



Clarifications for the following Procurement:

Transport Observatory Data Information System Upgrade

PS/SRV/TOU/010/2024

Questions and answers:

1. In the interest of submitting a complete and qualitative proposal, we hereby request an extension of the submission deadline by 14 days. This extension is proportional to the work required for the proposal and necessary in planning and drafting a proposal in cooperation with multiple organisations.

Answer: After careful consideration, we regret to inform you that we are unable to grant an extension to the deadline for tender submission.

We acknowledge the significance of your interest in participating in the procurement process and we strongly encourage you to proceed with the preparation and submission of your Tender documentation within the specified timeframe.

2. Task 1. New KPIs as per revised TEN-T Regulation for all modes of transport: T1.1: The number of KPIs does not match Appendix I: TEN-T Key compliance indicators. Also, some KPIs listed seem to be already included in the system. Please clarify why they are repeated and the exact number of new KPIs?

Answer: As per the Technical Specifications provided, Appendix 1 contains the full list of all KPIs defined in the revised TEN-T Regulation. The Technical Specifications for this procurement specify that 16 new KPIs are to be accommodated together with the existing Key Performance Indicators already in the TODIS System. A final decision on the KPIs for the multimodal freight terminal will be taken in the course of the project. The contractor should calculate the integration of the 16 KPIs in the submitted proposal.

3. Task 1 directly affects the existing TODIS system. Implementation will require modifications to existing functionalities?

Answer: The implementation of the new KPIs shall require their integration within the existing system, without disruption of the existing functionalities. These changes on the front-end and back-end of the TODIS system should be consistent with the current logic and organisation of TODIS.

4. T1.5: Please clarify the meaning of "widgets." Does it refer to individual charts or to each element within a dashboard?

Answer: By “widget” we mean an individual chart. Before the user performs a dashboard query, they should be able to select the charts to be displayed on the dashboard from the list of existing charts for the selected dashboard.

5. Task 2. New module on climate resilience for both road and rail (GIS-based outcomes): Please specify whether this module will be integrated into existing sections or if it will be a standalone module with new sections.?

Answer: Climate resilience should be integrated into the existing module. Users should be able to see how the distribution of one or all hazards along the network changes. For each hazard along a network segment, the user should receive LRS information about that hazard.

6. Task 3. Railway Market Monitoring Report (Non-GIS outcomes): Is this module similar to the current EU Acquis module?

Answer: We cannot compare both modules with its similarities. It shall be a separate module / application for data collection, integration and presentation and shall be part/linked to the existing TODIS application. User accounts, user authentication and data collection tasks and data presentation shall be performed within the TODIS system. The front end of the application can be independent of the current TODIS user interface.

7. Activity 6: Training for Task 2 and Task 3: Where will the training for modules 2 and 3 take place? How many training sessions will be provided and in which locations?

Answer: As per the Tender Documentation, Training of Regional Users and Regional Coordinators is expected to take place in Western Balkans region organised by the TCT Secretariat.

The Contractor shall be responsible for all aspects related to training delivery and training materials. The organisation and the cost for logistics will be covered by the TCT Secretariat, including rental of adequate venues, refreshments and meals for all participants. At this point we cannot estimate the places, the locations and the number of persons participating and since the cost of the organisation and logistics are performed by the TCT Secretariat it shall be irrelevant.

Indicative number of trainings to be delivered shall be up to 3, subject to agreement with the Contracting Authority.

8. Considering the complexity of the technical specifications, would it be possible to extend the proposal delivery deadline by one week?

Answer: See Answer to Question Nr.1.

9. Is there any specific format for the proposed CVs?

Answer: *As per the Instructions to Tenderers, The CV shall be structured around the relevant information required to facilitate evaluation, proving compliance with minimum requirements described in section 8.1 of the Technical Specifications and additional quality requirement, as described under section II.2.3.*

10. Activity 6: Training for Task 2 and Task 3: How many attendees are planned for each training session?

Answer: *See Answer to Question Nr. 7*

11. We kindly ask the Contracting Authority to confirm if, based on the exemption outlined in the Agreement between the Republic of Serbia and the Transport Community, the withholding tax on services provided by non-residents would be covered by this exemption. If not, we kindly request clarification on whether the Transport Community would act as a withholding tax agent for these payments.

Answer: *Please refer to Article 10 of the Agreement between the Republic of Serbia and the Transport Community regarding the Seat of the Permanent Secretariat of the Transport Community: <https://www.transport-community.org/wp-content/uploads/2019/11/transport-community-headquarters.pdf>*