



Annex A. Glossary Flow, ADM Lot

1. Terms and abbreviations

In addition to the 'Defined Terms' in Article 1 of the General Government Terms and Conditions for IT Contracts, ARBIT 2022 and the 'Additional Defined Terms' in Articles 42, 48 and 68 of the ARBIT-2022, the Parties assign the corresponding meaning to the following capitalised words, or combination of words, and abbreviations used in the Tender Specification.

Disclaimer: the glossary is in alphabetical order of the Dutch abbreviations.

Words/combination of words	Abbreviation	Meaning
Acoustic Discharge Meter	ADM	The (Dutch) abbreviation is maintained in the English for the name of acoustic flow meter. Flow measurement instrument that uses the acoustic transit-time difference technique and consists of a computing unit with transducers and specific cables between the computing unit and the transducers.
General Government Terms and Conditions for IT Contracts	ARBIT	Terms and conditions of the Central Government used for contracts involving IT products and/or services.
American Standard Code for Information Interchange	ASCII	A character encoding standard for electronic communications. ASCII codes represent text in computers, telecom equipment and other devices.
Government Information Security Baseline	GISB	Uniform framework of standards for information security across all government organisations. This allows secure cooperation and data exchange within the government. The GISB sets out how the government deals with current international standards for information security.
Provision	P	The preconditions set by the Client for the Contractor, which do not directly impose obligations on the Contractor, but which the Contractor must take into account as stipulated.
Availability (RAMSSHEEP aspect: Availability)		The probability that the required function can be performed at any given, random moment under given conditions. This corresponds to the fraction of time that the required function can be performed under the given conditions.
Availability (ARBIT2022)		The period during which the Performance is free of Deficiencies.
Descriptive Document	DD	Guideline for this European call for tenders, describing all agreements and measures pertaining to the tendering procedure.
Best price-quality ratio	BPQR	An assessment model by which tender applications are selected based on a combination of price and quality.
Control Management System	CMS	The collection of all the Client's management applications, as listed in the Tender Specification, which the Client uses for its management tasks. For a more detailed description, see Annex M. 'MMS, CMS and Management Applications v1.7' to the Tender Specification.
Special Circumstances		Extreme conditions with high water, low water or fast-flowing water, as described in Annex L. 'Service level agreements for Measurement Sites' to the Tender Specification. Under Special Circumstances, a shorter response time and faster CRS applies to the Contractor.
Change Advisory Board	CAB	The CAB is an RWS Board that handles relevant change requests. Any change request not agreed as a standard change request may be relevant in this context.
Corporate Instruments Stock	CIB	Department within RWS-CIV that orders, receives and delivers RWS measuring instruments.
Configuration Management Database	CMDB	A data collection in which components of technical installations ('configuration items') and their interrelationships are recorded and maintained. A CMDB provides insight into the critical and other components that make up a service.



Mission-Critical Support Control Centre	MCSCC	An organisational unit of RWS-CIV that ensures 24x7 monitoring of systems essential to RWS's mission, such as flood defences, bridges, sluices, tunnels and traffic management systems.
Corrective Active Plans	CAP	A plan detailing the intended actions to make corrections to Products, services or processes.
Corrective Maintenance (ARBIT2022)		The Contractor's detection and repair of Malfunctions, which the Client has reported to it or which have otherwise become known to the Contractor. This concerns the services that are meant to restore the instruments into a good condition after becoming faulty. The Flow Measurement Instruments are returned for this purpose. Services are not performed at the Measurement Site.
Discharge		The amount of water flowing through a given point in m3 per second.
Flow Measurement Instrument		A measuring instrument that provides accurate and contactless measurement of flow velocity and the Discharge in both fast- and slow-flowing water.
Documentation (ARBIT2022)		Any description of the Performance and its properties, whether or not specifically intended for its installation, implementation, use, management and/or maintenance.
Most economically advantageous tender	MEAT	The Tender Application that has achieved the highest total final score based on the best price-quality ratio.
Electromagnetic Compatibility	EMC	The capability of an object, system, or Product to function in an electromagnetic environment according to specifications, without causing electromagnetic interference that is unacceptable to other objects, systems or Products in that environment.
European Committee for Standardization	EN	European EN standards setting out European quality requirements.
Factory Acceptance Test	FAT	Final acceptance test 'at the factory' to verify if the Product meets specifications.
Functioning		The demonstrable compliance of a Product or service with its intended operation or expected performance.
Gateway	GW	A device that enables the translation and connection between two incompatible networks, such as the LMW Next Gateway.
Deficiency (ARBIT2022)		Any Malfunction and/or other defect as a result of which the Performance is unfit for the agreed use.
Contractor Repair Time	CRS	The time within which the Contractor, working with LMW's M&S (Management & Servicing) Contractor, must restore the Functioning and Performance of the Flow Measurement Instrument.
Industrial Automation	IA	The ICS/SCADA systems and ICT-related systems and components (hardware and software), where functional interaction occurs with the physical environment or users (e.g. a bridge, substation, DRIP, etc.). This includes obtaining information about the physical environment (data collection) and influencing the physical environment (operation and control).
Industrial Control Systems	ICS	Systems equipped to operate and control the RWS Infrastructure, also using SCADA systems.
Information and Communication Technology	ICT	A coherent ensemble of information systems, hardware and software, server operating systems, the underlying technical data network infrastructure with data networks and associated network components, data storage in data centres, computer rooms and technical spaces, aimed at enabling or supporting processes.
Impact Analysis	IA	Identifying and documenting the effects of an intended change to an object, system, or Product.
Implementation (ARBIT2022)		All the actions and measures needed to make the Client's organisation suitable for the agreed use of the Product and/or Software.
International Organisation for Standardization	ISO	Global organisation that ensures standards setting out international quality requirements.
Information Provision	IP	The entirety of people, resources and measures, aimed at fulfilling the organisation's information needs.
Tenderer		The market party that submits a Tender Application. If its Tender Application is successful, the Tenderer becomes the Contractor.
Tender Application		Tender submitted by the Tenderer based on the Descriptive Document and the Tender Specification.
Installation (ARBIT2022)		The installation and connection of the Product and/or the implementation of Software by the Other Party.



Installation Instruction		Work instruction prepared by the Contractor for LMW's M&S contractor for the purpose of placing and aligning the Flow Measurement Instrument at the Measurement Site.
Immersion Protection Rate 68	IP68	Water-resistant in fresh water against the effects of continuous immersion in water depths of 1.5 m and protected from dust without a cover.
International Social Conditions	ISC	Conditions through which the Central Government aims to prevent and address abuses related to working conditions, human rights and the environment in supply chains.
Index Velocity Method	IVM	Method for calculating the Discharge at the Measurement Site.
Calibrating		Adjusting, aligning and configuring a Flow Measurement Instrument to the specific conditions of the Measurement Site.
Critical Performance Indicator	CPI	Critical performance indicators measure the performance of organisations, teams and employees to make progress specific and measurable.
Quality Management System	QMS	A system for systematically, transparently and effectively ensuring the quality of all business operations and fostering a process to continuously improve them.
Dutch National Water Monitoring Network (LMW) (1/Next)	LMW-1/ LMW-Next	Multiple implementations of the Dutch National Water Monitoring Network, through which RWS collects data necessary to keep the Netherlands safe, dry and accessible for shipping traffic. LMW-1 is the current operational chain and LMW-Next (also known as LMW-2) is the upcoming, future operational chain.
Corporate Social Responsibility	CSR	A way of doing business focused on economic performance, while respecting social aspects within environmental boundaries.
Mean Time Between Failures	MTBF	The predicted time that elapses between inherent defects of a mechanical or electronic system during its normal operation.
Mean Time Between Maintenance	MTBM	A measure of reliability that considers the maintenance policy, specifically the total number of components consumed at a given time divided by the total number of scheduled and unscheduled maintenance activities performed on that component.
Mean Time To Maintain	MTTM	The average time required for the preventive maintenance of a component or item of equipment. Mathematically, this is the total preventive maintenance time for components divided by the total number of preventive maintenance actions for components over a specified period. It generally does not include the lead time for administrative or logistical downtime.
Mean Time to Repair	MTTR	The average time required to repair a defective component or item of equipment. Mathematically, this is the total corrective maintenance time for defects divided by the total number of corrective maintenance actions for defects over a specified period. It generally does not include the lead time for components that are not readily available or for other administrative or logistical downtime.
Measurement Site		RWS site where the Flow Measurement Instrument is installed to collect reliable discharge and current-velocity data at this site.
Measurement Plane		A measurement plane consists of two intersecting measurement paths. A measurement path consists of two transducers positioned on either side of the waterway.
	MODBUS ASCII/ RTU	Master-slave communication protocol that can support up to 247 slaves connected in a bus or star network configuration. The protocol uses a simplex connection on a single line. In this way, communication messages move along a single line in opposite directions.
Netherlands Standardisation Institute (<i>Nederlands Normalisatie-Instituut</i>) Standard 1010	NEN 1010	A set of Dutch safety regulations for low-voltage installations used by the electrical installation industry. NEN 1010 specifies the minimum safety requirements that low-voltage installations must meet in residential construction, non-residential construction and the industry. National NEN standards outline the agreements in place and specify the requirements or quality criteria that must be met in the Netherlands.
Amsterdam Ordnance Datum (<i>Normaal Amsterdams Peil</i>)	NAP	Reference level for water levels in the Netherlands, for which purpose a NAP height of 0 metres is approximately equal to the average sea level of the North Sea.



Summary of Additional Information and Changes	SAI&C	Document within the tendering procedure in which the questions asked by the Tenderers are included anonymously with the Contracting Authority's answers.
Maintenance Manual		Maintenance manual outlining the maintenance tasks and routine activities to be performed by a maintenance technician or user. This includes work such as cleaning, refilling, lubricating and replacing components.
Maintenance Management System	MMS	The Contractor's IT system in which all maintenance-related activities are recorded and scheduled.
Final Handover Dossier	FHD	Dossier to be supplied by the Contractor on handover or completion of a project phase and/or a RWS site under the Contract.
Panel Method		Method for calculating the Discharge at the Measurement Site.
Party/Parties		Legal entity/entities involved in the Agreement.
Plan of Action	PoA	Document containing plans for the factors of time, organisation, risks and information.
Plan-Do-Check-Act cycle	PDCA cycle	Method for continuous improvement using a defined structure.
Performance		Ensuring that the intended operation or activity, as well as the availability and reliability of a Product or service, is guaranteed until the time of intervention.
Preventive Maintenance (ARBIT2022)		The adoption of measures by the Contractor to prevent Malfunctions and other related forms of service.
Product (ARBIT2022)		The item that the Contractor delivers to the Client under the Agreement.
Profibus		Standard for a classic serial fieldbus based on industrial Ethernet in automation technology, first used by Siemens in 1989.
Project Initiation Document	PID	Plan of Action that the Contractor prepares for the various project phases to be completed under the Contract. The PID describes the items needed in a specific project phase, such as project organisation, approach, schedule and risks.
Project Management Plan	PMP	Plan in which the Contractor describes how quality management will be applied to complete the Contract in a controlled manner.
Project Start-Up	PSU	Meeting following the award of the Agreement, at which the Contractor and the Client make further arrangements for setting up the services in accordance with the Contract.
Proof of Concept	PoC	A demonstration of a Product or service to assess whether an idea can be implemented.
Response Time (ARBIT2022)		The time within which the Contractor's Personnel must respond effectively to notification of a Malfunction by the Client and other requests by the Client for service.
Reliability, Availability, Maintainability, Safety, Security, Health, Environment, Economics, Politics	RAMS SHEEP	Reliability, Availability, Maintainability, Safety, Security, Health, Environment, Economics and Politics.
Rijkswaterstaat	RWS	Independent contracting organisation under the Ministry of Infrastructure and Water Management, consisting of several Departments with different roles.
(Rijkswaterstaat) Central Information Services	(RWS)-CIV	National Service of RWS responsible for directing and facilitating the implementation, maintenance and development of information services (IV) for RWS.
Root Cause Analysis	RCA	Collective name for a wide range of approaches, tools and techniques used to identify causes of problems and incidents.
SIMK		Method for calculating the Discharge at the Measurement Site.
Service Levels (ARBIT2022)		Requirements set out in the Agreement for Maintenance and other agreed forms of service.
Service Level Agreement	SLA	Agreement between the Contractor and the Client regarding the provision of services, clarifying what both Parties can expect from the services, how the services can be improved and the associated costs.
Service Level Report	SLR	Report that accounts for SLA performance in relation to the Performance.
Service Hours (ARBIT2022)		Hours that fall within the agreed service period.
Specific, Measurable, Acceptable, Realistic and Time-Bound	SMART	Method that ensures goals are truly achievable.



Semantic Model e-Invoice	SMeI	The transmission of electronic invoices by organisations participating in economic transactions in the Netherlands (including public authorities) and their receipt by these authorities.
ServiceDesk	SD	Central point of contact between RWS and the Contractor as part of customer support, aiming to assist users with requests and problems.
Single Point of Contact	SPOC	One point of contact for customers regarding a service, activity or programme.
Site Acceptance Test	SAT	The test conducted along the waterfront and/or at the Measurement Site, including the Flow Measurement Instrument, to determine whether the specified accuracy requirements for the discharge and current-velocity data are met. During the SAT, the handover of all technical equipment, documentation and other relevant items also occurs in accordance with the specified requirements.
Malfunction (ARBIT2022)		A technical problem that occurs when using the Performance.
TenderNed		Online tendering system of the Dutch government.
Vessel-Mounted Measurement		Measurement from a vessel using a (vertical) ADCP ('Acoustic Doppler Current Profiler'), allowing for the simultaneous measurement of the bed profile and the current-velocity profile to accurately determine the Discharge.
Velocity Profile Method	VPM	Method for calculating the Discharge at the Measurement Site.
Health & Safety	H&S	
Compensation (ARBIT2022)		The total price agreed for the Performance.
Verification and Validation	V&V	
Progress Meeting	PM	Meeting in which the Contractor discusses key information regarding the progress of the services provided and the achievement of the Performance from the Progress Reports (PRs) with the Client.
Progress Report	PR	Report in which the Contractor periodically provides key information to the Client regarding the progress of the services provided and the achievement of the Performance.
Tender Specification General	TSG	Specification, including annexes from the Client, describing the context of the Contract and the Performance that the Contractor must render to fulfil the Contract.
Tender Specification Requirements	TSR	Specification, including annexes from the Client, outlining the minimum requirements for the Performance that the Contractor must deliver under the Contract.
Tender Specification Process	TSP	Specification, including annexes from the Client, outlining the minimum requirements for the Processes that the Contractor must establish and implement under the Contract.
Other Party (ARBIT2022)		The Contractor or Supplier that the Agreement has been concluded with.
Business Days (ARBIT2022)		Calendar days, excluding weekends and recognised public holidays as defined in Section 3 of the General Extension of Time Limits Act (<i>Algemene termijnenwet</i>).



2. Definitions

The Parties assign the corresponding meaning to the following non-capitalised words or combination of words used in the Tender Specification.

Words/combination of words	Meaning
activity	A certain clearly defined amount of work that one or more persons can perform in one or more steps.
audit	An audit with a systematic and disciplined approach to the proper and reliable functioning of the Contractor's organisation, processes and systems conducted by auditors on behalf of the Client.
management	All the activities and processes designed to achieve a condition of an object, system or Product such that its current Functioning and Performance can be effectively maintained throughout its lifetime.
management measure	A set of measures for maintaining or achieving a predetermined quality level of the managed object, system or Product.
control management data	The data of and about the results of the maintenance processes that the Client needs for managing the object, system or Product.
order	The purchase order that RWS issues to the Contractor to supply one or more Flow Measurement Instruments or their components.
control unit	Computer running the Flow Measurement Instrument software.
reliability (RAMSSHEEP aspect: Reliability)	The probability that the required function will be performed under given conditions over a certain period of time.
finding	A fact that the Client has established with a test. This can be either a positive or a negative finding.
security (RAMSSHEEP aspect: Security)	The security of a system in relation to intentionally unsafe human actions.
bonus	Pre-agreed Compensation from the Client to the Contractor, if the Contractor achieves certain pre-agreed objectives within a pre-agreed period.
emergency	An unforeseen event that affects the primary function(s) of the object, system or Product, for which the Contractor cannot be held responsible and that is not due to the Contractor's performance or omission of any work. A collision or allision involving a vessel is considered an emergency.
computing unit	A device in an industrial environment with physical interfaces, allowing data to be processed according to formal procedures (algorithms).
contract management	Monitoring and controlling that both the Client and the Contractor comply with the arrangements recorded in the Agreement.
cyber security	Preventing danger or damage caused by disruption, failure or misuse of ICT and Industrial Automation.
definitive restoration	Long-term restoration of the function of an object, system, or Product after an emergency or incident, such that the object, system, or Product fully functions again in accordance with the specifications.
service	Any activity that the Contractor will perform or has performed under the Agreement.
services provided	The services to be provided and work to be performed by the Contractor under the Agreement for the purpose of rendering the Performance.
sustainability	The extent to which the Products and services take up scarce resources, both now and in the future (e.g. water, raw materials, energy and space).
requirement	The description of the requested feature of the Product or service to be provided.
full duplex	A system of two or more connected parties or devices that provides simultaneous communication in both directions.
free flow	A natural free flow of water from a high water level to a low water level without significant obstructions such as locks, dams/weirs, etc.
functional restoration	Short-term restoration of the function of an object, system, or Product after an emergency or incident, such that the object, system, or Product does <u>not</u> necessarily look the same and/or does <u>not</u> necessarily fully function again in accordance with the specifications.
deficiency	A deviation that renders an object, system or Product unsuitable or less suitable for its intended use and is caused by exogenous factors that the Contractor demonstrably cannot prevent in the context of the work and obligations arising from the Agreement. A collision or allision involving a vessel is not considered a deficiency but an emergency.
suitability requirements	The requirements laid down by the Contracting Authority for a Tenderer to determine whether a Tenderer is able to perform the public works contract.



health (RAMSSHEEP aspect: Health)	Well-being from a physical, mental and/or social perspective.
half duplex	A system of two or more connected parties or devices that provides communication in both directions, but only in one direction at a time, not simultaneously in both directions.
hardware flow control	A technique used in computer and telecommunications networks to regulate the speed of data transmission between two nodes, preventing a fast transmitter from overwhelming a slow receiver with data messages.
remedial action	The measure that the Contractor takes to temporarily or permanently restore the function of an object, system or Product.
repair time	The time that the Contractor needs to functionally restore an object, system or Product after an emergency or incident.
incident (civil and hydraulic engineering)	An unforeseen event that affects the primary function(s) of an object, system or Product.
incident (ITIL)	A disruption in ICT services, resulting in the partial or total loss or threat of a reduction in the expected service.
innovation	Renewal of the features of a Product, services provided, customised or other management, consultancy or other services within the scope of the Agreement.
inspection	All efforts needed to obtain an up-to-date, reliable and complete picture of the condition of objects, systems or Products, the risks associated with the condition, and the management of these risks.
rebate	A contractually predetermined reduction of the agreed price for the Performance.
quality management	Everything done for the purpose of quality assurance, striving for the highest possible quality.
office hours	Time on a business day between 7 am and 6 pm.
delivery	The moment when the services provided are available to an RWS employee or an RWS department and any Acceptance Test can be performed.
malus	Pre-agreed Compensation from the Contractor, to which the Client is entitled if the Contractor fails to achieve certain pre-agreed objectives within the pre-agreed period.
monitoring	The electronic or non-electronic survey of objects, systems or Products with the aim of ensuring their Functioning and Performance by collecting measurement data according to a fixed strategy, or sampling in a consistent manner, at a fixed location, at set times, including the analysis of these measurement data.
standards	Values within which the Performance must be rendered. Each Standard is a performance indicator.
environment (RAMSSHEEP aspect: Environment)	Integration into the physical environment and impact on the physical environment.
subcontractor	A contractor who performs work for the purpose of the Contractor rendering the Performance.
maintenance	Activities performed with the aim of maintaining a system's functions at the required quality level during its useful life.
maintenance planning	Planning of the expected maintenance activities on the Flow Measurement Instrument with their timeframe. Used to coordinate internal RWS planning.
maintainability (RAMSSHEEP aspect: Maintainability)	The probability that maintenance work will be possible within the times set for this purpose, under the given conditions, to be able to perform or continue to perform the required function.
maintenance management data	The data that the Contractor requires for its maintenance processes.
maintenance measures	Measures performed as part of maintenance.
maintenance regime	A set of prescribed maintenance measures to maintain the Functioning and Performance of objects, systems or Products.
resolution time	The time that the Contractor needs to definitively repair an object, system or Product after an emergency or incident.
personal data	Any data relating to an identified or identifiable living natural person. Separate items of data that, when combined, can lead to the identification of a specific individual also constitute personal data.
politics (RAMSSHEEP aspect: Politics)	Political-administrative and social aspects.
process	A structured organisation of the activities that the Contractor needs to perform to comply with the requirements arising from the Agreement
project management	The planning, delegating, monitoring and controlling of all aspects of the project, and motivating those involved to achieve the project objectives within the required performance targets for time, cost, quality, scope, benefits and risks.



report	Report to account for and provide insight into the progress made with rendering the Performance.
reference	Reference to a source that can provide more information about a particular situation or assertion.
response time	The time that the Contractor needs to respond to an emergency or incident.
risk	Probability of an adverse event occurring (due to a cause) that has consequences for the Client. A risk affects the achievement of objectives and the agreed service levels.
risk management	Continuous process in which risks are identified and quantified and measures are drawn up to mitigate them.
damage	A deviation from the desired situation, during which a reduction in value occurs and a direct relationship with functionality cannot necessarily be established.
survey	A non-specific inspection, within the framework of a manager's short-term duty of care, for the purpose of controlling immediate liability risks.
service hours	Hours that fall within the agreed service period.
service levels	Requirements set out in the Agreement regarding the performance of Maintenance and other agreed forms of service.
key officer	An officer of the Contractor, who performs an essential function within the Contractor's organisation in relation to the day-to-day performance of the Agreement and is actually assigned to perform the Agreement.
specification	A document containing a structured set of requirements and a description of the available range of solutions, or alternatively, the chosen solution with its tolerance range, applicable to an object, system, Product or service.
system	A collection of coordinated yet independent components, each serving a function in achieving a common goal.
technical installation manager	RWS employee who bears ultimate responsibility for the technical installations in the Area, in accordance with the 'Rijkswaterstaat Safety Manual NEN 3140'.
failure	A negative Finding that the Client considers serious.
testing	Demonstrating that the completed system, subsystem, component or element complies with the relevant design. Testing is a method of verification. Testing is a process of the Contractor but can also be additionally performed by the Client.
assessing	Establishing conformity between design, existence and operation, by comparing observations with the performances laid down in the Agreement. Assessing is a process of the Client.
top risk	Risk that directly or indirectly undermines the Contractor's achievement of the Client's objectives.
temporary restoration	Short-term restoration of the function of an object, system or Product after an emergency or incident, such that the relevant Measurement Site functions, but not in accordance with the specifications.
hours	Full hours as defined in Section 3 of the General Extension of Time Limits Act (<i>Algemene termijnwet</i>).
validation	Confirmation that specified requirements have been met, by providing objective evidence. <i>Validation is confirmation, by providing objective evidence, that the system meets the requirements for a specific intended use or a specific intended application. Validation is a process of the Contractor.</i>
variable maintenance	Maintenance strategy whose performance is initiated by a particular event.
scheduled maintenance	Maintenance strategy whose performance is initiated at fixed, preplanned times.
safety (RAMSSHEEP aspect: Safety)	Being free from unacceptable risks in terms of injury to people.
verification	Demonstrating compliance with the specified requirements, through either a predetermined process or a predetermined method. <i>Verification is confirmation, by providing objective evidence, that specified requirements have been met. Verification is a process of the Contractor.</i>
verification matrix	A matrix that the Client uses to assess the extent to which the Contractor complies with the requirements arising from the Agreement.
verifying	All activities necessary to objectively and explicitly demonstrate that the Performance or services comply with the requirements in the Agreement, both during and after their completion.
processing agreement	Agreement to be entered into between the Client and the Contractor relating to the processing of personal data by the Contractor on the Client's behalf.
observation	Observation of the Contractor's work with respect to professionalism, human action and competences.
change	Alteration to or adaptation of the services provided.
change management	Process to be able to implement controlled contract amendments.