



**Technical Assistance for development of a Study for Strengthening Regulatory
Framework for Passenger Rights in the Western Balkans**

PS/SRV/SRF/008/2023

TECHNICAL SPECIFICATIONS

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1 Introduction

This document includes all the requirements based on 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 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 South East European Parties (the Republic of Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, the Republic of North Macedonia, and the Republic of Serbia - hereinafter referred to collectively as “regional partners”) and the three observing participants (Georgia, Republic of Moldova and Ukraine). 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 6th Ministerial Council held on 15 November 2022 endorsed a Joint Statement calling for the more systematic involvement of Ukraine, the Republic of Moldova and Georgia as observing participants in the relevant Transport Community activities.

The organisation was founded by the Treaty¹ establishing the Transport Community signed on 9th of October 2017 by all partners (Council Decision (EU) 2019/392).

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.

2 Background

2.1 Information about the Contracting Authority

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

The Permanent Secretariat of Transport Community is one of the institutions set up under the Transport Community Treaty (“Treaty” or “TC Treaty”). The Permanent Secretariat of Transport Community provides administrative support to the other institutions of the Transport Community, acts as a 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’ Connectivity Agenda aiming to improve links within the Western Balkans as well as between the region and the European Union. It also reviews and monitors the implementation of the obligations under the Treaty.

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

Contact: procurement@transport-community.org

Website: <https://www.transport-community.org/>

* 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>

2.2 Information about the context which have made necessary the procurement of the services

Under the Treaty establishing the Transport Community, the South East European Parties (namely the Republic of Albania, Bosnia and Herzegovina, North Macedonia, Kosovo, Montenegro and the Republic of Serbia hereinafter referred to as "*Regional Parties*") have committed to establish **Social Forum** of the Transport Community. Social Forum was instituted in 2020 and is a platform for a dialogue between the key transport and social stakeholders of the European Union and the Western Balkans Regional Partners, by promoting the social dialogue in relation to the monitoring of the implementation of the Treaty and its effects. Following key areas are of particular attention of the Social Forum: workers' fundamental rights, labour laws, health and safety at work and equal opportunities. To date, four Social Forums have been organised.

The First² Social Forum took place in October 2020 with setting up its operational procedures and highlighting the key areas of interest (workers fundamental rights, labour laws, health, and safety at work and equal opportunities in the transport sector and passenger rights).

The Second³ Forum focused on social issues in rail transport, as the European Commission had identified 2021 as the European Year of Rail to make travel by rail possible and attractive again for citizens and businesses in Europe. The Conclusions of the Second Social Forum recognised that little progress had been made regarding rail passenger rights.

The Third⁴ Social Forum focused on social issues in road transport as the Transport Community Permanent Secretariat had devoted 2022 to the year of roads. The Conclusions of the Third Social Forum state that the relevant authorities need to start improving the current conditions/situation to transpose and fully implement Regulation (EC) No 181/2011 on the rights of passengers in bus and coach transport. At the 3rd Social Forum there was a clear request, that was included in the Conclusions from the Regional Partners for drafting an Action Plan related to Social Acquis and Passenger Rights.

The fourth⁵ Social Forum focused on **The Role of the Civil Society in Creating Sustainable, Smart and Inclusive Mobility**. 4th Social Forum highlighted the importance of wider consultation with the civil society when it comes to transport planning and concluded that the region should work more towards accessible mobility.

The Conclusions of every Social Forum showed that more work needs to be done to improve passengers' rights in the Western Balkans region in the rail and road sector, to make it accessible and available for everyone.

Passenger Rights are a horizontal topic for all transport modes. Passengers are protected by a full set of rights – whether they travel by rail, ship or bus. Passenger rights are based on three cornerstones: non-discrimination; accurate, timely and accessible information; immediate and proportionate assistance. Passenger rights should be better implemented, clearer for both carriers and passengers, offer adequate assistance, reimbursement, possibly compensation when disruptions arise, and appropriate sanctions if the rules are not properly applied.

² <https://www.transport-community.org/social-forum/first-social-forum/>

³ <https://www.transport-community.org/social-forum/second-social-forum/>

⁴ <https://www.transport-community.org/social-forum/third-social-forum/>

⁵ <https://www.transport-community.org/social-forum/fourth-social-forum/>

Passenger rights have a prominent place in the strategic documents of the Transport Community, like in the Action Plan on Social Issues and Passenger Rights. The entire part four of the Action Plan is devoted to the Passenger Rights for safer and accessible travels. Also, the Sustainable and Smart Mobility Strategy⁶ for the Western Balkans, which provides a roadmap for decarbonisation and digitalisation of the transport sector, the Flagship 9 of the Strategy is addressing key social issues opportunities and challenges: transport workers' rights, working conditions, a healthy and safe working environment, passengers' rights and equal opportunities to make mobility fair and just for all.

Annex I of the Transport Community Treaty under the regulatory area of rail, road and maritime passenger rights lists the following legislation:

- **Regulation (EC) No 1371/2007**⁷ of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations (OJ EU L 315, 3.12.2007, p. 14).
- **Regulation (EU) No 181/2011**⁸ of the European Parliament and of the Council of 16 February 2011 concerning the rights of passengers in bus and coach transport and amending Regulation (EC) No 2006/2004 (OJ EU L 55, 28.2.2011, p. 1).
- **Regulation (EU) No 1177/2010**⁹ of the European Parliament and of the Council of 24 November 2010 concerning the rights of passengers when travelling by sea and inland waterway and amending Regulation (EC) No 2006/2004 (OJ L 334, 17.12.2010, p. 1).

2.3 Objectives (Information about the expected benefits)

The general objective of this assignment is to fulfil the obligations derived from the Transport Community Treaty signed by Regional Parties, related to passenger rights in rail, road and waterborne transport which are integral part of the Action Plan for Social Issues and Passenger Rights.

The specific objective of this assignment is to *first* improve the transposition and implementation of the passenger rights in the region and *second* to ensure that carriers and passengers have clear understanding of what the passenger rights entail.

The expected output of this contract is development of a Study for Strengthening Regulatory Framework for Passenger Rights in the Western Balkans. The study will include but not limited to:

- a) Assessment of the state of play of the European Union's institutional and legal framework and best practice examples;
- b) State of play and Gap assessment of the legislation and the institutional set-up that deals with the implementation of passenger rights in the region and identification of the key legal and institutional measures required to fill the gap for each regional partner;
- c) Cost effectiveness analysis (CEA) for each Regional Partner for the three cornerstones that the passenger rights are based on: non-discrimination, accurate/timely and accessible information and immediate and proportionate assistance.

⁶ <https://www.transport-community.org/strategy-for-sustainable-and-smart-mobility-in-the-western-balkans-2/>

⁷ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32007R1371>

⁸ <https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=celex%3A32011R0181>

⁹ <https://eur-lex.europa.eu/TodayOJ/>

d) Timebound implementation roadmap with concrete actions and measures for each Regional Partner on the Regulations mentioned under 2.2 with consideration of the three cornerstones that the passenger rights are based on (non-discrimination, accurate/timely and accessible information and immediate and proportionate assistance) in order to achieve full alignment with the EU passenger's rights Acquis and a comprehensive set of tailored recommendations for each Regional Partner on how to improve the status of passenger rights based on the prioritisation of the identified measures and actions (short to medium term) highlighted in the roadmap.

2.4 Other programs associated with this procurement of services

N/A

2.5 Stakeholders

Implementation of this Technical Assistance will require meetings and engagement of relevant institutions at the level of all the regional partners (ex. Ministries of Transport, Social Affairs etc.). The relevant stakeholders shall be identified and agreed between Contracting Authority and Contractor during the inception phase.

TCT Secretariat will seek (to the extent possible) to facilitate the communication between the Contractor and other stakeholders whenever needed, but it is the ultimate responsibility of the Contractor to obtain a sufficient flow of information with relevant stakeholders to be able to complete each of the tasks of this contract.

3 Description of the services

3.1 Description of the present situation

Regional Partners have reported limited progress regarding transposition and implementation of the Acquis (ANNEX I of the TCT) related to Passenger Rights. With regards to **rail**, all Regional Partners have taken concrete steps regarding specific parts of the Regulation 1371/200714, but more work needs to be done to achieve transposition. Limited steps have been taken regarding Regulation 181/2011 15 **on bus and coach** passenger rights only by Albania. Additional efforts are needed to make the main bus and rail stations in the region accessible for everyone, meaning people with disabilities and persons with reduced mobility. **On maritime**, only one Regional Partner has taken some steps regarding the Regulation 1177/2010. The overall transposition status of the relevant acquis for passenger rights in each Regional Partner is provided below:

In 2022, The Transport Community Permanent Secretariat has published its first Passenger Rights Report¹⁰, with a focus on making transport accessible and inclusive in the Western Balkans. The objective of the report was to identify the **obstacles and barriers to accessibility** in the region at the central rail and bus stations. The report provides concrete measures (short term, mid-term and long term) to be addressed by various stakeholders on how to make accessibility of transport services.

¹⁰ The Passenger Rights Report identifies obstacles and barriers to accessibility in the region at the central rail and bus stations, while a special focus on infrastructure accessibility, right to assistance at designated terminals and on board and information to persons with reduced mobility.

Therefore, this Technical Assistance aims at supporting the Regional Parties in transposing the **Regulation (EC) No 1371/2007**¹¹ on rail passengers' rights and obligations, **Regulation (EU) No 181/2011**¹² concerning the rights of passengers in bus and coach transport and **Regulation (EU) No 1177/2010**¹³ concerning the rights of passengers when travelling by sea and inland waterway.

3.2 Services and activities to be performed

For achieving the above-mentioned objectives, the Contractor is requested to perform the following activities/tasks:

1. Assessment of the state of play of the European Union's institutional and legal framework and best practice examples;
2. Identifying needs and preparing a gap assessment of the legislation and institutional set up that deal with the implementation of passenger rights for each Regional Partner;
3. Prepare cost effectiveness analysis for each Regional Partner in consideration of the three cornerstones that the passenger rights are based on: non-discrimination, accurate/timely and accessible information and immediate and proportionate assistance;
4. Based on the gap assessment to propose one comprehensive roadmap (short and medium term) with actions and measures for each Regional Partner in order to achieve full alignment with the EU passenger's rights Acquis and a comprehensive set of tailored recommendations for each Regional Partner on how to improve the status of passenger rights based on the prioritisation of the identified measures and actions in the comprehensive roadmap (short and medium term).

All the tasks shall follow the principles of:

1. All-inclusiveness and regional ownership;
2. People -oriented;
3. Horizontal and coordination support from TCT Secretariat;
4. Pragmatic, focused, impact- and target-oriented;
5. Uniformity in the implementation across WB based on technical feasible methods.

Specific description of the requested tasks is provided in the next chapters.

¹¹ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32007R1371>

¹² <https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=celex%3A32011R0181>

¹³ <https://eur-lex.europa.eu/TodayOJ/>

3.3 Expected results/outcomes following the performance of the services

The period of performance of the contract is 11 months. During such time, the Contractor will produce a series of activities and passenger rights reports/publications as follows:

Inception Stage

The Inception stage shall be dedicated to:

- Project team mobilisation;
- Collecting and desk study of relevant documents and institution set-up from the region and the EU;
- Identifying relevant stakeholders for the task and setting up the communication chain and procedures;
- Reviewing and fine-tuning the methodology and project timeline.

During the Inception Phase a detailed review of the Technical Specification and relevant documentation (legislation, etc) will be undertaken. This task will also include the analysis, development, and confirmation of detailed plan for the successful implementation of the project, including all phases of the project implementation.

The Inception Report ideally should not exceed 20 pages of essential information (data on project scope and contractor's mobilisation excluded). It shall focus on further refining the working methodology and timeline. The timeline shall be presented in a graphical form and shall highlight activities, milestones, the logical dependency between activities and the project's critical path.

Delivery: Inception Report

Deadline: Commencement plus 1 month.

Task1: Assessment of European Union's institutional and legal framework and best practice examples

The scope of this task is to thoroughly document the European Union's institutional and legal framework and the best practice examples from EU Member States. This task also includes the research and documentation/presentation of the best practices on passenger rights in EU that are suitable for the specificities of this region.

The assessment shall non-restrictively incorporate the following distinct steps:

- Assessment of the European Union's institutional and legal framework (such as but not limited to: EU baseline in Passenger Rights, international conventions valid in the EU and the Western Balkans, etc.) to be used as benchmark for task 'State of play and gap analysis by Regional Partners';
- Best practice examples from EU Member States on passenger rights.

Delivery: Report on the European Union's Institutional and legal framework and presentation of the best-case examples from the EU.

Deadline: Commencement plus 2 months.

Task 2: *Identify needs and prepare a gap assessment of the legislation and institutional set up that deal with the implementation of passenger rights in the region*

The scope of this task is to thoroughly document the current systems in place of each Regional Partner and perform for each Regional Partner a GAP Analysis across legal, technical, commercial and institutional areas.

The assessment shall incorporate (without necessarily being limited to) the following distinct steps:

- Conduct a thorough review of the existing legislation related to passenger rights in each Regional Partner. This includes identifying relevant laws, regulations, and guidelines that govern passenger rights in each mode of transportation.
- In addition to legislation, it is also important to review the institutional set-ups that are responsible for implementing and enforcing passenger rights in each regional partner. This includes identifying the relevant government agencies, industry associations, and other organizations that play a role in protecting passenger rights.
- Once the existing legislation and institutional set-ups have been reviewed for each Regional Partner the next step is to identify any gaps in the current systems. This includes identifying areas where the legislation may be outdated, inadequate or non-existing, as well as areas where institutional set-ups may be lacking or ineffective.
- Based on the identified gaps, the assessment shall outline the list of necessary actions to enhance the protection of passengers' rights based on the full transposition of the relevant acquis.

Delivery: Report on the needs and the gap assessment of the legislation and institutional set up that deal with the implementation of passenger rights in the region.

Deadline: Commencement plus 4 months.

Task 3: *Prepare a cost effectiveness analysis for each Regional Partner for the three cornerstones that the passenger rights are based on: non-discrimination, accurate/timely and accessible information and immediate and proportionate assistance.*

The assessment shall follow the steps below:

- **Identify implementation options and measures**

Explore different options for implementing the EU passenger rights legislation into the legal framework of each Regional Partner, starting from the outcomes of the gap analysis performed under Task 2. Consider alternative approaches and strategies that align with the specific context and requirements of each jurisdiction. Define specific implementation measures.

- **Identify costs and benefits**

This involves identifying the specific costs and benefits associated with each of the three cornerstones of passenger rights: non-discrimination, accurate/timely and accessible information, and immediate and proportionate assistance.

Identify and quantify the overall costs associated with the transposition and implementation of the EU acquis, including (but not necessarily limited to):

- **Direct Government expenses** such as costs related to legal analysis, policy development, legislative drafting, administrative changes, enforcement mechanisms, compliance monitoring, and public awareness campaigns.
- **Industry impact**, such as compliance costs compensation and refunds, operational adjustment
- **Passengers/public**, such as higher ticket prices.

Additionally, identify and quantify the expected benefits resulting from enhanced passenger rights, such as improved consumer protection, increased customer satisfaction, and a more level playing field for transport operators.

- **Establish evaluation criteria**

Determine the criteria against which the cost-effectiveness of the transposition and implementation process will be assessed. These criteria may include factors such as cost per provision transposed, cost per passenger benefit realized, cost per successful enforcement action, or cost per complaint resolved.

- **Gather data on the costs and benefits associated with each of the three cornerstones.**

This may involve reviewing existing research, conducting surveys and interviews with stakeholders, and analysing data on passenger complaints and incidents. Ensure the data collected is accurate, reliable, and representative of the jurisdiction in question.

- **Calculate cost-effectiveness indicators**

Utilize the collected data to calculate cost-effectiveness indicators for each regional partner for each of the three cornerstones that reflect the relationship between the costs incurred and the benefits generated by each proposed the transposition and implementation measure. This will involve identifying the costs and benefits associated with specific implementing policies and practices that support each cornerstone, as well as assessing the potential impact of these policies on passenger satisfaction and safety. Common cost-effectiveness indicators include cost-effectiveness ratios, cost per provision transposed, cost per passenger benefit realized, and cost per successful enforcement action.

After conducting the cost effectiveness analysis, the next step is to evaluate trade-offs between the different cornerstones and the associated costs and benefits. This will involve weighing the benefits of each cornerstone against the costs and assessing which policy options are most feasible and effective for each regional partner.

Organize a workshop to present to the Regional Partners the outcomes of the cost effectiveness analysis of the three cornerstones of passenger rights and a suggested regional pilot project.

The workshop shall:

- take place at location in the Western Balkans;
- cover relevant topics regarding the cost effectiveness analysis for each Regional Partner for the three cornerstones of passenger rights;
- include up to total 20 participants from the relevant authorities (Ministries of Transport, etc.).

Delivery: Report on the cost effectiveness analysis for each Regional Partner for the three cornerstones that the passenger rights are based on: non-discrimination, accurate timely and accessible information and immediate and proportionate assistance.

Deadline: Commencement plus 8 months.

Task 4: *Prepare a Comprehensive Roadmap (short and medium term) with actions and measures for each Regional Partner in order to achieve full alignment with the EU passenger's rights Acquis and tailored Recommendations for each Regional Partners on how to improve the status of passenger rights based on the prioritisation of the identified measures and actions in the Comprehensive Roadmap*

Based on the outcomes of the cost effectiveness analysis and evaluation of trade-offs, the final step is to prepare a comprehensive roadmap (short and medium term measures) with actions and measures for each Regional Partner in order to achieve full alignment with the EU passenger's rights Acquis and to develop recommendations for each Regional Partner on how to best implement measures, policies and practices that will improve the status of passenger rights based on the prioritisation of the identified measures and actions in the roadmap. These recommendations should take into account the costs and benefits associated with each cornerstone, as well as the specific needs and challenges faced by each Regional Partner. In drafting the recommendations, the Consultant should consider the specific context in which the policy measures will be implemented, taking into account any legal, economic, political, or practical constraints that may influence the implementation process, addressing jurisdiction-specific challenges and opportunities, and tailoring the approach to each Regional Partner's unique circumstances.

The recommendations should also include guidance on how to effectively monitor and evaluate the impact of these policies on passenger rights in the Western Balkans and suggest a one regional pilot project and one pilot project per Regional Partner based on the cost benefit analysis.

The recommendations should encompass practical and actionable steps and strategies for utilizing the deliverables generated from all previous activities. They should outline a clear roadmap with specific steps and stages, offering guidance on the implementation sequence and timeline. Prioritisation of individual actions should be made based on their impact, costs and effectiveness. The set of recommendations shall be also summarized in the form of an action plan, containing individual actions, timeline and key stakeholders involved.

Once the recommendations have been developed and prioritized, the final step is to finalize the list and present it to each Regional Partner. This shall involve providing a detailed report outlining the recommendations and their rationale, as well as providing guidance on how to implement the recommendations.

Organize a workshop to present the detailed report outlining the recommendations and their rationale, as well as providing guidance on how to implement the recommendations. The workshop should:

- take place in the Western Balkans;
- cover the identified recommendations for each Regional Partner to improve passenger rights and align with the relevant EU Acquis;

- include up to total 20 participants to the from the relevant authorities in each Regional Partner (Ministries of Transport, etc.).

Delivery: A Comprehensive Roadmap (short and medium term) with actions and measures for each Regional Partner in order to achieve full alignment with the EU passenger's rights Acquis and tailored Recommendations for each Regional Partners on how to improve the status of passenger rights based on the prioritisation of the identified measures and actions in the Comprehensive Roadmap

Deadline: Commencement plus 10 months.

Task 5: Final Report

Delivery: Report shall incorporate a summary of all tasks carried and a final version of all deliverables.

Deadline: Commencement plus 11 months.

Deadlines for delivery refer to draft versions of the reports. In principle, the deadlines set out 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.

3.4 Duties and responsibilities of the parties

The Contractor shall be fully responsible for:

- ensuring resource planning in relation to the deliverables under the Contract and the estimated schedule for the performance of the contract, as 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 a 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 that might be required for the performance of the services (if the case);
- 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.
- collaborating with the assigned staff of the Contracting Authority.

The Contracting Authority shall be responsible for:

- providing guidance and facilitating contacts with the relevant stakeholders in the regional partners, to the extent possible.
- 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 Contracting Authority will facilitate the initial contact with relevant stakeholders. The Contractor will be responsible to continue the consultation process throughout the data collection process to ensure maximisation of the benefits for all parties. The Contractor should be well aware of the risk of low responsiveness and cooperation from some stakeholders and take appropriate mitigation measures.

5 Approach and methodology

The Contractor will define an appropriate 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 Gant 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

No.	Activity	Description
1	Kick-Off Meeting (commencement + 14 days)	A kick-off meeting will take place in TCT Secretariat premises (or online), at the latest 14 days following the signing of the contract, to settle all the details of the work to be undertaken.
2	Inception Report (commencement + 1 months)	The contractor submits an inception report at the latest 1 months after the entry into force of the contract. Report should be no more than 20 pages.
3	Task 1: Assessment of European Union`s institutional and legal framework and best practice	The report shall not exceed 50 pages in total.

	examples (commencement + 2 months)	
4	Task 2: Needs and Gap analysis of the legislation and institutional set up that deal with the implementation of passenger rights in the region (commencement + 4 months)	The gap analysis report (Task 2) shall be delivered within 4 months from commencement. The report should not exceed 100 pages.
5	Task 3: Cost effectiveness analysis (commencement + 8 months)	A cost effectiveness analysis for each Regional Partner for the three cornerstones that the passenger rights are based on. The Report should be no more than 100 pages.
6	Task 4: Comprehensive Roadmap with concrete actions for each Regional Partner and a set of tailored recommendations for each Regional Partner based on the prioritisation of the roadmap (commencement + 10 months)	A Comprehensive Roadmap (short- and medium-term measures) with actions and measures for each Regional Partner in order to achieve full alignment with the EU passenger's rights Acquis and tailored recommendations for each Regional Partners on how to improve the status of passenger rights based on the prioritisation of the identified measures and actions in the Comprehensive Roadmap. The Report should be no more than 100 pages.
7	Task 5: Final Report commencement + 11 months	A final report showing the progress of the work and covering month 1 to month 11 shall be submitted to the TCT Secretariat at the latest 11 months after the entry into force of the first contract. Report should be no more than 150 pages

7 Approval of deliverables

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 days upon receipt of the draft version of a deliverable and may take one of the following forms:

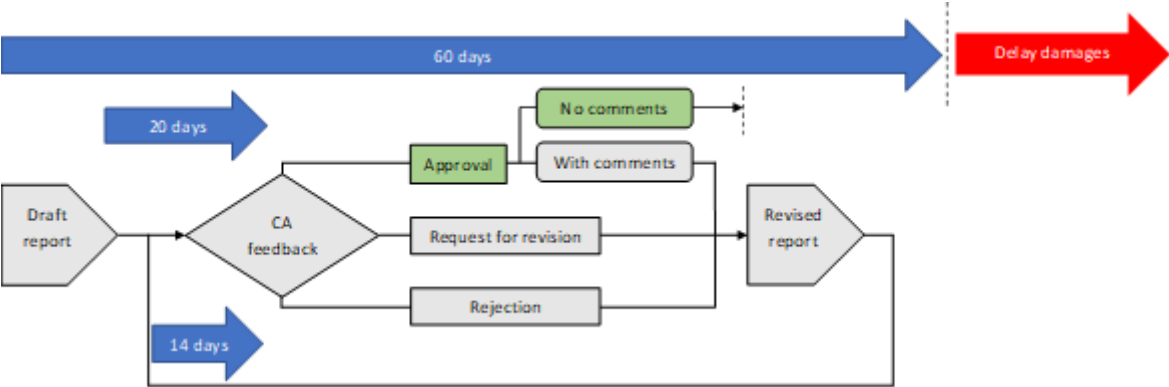
- a. Unconditioned approval;
- b. Approval with comments;
- c. Request for revision (in case the deliverable needs quality and/or content improvement);
- d. Rejection (in case the minimum contractual requirements on the deliverable's content and quality are not met).

In cases listed in points b, c and d above, the 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 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 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:



8 Place and duration of activities/services

Contracting Authority’s headquarters are 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 key personnel in Belgrade shall be required from time to time.

Performance of the tasks described under point 3 might require physical presence of the Contractor’s team in all 6 TCT Regional Participants.

9 Main /key experts’ profile

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 are as follows:

No.	Key Expert	Qualifications and Skills	Specific Professional Experience	Project-related experience*
B1	Team Leader	Team Leader will lead the implementation of all the components and	At least 10 years of experience in the	Working experience in a similar position

		<p>retain the leadership and responsibility 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, organises all aspects of the technical project work, ensure good communication with the project partners and the Contracting Authority.</p> <p>University degree in the field of social sciences/law/transport, or equivalent 10 years of general professional experience in transport social issues after graduation.</p> <p>Proficient English user (at least C1 level in the Common European Framework for Reference for Languages5).</p>	transport sector policy development.	(Team Leader, Project Manager or equivalent) in at least 2 projects in EU Member States, EU candidate countries or countries from the Eastern Partnership of at least 100.000, - EUR each, in the transport policy development.
B2	Social issues/passenger rights/law solutions Expert	<p>University degree in the field of law/social sciences/transport or at least 10 years of experience in transport sector after graduation.</p> <p>Proficient English user (at least C1 level in the Common European Framework for</p>	At least 5 years' professional experience in the transport sector.	Working experience in at least 2 projects in EU Member States, EU candidate countries or countries from the Eastern Partnership, of at least € 90.000 each, in which the expert was

		Reference for Languages6).		conducting activities related to passenger rights or social issues in transport sector
B3	Transport Economist Expert	University degree in economics or civil/transport engineering or equivalent general professional experience of 10 years in the field of transport sector after graduation. Proficient English user (at least C1 level in the Common European Framework for Reference for Languages7).	At least 5 years' professional experience in field of transport economics/economic assessment of policy reforms.	Working experience in at least 1 project in projects in EU Member States, EU candidate countries or countries from the Eastern Partnership, of at least € 90.000, in which the expert was conducting activities related to economic assessment of policy reforms.

** For project-related experience to be considered fulfilled, it should refer to a project that was completed within the last five years from the time-limit for submitting bids under the current project.*

9.1 Other experts, support staff and backstopping

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 the Contracting Authority's prior approval in this regard. In particular, the Contractor needs to be aware that the extensive knowledge in the field of relevant EU Directives and international conventions shall be needed for this assignment but also knowledge of legislative frameworks of this specific task in each Regional Party

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

10 Meetings and phone conferences

The Contractor shall be in regular communication with the Desk Officer for Social Issues and Passenger Rights 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 Secretariat premises in Belgrade, at the latest 14 days following the entry into force of the contract
- Conference calls between the Contractor, TCT Secretariat and other stakeholders—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.
- Training sessions or raising awareness meetings should be organized online or in person (to be decided in agreement with TCT Secretariat) for the stakeholders and TCT Secretariat.