

Market Sounding Questionnaire

Transport for London -
to inform consideration
of e-scooter trials with
London Councils and
London Boroughs

TfL Reference: tfl_scp_002092



EVERY JOURNEY MATTERS

Part I:

I. Introduction

This Market Sounding Questionnaire (MSQ) is issued by Transport for London (TfL) following the announcement by DfT that electric-scooters (e-scooters) rental trials will be permitted and seeks to obtain market feedback in relation to the potential of such trials in London. We share our interest in considering how e-scooters rental trials could in London with London Councils, the City of London and London boroughs – as such the findings of this MSQ will be shared openly with them.

The aim of this MSQ is to better understand market interest and capability, and to gather market feedback on e-scooter suppliers' approach to development and deployment of e-scooters, looking particularly at the considerations for a potential trial in London. This MSQ is part of an Early Market Engagement (EME) process, and may lead to further procurement activity.

2. Feedback Request

Feedback is requested in relation to the proposals described within this document. Your views will inform the development of any procurement strategy and tender documents that follow.

Please submit your responses by submitting your completed **MSQ Response Template** via TfL's ProContract portal. This questionnaire will not form part of any formal procurement process. Please respond by **12pm (noon) on Monday 22 June 2020**. All responses received by this date will be considered but will not bind TfL to any particular approach.

You must submit any questions relating to this MSQ via the clarifications facility on TfL's portal (found at: <https://procontract.due-north.com>) no later than **12pm (noon) on Wednesday 17 June 2020**. TfL will endeavour to respond within **two (2) working days** to clarification questions, which have been transmitted to TfL via the portal.

You should be aware that:

- if, in TfL's view, questions are of a general nature, TfL will provide copies of questions in a suitably anonymous form, together with answers, to all respondents;
- if, in TfL's view, questions are of a specific nature, TfL will provide copies of questions, together with answers, only to the bidder seeking clarification; and
- the clarification process will be conducted on the basis of the equal, transparent and non-discriminatory treatment of bidders.

PLEASE NOTE: TfL reserves the right not to answer clarification questions, which it receives after the clarification deadline of **12pm (noon) on Wednesday 17 June 2020**.



3. Preliminary Information

The Department of Transport (DfT) has just closed a consultation on running e-scooter trials in the United Kingdom which they would like to see start later this summer, both as a means for gathering evidence to inform future regulation and as a way to provide transport options during the COVID situation.

Currently, e-scooters are banned for use other than on private land but the DfT anticipating multiple trials in cities across the UK on public roads, specifically carriageways and cycle lanes. The purpose of the trials is to gathering insights and evidence to help determine the benefits and challenges associated with e-scooters, in order to inform future policy decisions about the legal status of these vehicles.

More information can be found here:

<https://www.gov.uk/government/consultations/legalising-rental-e-scooter-trials-defining-e-scooters-and-rules-for-their-use/legalising-rental-e-scooter-trials>

Transport for London, London Councils, City of London and London boroughs are now exploring whether and where to hold trials in London as part of the response to the COVID-19. Given the need to provide an alternative to public transport and enable social distancing as the movement of people in the city increases we are keen to understand how e-scooters could help widen travel choices in the immediate short term, and what impact they may have on wider city goals in the longer term.

If an e-scooter trial in London takes places, Transport for London would be looking to work with established e-scooter operators who have proven experience in other cities to work with us.

The purpose of this market sounding questionnaire is to hear thoughts from the e-scooter rental sector that will help to inform the specification that may be complied ahead of any e-scooter trial that is held in London. We have included a wide range of themes giving you an opportunity to provide comprehensive feedback.



4. Objectives

The overarching objectives of this MSQ are to:

1. Explore how e-scooters could be safely trialled in London;
2. Gather feedback on rental e-scooter operators' approach to deploying e-scooters; and
3. Understand any variation in operational approaches to e-scooter rental, as well as understanding operators' expectations for working with public authorities during any trial.

We may also hold follow up discussions or other EME events.

5. Scope

This MSQ is only intended to inform TfL, London Councils and London Boroughs on the objectives stated in section 4. TfL may wish to explore responses from this MSQ further. This EME exercise does not form part of any formal procurement process.



5. Legal Notice

Information provided within this MSQ and the associated PIN (“the EME documents”) does not purport to be comprehensive or verified by TfL or its advisers. No representation or warranty, express or implied, is or will be given by TfL or any of its officers, employees, servants, agents or advisers with respect to the information or opinions contained in the EME documents. Any liability in respect of such representations or warranties, howsoever arising, is hereby expressly disclaimed but nothing in the EME documents shall exclude or restrict liability for fraudulent misrepresentations.

Neither TfL nor its advisors accept any liability or responsibility for the adequacy, accuracy or completeness of any of the information or options stated and the information should not be relied upon as an undertaking or representation as to TfL’s ultimate decision in relation to the e-scooter trials or any subsequent formal procurement processes.

TfL reserves the right without prior notice to amend the information provided, including, but not limited to, changing the timetable, the scope and nature of the procurement and the procurement process. In particular, TfL reserves the right to issue circulars to interested parties providing further information or supplementing and / or amending the procurement process. In no circumstances shall TfL incur any liability in respect of any changes. This will be subject to the requirements of public law, the UK and EU procurement rules and Treaty on the functioning of the European Union rules and general principles.

TfL reserves the right without prior notice not to follow up the EME documents in any way or with any interested parties. TfL also reserves the right to terminate this process at any time without awarding a contract. TfL will not enter into a contract based solely on the responses to the EME documents and no information contained within the EME documents or in any communication made between TfL and any interested party in connection with the EME documents shall be relied upon as constituting a contract or representation that any contract shall be offered.

Direct or indirect canvassing of the Mayor, any members of the Greater London Authority, employees, directors, board members, agents and advisers of TfL and any of its subsidiaries by any person concerning the EME documents or any related procurement process and any attempt to procure information from any of the foregoing concerning the EME documents may result in the disqualification of the person and / or the relevant organisation from consideration during the market engagement or for any associated procurement.

6. Freedom of Information

TfL is committed to open government and to meeting their legal responsibilities under the Freedom of Information Act 2000. Accordingly, all information submitted to a public authority may need to be disclosed by the public authority in response to a request under the Act. TfL may also decide to include certain information in the publication scheme, which TfL maintains under the Act.

If an interested party considers that any of the information included in their Market Sounding Questionnaire (MSQ) response is commercially sensitive, it should identify it and explain (in broad terms) what harm may result from disclosure if a request is received, and the time period applicable to that sensitivity.

Interested parties should be aware that, even where they have indicated that information is commercially sensitive, TfL might be required to disclose it under the Act if a request is received.

Interested parties should also note that the receipt of any material marked 'confidential' or equivalent by TfL should not be taken to mean that TfL accepts any duty of confidence by virtue of that marking.



Part 2: Questionnaire

TfL appreciate your feedback in the form of a response to the following questionnaire. This exercise does not form part of any formal procurement process. All responses will be carefully considered but will not bind TfL to any particular approach to procurement, nor will responses be treated as conveying any promise or commitment on the part of the respondent.

Responses will be treated in confidence (subject to Freedom of Information requests as explained in Section 6 above) and may be taken into account in future procurement activity.

MSQ Submission

This MSQ is issued solely for the purposes of the market engagement. No information contained in this document, or provided during and for the market engagement exercise, constitutes any commitment by TfL or any other member of the TfL group or any of its or their stakeholders to undertake any procurement exercise in the future.

As per the instructions in section 2. *Feedback Request*, you must upload your completed **MSQ Response Template** to the online e-Tendering portal at <https://procontract.due-north.com> by **12pm (noon)** on **Monday 22 June 2020**. All responses received by this date will be considered but will not bind TfL to any particular approach.

Questions

General Questions

1. What do you see as the key measures of defining a successful trial in London?
2. How long would it take for you to mobilise to start a trial in London and what is the ideal duration of a trial?
3. What are your views on how best to engage with the various highways' authorities / boroughs for the purposes of a trial in London?

(400 words)

Geographical coverage

1. What is the minimum, maximum and preferred geographical coverage in London that you would be prepared or seek to operate in?



2. Are there any specific routes, areas or trip types in London that you think would be particularly suited to e-scooter rental?
3. How have other cities ensured equitable distribution of vehicles across a city? Please provide examples of where this is done well

(300 words - Images can be provided to articulate your response to the geographical coverage question)

Health and Safety

1. How could a safe trial be run in London considering all key elements including operations, customer engagement and vehicles etc.?
2. What do you propose as an appropriate cleaning regime for e-Scooters, particularly around removing viruses/bacteria after each ride?
3. Please outline any additional safety measures that you would consider best practice regarding:
 - a. Vehicles and supporting technology
 - b. Riders (e.g. rider training, prevention of use by intoxicated riders...)
4. Using any experience or evidence from elsewhere, could you outline best practice regarding:
 - a. Preventing dangerous street clutter and ensuring orderly parking of vehicles.
 - b. Prevention of crime and vandalism (including different operating models for daylight and night time)
5. Can you set out the liability risks as part of any operation and your approach to manage these?

(500 words)

Fleet size, competition and utilisation

1. What is the minimum, maximum and optimum number of vehicles that should be permitted to operate in London? A ratio between the size of an operating area and the number of vehicles may be useful.
2. What is the average daily utilisation of your vehicles you would expect to see in London?

(150 words)

Data sharing

1. Can you list what data (in compliance with GDPR) you could share during and post-trial? How is this best shared in real time and historically, drawing on experience and evidence from elsewhere if possible?



2. What data would you need from city authorities?

(200 words)

Parking and geo-fencing

1. What approach to parking works well based on your experience from other cities?
2. What level of supporting infrastructure do you believe is necessary?
3. Please outline how geo-fencing or other similar controls could be deployed to ensure compliance with agreed operating terms and benefit safety?

(300 words)

Customer usage and journey

1. Can you provide an overview on anticipated usage, including information on:
 - a. Who you envisage using the e-scooters (i.e. demographics),
 - b. Expected average journey duration, expected average journey distance?
2. Can you describe your end-to-end process from customer booking, paying, riding to ending journey?

(200 words - Images can be provided to articulate the customers end to end process)

Pricing

1. What is your pricing strategy? Is it a fixed structure, do you provide variable rates/subsidies/discounts, and do you offer alternative pricing approaches (e.g. to disincentivise overly fast or dangerous riding)?
2. What is your view on the appropriate fee structure for an operator to be allowed to provide services in a city?
3. Many cities mandate operators to provide support for low income or otherwise disadvantaged riders – please outline any best practice or evidence from elsewhere where this has been particularly successful

(300 words)

Maintenance and Redistribution

1. Can you summarise your e-scooter maintenance regime, including information how you ensure vehicle roadworthiness at all times?
2. Can you summarise how you redistribute e-Scooters, including information on; whether redistribution is managed in-house or outsourced, what vehicles are used to redistribute, when and how redistribution is carried out



3. Can you summarise your e-scooter charging regime, including information on the management of the battery and how charging works as part of the redistribution process?
4. If there are multiple operators in one city, would you envisage collaborative working on logistics?

(400 words)

Final Remarks

- I. Please provide details of any other observations or comments regarding the project described in 'Part I' or answers you have set out in 'Part 2' of this MSQ.

(400 words)

We would like to thank you for taking the time to respond to this questionnaire.

Transport for London



