

List of definitions

belonging to the PoR as part of the

Framework Agreement for the implementation of 7

regional, nationally scalable MaaS pilots

Term	Definition
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.
Contracting authority	The State of the Netherlands, in particular the Ministry of Infrastructure and Water Management (I&W), also on behalf of the Local Authorities.
Tender documents	All documents published by the Contracting Authority for the purposes of this tendering procedure or made available to the Subscribers.
Amended AW 2012 / Amended Procurement Act 2012	Act of 1 November 2012 including the implemented directive 2014/24/EU, containing new regulations on tendering procedures.
GDPR	General Data Protection Regulation
Descriptive document	The present document describing and explaining the Framework Contract, the tendering procedure to be followed and the eligibility and award criteria.
Payment	The option offered by the Service Provider 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.
Reliability	The likelihood that the registered Travel Data are inconsistent with the reality.
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 to supply the requested provisions and/or services. A Combination must submit one joint subscription.
Combination member	The legal or natural person who is part of a Combination.
Data Provider	Public or private organisation providing relevant data (e.g. Parking Data and NDOV).
Data Exchange	Facilitating data and information exchange between the MaaS Service Providers, the Transport Providers and the MaaS Learning Environment

Local and Regional Authorities	The provinces, municipalities, transport authorities or other organisations with which the Ministry of I&W concludes or has concluded an administrative agreement in the framework of MaaS for the implementation of a Pilot.
Service	MaaS service
Service Provider	In the context of the tendering procedure for the Framework Agreement: the Subscribers with whom the Tendering Party concludes a MaaS Framework Agreement in the context of this tendering procedure and in the context of the PoR: the organisation that provides services to its Customers to MaaS and concludes agreements to this end with, among others, transport providers.
Target Group	Collection of travellers with a corresponding set of requirements, preferences and/or restrictions.
Requirements	Regulations and requirements with regard to the requested provision(s) and/or service(s), which are included in the Programme of Requirements (appendix 2) and/or in other appendices to the Descriptive Document and/or in the draft MaaS Framework Agreements. A Subscription that does not meet a Requirement may be invalidated and excluded from the tender procedure.
Evaluator	Ecorys
Errors	Any unconscious action or omission that has resulted in the journeys made being incorrectly registered, or the level of the discounts being incorrectly determined, or the discount being wrongly paid.
Fraud	Acting consciously in violation of the conditions of participation and any act or omission aimed at manipulating the journey made, or the level of discounts or their payment.
Fraud Containment Plan	Plan to be drawn up by the Service Provider describing the measures that have been taken in order to • prevent and deter fraud; • make fraud detectable and demonstrable; • deal with fraud and recover unduly paid discounts
Usage Data	To make Mobility Data, whereby competitor-sensitive information is removed, accessible through the MaaS Learning Environment.
Suitability Requirements	The requirements on the basis of which the suitability of the Subscriber to join the MaaS Framework Agreements are assessed. A Subscription that does not meet a Suitability Requirement may be invalidated and excluded from the tendering procedure.
GP/ Proportionality Guide	The guideline as published in the Netherlands Government Gazette 2013, 3075 in which the proportionality principle as referred to in Sections 1.10, third paragraph, 1.13, third paragraph and 1.16, third paragraph of the AW (Procurement Act) 2012 is implemented.
Award Criterion	The Contracting Authority will use the Framework Agreement as the award criterion. The award criterion will be elaborated in sub award criteria.
I&W (landW)	Ministry of Infrastructure and Water Management
Subscriber	Company that has submitted a Subscription for this tender.
Subscription	The Subscription submitted by the Subscriber for this tender for the purpose of entering into the MaaS Framework Agreement.

Journey Chain	A journey undertaken by a Customer, consisting of one or more Legs.
Customer	The private or business customer of the Service Provider who uses the Service
Qualifying	Process of Qualification
Leg	Part of a Journey Chain undertaken with a specific modality or Transport Service.
Guideline	Guideline for Handling Personal Data (formerly Privacy Reference Architecture (PRA))
Duration	Duration of the Framework Agreement until renewal and in any event not later than 31 December 2022
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	Service provision containing at least the MaaS Functionalities to be offered by the Service Provider to its Customers in the context of a Pilot.
MaaS Functionalities	The MaaS Functionalities that are relevant and thereby essential to the Framework Agreement: 1. Personal aspects and preferences 2. Plans 3. Booking 4. Travel 5. Support 6. Modification 7. Payment
MaaS Service Provider	Organisation that provides MaaS services to its Customers and concludes agreements to this end, including Transport Providers
MaaS Programme of Requirements	The set of requirements describing the functionality deemed necessary for the purposes of the Qualification.
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.
M&E data	Data to be made available by the Service Provider for the MaaS Learning Environment in accordance with the specification described in Chapter 4 of the PoR.
MaaS Learning Environment	With I&W and the regions as the principal and a function performed by TNO and Ecorys (Evaluator), in which the following output is generated on the basis of input from regions, Service Providers and others (including public sources and surveys): • the information required for reporting in relation to the objectives and for answering the research questions; and • Usage Data that is Open Data; and • data for Public Authorities to monitor data.

Further Agreement	Separate written agreement (assignment) under the MaaS Framework Agreement for a Pilot.
Information memorandum	Document containing the answers to the Subscribers' questions in response to this Descriptive Document and its appendices, and/or any clarifications of the Descriptive Document, the draft MaaS Framework Agreement or other Tender Documents. The Information Memorandum forms an integral and binding part of this tendering procedure.
Unsuitability	Period during which the Service or MaaS app is not available or is less available to such an extent that the requirements laid down in the PoR cannot be met.
Support	Support offered by the Service Provider to Customers in Planning, Booking, Travel, Modifying and Paying for the journey.
Principal	The State of the Netherlands, represented by the Minister of Infrastructure and Water Management, who concludes the MaaS Framework Agreement with the Contractor in the context of the tendering procedure, and each Local Authority from the moment that the latter has concluded an administrative agreement with the Minister of Infrastructure and Water Management regarding MaaS.
Contractor	The contractor as defined in the ARVODI 2014.
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 • 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
Delivery	The moment at which the Contractor formally starts delivering the functionality contractually agreed with the Client and referred to in the PoR for the benefit of a pilot.
Agreement	Detailed Agreement
Public Authorities	The Ministry of I&W en the respective Local Authorities jointly.
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.
Pilot	Regional Pilot
Pilot PoR	The set of additional Pilot specific requirements which, in combination with the MaaS PoR, describe the functionality deemed necessary for the execution of a Pilot.
Plan	A multimodal travel planner that enables Customers to plan a trip based on current departure and arrival times and on current departure and occupancy information regarding the travel modalities offered by the Transport Providers, based on

	a location of origin and/or destination and times. In addition to rental and share bikes, this also includes rental and share cars, (share)taxis, buses, trams, trains, metro, voluntary transport, target group transport, water taxi services, ferries, etc.
Privacy Plan	Plan by which the Service Provider demonstrates that all requirements from the Guidelines have been met and that data protection is regarded as a 'licence to operate'.
Programme of Requirements (PoR)	Appendix 3 to the Descriptive Document and appendix 2 accompanying the Framework Agreement
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 so-called concessions.
Private data	Are : • 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
Framework Partner	Parties qualified for the Framework Agreement
Framework Agreement	The MaaS Framework Agreement
MaaS Framework Agreement	Written agreement to be concluded with the Subscriber(s) of this tendering procedure, setting out the terms and conditions for the development of MaaS and the rules for the mini-competitions and the Detailed Agreements on the basis of which the Regional Pilot Projects will be carried out.
Regional Pilot	A project commissioned by a Local Authority, on the basis of the MaaS Framework Agreement and a Detailed Agreement, with the aim of developing and nationally rolling out services in the MaaS region in question, in order to experiment and learn from this together with I&W, transport operators and MaaS service providers.
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.
Sub award criteria	Further elaboration of the award criterion. Criteria determining which Subscription will be assessed as the most economically beneficial subscription.
Uniform European Procurement Document (UEA)	In the Uniform European Procurement Document (Appendix 4), as adopted by the Ministry of Economic Affairs, the Subscriber indicates that he complies with the provisions concerning Exclusion Grounds, Suitability Requirements, technical specifications and implementation conditions. In

	order to reduce the administrative burden, the Contracting Authority may request supporting documents from the successful Subscriber(s) in the verification phase.
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 the UEA in section III.
Travel data	The actual passage, residence or travel details that belong to a journey chain made by the customer.
Renewal	The procedure, as described in section 3.8, in which the Programme of Requirements and other requirements and regulations in and pursuant to the Framework Agreement may be amended and supplemented. Service Providers other than the framework partners may subscribe to the Framework Agreement during a Renewal and incumbent framework partners may confirm their participation in the Framework Agreement.
Transport Provider	Organisation that provides actual transport and travel services.
Travel Ticket	That which is necessary to be able to use a Transport Service within a Service (e.g. e-ticket or unlock code).
Transport Service	Travel modality offered by the Transport Provider, such as public transport or a taxi, or a shared, rented or leased vehicle, such as a shared or rented bicycle or a private vehicle that may or may not be shared with the driver or rented.