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.

## 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 main aim of this project is to improve the accessibility of natural and cultural heritage in the CB area, and collect and promote internationally accurate information for senior tourists and tourists with disabilities and their families. Since accessibility is directly linked to sustainability, the project will also help to improve capacity to sustainably use of natural and cultural resources in the CB area. Moreover, it will promote cultural and natural assets (indirectly) and contribute to growth in the tourist business sector.

The project is aiming to develop a series of actions and tools to support the improvement of the tourist product and relevant services of both areas by developing the heritage resources and improving their accessibility to persons with disabilities and reduced mobility in general, in the frame of the common goal of the CB region for sustainability. As it is mentioned in the Diagnostic Analysis-Environment of the present Programme, important natural resources have not been sufficiently exploited for development purposes in the past.

## Purpose

The purpose of this contract is to:

* Inventory the accessible tourist reserve and in particular the accessible natural and cultural heritage in the area of Berat.

## Results to be achieved by the contractor

* Develop a list of emblematic sites and routes of tourist interest throughout the region of Berat;
* Research information in order to decide on the sites with the greatest potential for accessibility;
* Conduct research on the preselected sites according to a methodology provided by the contracting authority;
* Produce inspection data on the capacity for accessibility of at least 100 selected sites.

# ASSUMPTIONS & RISKS

## Assumptions underlying the project

• Continued Government commitment and support Interreg IPA II Cross-Border Cooperation Programme Greece -Albania 2014-2020”

• IPA funds are available.

## Risks

The risks that could affect the successful and timely completion of the project are:

* Lack of cooperation with Contracting Authority
* Delays in outputs delivery by the consultant

# SCOPE OF THE WORK

## General

### Description of the assignment

With the general aim of making the cross-border area an international destination for accessible tourism, it is necessary to 'inventory' the accessible tourist reserve and in particular the region's accessible natural and cultural heritage, with emphasis on areas designated Natura 2000, European E4 and E4 trails, cultural heritage monuments that fall under the UNESCO catalog, archaeological sites, etc. Such an inventory should not be limited to evaluating their physical - contractual accessibility, but should also control and characterize any services and communications provided (e-services, websites, information material, policies, etc.), as well as the level of staff training related to service / dealing with people with disabilities / reduced mobility and age.

In addition, as part of gathering information for the strategic description and promotion of an integrated tourism product suitable for all, accessibility information for key modes of transport, specialized infrastructure for people with disabilities, special routes, excursions, and walks in and out of the city should be collected.

### Geographical area to be covered

The area covered resides within the region of Berat

### Target groups

The groups targeted are mainly tourism and heritage related stakeholders.

## Specific work

In the context of this project, the Contractor shall develop:

- A compilation of a list of emblematic sites and routes of tourist interest throughout the Berat region with brief information on the tourist potential of each point. The list will have to be commented and approved by the contracting authority.

- Secondary research to collect data and information on the above points in order to pre-assess their importance and their possible degree of friendliness to the tourism target groups. Developing an annex with a list of points and routes selected for inspection by the inspection method within the limits of the above provinces. The list will have to be commented and approved by the contracting authority.

- the composition of local audit teams (at least 3 teams of 2 persons), which will work for at least two weeks, and whose training will be undertaken in a physical presence and by video conferencing with the PB2 Beneficiary (NCDP).

- planning, co-ordinating, conducting and documenting **on-the-spot surveys** (primary research) at least 100 points / routes from the area, based on the "Common Accessibility Evaluation System" developed by the NCDP and trained the inspectors in Berat. With respect to delivery, the Contractor shall deliver to the Contracting Authority, on CD, DVD or USB, all of the research material in a format suitable for possible reproduction and future reproduction.

|  |  |
| --- | --- |
| Deliverables | Time |
| Catalog of emblematic signs and routes of natural & cultural heritage in Berat | Two (2) weeks from the signing of the Contract |
| Detailed planning of Inspections | Four (4) weeks from the signing of the Contract |
| Final report and inspection data | Two (2) months from the signing of the Contract |

## 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 four municipal employees: a project manager, an IT, an event manager and an engineer. 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.

# 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 August 14 and the period of implementation of the contract will be 2months 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 not required.

### 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

As appropriate: 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.

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 copies:

* **Inception Report** of maximum 8 pages to be produced after one week, from the start of implementation. In the report the contractor shall describe e.g. initial findings, progress in collecting data, any difficulties encountered or expected in addition to the work programme and staff travel. The contractor will also provide a compilation of a lists of sites and routes with brief information on the tourist potential of each point. The contractor should proceed with his/her work unless the contracting authority sends comments on the inception report.
* **Report** with an annex with list of points and routes to be checked and detailed information of tourist interest for each point, route. This report will be submitted 4 weeks after the beginning of the project. - Remarks / Approval by the Contracting Authority.
* **Draft final report** of maximum 8 pages (main text, excluding annexes). It should contain an annex with the final information produced on CD, DVD or USB, all of the research material in a format suitable for possible reproduction and future reproduction. This report shall be submitted no later than 15 days before the end of the period of implementation of tasks.
* **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 3 days after receipt of comments on the draft final report. The detailed analyses underpinning the recommendations will be presented in annexes to the main 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

Indicator 1 – Number of sites recorded

Indicator 2 – The quality of information for the selected sites

Indicator 3 – The quality of the research applied for the preselected sites.

## Special requirements

No special requirements