ANNEX II: TERMS OF REFERENCE

1. BACKGROUND INFORMATION 2

1.1. Partner country 2

1.2. Contracting Authority 2

1.3. Country background 2

1.4. Current situation in the sector 2

1.5. Related programmes and other donor activities 2

2. OBJECTIVE, PURPOSE & EXPECTED RESULTS 2

2.1. Overall objective 2

2.2. Purpose 3

2.3. Results to be achieved by the Contractor 3

3. ASSUMPTIONS & RISKS 3

3.1. Assumptions underlying the project 3

3.2. Risks 3

4. SCOPE OF THE WORK 3

4.1. General 3

4.2. Specific work 3

4.3. Project management 4

5. LOGISTICS AND TIMING 4

5.1. Location 4

5.2. Start date & Period of implementation of tasks 4

6. REQUIREMENTS 5

6.1. Staff 5

6.2. Office accommodation 6

6.3. Facilities to be provided by the Contractor 6

6.4. Equipment 7

7. REPORTS 7

7.1. Reporting requirements 7

7.2. Submission and approval of reports 7

8. MONITORING AND EVALUATION 8

8.1. Definition of indicators 8

8.2. Special requirements 8

# BACKGROUND INFORMATION

## Partner country

Albania

## Contracting authority

Municipality of Berat

## Country background

Tourism industry is growing in Albania, and in the city of Berat specifically, which is one of the most distinguished cultural heritage cities in the country. In this context, the country is tackling many of the barriers that hamper tourism development. One of these barriers is tourism accessibility.

Accessibility in the city of Berat remains one of the main concerns especially in the city of Berat considering the terrain and the location of the cultural heritage of the city of Berat. So far, accessibility has been little taken into consideration in the design concept in Albania. In particular, accessibility in tangible cultural heritage is specific and a sensitive issue. This is the area that this project tries to address.

The proposed project tries to address the availability of information electronically specifically for people with disabilities and elderly tourists. This type of information is not widely spread in the country although the country is among the countries which have embraced technology and technology industries are widely used and provided in the population.

The proposed project is foreseen to bring about ground-breaking services which are going to be well-received by the target audience, considering also the existence of the available means the audience has. This could be considered a pilot project in the country which could open the path to more technological offerings in this field.

## Current situation in the sector

Tourism in the city of Berat has been growing steadily. It is now considered to be one of the three sectors that will drive economic development in the city of Berat. Tourism now holds more than 40 % of the market share in the services sector.

Tourism in the municipality of Berat is guided by national strategies for tourism development and local tourism development strategies. The municipality of Berat is the main institution which is responsible for tourism development in the city of Berat. In the Municipality of Berat there is the Directorate of Tourism and Activities which is responsible for Tourism development in the municipality of Berat.

On average the increase of Tourism is 10 % annually. The municipality is trying to increase more the number and the quality of tourists visiting the city. The municipality is currently working on information dissemination, market development and infrastructural upgrade. Tapping into the segment of older tourists is foreseen by the municipality to increase the number and spending of visitors in the city.

## Related programmes and other donor activities

Tourism Accessibility is also being aided by a World Bank Project, known as Project for the Tourism Integrated Urban Development. This project aims to enhance accessibility through interventions on infrastructure around the historic area and in the buffer zone of the city.

# OBJECTIVE, PURPOSE & EXPECTED RESULTS

## Overall objective

The overall objective of the project of which this contract will be a part is as follows:

The overall objective of this project is to make information available for citizens/tourists from the cross-border area, who are persons with disabilities, elderly and in general persons with reduced mobility (or their family members).

## Purpose

The purpose of this contract as follows:

* Create a **multilingual** (Greek, Albanian, English) fully accessible mobile application. The name of the app will be 4ALL accessible tourism app

## Results to be achieved by the contractor

The *4ALL accessible tourism app* is required to have at least the following functionality (minimum):

* Include a registration section
* Include a settings section, where the user will be able to select receiving general and/or personalized alerts with push notifications/messages from the Portal Administrators).
* Include a general information and resources section (with the special guidebooks and educational materials produced in the project)
* Support two (2) modes of use:
	1. **Plan a visit** : This shall be the default mode, allowing to (indicatively):
* retrieve information about places, events, etc.
* design a trip (i.e., set-up a personal plan)
	1. **On the move**: This shall be a mode triggered by user him/herself, **once onsite**, allowing to (indicatively):
* Follow a predefined plan and receive/view relevant info
* Find out about close-by options/alternatives
* Disclose accurate position coordinates,
* Fill-in and submit rapid assessment forms of sites visited
* Include a section with help (user manual)
* Include information about the Programme, the 4ALL project, etc.

# ASSUMPTIONS & RISKS

## Assumptions underlying the project

The main assumption that underlies the project is making the city of Bera as an attractive destination for elder tourists and people with reduced mobility. The successful inclusion of the target audience will make the city of Berat more attractive and enhance its tourism industry.

## Risks

A potential risk for the project is lack of professional companies in the country to provide the services required under this project. Because of its technological elaborate nature, the project requires companies which provide cutting edge services.

# SCOPE OF THE WORK

## General

### Description of the assignment

This is about the creation of a **multilingual** (Greek, Albanian, English) fully accessible mobile application, **for the whole of the Programme area**, with interactive maps of the accessible routes and the points of interest (infrastructure / services / activities) along them, tour material on the accessible routes for use at real time providing information on the area of the project, the technical characteristics of the route (i.e. length, duration of pedestrian or road route, ground inclination, points where a potential help for wheelchair users would be needed etc.), the points of tourist interest of the closest to the routes communities (operation details, access to them, etc.).

The new mobile application must be designed, tested and deployed in common App Stores (the *4ALL accessible tourism app).* The application must be compatible with main platforms (Android, iOS, etc.) and accessible to persons with disabilities according to W3C/WAI standards and guidelines.

The app shall act as a "personal guide/assistant“, providing access on the move to personalized and geolocated information, data and services, including alerts, promos and guidance.

The mob app shall interface with the *4ALL Tourist Web Portal for All* (i.e., use the same shared database)*,* a web-based system developed by PB2 that will be providing accessibility information for all.

In order to prepare the 4All *accessible tourism app*, the contractor will follow the following phases for its activities:

* Gather and analyse the user and system requirements
* Design the app (functional design, user interface design, graphical design) – Circulate the report for comments – Address comments – Issue the final design report
* Gather/prepare preliminary contents
* Adapt and translate the content and the UI in GR/AL/EN
* Implement the app (with preliminary contents being integrated) - Test the app - Submit the final ready-to-launch version - Produce a trilingual user manual
* Address the accessibility evaluation report comments after the app is evaluated by PB2 against accessibility standard WCAG 2.0 and after the Contractor has receive a report with the results.
* Publish the final version on common App Stores
* Provide maintenance service for 1 year after the end of the contract.

### Geographical area to be covered

The geographical area includes

### Target groups

The target-users of this mobile app are citizens/tourists from the cross-border area, who are persons with disabilities, elderly and in general persons with reduced mobilities (or their family members). These people shall be offered the possibility to use common App Stores and download on their personal mobile devices (tablets, mobiles, PDAs, etc.) the *4ALL accessible tourism app*.

## Specific work

**Indicative technical requirements**

The application has the following technical requirements.

* Must incorporate *Intuitive Navigation Logic* so that it can be fully used with a limited number of keys and only one hand.
* Must be compatible/available for at least two (2) of the existing and widespread *mobile operating system platforms* (smartphones/tablets).
* Must be 'native' and not web-based. That is, it will use the same resources and resources of the mobile operating system (rather than offering web interface functionality and using the device's web browser).
* The design of the application must follow the principles of "Universal Design" for ensuring optimal accessibility and usability to users with different types of disabilities
* The application design must comply with the W3C guidelines: WCAG 2.0 and Mobile Web Best Practices 1.0 (as applicable).
* Must be compatible with widespread assistive technologies used by people with disabilities must be ensured and tested (e.g. screen readers, screen magnifiers, etc.).
* Multilingualism (EN, GR, AL) should be supported in features, incl. the user interface.
* Must comply with the information and publicity rules of the Programme and the communication plan of 4ALL.
* Must utilize modern positioning methods (e.g. GPS/internet, coarse network-based location, fine GPS location), since information on the actual location of the mobile is useful/needed for some of the app functions.

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Title of item | Description | Required time frame |
| 1.1. | **User Sign In/Register**  | Uses social media sign in like Google Sign In, Facebook Sign In, Apple Sign In for iOS and also skip sign in feature where user can access the app without signup. |  |
| 1.2. | **User Profile :** | Users can edit their name and update their profile pictures. |  |
| 1.3. | **Google Maps APIs :** | Uses 4 Google Map APIs – Google Map for Android, Google Map for iOS, Places API & Direction API. |  |
| 1.4. | **Custom Google Map** :  | Uses Custom google map & custom marker icons to make a new & elegant design |  |
| 1.5 | **Travel Guide** :  | A Map view between source & destination place, estimated cost, distance between two places and step by step travel guides with cost |  |
| 1.6 | **Nearby Hotels & Restaurants :**  | Uses Google Places API to show nearby hotels and restaurants on the google map. Applied an interactive animation between Google Map and Places List |  |
| 1.7  | **Travel Blog** :  | A complete travel blog with users reactions, comments, bookmark feature. |  |
| 1.8 | **User Reviews** :  | User can review on places & comment on blogs. User can also delete their comments |  |
| 1.9 | **Categories :**  | Uses cities as categories and the app will divide the contents according to the categories. It will help the users to find out places quickly. |  |
| 1.10 | **Search** :  | Uses **Recent Search** feature which will save the recent search(s) of users locally. |  |
|  | **Accessibility Features** |  |  |
| 1.11 | [**Large fonts**](https://flutter.dev/docs/development/accessibility-and-localization/accessibility#large-fonts) | Renders text widgets with user-specified font sizes |  |
| 1.12 | [**Screen readers**](https://flutter.dev/docs/development/accessibility-and-localization/accessibility#screen-readers) | Communicate spoken feedback about UI contents |  |
| 1.13 | [**Sufficient contrast**](https://flutter.dev/docs/development/accessibility-and-localization/accessibility#sufficient-contrast) | Render widgets with colors that have sufficient contrast |  |
| 1.14 | **Multi-language Support** :  | Uses multiple languages |  |
| 1.15 | **Firebase Push Notifications :** | Can be send push notifications directly from admin panel to all Android & iOS users in just one click. |  |
| 1.16 | **Firebase In App Messaging :** | Can be useful for any campaign setup. |  |
| 1.17 | **Cached Image & Data** :. | Images & database can be accessible even in offline |  |
| 1.18 | **Analytics :** | Analytics for realtime activity of the users |  |
| 1.19 | **User Reaction & Bookmark :** | For both places & blog contents. |  |
| 1.20 | **Backend Service :**  | Cloud Firestore Database from Google which is super fast, easy to use and also secure. |  |

## Project management

### Responsible body

The contract will be managed by the Directorate of European Integration, Strategic Planning and Economic Development in collaboration with the Directorate of Tourism and Activities, Directorate of Finance and Public Procurement.

### Management structure

There is one project manager who manages this project in the Directorate of European Integration, Strategic Development and Economic Development. There is one project management unit which is set up in the Municipality of Berat for completing the tasks of the project based on the areas of expertise required by the project. The entire unit is composed by five municipal employees: a project manager, two IT-s and two procurement specialists. The decisions are consulted with the group and then are finally approved by the legal representative of the Municipality of Berat. Actions that fall under the expertise of other employees that are not part of this group are implemented by those respective employees upon their assignment by the legal representative.

### Facilities to be provided by the contracting authority and/or other parties

The municipality of Berat will provide and will offer physical working spaces in case the contractor needs to use them. The municipality of Berat will provide to the contractor the content to be included in the application.

# LOGISTICS AND TIMING

## Location

The location for the project is the city of Berat, Albania.

## Start date & period of implementation of tasks

The intended start date is December 09 2020 and the period of implementation of the contract will be 5 months from this date. Please see Articles 19.1 and 19.2 of the special conditions for the actual start date and period of implementation.

# REQUIREMENTS

## Staff

Note that civil servants and other staff of the public administration of the partner country, or of international/regional organisations based in the country, shall only be approved to work as experts if well justified. The justification should be submitted with the tender and shall include information on the added value the expert will bring as well as proof that the expert is seconded or on personal leave.

### Key experts

Key experts are defined and they must submit CVs and signed statements of exclusivity and availability.

All 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 are as follows:

**Key expert 1: Software Developer**

Qualifications and skills

A university degree in Information Technologies, computer science or relevant

General professional experience

Preferably 10 years’ experience but a minimum of 2 years required in software development projects

Specific professional experience

Implementation of at least one project similar to the proposed project in this contract

### Other experts, support staff & backstopping

CVs for experts other than the key experts should not be submitted in the tender but the tenderer will have to demonstrate in their offer that they have access to experts with the required profiles. The contractor shall select and hire other experts as required according to the needs. The selection procedures used by the contractor to select these other experts shall be transparent, and shall be based on pre-defined criteria, including professional qualifications, language skills and work experience.

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

## Office accommodation

Office accommodation for each expert working on the contract is to be provided by the contractor.

## Facilities to be provided by the contractor

The contractor shall ensure that experts are adequately supported and equipped. In particular it must ensure that there is sufficient administrative, secretarial and interpreting provision to enable experts to concentrate on their primary responsibilities. It must also transfer funds as necessary to support their work under the contract and to ensure that its employees are paid regularly and in a timely fashion. The contracting authority will provide the contractor with the necessary content which will populate the mobile application. The contractor will also provide the necessary translation of the content. The contractor will ensure all coordination between experts for the effective implementation of the mobile application.

## Equipment

**No** equipment is to be purchased on behalf of the contracting authority / partner country as part of this service contract or transferred to the contracting authority / partner country at the end of this contract. Any equipment related to this contract which is to be acquired by the partner country must be purchased by means of a separate supply tender procedure.

# REPORTS

## Reporting requirements

The contractor will submit the following reports in English in one original and one copy:

* **Draft Inception Report** of maximum 12 pages to be produced after one month from the start of implementation. In the inception report the contractor will report on the requirements and the proposed design of the 4ALL accessible tourism app. It will create a report on the final design (functional design, graphic design, and interface design. The report will be circulated for comments among the partners in the Accessible Tourism project.

 **Inception Report** of maximum 12 pages to be produced after 45 days from the start of implementation. In the inception report the contractor will issue the final design report, integrating the comments of the other partners in the Accessible Tourism project. The contractor will proceed only upon receiving the approval of the partners in the project.

* **Draft final report** of maximum 12 pages (main text, excluding annexes). This report will have to be produced 3 months from the start of the project. The report will contain the information on the implementation of the project. After the finalisation of the app, the product before being launched will be evaluated by PB2 which will provide the contractor with a report with results.
* **Final report** with the same specifications as the draft final report, incorporating any comments received from the parties on the draft report. The deadline for sending the final report is 4 months after receipt of comments on the draft final report. The final report must be provided along with the corresponding invoice.

## Submission and approval of reports

The report referred to above must be submitted to the project manager identified in the contract. The project manager is responsible for approving the reports.

# MONITORING AND EVALUATION

## Definition of indicators

* Technical compliance
* Content compliance

## Special requirements

No special requirements.