**Technical Specifications Services:**

**Assessment of setting up National Access Points and National Body in Regional Partners**

**PS/SRV/NAP/011/2024**

**Content**




Beogradjanka building, Masarikova 5/8
11000 Belgrade, Serbia
T. +381 11 3131 799/800

## 1. Introduction

This document includes all the requirements on the basis of which each Tenderer will prepare its tender (Technical Proposal and Financial Proposal) for the performance of the services that are the subject of the Contract resulting from this procedure.

The Contracting Authority is the Transport Community through by the Permanent Secretariat of the Transport Community.

Permanent Secretariat of Transport Community - is one of the institutions set up under the Transport Community Treaty ("Treaty"). The Transport Community is an international organisation in the field of mobility and transport. It has 36 participants – the European Union member states represented by the European Commission, the six South East European Parties (the Republic of Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, the Republic of North Macedonia, and the Republic of Serbia) and the three observing participants (Georgia, Republic of Moldova and Ukraine).

The Permanent Secretariat of the Transport Community ("the Secretariat") provides administrative support to the other institutions of the Transport Community (the Ministerial Council, the Regional Steering Committee, the technical committees and the Social Forum). The Secretariat acts as Transport Observatory to monitor the performance of the indicative TEN-T extension of the comprehensive and core networks to the Western Balkans and supports the implementation of the Western Balkans Six (WB6) Connectivity Agenda aiming to improve links within the Western Balkans as well as between the region and the European Union.

The Secretariat also reviews the implementation of the obligations under the Treaty.

**Address:** Beogradjanka building, Masarikova 5/8, 11000, Belgrade, Serbia

Internet addresses: https://www.transport-community.org/

## 2. Background

### 2.1. Information about the Contracting Authority

The Transport Community is an international organisation in the field of mobility and transport. Transport Community is working on integrating Western Balkans' transport markets into the EU by assisting the regional partners in adopting and implementing the EU legislation in the transport field and supporting projects connecting the region and with the EU. The aim of the Treaty therefore is the creation of a Transport Community in the field of road, rail, inland waterway, and maritime transport as well as the development of the transport network between the European Union and the Western Balkan Parties.

The Permanent Secretariat of the Transport Community (further on "TCT") has been tasked to support the parties on the path towards achieving their common goals. The organisation was founded by the

Treaty[1] establishing the Transport Community signed on 9th of October 2017 by all partners (Council Decision (EU) 2019/392).

### 2.2. Information about the context which has made necessary the procurement of the services

The establishment of National Access Points (NAPs) and National Bodies (NBs) in the Western Balkans is a critical step towards enhancing the region's transport infrastructure and integrating it with the broader European Union (EU) framework.

The Western Balkans have committed to aligning their transport policies and systems with EU standards as part of their integration process. The ITS Directive (EU) 2023/2661 and its related Delegated Regulations (EU) set the framework for deploying Intelligent Transport Systems (ITS) in road transport. To comply with these directives, regional partners must establish NAPs and NBs that facilitate the harmonized collection, management, and dissemination of transport data. Furthermore, the requirement to setting up these institutions is part of the next generation of Road Action Plan, expected to be approved by the end of 2024, as well as is expected to be included in the Reform Agendas part of the discussions between the European Commission and the region, within the framework of the New Growth Plan.

The region has transitioned from deploying Intelligent Transport Systems (ITS) without initially establishing the legal basis or a strategic framework. Presently, Albania, Kosovo, Montenegro and North Macedonia have adopted ITS strategies, while in Serbia the ITS Strategy is expected to be adopted by the end of 2024. Ongoing and upcoming projects across the region involve the implementation of Traffic Control Centers for roads in nearly all partners, Vessel Traffic Management and Information Systems for waterborne transport in Albania and Montenegro, River Information Services for inland waterways in Serbia and Bosnia and Herzegovina, and the incorporation of the European Rail Traffic Management System in all rail projects.

Regional integration and connectivity are crucial for the socio-economic development of the Western Balkans. Establishing NAPs and NBs will support the creation of a cohesive and interoperable transport network across the region, aligning with the goals of the Transport Community Treaty and the EU's New Growth Plan for the Western Balkans. This integration will facilitate seamless transport operations, enhance trade, and promote regional stability and cooperation.

The Western Balkans face diverse technical and institutional challenges in establishing and maintaining NAPs and NBs. These challenges include varying levels of existing infrastructure, technical capabilities, and institutional frameworks across regional partners. Specialised services are required to assess these challenges comprehensively, recommend suitable NAP types, propose institutional setups, and estimate implementation costs tailored to each regional partner's specific context.

Compliance with the legal requirement of the Annex I.3 – Rules applicable to road transport, of Transport Community Treaty and the successful establishment of NAPs and NBs by the end of 2027 as

* This designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence

[1] https://www.transport-community.org/wp-content/uploads/2022/10/treaty-en.pdf

per the Reform Agenda have the potential to position the Western Balkans to access EU funding and participate in various EU programs. This access will provide financial support for further infrastructure development, capacity building, and innovation projects, fostering long-term growth and development in the region.

The contractor is encouraged to build upon the works of NAPCORE, EU funded project. NAPCORE is co-financed by a Programme Support Action under the European Commission's Connecting Europe Facility. NAPCORE has been launched as coordination mechanism to improve interoperability of the National Access Points as backbone of European mobility data exchange. The project is expected to leverage established best practices and frameworks of the NAPCORE project for the specific needs of the Western Balkans, ensuring alignment with EU standards and fostering regional integration and interoperability within the region and with the EU Member States.

In summary, the procurement of these services for assessing and setting up National Access Points and National Bodies in the Western Balkans is essential to align with EU standards, enhance transport efficiency and safety, facilitate regional integration, address technical and institutional challenges, leverage existing technical assistance, support sustainable development, and access EU funding opportunities. These efforts will collectively contribute to the modernisation and digitalisation of the region's transport sector, promoting its integration into the broader European framework.

### 2.3. Objectives (Information about the expected benefits)

To establish effective and interoperable National Access Points (NAPs) and National Bodies (NBs) for each regional partner in the Western Balkans, in alignment with EU standards and directives, to enhance transport efficiency, safety, and regional integration.

### 2.4. Stakeholders

Information about the stakeholders and their implications in the contract implementation:

- Transport Community Treaty Permanent Secretariat (TCT Secretariat) – Contracting Authority;

## 3. Description of the services

### 3.1. General objective to which the services shall contribute

The general aim of the services is to facilitate the establishment of robust and interoperable National Access Points (NAPs) and National Bodies (NBs) across the Western Balkans, thereby aligning the region's transport infrastructure with European Union standards and directives. This initiative seeks to enhance the efficiency, safety, and sustainability of road transport systems by ensuring seamless data integration and harmonisation across the region. By addressing the specific needs and technical capabilities of each regional partner, these services will support the development of a cohesive transport network that promotes regional connectivity, economic growth, and compliance with the ITS Directive (EU) 2023/2661 and related delegated regulations. Additionally, the establishment of NAPs and NBs will empower regional partners to better manage and disseminate transport data,

fostering innovation, improving decision-making processes, and facilitating access to EU funding and programs.

### 3.2. Specific objective to which the services shall contribute

The specific objective of the services is to support the setting up of National Access Points (NAPs) and National Bodies (NBs) tailored to the unique needs of each regional partner in the Western Balkans. This involves conducting thorough needs assessments to identify specific requirements, evaluating various types, and proposing institutional setups that align with the most suitable models for each partner. Ultimately, these efforts will enhance data management, improve transport efficiency and safety, and support the integration of the Western Balkans' transport systems with the broader EU framework..

### 3.3. Services and activities to be performed

The contractor is requested to perform the following activities/tasks:

**Task 1. Define the most suitable NAPs and NBs type for each Regional partner.**

This task shall include but not be limited to:

1. **Identify Regional Partner Needs**:
    - Carry out needs assessment in each regional partner to understand their specific requirements, institutional set up, data volumes, and user base.
    - Analyse the existing infrastructure and technical capabilities of each regional partner.
2. **Proposal for Institutional Set Up for NAP**:
    - Evaluate different National Access Point (NAP) types for each regional partner, including a cost estimation for each proposed NAP type.
    - Recommend the most suitable type for each regional partner benchmarking with the EU practices with particular reference to NAPCORE recommendations on Level of Service Framework for NAPs and NAP architecture considering factors such as institutional structure, decision-making processes, legal framework, cost analysis.
    - Propose an institutional setup that aligns with the most suitable NAP type for each regional partner, including the organisational structure and staffing plan, including the required skill sets and expertise to establish and maintain the NAP.
    - Prepare a cost estimate, including infrastructure setup, software development, staffing, and ongoing maintenance
3. **Define a National Body model including the functionalities and processes as per FRAME**

This task shall include but not be limited to:

- Propose the most suitable model for each Regional Partner benchmarking with the EU practices with particular reference to NAPCORE recommendations for National Body functions and NB Reference Architecture

- Determine the core functionalities required for the National Body, such as data management, quality assurance of mobility data and services (compliance assessment), user support, and reporting.
- Define specific processes for the reception and the processing of self-declarations and the final compliance assessment.
- Estimate implementation costs, including infrastructure setup, staffing etc.

**Task 2. Identify and prioritise the data categories in line with Annex III of Directive (EU) 2023/2661 amending Directive 2010/40/EU on the framework for the deployment of Intelligent Transport Systems in the field of road transport and for interfaces with other modes of transport and related Delegated Regulations (EU).**

This task shall include but not be limited to:

- Utilise the NAPCORE data dictionary to map the stakeholders and data Sources for each regional partner based on their level of maturity.
- Prioritise data categories according to maturity levels, and strategic importance.
- Propose a phased approach to roll out data categories, starting with the most critical ones.
- Recommend standardised formats and protocols for data transmission to ensure compatibility and seamless integration across different NAPs, leveraging existing standards and best practices

**Task 3: Prepare a roadmap for each regional partner to set up National Access Point and National Body**

This task shall include but not be limited to:

- Develop a step-by-step roadmap for each regional partner, outlining key milestones, tasks, and timelines, including activities such as infrastructure setup, staffing, software development, capacity building, and stakeholder engagement.
- Prepare a cost estimate for NAP and NB, including infrastructure setup, software development, staffing, and ongoing maintenance.
- Identify the training needs of regional partners and relevant stakeholders.
- Develop a comprehensive training program covering technical skills, data management best practices, and regulatory compliance.

### 3.4. Expected results/outcomes following the performance of the services

All deliverables shall be prepared in English and shall be handed over in electronic editable format.

Deadlines for delivery refer at the draft version of the reports. In principle, the deadlines set out below cannot be extended. The Contractor is deemed solely responsible for delays occasioned by subcontractors or other third parties (except for rare cases of *force majeure*). Adequate resources and appropriate organisation of the work including management of potential delays should be put in place in order to observe the timetable.

The following deliverables shall be produced by the Contractor under the Contract:

| No. | Deliverable | Deadline for submission |
|---|---|---|
| 1. | Inception Report and Methodology | 1 month after the commencement date |
| 2. | **Task 1 - Define the most suitable NAPs and NBs type for each Regional partner**<br><br>The report should ideally not exceed 100 pages in total | 5 months after the commencement date |
| 3. | **Task 2 - Identify and prioritise the data categories for each NAPs**<br><br>The report should ideally not exceed 100 pages in total | 8 months after the commencement |
| 4. | **Task 3 - Prepare a roadmap for each regional partner to set up National Access Point and National Body**<br><br>The report should ideally not exceed 50 pages in total | 10 months after the commencement |
| 5. | **Final Report -** Shall incorporate a summary of all tasks carried under the Contract | 11 months after the commencement date |

### 3.5. Duties and responsibilities of the parties

The Contractor shall be fully responsible for:

- ensuring resource planning in relation to the estimated schedule for the performance of the contract and presented in this document;
- fulfilling its obligations, in compliance with the best practices in the field, the relevant legal and contractual provisions, as well as with full understanding of the complexity related to the successful execution of the Contract, so as to ensure the fulfilment of the established objectives, ensuring that the activities performed and the obtained results are at the required quality parameters;
- ensuring the validity of all authorisations and certificates which might be needed for the performance of the services;
- ensuring a certain degree of flexibility in the performance of services according to the objective needs of the Contracting Authority at any time during the course of the contract. This might include slight adaptations of the schedule of performing the services, to bring it in line with challenges on the ground.
- performing the services - and presenting the results - in accordance with the requirements of the Technical Specifications;
- collaborating with the assigned staff of the Contracting Authority.

The Contracting Authority shall be responsible for:

- facilitating contacts with relevant stakeholders in all regional partners;
- taking over the deliverables and paying the contract price at the time and in the manner prescribed in the contract.

## 4. Assumptions and risks

The Consultant is deemed to have acknowledge all the relevant constraints in this regard and include in its bid all the costs for addressing them accordingly.

## 5. Approach and methodology

The Contractor will have to define a methodology, describing in detail the activities and sub-activities (if any) that will be performed according to these ToR to achieve the expected results. Additional activities may also be suggested, and their need justified for the successful implementation of the assignment.

The methodology should indicate the intended results in the realisation of the respective (sub)activity by linking it to the specifics of the activity itself and the proposed way of its implementation and to clearly describe the chronological, technological, and logical interconnection of the processes in the implementation of the individual (sub)activities.

The methodology should include a detailed schedule with specific deadlines for the implementation of specific activities in the individual stages and the assignment as a whole. The proposed timetable should comply with the overall deadlines under the project and shall be presented in the form of a Gantt Chart.

The Contractor has to apply a system for the management of the risks within this assignment. This risk management process of the Contractor has to include, as a minimum, a risk analysis, identification of possible risks and the necessary actions to avoid, transfer, mitigate or accept them.

The methodology shall be included in the tender and further refined at Inception stage.

## 6. Work plan for activities/services

The main relevant milestones for the contract implementations are defined in sections 3.3 and 3.4 above. In due observance of the deadlines therein provided, the Contractor will prepare the implementing schedule as part of its methodology (see point 5 above).

## 7. Place and duration of activities/services

### 7.1. Place and duration of activities/services

Contracting Authority's headquarters is located in Belgrade, Republic of Serbia. While the Contractor shall not be asked to open a branch office or otherwise register in Serbia for the scope of performing the contract, physical presence of its team in Belgrade shall be required from time to time.

### 7.2. Commencement date and completion date for the execution of the services or the Time/Period for Completion of the Services

The contract shall last 11 months from the commencement date.

## 8. Staff

The team delivering the services should include, as a minimum, the profiles hereunder provided.

The team should provide experts who have qualification and legal capacity to perform in a timely manner all the obligations of the Contractor described in this Terms of Reference throughout the term of the contract.

Experts who have a crucial role in implementing the contract are referred to as key experts. The profiles of the key experts for this contract including minimum requirements with regard to qualification and skills, specific professional and project related experience are provided below.

For carrying out the activities under the Contract, the Contracting Authority anticipates that certain fields of expertise or the following categories of professions (as applicable):

The team should include experts of sufficient qualification and capacity to perform in a timely manner all the obligations of the Contractor described in this Technical Specifications throughout the term of the contract.

The team delivering the services should include, as a minimum, the profiles provided under Annex 1 - Instruction to Tenderers.

The Contractor is responsible to select, hire and/or use any other experts whose inputs might prove necessary for the proper delivery of services without seeking Contracting Authority's prior approval in this regard.

The costs for other experts, backstopping and support staff, as needed, are considered to be included in the tenderer's financial offer.

### 8.1. Main /key experts' profile

| **Role of the expert:** Team Leader | |
|---|---|
| **Educational and/or professional qualification** | University graduate in a field of transport/ civil engineering/ economics or equivalent<br><br>Proficient English user. |
| **General professional experience** | 10 years of general professional experience in the transport sector acquired after graduation. |
| **Specific professional experience** | At least 5 years of experience in the transport sector with a focus on transport databases or Intelligent Transport Systems deployment |
| **Project related experience** | Team leader in at least 2 completed Projects related to the scope of work of this project in EU MS, and with team management of a minimum of 3 experts |
| **Responsibilities under the Contract** | Team Leader/Project Manager will lead the implementation of all the components and retain the leadership and capacity of overall coordination, communication as well as the quality control of the project's outputs and outcomes. The team leader will be part of and will manage the team of experts, organise all aspects of the technical project work, ensure good communication with the project partners and Contracting Authority. |

| **Role of the expert:** Institutional and Regulatory Specialist | |
|---|---|
| **Educational and/or professional qualification** | University graduate in law, public administration, transport policy, or equivalent.<br><br>Proficient English user. |
| **General professional experience** | At least 8 years of general professional experience in the transport sector or public administration acquired after graduation |
| **Specific professional experience** | At least 4 years of experience in institutional setup, regulatory frameworks in relation to directives or regulations of the European Commission.<br><br>Experience in cost-benefit analysis and institutional structure evaluation |
| **Project related experience** | Working experience in 2 completed projects related to the development or implementation of regulatory frameworks and institutional setups in the transport sector, preferably in EU MS |

| **Role of the expert:** Data Management and Interoperability Specialist | |
|---|---|
| **Educational and/or professional qualification** | University graduate in Computer Science, Information Technology, Information Systems, or equivalent<br><br>Proficient English user. |
| **General professional experience** | At least 7 years of general professional experience in data management, IT systems, or transport technology acquired after graduation |
| **Specific professional experience** | At least 3 years of experience in data management, data interoperability, and IT system integration in the transport sector.<br><br>Familiarity with data standards and protocols such as DATEX II, NeTEx or SIRI |
| **Project related experience** | At least 2 completed projects related to data management and interoperability |

### 8.2. Non-key experts (secondary experts)

The Contractor is responsible to select, hire and/or use local experts in each WB6 partner if needed, especially for data collection and other activities, as well as other experts whose inputs might prove

necessary for the proper delivery of services without seeking Contracting Authority's prior approval in this regard.

The costs for other experts, backstopping and support staff, as needed, are considered to be included in the tenderer's financial offer.

## 9. Contract Management and approval of services

### *9.1. Services approval*

All the services and deliverables to be produced under the contract shall be subject to acceptance by the Contracting Authority. The following acceptance procedures shall apply.

Contracting Authority's feedback shall be submitted within 20 calendar days upon receipt of the draft version of a deliverable and may take one of the following forms:

a. Unconditioned approval;

b. Approval with comments;

c. Request for revision (in case the deliverable needs quality and/or content improvement);

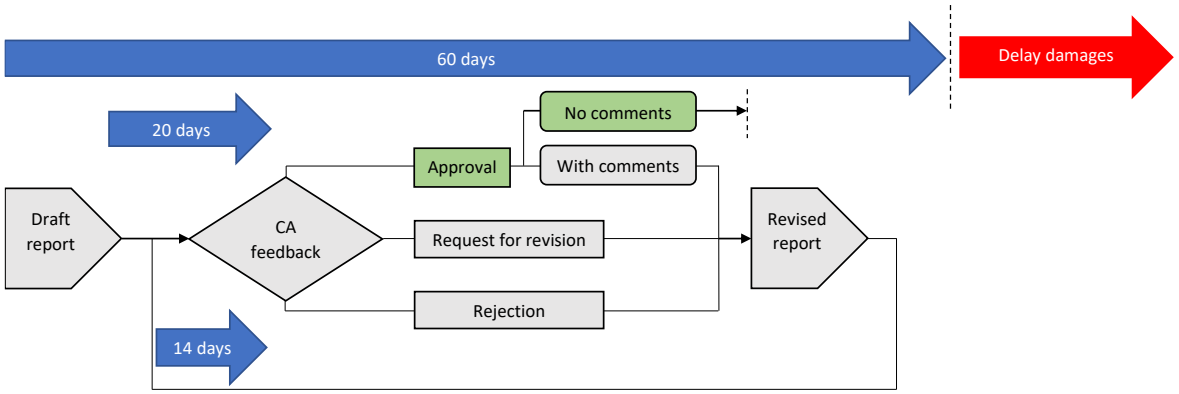
d. Rejection (in case the minimum contractual requirements on the deliverable's content and quality are not met).

In cases listed at points b, c and d above Contracting Authority's decision shall be accompanied by a list of comments that the Contractor will have to consider when preparing a revised version of the deliverable. The Contractor shall send the revised version as soon as practically possible, and the Contracting Authority shall provide its feedback within 14 calendar days from such submission.

Notwithstanding Contracting Authority's entitlement to reject or request revision of a deliverable until its feedback properly addressed, failure of the Contractor to have its reports approved within 60 calendar days from the initial submission would trigger delay damages applicable starting from the first day following such deadline.

Contracting Authority's failure to send feedback within the time limits set under this article would result in the reports being deemed approved starting from the day following the date such feedback was due.

The typical sequence of report approval events is presented graphically below:




### *9.2. Meetings and phone conferences*

TCT Secretariat will seek to facilitate the communication between the Contractor and beneficiaries whenever needed, but it is the ultimate responsibility of the Contractor to obtain a sufficient flow of information from the national focal points to be able to complete each of the tasks of this contract.

The Contractor shall be in regular communication with the Green/Multimodal/Innovative Transport Solutions Desk Officer from the TCT Secretariat for the entire duration of the contract.

The contractor is expected to participate in the following meetings and phone conferences:

- A kick-off meeting, virtual or in TCT Premises in Belgrade, at the latest 7 calendar days following the entry into force of the contract.

- Conference calls between the Contractor, TCT Secretariat and national focal points – shall be organised to discuss key deliverables, and any other important issues on request of any of the parties, Contractor or TCT Secretariat.

- Progress calls between the Contractor and TCT Secretariat shall be organised twice per month. The contractor will be notified in case a summary record is deemed necessary for any of those meetings or conference calls. If requested, the summary record should be drafted by the contractor within 3 working days following the meeting and it needs to be agreed among the participants.

- Online meeting to present deliverables and receive feedback will be held with the stakeholders from RPs for each deliverable (excluding inception report) at least once.