

City of Coquitlam

Request for Proposals

RFP No. 23-027

# Shared E-Bike and E-Scooter Pilot Program

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**SUMMARY OF KEY INFORMATION**

|   |   |
|---|---|
| <b>RFP Reference</b>                        | <b>RFP No. 23-027</b><br><br><b>Shared E-Bike and E-Scooter Pilot Program</b>   |
| <b>Overview of the Opportunity</b>          | The purpose of this RFP is to invite Proposals from parties with experience managing a publicly accessible <b>Shared E-Bike and E-Scooter Pilot Program</b> share system for the City's Micromobility pilot project.  |
| <b>Closing Date and Time</b>                | <b>2:00 pm local time</b><br><br><b>Tuesday, April 11, 2023</b>   |
| <b>Instructions for Proposal Submission</b> | <p>Proposal submissions are to be returned in Microsoft Word and any other supporting documents to be consolidated into one PDF file and uploaded through QFile, the City's file transfer service accessed at website: <a href="http://qfile.coquitlam.ca/bid">qfile.coquitlam.ca/bid</a></p> <ol style="list-style-type: none"> <li>1. <b>In the "Subject Field" enter:</b> RFP Number and Name</li> <li>2. <b>Add files in .pdf format and Send</b><br/>(Ensure your web browser remains open until you receive 2 emails from QFile to confirm receipt.)</li> </ol> <p>Phone 604-927-3037 should assistance be required.</p> <p>The City reserves the right to accept Proposals received after the Closing Date and Time.</p> |
| <b>Obtaining RFP Documents</b>              | <p>RFP Documents are available for download from the City of Coquitlam's website: <a href="https://www.coquitlam.ca/Bid-Opportunities">https://www.coquitlam.ca/Bid-Opportunities</a></p> <p>Printing of RFP documents is the sole responsibility of the Proponents.</p>  |
| <b>Instructions to Proponents</b>           | The guidelines for participation that will apply to this RFP are posted on the City's website: <a href="#">Instructions to Proponents</a>   |
| <b>Questions</b>                            | <p>Questions are to be submitted in writing quoting the RFP number and name up to 3 business days before the Closing Date sent to email: <a href="mailto:bid@coquitlam.ca">bid@coquitlam.ca</a></p> <p>Questions received after that time may not receive a response.</p>   |
| <b>Addenda</b>                              | <p>Proponents are required to check the City's website for any updated information and addenda issued, before the Closing Date at the following website: <a href="https://www.coquitlam.ca/Bid-Opportunities">https://www.coquitlam.ca/Bid-Opportunities</a></p>  |
| <b>Withdrawal of Submission</b>             | Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: <a href="mailto:bid@coquitlam.ca">bid@coquitlam.ca</a> prior to the Closing Date and Time.  |
| <b>Terms and Conditions of Contract</b>     | The City of Coquitlam will be post an Addendum prior to the Closing Date and Time of this RFP that will include the City's Agreement for the Services.  |

## DEFINITIONS

**“Agreement” “Contract”** means the contract for services or City Purchase Order that will be issued to formalize with the successful Proponent (Contractor) to operate Devices within the Service Area, use Dockless Micromobility Stations, and provide Financial Compensation through negotiation process with the City based on the Proposal submitted and will incorporate by reference the Request for Proposals, and Service Requirements including specifications, drawings, any additional subsequent information, any addenda issued, the Proponent’s response and acceptance by the City.

**“City” “Owner”** means City of Coquiltam;

**“Contractor”** means the person(s) firm(s) or corporation(s) appointed by the City to carry out all duties, obligations, work and services described in the Request for Proposal and all associated documentation, which may also include mutually agreed revisions subsequent to submission of a Proposal. Both “Contractor” and “Proponent” are complementary in terms of duties, obligations and responsibilities contemplated at the Request for Proposals stage, through evaluation process, execution and performance of the Service Requirements.

**“Device” “Devices”** means micromobility equipment including but not limited to E-Bike and E-Scooter equipment.

**“Financial Compensation”** means the amount that will be paid by the Contractor to the City for the right to operate Devices within the Service Area;

**“Project Manager”** means the City staff member appointed to coordinate the work;

**“Proponent”** means responder to this Request for Proposals;

**“Proposal”** means the submission by the Proponent;

**“Request for Proposals” “RFP”** shall mean and include the complete set of documents, specifications and addenda incorporated herein, and included in this Request for Proposals;

**“Service Requirements” “Work” “Works”** means and includes the provision by the Contractor of all duties, and expectations as further described in this RFP to support the operation of Devices in the Service Area that includes but is not limited to the whole of the work, tools, materials, labour, equipment, travel, technical specifications, operations, maintenance, engagement plans, education plans, and monitoring and data sharing plans;

**“Service Area”** means the area which the Contractor will operate Devices;

**“Shall” “Must” “Will” “Mandatory”** means a requirement that must be met;

**“Dockless Micromobility Station”** means a part of City owned land, road allowance and/or public right-of-way designated to the storage of authorized Devices;

**“Supply” “Provide”** shall mean supply and pay for and provide and pay for;

## 1 INSTRUCTIONS TO PROPONENTS

### 1.1 Introduction

Coquitlam is a vibrant and rapidly growing community of nearly 160,000 residents in the Northeast Sector of Metro Vancouver. Coquitlam is the sixth largest municipality in British Columbia and is the fifth fastest growing municipality in Metro Vancouver, with its population increasing by nearly 30,000 people, or 22%, between 2011 and 2022. Coquitlam is designated as a Regional City Centre within the Metro Vancouver Regional Growth Strategy, which places it as the key urban centre north of Fraser River from a growth and economic development perspective.

The City of Coquitlam is participating in the Province of British Columbia’s electric kick scooter [pilot project](#) and is interested in increasing sustainable transportation options to its residents and visitors. In order to evaluate the efficacy of these devices, the City is seeking proposal submissions from responsible firms or operators to provide a dockless micromobility sharing system (“Micromobility Pilot Program”, “Pilot Program”, or “Program”) over an 18 month period. Additional information can be viewed here: [www.coquitlam.ca/1229/E-Scooter](http://www.coquitlam.ca/1229/E-Scooter).

The Contractor(s), up to a maximum of two (2), will be allowed to design, implement, own, operate, maintain and manage a publically accessible electric bike (E-bike) and electric kick scooter (E-Scooter) sharing system that will provide the City ample time and information to study the usage, public safety of, and potential public desire for this sort of mobility service.

### 1.2 Proposal Submission

Proponents should complete and submit the information requested in this RFP document on the Proposal Submission Form or in a format that has been approved and is acceptable to the City.

### 1.3 Instructions to Proponents

Proponents are advised that the rules for participation that will apply to this RFP are located: [Instructions to Proponents](#).

By submission of a Proposal in response to this RFP, the Proponent agrees and accepts the rules by which the bid process will be conducted.

The City will not be responsible for any delay or for any submission not received for any reason, including technological delays or issues by either party’s network or email program, and the City will not be liable for any damages associated with submissions not received.

### 1.4 Eligibility

For eligibility, and as a condition of award, the successful Proponent would be required to meet or provide the equivalent:

- a) Commercial General Liability (CGL) insurance \$5M coverage provided on the [City's Standard Insurance Form](#)
- b) Be registered and provide WorkSafeBC clearance
- c) Accept the City’s Terms and Conditions as stated in Appendix B – Agreement

### 1.5 Evaluation Criteria

Evaluation Criteria of each proposal will be determined in accordance with the following:

| <b>Evaluation Category</b>                               | <b>Maximum Points to be Awarded</b> |
|--|-------------------------------------|
| Corporate  | 20                                  |
| Technical  | 65                                  |
| Innovation, Value Added and Social Responsibility/Equity | 15                                  |
| <b>TOTAL</b>   | <b>100</b>                          |

The criteria for evaluation of the Proposals includes, but is not limited to:

#### **Corporate**

- Structure of the Respondent, years in business, background and organizational history
- Capabilities, capacities and resources
- Operator Experience
- Key Personnel
- References
- Sub- contractors

#### **Technical**

- Approach and Methodology
- Specifications and Technology
- Ability to reserve
- Provision of helmets
- Proposed micromobility device
- Proposed Program
- Operations and Maintenance Plan
- Parking and Storage Plan
- Education and Safety Plan
- Monitoring and Data Sharing Plan
- Encouragement and Community Engagement Plan
- Mandatory Device Testing

#### **Innovation, Value Added and Equity**

- Success and Sustainably of proposed business model
- Innovation of the program proposed
- Exceeds the minimum requirements of this RFP
- Additional benefit or value to the City
- Integration with other mobility services (e.g. car-sharing, transit)
- Low-income membership pricing
- Sustainability

These criteria will be used to determine best overall value to the City. Proposals will be compared to select one or more that are most advantageous.

And, upon selection of one or more lead Proponent(s):

- References may be contacted
- Interviews may be conducted

The City reserves the right to check references on other projects even if they are not specifically listed. Information obtained from references will be confidential and will not be disclosed to any Proponents.

These criteria will be used to determine best overall value to the City as well as any other criteria that may become evident during the evaluation process.

The City may, at its discretion, request clarification or additional information from a Proponent with respect to any Proposal and the City may make such requests to only selected Proponents. The City may consider such clarifications or additional information in evaluating a Proposal.

Incomplete Proposals or Proposals submitted on forms other than the Proposal Form may be rejected.

Proponents agree the City may disclose names of Proponents and total award amount, however, unevaluated results, unit prices, rates or scores will not be provided to any Proponents.

The City reserves the right to reject without further consideration any Proposal which in its opinion does not meet the criteria it considers essential for the work outlined in this RFP.

Where only one Proposal is received, the City may reject such and re-issue the RFP on a selected basis.

## 1.6 Term of Agreement

The term of the Pilot Program will be from May 5, 2023 through to December 31, 2024. The City anticipates that the Program can be planned and launched within thirty (30) days of execution of the Agreement. Respondents may propose an alternative timeline for launch if this is not sufficient to ensure Program success.

Upon successful completion of the Pilot Program the City and the Contractor may extend the Agreement upon the same terms and conditions for additional term(s) subject to mutual agreement.

## 2 GENERAL CONDITIONS OF CONTRACT

### 2.1 Terms and Conditions of Contract

The City's Agreement attached as **Appendix B** to this RFP, the Conditions listed in this RFP, along with the accepted Proposal, addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract.



### 3 SCOPE OF SERVICES

#### 3.1 Purpose

The City is intending to create a safe, well-connected community with a variety of affordable transportation options. This pilot program is intending to:

- Enhance transportation options;
- Provide an easy, low-cost solution that connects riders to the first and last kilometers of their commute;
- Provide a reliable and consistent level of service to residents and visitors to the City;
- Achieve environmental sustainability benefits.

The City is primarily interested in entering into a License Agreement to enable the operations and placement of shared micromobility devices in the public right of way or other City-owned property with a Contractor(s) providing Devices (e-bike and e-scooter) services. The Contract may also allow for these micromobility devices to be placed on private property with property owner's written approval.

The City will consider applications from Contractors who are interested in providing one mode for the pilot period. The intention of the City is to enter into up to two (2) separate Service Agreements with Contractors to pilot shared micromobility.

#### 3.2 Service Area

For this pilot program, the City has identified a minimum Service Area that must include the City Centre Neighbourhood, 7.24 sq km in size, for the launching of the shared micromobility pilot program. It is home to 30,700 residents and over 1500 businesses.

Within this neighbourhood is the Town Centre zone, 1.35 sq km in size, which is home to Coquitlam City Hall, three SkyTrain Stations, a West Coast Express Station, Town Centre Park, Coquitlam Centre Mall, Evergreen Cultural Centre, Douglas College, and hundreds of businesses and dozens of residential towers. The minimum Service Area is illustrated in Appendix A. The City will consider proposals for a Service Area larger than the minimum requirements in Appendix A.

#### 3.3 Parking/storage of devices

The Town Centre zone, which is the most urban and walkable part of Coquitlam, will require operators to use City installed Dockless Micromobility Stations for the storage of Devices to maintain a vibrant and accessible public realm. City staff have identified a dozen Dockless Micromobility Stations within plazas, within the boulevard/furnishing zone next to sidewalks, or on-street in designated curbside parking areas that are highly visible, next to destinations, and placed to minimize issues with people walking. The Dockless Micromobility Stations are placed approximately every 200 metres, or two-minute walk, from one another. Contractors will be expected to coexist within the stations. Customers of the operators will be expected to begin and end all trips at one of the stations within the Town Centre zone. Additional Dockless Micromobility Stations or alterations to existing ones will be considered periodically during the

pilot. A map of locations of the Dockless Micromobility Stations within the Town Centre zone will be provided to the successful Contractor(s) before operations commence.

Outside the Town Centre zone, within the rest of the City Centre, free-floating dockless parking within the boulevard/furnishing portion of the public right-of-way will be allowed as long as pedestrian access is maintained and the Contractor(s) mitigate issues in a timely manner. Contractors are to suggest technological and/or educational techniques to manage compliance.

### 3.4 Financial Compensation to the City

Respondents will provide the City with a minimum **fee of \$50 per device**, per year of operations. This fee is to compensate for costs associated with use of public right-of-way, program administration, oversight, and compliance enforcement. Compensation to the City will help ensure Contractor(s) manage right-of-way constraints and deliver effective operations throughout the pilot period.

Requests for fleet expansion within the pilot program will require further payment of the device fee to The City.

### 3.5 Security Deposit

**Security deposit of \$15 per device** which will be held by The City for the operational period through to December 31, 2024. The security deposit will be returned to the Contractor at the end of the pilot period subject to any costs to be recovered by the City. Costs include damage and repair to public infrastructure and the removal and storage of e-scooters and/or e-bikes that are improperly parked, inoperable or unsafe. The costs are as follows:

- Device removal cost: the City will deduct from the Security Deposit for any fees, resources and staff time plus 15% related to the retrieval and removal of the Device,
- Device impoundment cost: \$50 per device plus \$1 per day for storage. If the Contractor fails to retrieve the device after 30 days, the City will recycle the Device and charge any recycling costs incurred; and,
- Fines for contravening of any requirements or conditions of the Contract will be fined at a rate of \$50 for each occurrence, per Device, if applicable.

If costs exceed the value of the Deposit, the City reserves the right to charge fines and fees directly to the Contractor, to require payment of an additional Bond, or to pursue cancellation of the Contract.

### 3.6 Services Requirements

The City is looking for a Contractor that has positive working relationships with communities comparable to Coquitlam, and have demonstrated an ability to deliver and maintain safe, reliable, and affordable shared e-bikes and/or e-scooters.

Proponents are to address the following Services requirements in the Application Submission Form

#### a. Shared Micromobility Devices Specs and Technology

All micromobility devices must comply with the British Columbia Motor Vehicle Act. Provide detailed specifications of the Devices is required.

**b. Operations and Maintenance**

**c. Encouragement and Community Engagement**

To help with current operations, Contractors are encouraged to meet with customers, businesses, Business Improvement Associations, and other stakeholders with or without City staff present throughout the duration of the pilot program to solicit feedback and respond to any concerns that may exist within the service area. Additional attendance at City Advisory Committees or Community Events may also be beneficial to promoting and evaluating the success of the Micromobility pilot including:

- [Community Safety Advisory Committee](#)
- [Economic Development Advisory Committee](#)
- [Sustainability and Environmental Advisory Committee](#)
- [Universal Access-Ability Advisory Committee](#)
- [Canada Day, Kaleidoscope Festival, or Summer Concert Series, etc.](#)

**d. Customer Education and Safety Plan**

**e. Monitoring and Data Sharing**

The successful Proponent(s) shall provide the City with quarterly reports regarding performance of the pilot. City access to on-demand data is preferable. The dates for quarterly and annual reports are to be submitted on the following schedule:

| Date               | Report                         |
|--------------------|--------------------------------|
| July 14, 2023      | Quarterly – initial operations |
| September 15, 2023 | Quarterly                      |
| December 15, 2023  | Annual                         |
| March 15, 2024     | Quarterly                      |
| June 14, 2024      | Quarterly                      |
| September 13, 2024 | Quarterly                      |
| December 31, 2024  | Annual                         |

These reports will enable the City to evaluate and monitor the pilot project and meet the requirements of the Province of BC. The reports shall include:

- The total number of unique users who made a trip, the distribution by age, and a break down by gender (if available);
- Total trips made for the reporting period, and total trips for the calendar year;
- Number of trips made each date of the reporting month;
- Number of trips by unique user (average and distribution);
- Number of devices available by each day of the reporting month;
- Overall device availability, utilization, turnover, and parking duration by day;
- A heat map showing the routes that e-bikes and e-scooters used to make trips;

- Trip duration and distance (mean, median and distribution);
- Trip profile by day of week and time of day;
- Number of trips made by each available fare media;
- Average length of time between e-bike or e-scooter uses;
- Number of incidents of theft and vandalism, and response action;
- List of education and outreach activities and their reach;
- Any equity initiatives undertaken in the reporting period; and,
- Any additional data the City may request from time to time to assess the pilot program.
- If possible, include greenhouse gas (GHG) equivalent emissions reduction/increase by e-bike or e-scooter trip; and
- If possible, include community economic benefits attributed to trips generated by this pilot program.

The Contractor must conduct an opt-in Customer survey at least twice per year or up to four times a year (should align with quarterly reports). The City will develop a list of survey questions for each survey that the Contractor will coordinate. The Contractor must include these questions and may include other questions, subject to approval by the City. Survey results showing the response must be shared with the City in an .xls or .csv format.

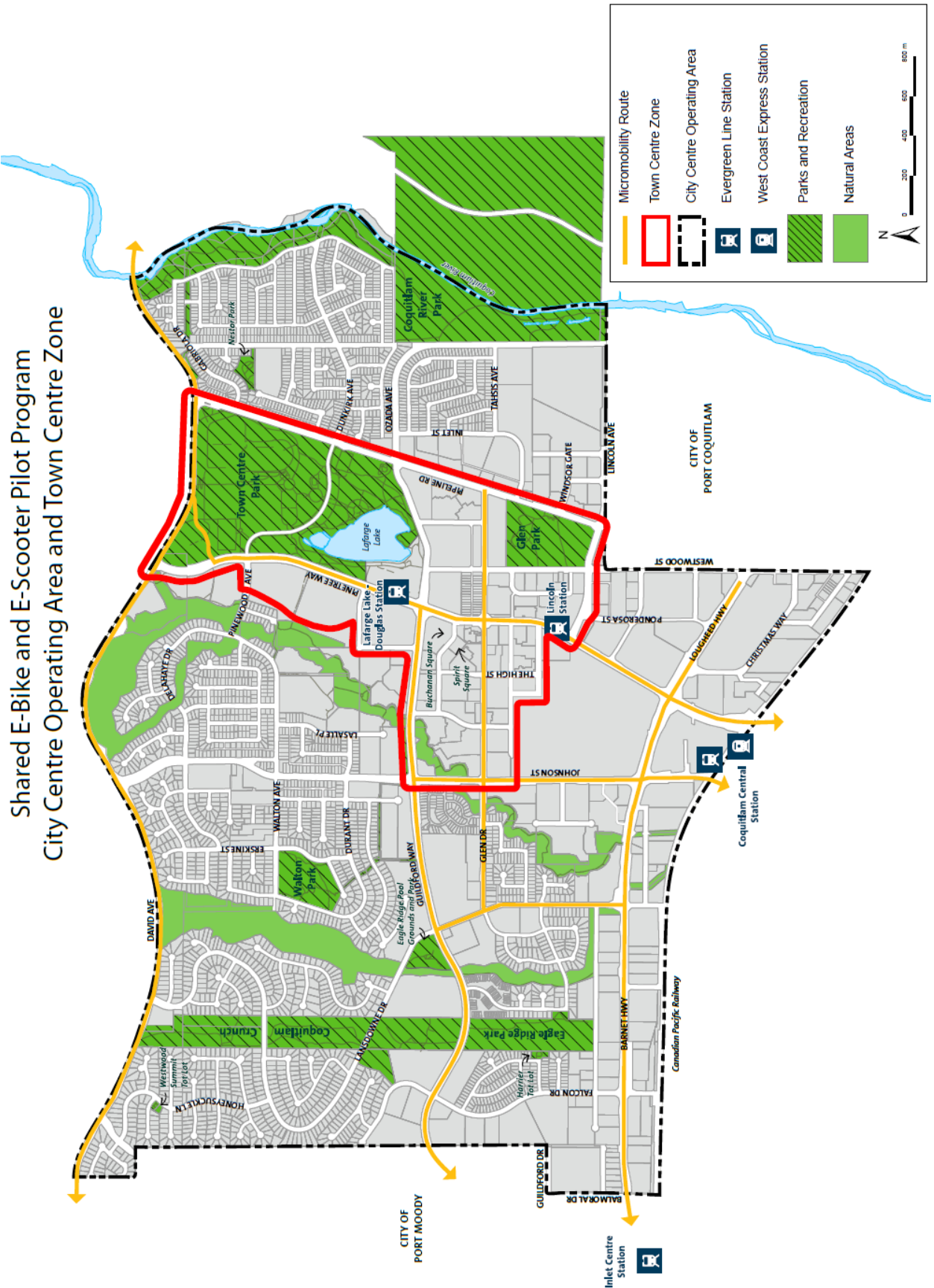
### 3.7 E-scooter and E-bike Testing - Mandatory

Applicants will provide the opportunity to city staff to test the proposed e-scooter/e-bike to assist with the City's understanding of the proposed device(s). Each potential Contractor must schedule an appointment and deliver one device matching the type they intend to operate to Coquitlam City Hall, Engineering and Public Works office by close of this Request for Proposals. Contact [epw@coquitlam.ca](mailto:epw@coquitlam.ca) to arrange for a drop off time a minimum of two business days in advance of the close of this Request for Proposals.

The City would like to test the unlocked device(s) during the review period. Contractors will be required to, as much as possible, have the vehicles demonstrate the technology features identified in their respective applications. Contractors will have up to 30 minutes to explain any features needed to operate the device. Please ensure helmets and recharging provisions are provided. The City will be responsible for the storage of the device(s) and will return it after two weeks.

## **APPENDIX A**

### **LOCATIONS - MAP**



# **APPENDIX B**

# **AGREEMENT**

**(to be included by Addendum)**



City of Coquitlam

## PROPOSAL SUBMISSION FORM

RFP No. 23-027

### Shared E-Bike and E-Scooter Pilot Program

Proposals will be received on or before 2:00 pm local time on

**Tuesday, April 11, 2023**

(Closing Date and Time)

#### **INSTRUCTIONS FOR PROPOSAL SUBMISSION**

Proposal submissions are to be consolidated into one PDF file and uploaded through QFile, the City’s file transfer service accessed at website: [qfile.coquitlam.ca/bid](http://qfile.coquitlam.ca/bid)

1. In the “Subject Field” enter: RFP Number and Name
2. Add files in .pdf format and “Send”

(Ensure your web browser remains open until you receive 2 emails from QFile to confirm upload is complete.)

Proponents are responsible to allow ample time to complete the Proposal Submission process. If assistance is required phone 604-927-3037.

|                                 |  |
|---------------------------------|--|
| <b>Legal Name of Proponent</b>  |  |
| <b>Contact Person and Title</b> |  |
| <b>Business Address</b>         |  |
| <b>Telephone</b>                |  |
| <b>Email Address</b>            |  |



**1. DEPARTURES AND AWARD**

|   |  |
|---|--|
| <b>a) SERVICES</b> - I/We have reviewed the Scope of Services as described in this RFP and are prepared to meet those requirements, amended by the following departures and additions (list, if any): |  |
| <b>Requirements – Requested Departure(s) / Alternate(s) / Addition(s)</b>   |  |
|   |  |

|  |                          |
|--|--------------------------|
| <b>b) AWARD</b> - For eligibility of award, the City requires the successful Proponent to complete and have the following in place before providing the Goods and Services. <b>Section 1c items are not required as part of this Proposal but may be required prior to entering into an agreement with the City.</b> |                          |
| i. <b>WCB</b> - WorkSafe BC coverage in goodstanding and further, if an “Owner Operator” is involved, personal operator protection (P.O.P.) will be provided:  | WCB Registration Number: |
| ii. <b>Insurance</b> – Provide Insurance coverage as per the <a href="#">City's Standard Insurance Form</a>  |                          |
| iii. <b>Vendor Info</b> - Complete and return the City’s <a href="#">Vendor Profile and Electronic Funds Transfer Application (PDF)</a>  |                          |
| iv. <b>Business License</b> - A City of Coquitlam or Tri Cities Intermunicipal <a href="#">Business License</a>  |                          |
| <b>As of the date of this Proposal, we advise that we have the ability to meet all of the above requirements except as follows (list, if any):</b>   |                          |
|  |                          |

**2. CORPORATE**

| <b>a) Capabilities, Capacity and Resources</b> - Respondent to provide information on the following (use the spaces provided and/or attach additional pages, if necessary):   |                     |
|---|---------------------|
| i. Structure of the Respondent, background, how many years they have been in business and organizational history (e.g. mission, vision, corporate directions, years in business, etc.):   |                     |
|   |                     |
| ii. Respondent is describe their capabilities, resources and capacities, as relevant to the Services requested in the RFP: This includes their capacity to take on this project in regards to other work the Respondent may have ongoing: |                     |
|   |                     |
| <b>b) Operator Experience</b> - Respondent is to describe their company’s experience, qualifications, and success in providing micromobility share programs, car-share, or similar shared services:                                       |                     |
|   |                     |
| <b>c) Key Personnel</b> – Respondent is to list team members, position/title and what role they will perform over the life of the pilot:  |                     |
| Name  | Position/Title/Role |
|   |                     |
|   |                     |
|   |                     |
|   |                     |
|   |                     |

**d) SUB-CONTRACTORS** - The following Sub-contractors will be utilized in provision of the Services and will comply with all the terms and conditions of this RFP. No changes, additions or deletions are to be made to these subcontractors without the City’s written approval:

| <b>Sub-Contractor No. 1</b>      |                |
|----------------------------------|----------------|
| <b>Legal Name</b>                |                |
| <b>Trade/Services Performed</b>  |                |
| <b>Background and Experience</b> |                |
| <b>Contact Information</b>       | Name:          |
|                                  | Phone Number:  |
|                                  | Email Address: |

| <b>Sub-Contractor No. 2</b>      |                |
|----------------------------------|----------------|
| <b>Legal Name</b>                |                |
| <b>Trade/Services Performed</b>  |                |
| <b>Background and Experience</b> |                |
| <b>Contact Information</b>       | Name:          |
|                                  | Phone Number:  |
|                                  | Email Address: |

**e) REFERENCES** – Proponent shall be competent and capable of performing the Services requested and successfully delivered service contracts of similar size, scope and complexity, within the last five (5) years. The City reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review (use the spaces provided and/or attach additional pages, if necessary):

| <b>Reference No. 1</b>                  |                |
|---|----------------|
| <b>Contract</b>                         |                |
| <b>Start Date</b>                       |                |
| <b>End Date</b>                         |                |
| <b>Contract Value</b>                   |                |
| <b>Fleet Size (initial and total)</b>   |                |
| <b>Service Area (initial and final)</b> |                |
| <b>Micromobility Devices Provided</b>   |                |
| <b>Reference Information</b>            | Company        |
|   | Name:          |
|   | Phone Number:  |
|   | Email Address: |

| <b>Reference No. 2</b>                  |                |
|---|----------------|
| <b>Contract</b>                         |                |
| <b>Start Date</b>                       |                |
| <b>End Date</b>                         |                |
| <b>Contract Value</b>                   |                |
| <b>Fleet Size (initial and total)</b>   |                |
| <b>Service Area (initial and final)</b> |                |
| <b>Micromobility Devices Provided</b>   |                |
| <b>Reference Information</b>            | Company        |
|   | Name:          |
|   | Phone Number:  |
|   | Email Address: |
| <b>Reference No. 3</b>                  |                |
| <b>Contract</b>                         |                |
| <b>Start Date</b>                       |                |
| <b>End Date</b>                         |                |
| <b>Contract Value</b>                   |                |
| <b>Fleet Size (initial and total)</b>   |                |
| <b>Service Area (initial and final)</b> |                |
| <b>Micromobility Devices Provided</b>   |                |
| <b>Reference Information</b>            | Company        |
|   | Name:          |
|   | Phone Number:  |
|   | Email Address: |

**3. TECHNICAL**

|  |  |
|--|--|
| <b>a) Approach and Methodology</b><br>Provide the approach and methodology to be used for this project for each items below. Provide a brief description the various components required for a successful pilot project. |  |
| <b>I. Delivery, Set-Up and Execution</b>   | - Proposals should address the plan for the delivery, set up and implementation of the Pilot Program. Provide enough details to show the thoroughness of the plan. |
|  |  |
| <b>II. Quality Assurance</b>   | - Provide the measures the Respondent will use to maintain quality control for the Pilot Program.  |
|  |  |
| <b>III. Implementation Timeline</b>  | - Respondent is to provide a timeline of activities from Contract award to Day 1 of Operations.  |
|  |  |

|  |                             |  |
|--|-----------------------------|--|
| <b>b) Shared Micromobility Devices – Specifications and Technology</b> – The Applicant proposes the following Device (use the spaces provided and/or attach additional pages, if necessary): |                             |  |
| <b>i. E-Scooter</b>  | <b>Make</b>                 |  |
|  | <b>Model</b>                |  |
|  | <b>Range</b>                |  |
|  | <b>Motor Size</b>           |  |
|  | <b>Top Speed - Downhill</b> |  |
|  | <b>Weight</b>               |  |

|                   |  |  |
|-------------------|--|--|
|                   | <b>Wheel Size</b>                          |  |
|                   | <b>Braking Mechanism (Disc/Drum/Other)</b> |  |
|                   | <b>Type of Tires (solid/air filled)</b>    |  |
|                   | <b>Front Light</b>                         |  |
|                   | <b>Rear Light</b>                          |  |
|                   | <b>Onboard Technology</b>                  |  |
|                   | <b>Safety Features</b>                     |  |
|                   | <b>Other Amenities: Explain</b>            |  |
| <b>ii. E-Bike</b> | <b>Make</b>                                |  |
|                   | <b>Model</b>                               |  |
|                   | <b>Range</b>                               |  |
|                   | <b>Motor Size</b>                          |  |
|                   | <b>Top Speed - Downhill</b>                |  |
|                   | <b>Weight</b>                              |  |
|                   | <b>Wheel Size</b>                          |  |
|                   | <b>Braking Mechanism (Disc/Drum/Other)</b> |  |
|                   | <b>Type of Tires (solid/air filled)</b>    |  |
|                   | <b>Front Light</b>                         |  |
|                   | <b>Rear Light</b>                          |  |
|                   | <b>Onboard Technology</b>                  |  |

|  |                                 |  |
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|  | <b>Safety Features</b>          |  |
|  | <b>Other Amenities: Explain</b> |  |

*Required:* Applicants must deliver one device of each type to Coquitlam for field-testing. If multiple device types (e.g. e-scooters and e-bikes) are identified in the application, one of each unlocked device will need to be made available for testing for a period of 2 weeks.

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| <b>c) Proposed Shared Micromobility Program</b> - Describe your plan for operations in Primary Service Area, as shown in Appendix A, and provide responses to the following (use the spaces provided and/or attach additional pages, if necessary):     |  |
| i. Describe your general pricing scheme for customers.  |  |
| ii. Proposed fleet size (including the size at launch and any phasing plans)  |  |
| iii. Proposed fleet type (e-bikes, e-scooters, or both)   |  |
| iv. Proposed fleet ratio, if providing both e-scooters and e-bikes  |  |
| v. Proposed minimum fleet size that is viable to sustain operations during the pilot  |  |
| vi. Ability to mitigate impacts to people walking, businesses, and its customers within the public right-of-way;  |  |
| vii. Ability to respond to parking and operational issues within the public right-of-way;   |  |
| viii. Ability to implement geo-fenced controls, such as slow zones, no riding zones, and no parking zones, and any proposed or potential areas where these zones could be implemented (exact details would be confirmed with City staff, if necessary). |  |
| ix. Implementation schedule that describes your intended launch of Shared Micromobility operations, the dates of operation for 2023 and 2024, and any relevant milestones related to program requirements. Phased approaches will also be considered.   |  |
| x. Ability to coexist with another operator should two be selected.   |  |

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| xi. Interest in operating outside the Core Service Area should the City desire to expand operations (e.g. Austin Heights, Burquitlam-Lougheed, Maillardville, etc.) and any initial considerations you wish the City to understand at this time. |  |
| xii. Proponent’s pan to provide helmets that meet all applicable safety standards and regulatory requirements in the Province of BC:   |  |
| xiii. Ability to reserve micromobility devices through mobile and web-based platforms.   |  |

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| <b>d) Operations and Maintenance - Provide a Fleet Operations and Maintenance Plan that describes the following (use the spaces provided and/or attach additional pages, if necessary):</b>                                     |  |
| i. Describe your proposed e-bike and/or e-scooter fleet and model that will provide a safe and convenient way to make trips, within the local context.  |  |
| ii. Provide a drawing, brochure, pamphlet or any other form of documentation that clearly outlines the devices measurements and all components.   |  |
| iii. Describe your intended dates of operations during the pilot including any ceases during the winter months.   |  |
| iv. Describe how the devices will be distributed and rebalanced throughout the Primary Service Area to provide adequate and equitable access across the service area.   |  |
| v. Describe your plan for temporary removal of the device fleet from the right-of-way due to a weather event, emergency, or other situation, including collection and storage at a secure location outside of the right-of-way. |  |
| vi. Describe how all devices supplied, and any equipment or structures will be maintained and safe (include weekly maintenance schedule)  |  |
| vii. Describe how charging of devices will be carried out.  |  |



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| viii. Describe your procedures for responding to issues including over-concentration of devices at a specific location, safety, or accessibility. |  |
| ix. Describe any rider incentive programs to re-locate devices to less crowded locations or to recharge devices.                                  |  |

**e) Parking and Storage of Devices** - Respondent is to describe how they will ensure compliance of parking stations to be used for placement and parking of devices in the City Centre Neighbourhood and Town Centre zone (use the spaces provided and/or attach additional pages, if necessary):

**f) Customer Education and Safety Plan** – Respondent is to provide information as to their education and safety plan (use the spaces provided and/or attach additional pages, if necessary):

|   |  |
|---|--|
| i. Describe your plan to encourage rider safety and your system for educating riders on safety protocols, safe riding, parking, and rider compliance with local laws and regulations.   |  |
| ii. Describe your plan to resolve issues including devices illegally operating on sidewalks, illegally parked, abandoned or vandalized;   |  |
| iii. Describe your plan to provide safety-related device controls, training and education for users to mitigate conflicts and incidents, particularly for novice users (e.g., lower maximum speed for inexperienced users, lower maximum speed at night). |  |
| iv. Describe your plan for how customers can contact support services if needed.  |  |
| v. Describe your plan to reduce access to a Device or all Devices in the event that a Device, some Devices, or all Devices are not suitable to ride (e.g. weather, maintenance, or breach of contract).   |  |

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| vi. Provide any other additional information that may not be included in the responses to the questions above: |  |
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| <b>g) Monitoring and Data Sharing</b> - Describe your approach to sharing information with the City about program usage, functionality and safety. The successful Contractor(s) shall provide the City with quarterly reports regarding performance of the pilot. City access to on-demand data is preferable. (use the spaces provided and/or attach additional pages, if necessary): |
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| <b>h) Encouragement and Community Engagement</b> – Respondent is to provide information as to their encouragement and community engagement plan (use the spaces provided and/or attach additional pages, if necessary): |  |
| i. Describe your plan to publicize operations and encourage people living in or visiting Coquitlam to try it.   |  |
| ii. Describe any pricing options for low-income users and diverse payment options that reduce barriers for non-smartphone users.  |  |
| iii. Describe your plan to encourage use of your devices and the potential for trip chaining with transit, or car share.  |  |
| iv. Describe your approach to developing community partnerships and providing options and incentives for key groups, such as social service providers, health care workers, post-secondary students, etc.               |  |
| v. Describe your approach to wayfinding support and/or displaying Coquitlam’s micromobility network as a map layer.   |  |
| vi. Provide any other additional information that may not be included in the responses to the questions above:  |  |

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| <b>i) Innovation and Value Added</b> – Respondent is to provide a response to the following (use the spaces provided and/or attach additional pages, if necessary):  |  |
| i. Respondent is to provide a narrative as to the success and sustainability if the business model proposed:   |  |
| ii. Respondent to share any community economic benefits attributed to previous operations  |  |
| iii. Respondent is to state how their proposed program exceeds the minimum requirements stated within the RFP:   |  |
| iv. Respondent is to provide a narrative of what makes their proposed program innovative. Provide details.   |  |
| v. Ability to integration with other mobility services such as car-sharing or transit.   |  |
| vi. Respondent any value added activities that will be offered to the City in regards to the proposed program. Provide details.  |  |
| vii. Respondent must provide the opportunity to test unlocked micromobility devices for staff to test with and without contractor present.   |  |
| <b>j) Social Responsibility / Equity</b>   |  |
| I. Respondent’s approach to hiring, (independent contractors, staffing agency staff, or full-time employees) for maintenance/operations staff.   |  |
|  |  |
| II. What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, and people with disabilities:  |  |
|  |  |
| III. Describe all initiatives, policies, programs and product choices that illustrate your firm’s efforts towards sustainable practices and environment responsibility in providing the services that would benefit the City |  |
|  |  |

**Attention Purchasing Manager:**

4. **I/We, the undersigned duly authorized representative of the Proponent**, having received and carefully reviewed all of the Proposal documents, including the RFP and any issued addenda posted on the City’s website [www.coquitlam.ca/Bid-Opportunities](http://www.coquitlam.ca/Bid-Opportunities), and having full knowledge of the Site, and having fully informed ourselves as to the intent, difficulties, facilities and local conditions connected to performing the Services; submit this Proposal in response to the RFP.
5. **I/We** agree to the rules of participation outlined in the [Instructions to Proponents](#) and should our Proposal be selected, will accept the City’s Contract as defined within this RFP document.
6. **I/We acknowledge** receipt of the following Addenda related to this Request for Proposals and have incorporated the information received in preparing this Proposal.

| Addendum No. | Date Issued |
|--------------|-------------|
|              |             |
|              |             |
|              |             |

**This Proposal** is submitted this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

**I/We have the authority to sign on behalf of the Proponent and have duly read all documents.**

|   |    |
|---|----|
| <b>Name of Proponent</b>  |    |
| <b>Signature(s) of Authorized Signatory(ies)</b>                  | 1. |
|   | 2. |
| <b>Print Name(s) and Position(s) of Authorized Signatory(ies)</b> | 1. |
|   | 2. |