Questionnaire - Rejsekort & Rejseplan A/S

* In the following Questionnaire Rejsekort & Rejseplan A/S will be named RKRP.
* Please tick appropriate answers for your company and product by clicking the square boxes.
* Describe or explain in plain text where appropriate.

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| **A. Background** |
| A.1 Company overview | Main business sector | Mobility (MaaS) [ ]  |
| Finance [ ]  |
| Travel [ ]  |
| CRM [ ]  |
| Administration [ ]  |
| Hosting [ ]  |
| Other [ ]  [Describe] |
| Number of employees |  |
| Yearly turnover (EUR) |  |
| Years of operation |  |
| Main geographic market |  |

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| A.2 Provide a brief description of your services | *Insert max 400 words* |
| A.3 Is your system/service commercially available on the market  | Yes [ ]  |
| No [ ]  |
| A.4 Pricing structure | Per user | [ ]  |
| Per card | [ ]  |
| Per transaction | [ ]  |
| License | [ ]  |
| Capacity | [ ]  |
| Other | [ ]  [Describe] |

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| **B. References** |
|  | Description |
| Customer |  | *Max 400 words* |
| Country/City |  |
| Period |  |
| Customer |  | *Max 400 words* |
| Country/City |  |
| Period |  |
| Customer |  | *Max 400 words* |
| Country/City |  |
| Period |  |

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| **C. Capabilities** |
| Capabilities | Price engine | [ ]  |
| Journey planner | [ ]  |
| Realtime transport information | [ ]  |
| Notifications | [ ]  |
| Payment Service Provider | [ ]  |
| Payment of trip through credit card | [ ]  |
| Direct money transfer from end-user account, for example digital payment methods | [ ]  |
| Booking of trips | [ ]  |
| Booking of trips through third party | [ ]  |
| CRM system | [ ]  |
| Fraud analysis | [ ]  |
| Support multiple mobility services | [ ]  |
| Subscription products | [ ]  |
| Real time live updates | [ ]  |
| Allows for multiple people to travel on account | [ ]  |

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| **D. Product description** |
| D.1 Is the product White Label?  | Yes [ ]  |
| No [ ]  [describe] |
| D.2 Typical implementation time  | >6 months | [ ]  |
| 6 months - 1 year | [ ]  |
| 1-2 years | [ ]  |
| >2 years | [ ]  |
| D.3 Data ownership | RKRP | [ ]  |
| Provider | [ ]  |
| Both | [ ]  |
| D.4 Customer account | Account based | [ ]  |
| Card based | [ ]  |
| Other  | [ ]  [explain] |
| D.5 Need for physical equipment | Yes  | [ ]  [Please Explain what equipment and how it is supposed to be used] |
| Only for validation purposes |  |
| No | [ ]  |
| D.6 Software Archetype  | Software as a service | [ ]  |
| Full managed contract | [ ]  |
| Tailored with a standard core | [ ]  |
| Fully customized | [ ]  |
| Other | [ ]  [Explain] |
| D.7 Architectural elements covered by your service[[1]](#footnote-1) | Utility systems | [ ]   |  |
| Hardware | [ ]  |  |
| CRM systems | [ ]  |  |
| Admin. Systems | [ ]  |  |
| External systems | [ ]  |  |
| Cloud hosting | [ ]  |  |
| Date warehouse | [ ]  |  |

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| **D. Product description (continued)** |
| D.8 Experience with system replacements/ transitions | Yes | [ ]  [please explain and indicate number of successful system replacements/transitions] |
| No | [ ]  |
| D.9 Support special customer groups, e.g, youth, pensionists, disabled person, bicycles etc.  | Yes, unlimited  | [ ]  |
| Yes, limited | [ ]  [please explain] |
| No | [ ]  |
| D.10 Level of modularity in services[[2]](#footnote-2) | **Architecture**Fully modular[ ]  | [ ]  | [ ]  | Fully integrated[ ]  |
| **Interchangeability of function***To what degree can modules/functions be taken out of the software without influencing the rest of the software*Fully interchangeable Not Interchangeable [ ]  [ ]  [ ]  [ ]  |
| [Describe |

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| **E. Service Tower** |
|  | RKRP | Provider | Other |
| Business demand management | [ ]  | [ ]  | [ ]  |
| Project management | [ ]  | [ ]  | [ ]  |
| Change and release management | [ ]  | [ ]  | [ ]  |
| SLA and finance management | [ ]  | [ ]  | [ ]  |
| Technology management | [ ]  | [ ]  | [ ]  |
| Incident management | [ ]  | [ ]  | [ ]  |
| Security management | [ ]  | [ ]  | [ ]  |
| Application development | [ ]  | [ ]  | [ ]  |
| Application maintenance and bug fix | [ ]  | [ ]  | [ ]  |
| Application updates and patching | [ ]  | [ ]  | [ ]  |
| Application operational agreements and monitoring | [ ]  | [ ]  | [ ]  |
| Usage support/Servicedesk | [ ]  | [ ]  | [ ]  |
| User rights | [ ]  | [ ]  | [ ]  |
| Server and storage | [ ]  | [ ]  | [ ]  |
| Data center | [ ]  | [ ]  | [ ]  |
| Network | [ ]  | [ ]  | [ ]  |
| Decentralized field equipment | [ ]  | [ ]  | [ ]  |

1. *In case an element is Not Applicable to use your product, please write N/A.*

*Please use page 15 and 16 in the background material as a reference* [↑](#footnote-ref-1)
2. By modularity we mean how the software is built: is it made up of interchangeable modules alone, is it built around a standard core with a set of modules, or is the software built on an integrated architecture. Please also describe how it connects to third party software. [↑](#footnote-ref-2)