

Technical Specifications Services:

Technical Assistance on Multimodality, Terminal Assessment, and Digitalization

PS/SRV/IMM/009/2023

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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, consisting of 33 participants – the EU and the six Western Balkans regional partners, established by the Treaty establishing the Transport Community.

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 Six (WB6) 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.

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

2. Background

2.1. Information about the Contracting Authority

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 as "*Regional Parties*") have committed to ensure the development of the indicative extension of the TEN-T comprehensive and core networks to the Western Balkans, in view of their commitment to progressively integrate their transport markets with the European Union's, based on the relevant *acquis*. Part of this joint effort, 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.

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

Transport enables economic growth, mobility and supply of key resources. In order to overcome new challenges world and the regions is facing it must become sustainable, smart and multimodal. Given

^{*} 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.

the global nature of transport it requires strong cooperation not just between WB partners but EU Members States as well.

The COVID crisis demonstrated us the vulnerability of the transport system in Western Balkans and predominant reliance on one mode of transport, namely road transport. Freight shipments over short and medium distances (below some 300 km) are usually done by truck transport. Additional efforts are needed to formulate and implement policies geared towards improving environmental and logistics performance. The region falls behind the EU in terms of developing integrated and corridor-based logistics strategies that promote decarbonization, digitalization, and other cost-effective and resources-efficient multimodal solutions. The road sector is predominant, with average of around 80-85% of the modal share, given the highly unused green modes of transport (rail and IWW). Similarly, the investments in road sector overtake all other transport sectors, with 85% of the total investments.

New **TEN-T guidelines** are including definition of multimodal terminals and are requiring from EU MS to identify the network of multimodal terminal to be included in the TEN-T maps as basis for further development of multimodal terminal network across Europe and increased share of multimodal transport. Definition of multimodal terminals should be preceded by market study and terminal assessment which is one of basic tasks of this study.

Additionally, Sustainable and Smart Mobility Strategy for Western Balkans is calling for more prominent role of multimodality in order to decrease GHG gas emissions and air pollution and has several actions related to multimodal transport.

Impact assessment of Sustainable and Smart Mobility Strategy for Western Balkans has done demand and GHG forecasting scenarios for implementation of actions from the Strategy (do nothing, do something and decarbonisation scenario). The following deliverables have been produced:

- Analysis of the current state of play regarding transport emissions and air pollution as well as the transport sector and determination of the baseline.
- Development of different impact scenarios based on rough forecast of key indicators and on different cost and magnitude of investments based on the measures proposed in the Sustainable and Smart Mobility Strategy for the Western Balkans.
- Preparation of Action Plans and national targets for each Regional Party aiming to achieve sustainable, smart, and resilient mobility and reduce the environmental impact of transport.

The impact assessment showed that improving multimodality is one out of three groups of most important measures for green and digital transition.

Rail Freight Corridors for Western Balkans was completed 2017, the study included transport market study and Inventory of Rail Freight Facilities, including terminals.

In 2016 **Western Balkans Intermodal Study** was developed under SEETO/RCC, which has assessed the region's main logistic corridors, identified the short-term measures to recover the intermodal transport chains within the existing capacities, as well as the long-term measures and recommendations for strategic development of intermodal transport in SEE region. RCC provided technical assistance to analyse the potential impact on improved intermodal transport and logistics of

the extended TEN-T core transport network to WB, as well as of the selected sections for WBIF/IPA MB 2015 funding.

Rail Market assessment - to assist the Southeast European Parties, TCT contracted a TA Assessment of the rail market in the Western Balkans in terms of capacities, policies, economic and technical level of development of freight and passenger transport segments. The Terms of Reference (ToR) outline two main objectives that need to be accomplished with the consultant's assistance:

Task 1: Develop a structure and data collection form to produce a report on the monitoring of the Western Balkan Rail Market for the year 2021, following the guidelines of Implementing Regulation (EU) 2015/1100.

Task 2: Update the Preliminary Implementation plan, the Transport Market Study, the Inventory of Rail Freight Facilities, and associated appendices from 2017, incorporating the most recent updates and changes in strategies and data concerning rail transport in the EU and Southeastern Europe (SEE). Task 2 encompassed description of terminals in Western Balkans.

Rail Market assessment has also updated information from Rail Freight Corridors for Western Balkans. Project is being finalized and the results will be available to the consultants on the start of project.

Additionally, cooperation between different stakeholders along supply chain between different modes or even one mode is on very low level (port, customs, police, freight forwarders, rail, road, terminal operators etc.) and in order to move forward formal and digital coordination between different actors need to be put in place with IT solutions such as e-freight. TCT has developed a study on deployment of e-freight which proposed roadmap and pilot solutions.

However, more holistic approach to digitalisation of transport is necessary. On corridor level, the WB needs specially developed freight corridors, seamlessly and digitally connected with ports/terminal/border crossings/rivers ports optimised in terms of energy use and emissions, minimising environmental impacts, but also attractive for their reliability, limited congestion and low operating and administrative costs. All the studies will be made available to the consultant.

2.3. Objectives (Information about the expected benefits)

The objective of this assignment on addressing the need for adequate multimodal freight terminal capacity in the Western Balkans region to support the Trans-European Transport network, particularly catering to traffic flows associated with urban centers, industrial hubs, ports, and logistics facilities. The background of the study is rooted in the TEN-T (Trans-European Transport Network) initiative and a sustainable and smart mobility strategy for Western Balkans. Additional objective is setting the foundation for digitalization needed for enhanced Multimodality and Supply Chain Flow

2.4. Stakeholders

Information about the stakeholders and their implication 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 objective of this assignment is to contribute towards the fulfilment of the obligations derived from the Transport Community Treaty signed by Regional Parties, related to Annex 1 of the Treaty, implementation of the Sustainable and Smart Mobility Strategy for Western Balkans.

3.2. Specific objective to which the services shall contribute

The Secretariat seeks to conclude a service contract aimed at assisting the six South East European Parties of the Transport Community to align with relevant EU acquis, consultant will, among other, examine the problems hindering development of multimodality (e.g infrastructure, policy, digitalization issues), conduct a market and prospective analysis on multimodal freight terminals and elaborate an action plan for the development of a multimodal freight terminal network.

3.3. Services and activities to be performed

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

Scope of the assignment is as follows:

Task 1 Inception report

- The Inception Report should not ideally 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 graphical form and shall highlight activities, milestones, the logical dependency between activities and the project's critical path.

Task 2 Survey for satisfaction with multimodal/intermodal services

- Survey for satisfaction with multimodal/intermodal services (survey with multimodal/intermodal users of these terminals [shippers, carriers, logistics service providers] on main issues hindering multimodal/intermodal transport- such as but not limited to: infrastructure, access to terminals, organisation, lead time, information availability, regulations, operators, investments, digitalisation, transport means, stimulating measures etc.)

Task 3 Identification of the multimodal freight terminals

- Subtask 3.1 Conduct a market and prospective analysis on multimodal freight terminals on their territory. This analysis shall at least:
 - a) Assess the current status of multimodality in the region – including a high-level estimate of the incidence of multimodality in the transportation of freight across the region, with as much granularity as possible, for example by country, by commodity type, and by corridor.
 - b) examine the current and the future traffic flows of freight, including traffic flows of freight transported by road only vs. multimodal shipments;
 - c) identify the existing multimodal freight terminals of the trans-European transport network on WB territory[†], and assess the need for new multimodal freight terminals or additional transshipment capacity in existing terminals;
 - d) analyse how to ensure adequate distribution of multimodal freight terminals with adequate transshipment capacity in order to meet the needs identified in point (c). This shall take into account the terminals located in border areas of neighbouring Western Balkan Partners and Member States.

Consultant shall consult shippers, transport and logistics operators which operate on Western Balkans territory. They shall take into account the results of the consultation in their analysis.

- Subtask 3.2 elaborate an action plan for the development of a multimodal freight terminal network, including the provision of last-mile multimodal connectivity, together with a list of rail road terminals which the Western Balkans Partners will need to propose to EC to add in Annexes I and II in line with the Proposal for a REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL on Union guidelines for the development of the trans-European transport network, amending Regulation (EU) 2021/1153 and Regulation (EU) No 913/2010 and repealing Regulation (EU) 1315/2013 and the actual Regulation once it is adopted (envisaged fall 2023).

This task needs to be fully in line with the requirements set in the new TEN -T Guidelines.

[†] summarize their key operational status on a comparable basis (e.g., management organization/ownership structure, corridor(s) they serve, range of services offered, available modal infrastructure connectivity at the last-mile, historical volumes captured by mode [in tons and/or TEUs, as appropriate], installed cargo handling capacity, existing capacity expansion/modernization plans if any, and likely future volume growth prospects),

Task 4 Digitalisation aspects for enhanced multimodality and seamless supply chain flow

- Subtask 4.1. Current state of play assessment of digitalisation applications for multimodality and supply chain
- Subtask 4.2. Present relevant and best practice telematic/IT applications from relevant/comparable countries/corridors within and outside Europe and across the income spectrum, including improved operations of railways, and mapping their application in WB
- Subtask 4.3 Based on above analysis and survey (task 2) with private sector, select 3 applications most needed for the region and conduct a rough CBA for implementation of those 3 options on TEN-T corridors (specific corridors can be chosen as pilots)
- Subtask 4.3 Roadmap of organisational/legal/technical measures to implement 3 selected options.

Task 5 Institutional support

The institutional capacity building support of the Contractor shall be carried out by conducting specific trainings aiming at raising the awareness of the relevant authorities and presenting the main deliverables.

Organization of one (1) one (1) day training event/study visit for the public servants of the relevant authorities from the region related to multimodality.

- to take place in Western Balkans or EU
- on the topics concerning multimodality/digitalisation of logistics, as well as EU and international best practices.
- up to 12 participants to the training event from the respective authorities: Ministries of Transport, Road authorities, Rail Infrastructure managers etc.

The Contractor is responsible for securing the meeting venue, travel and accommodation for the participants and catering for all the workshops of the Institutional Task.

The delivery under this activity includes an overall Report presenting the separate reports after each training held, containing the achieved results, training programme/issues, trainers/speakers and list of participants.

All actions in these tasks shall be in accordance with the respective legal framework of the Regional Partner having in mind the applicable EU Acquis.

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.

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

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

No.	Deliverable	Deadline for submission
1.	Output of Task 1 Inception Report and Methodology	Commencement plus 6 weeks
2.	Output of Task 2 Report on results of Survey for satisfaction with multimodal/intermodal services The report shall ideally not exceed 50 pages in total	Commencement plus 16 weeks
3.	Output of Task 3 Report on market and prospective analysis on multimodal freight terminals together with an action plan for development of a multimodal freight terminal network The report shall ideally not exceed 100 pages in total	Commencement plus 24 weeks
4.	Outputs of Task 4 Report on Digitalisation aspects for enhanced multimodality and seamless supply chain flow The report shall ideally not exceed 80 pages in total	Commencement plus 40 weeks
5.	Outputs of Task 5 One training event/study visit held Report on Institutional building activities (task 5) The report shall ideally not exceed 20 pages in total	Commencement plus 42 weeks

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 44 weeks 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 Proficient English user.
General professional experience	10 years of general professional experience in transport sector acquired after graduation.
Specific professional experience	At least 5 years of experience in the multimodal/logistics sector
Project related experience	Team leader in at least 2 Projects related to scope of works
Responsibilities under the Contract	Team Leader 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, organises all aspects of the technical project work, ensure good communication with the project partners and Contracting Authority.

Role of the expert: Transport Planner	
Educational and/or professional qualification	University graduate in a field of transport/ civil engineering/ economics or equivalent Proficient English user.
General professional experience	At least 7 years of experience in the transport planning acquired after graduation
Specific professional experience	At least 3 years' professional experience in multimodal/logistics projects.
Project related experience	At least 2 Projects related to scope of works

Role of the expert: Logistics/digitalisation expert:	
Educational and/or professional qualification	University graduate in a field of electrical engineering / transport/ civil engineering/ economics or equivalent Proficient English user.
General professional experience	At least 5 years of professional experience in logistics/digitalisation/transport acquired after graduation.
Specific professional experience	At least 3 years' professional experience in logistics/digitalisation projects.
Project related experience	At least 2 Projects related to scope of works, with specific focus on tasks related to task 4 - Digitalisation aspects

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:

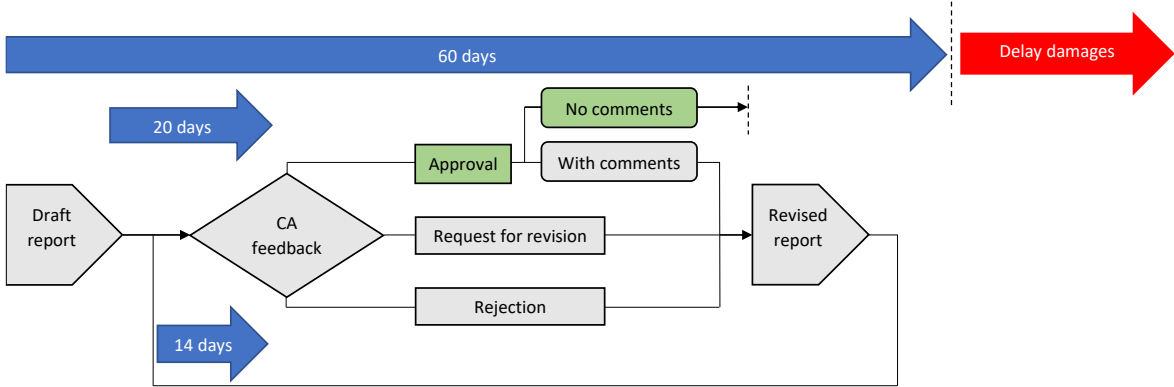
- a. Unconditioned approval;
- b. Approval with comments;
- c. Request for revision (in case the deliverable needs quality and/or content improvement);
- d. Rejection (in case the minimum contractual requirements on the deliverable's content and quality are not met).

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.