEACH, FL. US 33139

**Article III**

The purpose for which this Limited Liability Company is organized is:  
ANY AND ALL LAWFUL BUSINESS.

**Article IV**

The name and Florida street address of the registered agent is:  
UNITED STATES CORPORATION AGENTS, INC.  
13302 WINDING OAK COURT  
SUITE A  
TAMPA, FL. 33612

Having been named as registered agent and to accept service of process for the above stated limited liability company at the place designated in this certificate, I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to comply with the provisions of all statutes relating to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent.

Registered Agent Signature: MATT PFLEGING, US CORP. AGENTS

## Article V

The name and address of managing members/managers are:

Title: MGRM  
JOSHUA SQUIRE  
210 10TH STREET  
MIAMI BEACH, FL. 33139 US

L11000124591  
FILED 8:00 AM  
November 01, 2011  
Sec. Of State  
nculligan

Signature of member or an authorized representative of a member

Electronic Signature: MATT PFLIEGING, LEGALZOOM.COM, INC.

I am the member or authorized representative submitting these Articles of Organization and affirm that the facts stated herein are true. I am aware that false information submitted in a document to the Department of State constitutes a third degree felony as provided for in s.817.155, F.S. I understand the requirement to file an annual report between January 1st and May 1st in the calendar year following formation of the LLC and every year thereafter to maintain "active" status.

# *State of Florida*

## *Department of State*

I certify that the attached is a true and correct copy of the Application For Registration of the Fictitious Name HOPR, registered with the Department of State on March 2, 2018, as shown by the records of this office.

The Registration Number of this Fictitious Name is G18000029661.

*Given under my hand and the Great Seal of  
Florida, at Tallahassee, the Capital, this the  
Fourth day of March, 2018*

*Ken DeJager*

*Secretary of State*

