

DOCUMENT 4

Proposed Contract for an e-scooter trial in Redditch

CONTRACT PERIOD - 12 Months

CONTRACT REF: PS/ES/20

SPECIFICATION

1 Summary of Requirement

To support a “green” restart of local travel and help mitigate reduced public transport capacity, the Department for Transport (DfT) is fast tracking and expanding trials of rental e-scooters.

Redditch Borough Council (RBC) is looking to appoint a single Supplier to provide and operate fleet of shared e-scooters for hire by residents and visitors of Redditch over a 12-month trial period provided the DfT bid is successful. The shared e-scooters will be made available in various locations across the town enabling users to ride for short journeys paying per time and/or journey used. It is required that a successful Supplier will also support the Council with the final bid preparation for the DfT.

Objectives of the trial

A shared e-scooter trial represents an opportunity for RBC to understand the potential role for shared e-scooters in providing on-demand mobility services for the residents and visitors of Redditch.

The trial objectives are as follows:

- Evaluate the safety and success of a shared e-scooter scheme;
- Measure potential modal shift and opportunities for more sustainable travel around Redditch;
- Understand and measure acceptability to other road users and the community; and
- Inform future policy decisions on legislation and legalisation of e-scooters in the UK.

2 Local Context

Redditch Borough is located in the north east of Worcestershire and is situated at the outer edge of the West Midlands Green Belt 15 miles south of the Birmingham conurbation. The Borough is split into the urban area of Redditch in the north, accounting for 50% of the area and 93% of the population; and the rural area to the south with 7% of the population. Redditch is a non-constituent area of the West Midlands Combined Authority.

Redditch was formerly a market town until 1964 when it was designated as a New Town; a status it maintained up until 1985. As such, Redditch is a town built for the car. The urban area of Redditch generally enjoys free-flowing traffic with relatively little congestion; however, the Council is mindful that there needs to be a modal shift towards other more sustainable travel patterns.

Redditch has one train station that is very well used; two public transport interchanges, one in the Town Centre (bus and rail), and one at the Alexandra Hospital. Bus-only lanes run through a number of the former New Town District Centres and there is a specific road and footpath hierarchy tailored to the ‘New Town’ layout. These features contribute to the ease of travelling around the Borough. Redditch has good onward transport links, with the M42 (Junctions 2 and 3) located under 5 miles away and the M5 around 8 miles from Redditch Town Centre. The train station benefits from services that run three times per hour to and from Birmingham New Street station, where the wider rail network can be accessed.

Redditch Borough Council

Redditch's natural environment is one of its main distinctive features, the abundance of trees, wildlife and open spaces provide the urban area with a natural backdrop that makes it special. Council policy encourages any developments to mitigate significant impacts on the climate and measures that reduce the impacts of climate change are encouraged. Therefore, initiatives that could support and promote a modal shift away from car use in order to reduce the impact of emissions on Redditch's natural environment should be embraced.

3 Timescales

The intended timescales and key dates are listed below:

- | | |
|--|---------------------|
| • Invitation to Tender | 06 August 2020 |
| • Deadline for clarification questions | 14 August 2020 |
| • Deadline for receipt of Tender | 20 August 2020 |
| • Evaluation Period | 21 – 24 August 2020 |
| • Appointment of supplier | 25 August 2020 |
| • Project start date and Inception meeting | 26 August 2020 |

4 Contract Length

Subject to the approval of Redditch Borough Council's bid to DfT, the Council will seek to enter into a contract with the Supplier for a period of 12 months.

We expect to select one operator to work collaboratively with the Council for the period of the 12-month trial.

5 Relevant Background / Current Position

Redditch Borough Council will not be providing any funding associated with a trial and it shall be implemented and operated by the Supplier at a net zero cost to the Council.

The Suppliers are fully responsible for the costs of preparing and submitting their responses to this ITT.

6 Detailed Requirements

DfT's requirements

The Supplier participating in this trial will have to satisfy the [Department for Transport's requirements](#). The Supplier will be responsible for all legal and financial accountability for ensuring that the systems and operations enable and enforce the requirement for all users of the e-scooters to be compliant with the standards and requirements set by DfT.

The Supplier should have appropriate motor vehicle insurance in place that covers users of the vehicles and be able to meet the standards set out by the DfT including:

- Vehicle design standards;
- Ensure users hold full or a valid provisional driving licence and are over the age of 16; and
- Meet the DfT's data capture and sharing requirements.

As required, the Supplier should have the relevant expertise and available resource to support the Council with drafting a bid for the DfT. The Supplier will be fully responsible for the costs of supporting the Council.

E-Scooter fleet

E-scooters introduced by the Supplier must meet all the DfT minimum vehicle standards. In addition, e-scooters shall be capable of being:

- Located remotely at any time;
- Self-standing;
- Lit during use by clearly visible lighting;
- Able to introduce maximum speed limits lower than the 15.5mph maximum limit; and
- Clearly branded to promote the trial and be distinctive from private e-scooters.

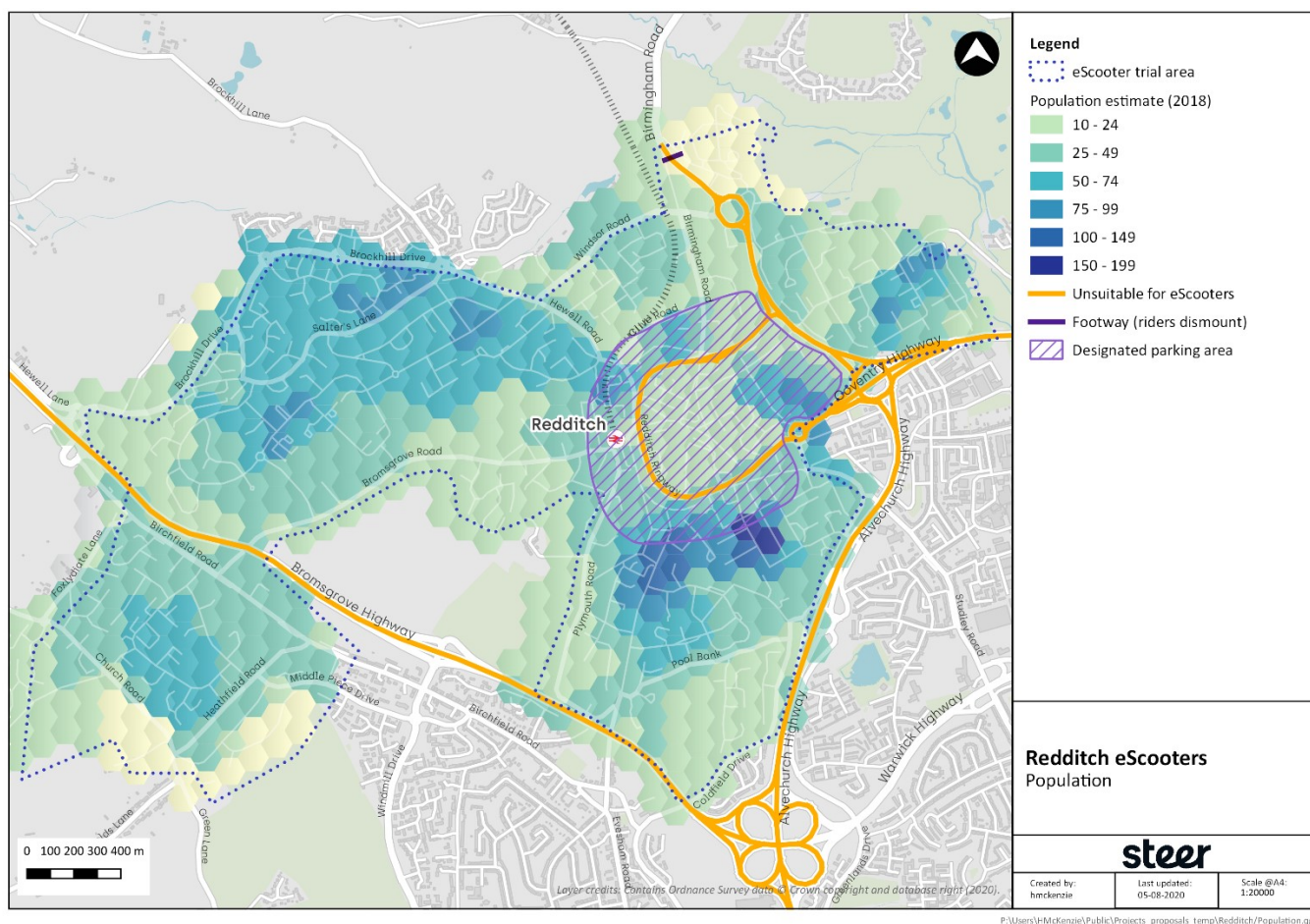
Trial operating area

The Council has defined a proposed trial zone presented in Figure 0-1. The provision of appropriate user guidance and geofencing should be used to manage the operating area and discourage e-scooters usage outside of the defined zone. The proposed trial zone covers the town centre plus areas to the north, south and west following the natural boundaries of the Windsor Road, Bromsgrove Highway and Alvechurch Highway. The trial zone also covers Abbey Stadium area to the north of the town centre. Changes and extensions to the proposed trial zone can be agreed with RBC during the trial period.

E-scooters will be permitted on roads with a 30-mph speed limit or lower and on cycle lanes. RBC will work with relevant local authorities to update the TROs for cycle lanes.

E-scooters are not allowed on dual carriageways, motorways, footpaths and in pedestrianised areas including the roads identified as unsuitable for e-scooters on the map in Figure 0-1. E-scooters should not be ridden on private land unless the landowner has granted explicit permission.

Figure 0-1 Trial operational area



Number of e-scooters

The Council proposes a scheme of up to 100 shared e-scooters with an option to extend the numbers within the trial period if it is proving to be successful.

Parking requirements

The Council would like to see designated parking areas in the central area of the town (within and adjacent to Redditch Ring Road, see figure 0-1)

The Supplier should ensure that they have measures in place to encourage safe parking and ensure that e-scooters are not left outside these areas and become an obstruction on the public highway, thereby creating problems for people with mobility issues and/or sight impairment.).

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The Supplier should demonstrate the systems they have in place to encourage e-scooter users to park safely and appropriately, and their ability to respond to e-scooters that are poorly parked.

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The Council will work with the Supplier to identify suitable parking locations in the town centre, which should be identified to be visible to users. The Supplier will require an agreement with the respective landowner(s) prior to allocating the designated parking locations.

Operations

The Supplier will have full responsibility for providing, operating and maintaining the e-scooter fleet at no cost to the Council. The front and back office administration should be undertaken by the Supplier and at no cost to the Council. Payment collection and the processing for the hire of an e-scooter will need to be undertaken by the Supplier.

The Supplier must have systems in place to validate if users are permitted to use the service in accordance with DfT requirements to limit e-scooter rentals to those aged 16 years and over and holding a (minimum) relevant provisional driving licence.

The Supplier shall have systems in place to monitor e-scooters and be able to rebalance and re-locate e-scooters to ensure demand is met, and areas are not oversupplied with e-scooters. The Supplier should manage the scheme locally and be able to remove e-scooters reported by public to the Supplier within the following timing guidelines:

- If reported between 6am-5pm: within 4 hours; and
- If reported between 5pm and 6am: by 10 am.

The Supplier should ensure that the e-scooters are visible and distinct from privately owned e-scooters and can be clearly associated with the Redditch trial.

Throughout the trial scheme, the Supplier will pay special regard to the needs of vulnerable road users, adjusting their operation, fleet management, on-board vehicle technologies and user guidance/training to address issues and concerns should these occur.

The Supplier will take full responsibility for managing any issues of e-scooter theft, vandalism and recovery of abandoned vehicles or those which have been littered by non-users.

The Supplier should have a clearly defined exit strategy which covers removal of e-scooters from the operating area. At the end of the trial and if the Council does not extend the trial, the Supplier needs to ensure the e-scooters are first offered for reuse or secondly disposed of in an environmentally friendly way.

Safety and training

In accordance with DfT requirements, vehicles must be provided with a minimum of third-party insurance. Details of the insurance cover which will be put in place should be provided by Suppliers in their tender response.

The Council is keen to encourage safe riding; as such the Supplier should encourage helmet wearing whilst riding.

The Supplier must monitor use of the e-scooter to ensure appropriate and responsible behaviour by users making sure that users identified as having behaved irresponsibly are no longer able to rent an e-scooter.

The Supplier shall ensure that they have systems in place to educate users about how to safely ride e-scooters, encourage safety measures such as wearing a helmet, appropriate and inappropriate use of e-scooters and also how and where to park e-scooters in the trial zone.

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The Supplier must provide a training component to ensure safety of first-time users is prioritised (e.g. vehicle orientation, controls, acceleration/deceleration, recharging needs etc) and explain in their submission how this will be delivered.

Operational activity must meet with the latest Government Covid-19 guidelines, following social distancing and hygiene factors.

The Supplier shall maintain and operate a customer service for users to report safety concerns, complaints, or to ask questions.

Communications and marketing

The Supplier shall have a marketing plan and promotion strategy to increase take up of the service by different customer groups. The Supplier will be required to actively engage with businesses and the local communities to promote the trial in Redditch.

The Supplier would also be expected to provide support at Council business events by prior agreement with the Council's team, providing marketing information, demonstration vehicles and making presentations as appropriate to support the Council's trial objectives.

The Supplier will be in contact with the Council to escalate any critical issues and concerns. The Supplier is expected update the Council regularly and establish quarterly meetings to assess the progress of the trial.

Pricing

The Supplier should present a proposed pricing model for the trial and proposed hire costs per journey or rental period. You may wish to include here the potential for concessionary rates (e.g. for students or job seekers).

Data sharing

The Supplier must be compliant with data access and protection requirements set by the DfT. The collection, supply and handling of data should meet the GDPR regulations. The Supplier should share the same data (as to the DfT) to the Council on regular basis to be agreed with the Council.

7 Additional Requirements

The Supplier should demonstrate how it considers sustainability within the operation of its e-scooters. This may include, but is not limited to, how e-scooters will be rebalanced and maintained, longevity of e-scooters or their post-life use, and how Suppliers employ staff.

8 Roles and Responsibilities

The Council will be responsible for monitoring the progress of the trial and will assign a point of contact from the Council to the Supplier for regular check-in meetings and reporting.

The Supplier will have full responsibility for providing, operating and maintaining the shared e-scooter fleet. The Supplier will put in place a project management team to support the trial, including a Project Manager responsible for the Redditch operations and to whom any urgent issue can be raised for rapid resolution.

9 Performance Measures

Redditch Borough Council

The Supplier must be compliant with data access and protection requirements set by the DfT. The collection, supply and handling of data should meet the GDPR regulations. The Supplier should share the same data (as to the DfT) to the Council on regular basis to be agreed with the Council, and work with the Council to supply data to answer queries as required.

The Supplier should manage the scheme locally and have the ability to remove e-scooters reported by public to the Supplier within the following timing guidelines:

- If reported between 6am-5pm: within 4 hours; and
- If reported between 5pm and 6am: by 10 am.

10 Payment Arrangements

Redditch Borough Council will not be providing any funding associated with a trial and it will be at zero net cost to the Council

11 Insurance Requirements

The Supplier shall demonstrate as part of their submission that they have £5 Million of cover per head of cover which includes:

- Employers Liability
- Public Liability
- Professional Indemnity
- Products Liability
- Motor Insurance

All certificates will be required to be presented on award of the contract.

12 Data Protection

Any data from the users of the trials shared with the Council shall be anonymised.

13 Exit

The Supplier should have a clearly defined exit strategy which covers removal of e-scooters from the operating area. At the end of the trial, the Supplier shall ensure the e-scooters are either redeployed within their own existing fleet if possible, offered for reuse or disposed in an environmentally friendly way.

In the event of recurring operational issues or persistent safety concerns, the Council may request at any time to the DfT that the DfT withdraw the licence granted to the Supplier to operate the e-scooter rental trial (subject to the prior notification to the Supplier).

14 Award / Contract Commencement

The contract with the Supplier will be signed upon the successful approval of the bid by DfT.

If awarded the contract the Supplier should not start work prior to the contract documents being signed.

15 Evaluation

The questions presented in the table below are pass /fail. Please, ensure all questions are answered. A failure to respond to any question will result in automatic disqualification from the tender.

Question		Weighting Criteria
1	Please confirm that your organisation is a DfT approved Supplier and attach evidence of this.	Pass/Fail

	In the event that you are still in the process of receiving final approval from DfT, please attach the evidence which confirms you meet their requirements. In these circumstances the Council reserves the right to contact the DfT in respect of your application if we wish to award the contract to your organisation. Please note, only Suppliers who are approved by the DfT are able to carry out these trials.	
2	Please, confirm you will bear your full costs of the e-scooter trial as the Supplier, installation, maintenance and operations of any physical infrastructure and insurance, confirming that you will seek no subsidy or financial operational support from the Council	Pass/Fail

Please complete the quality questions provided below.

Question		Page limit	Weighting Criteria
1	Please demonstrate your previous experience in design and operations of similar schemes (e-scooters or similar) and working in collaboration with public and transport authorities.	Limited to 2 sides of A4	10%
2	<p>Please outline and demonstrate how you will implement e-scooter trial in Redditch according to the requirements detailed in Specification, including but not limited to the following:</p> <ul style="list-style-type: none"> • Programme including mobilisation, trial operations and exit/demobilisation; • Provision of up to 100 e-scooters; • User compliance (how driving licences and age will be checked); • E-scooter design and specification; • Pricing model; • Use of geo-fencing; and • Ensuring safety and restrictions are considered on streets. 	Limited to 4 sides of A4	15%
3	<p>Please, describe your approach to operations and maintenance of e-scooters including but not limited to the following:</p> <ul style="list-style-type: none"> • Redistribution and rebalance of e-scooters; • Safety checks and maintenance; and • Vehicles used for re-distribution. <p>Please, describe how often, by whom and how operating activities will be implemented and monitored.</p> <p>Please outline how you will adapt your services to address hygiene implications from COVID-19. How often will an e-scooter be serviced, charged and cleaned?</p>	Limited to 4 sides of A4	15%
4	<p>Please describe your approach to parking of the e-scooters and encouraging safe parking.</p> <p>Please set out how you will manage the e-scooter service to ensure e-scooters do not contribute to street clutter or obstruct footways.</p>	Limited to 2 sides of A4	10%
5	Please set out details of the resources and personnel that you will provide to ensure delivery of this contract.	Limited to 3 sides of A4	10%

Question		Page limit	Weighting Criteria
	Please, describe numbers of staff to be involved in the scheme, their job titles, responsibility and roles, qualifications and experience, primary location of work, method of employments (full-time/part-time etc).		
6	<p>Please, describe your approach to user experience of e-scooter trial including but not limited to the following:</p> <ul style="list-style-type: none"> • Training and onboarding; • Education on safe riding and use of e-scooters; • How customer feedback will be collected and monitored; • Customer service (frequency, communication channels, operation time); and • Proposed platform and app for booking and payment. 	Limited to 3 sides of A4	15%
7	Please outline how you will promote the e-scooter trial and what marketing activities will be undertaken?	Limited to 1 side of A4	5%
8	Please set out how you will engage with the Council and share data to ensure delivery of a successful and safe e-scooter scheme. Please, explain how often, in what format and what type of data will be shared.	Limited to 1 side of A4	5%
9	<p>Please, outline the key risks associated with an e-scooter trial and describe how will you mitigate them including but not limited to the following:</p> <ul style="list-style-type: none"> • E-scooters travelling into restricted areas; • E-scooters not being parked in designated areas; • E-scooters being an obstruction on the highway; • Vandalism and theft of e-scooters; • E-scooters speeding in crowded areas; and • People using e-scooters without a driving licence. 	Limited to 2 sides of A4	10%
10	Please explain and demonstrate how you will consider sustainability within your operations.	Limited to 1 sides of A4	5%

Please, ensure all questions are answered. Failure to address all questions may result in your tender being considered non-compliant.

Please, provide responses in font size 10; the Suppliers can include diagrams and pictures. Submit as a word document (.doc) or pdf document (.pdf) as preferred. Please do not include general marketing or promotional material from your organisation as answers to any of the questions unless specifically requested to do so.

The contract will be awarded to the most economically advantageous tender (MEAT). The MEAT will be assessed by scoring the Quality (100%) of the submission. The following scoring criteria will be applied:

Score	Criteria for award
0	No response or response gives no assurance that requirements understood or will be met

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Score	Criteria for award
1	Inadequate response that gives little assurance that requirements understood or will be met
2	Significant gaps in understanding of requirements or ability to deliver
3	Minor gaps in understanding of requirements or ability to deliver
4	Response demonstrates good understanding of requirements and ability to deliver them fully

All prospective operators need to provide relevant information of any perceived or real conflicts of interest as part of their submission.

The quality evaluation process will be undertaken by a minimum of two people unless special circumstances apply who will meet and agree a single score for each element.

Part 1: Potential Contractor Information

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit Part 1.

Section 1	Potential Contractor Information	
Question number	Question	Response
1.1(a)	Full name of the potential contractor submitting the information	
1.1(b) – (i)	Registered office address (if applicable)	
1.1(b) – (ii)	Registered website address (if applicable)	
1.1(c)	Trading status: a) public limited company b) limited company c) limited liability partnership d) other partnership e) sole trader f) third sector g) other (please specify your trading status)	
1.1(d)	Date of registration in country of origin	
1.1(e)	Company registration number (if applicable)	
1.1(f)	Charity registration number (if applicable)	
1.1(g)	Head office DUNS number (if applicable)	
1.1(h)	Registered VAT number	
1.1(i) - (i)	If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
1.1(i) - (ii)	If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s)	
1.1(j) - (i)	Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	Yes <input type="checkbox"/> No <input type="checkbox"/>
1.1(j) - (ii)	If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this	
1.1(k)	Trading name(s) that will be used if successful in this procurement	
1.1(l)	Relevant classifications (state whether you fall within one of these, and if so which one) a) Voluntary Community Social Enterprise	

	(VCSE) b) Sheltered Workshop c) Public service mutual	
1.1(m)	Are you a Small, Medium or Micro Enterprise (SME)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
1.1(n)	<p>Details of Persons of Significant Control (PSC), where appropriate:</p> <ul style="list-style-type: none"> - Name: - Date of birth: - Nationality: - Country, state or part of the UK where the PSC usually lives: - Service address: - The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used): - Which conditions for being a PSC are met; <ul style="list-style-type: none"> - Over 25% up to (and including) 50%, - More than 50% and less than 75%, - 75% or more <p>(Please enter N/A if not applicable)</p>	
1.1(o)	<p>Details of immediate parent company:</p> <ul style="list-style-type: none"> - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) <p>(Please enter N/A if not applicable)</p>	
1.1(p)	<p>Details of ultimate parent company:</p> <ul style="list-style-type: none"> - Full name of the ultimate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) <p>(Please enter N/A if not applicable)</p>	

Please provide the following information about your approach to this procurement:

Question number	Question	Response																																																												
1.2(a) - (i)	Are you bidding as the lead contact for a group of economic operators?	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>If yes, please provide details listed in questions 1.2(a) (ii), (a) (iii) and to 1.2(b) (i), (b) (ii), 1.3, Section 2 and 3.</p> <p>If no, and you are a supporting bidder please provide the name of your group at 1.2(a) (ii) for reference purposes, and complete 1.3, Section 2 and 3.</p>																																																												
1.2(a) - (ii)	Name of group of economic operators (if applicable)																																																													
1.2(a) - (iii)	Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.																																																													
1.2(b) - (i)	Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>																																																												
1.2(b) - (ii)	<p>If you responded yes to 1.2(b)-(i) please provide additional details for each sub-contractor in the following table: we may ask them to complete this form as well.</p> <table border="1"> <tbody> <tr> <td>Name</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>Registered address</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>Trading status</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>Company registration number</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>Head Office DUNS number (if applicable)</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>Registered VAT number</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>Type of organisation</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>SME (Yes/No)</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>The approximate % of contractual obligations assigned to each sub-contractor</td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table>		Name						Registered address						Trading status						Company registration number						Head Office DUNS number (if applicable)						Registered VAT number						Type of organisation						SME (Yes/No)						The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables						The approximate % of contractual obligations assigned to each sub-contractor					
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Contact details and declaration

I declare that to the best of my knowledge the answers submitted, and information contained in this document are correct and accurate

I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document

I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement

I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section

I am aware of the consequences of serious misrepresentation.

Section 1	Contact details and declaration	
Question number	Question	Response
1.3(a)	Contact name	
1.3(b)	Name of organisation	
1.3(c)	Role in organisation	
1.3(d)	Phone number	
1.3(e)	E-mail address	
1.3(f)	Postal address	
1.3(g)	Signature (electronic is acceptable)	
1.3(h)	Date	