

Technical Specifications

Setting up the Western Balkans Electronic Register of Road Undertakings

PS/SRV/WBR/032/2025

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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. 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

Treaty¹ 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 procurement of services under Phase II is necessary to move from preparatory work to the actual establishment and operationalisation of the Western Balkans Register of Road Transport Undertakings (WBRRU) and its associated Permit Exchange Module. While Phase I delivered the proposal, legal gap analysis, and technical specifications, the region now requires full-scale implementation, deployment, and integration of the system at both regional and national levels.

In line with the Transport Community Treaty (TCT), the Regional partners need to align their legal and institutional frameworks with the relevant EU acquis, in particular Regulation (EC) No 1071/2009, as amended by Regulation (EU) 2020/1055, which obliges them to maintain national electronic registers (NERs) of authorised road transport undertakings. These registers must be interoperable and connected through the European Register of Road Transport Undertakings (ERRU), governed by the technical specifications of Commission Implementing Regulation (EU) 2016/480, as last amended by 2023/2381, and complemented by Regulation (EU) 2022/694 and Regulation (EU) 2022/695 on infringements and risk rating.

Currently, implementation in the region is uneven: Bosnia and Herzegovina and Serbia operate national registers; Montenegro is in the process of deploying one; while other partners remain without such systems. This fragmentation hampers cross-border enforcement, complicates verification of licences, good repute, infringements, and risk ratings, and increases administrative burdens. It also limits compliance with the ITF Quality Charter under the ECMT multilateral quota system, where reliable operator data is a key requirement.

To address these challenges, the Regional Steering Committee of the Transport Community has mandated the creation of WBRRU as a regional interoperability platform, designed to:

- Interconnect WB6 national registers and ensure ERRU-compliant data exchange.
- Deploy the Permit Exchange Module to manage all types of permits efficiently as a transitional mechanism until full liberalisation of the road transport market.

The initiative is supported by the European Commission's Growth Plan for the Western Balkans (2024–2027), which highlights facilitation of road transport and access to EU information systems as a key priority for economic integration with the EU single market.

Within this framework, Phase II procurement is essential to deliver a fully functional, secure, and interoperable WBRRU system, including the technical platform, national integrations, capacity building, and operational procedures. This will enable Regional partners to operate the register

* 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>

independently, exchange compliance data with EU Member States, and manage international permits in full alignment with EU standards.

2.3. Objectives (Information about the expected benefits)

The overall objective of this assignment is to improve the regulatory alignment in the Western Balkans with the EU legislation, streamline processes related to road undertakings, improved business management, stimulate regional collaboration through exchange of information and digital documents, increased competitiveness and enhanced transparency in the road transport sector within the Western Balkans region.

More specifically, the scope of this assignment is to assist the Regional Partners and the Transport Community Secretariat in setting up the Western Balkans Electronic Register of Road Undertakings (WBRRU) in alignment with the European Register of Road Undertakings (ERRU), including the development of a permit Exchange module for streamlined permit processes within WBRRU.

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 objective of this assignment is to contribute to the improvement of the efficiency and transparency of road transport operations within the Western Balkans by implementing Western Balkans Register of Road Undertakings (WBRRU), in line with the obligations derived from the Transport Community Treaty signed by Regional Parties.

3.2. Specific objective to which the services shall contribute

The specific objective of this assignment is to develop, deploy, operate and provide support for two years of the Western Balkans Register of Road Transport Undertakings (WBRRU) system, as per the contract requirements, ensuring compliance with EU interoperability standards and seamless integration with Regional Partner (RP) national registers and future integration with EU ERRU network, including the digital permit platform.

3.3. Services and activities to be performed

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

The scope of the assignment is as follows:

Task 1 - Inception Report and Methodology

The Contractor shall prepare an **Inception Report** within the first month of contract signature. This report will detail the Contractor's understanding of the assignment, refine the project scope, confirm deliverables, and propose a validated **work methodology**. The report will include:

- Review of existing documentation and findings.
- Confirmation of stakeholders, roles, and responsibilities.
- Updated **project work plan, Gantt chart, and risk management matrix**.
- Agreed methodology for system development, EU interoperability, and RP onboarding.
- Communication and coordination mechanisms with the Contracting Authority and Regional Partners.

Task 2 – Business Analysis and System Design Report

The Contractor shall carry out a **comprehensive business and technical analysis** of the WBRRU system requirements document. Deliverables shall include a **System Detailed Design Report** in compliance with the System Requirement (Annex A) covering:

- Functional and non-functional requirements, derived from WBRRU System Requirements document (Annex A) in alignment with EU regulations (Reg. 1071/2009, 2020/1055, 2022/695, Implementing Regs 2016/480 & 2017/1440).
- Business processes for national register integration, ERRU interoperability, and digital permit exchange.
- Data model and schema mappings, including normalisation rules per Regional Partner.
- System architecture (logical, technical, and deployment views).
- User roles, access control model, and security design (GDPR/eIDAS/NIS compliance).
- Interfaces and APIs for RP adapters, future ERRU connector, and SEED+ integration.

Task 3 – System Development and Integration Plan

Based on the approved design, the Contractor will initiate **System Development** and prepare its **Integration Plan**. Activities include:

- Development of the WBRRU core modules: RP Adapter Layer, WBRRU Interface Engine, ERRU Interface Engine, Message Lifecycle Manager, Validation & Normalization Services, Configuration & Rules Console, Security & Access Management, and Monitoring subsystem.
- Development of user interfaces (Operator Dashboard, Administrator Dashboard, Auditor View).

- Integration of **digital permit exchange module** and SEED+ interoperability.
- RP-specific adapter development (real-time API integrations and manual portals where NERs are not available).
- Establishment of continuous integration/continuous deployment (CI/CD) pipelines, staging environment, and rollback procedures.
- Preparation of a detailed **integration roadmap** per Regional Partner.
- Preparation of **monthly progress reports** on system development where all activities shall be recorded and materialized risks shall be identified and addressed.

Task 4 - Quality Assurance and Testing

The Contractor shall submit for approval and implement a **comprehensive Quality Assurance and testing framework as per Annex B**, ensuring the system is fully functional and compliant with EU standards. Activities include:

- Unit, integration, and system testing of all modules.
- Compliance testing against ERRU WSDL/XML schemas and EU certification test suites.
- Performance and load testing to validate scalability and reliability.
- User Acceptance Testing (UAT) with participation of each RP.
- Regression testing for every system update or release.
- Preparation of **System Acceptance Criteria Document** for approval according to Quality Assurance and Testing Plan document. The Acceptance Criteria Document must be:
 1. **Complete:** Every single functional and non-functional requirement specified in the "WBRRU_SYSTEM_REQUIREMENTS.docx" must be covered by at least one testable Acceptance Criterion.
 2. **Unambiguous:** Each criterion must be clear, concise, and written in simple language, leaving no room for interpretation.
 3. **Testable:** Each criterion must be objectively verifiable through demonstration, inspection, analysis, or test. Vague terms like "user-friendly" or "robust" are prohibited unless specifically defined with measurable parameters.
 4. **Traceable:** Each Acceptance Criterion must be explicitly linked to its source requirement (e.g., `REQ-11`, `FR-SEED-GEN-01`).
 5. **Achievable:** The criteria must be within the scope of the project and testable within the agreed-upon test environment and schedule.
- Preparation of a **Test Report** documenting methods, results, and corrective actions.

Task 5 - Training, Documentation, and Capacity Building

The Contractor shall design and deliver a **capacity building program** for all stakeholders to ensure the Regional Partners and TCT Secretariat can independently operate, monitor, and maintain system components. This will include:

- Training workshops for each Regional Partners operators, WBRRU administrators and TCT Secretariat modal experts.
- Development of role-specific training materials (user manuals, quick guides, video tutorials, e-learning modules).
- Delivery of technical documentation:
 - **User Manuals:** Detailed manuals per role, translated into local languages, with annotated screenshots.
 - **Quick Reference Guides:** 2-page visual cheat sheets for frequent tasks (message dispatch, operator registration, etc.).
 - **Video Tutorials:** Pre-recorded step-by-step video walkthroughs embedded in the help section of the platform.
 - **API Integration Docs:** Swagger/OpenAPI-based guides and Postman collections for developers.
 - **Security and Compliance Manual.**

Task 6 - Implementation and Rollout (commissioning)

The Contractor shall coordinate and execute the **phased rollout of the WBRRU system** across all Regional Partners. Activities include:

- Deployment of the core WBRRU platform in a cloud-native environment.
- Stepwise integration of Regional Partner systems using adapters and manual interfaces.
- Deployment of the digital permit exchange and SEED+ module.
- Monitoring and resolution of integration issues during rollout.
- Preparation of a **Rollout Report** with lessons learned and recommendations.

Task 7 – Initial System Acceptance and Operational Readiness

At the conclusion of Task 6 (Implementation and Rollout) and successful completion of User Acceptance Testing (UAT), the Contractor shall prepare an Initial System Acceptance Report.

- This report will certify that the WBRRU platform and digital Permit Exchange Module are fully deployed, tested, and operational for day-to-day use.

- It shall confirm compliance with agreed acceptance criteria, security and performance benchmarks, and the resolution of all rollout-related issues (Task 4).
- Upon approval by the Contracting Authority, the system will be formally accepted into operations and the Contractor will assume responsibility for operations, support, and maintenance under Task 8.

The contractor shall also:

- Transfer of all source code, configuration files, deployment scripts, administrative credentials, and security keys.
- Provide all system documentation (technical, functional, and user manuals).

Task 8 – Operations, Maintenance, and Support

After commissioning task and for the next 24 months, the Contractor shall provide operate, support and maintain the system. Those activities include:

- Real-time monitoring of system health, message flows, and integration status.
- Incident handling and bug fixing according to defined SLAs.
- Preventive maintenance, updates, and security patches.
- Periodic upgrades to align with RP needs within the scope or resolve any software issues (bugs).
- Helpdesk and user support services, including ticketing and remote assistance.
 - Centralised ticketing system for issue logging and escalation (e.g., Jira Service Desk or Freshdesk).
 - First-line email support available in English with local contact points designated per RP.
 - Knowledge base articles and FAQs searchable within the admin interface.
- Preparation of **monthly performance reports** (uptime, message throughput, errors, incidents resolved).

During this Task, the Contractor shall correct any issue/bug that may occur, as well as resolve any comments received during the Rollout/Commissioning phase (Task 6).

Task 9 – Final System handover

At the end of the operations and maintenance period (Task 7), the Contractor shall ensure a full and final handover of the WBRRU system to the Contracting Authority. Deliverables shall include:

- Transfer of all final source code, configuration files, deployment scripts, administrative credentials, and security keys.

- Final versions of all system documentation (technical, functional, and user manuals).
- Consolidated Corrective Action Report documenting all bugs, incidents, patches, and upgrades applied during the maintenance period.
- Updated and clean source code reflecting all corrections and improvements carried out during operations.
- Knowledge transfer sessions with administrators, technical staff, and designated operators to ensure continuity.
- Final Handover Report confirming that all contractual obligations have been fulfilled, certification tests have been passed, and ownership of the system has been transferred.

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.	Task 1 - Inception Report and Methodology This report will detail the Contractor's understanding of the assignment, refine the project scope, confirm deliverables, and propose a validated work methodology.	4 weeks after the commencement date
2.	Task 2 – Business Analysis and System Design Report This report incorporates a comprehensive business and technical analysis of the WBRRU system requirements document.	2 months after the commencement date
3.	Task 3 – System Development and Integration Plan -integration roadmap per RP - monthly progress reports on system development where all activities shall be recorded and materialised risks shall be identified and addressed.	10 months after the commencement
4.	Task 4 - Quality Assurance and Testing The Contractor shall submit for approval and implement a comprehensive QA and testing framework, ensuring the	10 months after the commencement

No.	Deliverable	Deadline for submission
	system is fully functional and compliant with the requirements.	
5.	Task 5 - Training, Documentation, and Capacity Building <ul style="list-style-type: none"> • User Manuals: Detailed manuals per role, translated into local languages, with annotated screenshots. • Quick Reference Guides: 2-page visual cheat sheets for frequent tasks (message dispatch, operator registration, etc.). • Video Tutorials: Pre-recorded step-by-step video walkthroughs embedded in the help section of the platform. • API Integration Docs: Swagger/OpenAPI-based guides and Postman collections for developers. • Security and Compliance Manual. 	11 months after the commencement
6.	Task 6 - Implementation and Rollout Rollout Report: A comprehensive document capturing the rollout process, including: <ul style="list-style-type: none"> • Deployment steps, schedule, and coverage. • Issues encountered and their resolution. • Lessons learned during rollout. • Recommendations for future upgrades, scalability improvements, and change management. 	11 months after the commencement
7.	Task 7 – Initial System Acceptance Report Report confirming deployment, UAT results, performance/security compliance, and readiness for live operations. Approval triggers start of Task 8.	12 months after the commencement
8.	Task 8 – Operations, Maintenance, and Support Monthly Performance Reports including at minimum: <ul style="list-style-type: none"> • Uptime and system availability (vs. SLA targets). • Message throughput statistics (by type and volume). • Error rates and system anomalies. • Incident logs and resolution status. • Preventive maintenance activities undertaken. Support Logs & Knowledge Base Updates (continuous deliverable).	To be conducted after completion of Task 7 for 24 months
9.	Task 9 – Final System Handover Consolidated final delivery including: source code, configuration files, deployment scripts, admin credentials, final documentation, Corrective Action Report from	End of Task 7 (36 months after commencement)

No.	Deliverable	Deadline for submission
	maintenance period, updated codebase, knowledge transfer records, and Final Handover Report.	

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 36 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	<p>University degree in Electrical, Transport, Civil Engineering, Information and Communication Technology</p> <p>Project Management certification (PRINCE2, PMP, or equivalent) is an asset.</p> <p>Proficient English user.</p>
General professional experience	<p>Minimum 10 years of professional experience in managing ICT projects at national level or multinational level, e-government, or transport digitalisation projects.</p> <p>Proven leadership in international, multi-stakeholder environments.</p>
Specific professional experience	<p>At least 5 years of experience as Team Leader/Project Manager in EU or Western Balkans on ICT projects.</p> <p>Demonstrated expertise in managing regional or cross-border ICT system deployments is an asset.</p>
Project related experience	<p>Previous experience in the Western Balkans or South-East Europe on ICT or transport-related assignments.</p> <p>Successful delivery of at least 2 projects involving the implementation or integration of public authority IT systems compliant with EU or international platforms of similar size to this project.</p>
Responsibilities under the Contract	<p>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.</p>

Role of the expert: Business Analysis and System Design Expert	
Educational and/or professional qualification	<p>University degree in ICT, Information Systems, or related discipline.</p> <p>Training/certification in Business Analysis (e.g., CBAP, BPMN) is an advantage.</p> <p>Proficient English user.</p>
General professional experience	<p>At least 7 years of professional experience in ICT projects.</p> <p>Strong track record in requirements engineering and business process modelling.</p>
Specific professional experience	<p>Minimum 5 years' experience in IT business analysis techniques and solutions for national information systems with demonstrated expertise in data modelling, XML/JSON schema mapping, and system interoperability.</p> <p>Knowledge of data exchange standards and XML message formats.</p>
Project related experience	<p>At least 2 projects in the design of interoperability platforms (transport, customs, or e-government).</p> <p>Work with Western Balkan authorities or similar environments is considered an asset.</p>

Role of the expert: ICT System Architect / Integration Specialist	
Educational and/or professional qualification	<p>University degree in Computer Science, Engineering, or ICT.</p> <p>Professional certifications in cloud or system architecture (AWS, Azure, TOGAF) are an advantage.</p> <p>Proficient English user.</p>
General professional experience	<p>At least 8 years of professional experience in ICT systems development.</p> <p>Solid knowledge of cloud-native architectures, microservices, and containerization.</p>
Specific professional experience	<p>At least 5 years' experience in system integration projects using APIs, secure messaging, and interoperability frameworks with:</p> <p>Proven knowledge of security standards (TLS, OAuth2, PKI).</p> <p>Hands-on experience with CI/CD pipelines and DevOps practices.</p>
Project related experience	<p>At least 2 projects in the implementation of interoperability or messaging platforms involving public registers.</p> <p>Previous assignments linking national IT systems with EU or regional platforms will be considered as an asset.</p>

8.2. Non-key experts (secondary experts)

The Contractor shall be responsible for identifying, engaging, and, where necessary, mobilising local experts in each of the WB6 Regional Partners, as well as any additional experts required to ensure the effective and timely delivery of the assignment. Such recruitment or mobilisation shall not require the prior approval of the Contracting Authority.

For the proper execution of the project, the following non-key experts are anticipated:

- **Quality Assurance and Testing Specialist** – ensuring the systematic application of testing methodologies and quality standards throughout all stages of system development and deployment
- **Cybersecurity Specialist** – focusing on penetration testing and GDPR/eIDAS compliance
- **Database / Data Migration Specialist** – covering schema design and migration from Excel/legacy systems
- **DevOps Engineer** – responsible for CI/CD pipelines, system deployment, and monitoring
- **Legal/Transport Policy Expert** – ensuring continuous alignment with EU transport legislation
- **Helpdesk / User Support Manager** – to support day-to-day operations and maintenance

The costs of these and any other experts, backstopping resources, and support for staff necessary for successful project implementation, including quality assurance activities, shall be deemed to be fully included in the tenderer's financial proposal.

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:

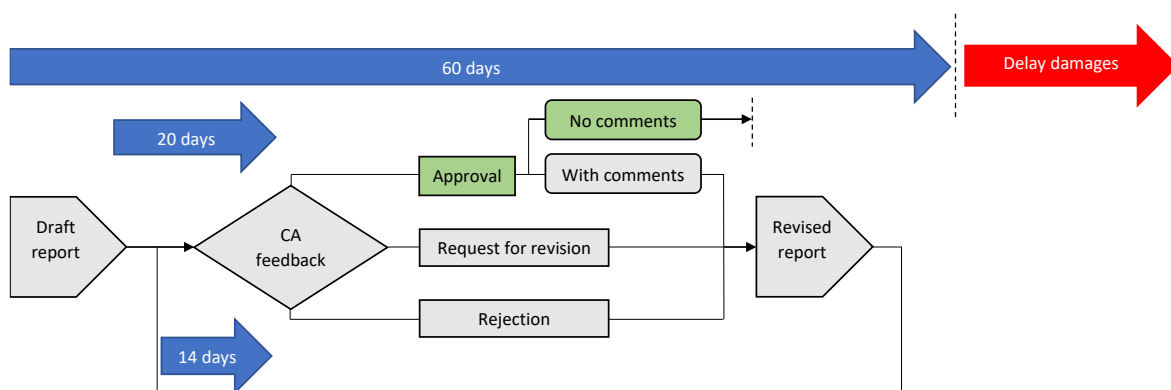
- Unconditioned approval;
- Approval with comments;
- Request for revision (in case the deliverable needs quality and/or content improvement);
- Rejection (in case the minimum contractual requirements on the deliverable's content and quality are not met).

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 Road Coordinator 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.

10. Annexes

Annexe A: WBRRU System Specifications

Annexe B: Quality Assurance and Testing Plan