

Request for Quotation (RFQ) for Services

Provision of Professional Services - Design and Web Development Services for EU4 Culture Albania Project

RFQ Ref No: 2021/19349

Section III: Schedule of Requirements

Terms of References (ToR)

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□ Introduction

On 26 November 2019, Albania was hit by its most deadly earthquake in the last 50 years. The earthquake measured 6.3 on the Richter scale and caused significant casualties and property damage, resulting in 51 deaths, over 1000 injured, and nearly 17,000 people displaced. As a result of the disaster, a total of 202,291 people were affected in the country, 47,263 directly, and 155,029 indirectly. It caused extensive damage in 11 municipalities, including the two most populous, urbanized and developed municipalities (Tirana and Durrës). The worst affected municipalities were: Shijak, Durrës, Kruja, Tirana, Kamza, Kavaja, Kurbin, and Lezha.

The Government of Albania requested support from the European Union, the United Nations, and the World Bank to undertake a full and comprehensive Post-Disaster Needs Assessment (PDNA) to identify the damage, losses, and recovery needs arising from the earthquake. The tripartite partners provided financial and technical support to conduct the assessment in addition to the resources the government made available. To measure and assess the economic damage, a Post Disaster Needs Assessment (PDNA) was conducted, estimating the total economic losses at nearly EUR 1Billion.

The PDNA documented the destruction of public and private infrastructure. Of particular concern was the destruction of cultural heritage monuments and property, as 53 cultural heritage properties were significantly damaged by the earthquake. UNOPS, through ECR AUMCO, is partnering with the Government of Albania and the European Union, to facilitate the post-earthquake revitalization and upgrade of economic and tourism infrastructure of a large number of key cultural heritage sites, museums, and cultural hubs. The overall aim of the project will be to assist Albania with economic development and recovery with a focus on tourism development with cultural heritage as its key component. This project seeks to remediate the effect of the earthquake on Albania's cultural heritage through the rehabilitation of monuments, as well as contribute to Albania's socio-economic recovery through the construction and upgrade of these sites. It will be important also to support improvements in the capacity of institutions responsible for the management of these cultural monuments and sites to better accommodate tourism.

The final outcomes of the project are:

- 1) The rehabilitation of significant cultural heritage sites damaged by the earthquake.
- 2) Support to local economic development and the capacity of the Ministry of Culture in the safeguarding, management, and promotion of cultural heritage sites.
- 3) Improving awareness of the importance of cultural heritage sites amongst the Albanian public

In addition to the partners within the UN system, UNOPS works with partners around the world to plan and implement hundreds of infrastructure projects of varied scales and complexity every year, ranging from maternity clinics to hospitals, from schools to roads, from Integrated Border Management Crossings to High Security Prisons, from advisory on strategic infrastructure investment to assistance in the development of national infrastructure plans.

UNOPS mission is to help people build better lives and countries achieve peace and sustainable development. Working in some of the world's most challenging environments, our vision is a world where people can live full lives supported by appropriate, sustainable, and resilient infrastructure through efficient, transparent use of public resources in procurement and project management.

□ Objectives of service

UNOPS is requesting Design, Development and Maintenance of a Website for the EU4Culture Project in Albania. The website design should follow the requirements of the project respecting the pre-approved project branding guidelines. The website will be used to provide up to date information about the project to the general audience. It will be used to communicate with different stakeholders, publish relevant news and information, and upload/download materials and publications related to the project. The project website foresees an interactive map included in the Home Page consisting the pinned locations and additional information for each site.

UNOPS is requesting proposals from reputable and qualified companies with a track record of success in designing and producing digital solutions and website development.

III. 1 Deliverables

The offeror shall fully develop and test the project website/application with a supporting database for storing content and a functional content management system and ensure that all features and structure of the website are in compliance with the requirements deriving from this TOR. The deliverables include but are not limited to:

- ☐ Provide Server and hosting services including purchase and securing of the domain for the entire duration of the project: Preferred domain: **www.eu4culture.org**
- ☐ Provide Support and technical maintenance: Administrative and technical support, quality control the entire project duration.
- ☐ Develop a user manual and deliver a webinar for the support staff and system administrators to perform content upload, system maintenance and administration.
- ☐ Liaise with relevant communications officers and team members to understand users' needs and identify corresponding user interface requirements, workflows, and functionalities.
- ☐ Create wireframes, storyboards, and prototypes to propose options for implementation.
- ☐ Develop corresponding user interface components (web templates, style sheets, scripts, images, etc.) as needed.

III.2 Host Server Description

Host server shall contain the following attributes:

- ☐ SSL Certificate;
- ☐ Unlimited storage;
- ☐ Unlimited visitors;
- ☐ Business email;
- ☐ Website backup protection.

III.3 Web-Page Description

Home Page should have the following contents:

- ☐ Main bar,
- ☐ Cover Page of the project (by clicking it you will be sent to a brief presentation about the project),
- ☐ Upper-corner button to change the language (English, Albanian should be options),
- ☐ Interactive Map,
- ☐ Partners information together with "Learn more" options (sending you to respective pages),
- ☐ A "Newsletter" button that will open the sign up/register form for the newsletter
- ☐ Bottom bar.

III.3.1. Main bar should have the following buttons:

- ☐ Home,
- ☐ About (the drop-down list should contain the following buttons: About the project, about partners),
- ☐ News,
- ☐ Media Center (the drop-down list should contain buttons for Featured videos and Photos,
- ☐ Publications,
- ☐ Search resources by free text;
- ☐ The bottom of the page should contain the following options:
- ☐ Contact us information;
- ☐ Social Media buttons (to send you to our social media pages);
- ☐ Sign up for a newsletter.

Additional Tasks

- ☐ A fully-functional site suitable for any web-enabled device, e.g. Windows PC, Mac, Android, iOS etc.
- ☐ The successful company will participate in a debriefing session with the UNOPS team to understand the overall project and expectations.

- ☐ Based on the debriefing session and this TOR, the company will develop a design concept for the site. The vendor will share a maximum of three proposals with the UNOPS team.
- ☐ The company will adjust the concept based on feedback and comments from the UNOPS team.
- ☐ The vendor will develop the visual concept and language for the site adapting it to the different components outlined in the deliverables section and adjusting it based on feedback and comments from the UNOPS team.
- ☐ The company will create a responsive web page and include graphic design elements as required in this TOR
- ☐ The company will complete the development of web sections based on an agreed schedule within a predetermined timeline as stated in the timeline section and
- ☐ The company will oversee the initial content upload and test the site before going live.

☐ **Timeline and Service Duration Agreement**

Timeline: The final version of the website should be available online within a period of 3 weeks from the award of contract.

Service Duration: The company will provide maintenance services for the entire duration of the project as stated on the deliverables section (approximately 4 years).

☐ **Working Language**

This TOR is compiled and executed in English, and all communications, notices, modifications, and amendments related to web development shall be made in writing in the same language.

However, if required so by the respective government authorities, for the purpose of government approvals, the presentation of the website features and other needed explanations will also be provided in the required **official language in Albania**.

- **References**

The company should provide three (3) references for previous service provision.

- **Samples:**

Please refer to the samples of designed product here:

Main *Example*: <http://eu4schools-001-site1.ctempurl.com/index.aspx>

Other examples:

The Zimbabwe Idai Recovery Project (ZIRP): <https://zirp-zimbabwe.org/>

PharmaMex (medicines procurement): <https://www.proyectosaludmexico.org/>

EU PRO: <https://www.eupro.org.rs/en/onama/o-programu>