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 |  | |
| |  |  |  | | --- | --- | --- | | 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 |  | |  |
| |  |  |  | | --- | --- | --- | | **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)