

SEMPP 2026 Solicitation Questions
City Response
May 6, 2026

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

The selection committee represents the following departments/entities: Transportation, Office of Economic Development, 311, Office of Energy and Sustainable Development, and the University of California.

2. How do you intend to notify bidders of the City's decision? Will both the selected operator(s) and those not selected be notified at the same time? If so, how?

All applicants will be notified of the City's decision regarding their respective applications via email from the sharedmobility@berkeleyca.gov email address.

3. How will the City handle abnormally low rider pricing proposals, which may represent financially unsustainable commitments?

The City does not directly assess eligibility based on an individual company's financial model. Proposals will be assessed on the likelihood an applicant is able to meet stated standards based on the written proposal.

4. How will the Affordability section be evaluated? Will lower prices be awarded more points?

As one of the SEMPP principles, Affordability will be rated on a scale from 1 to 10. Points will contribute to determining applicant eligibility. See response to Question 9 for additional detail on the scoring process.

5. Does the City anticipate a period of contract negotiation after award?

Under specific circumstances, the City may be amendable to reviewing permit agreement language. However, the City does not expect to negotiate major clauses in the SEMPP terms and conditions.

6. How does the City intend to evaluate applications received from the same company or subsidiaries operating under different names? Would such applicants be eligible for one or two permits?

No Operator shall submit more than one application. Entities that share common ownership, management, financial interest, or operational control shall be considered a single Operator for purposes of this requirement. The City reserves the right to determine, in its sole discretion, whether entities are affiliated. Any attempt to circumvent this limitation through the use of multiple or related entities may result in disqualification of all associated applications.

7. How does the City intend to evaluate current operators versus new applicants?

The same scoring criteria will be used to evaluate all applicants.

8. What is the purpose of the unscored vehicle inspection? How will performance at the demo impact evaluation?

The purpose of the vehicle inspection is to validate the vehicle descriptions submitted as part of the application. A vehicle inspection will be scheduled after permit award but prior to permit execution.

9. What is the maximum total possible score for the permit? Is the minimum required total score of 70 based on an aggregate score out of 80 or a 70% threshold?

An initial assessment will determine permit eligibility based on the eight (8) program principles. An application will be scored on each principle on a scale from 1 to 10, for a total score out of 80. If an applicant receives a score of 70 or greater on this initial assessment, the applicant will then be assessed on how well it responds to each of the application questions. The maximum number of points an application can receive based on application question responses is 150 points.

10. Now that SB 1271 is in effect in California, how does the City of Berkeley plan to complete the due diligence of fully validating the required safety certifications of potential vendors? Will the city validate through third-party or directly through UL based upon the test reports and certificate numbers?

Upon request by the City, permitted shared e-scooter Operators shall provide a true and accurate copy of the test reports and certificate numbers issued by the accredited testing laboratory for each permitted device.

11. Question B.6 - Can the City clarify what is meant by “Would your service area apply to where users are allowed to deposit scooters?”

The question can be reframed as: “Does your proposed service area encompass all areas users are allowed to park scooters?”

12. Question E.5 - Can the City clarify what is meant by “What fleet size is needed to maintain a given number of active scooters?”

There is an understanding that not all permitted scooters will be active and available for rental at the same time due to incidents that require a scooter to become unavailable for rental, such as regular maintenance and repairs. The question can be reframed as: “What percent of a total permitted fleet is typically active at any given time?”

13. Would the City allow the full text of the Company’s Privacy Policy and User Agreement Policy to be submitted as an Appendix that does not count against the 30-page limitation?

Per Section N Additional Attachments of the application question section, applicants should provide the full text of the company’s privacy policy and user agreement policy for review. These additional attachments will not count against the 30-page application limit.

14. Could the City provide a GIS file (shapefile) of the City’s equity priority communities?

The City’s equity priority communities shapefile can be obtained by processing the Metropolitan Transportation Commission’s (MTC) Equity Priority Communities feature layer and the Alameda County Cities feature. Both layers can be found at the links below.

[MTC feature layer: Equity Priority Communities - Plan Bay Area 2050 | Metropolitan Transportation Commission](#)

[Alameda County feature layer: Cities | Alameda County Open Data Hub](#)

15. The RFP organizes responses into Sections A through M, but the scoring criteria lists 8 principles. Can you clarify how the evaluation committee maps the application sections to the 8 scoring principles? Will the City apply any additional criteria, weighting factors (Additional % Bump in Score), or percentage adjustments to any principle's score?

See response to Question 9 above. The City will not apply any additional criteria, weighting factors or percentage adjustments to any portion of the assessment.

16. Section H(6) asks applicants to provide references and contacts for other North American cities in which they operate. How many city references the City expects applicants to include?

Applicants should include as many city references as they see fit.

17. Could you clarify the meaning of, or provide more context for, the following question in Section B(6): "Would your service area apply to where users are allowed to deposit scooters?"

See response to Question 11 above.

18. Will appendices and letters of support be reviewed?

The only materials outside of the 30-page application limit that will be reviewed are those listed in Section (N) Additional Attachments of the application questions section.

19. Can the City share who will be on the scoring committee?

See response to Question 1 above.

20. Can the city define a regulatory enforcement actions?

A regulatory enforcement action is defined as any formal step taken by a government agency or authorized body to compel compliance with municipal or state laws, regulations, or administrative requirements.

21. How does the City apply and enforce the ADA (2-hour) and non-ADA (3-hour) response timelines in practice, particularly for complaints received overnight or outside standard operating hours?

The City specifically tracks Operator resolution times for complaints that are submitted through the City's internal system using email time stamps. Complaints should be emailed directly to the Operator's Berkeley-specific customer service email with the City's sharedmobility@berkeleyca.gov email copied. Sections (J)(14)-(15) of the SEMPP terms and conditions outline the specifics of enforcement. Section (J)(12)(ii) describes how the City shall track complaints submitted overnight.

22. How does the City evaluate compliance with the 72-hour parking limit in practice, particularly where devices are located in designated parking areas or zones?

The City will implement spatial exemptions for areas designated parking zones using MDS data processed by its data aggregator service provider.