

List of definitions
belonging to the PoR as part of the
pre-competitive dialogue to form consortia for the
Framework Agreement for the implementation of 7 regional,
nationally scalable MaaS pilots

| Term | Definition |
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| Subscriber | Company that has submitted an subscription for this Pre-competitive dialogue. |
| Subscription | A subscription submitted for the Pre-competitive dialogue tender. |
| Modification | The Service Provider will take care for customers of one or more of the travel modes offered by the Service Provider as a result of a calamity or unforeseen event, if one or more cannot be delivered or must be modified, or if the customer himself (during the trip) wishes to change the travel mode. |
| GDPR | General Data Protection Regulation |
| Assessment criterion | The assessment criterion for the subscription for the Pre-competitive dialogue is: sufficient quality of the subscription. The evaluation criterion is elaborated in sub-criteria. |
| Payment | The option offered by the Participant to have the Customers pay for the entire trip using one existing payment facility and/or mobility card/subscription, which serves as a means of payment and/or admission ticket for all parts and modalities of the trip. |
| Booking | Functionality that allows Customers to book a planned trip with different modalities at once with, or purchase from, the Service Provider. |
| Appendix | Annex to one of the Tender Documents or to the Agreement, as the case may be. Appendices form an integral part of the Tender Documents or the Agreement, as the case may be. |
| Combination | A partnership of entrepreneurs formed with the aim of acting together in the Pre-competitive dialogue. |
| Consortium member | The legal or natural person who is part of a Consortium. |
| Participant | The Subscriber with whom I&W has concluded a Pre-competitive dialogue agreement for the formation of a consortium. |

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| Requirements | Rules and requirements for participation in the Pre-competitive dialogue, which are included in the Programme of Requirements (Appendix 1), in the Tender Document, in the Agreement and in other appendices to the Tender Document or the Agreement. |
| Usage Data | Information to be provided by the Service Provider regarding the actual use by the Customer of the Transport Services offered by the Service Provider in relation to the offer made for the entire journey and the personal preferences and aspects entered by the Customer. |
| Suitability requirements | The requirements on the basis of which the suitability of the Subscriber to enter the Pre-competitive dialogue is assessed. |
| I&W | Ministry of Infrastructure and Water Management |
| Customer | The private or business customer of the MaaS Service Provider |
| Customer satisfaction data | Information to be provided by the Service Provider from the customer satisfaction survey conducted by the Service Provider. |
| MaaS | The provision of multimodal, demand-driven mobility services, offering customised travel options to customers via a digital platform (e.g. Mobile app) with real-time information, including payment and transaction processing |
| MaaS app | Software subscription for smartphone and tablet with which the MaaS services are offered and which should at least support the MaaS functionalities. |
| MaaS Service | A service based on the MaaS Functionalities to be provided by the MaaS Service Provider. |
| MaaS Service Provider | Organisation that provides MaaS services to its Customers and concludes agreements to this end, including Transport Providers |
| MaaS Functionalities | <ol style="list-style-type: none"> 1. Personal aspects and preferences 2. Plans 3. Booking 4. Travel 5. Support 6. Modification 7. Payment |
| Mobile app | Software subscription for at least smartphones with the iOS or Android operating system, to facilitate registrations of Travel Data, trip registrations and information exchange with users. |
| Monitoring & Evaluation (M&E) | Function within the Ministry of Infrastructure and Water Management aimed at assessing the effectiveness and efficiency of the Pilots. |

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| M&E data | The data exchange from the Service Provider to the M&E factory consists of the following data sets: <ol style="list-style-type: none"> 1. Basic customer data 2. Transaction data 3. Management reporting 4. Interviews with Service Providers 5. Survey data 6. Exit survey data |
| Support | Support offered by the Service Provider to Customers in Planning, Booking, Travel, Modifying and Paying for the journey. |
| Contractor | The client, or its designated representatives or third parties authorised on its behalf. |
| Open Data | Open Data at the government are data that meet the basic principles as defined on: https://data.overheid.nl/over-open-data-0 <ul style="list-style-type: none"> • To which no exceptional grounds for restriction under the Government Information (Public Access) Act apply, and; • are free of charge, and; • are unencumbered by any copyright or other rights of third parties, and; • can be accessed without registration, and: • are computer processable, and; • are furnished with metadata, and; • are as complete and unprocessed as possible, and; • can be found. |
| Agreement | The Pre-competitive dialogue agreement. |
| Authorities | National Government (Ministry of I&W) and regional authorities that are contracting parties for the MaaS Pilots |
| Personal aspects and preferences | The MaaS service should support the user's introduction of 'personal settings', so that the most 'appropriate' travel options are offered and only travel options that are applicable to the individual concerned and that are perceived as attractive/usable are recommended. |
| Plans | A multimodal travel planner that enables Customers to plan a trip based on departure and/or arrival locations and times and on the current availability and occupancy information regarding the travel modalities offered by the Transport Providers. In addition to rental and share bikes, for example, this also relates to rental and share cars, (share)taxis, buses, trams, trains, metro, voluntary transport, target group transport, water taxi services, ferries, etc. |
| Pre-competitive dialogue | The period of cooperation under the Agreement. |
| Programme of Requirements | Appendix 1 to the Tender Document and Appendix ... to the Agreement. |

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| Public data | Available as Open data where appropriate, but with a licence or SLA agreement that offers greater certainty, e.g. with regard to timeliness, availability, accuracy. Here extra costs can be charged to the purchaser because extra value is added. |
| Public Transport Provider | Private Transport Provider that offers a Transport Service in the Netherlands financed with public money as set out in a so-called concession. |
| Private data | Are : <ul style="list-style-type: none"> • data from private legal entities that are predominantly publicly funded (or the task from which the data originate is predominantly publicly funded) but whose status is unclear (see e.g. TLS) • data that can be shared with authorities and other companies (subject to conditions and agreements, e.g. reciprocity, costs, use) • proprietary data for personal use only or which can only be supplied to others under commercial conditions and which are determined by the producer or enricher concerned. |
| Private Transport Provider | Privately financed Transport Provider |
| PoR | Programme of Requirements |
| Travel | Possibility for Customers to travel with a ticket offered by the Service Provider (e.g. e-ticket) or e.g. unlock code for a share-bike. |
| Grounds for Exclusion | The grounds for exclusion from participation as referred to in Sections 2.86 and 2.87 of the AW 2012 and also included in Appendix 4. |
| Tender document | The document describing the Pre-competitive dialogue agreement, the subscription procedure to be followed and the eligibility and assessment criteria for the Pre-competitive dialogue. |
| Tender documents | All documents published by the Tender contractor for the subscription procedure or made available to the Subscribers. |
| Tender contractor | The State of the Netherlands, more specifically the Ministry of Infrastructure and Water Management (I&W). |
| Declaration Grounds for Exclusion | The declaration by a Subscriber based on the Uniform European Tender Document that it is not subject to any grounds for exclusion (Appendix 4). |
| Travel data | The passage, residence or travel details that belong to a journey made by the customer. |
| Transport provider | Organisation that provides actual transport and travel services. |