

EV00006697 Response to Questions 5/14/2019

Appendix B

Can locations fulfill more than one defined zone? Example: 16 Hamlet Street is considered in zones **B**. Lowering personal car ownership in high car/low mileage areas, **D**. Filling transit gaps, **E**. Supporting main street zones.

Answer: For the purpose of meeting the requirement of locating in other zones for a request of a space in the Downtown Core and/or Seaport District, a location can fulfill one defined zone. For example, 16 Hamlet Street could fulfill either B, D or E, but not all three. Outside of this requirement, it may be beneficial to note that a location exists in more than one zone.

Appendix D

On-Street Markings #5- Is company logo authorized to be in color, or must it be in white to match "DriveBoston Parking Only" text?

Answer: The logo can be either in color or white. Installation of signage and thermoplastic markings is done so at the cost of the CSO by the City of Boston. The cost for color thermoplastic markings will be higher than white thermoplastic markings. For the pilot program the cost was \$110 for color and \$90 for white per licensed space. The cost for this program is yet to be determined and may or may not be higher.

Will the City of Boston authorize CSO's to install plastic delineators at painted corner edges of on-street parking boxes to enhance adherence to parking restrictions?

Answer: While vertical delineators are not part of the current markings and signage plan, the City will work with CSOs to experiment with this type of application in problematic locations with high levels of illegal parking activity.

RFP Document

2.1 Project Overview

Will the City consider the addition of 2 (two) renewal terms of 1 (one) year each, if mutually agreed upon, at the conclusion of the 36 months?

Answer: The City's standard maximum term is 36 months for this type of contract. It is highly likely the program will continue beyond the 36 month term through the issuance of an RFP or established permitting process.

2.3 Schedule of Events

Will the City of Boston consider extending the deadline for bid submission to accommodate the number of questions in response to the RFP? Three days following posting of answers does not provide adequate time for complete evaluation.

Answer: The May 17, Noon deadline for submissions was put in place to ensure enough time for the City to review responses and begin implementing a program by June 16, 2019. With that said, the City will agree to extend the submission deadline to May 17, 5:00pm EST. The City will work with respondents on choosing locations and other issues that may need addressing after the submission deadline. In your response, please note any items that will need to be considered post submission date.

4.1 CSO Eligibility

Please confirm that in order to be eligible, CSOs' must own and maintain "a network of at least one hundred (100) motor vehicles."

Answer: There is no specific requirement that a CSO own and maintain vehicles so long as they meet all requirements listed in the RFP.

4.3 License Terms- Car Share Operations

Can Car Share Vehicles be made available for reservation by members at both hourly and daily pricing options?

Answer: The City is open to the practice of discounted daily rates for certain types of reservations that CSOs believe are useful (overnight rentals for example). The City would like details on how the CSO intends to ensure that cars are still available to users who want them for short-term rentals and reports on this usage at locations.

Please confirm that rates for reservations may vary by time and/or distance.

Answer: Rates for reservations may vary by time and/or distance.

Will the City amend this language to include the development of an erroneous ticket process that enables CSOs to contest parking violations issued in error, rather than being held responsible for payment?

Answer: The City will amend the language as follows: 'Any parking violations issued to Car Share Vehicles must be paid in full by the CSO upon notification of the violation to the CSO unless the violation is being appealed. The CSO may appeal any parking violation it feels was issued in error. The appeal process can be found at <https://www.boston.gov/departments/parking-clerk/how-appeal-parking-ticket>. If the appeal is denied the violation must be paid in full by the CSO upon notification of the denied appeal.' This City is open to working with CSOs to improve upon this process.

If the installation of signage must be done at the expense of the CSO, will the City provide rate information and options in advance of authorizing work? Will the City commit to a pre-determined cost structure for these installations?

Answer. Yes. The City will update the rate information provided during the pilot program to reflect any changes in costs. The City will commit to a cost structure that will not change for the term of the agreement.

Is there a formal process in place for CSO's to request a reduction or relocation of dedicated spaces?

Answer: CSOs may request a reduction or relocation of a dedicated space if the utilization rate drops below 20%. Requests can be made twice per year, in June and December and must be in writing. The CSO will be responsible for all costs related to signage and markings removal and/or installation. Reduction and/or relocation of spaces must meet all requirements detailed in the RFP. CSOs will make the request to the program manager. A request for reduction/relocation form will be provided to the CSO.

If CSO request to reduce dedicated spaces is approved by the city, will the CSO still be required to pay a fee for spaces no longer in use?

Answer: If the City approves a CSO's request to reduce space, the CSO will not be responsible for paying a fee for spaces that have been requested to be reduced and are no longer in use. The payment schedule of every six months is in line with the schedule to request for reduction/relocations of every six months. The CSO is responsible for all costs related to signage and markings removal and/or installation.

In the case of construction necessitating the long-term removal and installation of new signage, what are the specific circumstances in which the City would not be able to coordinate payment of costs? If direct payment to the CSO is not possible, can the CSO deduct the payment due amount from the next payment made to the City?

Answer: The City will coordinate between the CSO and the contractor to the best of its ability, however it is recognized that circumstances may arise where this may not be possible. In this instance the City will allow the CSO to deduct the cost of removing and/or relocating a space from the next payment made to the City.

4.4 Fleet Maintenance

Can you confirm that the city is flexible on specific type or style of company logo or markings, so long as they are prominently displayed on both driver and passenger side of vehicles?

Answer: The type and style of logo displayed on the vehicle should be similar to the logo displayed on signage and pavement markings associated with the licensed space.

4.5 Data Collection & Information Sharing

Will the City accept a modification of data sharing terms to reflect a standard protocol of quarterly data sharing?

Answer: The City would be open to negotiating quarterly reporting on various metrics, particularly with access to an API or dashboard feature.

As part of a roundtrip carsharing model, rebalancing vehicles is not a practice used to balance fleet locations. Can the City please confirm what relocation data it is requesting?

Answer: This data point is only being requested if relevant to the CSO's operations.

Will the city accept proposals from operators with a modified list of data points to be shared, in order to protect member data privacy?

Answer: The City would be open to negotiating a modified list of data points. We expect that information will be anonymized and aggregated in a way to protect user's privacy. The City strongly requests that CSOs do not provide personally identifiable information.

Current existing partnership agreements exist in the region and dictate survey schedules and methodologies, superseding a new, proposed survey as proposed by the City of Boston. In order to ensure consistency of historical data collection, bidder will not be able to issue a new survey, but existing survey provides all data as scoped in the RFP.

Answer: The City would be open to utilizing data from an existing survey so long as it meets the requirements detailed in the RFP.

5.2 Dedicated Parking Permits- Definition

Is the maximum of thirty (30) dedicated spaces in the Downtown Core and Seaport for all CSOs, or a per CSO limit?

Answer: For all CSOs. There is no limit to the number (up to 30) a CSO may request.

In order to maximize adherence with posted parking regulations, will the City ensure that operators are not issued neighboring spaces on street or in municipal lots?

Answer: More than one operator may be issued neighboring spaces on municipal lots, though efforts can be made to separate spaces if the City finds adequate spacing to do so. The City will not issue licenses to more than one operator for neighboring on-street spaces.

Instead of issuing a single physical permit for each individual vehicle, will the City consider the creation of a virtual permit process? This process would allow for specific vehicle moves/changes/maintenance to be accommodated within the on-street fleet.

Answer: The City would be open to discussing a virtual permitting process.

Is there a map that outlines daily street cleaning?

Answer: The street sweeping data can be found here with a column to filter for everyday street sweeping:

<https://data.boston.gov/dataset/street-sweeping-schedules/resource/9fdbdcad-67c8-4b23-b6ec-861e77d56227>

5.4.1 Your Organization & Your Team

Please acknowledge that this bidder is a subsidiary of a publicly traded company, and all of its financial statements are made publicly available in accordance with stakeholder and SEC regulations. They will not be provided as part of a bid package.

Answer: Acknowledged.

5.4.5 Insight for the City- DATA

Will operators who commit to a good faith effort within year one to develop APIs for sharing access to certain data be considered highly advantageous?

Answer: To be considered highly advantageous based on this point, the offeror must be able to provide useful and regular reports about the system and raw data via and API at time of submission.

5.4.6 Operations

What is the best line of communication for CSO users to report a non-CSO vehicle parked in spaces to the City?

Answer: The driver should call 311 and report a non-CSO vehicle parked in the space and identify the CSO vehicle that will be parked nearby. The driver should then park the vehicle in a nearby legal parking space and notify the CSO operator of the vehicle's location.

Once reported, what is the turnaround time for a non-CSO vehicle to be ticketed & towed?

Answer: The service level agreement from the City for illegally parked vehicles in on-street spaces is variable based upon time of day and day of the week. Municipal lot

spaces are handled through a private tow contract with more consistent response due to the nature of the locations.

Can CSO use private tow vendor to remove non-CSO vehicle from space? If yes, does this need to be reported to the City first?

Answer: CSOs are not permitted to use a private tow vendor for illegal parking in on-street spaces. For municipal lot locations, the City will work with CSOs to identify a tow partner. During the DriveBoston pilot, CSO used ATS towing in the majority of municipal lot locations.

Is the City willing/able to actively ticket & tow non-CSO vehicles in CSO spaces that are not reported?

Answer: The City is able to issue violations and conduct enforcement activities for illegally parked vehicles based upon the posted regulation.

If CSO user must park in alternate on-street space due to non-CSO vehicle in space, does the city have ability to not ticket CSO vehicle by verifying license plate through database system?

Answer: The driver should call 311 and report a non-CSO vehicle parked in the space and identify the CSO vehicle that will be parked nearby. The driver should then park the vehicle in a nearby legal parking space and notify the CSO operator of the vehicle's location. There is the possibility that a vehicle may be ticketed the CSO should appeal the ticket. The City is willing to work with the CSO on improving this process.

Can additional signage be included to inform CSO users who to call to report non-CSO vehicle in space?

Answer: The City will not be adding additional signage in an attempt to reduce sign clutter. We will work with CSO to establish clear protocols for users to engage with CSO customer service and the City's 311 system.

If CSO does not place vehicles in Daily Overnight Street Cleaning Zones, and takes on the responsibility for cleaning all on-street spaces, why (or when) would a CSO be required to move vehicles for street cleaning?

Answer: The CSO would not be required to relocate vehicles for street cleaning unless it is unable to meet the requirement of cleaning the space at minimum every two weeks between March 1 and November 30, and as reasonably requested by the City.

5.4.7 Space Request

Do spaces within a short distance (1-2 blocks) of the blue shaded Main St Zones qualify as zone E. Supporting Main St Zones?

Answer: The City is open to discussing space locations as it relates to geographic goals.

Is there a resource for finding the current relevant parking restrictions of each space?

Answer: The best way to determine current relevant parking restrictions is to visit the space and note existing regulatory signage.

6.1.2 Membership Services

Can a bidder be deemed Highly Advantageous if all specifications except for number of languages offered are met?

Answer: The City would make a determination based on the bidder's response. Meeting all specifications with the exception a variety of languages offered would not necessarily preclude a bidder from being considered Highly Advantageous.

6.1.5 Operations & Branding Plan

Can a bidder be deemed Highly Advantageous if all specifications except for payment of violations within 24 hours are met?

Answer: The City would make a determination based on the bidder's response. Meeting all specifications with the exception of payment of violations within 24 hours would not necessarily preclude a bidder from being considered Highly Advantageous.

Can the City update this language to reflect the exception of payment for erroneous tickets?

Answer: The City will amend the language as follows: 'Offeror will pay each ticket its cars receive within 24 hours of notification of violation or notification of an appeal denial.'

6.2 Dedicated Parking Permits – Process for Awarding Spaces

Is the city open to a process of resolving conflicts with multiple requests for same locations to be not driven by "random lottery" but instead take into account a vendor's comparative evaluation criteria, with preference given to more highly advantageous bidders?

Answer: BTD wants to be neutral in the allocation of space so as not to give favor to one CSO over another. For this purpose a random lottery will be conducted for locations where more than one CSO makes a request. If a CSO loses the lottery, it may propose an alternative location. There is nothing precluding a CSO from requesting a location near to the space that was lost in the lottery, so long as it is not on the same block or municipal lot if all spaces have been accounted for.

Additional Questions

Are Boston Police responsible for enforcement? Will they issue tickets to illegally parked private vehicles parked in car share spaces?

Answer: City of Boston Traffic and Parking regulations Article X, Section 2.2.a state: "2. Specific Prohibitions-Tow Zones: a. No driver shall stop, stand, or park a vehicle in any of the following places: In an area where at least one (1) official traffic sign bearing the legend "Tow Zone" is installed. " Thus allowing the City of Boston Transportation Department to ticket and tow vehicles parked from locations signed in this way and for the Boston Police Department to direct a private tow company under BPD supervision to tow from these locations. In short, BTD and private tow companies directed by BPD can tow from locations with the Drive Boston sign.

What are expectations related to press announcements and service launches?

Answer: The City is looking for partners willing to assist in public education on car-sharing and mobility options, which may entail press announcements and launch events

Will bidder questions be published with attribution?

Answer: The bidder's questions will be published with no identifiable information as to the bidder.

As far as pricing, do you have any price guidance or restriction?

Answer: As the operator of the carshare service it is up to you to decide on a price structure that works for your business model.

What is the minimum of licenses that the city will allocate to Vehicle Share program per vendor?

Answer: There is no minimum of licenses the city will allocate. Note Section 5.2 CSO must have private spaces or plans to install private spaces in the City before occupying any dedicated public spaces and Section 6.1 Evaluation Criteria

As far as the technology (apps) which riders will use to schedule the rental, will the city provide a platform for all the vendors? Or is each vendor responsible to provide or purchase it's own platform?

Answer: Each vendor is responsible to provide or purchase its own platform.