Questions and Answers from the Large Scale On-Road Trial Industry Briefing

Session 1

- Are the Webinar recordings publicly available?
  A: Yes. The recordings of both Industry briefings are on the National Heavy Vehicle Charging Pilot website [HERE](#). The recordings will also be provided as part of the upcoming REOI release on AusTender.

- Telematics service providers were mentioned several times during the industry briefing. Most OEMs have their own telematics programs, some of which also collect data on fuel consumption and other measurements of interest as well. Will they be considered for the trial so participants can use what is in the truck when they buy it not have to pay for new hardware?
  A: Yes. Some participant vehicles will already have devices or programs installed. Suppliers of OEMs, and solutions which make use of these programs, will be considered for the REOI provided they meet the mandatory requirements.

- How do you envisage the Third Party Invoicer obtaining data on fuel consumption for PAYGO comparisons if that data is not supplied by the telematics provider?
  A: If fuel consumption data cannot be reliably gathered from the telematics provider, the Department anticipates fuel consumption estimates would be used. Further detail on this will be provided in the RFT stage of the procurements. Fuel estimates could be supplied via industry standards or historical records of an operator. Proposals on how to do this are welcome as part of the REOI submission.

- As there is potential for many interactions between devices, telematics service providers, the Department and invoice generators - will standard data formats and data exchange requirements be released?
  A: Yes. The Department is conducting data testing to provide detailed data formats and exchange requirements for the RFT. At the REOI stage, the Department will conduct work to identify how, and to what extent, interoperability can be achieved between systems.

- Do respondents need to have an ABN or can a foreign company without an Australian subsidiary respond directly? Will this apply to all three REOIs?
  A: The Commonwealth Procurement Rules lay out requirements for tenderers (domestic and foreign), including the Black-Market Procurement Policy. The Commonwealth requirements will be outlined in the REOI documents.

- Customer service was not listed as a mandatory service under any of the REOIs. How will Customer service be managed between multiple parties
  A: Customer service is a mandatory service for the Mock invoicing and Mock Permit requirements in the REOIs. During the trial, the Department will be responsible for all questions relating to policy, and providers
will be responsible for technical issues, such as telematics installation, maintenance and data issues. Providers wishing to offer Mock invoicing and Mock Permit services, will be expected to offer comprehensive customer services, which would include answering questions about mock invoice/permit calculations for trial participants. Additional rules and protocols will be provided at the RFT stage to outline how multiple parties will handle different customer service issues.

- **Are you able to provide any additional details about “more sophisticated mass-distance charging models”**?
  A: The mass distance charging model for the Small Scale On-Road Trial was based on vehicle type (for example, a 15c per km for a rigid vehicle and 25c per km for a semi-trailer). Without dynamic scales, this model was the most sophisticated that could be achieved. The Large Scale On-Road Trial will use dynamic mass for a proportion of participants who have on-board scales (or other types of mass measuring device). We anticipate these on-board scales will be capable of measuring when a vehicle is fully loaded or at half-load, and a different charge will be applied. The objective of the Large Scale On-Road Trial is to test different charging models and gather data on the implications. Trial participants may choose to test one, or multiple charging models (e.g. one with dynamic mass and one with a fixed mass based on configuration). It is important to note that there has been no decision by government to implement a distance-based charge. The large scale trial aims to generate as much real-life data as possible allowing the pilot team to provide government with policy options on comparing the most effective distance-based charging model with PAYGO.

- **We are bound by data sovereignty rules, various privacy laws may apply if we open an API feed. Will there be data confidentiality or handling requirements?**
  A: The Department required data confidentiality agreements from suppliers participating in the Small Scale On-Road Trial. The department will require a similar agreement from successful suppliers of the Large Scale On-Road Trial. There will also be restrictions on how data is shared between parties involved in the Large Scale On-Road Trial.

- **Have any performance/data quality thresholds for telematics systems been established? (e.g. the minimum frequency of GPS points recorded)**
  A: These requirements will be prescribed in the REOI and RFT stages of the procurement.

- **Some participants may have our OBM systems installed already, will these be able to be used for the trial?**
  A: If you have existing customers participating in the trial, these devices can be used for the trial as long as they meet the requirements in the REOI.

- **The procurement description describes the “provision” of telematics devices. Is the Department intending to procure devices for trial or use prescribed devices?**
  A: The REOI stage is intended to be outcomes-focused, and respondents should address the outcomes the Department is seeking. As an example, an outcome would be that the device can accurately track a vehicles
movement and provide distance data. The REOI stage will not set out specifications. Detailed telematics device requirements will be specified at the RFT stage.

- How many vehicles do you plan to trial under the REOI#3 (the Manual Services) model?
  A: The Manual services solution will be tested by a subset of trial participants. We are seeking interest and submissions as part of the REOI stage. This will inform the number of vehicles allocated to the manual model (outlined at the RFT stage).

- Do you see the need for the mock invoices to group charges by location and articulate this on the invoice or will they be just a list of trips and charges for the entire period?
  A: An invoice template will be provided by the Department for suppliers to use. The Department will work with providers to ensure that invoices provide detailed trip information in a format that is easy for participants to understand.

- How will data integrity issues (e.g., device malfunctions, failures or inaccuracies in recording) be addressed or managed?
  A: The REOI asks that providers suggest a solution on how to manage integrity issues (e.g., reconciling distance travelled if the vehicle drops out of GPS connectivity). Submissions should clearly outline the standards met by the products and how they relate to the REOI requirements. The RFT stage will provide short-listed candidates with greater detail on how data integrity issues should be handled.

- The Telematics REOI indicated an option for on-board scales. Does this mean the ability to connect to on-board scale systems to report mass or the supply of scales to be installed on trucks?
  A: To ensure innovative solutions are not excluded from consideration, the REOI processes have been designed to allow flexibility in submission. It is up to the tenderer to provide their solution for achieving on-board mass measurements. The Department is flexible in terms of the technology used to report mass data via onboard scales. The scales might, for example, interface with existing devices, track and transmit data itself or--if capable of tracking distance, may be used as an entire system. For the REOI, the department will not be prescriptive in how the scales must be used, but mass must be captured in a way that relates to trip data.

- The industry briefing referenced the potential for several contracts - are you envisaging a regional allocation? On what basis will the Department look to contract?
  A: The Department is currently unable to comment on the number of contracts which may result from the RFT. Multiple suppliers will be sought for each procurement, however the exact number of suppliers awarded with contracts from the RFT will be finalised as part of the RFT drafting and/or contract negotiations.

- Will the Department allow subcontracting or consortium arrangements?
  A: The Department will consider submissions comprising of a formal consortium or subcontracting arrangements. These arrangements should be made clear in the REOI submissions.
• Will the third-party invoice provider be able to communicate directly with trial participants (vehicle operators) to calibrate any issues related to data quality or completeness or must all communications go through the Department?
  A: Direct communication will be expected between trial participants and providers. Business rules will be specified in the second stage of the procurements.

• There are two main concerns with data sharing, privacy and security. What security will be provided to data in transit and in storage so data remains secure?
  A: The privacy and security of participant data is of great importance to the department. The Department is looking for tenderers to clarify what privacy and security mechanisms they provide as part of their service in their REOI submissions. The Department has integrated systems to ensure that data stored by the department is secure and private. The security of data in transit or held by the tenderer will be the responsibility of the tenderer. The RFT will clearly outline privacy and security requirements for second-stage tenders.

• Do you envisage devices being installed on trailers as well as prime movers to record and report distance, or is this up to the tenderer?
  A: The REOI is not intended to be prescriptive, the Department is looking for tenderers to provide a solution which will meet the desired outcomes. These include the ability to track configuration changes, so it is likely that devices will need to be installed on trailers in addition to prime movers. Minimum requirements for the REOI will be for the device to be installed on the prime mover, which records a default configuration for the vehicle.

• You mentioned “extracting” data from manual devices. How many devices could there be and how do you see this working?
  A: The Department seeks solutions from industry as part of the REOI submission. Extracting data on manual devices could involve an App, a phone call to trial participants or an email request. These are fairly simple examples and there may be more sophisticated means that can be achieved by the tenderer. Part of the REOI phase will be to understand what capabilities industry can provide.

• Will there be a single geographical location where the telematics systems are installed to vehicles or multiple locations across the nation?
  A: The trial will involve participants from across Australia. As part of their REOI submission, telematics service provider tenderers should provide solutions on how devices can be cost-effectively installed in participant vehicles.

• Invoicing for fuel use requires clear delineation between private and public use. Will a digital map of public roads vs private areas that will be used for the calculations of rebatable fuel excise be specified?
  A: The Department will not be specifying the digital maps or other tools required to delineate public and private roads. Respondents should offer their proposed solutions which meet the requirements under the REOI.
• Are there any technical solutions you don’t want to see that might have been seen in the smaller trial or from schemes elsewhere that you’ve investigated and rejected?
   A: No, no technical solutions are off the table. However, responses must meet the mandatory requirements of the REOI. Each submission will be evaluated for suitability against the evaluation criteria. The Department will not consider solutions which are outside the scope of the Large Scale On-Road Trial.

• Is there a system overseas that you see as being closest to what you are looking at, or parts of it that you think are appropriate for Australia?
   A: There is no single approach we are following when progressing this reform, however the department notes New Zealand, parts of Europe and the US as examples of charging system implementations. Australia is unique, and research conducted by the National Pilot team shows that simply transplanting a system from overseas will not work. There is great diversity across the Australian Heavy Vehicle industry, and it is unlikely that a solution can be completely imported from overseas without modification to the Australian environment.

Session 2

• How do you see the Third Party Invoicer getting PAYGO information for its invoices?
   A: The mandatory requirements for Telematics providers are to collect distance and location data. For PAYGO information, fuel consumption and registration details are needed. Where fuel consumption data is not available, fuel consumption estimates may be used. This could be done through historical record or industry averages. The Department welcomes the submission of other methods that allow for fuel consumption estimates as part of the REOI.

• What technical specifications or documentation will be published for the RFT or REOI stage?
   A: The first stage of the two-stage process is the Request for Expression of Interest (REOI). The purpose of the REOI is to understand market capability and establish a short-list comprising of a range of providers across industry sectors. There will not be significant detail or technical specifications required for the REOI.

   REOI’s will be required to meet standards for distance travelled data, location data, and accuracy of location data. The second stage is the Request for Tender (RFT). The RFT will be issued to candidates short-listed from the REOI stage. The RFT will be more structured and will require the tenderer to provide solutions that meet detailed technical specifications and requirements.

• Will the Department be recruiting participants with on-board scales that a telematics provider has to connect its equipment to? How will the provider know it is capable of interfacing with equipment it is unaware of?
   A: Solutions to this issue are sought as part of the REOI submissions from Industry. The desired outcomes in the REOIs are to collect distance data and (optionally) collect on-board mass data. We are seeking submissions which ensure that these outcomes are met. Information gathered during the REOI stage will
assist in informing the interfacing requirements of the RFT stage.

- **Will the Department own the telematics devices or manual devices you want procured, or should they remain owned by the tenderer?**
  A: Specific ownership arrangements will be settled following the REOI and outlined as part of the RFT requirements. Whether the devices are leased or owned (and by which party) will be a part of the cost-structure and contract negotiations.

- **Is the trial running for a year? What happens afterwards?**
  A: The trial needs to run for enough time to assess the impact of charging systems on operators. Exact details will be specified in the RFT stage. The expectations are that the trial will span 12-18 months. Testing and implementation of solutions (pre-trial and post-trial activities) will also be conducted in addition to the actual trial. The scope of the procurements is solely limited to the Large Scale On-Road Trial. Following the Large Scale On-Road Trial, the National Pilot team will report the data and findings back to Ministers. The external evaluation report, and other relevant materials will be provided to Ministers for further decisions on Heavy Vehicle Road user charges.

- **Will the third party invoicer be responsible for issuing invoices to participants and handling queries from participants?**
  A: Yes, Third Party Invoicers will be required to provide a customer-service/ help-desk function to provide to assist participants with implementation and operational questions. The Department will only handle participant queries that relate to Large Scale On-Road Trial policy.

- **How many suppliers is the Department seeking for each contract? Just one, or do you see there being competing telematics service providers?**
  A: The Department has designed the procurement to allow for a diverse range of submissions across industry. Multiple suppliers will be sought for each procurement, however the exact number of suppliers to be awarded with subsequent contracts from the RFT will be finalised as part of the RFT drafting and/or subsequent contract negotiations.

- **Does the Department envisage devices being installed on trailers as well as prime movers to record and report distance? Or is this up to the tenderer?**
  A: in order to ensure that innovative solutions are not excluded from consideration, the REOI processes have been designed to allow flexibility in submission. It will be up to the tenderer to provide a solution (or multiple solutions) for recording and reporting distance data. Some of the more sophisticated optional requirements (i.e. reporting data on configuration changes) would require devices to be installed on the trailers.

- **Will the Department share the list of participants attending the briefing to provide an option for partnering across participants?**
  A: It is not the Department’s policy to share the list of participants attending industry briefs. There are no restrictions on participants making their own enquiries through their industry contacts.
• Is it possible to obtain a list of who provided services for the Small Scale On-Road Trial?
  A: The list of service providers who were involved in the Small-Scale On-Road Trial can be found on:

• What is the intended IP model for the solution?
  A: Details on technical specifications and contractual arrangements, including intellectual property, will be
  provided at the RFT stage.

• Will the Department share the list of participants you have signed up to this phase of trial? What is
  the expectation regarding number of vehicles per participant?
  A: The Department continues to recruit heavy vehicle operators for the large scale on-road trial. Further
  information about the number of heavy vehicle participants and the size of the trial fleet will be provided at
  the RFT stage.