

Tender Specifications

Reference: PS/SRV/CLB/041/2025

Developing Clean Bus /SUMP Platform



1.	Information on tendering.....	3
1.1.	Introduction	3
1.2.	Participation	3
1.3.	Contractual conditions	3
1.4.	Compliance with applicable law	4
1.5.	Joint tenders	4
1.6.	Subcontracting	4
1.7.	Structure and content of the tender	5
1.8.	Identification of the tenderer	6
1.9.	Confidentiality of tenders	7
1.10.	Informing tenderers	7
1.11.	Means of redress	8
1.12.	Awarding of the Contract.....	9
1.13.	Period of validity of tenders.....	9
1.14.	Contacts during the tender submission stage.....	9
2.	Technical Specifications	10
2.1.	Background information.....	10
2.1.1	Information about the Contracting Authority.....	10
2.1.2	Information about the context which has made necessary the procurement of the services.....	11
2.1.3	Objectives (information about the expected benefits)	11
2.1.4	Other programs associated with this procurement of services	12
2.1.5	Stakeholders.....	12
2.2.	Description of the services	12
2.2.2	General objective to which the services shall contribute.....	12
2.2.3	Specific objective to which the services shall contribute.....	12
2.2.4	Services and activities to be performed	13
	Task 1 – Inception Report and Methodology	13
	Task 2 – Platform Architecture and System Design	13

Task 3 – Platform Development.....	14
Task 4 – Testing and Validation	14
Task 5 – Training, Launch, and Documentation	14
Task 6 – Maintenance and Support (6 months).....	14
2.2.5 Expected results/outcomes following the performance of the services	14
2.2.6 Main duties and responsibilities of the parties	16
2.3 Assumptions and risks	16
2.4 Timeline of activities/services	17
The project’s main milestones are presented in table form below.	17
2.6 Approval of services	17
2.7 Place and duration of activities/services	18
2.7.1 Place of activities	18
2.7.2 Period of performance of the Contract.....	18
2.8 Staff	19
2.9 Meetings and conferences	20
3. Evaluation and award	20
3.1. Verification of non-exclusion.....	21
3.2. Selection criteria	21
1.3 Technical Offer Requirements.....	23
3.4 Award criteria	24
4. Annexes	26

1. INFORMATION ON TENDERING

1.1.INTRODUCTION

The contracting authority is the Transport Community (hereinafter referred to as “Contracting Authority”), represented by the Director of the Permanent Secretariat or its duly authorised representative.

The Contracting Authority seeks to procure technical assistance services for establishing Clean Bus/Sustainable Urban Mobility Plan (SUMP) Platform

When drawing up their offers, suppliers shall take into account the provisions in these specifications and draft contract, which specify the rights and obligations of the contractor, particularly those on delivery, warranty and payments.

Lots: This call for tenders is not divided into lots.

1.2.PARTICIPATION

Participation in this procurement procedure is open in accordance with Art. 28.1 of Regulation (EU) 2021/947 establishing the NDICI to international organisations and to all other legal entities, including civil society organisations, who are nationals of and, in the case of legal persons, who are also effectively established in, the following countries:

1. EU Member States, beneficiaries listed in the relevant Annex to the IPA III Regulation and contracting parties to the Agreement on the European Economic Area;
2. Neighborhood partner countries;
3. developing countries and territories, as included in the list of ODA recipients published by the OECD Development Assistance Committee, which are not members of the G-20 group, and overseas countries and territories;
4. developing countries, as included in the list of ODA recipients, which are members of the G-20 group, and other countries and territories, when the relevant procedure takes place in the context of an action financed by the Union under the Instrument in which they participate;
5. countries for which reciprocal access to external funding is established by the European Commission
6. member countries of the OECD, in the case of contracts implemented in a LDC or a highly indebted poor country, as included in the list of ODA recipients.

To enable the Contracting Authority to verify the access, each tenderer must indicate its country of establishment (and in case of joint tender – the country of establishment of each group member) and must present the supporting evidence normally acceptable under the law of that country/-ies. The same document(s) could be used to prove country/-ies of establishment and the legal capacity, as described in **Section 3.2.1**.

1.3. CONTRACTUAL CONDITIONS

The tenderer should bear in mind the provisions of the draft contract (**Annex 5**) which specifies the rights and obligations of the Contractor, particularly those on risks assignment, payments, performance of the contract, confidentiality, and checks and audits.

1.4. COMPLIANCE WITH APPLICABLE LAW

The tender must comply with applicable environmental, social and labour law obligations established by Union law, Serbian national legislation, collective agreements or the international environmental, social and labour conventions listed in Annex X to Directive 2014/24/EU¹.

This call for tender is governed by the provisions of Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC. The provisions of Directive 2014/24/EU shall also apply during the implementation of the contract to be subsequently awarded, governing any potential modifications that may appear necessary.

1.5. JOINT TENDERS

A joint tender is a situation where a tender is submitted by a group of economic operators (natural or legal persons). Joint tenders may include subcontractors in addition to the members of the group, subject to the constraints laid down in Section 1.6 below.

In case of joint tender, all members of the group assume joint and several liability towards the Contracting Authority for the performance of the contract as a whole, i.e. both financial and operational liability. Nevertheless, tenderers must designate one of the economic operators as a single point of contact (the leader) for the Contracting Authority for administrative and financial aspects as well as operational management of the contract. The model power of attorney attached in (**Annex 4**) shall be used.

After the award, the Contracting Authority will sign the contract either with all members of the group, or with the leader on behalf of all members of the group, authorised by the other members via powers of attorney.

1.6. SUBCONTRACTING

Subcontracting is permitted but the Contractor will retain full liability towards the Contracting Authority for performance of the contract as a whole.

All contractual tasks may be subcontracted unless the Technical Specifications expressly reserve the execution of certain critical tasks to the sole tenderer itself, or in case of a joint tender, to a member of the group.

By filling in the form available in **Annex 7** tenderers are required to give an indication of the proportion of the contract that they intend to subcontract, as well as to identify and describe briefly the envisaged contractual roles/tasks of subcontractors meeting any of these conditions (hereafter referred to as identified subcontractors):

- on whose capacities the tenderer relies upon to fulfil the selection criteria as described under **Section 3.2**;
- whose individual share of the contract, known at the time of submission, is above 20%.

¹ Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC (OJ L 94, 28.3.2014, p. 65).

Any such subcontractor must provide the tenderer with a commitment letter drawn up in the model attached in Annex 8 and signed by its authorised representative.

During contract performance, the change of any subcontractor identified in the tender or additional subcontracting will be subject to prior written approval of the Contracting Authority. Such approval might only be granted, providing that:

- Any new subcontractor is not in an exclusion situation.
- The tenderer still fulfils the selection criteria, and the new subcontractor fulfils the selection criteria applicable to it individually, if any.
- The terms of the originally submitted tender are not altered substantially, i.e. all the tasks assigned to the former subcontractor are taken over by another involved entity, the change does not make the tender non-compliant with the tender specifications, and the evaluation of award criteria of the originally submitted tender is not modified.

1.7.STRUCTURE AND CONTENT OF THE TENDER

The tenders must be presented as follows:

Part A: Identification of the tenderer (see **Section 1.8**)

Part B: Non-exclusion (see **Section 3.1**)

Part C: Selection (see **Section 3.2**)

Part D: Technical offer

The technical offer must cover all aspects and tasks required in the technical specifications as provided under **Section 3.3**. Offers deviating from the requirements or not covering all requirements may be rejected on the basis of non-compliance with the tender specifications and will not be evaluated.

Part E: Financial offer (the model in **Annex 6** shall be used)

The maximum contract price is **EUR 40,000**.(VAT excluded)

Tenders with prices exceeding the overall maximum contract price will be deemed unacceptable.

The price for the tender must be quoted in euro. Tenderers from countries outside the euro zone have to quote their prices in euro. The price quoted may not be revised in line with exchange rate movements. It is for the tenderer to bear the risks or the benefits deriving from any variation.

Prices must be quoted free of all duties, taxes and other charges, including VAT, as the TCT is exempt from such charges under Articles 10 of the [Agreement between the Republic of Serbia and the Transport Community regarding the seat of the Permanent Secretariat of the Transport Community](#). The amount of VAT may be shown separately.

The quoted price must be a fixed amount (lump sum) which is deemed including all costs and charges related to the proper delivery of the services, including (but not limited to) logistics, travel and subsistence. No expenses shall be separately refunded under this contract.

Part F: Power of attorney (**Annex 4**), for consortia only

Tenders shall be submitted by electronic mail to procurement@transport-community.org in two separate e-mails. Parts A, B, C, D and F (with all relevant annexes) shall be included in one e-mail, while part E (Financial Offer) shall be included in a separate e-mail.

All documents referred at above shall be submitted in pdf format.

The time and date displayed by the server clock within the Authority's system shall be the standard upon which compliance with tender submission deadlines shall be determined. Tenderers are strongly advised not to transmit their Tender immediately before the deadline for submission.

It is the Tenderer's sole responsibility to ensure that its Tender complies with the submission requirements and is received by the Contracting Authority by the date and time set out. The Contracting Authority accepts no liability whatsoever for any problems arising from issues such as (but not limited to) the Tenderer's IT software, infrastructure, internet connectivity, etc. that would result in the Tender not being properly or timely received.

1.8.IDENTIFICATION OF THE TENDERER

The tender must include a cover letter signed by an authorised representative presenting the name of the tenderer (including all entities in case of joint tender) and identified subcontractors if applicable, and the name of the single contact point in relation to this procedure.

In case of joint tender, the cover letter must be signed either by an authorised representative for each member, or by the leader authorised by the other members with powers of attorney (**Annex 4**). The signed powers of attorney must be included in the tender as well.

All tenderers (including all members of the group in case of joint tender) must provide a signed Tenderer Identification Form (**Annex 1**).

The tenderer (including each member of the group in case of joint tender) must provide the following information in its tender:

- For legal persons, a legible copy of the notice of appointment of the persons authorised to represent the tenderer in dealings with third parties and in legal proceedings, or a copy of the publication of such appointment if the legislation applicable to the legal person requires such publication. Any delegation of this authorisation to another representative not indicated in the official appointment must be evidenced.
- For natural persons, if required under applicable law, proof of registration in a professional or trade register or any other official document showing the registration number.

Tenderers that are already registered in the Contracting Authority's accounting system (i.e. they have already been direct contractors) must provide the form but are not obliged to provide the supporting evidence.

The tenderer (or the leader in case of joint tender) must provide a Financial Identification Form (**Annex 2**) with its supporting documents. Only one form per tender should be submitted. No form is needed for other members of the group or subcontractors in case of joint tender.

Summary of necessary documents (Part A – Identification of the tenderer)

Document	Who should submit the document	Template available
Tender Cover letter	Sole Tenderer/Group leader	Annex 9
List of identified subcontractors	Sole Tenderer/Group leader	Annex 7
Tenderer Identification Form	Sole Tenderer/Group leader and Members of the group, identified subcontractors	Annex 1
Financial Identification Form	Sole Tenderer/Group leader	Annex 2
Power of Attorney	Members of the Group	Annex 4
Evidence of the person authorized to represent the tenderer in dealings with third parties and in legal proceedings	Sole Tenderer/Group leader and Members of the group	N/A

1.9.CONFIDENTIALITY OF TENDERS

Once the Contracting Authority has opened a tender, it becomes its property and shall be treated confidentially, subject to the following:

- For the purposes of evaluating the tender and, if applicable, implementing the contract, performing audits, benchmarking, etc., the Contracting Authority is entitled to make available (any part of) the tender to its staff as well to other persons and entities working for the Contracting Authority or cooperating with it, including Contractors or subcontractors and their staff provided that they are bound by an obligation of confidentiality.
- The Contracting Authority may disclose the submitted tender in the context of a request for public access to documents, or in other cases where the applicable law requires its disclosure. Unless there is an overriding public interest in disclosure, the Contracting Authority may refuse to provide full access to the submitted tender, redacting the parts (if any) that contain confidential information, the disclosure of which would undermine the protection of commercial interests of the tenderer, including intellectual property.

The Contracting Authority will disregard general statements that the whole tender or substantial parts of it contain confidential information. Tenderers need to mark clearly the information they consider confidential and explain why it may not be disclosed. The Contracting Authority reserves the right to make its own assessment of the confidential nature of any information contained in the tender.

1.10. INFORMING TENDERERS

The Contracting Authority shall inform tenderers simultaneously and individually of decisions reached concerning the outcome of the procedure, including the grounds for any decision not to award the contract or recommence the procedure.

Within such communication, the Contracting Authority shall inform:

- Any unsuccessful tenderer of the reasons for the rejection of its tender;
- Any tenderer that has made an admissible tender of the characteristics and relative advantages of the tender selected, the price of the offer as well as the name of the successful tenderer.

The Contracting Authority may decide to withhold certain information that it assesses as being confidential, in particular where its release would prejudice the legitimate commercial interests of economic operators or might distort fair competition between them. Such information may include, without being limited to, confidential aspects of tenders such as prices included in the Financial Offer, technical or trade secrets².

1.11. MEANS OF REDRESS

Any person that considers itself harmed by any act or decision made by the Contracting Authority might seek remedy by the following means:

a) Seeking remedy with the Contracting Authority

Objections should be sent using the e-mail address procurement@transport-community.org and shall include:

- The no. of the procurement procedure and the word “*objection*” in the subject line;
- Sender's identification data;
- Proof of interest;
- Challenged act or decision and remedy sought;
- Grounds or evidence supporting the objection.

Objections not meeting the formal notification requirements provided above shall be disregarded.

Only actual participants to the tender procedure shall be considered interested parties and allowed to object. To be found admissible, objections should concern any of the following:

- Decision to exclude (Contracting Authority's decision to exclude a participant in the tender procedure);
- Decision to award the contract (Contracting Authority's decision to award the contract to a certain bidder).

Timing for sending objections shall be no later than 7 days following Contracting's Authority notifications of the outcome of the tender procedure.

Upon review of the objection, the Contracting Authority shall respond as soon as possible and provide the sender its decision and reasoning on the case. Such decision might confirm (fully or in part) or reject the objection. In case the Contracting Authority accepts (in full or in part) an objection it will take immediate remedial action and inform all interested parties in this regard.

² For the definition of trade secrets please see Article 2 (1) of DIRECTIVE (EU) 2016/943 on the protection of undisclosed know-how and business information (trade secrets) against their unlawful acquisition, use and disclosure.

b) Permanent Court of Arbitration in Hague

Disputes arising out of the Contracting Authority's decision on an objection shall be settled by final and binding arbitration in accordance with the Permanent Court of Arbitration Optional Rules for Arbitration Involving International Organizations and States, as in effect on the date of launching the tender.

The appointing authority shall be the Secretary General of the Permanent Court of Arbitration. The arbitration proceedings shall take place in the Hague and the language used in the arbitral proceedings will be English. The arbitrator's decision shall be binding on all parties and there shall be no appeal.

1.12. AWARDING OF THE CONTRACT

The Contracting Authority shall award the contract to the selected bidder:

- Not earlier than 7 days following the communication of the outcome of the procedure (the standstill period), providing that no objections are being lodged within such period by any interested party.
- After the Contracting Authority's review and decision on all objections lodged during the standstill period.

In case the Contracting Authority revises its initial award decision on the basis of examination of objections received in the standstill period and decides to award the contract to another tenderer, a further standstill period of 7 days shall apply.

Raising a dispute to the Permanent Court of Arbitration shall not prevent the award of the contract by the Contracting Authority. By submitting tenders in response to this procedure, bidders acknowledge and accept that whatever the outcome of arbitration proceedings might be it shall not result in the contract becoming ineffective through retroactive cancellation or otherwise.

1.13. PERIOD OF VALIDITY OF TENDERS

The period of validity of tenders is fixed at three months from the deadline for the submission of tenders.

In exceptional cases, the Contracting Authority may ask the tenderers for a one-off, specific extension, which may not exceed 15 days.

The successful tenderer is bound by the tender for a further 60 days, irrespective of the date of notification of the award of the contract.

1.14. CONTACTS DURING THE TENDER SUBMISSION STAGE

Before the time limit for receipt of requests to participate or tenders, the Contracting Authority may communicate additional information about the procurement documents if it discovers an error or omission in the text or upon request from candidates or tenderers. Information provided shall be disclosed to all candidates or tenderers at the same address where the procurement documents have been made available and observe the time limit set-up below.

Any requests for clarifications shall be sent in writing using the address procurement@transport-community.org. Clarifications requests shall be sent no later than 4 days before the time limit for submitting bids. The Contracting Authority shall respond to any clarification request as soon as possible and in no event later than 3 days before the time limit for submitting bids without disclosing the identity of the person requiring clarification. If any additional information/response to a clarification request is given less than 3 days before the deadline, the Contracting Authority shall extend the time limit for receipt of tenders proportionally.

The Secretariat shall not be bound to reply to requests for additional information made less than 4 calendar days before the deadline for receipt of tenders but may do so if feasible. In case the deadline for receipt of requests for additional information does fall on public holiday, Sunday or Saturday, the period shall end with the expiry of the last hour of the following working day.

2. TECHNICAL SPECIFICATIONS

2.1. BACKGROUND INFORMATION

2.1.1 INFORMATION ABOUT THE CONTRACTING AUTHORITY

The Transport Community is an international organisation in the field of mobility and transport consisting of 33 participants – the European Union Member States represented by the European Commission and the Southeast European Parties (the Republic of Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, the Republic of North Macedonia, and the Republic of Serbia) and three observing participants (Georgia, Republic of Moldova and Ukraine).

The organisation was founded by the Treaty³ establishing the Transport Community signed on 9th of October 2017 by all partners (Council Decision (EU) 2019/392).

The core obligation signatory parties have committed to under the Treaty 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 six Western Balkan Parties.

The overall functioning approach of the Transport Community is based on the progressive integration of transport markets of the Western Balkans Parties into the EU transport market based on the transposition and implementation of the relevant EU Acquis, including the areas of technical standards, interoperability, safety, security, traffic management, social policy, public procurement and environment. The Transport Community is also engaged with the development of work plans for the indicative TEN-T extension of the core and comprehensive networks to the Western Balkans, identifying key priority projects of regional interest.

³ 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

<https://www.transport-community.org/wp-content/uploads/2022/10/treaty-en.pdf>

2.1.2 INFORMATION ABOUT THE CONTEXT WHICH HAS MADE NECESSARY THE PROCUREMENT OF THE SERVICES

Europe's revised TEN-T Regulation (2024) places new emphasis on urban nodes as catalysts for clean, digital and multimodal mobility. Articles 41–42 require urban nodes to:

- Prepare Sustainable Urban Mobility Plans (SUMPs) consistent with TEN-T corridor objectives;
- Ensure zero-emission urban fleets and intermodal connectivity by 2030/2040;
- Report progress through measurable urban node KPIs .

For the Western Balkans, integrating these obligations into national and municipal planning is essential for alignment with the European Green Deal, the Fit-for-55 Package, and the Alternative Fuels Infrastructure Regulation (AFIR – EU 2023/1804).

The Clean Bus and Fleet Platform, endorsed by Ministers through the Green Mobility Summit Declaration (2024), operationalises these principles regionally. However, the region lacks a unified digital environment to collect, visualise and manage data on clean-fleet transition, alternative-fuel infrastructure, and SUMP implementation.

Hence, the Clean Bus / SUMP Platform will serve as the regional digital observatory and collaboration hub for zero-emission mobility and urban-node readiness according to clean bus platform declaration.

2.1.3 OBJECTIVES (INFORMATION ABOUT THE EXPECTED BENEFITS)

To design, build and operationalise a **regional digital platform** that supports deployment of zero-emission bus fleets, systematic and SUMP implementation

The regional digital platform will deliver a harmonised and interoperable data ecosystem that enables consistent monitoring and reporting of fleet decarbonisation, alternative-fuel infrastructure deployment, and SUMP implementation across the Western Balkans. By aligning with the Clean Bus Platform Declaration, the platform will ensure comparability of indicators and reinforce the region's collective commitment to accelerating the transition towards zero-emission urban mobility. The platform will also provide evidence-based support for decision-makers, empowering ministries, cities, and operators to plan and prioritise investments in zero-emission fleets and charging infrastructure based on real-time data, performance trends, and policy targets.

In parallel, the platform will accelerate SUMP implementation and policy maturity by offering a shared knowledge and training hub aligned with the EU acquis, the Clean Vehicle Directive, and the Urban Mobility Framework. It will enable transparent tracking of regional progress through interactive dashboards, facilitating accountability and visibility towards EU institutions and the public. By fostering a community of practice among ministries, municipalities, transport operators, and financial institutions, the initiative will strengthen peer learning, promote replication of best practices, and enhance regional cooperation in advancing the green and digital transition in urban mobility.

2.1.4 OTHER PROGRAMS ASSOCIATED WITH THIS PROCUREMENT OF SERVICES

Transport Community's information system (TODIS) comprises extensive data pertaining to the indicative extension of the TEN-T Network in the Western Balkans. TODIS is currently in regular operation, with maintenance services being currently guaranteed by its developer under a multi-year contract. Clean bus/SUMP Platform will to some extent interface with TODIS database, namely on urban nodes KPIs, once urban nodes are defined for the region.

2.1.5 STAKEHOLDERS

Besides the Contracting Authority, another key stakeholder the Contractor will have to coordinate with are the following:

1. Primary users: TCPS, Transport ministries, municipalities, public transport operators.
 2. Strategic partners: DG MOVE, DG NEAR, EEA, EIB, EBRD, WB, KfW, AFD, industry and research organisations.
- The Contractor shall coordinate with these stakeholders for data validation and user testing.

2.2. DESCRIPTION OF THE SERVICES

2.2.1 Description of the present situation

Currently no single repository aggregates regional data on clean bus deployment, charging infrastructure or SUMP status. However, similar platforms exist in the European Union namely EU Urban Mobility Observatory and Clean Bus Europe Platform that can be used as reference.

https://urban-mobility-observatory.transport.ec.europa.eu/index_en

<https://cleanbusplatform.eu/>

2.2.2 GENERAL OBJECTIVE TO WHICH THE SERVICES SHALL CONTRIBUTE

To create an interoperable, secure and scalable digital platform that serves as the regional information system for clean and sustainable urban mobility in alignment with Clean Bus Platform requirements.

2.2.3 SPECIFIC OBJECTIVE TO WHICH THE SERVICES SHALL CONTRIBUTE

The specific objectives of the services include:

Specific Objectives

1. Establish a data and analytics environment for monitoring fleet decarbonisation, alternative-fuel infrastructure roll-out, and SUMP progress.
2. Provide a knowledge and training hub aligned with EU acquis on urban mobility, AFIR targets, and Clean Vehicle Directive (2019/1161).
3. Enable benchmarking and KPI tracking for clean bus/SUMP in the Western Balkans
4. Facilitate a community of practice among ministries, cities, operators, and IFIs.

2.2.4 SERVICES AND ACTIVITIES TO BE PERFORMED

Currently no single repository aggregates regional data on clean bus deployment, charging infrastructure or SUMP status.

The Platform will fill this gap through a modular architecture comprising but not limited to:

1. **Home / Gateway:** mission statement, calls to action, and regional visual highlights.
2. **Members Area:** interactive map and database of ministries, cities, IFIs and industry actors. Forum for discussion and knowledge exchange which should include option of document upload, members and direct communication.
3. **Clean Bus Deployment Interactive Map.** Clean bus deployment tracker map where data will be presented on map (google maps or other similar platform) for specific city or Regional Partner, with possibility of filtering.
4. **Knowledge Hub:** that will contain documents and webinars
5. **Events & News:** calendar, training announcements and media content.

The contractor is requested to carry out the following tasks

Task 1 – Inception Report and Methodology

Within the first month after contract signature, the Contractor shall prepare an Inception Report describing its understanding of the assignment and the agreed implementation approach. The report will:

- Summarise findings from the review of existing resources (Clean Bus Europe Platform, EU Urban Mobility Observatory, TODIS interface).
- Confirm stakeholder roles, data sources, and validation procedures.
- Present a detailed work plan, Gantt chart or timeline of activities, and risk-management matrix.
- Describe the proposed technical architecture, preferred technologies, and possible interoperability with TODIS for urban-node KPIs.
- Define communication, coordination, and reporting arrangements with the Transport Community Secretariat and Regional Partners.

Task 2 – Platform Architecture and System Design

Based on the agreed methodology, the Contractor shall prepare a concise System Design Report describing:

- Overall information architecture, data model, and hosting approach (cloud)
- Functional design of the five core modules: *Home / Gateway*, *Members Directory*, *Clean Bus Map*, *Knowledge Hub*, *Events & News*.
- Basic user roles and permissions (administrator, registered user, guest/viewer).
- Compliance with accessibility standards and GDPR
- Visual wireframes and style guide consistent with the Transport Community's branding.

Task 3 – Platform Development

The Contractor shall develop the platform in line with the approved design and deliver:

- Fully functional modules with integrated search, filter, and upload functions.
- Interactive map visualising clean-bus deployment, SUMP and charging infrastructure by city or partner, using apps such as Google Maps, Google Earth, Leaflet, or equivalent.
- Knowledge Hub containing curated documents, webinars, and training resources.
- Events & News section with calendar, announcements, and media integration.

Task 4 – Testing and Validation

Before launch, the Contractor shall perform:

- Functional and usability testing of all modules.
- Data validation with selected Regional Partners and TCT experts.
- User Acceptance Testing (UAT) session, including feedback documentation and corrective actions.
- Security and performance testing within the agreed hosting environment.

A **Test Report** shall summarise results, identified issues, and remedial measures prior to deployment.

Task 5 – Training, Launch, and Documentation

The Contractor shall ensure smooth operationalisation by delivering:

- Administrator and user training sessions (online + recorded).
- User Manual and quick-reference guide in editable and PDF formats.
- Support to the official launch platform during a Clean Bus / SUMP Regional Workshop.
- Communication materials (one-page overview, short presentation slides).

Task 6 – Maintenance and Support (12 months)

Following the launch, the Contractor shall provide:

- Monitoring of platform performance and uptime.
- Resolution of bugs and minor fixes/ updates requested by TCT.
- Content upload assistance and light technical maintenance.
- Monthly summary report on support activities and user feedback.

2.2.5 EXPECTED RESULTS/OUTCOMES FOLLOWING THE PERFORMANCE OF THE SERVICES

1. Regional Clean Bus / SUMP Platform operational and publicly accessible.
2. Data dashboard and interactive maps available for regional analysis.

3. Resource Hub curated and searchable by topic and tag.
4. Member Directory populated and used for networking.
5. TCT staff and partners trained to manage content and analytics.

No.	Milestones	Deadline
1.	Task 1 – Inception Report and Methodology	January 2026
2.	Task 2 – Platform Architecture and System Design Report	February 2026
3.	Task 3 – Platform Development Report confirming deployment, results, performance/security compliance, and readiness for live operations	September 2026
4.	Task 4 –Testing and Validation Test Report	October 2026
5.	Task 5 – Training, Launch, and Documentation - Administrator and user training sessions (online + recorded). - User Manual	October 2026
6.	Task 6 – Maintenance and Support (12 months)	October 2027
7.	Task 7 – Final System Handover Consolidated final delivery including: source code, configuration files, deployment scripts, admin credentials, final documentation	November 2027

The Final Report shall be prepared in English language.

Draft version of the Final Report shall be handed over in electronic editable format. The approved version of the deliverable shall be also delivered in two hard copies.

2.2.6 MAIN DUTIES AND RESPONSIBILITIES OF THE PARTIES

The Contractor shall be fully responsible for:

- Planning its resources in line with the activities to be carried out, the deliverables to be produced under the Contract and the estimated schedule for the performance.
- Carrying out the services in accordance with industry best practices, the relevant legal and contractual provisions, and a comprehensive understanding of the Contract's requirements, to ensure the achievement of the established objectives and adherence to required quality standards.
- Maintaining flexibility in the delivery of services to adapt to the Contracting Authority's needs, which may involve adjusting service delivery schedule as necessary to address various specific challenges.
- Collaborating with designated contact persons from the Contracting Authority and other relevant stakeholders.

The Contracting Authority shall be responsible for:

- Facilitating access to other stakeholders
- Provide branding, logos, content materials, server access, and validation of deliverables.
- Taking over the deliverables prepared under the requested contract and paying the price at the time and in the manner prescribed in the Contract.

2.3 ASSUMPTIONS AND RISKS

Assumptions underlying the project implementation:

Achievement of the results defined in paragraph 2.2.5 is conditional on the fulfilment of several assumptions, including:

- Effective communication and cooperation between the Contracting Authority, the Contractor and the relevant stakeholders.
- Timely delivery of complete data by the Contracting Authority.

Potential risks underlying the project implementation:

The following pre-identified risks may affect the successful implementation of the contract and the achievement of the pursued results:

- Data non-availability, or partial availability
- Defective coordination between the Contractor, the Contracting Authority and other relevant stakeholders.

2.4 TIMELINE OF ACTIVITIES/SERVICES

THE PROJECT'S MAIN MILESTONES ARE PRESENTED IN TABLE FORM BELOW.

No.	Milestones	Deadline
1.	Task 1 – Inception Report and Methodology	January 2026
2.	Task 2 – Platform Architecture and System Design	February 2026
3.	Task 3 – Platform Development	September 2026
4.	Task 4 – Testing and Validation	October 2026
5.	Task 5 – Training, Launch, and Documentation	October 2026
6.	Task 6 – Maintenance and Support (12months)	October 2027
7.	Task 7 – Final System Handover Consolidated final delivery including: source code, configuration files, deployment scripts, admin credentials, final documentation,	November 2027

2.6 APPROVAL OF SERVICES

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:

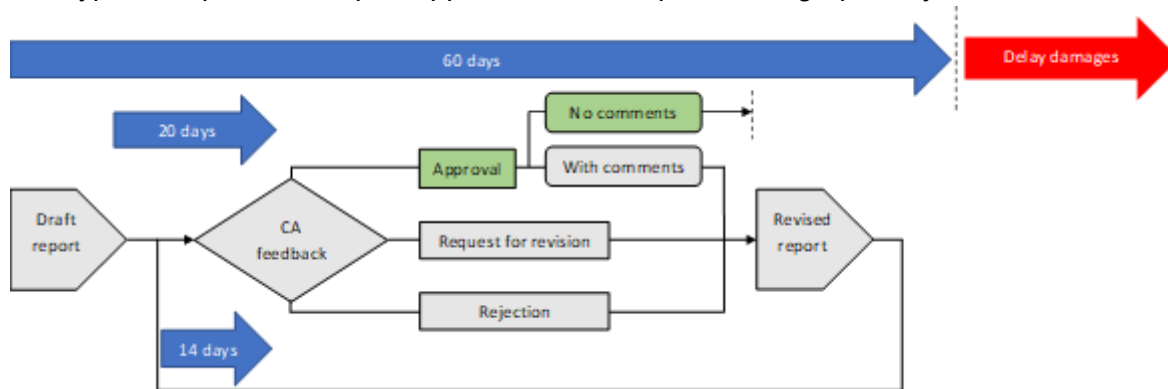
- a. Unconditioned approval;
- b. Approval with comments;
- c. Request for revision (in case the deliverable needs quality and/or content improvement);
- d. Rejection (in case the minimum contractual requirements on the deliverable's content and quality are not met).

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:



2.7 PLACE AND DURATION OF ACTIVITIES/SERVICES

2.7.1 PLACE OF ACTIVITIES

The activities included under the Contract can be performed remotely.

Except in duly justified case, the Contractor will not be required to be physically present at the Contracting Authority's headquarters in Belgrade.

2.7.2 PERIOD OF PERFORMANCE OF THE CONTRACT

The Period of Performance of the Contract is 11 months + 12 months for maintenance. Subject to the procurement procedure being concluded as scheduled, the **indicative** timing for contract commencement is end of 2025/beginning 2026.

The contract duration will extend beyond the Period of Performance, to include delivery approval and contract closing procedures, until the fulfilment of all obligations committed to by both parties.

This contract is not subject to renewal.

2.8 STAFF

- a) The Contractor's team should include experts with sufficient qualifications and capacity to perform all obligations of the Contractor as described in these Technical Specification in a timely manner throughout the term of the contract.
- b) 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 regarding qualification and skills, general, specific and project related professional experience are provided below:

No	Key Expert	Qualifications and Skills	General Experience	Specific Experience
1	Key Expert Team leader	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. University graduate from Computer Science/ Mathematics/ Software Engineering/ Electronics or equivalent* Alternatively, 3 years of specific professional experience above the minimum level provided in column 4. Proficient English user (at least C1 level in the Common European Framework for Reference for Languages)	Minimum 5 years of professional experience in IT system design, ArcGIS, GIS, Geo maps. software development, or digital platform management, preferably in the context of public-sector or EU-funded projects.	Working experience in a similar position in at least 2 projects with similar tasks of larger or similar size. Experience with ArcGIS, GIS, Geo maps.

** A field of expertise (other than those specifically identified) will be considered relevant/equivalent for this assignment/equivalent if providing the graduate with specific knowledge in IT field. In case*

an equivalent degree is relied upon for meeting minimum requirement, the tenderer shall include additional proof of the specific competencies such graduation program provided.

c) Support staff may include UX/UI designer, database engineer, and content curator.

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

While no timesheets will be produced and verified under the Contract, the Contractor shall ensure that its key expert is personally and effectively involved in the delivery of services, notwithstanding contributions from other experts and backstopping personnel.

2.9 MEETINGS AND CONFERENCES

The Contractor is expected to participate in ad-hoc and/or regular progress or deliverables review meetings with the Contracting Authority's personnel for ensuring proper management and monitoring of the services delivery.

Unless there are duly justified reasons to the contrary, all meetings will be held online.

3. EVALUATION AND AWARD

The evaluation involves the following stages:

- Check if the tenderer has access to procurement (see Section 1.2);
- Verification of non-exclusion of tenderers on the basis of the exclusion criteria;
- Selection of tenderers on the basis of selection criteria;
- Verification of compliance with the minimum requirements set out in these tender specifications;
- Scoring and ranking of admissible tenders based on the award criteria.

If the evaluation of one or more elements demonstrates that there are grounds for rejection, the tender will be rejected and will not be subjected to further full evaluation. The unsuccessful tenderers will be informed of the ground for rejection without being given feedback on the non-assessed content of their tenders. Only tenderer(s) for whom the verification of all elements did not reveal grounds for rejection can be awarded the contract.

The evaluation will be based on the information and evidence contained in the tenders and, if applicable, on additional information and evidence provided at the request of the Contracting Authority during the procedure and/or before the signing of the contract. If any of the declarations or information provided proves to be false, the Contracting Authority may impose administrative sanctions (exclusion or financial penalties) on the entity providing the false declarations/information.

For the purposes of the evaluation related to exclusion and selection criteria the Contracting Authority may also refer to publicly available information, in particular evidence that it can access on a national database free of charge.

3.1. VERIFICATION OF NON-EXCLUSION

The objective of the exclusion criteria is to assess whether the tenderer is in any of the exclusion situations listed in Article 57 of Directive no. 2014/24/EU. Tenderers found to be in an exclusion situation will be rejected.

All tenderers must provide a declaration on honour (see **Annex 3**), signed and dated by an authorised representative, stating that they are not in one of the situations of exclusion therein listed.

Declaration on honour must be provided by the following:

- Each member of the group in case of joint tender.
- Identified subcontractors.

The obligation to submit supporting evidence does not apply to international organisations.

The documents mentioned as supporting evidence in the Declaration on Honour need to be provided whenever requested and where this is necessary to ensure the proper conduct of the procedure within a deadline given by the Contracting Authority. Please note that a request for evidence in no way implies that the tenderer has been successful.

A tenderer (or a member of the group in case of joint tender, or a subcontractor) is not required to submit the documentary evidence if it has already been submitted for another procurement procedure and provided the documents were issued not more than one year before the date of their request by the contracting authority and are still valid at that date. In such cases, the tenderer must declare on its honour that the documentary evidence has already been provided in a previous procurement procedure, indicate the reference of the procedure and confirm that there has been no change in its situation.

A tenderer (or a member of the group in case of joint tender, or a subcontractor) is not required to submit a specific document if the Contracting Authority can access the document in question on a national database free of charge.

3.2. SELECTION CRITERIA

The objective of the selection criteria is to assess whether the tenderer has the legal, regulatory, economic, financial, technical and professional capacity to perform the contract.

Tenderers must prove their legal, regulatory, economic, financial, technical, and professional capacity to carry out the work subject to this procurement procedure. The selection criteria for this call for tenders, including the minimum levels of capacity, the basis for assessment and the evidence required, are specified in the following subsections. The assessment of whether a tenderer fulfils the selection criteria shall be done based on such evidence. The Contracting Authority reserves the right to request clarifications and/or additional documents enabling it to verify tenderers compliance with the selection criteria.

Tenders submitted by tenderers not meeting the minimum levels of capacity will be rejected.

The following selection criteria will be applied to tenderers. In case of tenders submitted by a consortium, these selection criteria will be applied to the consortium as a whole, unless otherwise specified. The selection criteria will not be applied to natural persons and single member companies when they are sub-contractors.

3.2.1. Legal capacity

Tenderers must prove that they have legal capacity to perform the contract and the regulatory capacity to pursue the professional activity necessary to carry out the work subject to this call for tenders.

Such capacity shall be proven by submitting **proof of enrolment in a relevant trade or professional register.**

This criterion applies to the Group leader in case of joint tenders.

3.2.2. Economic and financial capacity of tenderer

The tenderer must have the necessary economic and financial capacity to perform this contract. In order to prove their capacity, the tenderer must comply with the following selection criteria:

- **Criterion 1:** the average annual turnover of the tenderer for the last two closed financial years should be at least € 35.000 in average (turnover in year 1 + turnover in year 2)/2
- **Criterion 2:** The ratio between total assets and total liabilities in the last year for which accounts have been closed must be at least 1. In case of a consortium, this criterion applies to the leader; and

This criterion applies to the Group leader in case of joint tenders

Evidence:

- a) For economic operators required under national law to keep a complete set of accounts: statement of financial position, statement of profit or loss account and annexes of the last two years for which accounts have been closed;
- b) For economic operators required under national law to keep a simplified set of accounts: the statement of expenditure and revenue and the annex showing assets and liabilities for the last two financial years for which accounts have been closed;
- c) In all cases, a statement of overall turnover over the last two financial years for which accounts have been closed.

The most recent year must have been closed within the last 18 months.

All the above specified evidence of economic and financial capacity must be provided with the tender.

If, for some exceptional reason which the Contracting Authority considers justified, a tenderer is unable to provide one or other of the above documents, it may prove its economic and financial capacity by any other document which the Contracting Authority may consider appropriate. In any case, the Contracting Authority must at least be notified of the exceptional reason and its justification. The Contracting Authority reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

3.2.3 Technical capacity of tenderers.

Tenderers (in case of a joint tender the combined capacity of all members of the group and identified subcontractors) must comply with the criterion below.

Similar services provided:	
The tenderer must prove experience in the field of GIS.	
Minimum level of capacity:	At least two projects/contracts/assignments in the field of digital platform development similar in scope and value completed in the last five years preceding the tender submission deadline in EU member states, candidate or potential candidate countries.
Basis for assessment	This criterion applies to the tenderer as a whole, i.e. the combined capacities of all involved entities.
Evidence	• A list of projects meeting the minimum level of capacity. The list shall include details of their start and end date, client's name, topic and scope, role of the tenderer (if the project was carried out by a consortium), total project amount (and the tenderer's share if the project was carried out by a consortium), amount related to the activity (and the tenderer's share if the project was carried out by a consortium). • Statements issued by the clients confirming information for each project or other conclusive evidence, as might be the case.

1.3 TECHNICAL OFFER REQUIREMENTS

a) Staff

The fulfillment of the minimum requirements outlined in Section 2.8 by the key expert is regarded as a minimum quality criterion for the Technical Offer and will be assessed based on the expert's CV. The CV should be structured to highlight the relevant information for each profile to facilitate the evaluation process. The number of years of specific professional experience must be clearly indicated and supported by details of all relevant positions held, main tasks performed in those roles, and the name and contact information of the employers.

b) Methodology

The Technical Offer must provide a detailed description of the activities and sub-activities to be performed in accordance with the Technical Specifications to achieve the expected results. Additional activities may be proposed, with justification provided for their necessity in ensuring the successful completion of the assignment.

The technical documents shall not contain any aspects related to prices.

The requisites above are minimum content and quality requirements for the Technical Offer. Any missing part will result in the tender being rejected.

3.4 AWARD CRITERIA

The contract/framework agreement will be awarded based on the most economically advantageous tender, according to the 'best price-quality ratio' award method.

Tenders will be evaluated on the basis of the following award criteria and their weighting:

1. Price - 50%

The price considered for evaluation will be the total price of the Financial Proposal, covering all the requirements set out in the Technical Specifications.

2. Quality – 50%

The quality of the tender will be evaluated based on the criteria set in the following table. The maximum total quality score is 100 points.

Tenders must score a minimum number of points for each criterion, as indicated in the table below. The minimum no. of total points to be scored is 60. Tenders that do not reach the minimum thresholds for each criterion or a total number of 60 points will be rejected and will not be ranked.

No	Award Criteria	Maximum Points	Minimum threshold
1.	Qualification and experience of key personnel Meeting the minimum requirements for the key expert whose profile is defined in section 2.8 of the Technical Specifications equals to 26 points. The remaining 24 points shall be granted based on the project related experience of the key expert, as following: • 12 points shall be granted for each additional project covering the criteria defined in section 2.8 of the Technical Specifications (project related experience row), other than those considered for proving fulfillment of the minimum requirement. • No more than 4 projects shall be considered overall (2 for reaching the minimum threshold, other 2 for getting the maximum no. of points). The key expert's CV could, however, include as many projects as the tenderer considers appropriate.	50	26
2.	Quality of the proposed methodology This criterion assesses the applicability and adequacy of the proposed approach and methodology.	50	30

	The methodology section of the Technical Proposal shall be of maximum 30 pages and should describe: ○ all tasks and activities which shall be realised for the successful delivery of the project; ○ How the tenderer intends to approach each task to achieve the end result ○ Proposed delivery schedule; ○ Risk management plan. Scoring under this criterion shall be made based on the following: ○ Mere repetition of the terms of reference will result in a low score; ○ Further breakdown of tasks per sub-activities will get higher score, but artificial split should be avoided; ○ Detailed description of <i>how</i> activities shall be carried out in correlation with the proposed team structure shall get higher score; ○ Presentation of a general risk management plans shall get lower score; ○ identifying risks that are relevant for this assignment and well-targeted and realistic mitigations measures shall be scored higher;		
3.	Total	100	56

Ranking of tenders

The contract will be awarded to the most economically advantageous tender, i.e. the tender offering the best price-quality ratio determined in accordance with the formula below. A weight of 50/50 is given to quality and price.

Score for tender X	=	$\frac{\text{cheapest price}}{\text{price of tender X}}$	*	100	*	50%	+	$\frac{\text{total quality score (out of 100) for all award criteria of tender X}}{50\%}$	*	50%
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Should the outcome of the formula lead to two or more tenders with the same result, the tenderer who has been awarded the highest marks for quality will be deemed to be the most economically advantageous tender. This approach will continue to be applied to each of the award criteria in the descending order listed in below until a most economically advantageous tender can be determined: criterion no. 1, criterion no. 2.

The contract shall be awarded to the tender ranked first, which complies with the minimum requirements specified in the procurement documents and is submitted by a tenderer having access to procurement, not in an exclusion situation and fulfilling with the selection criteria.

4. ANNEXES

Annex 1 – Tenderer 's Identification Form

Annex 2 – Financial Identification Form

Annex 3 – Declaration on honour on exclusion criteria and selection criteria

Annex 4 – Power of attorney (mandate in case of joint tender)

Annex 5 – Draft Contract

Annex 6 – Financial Offer Form

Annex 7 – List of Identified Subcontractors

Annex 8 – Commitment Letter by Identified Subcontractor

Annex 9 – Tender Cover letter