



**PROCUREMENT SERVICES SECTION**  
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**ADDENDUM #1**

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**REQUEST FOR PROPOSALS (RFP) No. :** 1220-030-2023-008  
**TITLE:** Electric Bike Share System Pilot  
**ADDENDUM ISSUE DATE:** August 15<sup>th</sup>, 2023  
**on or before the following date and time:**  
**REVISED CLOSING Time:** Time: 3:00 p.m., local time  
Date: September 5<sup>th</sup>, 2023

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**INFORMATION FOR PROPONENTS**

This Addendum is issued to provide additional information to the RFP or the above-named project, to the extent referenced and shall become thereof. No consideration will be allowed for extras due to the Proponent not being familiar with this Addendum. This Addendum No. 1 contains six (6) pages in total.

**CLARIFICATION**

1. Refer to Section 2. Instructions to Proponents:

Delete section 2.1 Closing Time and Address for Proposal Delivery and substitute with the section 2.1 below:

**“Closing Time and Address for Proposal Delivery**

The Proponent should submit the Proposal **electronically** in a single pdf file which must be delivered by email at: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)

**on or before the following date and time**

**Time: 3:00 p.m., local time**

**Date: September 5<sup>th</sup>, 2023**

**(the “Closing Time”).**

Confirmation of receipt of email will be issued. Proposals that cannot be opened or viewed may be rejected. A Proponent bears all risk that the City's receiving equipment functions properly so that the Proposal is received by the Closing Time.

**Note:** The maximum file size the City can receive is 10Mb. If sending large email attachments, Proponents should phone [604-590-7274] to confirm receipt."

**QUESTIONS AND ANSWERS:**

**Q.1.** Could you please provide the grading criteria (weighting) of each of the sections in Schedule C, including C-1 to C-5, if available?

**A.1.** Specific weightings are not assigned to the individual evaluation criteria, but it is anticipated that the Proposal that offers the greatest overall value will be judged as most advantageous.

**Q.2.** Could you please provide clarifications about what type of information the City is seeking in Schedule C-3 (ii) (a description of the general approach and methodology that the Proponent would take in providing the Goods and performing and managing the Services including specifications and requirements)? Specifically, is the City seeking the approach and methodology of the operator's project management, or the operator's general approach and methodology in terms of designing and delivering an e-bike and e-scooter share program? Or both? Furthermore, could you please clarify what is meant by "specifications" and "requirements" requested in this question?

**A.2.** The general approach and methodology should describe how the Proponent will design and deliver an E-Bike share program, which includes project management. Specifications and requirements for the program that Proponents are requested to meet are outlined in Schedule A.

**Q.3.** Could you please provide clarification on the key differences between the questions Schedule C-3 (ii) and Schedule C-3 (iii), or further clarification about what elements are expected in both questions Schedule C-3 (ii) and Schedule C-3 (iii)?

**A.3.** Reference A.2. Both questions may be combined into one answer if it would provide a more concise response.

**Q.4.** Could you please provide clarification on the requirements of question **Schedule C-2 (iii)** (*proponents demonstrated availability to provide the Goods and perform the Services*) and how it differs from the questions **Schedule C-2 (ii)** (*proponents relevant experience and qualifications in delivering Goods and Services similar to those required by the RFP*)? We read them as similar questions and would like to understand what type of information is desired for each question.

**A.4.** Schedule C-2 (iii), Proponent's demonstrated ability is to speak to the proof that they can provide the Goods and perform the Services.

Schedule C-2 (ii), Proponents are to speak to relevant experience and qualifications, both similar and/or direct to those required by the RFP.

Proponents may choose to combine these two questions into one answer if it would provide a more concise response.

**Q.5.** Can the City disclose who is on the evaluation panel? What departments or entities do they represent?

**A.5.** The City will not disclose this information during an open competitive process.

**Q.6.** Can the City provide more detail on the evaluation criteria? Will a points system be used, or something else? How will the relative value of the questions on the different Schedules be weighted?

**A.6.** Reference A.1.

**Q.7.** Schedule C-5 asks that we provide our proposed pricing structure and payment options for customer fares. What strategies will the City take to reject abnormally low or unsustainably low consumer pricing proposals?

**A.7.** The Evaluation Team may, at its discretion, request clarifications and/or an interview from a Proponent or Proponents to further understand their Proposal methodology and grasp of scope.

**Q.8.** How will Schedule C-5 be evaluated? Will lower prices be awarded a higher score?

**A.8.** Reference A.1 and Schedule A, section 3, sub point f).

**Q.9.** Can the City clarify what it means by "report and remit payment procedures" in Schedule C-5?

**A.9.** The City wants to know what the Proponent's organizational procedures are for tracking usage of all E-Bikes and E-Scooters to substantiate payment to municipalities and/or other clients. Additionally, the City would like to know what the Proponent's procedures are for submitting payment.

Specifics on the report and remit procedures are subject to negotiation with the preferred Proponent. Section 5 of the draft agreement outlines the compensation structure to the City and should coincide with the agreed upon report and remit payment procedures.

**Q.10.** Can the City clarify what expenses it would like to see in response to this statement on Schedule C-5? "Please indicate any expenses that would be payable in addition to the proposed fee and proposed disbursements set out above."

**A.10.** Proponents are to identify in this section any additional costs outside of what is stated in the fees and fares section. Write "not applicable" if all fee and fare information is provided in full. Remove occurrences of "disbursements" as they will not be considered.

**Q.11.** Does the City plan on holding an information meeting?

**A.11.** At the time of issuance of this Addendum No. 1, a meeting has not been scheduled.

**Q.12.** The deadline for questions is seven business days before bid closing. To confirm, that will be 3 PM local time on August 18th?

**A.12.** There is no hard time cutoff to receive inquiries. Inquiries should be made no later than seven (7) business days before Closing Time.

**Q.13.** To confirm the directions for proposal format, may we attach pages behind each Schedule restating each question, followed by our response?

**A.13.** Yes, Proponents may attach additional pages as needed to respond to each question in full. Proponents are encouraged to respond to the items listed in Schedules C-1 to C-5 in the order listed.

**Q.14.** The City states that it wants at least 300 e-bikes. Is this the desired fleet size at capacity, or a minimum for every month of the year?

**A.14.** This is the desired fleet size within the identified operating area. Proponents may recommend alternative fleet arrangements if appropriate for alternative operating areas, phasing plans, or seasonal operations.

**Q.15.** If the City selects more than one operator, will each operator still have a minimum of 300 e-bikes?

**A.15.** The City has requested a desired fleet size of 300 e-bikes overall for the pilot project. If multiple operators are selected, specifics on fleet size would be subject to negotiation with the preferred Proponent or Proponents.

**Q.16.** Schedule C-2 asks us to list our subcontractors. We do not currently operate in Surrey and as such do not currently have subcontractors for this market. How should we best address this question?

**A.16.** If the Proponent anticipates use of subcontractors, they should list their subcontractor's description of services and contact information for the City's review.

If the Proponent does not yet have designated subcontractors and will need them to perform the services, the Proponent must clearly outline what portion of the services will be subcontracted and a plan of how they will source qualified subcontractors. All subcontractors are subject to the City's review and approval.

If the Proponent does not require the use of subcontractors, they may answer this section as "not applicable".

**Q.17.** Can the City provide more detail on its vision for new parking infrastructure? Does the City desire parking corrals and/or bike racks?

**A.17.** Proponents should describe their proposed parking strategy and justify what is their recommended approach. Multiple strategies may be included and used throughout the operating area. Specifics on parking are subject to negotiation with the preferred Proponent or Proponents.

**Q.18.** How will proposed contract departures be scored/weighted?

**A.18.** Reference A.1.

**Q.19.** For C.3.vii and C.3.viii, both questions ask for e-scooter specifications. May we provide e-scooter specifications only in C.3.viii?

**A.19.** Duplicate question. Please delete question (viii) in Schedule C-3 and respond to C-3 (vii).

**Q.20.** In order to allow Proponents to provide complete, detailed responses to the City's RFP questions, giving the Evaluation Team the best information possible with which to make its decisions, would the City consider extending the response deadline by one week to September 5th, 2023?

**A.20.** Reference Clarification Section 1 above.

**Q.21.** Section 4.2 of the RFP gives general information on the evaluation criteria, noting that the Evaluation Team will consider a Proponent's experience, reputation, and resources, as well as the responses to Schedules C-1 through C-5. Additionally, the last sentence of Section 4.2 states "All criteria considered will be applied evenly and fairly to all Proposals." However, Section 4.2 also gives the Evaluation Team broad discretion: "The Evaluation Team will not be limited to the criteria referred to above, and the Evaluation Team may consider other criteria that the Evaluation Team identifies as relevant during the evaluation process."

- (a) Can the City provide any additional information or guidance around the evaluation of proposals at this stage, such as a grading rubric or point values assigned to individual sections or questions, to assist Proponents in tailoring their responses to the specific needs and desires of the City?
- (b) After evaluations are completed and one or more Proponents is/are chosen for contracting, will the City release details of the criteria considered by the Evaluation Team, particularly any "criteria that the Evaluation Team identifies as relevant during the evaluation process" but is not evident in the RFP?

**A.21.**

- (a) Reference A.1.
- (b) After conclusion of the competitive process, a Proponent may request a debrief in which the City will provide the Evaluation Teams commentary on their Proposal in relation to the Evaluation criteria as set out in the document.

**Q.22.** Regarding Schedule C-2, question (vii), for listing Key Personnel, the City’s form has blank spaces for Proponents to format their answers as: Name, Dates, Project Name, and Responsibility, with the option to attach additional pages if necessary. Are Proponents required to provide answers in this format? Or may Proponents use a different format to describe the experience of each of their Key Personnel, so long as the answer provides “information on the background and experience of all key personnel proposed to undertake the Services,” as the question requires?

**A.22.** Proponents may offer alternative response formats as long as the information provided is organized, concise and in an easy to read format.

**Q.23.** Schedule C-3, question (i) asks for “a narrative that illustrates an understanding of the City’s requirements for the Goods and Services.” Schedule C-3, question (ii) then asks for “a description of the general approach and methodology that the Proponent would take in providing the Goods and performing and managing the Services including specifications and requirements.” These two questions seem to be asking for very similar information, and they also seem to be asking for information that would be covered elsewhere in the proposal. The answers to specific questions about the e-bike and e-scooter fleet, fleet management, parking, customer access, community engagement, etc. would provide information on a Proponent’s approach and methodology in performing and managing the Services. Those responses would also illustrate an understanding of the City’s requirements regarding those elements of providing the Goods and Services.

Can the City provide any additional information or guidance as to what Proponents should include in their responses to Schedule C-3, questions (i) and (ii) that is not addressed by a more specific question later in Schedule C-3?

**A.23.** Reference A.2. Questions may be combined into one answer if it would provide a more concise response.

**– END OF ADDENDUM –**

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All Addenda will become part of the RFP Documents.

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