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*Mayor*

The City of New York  
Department of Transportation

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## **Request for Expressions of Interest**

for

**Demonstration project(s) of electric-powered scooter share**

in

New York City

**PIN: 84121RFEI431**

**Second Addendum**  
**(answers to questions received)**

**December 2, 2020**

1. When could we review the Demonstration Agreement?

**Answer 1: To be determined upon selection of a vendor(s).**

2. What is the expected insurance requirements for the Vendor, including type and coverage limits?

**Answer 2: To be determined but commensurate with the assessed risk of the Pilot.**

3. How many Vendors would you anticipate to be included in this Pilot and what's the limit on number of vehicles?

**Answer 3: To be determined upon evaluation of the submissions.**

4. When would we have more clarity on the service area boundaries?

**Answer 4: To be determined upon evaluation of the submissions, however, NYCDOT anticipates the Pilot to be exclusively outside the borough of Manhattan and the Citi Bike service area.**

5. "6.2. Other than a Demonstration Agreement, NYCDOT does not intend to grant or issue any agreements on the basis of this RFEI." Can you please provide more context around what a demonstration agreement would look like?

**Answer 5: Please review Answer 1.**

6. If NYCDOT does not intend to select vendors as part of this RFEI, will there be another solicitation round?

**Answer 6: NYCDOT intends to select a vendor(s) as a result of this RFEI.**

7. Do you expect a service area recommendation from operators?

**Answer 7: No, NYCDOT will solely determine the Pilot service area.**

8. Can we submit in more than one file? Is the 5MB limit only for the 20 page document, or does it include photos and appendix?

**Answer 8: The 5MB and 20 page limit shall apply to answers of the RFEI Section 4 questions.**

9. Is there a page limit to the appendix?

**Answer 9: There is no page limit to the appendices.**

10. Can you provide clarity on what is meant by "accessibility offerings" in 4.3?

**Answer 10: Submitting entities should propose features or services meant to facilitate or improve the use of scooters by people with disabilities, as part of the entities' overall solution and approach to New York City.**

11. What is the difference between information requests in question 3.1 (“What technologies would be implemented to ensure the safety and minimize community disruption resulting from the Pilot service? At a minimum, describe mechanisms intended to: 4.3.1.5 Automatically recognize improperly parked E-Scooters”) and 5.1 (“How would the E-Scooter service detect and redress inappropriately parked E-Scooters? Describe technical and operational plans for improperly parked E-Scooters within a designated Project(s) service area.”)?

**Answer 11: Submitting entities should propose rebalancing and safety solutions, if any, as part of the entities' overall solution and approach to New York City. Additionally, please fully answer each question.**

12. In 5.4.2 and 5.5 can you elaborate what is meant by the term “station?”

**Answer 12: Submitting entities should propose station, corral or parking solution(s), if any, as part of the entities' overall solution and approach to New York City.**

13. Can you clarify between 6.3 (“How will the E-Scooter service implement E-Scooter rebalancing to mitigate the over-concentration of E-Scooters in some areas...”) and 6.4 (“What specific actions would the Vendor take to alleviate safety hazards or roadway/sidewalk blockage resulting from excessive E-Scooter accumulation in a specific area?”)

**Answer 13: Please review Answer 11.**

14. Does “secured when not in use” in 4.1.2 refer to when not being ridden, or when not deployed for operation?

**Answer 14: Submitting entities should propose any secure solution(s), for E-scooters that are not being ridden and not deployed for operation, if any, as part of the entities' overall solution and approach to New York City.**

15. How long is the expected term of the pilot program?

**Answer 15: The pilot will be for one year with an option, at NYCDOT's sole discretion, for an additional year. The maximum length of time for the pilot is two years.**

16. Regarding the RFEI for electric scooter, we would like to know if the documents stated in requirement 5.2.4 and 5.2.5 have to be submitted with our proposal or it is after the award.

**Answer 16: Such documentation shall be submitted and completed upon selection of a vendor(s).**

17. Regarding the engineers certificate, could operators submit a certificate that states the issuing of the certificate is under progress?

**Answer 17: Such documentation shall be submitted upon selection of a vendor(s).**

18. Also we would appreciate if you could give more information about the PASSPORT submissions (requirement 5.2.4)

**Answer 18: Further information may be obtained at:**

<https://passport.cityofnewyork.us/page.aspx/en/usr/login?ReturnUrl=%2Fpage.aspx%2Fen%2Fbuy%2Fhomepage>

19. Will NYCDOT be releasing an appendix of questions and answers received? If yes, by what date?

**Answer 19: Yes.**

20. Selection Criteria: Will the scoring for individual questions within each response section be weighted equally?

**Answer 20: Please review Section 6 for the maximum available percentage per evaluation criteria.**

21. Is there a preferred format for responses (PDF, Word)?

**Answer 21: Responses may be submitted in either PDF or Word.**

22. Is it acceptable for respondents to provide a redacted version of the RFEI response in case of FOIL requests?

**Answer 22: Please refer to Section 7.4 of the RFEI.**

23. What is the anticipated duration of the pilot?

**Answer 23: Please review Answer 15.**

24. Is NYCDOT looking for the respondents to suggest a service zone(s) and area (e.g. square miles)?

**Answer 24: Please review Answer 4.**

25. Does NYCDOT have a preferred NY-based engineering firm for pre-certification?

**Answer 25: No.**

26. Are there any additional vehicle safety certifications, or communications certifications standards that respondents need to comply with at the time of submission?

**Answer 26: Not anticipated at this point in time.**

27. In section RFEI Section 4.1.2, you ask: “What is the technology model for your Pilot service?” What is meant by technology model?

- a. the user experience from sign up, to renting, to operating and then returning a scooter
- b. The operator systems and technologies
- c. Technical specifications of the scooter hardware

None or all of the above?

**Answer 27: Please review Section 4.1.2 and provide, at a minimum, descriptions of how E-Scooters are rented and returned, how and where E-Scooters are parked, how E-Scooters are secured when not in use, how the system enforces service area boundaries, and how the system monitors the locations, number in use, and conditions of the deployed E-Scooters.**

28. Section 4.1.4 Large City Stats: As a space saving mechanism, can respondents limit large city stats to the top 3 largest cities and include additional documentation of active cities as an appendix?

**Answer 28: If such information is too voluminous then such information may be included as an appendix.**

29. Per section 3.8.1, what does NYCDOT consider as all service data? What type of data points will operators be required to share with NYCDOT and in what format?

**Answer 29: Please refer to Section 3.3 of the RFEI.**

30. Can the bid response include images and maps or must they be in the appendices?

**Answer 30: Please review Answer 8 and Answer 9.**

31. Can the bid response include letters of support within the appendices?

**Answer 31: Please review Answer 8 and Answer 9.**

32. What insurances are required to be held by operators?

**Answer 32: Please review Answer 2.**

33. Could you please confirm the electric-powered scooter share 'pilot' contract length?

**Answer 33: Please review Answer 15.**

34. What are the requirements for the Performance bond?

**Answer 34: Such requirements shall be incorporated into the Demonstration Agreement and available upon selection of a vendor(s).**

35. What are the requirements about the Indemnification?

**Answer 35: Please review Answer 34.**

36. *Requirement 5.2.4 states: Promptly provide all necessary registration and Project(s) documentation including, but not limited to, the engineers certificate as required by Section 3.5.4.1, PASSPORT submissions and insurance documentation:* is the mention of Section 3.5.4.1 in this requirement correct?

**Answer 36: Such reference shall be renumbered as Section 3.5.2.1 and not Section 3.5.4.1.**

37. What are the minimum and maximum number of scooters each selected provider can deploy?

**Answer 37: Please review Answer 3.**

38. Page 2: “Given this approach and the fiscal challenges faced by the City of New York, NYCDOT may seek to recoup its oversight costs from the e-scooter share providers participating in the Pilot.” What are the expected permit fees?

**Answer 38: To be determined upon evaluation of the submissions.**

39. To allow providers to recoup their investment and at the same time keep the user rates affordable will NYCDOT allow advertising on the scooters similar to Citibike?

**Answer 39: Submitting entities should propose any sponsorship opportunities, if any, as part of the entities’ overall solution and approach to New York City. Please note, sponsorship does not include a call to action nor is so large to be deemed an advertisement.**

40. What are the insurance requirements?

**Answer 40: Please review Answer 2.**

41. Will the City allow selected providers 90 days from permit award date to order and deploy the equipment?

**Answer 41: Upon selection, endorsement of the Demonstration Agreement and providing necessary documentation (Section 5.2.4), the selected vendor(s) and NYCDOT will work together to devise a launch plan for the Pilot.**

42. Will NYCDOT encourage the operator of Citibike to include scooters from other providers, in their app, to promote mobility access in underserved Citibike areas?

**Answer 42: To be determined upon evaluation of the submissions.**

43. Will providers have the option to operate during the winter season?

**Answer 43: NYCDOT anticipates operating the Pilot for the entire year.**

44. Section 1. Purpose of the RFEI and Pilot Goals refers to the mobility project goal of serving “residents living in communities outside NYCDOT’s bike share service areas.” Should electric-powered scooter respondents anticipate the current bike share service areas to be prohibited for scooter share for the duration of the pilot, or should respondents anticipate current bike share service areas to be accessible (but limited) to the electric scooter share pilot?

**Answer 44: Please review Answer 4.**

45. Section 2. Estimated Timetable: Does NYCDOT have an expected latest date of notification of vendor selection for the pilot project?

**Answer 45: Due to varying factors, NYCDOT does not have an expected latest date of notification of vendor selection at this time.**

46. Section 3. Project Requirements: When can vendors expect to see a copy (even if draft form) of the City of New York’s insurance and Demonstration Agreement terms, as referenced in 3.1?

**Answer 46: Please review Answer 1 and Answer 2.**

47. According to 3.3, vendors shall adhere to project requirements like project service area boundaries. While project service area boundaries “will be solely determined by NYCDOT in advance of project(s) launch,” the following questions are related to the ways in which the agency intends to design the pilot service area(s):
- a. Will all selected vendors operate together in the same service area, or will vendors be prescribed to operate in small service areas with limited or no competition (similar to the dockless bike share program)?

**Answer 47a: Please review Answer 3.**

- b. Is the agency expecting that companies propose desired service areas within their RFEI submissions? If so, what factors will NYCDOT use to determine which vendors operate in the service area(s) they propose in their RFEI submissions?

**Answer 47b: Please review Answer 7**

48. 3.6.1 permits respondents of the RFEI to “propose services that are based on free-floating, station-based, hybrid, or other models. Does NYCDOT have a preference or a priority for the scooter share system desired for the pilot?

**Answer 48: Please review Answer 12.**

49. 3.6.1 says “NYCDOT will select a parking model and define parking requirements prior to Project(s) launch.” If multiple operators are selected, does NYCDOT anticipate a single set of parking rules for all pilot participants, or different rules depending on an operators’ proposed services (i.e. free-floating, station-based, or hybrid)?

**Answer 49: Please review Answer 12.**

50. In 4.1.4.1, respondents are asked to list “the number of e-scooters and size of area served” for each city/municipality with 400,000 or more residents. Can the agency please clarify what metric is desired for the “size of the service area?” To ensure a response is provided in the manner in which the agency desires, can an example be provided?

**Answer 50: Please utilize square mileage as the metric for the size of service area.**

51. In question 4.6.3 about rebalancing, the RFEI asks respondents how their services balance “over-concentration” with “productive use of e-scooters.” Is there a particular use case that the agency would like respondents to address? How is the agency defining “productive?”

**Answer 51: Please review Answer 11.**

52. In 4.7.3, two unrelated and important questions are posed to the respondents about accessibility of the service for individuals with no credit or debit cards, and about the relationship of revenue sources to financial sustainability of the program. Are these intended to be separate questions?

**Answer 52: Section 4.7.3 comprises two separate questions.**

53. Section 5. Submission Requirements: At what stage in the process will vendors know more about the Demonstration Agreement, including but not limited to the following details: E-scooter service requirements, project(s) service area, e-scooter service level agreements, insurance, indemnification, and performance bond? (see 5.2.5)

**Answer 53: Please review Answer 1 and Answer 2.**

54. Are vendors allowed to include an Appendix with pertinent information and graphics in addition to the 20 page limit?

**Answer 54: Please review Answer 8 and Answer 9.**

55. Section 6. Project Evaluation and Contract Award Procedures: In the evaluation criteria table, Section 4.3 appears twice and across two different categories: (2) Safety and (3) Operations and Parking Management. Can you clarify which sections will be factored into the separate categories and the appropriate maximum available percentage per category? (see 6.3.1)

**Answer 55: Answers to question 4.3.1 shall be included in Evaluation Criteria category 2 namely, Safety, and answers to questions 4.3.2, 4.3.3 and 4.3.4 shall be included in Evaluation Criteria category 3 namely, Operations and Parking Management.**

56. Section 7. Additional Information: If a selected company releases a new version of their scooter, can they introduce the new model to the market upon approval by NYCDOT and if it is first certified by a state engineer for safe use? Or, will vendors be required to use the same scooter for the duration of the demonstration pilot?

**Answer 56: NYCDOT will review such submissions and be potentially receptive to approved equipment enhancements.**

57. NYCDOT recently issued an RFEI for Ancillary Services related to the demonstration project(s) of electric-powered scooter share for the purposes of mitigating “negative impacts of the Pilot and optimize services.” The following questions are related to the ways in which the agency intends to have the chosen vendors from both RFEIs work together during the pilot project.

- a. How many ancillary services does the agency envision supporting the demonstration project(s) of electric-powered scooter share?
- b. What types of ancillary services will the agency prioritize for the demonstration project(s) of electric-powered scooter share?
- c. Will RFEI responders for demonstration project(s) of electric-powered scooter share be notified in advance of chosen ancillary services, in an effort to respond to experiences integrating and collaborating with ancillary service providers and platforms?

**Answer 57: To be determined upon evaluation of the Ancillary RFEI submissions and e-scooter RFEI submissions.**

58. Does the agency have collaborative expectations and/or requirements for RFEI responders of the ancillary services and electric-powered scooter share? If so, will those expectations be communicated in advance of the electric-powered scooter share RFEI deadline?

**Answer 58: NYCDOT has no explicit expectations of such collaborations, however, entities have the option to form such collaborations, if necessary, or in order to strengthen a submission.**

59. To promote helmet use, will the city give preference to operators that ensure that a helmet is made available to riders at the time of each use, such as by mechanically affixing the helmet to the scooter?

**Answer 59: Please review Answer 11.**

60. Given the unique safety and accessibility benefits of seated scooters and the need to evaluate a diverse set of options, will the city be selecting at least one seated device among those that receive a permit?

**Answer 60: Please review Answer 11.**

61. Under question 4.2.5 the City asks about “severe injuries”. For the sake of comparability across applicants, can NYCDOT please provide a definition for this term?

**Answer 61: Severe injury shall be defined as any injury that required medical attention.**

62. Under question 4.1.2, the city asks “What is the technology model for ... how E-Scooters are secured when not in use”. Can you please clarify what “secured” means in this case? Are you referring to physical security measures (e.g. a locking mechanism) or general operations practices?

**Answer 62: Please review Answer 12.**

63. For questions 4.1.5 and 4.1.6 NYCDOT asks for information related to “cities/municipalities” can you please confirm if this is for any city, irrespective of population?

**Answer 63: Yes.**

64. How does NYCDOT plan to leverage parking and charging station providers (like Swiftmile, Charge) in the program, if at all?

**Answer 64: Please review Answer 57.**

65. A successful NYC scooter pilot will depend on operational plans that are hyperlocal and tailored to the communities served. To effectively plan for that, it would be very helpful to understand where operators might be permitted to operate. Can you please provide additional specifics on the geographic zones that are under NYCDOT’s consideration?

**Answer 65: Please review Answer 4.**

66. Under question 3.5.2.1, can you please provide additional information about the test plan? We are conscious that without a test plan that everyone uses it's unclear if results would be comparable across all operators' scooters. Additionally under 3.5.2.1, can you verify whether applicants will need to submit pre-certification together with the application or as a condition for operating down the line?

**Answer 66: Test plans, if any, shall be determined upon the selection of a vendor(s). Pre-certification is not a required submission but certification shall be completed prior to the launch of the Pilot.**

67. We want to be sure that we are thorough in our review of all Federal, New York State and City standards, laws, rules, and regulations. Can you please provide a list of those that you reference in 3.5.2.2?

**Answer 67: Please complete due diligence prior to submission.**

68. The RFEI Scooter Pilot does not include specific insurance requirements. Given that NYCDOT requests that we “promptly provide all necessary registration and Project(s) documentation” and also given that updates to insurance policies may take some time, is NYCDOT able to provide some clarity about what they expect to require from operators?

**Answer 68: Please review Answer 2.**

69. Can you define the term “technology model for your Pilot service” as used in 4.1.2? The examples given following this term refer more to description of an operational model, than a technology model.

**Answer 69: Please review Answer 27.**

70. Can “area served” in section 4.1.4.1 be defined? i.e. surface area, sq. miles, kilometers

**Answer 70: Please review Answer 4.**

71. In 4.1.4.4 does the term “fees” include license or permit fees or just revenue paid to the city?

**Answer 71: To be determined upon selection of a vendor(s).**

72. “4.2.2.2 refers to training riders on the local rules of the road and “street infrastructure”. Can you clarify what is meant by “street infrastructure”?

**Answer 72: Street infrastructure includes, but is not limited to, roads, streets, avenues, bicycle lanes, bus lanes, parking zones etc.**

73. Can “current and historical fleet size” in section 4.1.4.2 be defined? Do you mean the permitted fleet cap or actual fleet size on the road?

**Answer 73: If different, both the permitted fleet cap and the actual fleet size.**

74. When the questions refer to cities/municipalities, local government, etc. is this to include the United States only or internationally as well?

**Answer 74: All cities/municipalities including international cities/municipalities.**

75. The RFEI asks for discounts and pricing model for “low income riders”. How does the City define “low income” rider?

**Answer 75: At a minimum, low income riders shall include Supplemental Nutrition Assistance Program (SNAP) beneficiaries and NYCHA housing residents.**

76. 4.2.5.1 and 4.2.5.2- do we need to report all claims, or only those that have been officially determined to be injuries or deaths involving scooters after a proper investigation?

**Answer 76: All claims.**

77. Section 4.7.4 refers to sponsorships. Has the City determined that Sponsorships be permitted or preferred?

**Answer 77: Please review Answer 39.**

78. In section 4.9.2 what is meant by an “incentive structure”? Will the NYCDOT determine the service area(s) after the RFEI or should applicants propose specific service area(s) in this response?

**Answer 78: Please review Answer 4.**

79. Can the 20 page limit be expanded? Based on many of the questions that involve information about other municipal programs, more experienced companies will have more difficulty meeting this limitation. In the alternative, can answers that have long lists of information be included as Exhibits?

**Answer 79: Please review Answer 8 and Answer 9.**

80. Can you clarify what can/should be included in Exhibits as opposed to narratives? For example- 4.1.3 requests a list of every city you have operated in- can this “list” be an Exhibit?

**Answer 80: Please review Answer 8, Answer 9 and Answer 28.**

81. Does a respondent to the RFEI need to complete the PASSPORT Submissions prior to the RFEI response date or just prior to Award or upon request by NYCDOT?

**Answer 81: Please review Answer 16.**

82. What will be the Insurance and Performance Bond requirements?

**Answer 82: Please review Answer 2 and Answer 34.**

83. Section 4.5- how does NYCDOT define “inappropriately parked scooters”?

**Answer 83: To be determined upon selection of a vendor(s).**

84. What is the anticipated length of the pilot project? Does NYCDOT foresee the pilot lasting longer than two years?

**Answer 84: Please review Answer 15.**

85. What will NYCDOT require for distributing / rebalancing scooters across the service area?

**Answer 85: Please review Answer 11.**

86. What will be NYCDOT's requirements for vehicle maintenance?

**Answer 86: Submitting entities should propose maintenance solutions and practices utilized in other markets as part of the entities' overall solution and approach to New York City.**

87. Will NYCDOT have any weather-related requirements?

**Answer 87: To be determined upon selection of a vendor(s).**

88. What will NYCDOT require for fleet levels over the course of the pilot period? (e.g., # released vs. # available on the street daily)

**Answer 84: Please review Answer 3.**

89. What will be NYCDOT requirements for ensuring rider adherence to the company's terms of service?

**Answer 89: To be determined upon selection of a vendor(s).**

90. What are NYCDOT's data sharing requirements?

**Answer 90: Please review Answer 29.**

91. What data points is NYCDOT looking for from a 'pre-certified safe for public use' standpoint? It sounds like you want to measure a lifecycle estimate, then marry that with a preventative maintenance schedule. Will this be based on:

- a. Electrical safety around the battery/powertrain
- b. Crash test safety of the full scooter
- c. Component-level failure tests

**Answer 91: To be determined upon selection of a vendor(s).**

92. Certification can cover every aspect of the scooter. Can NYCDOT provide the full scope of your desired battery of testing so we can better understand what you're interested in?

**Answer 92: Please review Answer 91.**

93. Will the testing be destructive or dismantle the product?

**Answer 93: Please review Answer 91.**

94. How many samples are needed?

**Answer 94: Please review Answer 91.**

95. What do you suggest the expected duration of the testing process should be?

**Answer 95: Please review Answer 91.**

96. What are the specific pre-certification evaluation criteria and procedures that the NY licensed engineering firm are to use for the determination of the maximum number of trips?

**Answer 96: Please review Answer 91.**

97. Is there established written guidance and/or instructions being provided by the city to prospective engineering firms?

**Answer 97: Please review Answer 91.**

98. What, if any, specific testing is required to be performed? Is this up to the engineering firm?

**Answer 98: Please review Answer 91.**

99. Can a company reference any existing internal trip test data for this pre-certification?

**Answer 99: Please review Answer 91.**

100. Does all of the pre-certification evaluation have to be performed by the engineering firm only?

**Answer 100: Please review Answer 91.**

101. Can the engineering firm also verify our previous internal trip testing on our behalf?

**Answer 101: Please review Answer 91.**

102. What are the expectations as to a company providing design specs and testing guidance to the engineering firm? Is there specific information we are expected to provide them?

**Answer 102: Please review Answer 91.**

103. Can NYCDOT provide a checklist or guidance document to better understand the qualification criteria and credentials needed to complete the certification?

**Answer 103: Please review Answer 91.**

104. Are there city resources (websites or links) available on the pre-certification process? If not yet, will they be made available?

**Answer 104: Please review Answer 91.**

105. To our knowledge, the backend logic for vehicle identification can get a little messy especially where there are CCU, frame, and QR Code swaps. In a situation where our engineer keeps the QR code, but swaps the frame, do we still need to retire the scooter?

**Answer 105: Please review Answer 91.**

106. Clarification about ‘trip threshold’ could help us comply with pre-certification and operational requirements down the line if we are cleared to operate within the pilot.

**Answer 106: Please review Answer 91.**

107. The RFEI states, “Prior to the release to the public, e-scooter companies shall make their digital platforms available to the City for accessibility testing and resolve any issues identified by the City prior to launch. When does NYCDOT expect to do this analysis, after the award is made or during the RFEI evaluation process?”

**Answer 107: To be determined upon selection of a vendor(s).**

108. Given the differences in size, number of rides, number of markets, number of customers, and longevity of the companies in the micromobility market, what information does NYCDOT want applicants to provide so that the data requested in Section 4.2.5 can be normalized for these variables (for example, incidents/rides, incidents/mile or similar)?

**Answer 108: Please utilize the following KSI/Total Trips metric to respond to the questions pertaining to Section 4.2.5.**