

Technical Specifications Services:

Multimodal Travel Information Services (MMTIS) Deployment in the Western Balkans

PS/SRV/MMTIS/013/2026

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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 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*¹, 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.

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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

¹ * 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

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 Treaty² 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 Transport Community Treaty (TCT) commits the six Regional Partners-Albania, Bosnia and Herzegovina, Kosovo, Montenegro, North Macedonia and Serbia-to progressively align their transport systems with the European Union transport acquis and to support the development of an integrated, sustainable and digital transport market in the Western Balkans.

Digitalisation of passenger transport is an essential component of this process. Multimodal Travel Information Services (MMTIS) enable travellers to plan journeys across different transport modes using reliable, standardised and interoperable transport information. By improving access to multimodal travel information, MMTIS supports better passenger experience, increased public transport use, greater network efficiency and contributes to the wider objectives of sustainable mobility, decarbonisation and regional connectivity.

The legal framework governing MMTIS within the European Union is established by Commission Delegated Regulation (EU) 2017/1926, as amended by Commission Delegated Regulation (EU) 2024/490, supplementing Directive (EU) 2023/2661 on Intelligent Transport Systems. The amended Regulation significantly expands the scope of required transport datasets, strengthens interoperability requirements and establishes a phased implementation timetable extending until 1 December 2028. Additionally, at European level, the NAPCORE project already provides a substantial body of common guidance, specifications, tools and good practices supporting the implementation and operation of National Access Points, including areas relevant to data accessibility, interoperability, quality and governance. The assignment should therefore make systematic use of relevant NAPCORE outputs and focus on their practical application and adaptation to the institutional and technical context of the Regional Partners, rather than duplicating existing European-level work.

Although the Regional Partners have made important progress in transport digitalisation, the level of preparedness for implementing MMTIS remains uneven. Previous technical assistance delivered by the Transport Community, including the study on National Access Points (NAPs) and National Bodies (NBs)³, established the institutional and governance foundations for future deployment and identified the Hybrid National Access Point model as the preferred implementation approach across the region. However, substantial work remains to operationalise National Access Points, improve transport data quality and availability, establish

² <https://www.transport-community.org/wp-content/uploads/2022/10/treaty-en.pdf>

³ https://www.transport-community.org/wp-content/uploads/2026/01/TCT_NAP_Final_Report.pdf

sustainable governance arrangements and prepare transport authorities and operators for compliance with the evolving European regulatory framework.

At the same time, the European digital mobility landscape continues to evolve beyond passenger information services. Emerging initiatives concerning multimodal digital mobility services, integrated booking and ticketing, common mobility data standards and passenger rights are expected to further transform the provision of digital transport services throughout Europe. While these initiatives are at different stages of the legislative process, the Regional Partners should ensure that investments made today remain compatible with future European developments.

Against this background, the Transport Community Permanent Secretariat intends to procure technical assistance to support the Regional Partners in progressing from institutional preparedness towards the practical implementation of Multimodal Travel Information Services. The assignment shall build upon previous Transport Community work, avoiding duplication of completed activities while providing the technical, organisational and strategic guidance necessary to support the phased deployment of interoperable multimodal travel information services throughout the Western Balkans.

2.3. Objectives (Information about the expected benefits)

The overall objective of the assignment is to support the Regional Partners in establishing the technical, institutional and governance conditions necessary for the implementation of Multimodal Travel Information Services in accordance with the applicable European Union regulatory framework, while preparing the region for the next generation of digital mobility services.

1.1. Stakeholders

Information about the stakeholders and their implications in the contract implementation:

- Transport Community Treaty Permanent Secretariat (TCT Secretariat) – Contracting Authority;

2. Description of the services

2.1. General objective to which the services shall contribute

The overall objective of the assignment is to support the Regional Partners in establishing the technical, institutional and governance conditions necessary for the implementation of Multimodal Travel Information Services in accordance with the applicable European Union regulatory framework, while preparing the region for the next generation of digital mobility services.

The overarching aim is to equip each partner with the tools and strategies needed to implement infrastructure plans that address local, regional, and cross-border needs.

2.2. Specific objective to which the services shall contribute

The specific objectives of the assignment are to:

- assess the current level of preparedness for implementing MMTIS across the Regional Partners, building upon previous Transport Community studies;
- support the operational implementation of National Access Points for multimodal travel information through practical implementation guidance and tailor-made action plan for each Regional Partner;
- setting the basis for strengthening regional interoperability, governance arrangements and cooperation between transport authorities, infrastructure managers, transport operators and National Access Points;
- prepare the Regional Partners for future developments relating to digital mobility services, integrated ticketing and emerging European mobility data initiatives;
- identify priority investments and pilot opportunities supporting phased regional implementation; and
- develop a coordinated regional implementation roadmap forming the basis for future technical assistance and investment programmes.

2.3. Services and Activities to be Performed

The contractor is requested to carry out the following tasks to **prepare the Regional Participants for the future implementation of the Multimodal Travel Information Services (MMTIS) framework**, including the development of the necessary policy, institutional, technical and legislative foundations for their effective operation:

Task 1. Regional Baseline Assessment and Digital Mobility Readiness

Objective is to establish the institutional, legal, organisational and technical baseline for the implementation of Multimodal Travel Information Services (MMTIS) according to relevant ITS legislation across the Western Balkans and assess the future readiness of the Regional Partners for digital mobility services.

The Consultant shall review and validate the findings of previous Transport Community studies and undertake additional assessment where necessary.

The assessment shall cover, as a minimum:

- institutional, legislative and governance arrangements relevant to MMTIS implementation;
- principal legal, institutional, organisational, data and technical implementation gaps.
- status and readiness of National Access Point and National Body functions;
- relevant stakeholders, data holders and responsible organisations;
- availability, digital maturity, format, accessibility and maintenance arrangements of MMTIS-relevant transport datasets;

- current use of applicable European data standards, metadata arrangements, data-quality and validation mechanisms and relevant interoperability gaps;
- existing travel information services, APIs and relevant digital mobility infrastructure;
- regional and cross-border interoperability opportunities and constraints;
- future readiness for integrated digital mobility services, including emerging European initiatives.

The Consultant shall develop and apply a common MMTIS Readiness Assessment Framework and Questionnaire to ensure consistent assessment across all six Regional Partners. The Framework shall build on the applicable EU MMTIS regulatory framework and relevant existing European assessment methodologies and tools.

The Consultant shall prepare a **Regional Baseline Assessment and Digital Mobility Readiness Report**, presenting the regional and national baseline assessment, transport data maturity assessment, implementation gap analysis, inventory of priority datasets and data owners and future readiness analysis.

Task 2. Regional MMTIS Operational Framework

Objective is to develop the common operational, technical and governance framework supporting the implementation and operation of National Access Points and Multimodal Travel Information Services across the Western Balkans in line with legally binding aspects of NAP, MMTIS and ITS Directive (EU) 2023/2661 and NAPCORE relevant documents.

The Consultant shall develop the functional and operational model for National Access Points, define the governance and institutional arrangements supporting implementation, prepare practical technical guidance for transport data publication and management, develop a Regional Multimodal Node Inventory.

The Consultant shall prepare a **Regional MMTIS Operational Framework**, including:

- High-level Functional Architecture;
- National Access Point Operational Model (defining the practical steps required to establish operational data publication, including priority datasets, recommended publication sequence, data preparation activities, operational responsibilities, validation arrangements, and day-to-day operational governance);
- Governance Framework and practical implementation templates and model agreements;

- Technical Implementation Guidance for preparing, validating, and publishing transport datasets through National Access Points;
- standardised Regional Node Inventory template and prepare an initial consolidated regional list of relevant node and timetable inventory.

The Consultant shall take into account the relevant NAPCORE Reference Architecture and other applicable European implementation guidance.

Task 3. Regional and National Implementation Roadmaps

Objective is to develop coordinated regional and national implementation pathways supporting the progressive deployment of Multimodal Travel Information Services across the Western Balkans.

The Consultant shall prepare coordinated regional and national implementation plans based on the findings of the previous tasks, define legislative, institutional, governance and technical implementation measures, establish phased implementation priorities and indicative timelines, and assess indicative implementation costs, investment priorities and potential financing opportunities.

The Consultant shall also identify representative corridor-level implementation concept validating the Regional MMTIS Operational Framework and producing a project fiche and where appropriate, identify opportunities for future regional cooperation and investment, and develop recommendations for a potential second phase of technical assistance.

The Consultant shall prepare a **Regional and National Implementation Roadmaps Report**, comprising one Regional Implementation Roadmap with proposed corridor level projects and six National Implementation Roadmaps together with indicative implementation costs and investment and financing framework.

2.4. 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.	Inception Report and Methodology	1 month after the commencement date
2.	Task 1. Regional Baseline Assessment and Digital Mobility Readiness The report should ideally not exceed 50 pages in total	5 months after the commencement date
3.	Task 2. Regional MMTIS Operational Framework The report should ideally not exceed 50 pages in total	8 months after the commencement
4.	Task 3. Regional and National Implementation Roadmaps The report should ideally not exceed 50 pages in total	11 months after the commencement

2.5. 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;
- Consultants are expected to organize workshop/s to discuss with stakeholders project deliverables online and in person. Cost of participants coming to in-person meetings will not be covered through budget of this project.
- 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.

3. Assumptions and risks

The Consultant is deemed to have acknowledged all the relevant constraints in this regard and include in its bid all the costs for addressing them accordingly.

4. 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.

5. Work plan for activities/services

The main relevant milestones for the contract implementations are defined in sections 2.3 and 2.4 above. In due observance of the deadlines therein provided, the Contractor will prepare the implementing schedule as part of its methodology (see point 4 above).

6. Place and duration of activities/services

6.1. 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.

6.2. Commencement date and completion date for the execution of the services or the Time/Period for Completion of the Services

The contract shall last 12 months from the commencement date.

7. 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.

7.1. Main /key experts' profile

Role of expert: Team Leader / Senior Digital Mobility Expert	
Educational and/or professional qualification	University degree in transport engineering, civil engineering, computer science, information technology or equivalent. Proficient English user.
General professional experience	At least 15 years of professional experience acquired after graduation in transport planning, Intelligent Transport Systems, digital mobility or transport policy.
Specific professional experience	At least 7 years of experience in Intelligent Transport Systems, multimodal passenger information services, transport data interoperability, National Access Points or digital transport policy. Demonstrated knowledge of Regulation (EU) 2024/490 amending Delegated Regulation (EU) 2017/1926, NeTEx, SIRI, Transmodel, GTFS and European digital mobility initiatives. Experience working in EU Member States and/or EU accession countries.
Project related experience	Team leader in at least 2 completed Projects related to the scope of work of this project in EU MS, and with team management of a minimum of 3 experts
Responsibilities under the Contract	Overall technical and contractual management of the assignment; coordination of all project activities; quality assurance; liaison with the Contracting Authority and Regional Partners; supervision of all experts; overall responsibility for the project deliverables.

Role of the expert: Multimodal Transport Digitalisation and Interoperability Expert	
Educational and/or professional qualification	University degree in transport engineering, information technology, computer science or equivalent. Proficient English user.
General professional experience	At least 10 years of professional experience acquired after graduation in public transport, railway passenger information systems, transport data systems or Intelligent Transport Systems.
Specific professional experience	At least 7 years of experience implementing or assessing public transport data standards, such as NeTEx, SIRI, GTFS and Transmodel as well as rail standards. Demonstrated experience with multimodal passenger information systems, timetable and ticketing systems, National Access Points or public transport/rail data

	integration.Experience with GTFS-to-NeTEx migration, fare data and multimodal interoperability will be considered an advantage.
Project related experience	Participation in at least 2 completed projects involving multimodal passenger information, transport data interoperability or National Access Points, including at least one project applying NeTEx or SIRI.

Role of the expert: Digital Governance Expert	
Educational and/or professional qualification	University graduate in a field of transport/ civil engineering/, transport economics, public administration, transport policy or equivalent Proficient English user.
General professional experience	At least 7 years of general professional experience in transport planning, transport governance, public administration, digital governance acquired after graduation
Specific professional experience	At least 3 years of experience in transport planning, institutional reform, transport data governance, public transport data governance and open data frameworks. Demonstrated knowledge of governance arrangements for National Access Points, transport authorities and digital mobility services
Project related experience	At least 2 completed projects related to scope of works

7.2. Non-key experts (secondary experts)

The Contractor is responsible to select, hire and/or use additional experts such as rail digitalisation and ticketing expert or local experts in each WB6 partner if needed, especially for data collection and other activities, as well as other experts whose inputs might prove necessary for the proper delivery of services without seeking Contracting Authority's prior approval in this regard.

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

8. Contract Management and approval of services

8.1. Services approval

All the services and deliverables to be produced under the contract shall be subject to acceptance by the Contracting Authority. The following acceptance procedures shall apply.

Contracting Authority's feedback shall be submitted within 20 calendar days upon receipt of the draft version of a deliverable and may take one of the following forms:

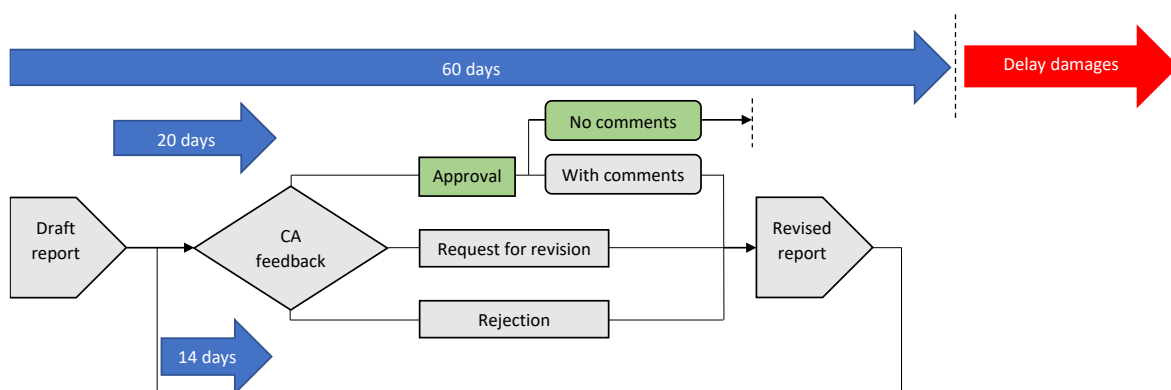
- a. Unconditioned approval;
- b. Approval with comments;
- c. Request for revision (in case the deliverable needs quality and/or content improvement);
- d. Rejection (in case the minimum contractual requirements on the deliverable's content and quality are not met).

In cases listed at points b, c and d above Contracting Authority's decision shall be accompanied by a list of comments that the Contractor will have to consider when preparing a revised version of the deliverable. The Contractor shall send the revised version as soon as practically possible, and the Contracting Authority shall provide its feedback within 14 calendar days from such submission.

Notwithstanding Contracting Authority's entitlement to reject or request revision of a deliverable until its feedback properly addressed, failure of the Contractor to have its reports approved within 60 calendar days from the initial submission would trigger delay damages applicable starting from the first day following such deadline.

Contracting Authority's failure to send feedback within the time limits set under this article would result in the reports being deemed approved starting from the day following the date such feedback was due.

The typical sequence of report approval events is presented graphically below:



8.2. Meetings and phone conferences

TCT Secretariat will seek to facilitate the communication between the Contractor and beneficiaries whenever needed, but it is the ultimate responsibility of the Contractor to obtain a sufficient flow of information from the national focal points to be able to complete each of the tasks of this contract.

The Contractor shall be in regular communication with the Green/Multimodal/Innovative Transport Solutions Desk Officer from the TCT Secretariat for the entire duration of the contract.

The contractor is expected to participate in the following meetings and phone conferences:

- A kick-off meeting, virtual or in TCT Premises in Belgrade, at the latest 7 calendar days following the entry into force of the contract.
- Conference calls between the Contractor, TCT Secretariat and national focal points – shall be organised to discuss key deliverables, and any other important issues on request of any of the parties, Contractor or TCT Secretariat.
- Progress calls between the Contractor and TCT Secretariat shall be organised twice per month. The contractor will be notified in case a summary record is deemed necessary for any of those meetings or conference calls. If requested, the summary record should be drafted by the contractor within 3 working days following the meeting and it needs to be agreed among the participants.
- Online meeting to present deliverables and receive feedback will be held with the stakeholders from RPs for each deliverable (excluding inception report) at least three times.
- In - person meeting to present deliverables and for purpose of stakeholder training and consultation will be held at least once.