

14 August 2018

The following questions were sent to idealab@hsl.fi by the deadline (20 July 2018):

Question 1: I would like to clarify if there is any restrictions to participate in regards to the country of incorporation of the participant company?

Answer 1: There are no geographical restrictions of this kind. The pilots, however, are to be implemented in the Helsinki region, and the pilot partner will be responsible for preparing the implementation of the pilot and for practical implementation in accordance with the plan set out in the participation application. Please also note the Appendix 4 and <https://www.hsl.fi/en/privacy> (as in Section 10. Agreement in the invitation document).

Q2: Are software-only solutions eligible for participation (like new digital services / mobile apps)?

A2: Yes. Please see section 3 and part "The pilot solutions may include" for further information.

Q3: Are we able to see all the questions asked & answered?

A3: Yes, answers to additional questions are added on the competition website <https://www.hsl.fi/idealab>.

Q4: Do you allow concepts to participate in the competition? (In Finnish: Hyväksyttävä kilpailuun konsepti?)

A4: The IdeaLab competition seeks concrete pilot solutions, which can be implemented/carried out within the schedule outlined in the Invitation. The applicant must be capable of implementing the pilot in accordance with the plan set out in the participation application.

HSL does not rule out concepts, but they must be feasible and such that the applicant can quickly develop them into a pilot. The services to be piloted must be sustainable both economically and environmentally and either complement or renew the current service portfolio of HSL.

Please see the Appendix 2 Application Form and the criteria for evaluation (section 6.2 in the Invitation) for detailed information on the feasibility requirements.

Q5: Appendix 1A - Business ID Information.

Q5.1: The instructions state that the information should be provided (1) when a procurement decision is made, but also (2) as part of the initial application (the same is stated in the Invitation document) Please confirm that HSL requires information specified in Appendix 1a as part of the initial submission.

A5.1: At the application phase the applicant is required to fill in the section 1.1 COMPANY'S IDENTITY in Appendix 1A and, in the section 1.2 GROUNDS FOR EXCLUSION AND ELIGIBILITY, to declare that the company fulfills the eligibility conditions, which is done by ticking the five boxes. No eligibility documents should be sent to HSL at the application phase. The participant will be asked to provide the documents affirming the company's eligibility after the procurement decision has been made and before the procurement agreement is signed.

Q5.2: How should the subcontractors' eligibility be declared?

A5.2: Subcontractors must be named in Appendix 2 Application Form, question 2. In addition, each subcontractor should fill in Appendix 1A Applicant's Details_Business ID by adding a separate worksheet in the Appendix 1A excel.

Q5.3: Please confirm that a business ID can take on any reasonable form relevant to the applying entity's geography (eg, US Tax ID; DUNS Number, etc.)

A5.3: Yes, the Business ID should be stated in the official format used in the applicant's country.

14 August 2018

Q5.4: For companies applying from outside of Finland, please specify what details should be provided for Trade Register" documentation in Appendix 1a, Question 1.2

A5.4: The specific content cannot be listed here, because the legislation required varies from country to country. Therefore, the applicant is asked to confirm their eligibility in line with what is stated in Appendix 1A: "Foreign applicants must supply the information required above by providing a **register extract in accordance with the legislation of their domicile or other equivalent certification**, or any other generally accepted form of information, such as providing a declaration on oath or solemn declaration in accordance with the legislation of their domicile."

Please note that eligibility documents should not be sent to HSL at the application phase.

Q5.5: Please specify how HSL will treat financial information provided as part of Question 1.2 from a standpoint of confidentiality and public disclosure.

A5.5: No eligibility documents should be sent to HSL at the application phase. The participant will be asked to provide the documents affirming the company's eligibility, including financial position, after the procurement decision has been made and before the procurement agreement is signed. The financial documents may be marked as trade secrets (please see section 6.4. in the invitation document).

Q5.6: Please confirm that tax/social security/pension documentation does not need to be provided as part of the response (but may be requested by HSL at a later time).

A5.6: Please see A6.1. No eligibility documents should be provided to HSL at the application phase.

Q6: Appendix 1B – Natural Persons. Please confirm that this form is not required for businesses with a Business ID of some form.

A6: Correct. Entities with a business ID fill in form 1A, while entities without a business ID fill in form 1B.

Q7: Appendix 2. Does HSL have any guidance on the page limit or format of responses to Appendix 2?

A7: "In order to participate in the competition, the applicant must fill in Appendix 2: Application Form. The **completed application form may be no longer than ten (10) pages (A4) and the size must not be greater than 8 MB**. The judges will evaluate the applications in accordance with the evaluation criteria in Section 6.2. Any additional information must be included in the maximum number of pages and the maximum size of the application. The application must follow the structure of Appendix 2: Application Form. (Section 6.3 in the Invitation).

Q8: Appendix 3 – Price Form. Can applicants add additional cost areas to the price form, if necessary? Can applicants provide pricing addenda of their own creation to give a more nuanced picture of the cost structure of their particular solution? Or, can applicants amend the price form (modestly) to do so?

A8: Applicants must follow the structure of Appendix 3 Price Form without changing structure of section 1.3 consisting of 4 parts (i.e. Costs of pilot preparations, Costs of deployment of the pilots, Costs of maintenance/upkeep of the pilots and Possible subsidy). However, applicants may add additional cost items (rows in excel) and name them as they consider relevant, if more cost items are needed than already exists in Appendix 3.

Q9: How detailed the budget needs to be at this point and what costs can be included in the overall price?

A9: Please see A8 and A10.1 for the required level of detail for project costs.

14 August 2018

The Appendix 3 Price Form lists 3 project phases (preparations, deployment and maintenance/upkeep) under which the applicant should name the cost items as well as a fourth row for possible subsidy need. For instance, the applicant's integration work to HSL system may be included in the price form, but not e.g. costs of marketing and advertising as these will be done via HSL channels in collaboration with the pilot partner and HSL.

Please see the section 4. Value of the procurement for additional information:

"The participation application must state the total price of the pilot in such a way that the price includes all costs that HSL will incur, including any subsidies required by the service. The participation application must itemize the cost structure of the pilot. The procuring entity will not make any separate payments for travel, accommodation, material, development or other expenses. Pilots may obtain funding from other sources, providing that this does not affect the matters required in this invitation. The price of the pilot may include the costs incurred in operating and maintaining the service, but not the costs of marketing and advertising."

The total price may not exceed €500,000.

Q10 Invitation Document.

Q10.1: The document states "The participation application must itemize the cost structure of the pilot." Could you provide more information about what level of detail is required?

A10.1: Please see A8. The Price Form has three default items for each top-level cost heading, and while the applicant may add rows, HSL does expect the level of detail to remain on rather high level. If needed, HSL may request a more detailed description at the later stage.

Q10.2: The document states "The offered solution must be integrated into HSL's payment system, if applicable. In other words, it must be possible to use it via the HSL app or HSL's OpenMaaS ticket sales interface." Does this mean any ridesharing solution would need to be able to be booked through the HSL app? If so, we ask that you reconsider this, as the process of embedding our software into another app would add significant cost and complexity. Instead, we recommend allowing a new, standalone instance of our app with appropriate modifications to branding, color schemes, and logos.

A10.2: This doesn't mean that a ridesharing solution (or any other similar) would need to be *booked* through the HSL app. In other words, a link from the HSL app to an external application, where the booking is done is ok. Please note, however, that the payment system should be integrated into HSL's payment system, which can be done e.g. via the HSL OpenMaaS API, which also allows the travellers to get an HSL ticket for their journey. A "light version" of the HSL OpenMaaS API will be launched during the early autumn, making the integration quicker and less laborious.

Q10.3: Can you provide more detail on payment methods which must be accepted? In particular, is there a requirement to accept cash payments or HSL season tickets?

A10.3: Accepting cash is not obligatory. A ridesharing service doesn't need to be included in the price of e.g. an HSL monthly ticket, instead, there can be a separate price for that service.

Q10.4: 'New' Service requirement. The document states "The piloted services must be new in the HSL area: i.e. services not yet in use in the area." Can HSL please clarify whether this means the type of service proposed in general, or rather is just meant to exclude specific companies already operating the specific service they want to pilot in Helsinki?

A10.4: HSL seeks solutions that are currently not used in the Helsinki region. The offered solutions may be in use elsewhere, in which case the pilot would focus on finding out whether the solution suits and benefits the HSL area. HSL wishes to avoid piloting an identical service that is already in place and used in the area. If there's a truly

14 August 2018

differentiating element in the offered service when compared to an existing service in the area, it can be considered as valid for participation.

Q10.5: Driver Credentials. Can HSL please provide more information on driver and vehicle credentialing requirements when working with HSL? Specifically, can applicants use independent contractor drivers, or must they hire drivers as employees?

A10.5: The baseline is that the service must follow the Finnish law. For instance, if the service is so called route operation (i.e. follows a certain route, operations territory, timetable and operative hours), a national collective labour agreement is to be followed. In case of a “pure” on-demand service which doesn’t have any specific route, timetable, operating hours or territory, the regulation is in line with that of taxi traffic, where the new regulation came into effect 1 July 2018.

Subcontractors may be used.

Q10.6. Subsidy Levels. The document states “If continuing the service (beyond a trial) gives rise to cost impacts (such as a need for subsidies), the Executive Board of HSL will make a separate decision on procurement”. Is HSL able to provide high level guidance on what level of subsidy HSL is comfortable in offering (on a per rider, per km or other basis)?

A10.6: The subsidy levels at HSL vary from 0% to considerable subsidy depending on multiple factors such as the type of service and the operating sub-region. This makes it unfortunately impossible to give even a high level guidance. Therefore, if any subsidies are needed beyond the trial, the decision would be made by the Executive Board separately, based on case by case assessment.

Q10.7: Language. Can HSL please confirm which language(s) any service must be offered in?

A10.7: In case of a pilot, HSL doesn’t require the service to be provided in any particular language. However, it’s recommended to keep in mind the local conditions, including languages spoken, when offering a service that is intended to be used by the locals, along with tourists.

Q10.8: Company Details. Section 7 states “No company details or personal details may appear in the documents that will be evaluated by the judges”. We assume this relates to financial details, and sensitive company information items of that sort, versus any reference at all to the company (for instance, its name or qualifications)? Please clarify exactly what information should be excluded.

A10.8: The judges will assess the participants’ proposals anonymously, i.e. the application form must not reveal in any way who the applicant is. This means no reference to the company, including its name or representative persons, should be made.

Please note that the jury will assess the Appendix 2 only.

Secret business information must be marked as described in section 6.4. Publicity of participation application and related appendices.

HSL clarifies hereby the section 7 Submitting a participation application (text in bold):

The application **DOCUMENTATION** must include the applicant’s name and contact details, and the email address to which the decision should be sent. Information about the company/participant should be included in Appendix 1A/B: Applicant’s Details, and not in the application **FORM (Appendix 2) other than in question 2 (“Entities implementing the pilot and their roles in the team”, which will be anonymized by HSL)**. No company details or personal details may appear in the documents that will be evaluated by the judges. If the foregoing information is

14 August 2018

revealed in the documents to the judges before the winner is selected, the application may be excluded from the competition.

Q10.9: Further Information on the Procurement. We encourage HSL to have another short Q&A period in August, should the answers to initial bidder questions prompt follow-up clarifications - this has been a helpful practice in similarly open-ended procurements.

A10.9: HSL appreciates the suggestion. However, given the timetable of the contest, HSL has decided not to have another Q&A period. Any possible open issues may be written in the application.

Q10.10: Agreement. Section 10 States: "The procurement agreement for the selected pilots will be subject to the terms and conditions of public procurement or the terms and conditions of public IT procurement as applicable with regard to the nature of the object of procurement." Please provide specific model contract documents for bidders to consider as they compile their proposals. Please outline how proposers can submit proposed contract exceptions or modifications to HSL's standard forms, once provided.

A10.10: Unfortunately, a specific model agreement cannot be provided, because of the nature of the procurement object is completely open at this stage. The scope of the contest is so broad that no model agreement caters for all possible services. HSL and each of the selected pilot partners will negotiate the agreement details after the procurement decision has been made. For more information on the general terms and conditions of public procurement of services, please see <https://vm.fi/documents/10623/1251267/JYSE+2014+Services/fcf4a643-3c3a-453b-b292-0f028eed5381?version=1.0> and the terms and conditions of public IT procurement, please see <http://www.jhs-suositukset.fi/suomi/jhs166> (scroll down for English versions).

Q10.11: Section 10 States: "HSL reserves the right to use any data generated by the pilot." Please clarify how HSL proposes to use this data specifically, and whether it plans to disclose detailed data collected during the provision of service publicly.

A10.11: HSL considers it important to have access to the data that is collected in the pilot in order to, for instance, analyse the usage of piloted service, and assess the success of the pilot and HSL willingness to propose to the partner to continue the service as part of HSL's service offering after the pilot. The data analysis is planned to be done in collaboration with the pilot partner.

HSL shall not disclose any trade secrets or other confidential information, including detailed data collected during a pilot, to the public. The party implementing the pilot retains IP rights to the piloted service. As mentioned in the Invitation document, HSL asks the applicants to mark trade secrets clearly in the application documents.

Q10.12: Public Disclosure of Applications. Are proposal submittals subject to public disclosure? If so, how can proposers designate reserved or sensitive information they wish to exempt under reasonable justifications?

A10.12: Kindly refer to Section 6.4 Publicity of participation applications and related appendices for information on this.