

Section IV: Schedule of Requirements

TABLE OF CONTENTS

1.	TERMS OF REFERENCE	3
1.1	Introduction and General Background	3
1.2	Requirement Overview	3
1.3	Warranty period	4
1.4	Objectives of the Services	4
1.5	Project Location and Information	4
2.	SCOPE OF WORKS	5
2.1	Creating a content for multimedia interpretation output in a number of cultural heritage assets in Albania	5
2.2	Work Plan (Schedule)	6
2.3	Work Activities	6
3.	COMMENCEMENT AND DURATION OF SERVICES	7
4.	COMPLETION PERIOD	7
5.	PROGRESS MEETINGS AND REPORTING	7
6.	CONTRACTOR' S MANAGEMENT SYSTEMS	7
6.1	Quality Management System	7
6.2	Quality Management Strategy	7
6.3	Quality Control Plan	8
6.4	Health and Safety Management System	8
6.5	Health and Safety Management Strategy	8
6.6	Health and Safety Management Plan	9
6.7	Environmental Management System	9
6.8	Environmental Management Strategy	9
6.9	Environmental Management Plan	10

1. TERMS OF REFERENCE

“UNOPS plays a critical role in providing management services for our life-saving, peace building, humanitarian and development operations.”

António Guterres, United Nations Secretary-General

1.1 Introduction and General Background

UNOPS mission is to expand the capacity of the UN system and its partners to implement peace building, humanitarian and development operations that matter for people in need. Working in some of the world's most challenging environments, our vision is to always satisfy partners with management services that meet world-class standards of quality, speed and cost effectiveness. UNOPS provides services in sustainable infrastructure, sustainable procurement and sustainable project management, with projects ranging from building schools, roads, bridges and hospitals to procuring goods and services and training local personnel. By assisting UN organizations, international financial institutions, governments and other development partners, UNOPS makes significant, tangible contributions to results on the ground.

1.2 Project Background Information

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, urbanised and developed municipalities (Tirana and Durres). The worst affected municipalities were: Shijak, Durres, 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 VIEMCO, 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.

1.3 Project Location and Information

Multiple locations including: Hamam in Durres, Venetian Tower in Durres, Ethnographic Museum in Kruja, Ethnographic Museum in Kavaja, Castle of Bashtova and Archaeological Museum in Durres

1.4 Creation of a content for multimedia interpretation output in a number of cultural heritage assets in Albania - General requirements

The contractor's scope of work shall include all the required implementation activities to ensure the correct and proper service is carried out for the Creation of content for multimedia interpretation output in a number of cultural heritage assets in Albania to the acceptance of UNOPS as specified in contract documents.

General Requirements:

1. Provide all personnel, and the service necessary for the execution and completion of tasks related to the Creation of a content for multimedia interpretation output in a number of cultural heritage assets in Albania as per the contract, and this schedule of requirements
2. Arrange at their own cost travel, research, development etc of all services as required by the contract. The contractor shall take the adequate measures for the safety of the engaged personnel by equipping them with PPE wherever necessary. Wherever needed all content and outputs developed with the current National Regulations and where necessary shall be approved by National Council of Material Heritage and/or National Council of Museums.
3. The contractor shall liaise with a content concept creator (design consultant) and contracted companies for conservation/restoration for sites in question throughout the whole duration of the service
4. Wherever the equipment is stated to be obtained, the bidder needs to include the training service
5. The contractor shall issue a monthly Progress Report, and Quality Report, and any other reports deemed necessary by UNOPS on the seventh calendar day of each month. The monthly Progress Report shall indicate progress up to the end of the previous month end period and should include Performance Statistics; The Quality Report shall report on any matters adversely influencing the quality of works, and any remedial action taken to correct quality problems.

1.5 Creation of a content for multimedia interpretation output in a number of cultural heritage assets in Albania - Scope of Works

The contractor under this ToR is required to provide all the necessary task force to carry out all activities necessary for Creation of a content for multimedia interpretation output in a number of cultural heritage assets in Albania. The contractor's methodology and program of works should allow for the works to be completed as per the descriptions outlined in Annex A. The contractor shall during the implementation be in a direct contact and would develop and implement its service under a direct guidance of the conceptual creator of digital output.

The Scope of Work shall include all required implementation activities to ensure the correct and proper realization of the project, for Creation of a content for multimedia interpretation output in a number of cultural heritage assets in Albania to the acceptance of UNOPS as specified in the contract documents. The work on development of the content shall be preceded by preliminary concepts, storyboard and similar and which are subject to approval of both UNOPS and bodies of Ministry of Culture.

These works include and are not limited to the following:

Preparation, research, on-site work, product development, testing and training for post users defined as per each site as follows:

Ethnographic Museum in Kavaia

- The work shall be based in following principles of engagement: Interaction, Immersion, Discovery, Local Communities Involvement, Traditional handicrafts transmission and update, Marketing and Promotion
- The service includes following products to be developed in the garden and the interior of the building:

The WonderGarden (the garden)

The Garden in front of the Museum should become an emotional experience. All the following contents should aim more to create a sense of wonder and magic than to communicate specific contents. The various videos and installations should be coordinated to each other with a unique direction.

- **VideoMapping on the Facade and on the Trees**
 - Content: Graphic and emotional effects. Short videos featuring historical photographs and scenes of 19th century life and customs in Albania
- **Videos on the windows**
 - Content: Graphic and emotional effects. Short videos featuring historical photographs and scenes of 19th century life and customs in Albania
- **Interactive Lights in the Garden**
 - Content: Topic related sensible light shows
- **FlowAR (Augmented Reality Flowers)**
 - Content: 3d animated flowers to be seen in Augmented Reality in a iOS and Android Smartphone application including QR reading and display of information
- **The Magic Wells (sound and/or lights in the wells)**
 - Content: Topic related sensible light and sound shows
- **Augmented Reality Temporary Exhibitions with animated gifs**
 - Content: animated gif to be seen in a iOS and Android Smartphone application including augmented reality

The Interior

- **Multimedia contents to be displayed on tablets in each room**
 - Content: Videos and photos intertwined with information about displayed artefacts and history of the room
- **Multimedia contents to be displayed on the Large Multitouch Table**
 - Content: Videos and photos intertwined with information about displayed artefacts and history of the room
- **Interactive Hologram of Artistic Clay Products (leap motion + 3d hologram)**
 - Content: 3d models and animations of clay products, interaction programming with leap motion
- **Interactive Discovery of traditional handicrafts (RFID + videos)**
 - Content: RFID and a Number of videos relating to specific topics for a number of chosen artefacts
- **Holograms with traditional artisans**
 - Content: 3D Hologram visuals of practical works

- Virtual Dressing Room
 - Content: vertical touch screen with kinect, interface to select traditional dressing, 3d models of traditional dresses, virtual dressing programming and interaction
- 3d printer for laboratories

Ethnographic Museum in Kruja

- The work shall be based in following principles of engagement: Interaction, Immersion, Discovery, Local Communities Involvement, Traditional handicrafts transmission and update, Marketing and Promotion
- The service includes following products to be developed in the interior of the building:
 - Audiopen
 - Content: Short descriptions regarding a selected number of artefacts; sections of the interior; sections of the house
 - Equipment: (Minimum 60, i.e. 2 groups at the same time) Audio pens with sensors
 - Virtual reality immersive video and imaging
 - Content: Virtual reality video and imaging related to a created experience of life of 18th century
 - Equipment: 2 VR Headsets, installation and cabling
 - See through screen
 - Content: Historical text, videos, and sounds
 - Equipment: Screen, cam, installation and cabling
 - Multimedia contents to be displayed on tablets in each room
 - Content: Videos and photos intertwined with information about displayed artefacts and history of the room
 - Equipment: (1 for each room, plus 3 backups) Tablets
 - Holograms with traditional artisans
 - Content: 3D Hologram visuals of practical works
 - Equipment: Light projectors, installation and cabling
 - Virtual dressing room
 - Content: Interactive dressing, historical information
 - Equipment: Kinect 3d and large vertical screen

Venetian Tower in Durres

- The work shall be based in following principles of engagement: Interaction, Immersion, Discovery, Local Communities Involvement, Traditional customs transmission and update, Marketing and Promotion
- Venetian Tower is planned to become a Heritage Information Center (HIC) becoming the first point in visiting heritage sites around Durres.
- The Venetian Tower HIC to present heritage sites around Durres using 4 ways of communication:
 - Digital onsite reading using touch screens and VR headsets
 - Content: Videos and photos intertwined with information about cultural heritage assets of Durres and surroundings

3d, 360° video, graphic and audio Contents

You will feel in the centre of the main Durres Historical Heritage Locations. You could find yourself both inside real 360° landscapes or interiors, and inside 3d reconstruction of past (or future) locations.

At least 6 locations should be provided

Navigation interface, in at least 5 languages (ALB – ENG – DEU – ESP - ITA)

Soundtrack and audio effects

Voice off that gives information for each location

(eventually) For deaf people, the option to open a text instead of the voice.

- Explorative audio based information conducted through either audio guide to receive at the HIC or uploaded information on smartphone and tables. The visitor is equipped with map, audio guide or is asked to upload an app and they follow comprehensive itineraries including all interesting spots to visit alongside important historical and practical information pertaining sites of interest

- Content: Smartphone application with videos and photos intertwined with information about cultural heritage assets of Durres and surroundings. Itineraries should include number of short and long visitations to the city and its surroundings
- Content: Audio guide application with voice recordings telling the narrative of information about cultural heritage assets of Durres and surroundings. Itineraries should include number of short and long visitations to the city and its surroundings

App Interface design in 5 languages ALB – ENG – DEU – ESP - ITA

Graphic Map of Durres and surroundings to be delivered to visitors

At least 10 locations (Durres and surroundings)

For each location:

- text
- audio in 5 languages ALB – ENG – DEU – ESP - ITA)
- (eventually) multimedia content (images, video, etc.)
- Equipment: 40 Audio guides

- Performance based augmented and experiential interpretation which is showcased in the HIC several times through day

- Content:

Inside the Dome you'll find 3 experiences. All the experiences will use the video-projection system on the dome with 6 projectors.

interactive speaking: people talk in front of one side of the doom towards the wall, a visual effect shows the words (in graphic forms as texts, lights, visual effects, etc.) that fly over the doom through the opposite side. Where people speak you have a microphone, in the opposite side an audio speaker that reproduces the audio recorded from the microphone. The speakers should be invisible and very direct and local, so that the sound will be heard only nearby.

- Content: interaction programming, generative 3d video effects, sound design
- interactive earthquake: a platform where you can climb on. Under the platform a pressure sensor. When people jump over the platform, abruptly appears a video effect on the dome that simulate earthquake, with the doom that breaks in pieces and trembling sounds. The more the people jump, the more the earthquake is strong
- Content: interaction programming, video and 3d effects, sound design

- Dome projection

The Durres Historical and Cultural Heritage Locations, a sort of immersive voyage through the past (and maybe the future) of Durres, with special 3d videomapping effects.

Video for mapping should be shooted at least in 4K

Video show length at least 10'

The experiences 1) and 2) will be always available. The experience 3) will be a sort of show that takes place at scheduled times. A central management system is needed.

- Interpretative learning of city's development through digital periscopes viewing on the terrace of the Tower
- Content: Drone footage and sound recording for interactive displays through periscopes.
- Content: Sound recording for amplification of sound when climbing the stairs in the tower

3d, 360° video, graphic and audio Contents

You will discover Durres Historical Heritage Locations using the periscopes in Augmented Reality. You could find yourself both in past or future locations, with real or reconstructed contents, also with 3d and graphical reconstructions.

At least 6 locations should be provided

Navigation interface, in at least 5 languages

Soundtrack and audio effects

Voice off that gives information for each location

(eventually) For deaf people, the option to open a text instead of the voice.

Hamam in Durres

- The work shall be based in following principles of engagement: Interaction, Immersion, Discovery, Local Communities Involvement, Traditional customs transmission and update, Marketing and Promotion

Hamam in Durres is planned to host a content relating to interpretation of the usage of Hamams

- Digital onsite reading using screens
- Content: Videos and photos intertwined with information about Hamams; the screens shall be located in each room; and the information need to be room specific
- Sounds of Hamam
- Content: Voice recording (including different gender, age and similar) including the interpretation of stories shared when using hamam

Castle of Bashtova

- The Castle in Bashtova is planned to have an interpretation content created both within the fortification walls and in the Interpretation center to be developed at the entrance of the Castle:
- Augmented Reality System that will let people create their own AR objects and show them in the Castle
- Digital onsite reading using touch screens
- Content: Videos and photos intertwined with information about the Castle; the tablets to be available at the Interpretation Center.

3d, 360° video, graphic and audio Contents

You will receive the information of all the sites around the Castle of Bashtova. You could find yourself both inside real 360° landscapes or interiors, and inside 3d reconstruction of past (or future) locations.

At least 6 locations should be provided

Navigation interface, in at least 5 languages (ALB – ENG – DEU – ESP - ITA)

Soundtrack and audio effects

Voice off that gives information for each location

(eventually) For deaf people, the option to open a text instead of the voice.

- Augmented Reality System that will let people create their own AR objects and show them in the Castle

- An Augmented Reality (AR) system – the Bashtova AR Garden - that is made of 3 elements:
 - 1) AR application, that will be installed in tablets available at the Interpretation Center and could also be downloaded and installed in visitors smartphones (iOS and Android). The AR will show a virtual garden made of plants that grow in various zones of the Castle.
 - 2) A system to create 3d generative and animated objects that will be uploaded in the AR application. The creation system should let people to create their own 3d animated vegetable and floral objects by choosing between elements provided by the system and assembling them together. The final result of creation will be a new “virtual plant”, with its own generative system of growth. The virtual plant will be then sown in the Bashtova AR Garden and will be available in the App in a specified place in the Castle.
The creation system should be available both in a “creation station” inside the Interpretation Center and on the internet.
 - 3) A system of speakers, hidden in several points in the Castle (Walls, Towers, Field, etc.). The speakers will reproduce sounds of imagined animals, visitors should perceive their presence without seeing them (a sort of Augmented Audio Reality)
- Content to be provided:
 - o AR Application
 - o Creation System
 - o A central system to control the speakers and the audio contents
 - o An initial group of virtual plants and imagined animals sounds.

Archaeological Museum in Durres

- The Archaeological Museum in Durres is planned to have two black box units with digital content displaying specific topics
- Performance based augmented and experiential interpretation which is showcased in a black box space

Content:

Inside the black box one gets the experience related to archaeology:

Box 1 - Experience of underwater archaeology in action

Box 2 – Experience of terrestrial archaeology

- Content: interaction programming, generative 3d video effects, sound design

4 situations:

- 1) Wide touchscreen at the entrance, and wall-mounted tablet in each section of the exposition, with multimedia contents about the Museum and the Exposition.
- 2) Custom AR/VR Periscopes to explore undersea archaeology: think of having a periscope on

wheels (a sort of cart or moving robot, with a viewer) that could move around the museum, looking down, under the floor. In the viewer (could be a tablet) you see the sea instead of the floor, and moving around you could look for archaeological pieces beneath the sea/floor. As you discover one of them, you can pick it and discover what it is. The system should work as a sort of mixed reality, the archaeological objects to discover could be related to markers or georeferenced.

- 3) VR Hub: VR Headsets (at least 5) and archaeology app library: The Museum will have a section dedicated to Virtual Reality and Archaeology. Visitors could try VR Headsets, and they could choose between several Archaeological VR Applications realized all over the world. Also a collective exploration could be experienced, with Multiuser VR applications that provide shared experiences where users can communicate and interact in the same virtual space. The VR Hub is designed also to be a place for education and classes.
 - 4) Dig and Play: an area with soil to dig, under the soil you find videos (tablet or screens) with archaeological pieces
- Content to be provided:
 - o Multimedia content and interfaces for entrance touchscreen and for all the tablets in each section of the Exposition
 - o AR/VR Application, to be used inside the Periscopes, with 3d animated environment (the sea) and 3d Archaeological objects.
 - o A library of Archaeological VR application, that should be chosen from the best in the world, acquired and be available in the Museum
 - o 3d animated objects and interaction system for the Dig and Play area.

The service of Creating a content for multimedia interpretation output in a number of cultural heritage assets in Albania shall be carried out in accordance with standards of universal access, standards of inclusive and storytelling interpretation, and shall be prepared in minimum 5 languages. (ALB – ENG – DEU – ESP - ITA)

The contractor's scope of work shall cover all activities necessary to accomplish the stated requirements of these works. The scope of works shall include the entire contractor' resources necessary to achieve the activities and requirements specified above and in doing so, the contractor shall execute all the agreed construction implementation works.

The selected contractor is responsible for ensuring the works are carried out in accordance with the specifications required and all applicable codes and standards as per the requirements under this RFP.

1.6 Work Plan (Schedule)

The Contractor shall submit the Implementation Plan (schedule) for all work activities for the Works for Creating a content for multimedia interpretation output in a number of cultural heritage assets in Albania. The plan shall be prepared in a Gantt chart format, or as otherwise specified in the bidding documents and agreed in the contract.

2. Commencement and Duration of Services

The selected contractor shall commence the services within 7 days following the signature of the contract for services for works between UNOPS and the selected service provider.
The completion of all works contracts is expected to be 14 months as per the project plan and the approved working schedule.

3. Completion period

The entire work shall be completed within 14 months from the date of Contract signature.

4. Progress Meetings and reporting

The contractor is required to attend regular progress meetings with UNOPS during the implementation stage. The contractor is required to have regular meetings with conceptual creators of the concepts in all heritage assets which are subject to this procurement. These meetings may also involve the other project stakeholders and the exact location, date and time of each meeting will be established by UNOPS and communicated to the Contractor in advance.

The Contractor shall submit regular progress reports to UNOPS for the work progress and any ad-hoc reports related to the scope of works required by the UNOPS.

5. CONTRACTOR'S QUALITY MANAGEMENT SYSTEMS

5.1 *Quality Management System*

The contractor shall provide details of their Quality Management System (QMS). The QMS shall detail how the service provider will control and monitor the implementation of service, as well as the required quality control inspections and tests.

5.2 *Quality Management Strategy*

The quality management strategy should describe how the quality management systems of the service provider will be applied through the project and details the project's quality objectives and targets, as well as the standards, procedures, techniques and systems that will be used. Moreover, it should outline procedures for quality planning, quality controls and assurance, including, but not limited to the following:

- Quality standards;
- Templates and forms;
- Quality methods;
- Roles and responsibilities as well as quality assurance, including independent audits (i.e. what quality records are to be stored including the quality register);
- Quality management reports;
- Planned timescale for quality management activities such as internal audits, etc.

5.3 *Quality Control Plan*

The contractor shall provide the project quality control plan demonstrating the approach to be taken to quality matters during the implementation of service.

The plan should also detail procedures and processes for determining any need for corrective action and shall contain clear guidance to identify when a process is non-compliant and the type of corrective action to be taken to regain process control.

The contractors shall maintain quality control records of all internal reviews/ checks as well as inspections and tests performed onsite; these records shall include factual evidence that the required inspections or tests have been performed, including the type and number of inspections or tests involved; results of inspections or tests; nature of defects, deviations, causes for rejection, proposed remedial action and corrective actions taken.

The quality control plan should:

- Nominate Roles and Responsibilities (the nomination of the contractor's quality control roles and their respective responsibilities for a project);
- Schedule of Key Activities (identification of all of the activities emerging from concept designs and methodology, grouped according to their similar nature as well as timing of their development and implementation);
- Inspection and Test Plans (identify the items of outputs and equipment to be inspected or tested, by whom and at what stage or frequency, as well as hold points, references to relevant standards, acceptance criteria and the records to be maintained);

- Work Procedures (complete work procedure that summarizes the procedures that have, and should have, taken place up to the particular point in the work process);
- Checklists (to be used for inspection of works and should be referenced at the Inspection and Test Plans (ITP) in the procedure where they are to be used and then attached within the plan);
- Inspection procedures (the daily inspection “daily diary report” and non-conformance issues, tracking actions, field testing requirements, planned use of consultants, weekly meetings);
- Documentation.

5.4 Health and Safety Management System

The contractor's Health and Safety Managements System shall define the techniques and standards it applies during the implementation of service which shall respect the principles of H&S Management responsibility, including preventing or mitigating adverse impacts on the H&S and identifying strategies for improved H&S Management performance.

5.5 Health and Safety Management Strategy

The contractor shall provide a Health and Safety Management Strategy, which it intends to apply and which shall define the H&S techniques and standards to be applied when implementing this project in a manner that ensures that reasonable measures are taken to prevent personal injuries, illnesses and damage to property.