

Service Description

Engagement of a Local Implementation Partner in
Türkiye for Coordination, Pilot, and
Communication Services

Procurement No.: OeA-083-26

Contracting Authority:
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1. DESCRIPTION OF SERVICES

Technische Universität Berlin (TU Berlin, the Contracting Authority/CA) is engaging a local implementation partner in Türkiye for coordination, project, pilot, data collection, and communication services.

The procurement covers local coordination and operational support for project activities in Türkiye, in particular co-organizing and carrying out pilot events in Konya and Istanbul, liaising with local transport operators, technical partners, and other relevant stakeholders, supporting data collection and reporting, contributing to communication and dissemination measures, and researching local regulatory, safety-related, and operational requirements for tram and metro systems.

The objective of this engagement is to provide expert support for the local implementation of pilot activities in Türkiye during the period from September 2026 to December 2027.

Further information on the project, its objectives, and the demonstration sites can be found in the attached document “OeA-083-26 PantoTech – Project Overview.”

2. SCHEDULE OF SERVICES / MINIMUM CRITERIA

The following sets out the minimum requirements for the coordination, support, data collection, and communication services to be provided, along with the applicable conditions. All requirements of this schedule of services must be fully met by the Contractor (CO) and are mandatory in order to achieve the intended purpose of the services.

If compliance with the specified minimum requirements is not clearly evident from the tender, or if these requirements are not met, the tender will be excluded from evaluation.

All requirements listed below must be met.

2.1. On-Site Coordination and Operational Support

The Contractor shall provide on-site coordination and operational support for the local project activities in Türkiye. In this role, the Contractor acts as the central point of contact for local project implementation and ensures coordination among the participating project partners.

The Contractor shall provide at least the following services:

- Coordinated collaboration with the TUB team in planning, coordinating, and carrying out on-site activities with local project participants,
- Ensuring implementation of the tasks relevant to the Contractor within the two pilots, taking into account the work packages, milestones, and project outputs set out in the attached “**OeA-083-26 Project Overview of Services**”,

- Monitoring progress based on the project milestones and deadlines set out in the **“OeA-083-26 Project Overview of Services”**,
- Regular coordination with the project partners involved, in particular the TUB team and the local project partners, through virtual or in-person coordination meetings. These meetings cover the progress of project activities, the status of work packages, upcoming milestones, and any identified risks, challenges, and required actions. Coordination meetings take place at least once a month.

2.2. Pilot Events

The Contractor shall support the co-organization, planning, execution, and follow-up of the pilot events in Konya and Istanbul. This support includes, in particular, local coordination with two project partners (City of Konya, Metro Istanbul) and event venues, organizational preparation of the events (2–3 days), support with participant communication (approx. 30 participants), and documentation and social media coverage of the event.

The pilot events are expected to take place:

- in Konya in November 2026,
- in Istanbul in March 2027.

These dates are not final and may still change.

Each pilot event shall be planned for a duration of 2.5 consecutive days.

For each pilot event, the Contractor shall provide at least the following services:

- Planning, organizational preparation, local coordination, and follow-up of the pilot events in Konya and Istanbul
- Preparation of a draft event agenda (for 2 days), including schedule, program items, speakers, and responsibilities, as well as coordination of the agenda with the Contracting Authority and the pilot host,
- On-site presence during the pilot demonstration to coordinate the event proceedings, support speakers and participants, and handle organizational matters,
- Ensuring the participation of relevant stakeholders, in particular PTO operators, local authorities (e.g., municipal administrations, mobility and transport departments), and technical partners,
- Preparation and compilation of the organizational documents required for the pilot event (e.g., participant lists, programs, talking points for speakers), and coordination of these documents with the pilot host and the Contracting Authority.

The documents to be prepared for each pilot event shall include at least:

- A detailed event agenda including schedule, program items, speakers, responsibilities, and venue;

- A participant list with the names, organizations, and roles of registered participants. Each participant should sign the list.
- A logistics plan specifying the venue, event times, room allocation, technical equipment, on-site contact persons, and the organizational procedures for setup and teardown;
- An implementation report of at least 3 and no more than 10 pages. The report shall include, at minimum, a description of the event held, the number and composition of participants, the topics covered, the key results and findings, identified challenges, and recommendations for further activities;
- Photo documentation comprising at least 15 digital photographs in print-ready quality (at least 300 dpi), documenting the key program items, the participants, and the venue.

2.3. Technical Interface Coordination

The Contractor shall provide technical interface coordination with local tram and metro maintenance teams, technical partners, and relevant stakeholders.

The Contractor shall provide at least the following services:

- Coordination with local tram and metro maintenance teams regarding the planning, scheduling, and execution of the inspection and testing measures required for the pilot activities,
- Coordination with technical partners and relevant stakeholders regarding the provision of technical information, the planning of joint activities, and the clarification of technical and organizational questions relating to the execution of the pilot activities.
- Supporting the organization and scheduling of technical visits with the technical project partner,
- If required: obtaining the necessary access authorizations,
- Coordinating the visit agenda with the TU Berlin team,
- Ensuring the availability of relevant technical specialists in Türkiye during the visits,
- Preparing a report on each coordinated technical visit within five working days of its completion. The report shall include, at minimum, the date and location of the visit, the participating organizations and individuals, the technical topics discussed, the key results and findings, identified challenges, and the agreed follow-up actions. The report shall be prepared in English and shall be at least 3 and no more than 8 pages in length (plus annexes).

Reports on technical visits shall be prepared within five working days of the respective visit and submitted to the Contracting Authority. Each report shall be written in English and shall be at least 3 and no more than 8 pages in length (plus annexes).

The reports must contain at least the following information:

- Participant list
- Objective
 - Participant list, including names, organizations, and roles of participants,
 - Objective and occasion of the technical visit,
 - Description of the site visited and the relevant technical framework conditions,
 - Overview of the activities carried out and technical topics discussed,
 - Summary of the key findings and observations,
 - Documentation of the results as well as the recommendations and follow-up actions agreed with the technical project partner,
 - Photo documentation with at least five informative photographs of the visit (where permitted).

2.4. Data Collection

The Contractor shall support structured data collection and reporting in accordance with the project requirements.

The Contractor shall provide at least the following services (by end of July 2027 at the latest):

- timely provision of the available field data (4 weeks after data collection, by 31 July 2027 at the latest),
- review and validation, together with local stakeholders, of the field data (vibration, temperature, and zigzag data) provided by the project consortium,
- supporting the technical partner in processing, formatting, and initial analysis of the collected data in accordance with agreed templates and deadlines (the technical partner PantoHealth takes the lead here),
- if required: preparing data validation notes and data logs,
- preparing a summary analysis report (by end of November 2027).

2.5. Public Relations

The Contractor shall support external communication and promotion of the project activities in Türkiye. Content shall be prepared in Turkish and English. A maximum of 2 feedback rounds is provided for all deliverables in this work package.

The Contractor shall provide at least the following services:

- preparing at least one press release (approx. 1 page) per project pilot in Türkiye (including 2 feedback rounds); in terms of content, the press release may cover: an introduction to the project, the added value for the pilot partners, an introduction to the technology, and an introduction to the start-up and TUB.
- creating social media content (e.g., for LinkedIn) comprising at least two posts per pilot event and one post per month (content as described above)
- The requirements of the attached “OeA-083-26 Communication guidelines” must be complied with.
- preparing evidence of dissemination activities.

- In terms of content, the media products should refer to the project work in Konya and Istanbul, with the aim of raising the profile of the company PantoHealth and promoting the pilots in Istanbul and Konya as reference projects
- The products created shall be made freely accessible to the Contractor; following consultation, the Contractor shall publish the reports on its own social media channels.
- Joint coordination shall take place within a maximum of 2 feedback rounds.

Possible evidence of dissemination activities includes, in particular:

- Screenshots,
- Publication links,
- Media references.

2.6. Remuneration for Services / Milestones

Interim payments will be made during the project term exclusively for services actually rendered. Successful achievement of the milestones forms the basis for the assessment and release of funds by the Contracting Authority.

The assessment of milestone achievement is based on the criteria for the services required under Sections 2.2 and 3.2.

Release of funds (including VAT) is made in accordance with the following breakdown:

Release of Funds for Fulfillment of	Timing	Percentage Share of Total Tender Price
Milestone 1 (Pilot event in Konya)	Max. 2 weeks after the first pilot event in Konya (November 2026) The prerequisite for fulfilling this milestone is delivery of the services specified under Section 2.2.	50%
Milestone 2 (Completion of the documentation, including feedback rounds).	At project completion (subject to prior, agreed submission of the documentation specified under Section 3.2)	50%

Performance of the services begins upon contract award, but not before 1 August 2026, and ends no later than 31 December 2027. Local implementation of the two pilots is planned for November 2026 and March 2027. The pilot event in Konya is currently scheduled for November 2026 and the pilot event in Istanbul for March 2027; both dates are provisional and subject to coordination with the Contracting Authority. The field data collected must be provided within four weeks of the respective data collection, but no later than 31 July 2027; the summary analysis report must be submitted by the end of November 2027.

All final documents, data, and evidence must be submitted at least four weeks before the end of the contract. The project milestones and project outputs set out in the attached “OeA-083-

26 Project Overview of Services” serve to place the services within the overall project timeline. Binding on the Contractor are the services, dates, and deadlines set out in this Service Description.

3. FURTHER FUNDAMENTAL SERVICES TO BE PROVIDED

The following conditions must be fulfilled by the Contractor (short: CO) and are mandatory. If the specified conditions are not clearly evident from the tender, or if these conditions are not met, the tender will be excluded from the award procedure.

3.1. Requirements for the Contractor

The Contractor is required to have demonstrated experience in comparable infrastructure or mobility projects. This experience must relate to urban mobility, transport systems, or infrastructure-based implementation.

In particular, the Contractor must have the following experience and knowledge:

- experience in comparable infrastructure or mobility projects, including participation in EIT Urban Mobility initiatives or comparable EU-funded programs,
- local references relating to infrastructure or mobility projects in Türkiye, including experience with rail system operators in the digitalization of maintenance and repair processes,
- experience with Sustainable Urban Mobility Plans (SUMP), particularly in the pilot cities of Istanbul and Konya,

Compliance with this requirement must be evidenced in accordance with Section 6 (References).

3.2. Documentation

The reports, documents, data sets, evidence, and other work products to be prepared under Section 2 shall be delivered to the Contracting Authority in digital form. Text-based documentation shall be delivered in PDF format. Data sets shall be delivered in a common, machine-readable format. Alternatively, a download link may be provided. The documents must be submitted at least 4 weeks before the end of the contract. The Contracting Authority has two weeks to review them and, if necessary, request revisions.

The documentation shall be submitted in English, unless the Contracting Authority specifies otherwise.

The documentation comprises the documents and work products described in the minimum requirements under Section 2.

3.3. Advisory Support & Consultations

The Contractor undertakes to ensure continuous (weekly) technical and organizational coordination with the Contracting Authority throughout the entire service period, in particular with regard to:

- local coordination and operational support of project activities,
- preparation, execution, and follow-up of the pilot events,
- technical interface coordination with local transport operators, technical partners, and relevant stakeholders,
- data collection, data processing, and reporting,
- communication and dissemination measures,
- research, development, and innovation activities,
- research into local regulatory, safety-related, and operational requirements.

This support is provided through regular coordination meetings as well as short-notice consultations as needed. The Contractor should be available for a weekly one-hour meeting. Regular coordination meetings take place at least weekly, held digitally, unless the Contracting Authority specifies otherwise.

For this purpose, the Contractor shall name a point of contact and a fixed deputy following contract award. Any change of the point of contact during the project term must be reported to the Contracting Authority without delay.

4. CONTRACTOR'S PLACE OF PERFORMANCE

The Contractor shall provide the on-site services in Istanbul and Konya, Türkiye. This applies in particular to local coordination, support for the pilot events, technical interface coordination, data collection, and coordination with local stakeholders.

Other services, in particular preparation, documentation, reporting, data processing, communication, and digital coordination, may be provided remotely, provided that proper performance of the services is ensured.

The resources required to perform the services, in particular personnel, work equipment, travel expenses, communication tools, and IT, shall be provided independently by the Contractor and included in the tender price.

5. SCHEDULE / PERFORMANCE PERIOD

Start of Performance: Performance may begin upon contract award, but not before 1 October 2026.

End of Performance: Performance must be fully completed by 31 December 2027 at the latest.

The agreed delivery deadlines are binding. Delivery and performance delays must be reported to TU Berlin without delay. This applies where delivery bottlenecks or supply chain disruptions occur due to significant and unforeseeable circumstances of a political and/or economic nature that are outside the Contractor's area of responsibility. TU Berlin must be notified promptly, together with the delivery times anticipated at that point.

6. DOCUMENTS TO BE SUBMITTED

In addition to the forms to be submitted by the company (see tender documents), the following points must be presented in writing in the tender. If the following points are not presented in writing, the tender will be excluded.

- **TUB – Tenderer's Cover Letter:** Please submit this document completed together with your tender.
- **TUB – Price Sheet (ZK¹):** Please submit this document completed together with your tender.
- **TUB – Declarations to be Submitted by the Company (EK²):** Please submit this document completed together with your tender.
- **Self-Declaration of Minimum Requirements (MA³):** Please confirm in your tender that all minimum requirements under Section 2 are fully met and that the services required therein are provided in accordance with the specifications of this Service Description.
- **Reference (EK):** To evidence the requirements under Section 3.1, at least one suitable reference, project description, or comparable evidence from the last three years must be enclosed. Suitable evidence includes, in particular, contracts, completion certificates, or partner confirmations.

The submitted documents must show at least the following information:

- Company/institution,
- Contact person,
- Contact details,
- The tenderer's role in the reference project,

¹ ZK = Award Criterion (German original: Zuschlagskriterium)

² EK = Suitability Criterion (German original: Eignungskriterium)

³ MA = Minimum Criterion (German original: Mindestkriterium)

- Scope of activities,
- Service period/project duration,
- Geographic context,
- Relevance to the requirements under Section 3.1.

The tenderer agrees that TU Berlin may contact the named contact persons in connection with this tender procedure.

- **Concept (ZK):** To evidence fulfillment of the award criterion “Quality,” an implementation concept must be submitted. The implementation concept shall be prepared in English or German and must not exceed 5 pages in PDF format.

The implementation concept must include at least the following content:

- Description of the methodological approach to service delivery,
- Overview of the project organization and responsibilities,
- Description of the communication and coordination processes with the project partners,
- Overview of the time and resource plan

The implementation concept is evaluated in accordance with Section 7.2, Quality Criterion.

7. AWARD CRITERIA AND WEIGHTING

Taking all circumstances into account, the contract will be awarded to the most economically advantageous tender. The evaluation is based on the written tender. It is therefore in the tenderer’s own interest to provide all requested information as accurately and in as much detail as possible.

Prices quoted in the tender for optional services are not taken into account in the tender evaluation or in determining the total tender price.

The criteria total net tender price (weighted at 85.00%) and quality (weighted at 15.00%) are applied. The points resulting from each criterion are added together. The tender with the highest total score is awarded the contract. All points are rounded to two decimal places.

Criterion	Weighting	Points
Total net tender price (incl. all ancillary costs)	85.00%	85.00
Quality	15.00%	15.00
Total	100.00%	100.00

7.1. Price Criterion

The tender price must already include all chargeable ancillary services that may be incurred. Claims exceeding the tender cannot be asserted against TU Berlin.

The tender with the lowest total net tender price receives the maximum score of 85 points. For example, if a tender's total net tender price is 100% higher than that of the tender with the lowest total net tender price, that tender receives 0 points. Zero points represent the lower limit; that is, no negative points are awarded. Points in between are calculated by interpolation using the following formula:

Formula:

$$Punkte_{Preis} = \left(2 - \frac{Preis}{Preis_{min}} \right) \cdot 85$$

Example calculation for scoring:

Tender 1: price of EUR 45,000 = 38.10 points

Tender 2: price of EUR 30,000 = 82.07 points

Tender 3: price of EUR 29,000 = 85.00 points

7.2. Quality Criterion

The aspect described below constitutes an additional service. Fulfilling this aspect is not mandatory for the tenderer but will be taken into account in the tender evaluation.

A maximum of 15.00 points will be awarded for fulfilling this aspect. Any tender that fully meets the aspect described will receive the stated number of points.

Fulfillment of this additional aspect must be clearly indicated in the tender.

The quality of the implementation concept submitted by the tenderer will be evaluated.

Scoring:

Aspect	Points
All required content is presented completely and comprehensibly. The concept describes concrete measures, responsibilities, processes, and timelines. The presentation is logically structured and free of contradictions, and demonstrates a coherent approach to implementing the tendered services.	15.00
All required content is present. However, individual aspects are not clearly developed or contain ambiguities. The feasibility of the concept remains comprehensible overall.	10.00
Several required elements are only partially presented or remain general and lack specificity. Key information on approach, responsibilities, and scheduling is missing or insufficiently explained.	5.00
The concept contains significant gaps such that the intended performance of services cannot be reasonably assessed, or key required content is missing.	0.00

In the event of a tie in the overall evaluation of price and quality, the contract will be awarded to the tender with the higher score for the quality award criterion. If there is still a tie, the decision will be made by drawing lots.