

Addendum to the Combined Shared E-scooter and E-bike Permit Selection Process

The following questions were posed to City staff in preliminary consultations. The responses are being made available to all potential applicants:

Q. With respect to Table 1 and "Minimum Qualifications" and "Meets Described Device Specifications", we understand that you will assess this based on the contents provided under Table 2. Is that accurate? Or are you looking for us to provide material at the beginning of our application, perhaps a table upfront that summarizes how our application achieves the "Minimum Qualifications" and "Meets Described Device Specifications"?

A. As part of initial screening, we are looking for applicants to demonstrate in their application clearly, upfront how they achieve the "Minimum Qualifications" (pg 14 – 25) and "Meets Described Device Specifications" (page 15) sections of the Micromobility Permit Program - Version 1.4. This is necessary to determine if the application qualifies to proceed to the next step of the evaluation process.

Q. Can company representatives attend the device demonstration?

A. Yes, though it is optional (not required).

Q. Is it possible for prospective vendors to schedule a date/time in advance for the demonstration with City Staff, particularly for vendors that plan to be present on the day of the demonstration with devices rather than ship them to the City for Feb. 14th (and not be present)? If not, when would it be possible to schedule a date/time for the demonstration (perhaps after City Staff have completed an initial screening of applications)?

A. For applicants that wish to have a staff person present for the demonstration, appointments can be made in advance. Once applications are received on February 7th, staff will reach out to schedule the demonstration appointments.

The devices must be delivered by the 14th at 4 pm, and they will be reviewed as part of the initial screening (see Table 1 "Meets Described Device Specifications"). Demonstrations will be scheduled for February 16th, 17th and 18th. Options for virtual attendance will be provided to reduce the need to travel and help limit the spread of Covid-19.

If an applicant fails the initial screening they will be notified by Feb 15th at 4pm and their demonstration appointment will be cancelled. Since attendance at the demonstrations is not required, the applicant assumes all risk related to any trip cancellation, should the demonstration appointment need to be cancelled.

Q. Will all bikeshare devices mentioned in an application need to be tested in the demo?

A. Yes. All bikeshare devices mentioned in the application will need to be tested in the device demo. The only exception is bikeshare devices that are in development and not yet ready for deployment. While discussion of these future bikeshare devices, their specifications, development stage(s), and any plans to swap these bikeshare devices out locally may be included within the application as information,

only bikeshare devices that are ready for deployment when the new permit begins will be scored and evaluated as part of the application process.

Q. Will app features be required to be operational in the demo?

A. Yes, app features that interact with the bikeshare device will need to be operational and available for testing. With the exception of the features listed below, this includes all features required by the permit program as well as those the applicant has proposed in their application. The features that do not need to be tested include: text to unlock, ID verification, slow speed first ride and the late night test/pledge related to intoxication.

In addition, it is recognized that some features may require significant resources before they can be ready for testing in a local market. Applicants should notify staff by email regarding any features that will not be operational for the device demo, with a rationale, at least 24 hours before the device demonstration.

Please note that geoJSON files (for slow speed zones, no ride zones and no parking zones) will be passed to applicants in advance of the device demonstration to test the geofencing capabilities of each applicant.

Q. Is there a preference for lock-to devices as an organizing principle in Kelowna?

A. There is no preference for lock-to as an organizing principle for the dockless system in Kelowna.

Q. How many references should be included in an application?

A. There is no requirement for a set number of references to include. We recommend including your best references clearly and concisely. As general guidance, we recommend no more than ten references.

Q. What protocols will be in place for winter operations for successful applicants?

A. Kelowna is in its first year of winter operations for shared e-bikes and e-scooters. As a result, much uncertainty exists about how winter operations will be managed over the next two winter seasons. E-bikes and e-scooters are currently either locked up or removed from the field in advance of snow clearing operations. Outside of snow events and barring any other inclement weather, it is expected that service be delivered through the winter.

Q. Who will be a part of the selection committee for shared e-bike and e-scooters permits?

A. The selection committee will be comprised of City of Kelowna staff and qualified consultants.

Q. What is the process for issuing permits?

A. Following the application review process, staff will issue permits to the successful applicant(s) in accordance with the [Timeline and Scoring Rubric Document](#) and the [Micromobility Permit Program – Version 1.4](#).

Correction: On page 11 of the Micromobility Permit Program – Version 1.4 “movmi” is referenced under the Optional Items section. This is a typo – it should say Moovit. Moovit is a trip planner like Google Maps and Transit and is an example of the type of integration we are seeking.