



# PA12.1 Attachment 2

ATTACHMENT #2

## ATTACHMENT #2. BIKE SHARE RFP 20190821 PROPONENT QUESTIONS & TPA RESPONSES

### Addendums for Bike Share RFP 20190821

Question #	Question	Response
<b>Addendum 1</b>		<b>Issued Sept 4/19</b>
1	Is TPA requiring the selected company to operate the bike share system using PBSC equipment exclusively, with the possible exception of repair parts produced by other companies, during the term of the agreement?	Yes, as per the PBSC agreement that is effective until March 22, 2021, PBSC equipment must be used, with the exception of parts as explained in section 3.1.1 page 17 of the RFP. Any contemplated system expansion must be fully integrated with PBSC software and equipment. It must also be sustainable.
2	During the term of the agreement, is replacing any of the PBSC equipment (docks, bikes, software) with the equipment of the selected company or a third party's equipment an eligible strategy?	The PBSC agreement is effective until March 22, 2021. The PBSC equipment must be used until the contract expires, at which point the TPA can make such a decision.
3	During the term of the agreement, is expanding the bike share system with the equipment (docks, bikes, software) of the selected company or a third party's equipment an eligible strategy?	The PBSC agreement is effective until March 22, 2021. The PBSC equipment must be used until the contract expires, at which point the TPA can make such a decision.
<b>Addendum 2</b>		<b>Issued Sept 13/19</b>
1	Will the Operator or TPA pay the software fees for PBSC? If the Operator, what are those fees?	The operator pays the monthly software license fee of \$95 per Kiosk to PBSC.
2	How many station moves happened in 2018 and 2019?	A station move includes removal and reassembly: <ul style="list-style-type: none"> <li>• 30 station moves in 2018, and</li> <li>• 30 stations moves in 2019 (to date)</li> </ul>



3	What permits are required to place stations? Is it the Operator's responsibility to obtain those permits, do site plans and pay associated costs? If so, what are the associated costs?	It is the TPA's responsibility for planning locations and for meeting any permits / requirements that the City of Toronto has.
4	For stations placed on private property, are agreements with the property owner between TPA and the property owner or between the Operator and the property owner? Is it the Operator's responsibility to negotiate those agreements?	It is the TPA's responsibility for planning locations and negotiating agreements for stations placed on private property.
5	Are the current facilities and vehicles owned by TPA or the current Operator?	The current Operator owns or rents all the vehicles and holds the lease for 55 Magnificent Rd (approx. 2,600'). The TPA owns the other properties, for example: 138 Hamilton St ( approx. 3,000') and 21 Connell.
6	Is there a requirement for the current Operator to cooperate with a transition to a new operator if they are not chosen? Will they transfer ownership of facilities and vehicles in a cooperative manner, if necessary?	The current operator is not required to transfer any of its property including facilities, vehicles, tools or spare parts as part of a transition to a new operator. However, the current operator has agreed to negotiate in good faith with a new operator to transfer it's facility lease and sell some or all of it's property including vehicles, tools and spare parts if there is mutual interest and they are compensated fair market value.
7	In Section 3.1.1 on the RFP, it states that the Operator is responsible for collecting the \$1200 bike replacement fee from the rider. If the rider's credit card cannot be charged for that much, will TPA cover the difference or is it the Operator's responsibility to cover the difference? What has been the rate of bike	The Operator is responsible for collecting the \$1200 bike replacement fee.  The Operator is responsible for buying a replacement bike because of theft or missing or vandalism.



	theft to date in Bike Share Toronto? What is the replacement cost of the bike from PBSC?	<p>The cost for a bike is \$1,090 + shipping from PBSC.</p> <p>The rate of theft, missing or vandalised bikes is about 5 per year.</p>																									
8	Please provide ridership and member numbers to date, with a breakdown of members and walk-up riders, per year, including number of bikes and stations. This will help with a maintenance estimate.	<table border="1"> <thead> <tr> <th></th> <th>2018</th> <th>2019 (YTD. Sept 9)</th> </tr> </thead> <tbody> <tr> <td>Total Rides</td> <td>1,971,671</td> <td>1,742,603</td> </tr> <tr> <td>Annual Memberships sold</td> <td>15,000</td> <td>14,500</td> </tr> <tr> <td>Casual Memberships sold</td> <td>126,000</td> <td>155,635</td> </tr> <tr> <td>Annual Member rides</td> <td>1,604,261</td> <td>1,353,565</td> </tr> <tr> <td>Casual Member rides</td> <td>367,410</td> <td>389,038</td> </tr> <tr> <td>Number of stations</td> <td>360</td> <td>465</td> </tr> <tr> <td>Number of Bikes</td> <td>3,750</td> <td>5,000</td> </tr> </tbody> </table>			2018	2019 (YTD. Sept 9)	Total Rides	1,971,671	1,742,603	Annual Memberships sold	15,000	14,500	Casual Memberships sold	126,000	155,635	Annual Member rides	1,604,261	1,353,565	Casual Member rides	367,410	389,038	Number of stations	360	465	Number of Bikes	3,750	5,000
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9	It was mentioned in the meeting that all card readers will be replaced with CHIP and PIN readers this year. Is this cost being covered by TPA?	Yes, as part of the 2019 expansion budget the TPA is paying for the new card readers required for EMV.																									
<b>Addendum 3</b>		<b>Issued Sept 16/19</b>																									
1	Would the TPA consider a proposal to operate the system that includes a transition of existing hardware and software?	The PBSC agreement is effective until March 22, 2021. The PBSC equipment must be used until the contract expires, at which point options and opportunities may be considered.																									



2	The RFP states that the term of the agreement will commence in January 2020. Would the TPA consider a proposal that commences service in Spring 2020?	Transition to a potential new operator to be scheduled as required.
<b>Addendum 4</b>		<b>Issued Sept 18/19</b>
1	<p>I have a clarification question regarding the Bike Share Toronto RFP that relates to a possible typo. I realize that the designated question period has closed but given the nature of this question, I would like to reach out. I will understand if an answer cannot be provided.</p> <p>My question is regarding the submission deadline of FORM 1. On the first page of the RFP the <i>Schedule of Events</i> shows that the RFP response deadline is Sept 27 and does not recognize a unique deadline for FORM 1; however, in Appendix C on page 54, the title denotes that it is due on September 20.</p> <p>Can you please confirm if FORM 1 does have a deadline of Sept 20 while the rest of the RFP response is due Sept 27 or if this is an error?</p>	The FORM 1 should have indicated a deadline of Sept 27