



CITY OF AUSTIN, TEXAS
Austin Transportation
Department
REQUEST FOR INFORMATION (RFI)
COVER SHEET

DATE ISSUED: February 9, 2018

RESPONSE DEADLINE:

****Responses will be accepted and considered on a rolling basis until August 3, 2018. However, interested parties are advised to submit responses as soon as their technology is viable.**

**CONTACT THE FOLLOWING
PERSON WITH ANY QUESTIONS:**

Kirk Scanlon
Business Process Consultant, Sr.
Phone: (512) 974-1504
E-Mail: Kirk.Scanlon@austintexas.gov

<p>SUBMIT YOUR RESPONSE VIA EMAIL TO: Kirk.Scanlon@austintexas.gov</p>
--

Request for Information (RFI)
Personal Delivery Device Pilot
Transportation Department

1. PURPOSE

The City of Austin- Austin Transportation Department (ATD) is interested in exploring existing and new capabilities of commercially available Personal Delivery Devices (PDDs), specifically information on device capabilities, features, and required infrastructure. ATD is issuing this Request for Information to determine the marketplace's interest in and the feasibility of PDDs to operate safely and efficiently within the City. The City wishes to work with partners for the purposes of: (a) jointly introducing the community to PDD technologies, (b) learning specifically about PDD technology in relation to the resident experience, (c) sharing and developing best practices to facilitate future deployments of disruptive technologies, like PDDs.

This RFI is issued solely for information and to identify qualified Responders willing to enter into a partnership with the City for a Pilot Project. The City defines a Pilot Project as a partnership between the City and a Responder that is temporary, with no money exchange, and is beneficial to both parties. The RFI and any subsequent responses submitted to the City do not constitute a business or relationship between the Respondent and the City. All responses must meet baseline qualifications as described in City Council Resolution 20170810-012.

2. BACKGROUND

In August 2017, the Austin City Council approved Resolution No. 20170810-012, which directed the Austin Transportation Department to develop an RFI for deployment of a PDD pilot. This Resolution dictates the baseline terms for safety, operations, and performance that will govern any potential PDD pilot. Please be sure to review [the Resolution](#) carefully to understand the expectations of the Austin Transportation Department and the Austin City Council. A copy of this Resolution is attached to this RFI.

3. EQUITY AND ACCESS

- A. The City remains committed to finding new, effective ways to provide services to historically underserved areas and populations within Austin. To that end, the City would like Respondents to explore and discuss ways in which PDD technology could improve access to goods and services for residents in underserved areas.

The City highly encourages Respondents -- in development of their response to this challenge -- to conduct their own research, put forth their own ideas, and be as creative as possible to identify equity-focused use-cases that address major issues facing our community such as access to healthy food, educational materials, and medical equipment and supplies.

- B. To help Respondents identify traditionally underserved areas of the City, below is a list of several high-density, low-income areas of Austin. This list is not exhaustive and Respondents should feel free to incorporate other locations in their response when providing information related to equity and access.

A map highlighting these underserved areas is included as an attachment to this RFI.

- i. Near Huston-Tillotson University (78702 zip code)
- ii. East Riverside Drive (78741 zip code)
- iii. Near Martin Luther King, Jr. MetroRail Station (78702 zip code)
- iv. Intersection of Pleasant Valley Road and 7th Street (78702 zip code)
- v. East Rundberg Lane (78753 zip code)
- vi. Dove Springs (78744 zip code)

4. **SUMMARY OF REQUEST**

Responses should include the following information:

A. Summary of Pilot Concept

- i. General description and scope of the concept
- ii. Number of PDDs to be deployed
- iii. Days/hours of operation

B. Detailed Description of Capabilities and Features

- i. Safety features
- ii. Remote operation and monitoring capabilities
- iii. Loss of communication protocol
- iv. Ability to follow traffic control devices, markers, or restrictions
- v. Mapping capabilities
- vi. Anti-theft features
- vii. Battery life and PDD range
- viii. Maximum speed
- ix. Weight of PDDs, excluding cargo

C. Projected Launch Time and Length of Pilot

D. Proposed Locations

- i. General locations, boundaries, routes, etc.

E. Equity and Access Considerations

- i. General description of PDDs ability to provide goods and services to underserved areas
- ii. PDDs' ability to navigate broken or non-contiguous sidewalks and curbs
- iii. Description of equity-focused use cases for PDDs, applicable to Austin

F. Ability to Share Data with the City, such as:

- i. PDD incidents with vehicles, pedestrians, animals, etc.
- ii. Theft attempts, vandalism, external breaches of security systems, etc.
- iii. Origin and destination data
- iv. Number of trips and total deliveries
- v. Customer comments and satisfaction data
- vi. Physical condition of sidewalks and barriers to accessibility

- vii. Other data that could be mutually agreed upon by the parties involved

G. Insurance, Indemnity, and Risk

- i. Ability to carry \$1 million or more of general liability insurance
- ii. Ability to indemnify the City of Austin
- iii. Issue Resolution Plan & Procedure

H. Human Operations

- i. Names of human handlers/ambassadors to the public
- ii. Customer service operations, phone numbers, and email addresses
- iii. Marketing and public relations plan and customer engagement/experience

5. MINIMUM QUALIFICATIONS

the terms and conditions set forth in City Council Resolution No. 20170810-012 (Exhibit A: Attachment) constitute the minimum qualifications for consideration to participate in any potential PDD pilot.

6. RESPONSE PREPARATION

Please follow the following document structure for responses:

A. Section 1 - Company Information

Names of company owners, business address, and full contact information.

B. Section 2 – Information about the Services and/or Products Offered

In this section, provide information, specifications, and capabilities for the PDDs and its technology, as well as any sales and marketing literature, white papers, endorsements, client recommendations you feel appropriate. Of particular interest, would be information about the capabilities to address equity and access as noted in item 3 above.

C. Section 3 – Infrastructure and Personnel Needs

Present here PDD infrastructure needs, including charging infrastructure and maintenance facilities. Also include, information regarding human operators, monitors, and ambassadors as well as customer service representatives, as outlined in item 4, subsection B and H, above.

D. Section 4 – Locations and Expected Launch of Operations

Provide potential locations and timeframe of a proposed launch of operations. Include any information of a similar implementation with a similar degree of difficulty. (please note: proposed projects in response to this RFI are not binding on either the City or any respondent (See Section 6 below)).

E. Section 5 – Equity and Access

Provide ideas and discussion related to equity-focused uses for PDDs, specific to Austin. Also include discussion on the Respondent's willingness to operate in underserved areas and what business rules would be required, if any.

F. Section 6 – Insurance, Indemnity, and Risk

Please provide information regarding the Respondent's ability and willingness to carry the appropriate insurance coverage, as outlined in the City Council Resolution. Also provide information on insurance policies used by the Respondent in previous tests and/or pilots, if applicable. Please include information concerning the Respondent's ability to indemnify the City of Austin as well as provide an Issue Resolution Plan & Procedure.

G. Section 7 – Other/Additional Materials

Please provide any other materials, suggestions, and discussion that you deem appropriate.

H. Section 8 – Interview and Demonstration

The City may request Responders attend, in person an informational interview with City staff. The City may also request that Respondents bring a PDD to the interview for the purposes of conducting a demonstration of the technology.

7. DISCLAIMER

This RFI is issued solely for information and planning purposes only and does not constitute a solicitation for purchase. Any information submitted in response to this RFI will be considered to be public. . Responses to the RFI will not be returned. Responders are solely responsible for all expenses associated with responding to this RFI.

Neither the information provided in response to this RFI nor the partner selection process itself will be deemed to have created a commitment of any type on behalf of the City. Participation in this or any pilot program with the City does not guarantee that the Partner will be selected for a future contract. Selection of any Respondent(s) for participation in any aspect of this pilot project is at the sole discretion of the Director of Transportation or his designee, and will be based on the ability to meet overall the goals of the pilot program. The City reserves the right to hold open the RFI as long as necessary to meet these goal and, in the alternative, to eliminate the pilot program RFI or proposal process at any time.

Exhibit A
City Council Resolution 20170810-012

RESOLUTION NO. 20170810-012

WHEREAS, Austin is recognized as an innovative and technologically forward city. Austin has seen disruptive technologies enter our local market and further technology disruptions are anticipated. Experience suggests that the best strategy for addressing the anticipated disruption is to seek an accelerated adoption of the new technology while maintaining opportunities for competition. This will allow Austin to better shape the characteristics of how the new technologies interact with our community to meet pressing urban needs; and

WHEREAS, this action authorizes a pilot program for use of electric powered **Personal Delivery robotic Devices (PDD)** on City sidewalks, pedestrian ways and crosswalks; and

WHEREAS, this resolution allows the City Traffic Engineer, who is currently the Director of the Austin Transportation Department, to consider both unsolicited proposals from PDD operators as well as allowing a City-led request for interest in a pilot deployment. Pilots are envisioned as partnerships between the City and a private technology provider. No fees or exchange of monetary services are anticipated as part of the pilot. To participate, technology companies are expected to provide reasonable data as may be requested by the City Traffic Engineer and to adhere to geographic and operational restrictions set by the City Traffic Engineer. The Urban Transportation Commission shall be consulted by the City Traffic Engineer prior to the initiation of a pilot; and

WHEREAS, a “personal delivery device” or “PDD” for purposes of the pilot program, is an electrically powered device that is (i) only operated on City of Austin owned sidewalks, crosswalks and paved pedestrian ways; (ii) intended

primarily for use in transporting property and related services; (iii) weighs up to 300 pounds, excluding cargo (similar to specifications for personal assistive mobility devices, i.e., motorized wheelchairs); (iv) has a maximum speed of 10 miles per hour; and (v) is equipped with technology that is capable of operating the device with or without the active control or monitoring of a natural person in proximity of the device. It is expressly declared to NOT be a motor vehicle and therefore is not authorized to operate upon the street within the vehicle way, except as allowed at marked and unmarked crosswalks as defined by the Texas Motor Vehicle Code; and

WHEREAS, a PDD Operator is the entity responsible for the operating system or person responsible for directing or driving a PDD under normal operating conditions, or the individual/entity responsible for taking control of the PDD when an unrecognized condition is encountered; and

WHEREAS, it is anticipated that the State may take interest in Personal Delivery Devices in a future legislative cycle, and information from the City's pilot program might be informative in any state-level discussions; **NOW, THEREFORE**,

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:

Personal Delivery Devices (PDD) will operate as a part of a planned pilot program within the City of Austin under the following restrictions and requirements as recommended by the City Traffic Engineer. PDDs:

1. Shall only be operated on paved sidewalks, crosswalks and pedestrian ways owned by the City of Austin.

2. Shall obey all traffic control devices, signs, markings or restrictions established under the authority of the City Traffic Engineer.
3. Shall be operated in a safe and non-hazardous manner that does not endanger pedestrians, bicyclists, other users of the public space, or property.
4. Shall not unreasonably interfere with pedestrians or traffic, and shall yield to pedestrians, pedestrians using personal assistive mobility devices, persons using skates or skate boards on the sidewalk, and cyclists using the sidewalk or crosswalk or pedestrian way.
5. Shall yield the right-of-way to all vehicles approaching on a roadway upon entering a crosswalk to the extent necessary to safely cross the roadway, except when crossing pursuant to a crosswalk pedestrian signal.
6. Shall have a system that alerts the operator if a technology failure or loss of communication occurs, and when such alert is given:
 - (A) Requires the PDD operator to assume direct control of the PDD; and
 - (B) If the PDD operator is unable to assume control of the device, causes the PDD to come to a controlled stop.
7. Shall not operate on a public roadway in the City of Austin except to the extent necessary to cross an intersection or crosswalk.

8. Shall not operate on a State or County Highway or private roadway where the City does not own an easement allowing public access, including the sidewalk associated with said State, County Highway, or private roadway unless express authorization by the owning jurisdiction/entity is received and provided to the City of Austin.
9. Shall not operate on any sidewalk or crosswalk without a PDD operator actively controlling or monitoring the navigation and operation of the PDD.
10. Shall include a plate or marker that identifies the operator's website address and contact information and provide staffing sufficient to respond quickly to inquiries from the public.

BE IT FURTHER RESOLVED:

1. Throughout any testing or operation within Austin, the operating company will maintain general liability insurance in an amount of no less than \$1,000,000 that specifically indemnifies the City of Austin.
2. Prior to initiating PDD pilot operation, the operating company shall inform the City Traffic Engineer of the anticipated dates and location of operations and receive certification by ATD for the right to conduct testing or operation. Certification by ATD shall not be unreasonably withheld and provided at no cost to the operator. Certification shall be by memorandum from the City Traffic Engineer and solely at his/her discretion based on observed adherence with this resolution and his/her opinion that both the proposed equipment and the operator demonstrate the ability to achieve the anticipated pilot

service safely upon the pedestrian ways of Austin in conformance with the proposed regulation. The operator shall conform to the requirements agreed to at the time of certification, including any reasonable data requests that might be made related to the pilot operation for use by the City in analyzing the success of the demonstration.

BE IT FURTHER RESOLVED:

1. Before initiating a pilot, the City Manager shall seek review and comment by the Urban Transportation Commission. A decision to move forward with a pilot shall be at the discretion of the City Traffic Engineer.
2. The City Manager may modify the pilot agreement with an individual technology provider, up to and including a demand to cease operation, based on an observed safety concern or if he/she determines that a conflict arises with other City Code. The City reserves its police powers to enforce such demands.

BE IT FURTHER RESOLVED:

The City Manager is directed to report back to Council within two years on the experience of any PDD pilot operations conducted on City of Austin pedestrian ways.

ADOPTED: August 10, 2017

ATTEST:

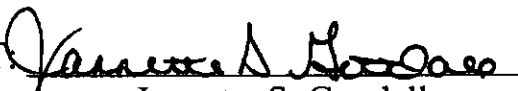

Jannette S. Goodall
City Clerk

Exhibit B
Map of Equity Locations

