**For the Delivery of a 12-month e Scooter Trial in the West of England**

**Commencing:** 17/09/2020

**Contract Term**: 12 Months

**Please submit by:** 14//08/2020 Midday

**Project REF:** DN 488926

**OJEU REF:** TBC

**Volume Three**

Form of Tender

Quality Questions

Response Area

Appendices:

A Specification of Requirements

B Pricing Schedule for LOT 1

C Pricing Schedule for LOT 2

D Evaluation Model

E Terms and Conditions Part 1 & Part 2

**NOTE:** Before preparing to submit a bid, you are advised to complete the SSC document in Volume 2. The SSC will determine whether you are eligible to submit a bid. The SSC asks eligibility criteria set by DfT and WECA on a Pass / Fail basis which is followed by questions which are either mandatory or discretionary grounds for exclusion.

**Form of Tender Letter**

**Form of Quotation**

**Invitation to tender for: Provision of Professional Services Framework.**

To: West of England Combined Authority.

I/We the undersigned, having read the Conditions of Contract and Specifications do hereby offer to complete the supply of goods/services required to be performed in the carrying out of the above contract in accordance with the above documents,  to the criteria as appended to this form of  quotation.

I/We, hereby undertake to enter into a Contract incorporating such Conditions of Contract, Specification, drawings and this Quotation, and I/We hereby agree that in the event of my/our Quotation being accepted, until such Contract be executed, the said Conditions of Contract, Specification, and Quotation, together with the acceptance thereof in writing, shall constitute a Contract. I/We agree that my/our offer shall remain open for acceptance for a period of twelve weeks from the date fixed for return of quotations.

I/We agree that my/our quotation remains open for consideration for a period of 120 days from the date fixed for lodgement of quotes. I/We declare that insurance, Contract Particulars is currently maintained by me/us and shall be maintained in accordance with the Contract Particulars.

I/We confirm that I/we have the capability and resources to meet all requirements of the brief in terms of quality, cost and time.

Signed:

Designation:

(Duly authorised to sign tenders and give such certificate for and on behalf of :

Tenderer

Date:                                             Address:

**Evaluated Quality Questions (70%)**

Please respond to the questions below observing the word limits where stated.

The information provided to in response to these questions will be used to inform the qualitative evaluation using the criteria set out further below.

1. **Operational Considerations - Prior Experience**

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| 1  | Please set out what your (the operating company) prior experience is of the matters set out in 1.1 - 1.4 below, providing the name and localities where appropriate.  *[No direct response to 1 expected as it is an introduction question limited to 500]*  |
| 1.1 | Experience in running similar activities including e Scooter (or similar) services with multiple vehicles and customers, operating over a period of at least 6 months including numbers of vehicles and dates of operation.    |
| 1.2 | Experience in scoping service design (including fleet size and customer proposition) and any experience in simulating this prior to deployment.  |
| 1.3 | Experience of working successfully and collaboratively with public bodies towards shared objectives.    |
| 1.4 | Experience of operations in dense urban areas.  |

1. **Operational Consideration – Proposal overview of eScooter trial for the West of England**

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| 2 | Please set out your proposed operating model and proposal for eScooter trial in the West of England by reference to the considerations in 2.1 – 2.3 below:  *[No direct response to 2 expected as it is an introduction question. Please do not include marketing material. 500 word limit]*  |
| 2.1 | Provide a brief overview of your proposed operating model for the West of England, including hire/rental format, targeted customer base(s), hours of operation, fleet management and vehicle recovery policies. Will there be any phasing, seasonal variations or inclement weather policies?   |
| 2.2 | Provide a map of the proposed trial areas and your rationale for these locations, the number of eScooters you intend to start with and locations of recommended parking locations  |
| 2.3 | Demonstrate your ability to deploy and be operational in the trial area by end of August with sufficient fleet size to match demand ramp-up to attract Users at scale. Please reference how you will determine what sufficient fleet size is during the initial deployment period.   |

1. **Operational Considerations - Capability to undertake eScooter trials in the West of England**

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| 3 | Please set out your capability to undertake and operate eScooters as part of the trial Scheme by reference to the considerations in 3.1 –3.5 below:  *[No direct response to 3 expected as it is an introduction question Please do not include marketing material. 500 word limit*    |
| 3.1 | Approach with regards to GDPR and your process for handling and sharing data, including evidence and examples of prior data sharing for eScooters or similar fleet operations.     |
| 3.2 | How you will ensure User compliance to national regulations on each and every use, including the ability to ensure User identity for every hire/incident of use.   |
| 3.3 | Evidence and examples of achieving good levels of User satisfaction.   |
| 3.4 | Evidence and examples of achieving good community relations with residents and businesses in areas where you have operated.   |
| 3.5 | If we are minded to appoint more than one Service Provider to the trial Scheme – how will you work collaboratively with the other Service Provider to ensure that the objectives of the trial Scheme are met and the public perception is a positive one?  |

1. **Operational Considerations - Managing Safety in the West of England eScooter Trial**

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| 4 | Please set out your approach to safety, referencing the matters in 4.1 -4.5 below:  *[No direct response to 4expected as it is an introduction question Please do not include marketing material. 500 word limit* *]*   |
| 4.1 | Approach to ensure Users receive any necessary training (outline and justify the method to be used) and are aware of and comply with good standards of responsible use.   |
| 4.2 | Approach to encouraging Users use appropriate personal protective equipment.   |
| 4.3 | Approach to tackling occurrences of poor User behaviour and irresponsible use.   |
| 4.4 | Approach to minimising disruption and risk to other road users and ensuring public safety, including vulnerable users of the environment.   |
| 4.5 | Approach to addressing any specific road safety concerns or incidents which may occur during the trial Scheme.   |

1. **Operational Considerations - Other operational considerations for the West of England eScooter trial Scheme**

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| 5 | Please set out your approach to any other critical operational considerations, including reference to matters 5.1 – 5.2 below:  *[No direct response to 5 expected as it is an introduction question Please do not include marketing material. 500-word limit]*   |
| 5.1 | Scale of proposed West of England operations, including any sub-contracting arrangements and supply chain for vehicles and fleet management.    |
| 5.2 | Approach to managing fleet size within the parameters identified in the Terms and Conditions so that Users have a reasonable expectation of accessing an eScooter when needed but there are not excess unused eScooters creating clutter in the public realm.   |
| 6 | Please set out your approach to achieving the targeted outcomes, including reference to the matters in 6.1 – 6.4 below:  *[No direct response to 6 expected as it is an introduction question Please do not include marketing material. 500-word limit]*   |
| 6.1 | Approach to managing and ensuring good community relations in the proposed Trial Zone areas.   |
| 6.2 | Approach to ensuring eScooters make positive contribution to the targeted outcomes set out in the Specification.    |
| 6.3 | Approach to ensuring your operations will support and make a positive contribution to the equalities and inclusion agenda in the region.   |
| 6.4 | Any specific opportunities or proposals you have to providing support for local employment and economic stimulus.   |
| 7 | Any specific opportunities or proposals you have to providing support for inclusive growth opportunities   |
| 8 | How will you support the local area and Police in managing the differentiation between legal eScooter use and illegal use?  *Please include any support and what approach you might provide to ensuring responsible and legal eScooter use by all within the Trial Zones, irrespective of whether that usage / behaviour is by your Users.****[up to 500 words]***   |

**9 Platform considerations - User experience**

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| 9 | Please set out your approach to ensuring a high-quality user experience, including reference to maters in 9.1 – 9.5 below:  *[No direct response to 6 expected as it is an introduction question Please do not include marketing material. 500-word limit]*   |
| 9.1 | The process for the user to access the service and how this provides a high-quality customer experience and ease of use.   |
| 9.2 | Ability to provide access for those without smartphone access or those who do not have a bank account.   |
| 9.3 | The User experience of the mapping of the geofenced locations- how Users are made aware of the no-ride zones and restricted speed areas.  |
| 9.4 | Ability of the platform to incorporate incentive measures and form of proposed incentive measures to encourage up-take and responsible and safe use.    |
| 9.5 | Scalability and bandwidth capability of the platform, including limitations on Users ability to access or use the platform simultaneously.   |

**10 Platform considerations - Integration**

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| 10 | Please set out your approach to ensuring the trial Scheme can be integrated with the wider transport system, including reference to the matters set out in 10.1-10.3 and additionally for LOT 1 a response to 10.3.1 *[No direct response to 7 expected as it is an introduction question Please do not include marketing material. 500-word limit]*   |
| 10.1 | Ability and mechanism for providing GDPR compliant data to third parties (e.g. UWE) approved by WECA for promotional and research purposes   |
| 10.2 | Actionable innovation proposals for system and communications integration, e.g. use of 5G    |
| 10.3 | The service provider may be required to integrate with APIs defined by WECA. Please set out the ability of your proposed platform to integrate over an API with a MaaS system developed for the West of England for the following features:10.3 is the question only.  |
| 10.3.1 | Provide e-scooter availability information to users (e.g. closest available e-scooters, and quantity available) for the User’s preferred origin and/or current location (only applicable for Lot 1)    |
| 10.3.2 | Manage a journey booking  |
| 10..3.3 | Manage a payment for a ride  |
| 10.3.4 | Gather feedback from Users  |
| 10.3.5 | Please outline any existing API specifications that you use  |

**11 Platform considerations - Data sharing**

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|  | *Please set out your ability to, and methods for providing the following data on a near-to-live basis as requested to WECA, DfT, the Police, and Highway Authorities:*  * Fleet size
* Fleet size in each of the predetermined zones (Lot 1 only)
* Average and max speeds by location / geographic zone
* Number of registered riders in trial area locations
* Number of new users per day, week, month
* Aggregated information on rider demographics
* % of eScooter downtime / off the road (utilisation)
* Number of hours of operation
* Aggregated origin-destination information
* Locations with most and least e-Scooter rentals and heat maps with peak demands
* Journey length
* Journey stage
* Journey purpose (if collected)
* Journey dates
* Average rides per scooter per day in all locations
* Total number of trips
* Cost of journeys
* Number and type of complaints
* Number, type, location, dates and times of accidents and near misses
* Frequency and locations of eScooters lying on their sides
* Response time to incidents
* Compliance with parking locations and other user behaviour metrics
* Usual mode of transport if not using e-Scooter
* Average riding time per vehicle per day
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**12 Hardware and management consideration - Vehicle management**

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| 12 | Please set out your approach to vehicle management, including reference to the following considerations in 12.1 – 12.7 below: *No direct response to 12 expected as it is an introduction question Please do not include marketing material. 500-word limit]*   |
| 12.1 | Approach to vehicle maintenance regime, collecting, charging and depot specifications.    |
| 12.2 | Approach to sanitation and necessary cleaning in order to prevent the spread of Covid-19  |
| 12.3 | Proven ability (using examples) of enforcing operation of eScooters or similar vehicles within the limits of a specified area only.   |
| 12.4 | Approach to ensuring vehicles deployed in the trial Scheme are only operated within the specified Trial Zones.   |
| 12.5 | Approach to informing Users of the geographical restrictions on the eScooters, including geo-fencing and no park/no-scoot areas and any related safety measures required (e.g. time to slow vehicle at edge of no-scoot areas).  |
| 12.6 | Beyond complying with the approach to parking management set out in the Terms & Conditions and Specification, what other measures to you propose to take to ensure good practice and public realm management for eScooters which are not in use and what measures would be taken against Users for multiple failure to comply?   |
| 12.7 | Ability and approach to locally sourcing eScoooter maintenance and potential to consider vehicle manufacture in the West of England.   |

**13 Hardware and management consideration - Vehicle type**

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| 13 | Please set out details of the vehicles you propose to use, including reference to matters in 13.1 - 13.5 below: *[No direct response to 13 expected as it is an introduction question Please do not include marketing material 500-word limit]*   |
| 13.1 | The vehicle specifications including size, weight, powertrain, feature set, accessibility, compliance with DfT issued vehicle requirements    |
| 13.2 | Proven reliability and low mechanical failure rate, including historic vehicle failure rates and operational life of eScooters from your fleet.   |
| 13.3 | Ability of the proposed vehicle to cope with the physical environment of the West of England Trial Zones, including any limitations in road surface condition and ability to cope with features such as steep hills and cobbled setts.   |
| 13.4 | What anti-tamper features / controls does your vehicle have to ensure safety and continued compliance with the national regulations throughout the trial Scheme?   |
| 13.5 | Set out the environmental impact/lifecycle considerations of your vehicles and operation model as a whole and any evidence you have to benchmark this against other vehicle types   |