

# Report on assessment and detailed planning of the intervention aimed at improving the accessibility of cultural and natural heritage of the touristic destinations

Final version of 30/11/2021

Deliverable number D 4.1.1

**Project Acronym:** TOURISM4ALL

**Project ID Number:** 10047361

**Project Title:** Development of a cross-border network for the promotion of the accessible tourism destinations

**Priority Axis:** 3 Environment And Cultural Heritage

**Specific objective:** 3.1 Make natural and cultural heritage a leverage for sustainable and more balanced territorial development

**Work Package Number:** 4

**Work Package Title:** Implementation of pilot actions improving the tourism destination accessibility

**Activity Number:** 4.1

**Activity Title:** Assessment of the destination accessibility

**Partner in Charge:** Public Institution RERA SD

**Partners involved:** All partners

**Status:** Final

**Distribution:** Public

## Table of content

1 ASSESSMENT REPORT OF THE DESTINATION ACCESSIBILITY AND DETAILED PLAN OF INTERVENTION – MOLISE REGION .....	3
2 ASSESSMENT REPORT OF THE DESTINATION ACCESSIBILITY AND DETAILED PLAN OF INTERVENTION - VENETO REGION .....	16
3 ASSESSMENT REPORT OF THE DESTINATION ACCESSIBILITY AND DETAILED PLAN OF INTERVENTION - PI RERA S.D.....	23
4 Assessment Report of the Destination Accessibility and Detailed Plan of Intervention – City of Zadar.	34
5 Assessment Report of the Destination Accessibility and Detailed Plan of Intervention – Šibenik Tourist Board.....	41
6 Assessment Report of the Destination Accessibility and Detailed Plan of Intervention – ConCentro ....	50
7 Assessment Report of the Destination Accessibility and Detailed Plan of Intervention - Croatian Camping Association.....	60
9 Assessment Report of the Destination Accessibility and Detailed Plan of Intervention - Puglia Region	82
10 Assessment Report of the Destination Accessibility and Detailed Plan of Intervention – City of Buje.	89
11 Assessment Report of the Destination Accessibility and Detailed Plan of Intervention – LAG Brač.....	98

# 1 ASSESSMENT REPORT OF THE DESTINATION ACCESSIBILITY AND DETAILED PLAN OF INTERVENTION – MOLISE REGION

## 1. Foreword and Context

The present document has been produced in the context of WP4 activities. Implementation of pilot actions improving the tourism destination accessibility. Main aim is to start implementation of pilot actions for each partner involved in WP4 and to follow up progress.

Each report on assessment must include detailed planning of the intervention aimed at improving the accessibility of cultural and natural heritage of the touristic destinations. In order to initiate improvements to the accessibility of tourist destinations, WP4.1 activities provide for an initial analysis with the aim of:

- identify in detail the sites and pathways where accessibility enhancements will be implemented, depending on the structural or geomorphologic characteristics, the presence of any facilities that can already facilitate accessibility, etc.
- Identify the criticalities / barriers that hinder the accessibility of these sites / paths and draw up the detail plan for improvement actions
- The mapping will also cover accommodations that insist on destinations in order to create an integrated accessible tourist offer

## INTERVENTION

### 2. Location of intervention

The project is based, for what concerns the territory of the Molise region, on some interventions in circumscribed areas of sites that interest the municipalities of Petacciato, Campomarino and Montenero di Bisaccia.

Petacciato, Montenero di Bisaccia and Campomarino are Italian municipalities of, respectively, 3,753, 6,413 and 7,881 inhabitants in the province of Campobasso, in Molise.

These municipalities are three of the four total coastal municipalities of the region, facing the Adriatic Sea.

#### INTERVENTION IN THE AREA OF MARINA DI PETACCIATO

In the area of Marina di Petacciato, in the northernmost zone, starting from the year 2006, works have been carried out centred on the creation of a naturalistic oasis on the mouth of the Tecchio torrent and of two equipped pedestrian paths that, from the extremities of the parking square, lead to visit the dunal and retrodunal zone, restored and brought back to its original natural conditions. In the framework of these interventions, a wooden structure was built, destined to become the Environmental Education Center - EEA., and another structure, erected on poles inside an artificial pond, destined to become a naturalistic observatory. The EEA., entirely made of wood, contains: a didactic expositive room, a refreshment center with office, equipped with interfitting with the didactic-exhibitive room, an office; a polyfunctional room destined to the management of the oasis; hygienic services and an internal patio where, through a staircase, it is possible to access to an upper sighting tower. From the external paving of the EEA ., an equipped pedestrian path develops, always paved with wooden slats, leading to the sighting center and continuing in the north direction.

#### INTERVENTION IN THE AREA OF THE MARINA OF MONTENERO DI BISACCIA

The municipality of Montenero di Bisaccia, in the last 10 years or so, has experienced a very important expansion in its area overlooking the Adriatic Sea. This area, called Marina Sveva, has seen the birth of numerous residences, immediately behind the new tourist port having the same name. The tourist harbour Marina Sveva offers a brand new harbour structure able to propose itself as an exclusive and functional location for sea lovers who wish to spend pleasant moments of escape, whether they are yachtsmen, tourists or simple visitors looking for wellness and relax. In the oldest area of the hamlet of Montenero di B., in order to improve the usability, the City has provided for the placement of a wooden block having destination to toilets.

#### INTERVENTION IN THE AREA OF CAMPOMARINO LIDO

Campomarino Lido, fraction of Campomarino, is located between the Adriatic Sea and the State Road n. 16 Adriatica. There is located, in addition to numerous tourist activities, the railway station of Campomarino. Unlike the summer period, when the place is crowded with tourists, during the winter in this fraction resides a small number of families. Less than a kilometer from the center of the town, it is a destination for summer seaside tourism and has

a recently built marina. The tourist influx, according to the data of the Provincial Tourism Board, year 1995, consists of about 100,000 presences in the summer period.

### 3. Roadmap and co-working methods

Locations were chosen according a selection done by Molise Region Tourism department in cooperation with 3 coastal municipalities and local focus group representatives.

### 4. Area of investment (UNESCO, NATURE2000, UNESCO candidate, UNESCO MAB, other)

The project aims to improve the current range of tourist products and services accessible in areas that are famous for their natural and historical heritage, in our case the Natura 2000 sites.

Natura 2000 Network is a coordinated and coherent system of areas intended for the conservation of biological diversity present in the territory of the European Union, that is an "Ecological Network" established in order to preserve habitats and animal and plant species considered worthy of protection at continental level.

According to the intentions of the European Union, the Natura 2000 network aims to ensure a favorable conservation status for all habitats and animal and plant species, through a sufficient representation of all environmental types and a high ecological interconnection between the various sites.

Biodiversity contributes to sustainable development and must be promoted and maintained while taking into account social and cultural economic needs and regional and local particularities.

As far as Molise Region is concerned, since 1995, the administration has identified a number of Natura 2000 sites. By periodically acquiring further information on the flora, fauna and habitats of the sites, the studies have proved indispensable not only for the preparation of management plans to be adopted in the same sites, but also to allow better forms of protection and conservation of habitats and species of Community interest.

The project focuses on Natura2000 sites that concern the sites of Foce Biferno-Litorale di Campomarino, Foce Saccione-Bonifica Ramitelli, Foce Trigno-Marina di Petacciato.

5. Describe interventions to improve access to cultural and/or naturalistic sites/paths  
MUNICIPALITY OF PETACCIATO:

- Due to its age and the action of atmospheric events, the pavement is irreparably damaged and risky for public and private safety, as well as not offering the necessary accessibility. It is therefore planned to remake the external paving of the Environmental Education Center by making it in wood. The same intervention will be carried out in the uneven sections of the walkway, from the C.E.A. to the wildlife observation center.

- Creation of a visual-tactile map, with relative installation accessories, representing the interested area. The map will have a size of 70x100 cm and will rest on a telescopic support with variable height.

MUNICIPALITY OF MONTENERO DI BISACCIA

- In order to improve the perception of the structure of the wooden monoblock having destination to toilets, making it at the same time also safer (due to its presence within a car parking), as well as improve the characteristics of accessibility, it is planned the construction of an external perimeter sidewalk, about 10-12 cm high, with a ramp of adequate slope in the front. This sidewalk will present glazed porcelain tile flooring, having a wood effect, such as to marry with the aesthetics of the structure.

- Installation of accessible furniture elements consisting of a visual-tactile map, with related installation accessories, representing the area concerned. The map will have a size of 70x100 cm and will rest on a telescopic support with variable height.

MUNICIPALITY OF CAMPOMARINO

- It is foreseen the installation of accessible furniture elements consisting of a visual-tactile map, with related installation accessories, representing the area concerned. The map will have a size of 70x100 cm and will rest on a telescopic support with variable height.

In addition to the installation of the above map, it will also install n. 17 visual-tactile maps, with related installation accessories, in correspondence of each beach identifying the place (bathing beaches) with highly readable characters in relief and with Braille writing are as follows. The maps will be in experimental epoxy resins capable of withstanding any weathering.

6. Organization/Institution managing the site

- Comune di Petacciato - Viale Pietravallo, 5 - Cap: 86038 –

Tel. 0875 67337 - Fax 0875 67341 Pec: [comunedipetacciato@pec-leonet.it](mailto:comunedipetacciato@pec-leonet.it)

- Comune di Montenero di Bisaccia - Piazza della Libertà, 4 86036  
Montenero di Bisaccia (CB) Centralino 0875 959201  
- FAX 0875 959235

(PEC) - [comune.montenerodibisacciacb@legalmail.it](mailto:comune.montenerodibisacciacb@legalmail.it)

- Comune di Campomarino- CAP 86042 - Via Favorita,  
26 Tel.: 0875 5311; Fax: 0875 530004 PEC:  
[urp@pec.comunecampomarino.it](mailto:urp@pec.comunecampomarino.it);

7. Identify in detail the sites and pathways where accessibility enhancements will be implemented

#### INTERVENTION IN THE AREA OF MARINA DI PETACCIATO

In the area of Marina di Petacciato, in the northernmost zone, starting from the year 2006, works have been carried out focusing on the creation of a naturalistic oasis on the mouth of the Tecchio torrent and of two equipped pedestrian paths that, from the extremities of the parking square, lead to visit the dunal and retrodunal area, restored and brought back to its original natural conditions. In the framework of these interventions, a wooden structure was built, destined to become the Environmental Education Center - EEA and another structure, erected on poles inside an artificial pond, destined to become a naturalistic observatory. The EEA., entirely made of wood, contains: a didactic expositive room, a refreshment center with office, equipped with interfitting with the didactic-exhibitive room, an office; a polyfunctional room destined to the management of the oasis; hygienic services and an internal patio where, through a staircase, it is possible to access to an upper sighting tower. From the external paving of the EEA., an equipped pedestrian path develops, always paved with wooden slats, leading to the sighting center and continuing in the north direction.

#### INTERVENTION IN THE AREA OF THE MARINA OF MONTENERO DI BISACCIA

The municipal territory of Montenero di Bisaccia, in the last 10 years or so, has experienced a very important expansion in its area overlooking the Adriatic Sea. This area, called Marina Sveva, has seen the birth of numerous residences, immediately behind the new tourist port having the same name. The tourist harbour Marina Sveva offers a brand new harbour

structure able to propose itself as an exclusive and functional location for sea lovers who wish to spend pleasant moments of escape, whether they are yachtsmen, tourists or simple visitors looking for wellness and relax. In the oldest area of the hamlet of Montenero di B., in order to improve the usability, the City has provided for the placement of a wooden block having destination to toilets.

#### INTERVENTION IN THE AREA OF CAMPOMARINO LIDO

Campomarino Lido, fraction of Campomarino, is located between the Adriatic Sea and the State Road n. 16 Adriatica. There is located, in addition to numerous tourist activities, the railway station of Campomarino. Unlike the summer period, when the place is crowded with tourists, during the winter in this fraction resides a small number of families. Less than a kilometer from the center of the town, it is a destination for summer seaside tourism and has a recently built marina. The tourist influx, according to the data of the Provincial Tourism Board, year 1995, consists of about 100,000 presences in the summer period.

#### 8. Identify the criticalities / barriers that hinder the accessibility of these sites / paths

##### INTERVENTION IN THE AREA OF MARINA DI PETACCIATO

The complex, with a square plan, equipped with an entrance hall and a perimeter canopy, is surrounded externally by a sidewalk made of wooden slats that, at present, due to the age and the action of atmospheric events, is irreparably uneven and fraught with risks to public and private safety, as well as not offering the necessary accessibility. From the external paving of the EEA., an equipped pedestrian path develops, always paved with wooden slats, leading to the sighting center and continuing in North direction. Also this paving, in particular in this stretch, is uneven and risky for the public and private safety, in addition to not offering the necessary accessibility.

##### INTERVENTION IN THE AREA OF MONTENERO DI BISACCIA

In the oldest area of the hamlet of Montenero di Bisaccia, in order to improve its usability, the municipality has provided for the placement of a wooden block having destination to toilets. The structure, in addition to being in conditions of degradation related to the lack of routine maintenance of the exterior, is not suitable for the handicapped. In fact, this structure, has n. 3 toilets, dedicated to men, women and disabled people. Access to the latter is via a wooden ramp that has different characteristics from those required by law, in particular as regards the

slope. In addition to the unsuitable dimensional characteristics of the access ramp, the structure has also been positioned without any external arrangement.

#### INTERVENTION IN THE AREA OF CAMPOMARINO

The objective of intervention is to devote more attention to the "Guest Experience" of people with special needs on the basis of guidelines for interventions/adaptations recommended in the context of the bathing beaches, currently scarce.

#### 9. Accommodations that insist on destinations

Explore and suggest accommodations that insist on destinations in order to create an integrated accessible tourist offer.

The sites in question offer a large number of private accommodation units, hotels, b&b, with different offers and categorization, and all locations are connected to the Adriatic highway a16 that reaches the sites of interest and is a few tens of kilometers from the freeway junctions. The accommodations are now more and more accessible to different needs.

#### 10. Development of specific services for improving accessible tourism

Will be realized:

a digital "Tourist Card" useful to promote the visit of certain sites of historical, artistic or gastronomic interest, promote the purchase of services or goods of the territory and offer a discount . The Card in fact allows the tourist to take advantage of a series of opportunities within a network of companies (stores, restaurants, hotels, attractions, etc..) selected according to criteria of quality, typicality, environmental sustainability and accessibility.

-an online virtual tour of a site of cultural value currently not accessible to tourists with special needs, through the use of panoramic images/3D photos of the church of Santa Maria del Mare in the town of Campomarino.

#### LEGISLATIVE FRAME

#### 11. Type of contract/agreement between PP and the organization, duration and other technical specifications

An agreement has been made among Molise Region and Petacciato Municipality in order to guarantee success and long term sustainability of the interventions planned.

12. Are the use of the installed equipment comply with the requirements of the art.107 (1) of the Treaty on the Functioning of the European Union (TFEU) and the Commission Notice on the notion of State aid (2016/C 262/01)

YES

Article 107 (ex Article 87 TEC) 1. Save as otherwise provided in the Treaties, any aid granted by a Member State or through State resources in any form whatsoever which distorts or threatens to distort competition by favouring certain undertakings or the production of certain goods shall, in so far as it affects trade between Member States, be incompatible with the internal market. 2. The following shall be compatible with the internal market: (a) aid having a social character, granted to individual consumers, provided that such aid is granted without discrimination related to the origin of the products concerned; (b) aid to make good the damage caused by natural disasters or exceptional occurrences; (c) aid granted to the economy of certain areas of the Federal Republic of Germany affected by the division of Germany, in so far as such aid is required in order to compensate for the economic disadvantages caused by that division. Five years after the entry into force of the Treaty of Lisbon, the Council, acting on a proposal from the Commission, may adopt a decision repealing this point. 3. The following may be considered to be compatible with the internal market: (a) aid to promote the economic development of areas where the standard of living is abnormally low or where there is serious underemployment, and of the regions referred to in Article 349, in view of their structural, economic and social situation; (b) aid to promote the execution of an important project of common European interest or to remedy a serious disturbance in the economy of a Member State; (c) aid to facilitate the development of certain economic activities or of certain economic areas, where such aid does not adversely affect trading conditions to an extent contrary to the common interest; (d) aid to promote culture and heritage conservation where such aid does not affect trading conditions and competition in the Union to an extent that is contrary to the common interest; (e) such other categories of aid as may be specified by decision of the Council on a proposal from the Commission.

13. Name all required permissions and time frame for getting it
14. Is a subsequent agreement necessary for the management of the equipment installed?  
If yes describe details, name, technical specification, name of contractor.
15. Details of equipment to be purchased

Please include description of the service/goods/equipment to be purchased.

**PETACCIATO:**

SUPPLY AND LAYING OF WOOD FLOORING, including the arrangement and leveling of the laying surface in sandy and/or loose soil for height differences not exceeding 40,00 cm, made according to the methods, measures and forms indicated in the project drawings and consisting of:

- a - base supports in "River" type fir submeasure beams, treated with impregnated and tarred, partially buried (section cm 13x13);
- b - base frame made of solid pine boards, or similar, impregnated in autoclave (s=cm 2,5);
- c - walking surface made of solid pine boards, or similar, impregnated in autoclave (s=cm 3), perfectly planed for use;
- d - junctions of the elements with stainless steel screws for wood, cm 8x60mm n°5/sqm for the hooking to the base beams, cm 4,5x50mm n° 36/sqm for the hooking of the walking surface to the substrate.

The price includes the costs related to the execution of the planoaltimetric joints of the path as indicated in the graphic drawings of the project or with similar solutions ordered by the Works Management or, if proposed by the company, by the Works Management previously accepted and including all other charges and measures necessary to give the work finished to a perfect workmanlike standard.

MONTENERO: CONSTRUCTION OF A WOODEN STRUCTURE for covering the tank on the roof of the W.C. monoblock. The item includes the supply and installation of a wooden structure made of a frame (elements with section at least 5 x 5 cm) with dimensions of about 1,00 x 0,60 x 1,00 m, covered on 4 sides with autoclaved wood matchboarding. All inclusive of the preparations for the work at height, for the connection of the structure to the roof of the monoblock and everything else necessary to make the work complete in a workmanlike manner.

MONTENERO: SUPPLY of an accessible furnishing element consisting of a map-panel with the following characteristics: The characteristics of the reliefs, pictograms and characters used will make it easily understandable even by people with sensory disabilities (visual type). The map is made using brushed aluminum, hypergres or epoxy resins experimental particularly resistant and low maintenance. The map will provide any visitor with a self-assessment of the routes offered and simple information on orientation, mobility, services and historical information. Panel dimensions 500 mm x 300 mm.

PETACCIATO: SUPPLY of an accessible furnishing element consisting of a panel-map with the following characteristics: The characteristics of the reliefs, pictograms and characters used will make it easily understandable even by people with sensory disabilities (visual type). The map is made using brushed aluminum, hypergres or epoxy resins experimental particularly resistant and low maintenance. The map will provide any visitor a self-assessment of the routes offered and simple information on orientation, mobility, services and historical information. Panel dimensions 1,000 mm x 700 mm.

Montenero: Sidewalk Flooring - Zinc porcelain tile floor tiles, resistant to A13037d temperature changes, frost and acids, for residential or commercial use.

Campomarino: Zinc plated pole diameter 60 mm with anti-rotation system, on site E01155a including excavation and concrete basement: height 2.00 m - Poles for positioning panels-maps.

Campomarino: SUPPLY of an accessible furnishing element made up of a map-panel having the following characteristics: The characteristics of the reliefs, pictograms and characters used will make it easily understandable even by people with sensory disabilities (visual type). The map is made using brushed aluminum, hypergres or epoxy resins experimental particularly resistant and low maintenance. The map will provide any visitor with a self-assessment of the

routes offered and simple information on orientation, mobility, services and historical information. Panel dimensions 500 mm x 300 mm.

Campomarino: SUPPLY of an accessible furnishing element made up of a map-panel having the following characteristics: The characteristics of the reliefs, pictograms and characters used will make it easily understandable even by people with sensory disabilities (visual type). The map is made using brushed aluminum, hypergres or epoxy resins experimental particularly resistant and low maintenance. The map will provide any visitor a self-assessment of the routes offered and simple information on orientation, mobility, services and historical information. Panel dimensions 1,000 mm x 700 mm

16. Estimated amount for each one of the article to be purchased (specify VAT)  
Name all articles and specify price and VAT. Put results in table.

<b>Structural Summary CATEGORIES</b>	
<b>MUNICIPALITY OF PETACCIATO euros</b>	18'624,31
<b>Restoration of perimeter paving C.E.A.</b>	16'224,31
<b>Signage - Supplies</b>	2'400,00
<b>MUNICIPALITY OF MONTENERO DI BISACCIA</b>	6'833,60
<b>Adaptation entrance toilets</b>	4'433,60
<b>Signage - Supplies</b>	2'400,00
<b>MUNICIPALITY OF CAMPOMARINO</b>	8'310,15
<b>Signage - Supplies</b>	8'310,15
<b>TOTAL euros excluding VAT</b>	<b>33'768,06</b>
<b>V.A.T. at 22% on infrastructural works</b>	3.679,35
<b>V.A.T. at 4% on works and supplies euro</b>	681,75
<b>contingencies and / or work in economy</b>	70,84
<b>Total euro including VAT</b>	<b>38200</b>

17. Name design and technical documentation for jobs and time frame for getting it  
Project has been provided by Municipality of Petacciato.

#### PROCUREMENT

18. Public Procurement Procedure to be adopted

Is any public procurement needed. In short paragraph describe procedure, steps and time frame for fulfillment.

Decreto Legislativo 50/2016 Codice degli appalti.

Purchase of goods through MEPA (Electronic Market for Public Administration).

19. National tender category complying with Programme Rules (please specify the legislative references)

In accordance with the law specify all required procedure (if needed).

Decreto Legislativo 50/2016 Codice degli appalti.

Purchase of goods through MEPA (Electronic Market for Public Administration).

20. Time estimated for the duration of the procedure

What procurement process should be carried out.

Determine the duration of the procedure in accordance with the law.

Bid at three, three months.

21. Are permits/authorizations required for installation of the equipment? If yes indicate type of act required

Name all required permits and time frame for getting it. Do not forget to mention authority that issue permissions.

No.

22. Estimated time for equipment installation from the closure of the tender procedure

Specify final date for finishing implementation.

2 months

23. Any other business

Report about other important issues discussed, if any

Attachements  
No.

## 2 ASSESSMENT REPORT OF THE DESTINATION ACCESSIBILITY AND DETAILED PLAN OF INTERVENTION - VENETO REGION

### 1. FOREWORD AND CONTEXT

The present document has been produced in the context of WP4 activities. Implementation of pilot actions improving the tourism destination accessibility. Main aim is to start implementation of pilot actions for each partner involved in WP4 and to follow up progress.

Each report on assessment must include detailed planning of the intervention aimed at improving the accessibility of cultural and natural heritage of the touristic destinations. In order to initiate improvements to the accessibility of tourist destinations, WP4.1 activities provide for an initial analysis with the aim of:

- identify in detail the sites and pathways where accessibility enhancements will be implemented, depending on the structural or geomorphologic characteristics, the presence of any facilities that can already facilitate accessibility, etc.
- Identify the criticalities / barriers that hinder the accessibility of these sites / paths and draw up the detail plan for improvement actions
- The mapping will also cover accommodations that insist on destinations in order to create an integrated accessible tourist offer

### INTERVENTION

#### 2. Location of intervention

Short paragraph, describe final location.

Interventions in Veneto Region will be realized by seaside resorts situated in the Municipalities of Jesolo, Caorle, Venezia (Lido), Eraclea, Rosolina, Bibione, Cavallino, Chioggia (Sottomarina).

### 3. ROADMAP AND CO-WORKING METHODS

Short paragraph, present roadmap how you choose location - meeting reports, test location and final location. Add attachments such as meeting reports, photos, attendance sheets and conclusion about final location.

Locations were chosen according a selection done by three ASL (Local Health and Care Units) already cooperating with Veneto Region in a previous regional project on accessibility. Shortly, in 2019 ASL invited Venetian beaches located in their jurisdiction to the compilation of a questionnaire aiming to measure the accessibility of the beaches themselves inviting them also to outline an accessibility plan (improvement or new projects). Then, after receiving answers, the three ASL identified a list of the 8 best beaches together with the indication of their priorities in equipment to be required. According this list, Veneto Region has provided for tenders (2020) to buy equipment.

### 4. AREA OF INVESTMENT (UNESCO, NATURE2000, UNESCO CANDIDATE, UNESCO MAB, OTHER)

Short paragraph, describe why you choose this particular area of intervention.

Nature 2000 sites:

PRIMAVERA BEACH - ROSOLINA (RO), STABILIMENTO BALNEARE SEVEN - BIBIONE (VE), NEMO BEACH – JESOLO (VE),

VILLAGGIO S. PAOLO - CAVALLINO (VE), METE BEACH - ERACLEA (VE),

WHITE OASIS - GREEN OASIS - CAORLE (VE), ASTORIA BEACH - SOTTOMARINA DI CHIOGGIA (VE)

Unesco site:

VENEZIA SPIAGGE - LIDO DI VENEZIA (VE)

### 5. DESCRIBE INTERVENTIONS TO IMPROVE ACCESS TO CULTURAL AND/OR NATURALISTIC SITES/PATHS

Short paragraph about amount and descriptions of devices/objects within the intervention and technical characteristics of the devices/objects. Include benchmark of performance measures and a delivery profile.

### 6. ORGANIZATION/INSTITUTION MANAGING THE SITE

Name it.

PRIMAVERA BEACH (DROMO SRL) - ROSOLINA (RO),

STABILIMENTO BALNEARE SEVEN (Bibione Mare S.p.a.) - BIBIONE (VE),  
 NEMO BEACH (Jesolmare Servizi Turistici S.r.l.) – JESOLO (VE),  
 VILLAGGIO S. PAOLO (Fondazione di Culto Opera Diocesana per l'Assistenza  
 Religiosa – O.D.A.R.) - CAVALLINO (VE),  
 METE BEACH (Ati Cecconato Andrea e Marangoni & Rossi snc di Zago Elisa e c.) - ERACLEA (VE),

WHITE OASIS - GREEN OASIS (Consorzio per lo sviluppo e la gestione degli arenili della Marina  
 di Caorle soc. cons. a rl)- CAORLE (VE),  
 ASTORIA BEACH (Venezia spiagge S.p.a.)- SOTTOMARINA DI CHIOGGIA (VE).

#### 7. IDENTIFY IN DETAIL THE SITES AND PATHWAYS WHERE ACCESSIBILITY ENHANCEMENTS WILL BE IMPLEMENTED

Identify in detail the sites and pathways where accessibility enhancements will be implemented, depending on the structural or geomorphologic characteristics, the presence of any facilities that can already facilitate accessibility, etc.

The interventions will be realized in sandy beaches. The selected 8 beaches have already facilities for disabilities. The new equipment will improve their offer.

PRIMAVERA BEACH - ROSOLINA (RO), STABILIMENTO BALNEARE SEVEN - BIBIONE (VE), NEMO BEACH – JESOLO (VE),

VILLAGGIO S. PAOLO - CAVALLINO (VE), METE BEACH - ERACLEA (VE),

WHITE OASIS - GREEN OASIS - CAORLE (VE), ASTORIA BEACH - SOTTOMARINA DI CHIOGGIA (VE) VENEZIA SPIAGGE - LIDO DI VENEZIA (VE)

#### 8. IDENTIFY THE CRITICALITIES / BARRIERS THAT HINDER THE ACCESSIBILITY OF THESE SITES / PATHS

Identify in detail all barriers that hinder accessibility. Also, you can attach up to three photos and describe in short paragraph.

No criticalities.

#### 9. ACCOMMODATIONS THAT INSIST ON DESTINATIONS

Explore and suggest accommodations that insist on destinations in order to create an integrated accessible tourist offer.

All sites of interventions are situated in seaside destinations, where accommodation facilities include hotels, campings, B&B.

For more information: <https://www.veneto.eu/EN/Seaside/>

#### 10. DEVELOPMENT OF SPECIFIC SERVICES FOR IMPROVING ACCESSIBLE TOURISM

In short paragraph describe what kind of service are you providing according to following:

- Georeferenced maps with information on the accessibility of the routes
- Informative and remote assistance app (i.e. LIS video, accessible sections for visually impaired people, etc.)
- Development of accessible sections of tourist information and health care websites
- Virtual tours (VR, 360 ° views) of non-accessible sites
- Development of information materials on food ingredients (product categorization / dishes / typical menus with information on intolerances, allergies and other forms of dietary regimes)
- Development of "tourist card" with incentives for the disabled, elderly people, etc. For visits to cultural / naturalistic sites, discounts on accommodation facilities and discounts for the low season.

We are thinking to develop a "membership letter" dedicated to guests with special needs linked to tourism offer in Veneto (information material). This info material will be distributed in accommodation facilities and in Tourist Information Offices.

We are thinking to develop special maps for disable people to understand cultural sites.

In a selected beach (Nemo Beach) in Jesolo we are providing for an audio service for blind people to help them to go bathing autonomously (remote assistance).

We are providing for develop services for disable people to let them to cruise the Venetian lagoon or Adriatic Sea to Istria (draft under evaluation).

#### LEGISLATIVE FRAME

#### 11. Type of contract/agreement between PP and the organization, duration and other technical specifications

Describe type of contract and all other specifications as well as some obstacles that can occur.

Equipment will be transferred to beaches with loan with free use for a duration of ten years.

12. ARE THE USE OF THE INSTALLED EQUIPMENT COMPLY WITH THE REQUIREMENTS OF THE ART.107 (1) OF THE TREATY ON THE FUNCTIONING OF THE EUROPEAN UNION (TFEU) AND THE COMMISSION NOTICE ON THE NOTION OF STATE AID (2016/C 262/01)

Be aware that the use of the installed equipment must comply with the requirements of the art.107 (1) of the Treaty on the Functioning of the European Union (TFEU) and the Commission Notice on the notion of State aid (2016/C 262/01), in order to avoid the hypothesis of State Aid.

Public tender procedures comply with legislative framework.

13. NAME ALL REQUIRED PERMISSONS AND TIME FRAME FOR GETTING IT

14. IS A SUBSEQUENT AGREEMENT NECESSARY FOR THE MANAGEMENT OF THE EQUIPMENT INSTALLED? IF YES DESCRIBE DETAILS, NAME, TEHNICAL SPECIFICATION, NAME OF CONTRACTOR.

Consider the ability to maintain the equipment installed. If needed provide details, name, technical specification, name of contractor.

Equipment will be transferred to beaches with loan with free use for a duration of ten years. The agreement will be signed between Veneto Region (Director of Tourism Department) and each legal representative of the beaches (8 subjects). The agreement will be signed by parts and equipment (each piece) will have an inventory label of the Region.

15. DETAILS OF EQUIPMENT TO BE PURCHASED

Please include description of the service/goods/equipment to be purchased.

Walkway for wheelchair, sand wheelchairs, water wheelchairs, audio signal for blind people.

16. ESTIMATED AMOUNT FOR EACH ONE OF THE ARTICLE TO BE PURCHASED (SPECIFY VAT)

Name all articles and specify price and VAT. Put results in table. Average equipment expenditure for each beach: € 5.500. Budget available (€ 45.000) fully spent.

17. NAME DESIGN AND TECHNICAL DOCUMENTATION FOR JOBS AND TIME FRAME FOR GETTING IT

In chronological order name all needed jobs.

PROCUREMENT

18. Public Procurement Procedure to be adopted

Is any public procurement needed? In short paragraph describe procedure, steps and time frame for fulfillment.

Yes, public procurements have been set up according the European and national regulations.

18. NATIONAL TENDER CATEGORY COMPLYING WITH PROGRAMME RULES (PLEASE SPECIFY THE LEGISLATIVE REFERENCES)

In accordance with the law specify all required procedure (if needed).

Decreto Legislativo 50/2016 Codice degli appalti.

Purchase of goods through MEPA (Electronic Market for Public Administration).

19. TIME ESTIMATED FOR THE DURATION OF THE PROCEDURE

What procurement process should be carried out.

Determine the duration of the procedure in accordance with the law.

End in February 2020.

20. ARE PERMITS/AUTHORIZATIONS REQUIRED FOR INSTALLATION OF THE EQUIPMENT?  
IF YES INDICATE TYPE OF ACT REQUIRED

Name all required permits and time frame for getting it. Do not forget to mention authority that issue permissions.

No

21. ESTIMATED TIME FOR EQUIPMENT INSTALLATION FROM THE CLOSURE OF THE TENDER PROCEDURE

Specify final date for finishing implementation.  
Within May 2020.

## 22. ANY OTHER BUSINESS

Report about other important issues discussed, if any.

### Attachments

- Attendance sheet
- Presentations used
- Photos
- Name all attached documents

## 3 ASSESSMENT REPORT OF THE DESTINATION ACCESSIBILITY AND DETAILED PLAN OF INTERVENTION - PI RERA S.D.

### 1. Foreword and Context

The present document has been produced in the context of WP4 activities. Implementation of pilot actions improving the tourism destination accessibility. Main aim is to start implementation of pilot actions for each partner involved in WP4 and to follow up progress.

Each report on assessment must include detailed planning of the intervention aimed at improving the accessibility of cultural and natural heritage of the touristic destinations. In order to initiate improvements to the accessibility of tourist destinations, WP4.1 activities provide for an initial analysis with the aim of:

- identify in detail the sites and pathways where accessibility enhancements will be implemented, depending on the structural or geomorphologic characteristics, the presence of any facilities that can already facilitate accessibility, etc.
- Identify the criticalities / barriers that hinder the accessibility of these sites / paths and draw up the detail plan for improvement actions
- The mapping will also cover accommodations that insist on destinations in order to create an integrated accessible tourist offer

### INTERVENTION

#### 2. Location of intervention

Short paragraph, describe final location.

The intervention will be implemented in the city of Split, in the contact zone of the UNESCO area, more precisely in the building of the Croatian National Theater in Split. It is a building from the end of the 19th century, located at the very edge of the old walls of Diocletian's Palace, which due to its age is not accessible to people with disabilities, families, the elderly, etc.

Deadline: 12.01.2020.

### 3. Roadmap and co-working methods

Short paragraph, present roadmap how you choose location - meeting reports, test location and final location. Add attachments such as meeting reports, photos, attendance sheets and conclusion about final location.

The location is defined / proposed in the Tourism4All application form and at the moment the proposed location is still confirmed through focus group with relevant stakeholder within the work package 3. Negotiations on the manner of implementation and cooperation with the parties involved, the City of Split and the Croatian National Theater Split, are ongoing and developing. The City of Split, as the founder of the Croatian National Theater Split, has jurisdiction over the building and is an indispensable party to the agreement.

Address: Trg Gaje Bulata 1, 21000 Split, Split-Dalmatia County, Croatia

Deadline: 12.01.2020.

### 4. Area of investment (UNESCO, NATURE2000, UNESCO candidate, UNESCO MAB, other) Short paragraph, describe why you choose this particular area of intervention.

PI RERA S.D. will enable citizens of the city of Split and tourists, who represent a marginalized group of society, such as people with disabilities, emphasis on people with motor and physical disabilities, the elderly and families with small children to actively participate in the social and cultural life of the city. By installing an elevator in the historic building of Croatian National Theater Split – HNK Split in the contact zone of the UNESCO area, which dates from 1983, the theater will be accessible to people with disabilities, who will be able to participate equally in socio-cultural activities. As already mentioned, the investment area includes an old building, from the end of the 19th century, which as such is inaccessible to the target groups of this project, both for the domicile population and for tourists. It is one of the oldest buildings of the cultural scene in the Republic of Croatia, and a theater whose activities are public and important for the cultural life of the city and the county, given that the city of Split is the county seat.

Deadline: 12.01.2020.

5. Describe interventions to improve access to cultural and/or naturalistic sites/paths

Short paragraph about amount and descriptions of devices/objects within the intervention and technical characteristics of the devices/objects. Include benchmark of performance measures and a delivery profile.

The planned investment in equipment that will improve accessibility relates to the purchase of elevator. The building itself is inaccessible at the entrance, so this problem will be solved by additional investment by the City of Split and the Croatian National Theater Split, with their funding of accompanying works for the installation of elevators, adaptation of WC for people with disabilities and adaptation of 4 lodges adapted for people with disabilities.

Deadline: 12.01.2020.

6. Organization/Institution managing the site  
City of Split and Croatian National Theater Split.

Deadline: 12.01.2020.

7. Identify in detail the sites and pathways where accessibility enhancements will be implemented

Identify in detail the sites and pathways where accessibility enhancements will be implemented, depending on the structural or geomorphologic characteristics, the presence of any facilities that can already facilitate accessibility, etc.

The building itself is inaccessible from the entrance, so this problem will be solved by additional investment by the City of Split and the Croatian National Theater Split, with their funding of accompanying works, but also for the installation of elevator, adaptation of toilets for people with disabilities and adaptation of 4 lodges adapted for people with disabilities. In this way, from the entrance to the building (it should be borne in mind that the planned renovation of the square in front of the theater building, which will result with wheelchair accessibility), through the hallway where the visibility will be placed to direct the target group to use equipment, to custom lodges, the consumption of theatrical/cultural content will

become a reality for people with disabilities, the elderly, families with children, etc. A joint investment of the three parties will create a synergy effect, so the old building, previously inaccessible, will become accessible with carefully designed passing for persons with disabilities. Investing only in equipment would be pointless, because people with disabilities would not be able to use the whole building, which has been a problem so far, but which will be solved by joint investment and cooperation of the three public bodies.

Deadline: 12.01.2020.

#### 8. Identify the criticalities / barriers that hinder the accessibility of these sites / paths

Identify in detail all barriers that hinder accessibility. Also, you can attach up to three photos and describe in short paragraph.

The site, ie the building itself is inaccessible from the entrance, so this problem will be solved by additional investment by the City of Split and the Croatian National Theater Split, with their funding of accompanying works regarding the square in front of the building and with an adequate accessible solution for the entrance in front of the entrance door. Furthermore, the seating, mezzanine and loggia area is not accessible at the time, for the target group, because the building is several floors high and there is no elevator to allow access for wheelchair users or people with limited mobility. Therefore, in the form of solving these barriers, by joint investment, 4 lodges will be adapted for which they will be accessible, including an elevator that will allow going to the first floor, where the lodges are located. In addition, at the expense of the City of Split and HNK Split will invest and build toilets adapted for people with disabilities.

Deadline: 20.01.2020.

#### 9. Accommodations that insist on destinations

Explore and suggest accommodations that insist on destinations in order to create an integrated accessible tourist offer.

The link of the largest platform for connecting seekers and accommodation service providers, to which there are accommodation service providers adapted for people with disabilities in the city of Split, is provided. (<https://www.booking.com/accessible-traveling/city/hr/split.hr.html>)

Deadline: 20.01.2020.

#### 10. Development of specific services for improving accessible tourism

In short paragraph describe what kind of service are you providing according to following:

- Georeferenced maps with information on the accessibility of the routes
- Informative and remote assistance app (i.e. LIS video, accessible sections for visually impaired people, etc.)
- Development of accessible sections of tourist information and health care websites
- Virtual tours (VR, 360 ° views) of non-accessible sites
- Development of information materials on food ingredients (product categorization / dishes / typical menus with information on intolerances, allergies and other forms of dietary regimes)
- Development of "tourist card" with incentives for the disabled, elderly people, etc. For visits to cultural / naturalistic sites, discounts on accommodation facilities and discounts for the low season.

The development of a specific service is still in the process of development, but the basic idea is based on creating a map that will be available in physical and digital edition. The map will include the old center of the Split Guard, with marked points of cultural content that are accessible to people with disabilities. The intention is to share the map on their website partner, the City of Split, HNK Split, the Split Tourist Board and other potentially relevant stakeholders, so the service would be available to as many members of the target group as possible.

Deadline: 20.01.2020.

#### LEGISLATIVE FRAME

#### 11. Type of contract/agreement between PP and the organization, duration and other technical specifications

Describe type of contract and all other specifications as well as some obstacles that can occur.

A cooperation agreement will be signed, which will be the legal basis governing the relations of three actors / parties: City of Split as the owner of the facility, HNK Split as the institution that uses and manages the facility, and PI RERA S.D. as a regional coordinator for the Split-Dalmatia County and project partner (co- finances investments in the part of equipment - procurement and installation of elevator). PI RERA S.D. as a project partner within the TOURISM4ALL project, it had the task of selecting a location for a pilot investment within the scope of Diocletian's Palace with the associated contact zone (UNESCO heritage) with the aim of improving the accessibility of cultural heritage for people with disabilities. The entire area of Diocletian's Palace with its public buildings is under the jurisdiction of the City of Split and JU RERA S.D. in cooperation with the City of Split, as the authority body, but also in cooperation with focus group stakeholders, selected the location of the HNK Split building, which created conditions for synergistic effect of the planned joint investment in improving accessibility for people with disabilities to the Croatian National Theater Split building, whose facility is also individually protected culturally, which is in the Register of Cultural Heritage of the Republic of Croatia. The project of installing an elevator with associated works, which will include the construction of a WC for people with disabilities on the ground floor near the elevator and the adaptation of four lodges adapted for access by people with disabilities, will be prepared by the City of Split in accordance with the requirements of the Conservation Department in Split and as the owner of the cultural property, City of Split is the sole holder / client in the procurement procedures.

Deadline: 20.01.2020.

12. Are the use of the installed equipment comply with the requirements of the art.107 (1) of the Treaty on the

Functioning of the European Union (TFEU) and the Commission Notice on the notion of State aid (2016/C 262/01)

Be aware that the use of the installed equipment must comply with the requirements of the art.107 (1) of the Treaty on the Functioning of the European Union (TFEU) and the Commission Notice on the notion of State aid (2016/C 262/01), in order to avoid the hypothesis of State Aid.

PI RERA S.D. will assure the compliance.

Deadline: 20.01.2020.

13. Name all required permissions and time frame for getting it

In chronological order name all necessary permissions, issuing institution and the

Permission to perform activities on the protection and preservation of cultural property issued on the basis of the Ordinance on conditions for natural and legal persons. Issuance is under jurisdiction of the Conservation department in Split for the area of Split-Dalmatia County.

Deadline: 20.01.2020.

14. Is a subsequent agreement necessary for the management of the equipment installed? If yes describe details, name, technical specification, name of contractor.

Consider the ability to maintain the equipment installed. If needed provide details, name, technical specification, name of contractor.

A cooperation agreement is necessary given the position of the three parties involved in the process of three actors / parties: City of Split as the owner of the facility, HNK Split as the institution that uses and manages the facility, and PI RERA S.D. as a regional coordinator for the Split-Dalmatia County and project partner (co-finances investments in the part of equipment - procurement and installation of elevator). The entire area of Diocletian's Palace with its public buildings is under the jurisdiction of the City of Split.

National Theater Split building, whose facility is also individually protected culturally, which is in the Register of Cultural Heritage of the Republic of Croatia. The project of installing an elevator with associated works, which will include the construction of a WC for people with disabilities on the ground floor near the elevator and the adaptation of four lodges adapted for access by people with disabilities, will be prepared by the City of Split in accordance with the requirements of the Conservation Department in Split and as the owner of the cultural property.

Deadline: 20.02.2020.

15. Details of equipment to be purchased

Please include description of the service/goods/equipment to be purchased.

Lift type: Passenger lift, electric, without engine room According to EN 81: 20/50 Lift capacity: 1000 kg / 13 people

Driving speed: 1.0 m / s - regulated Lifting height: 5.45 m

Number of stations / entrances: 2/2, stations / entrances, 2 entrances to the cabin, markings starting 180 °

Type of control: Collective - simplex - processor

Signaling: Call confirmation, LCD display, cabin position indicator in the cabin and at all stations, alarm - voice connection, panic lighting, overload signal.

Type and voltage el. network to which the plant is connected: El. network TN-S 3 x 380/220 V, 50Hz

Type of el. networks in the elevator plant: TN-S system Installation: For dry space

Operating voltage motor: 3 x 380 V, 50Hz Control voltage: 220 V / 110 V / 24 V

Driving window: Reinforced concrete structure Dimensions 1625 x 2660 mm Manhole pit: 1000 mm (from the finished floor)

Manhole canopy: 3600 mm (from finished floor)

Sleeve door type: Automatic double-leaf telescopic, stainless steel, 900x2100 mm, fireproof minimum EI60

Elevator cabin: Stainless steel panels or color of the investor's choice, dimensions: 1100 x 2100 x 2200 mm, Floor covering - stone (or other, at the investor's choice).

Elevator car door: Automatic double-leaf telescopic, stainless steel,

Location of the elevator drive machine: The elevator has no engine room, the drive is at the top of the elevator shaft, and a cabinet with switchboard and control group is placed next to the shaft door, on the 1st floor of the building in a separate fire cabinet fire resistance class minimum EI60 Investor)

Cab equipment: Control lamella with buttons. Suspended ceiling with LED lighting, floor-stone cladding (or another of the investor's choice), automatic cabin door, light curtain on the cabin door, stainless steel handrail and parapet, voice connection

Deadline: 20.01.2020.

16. Estimated amount for each one of the article to be purchased (specify VAT)  
Name all articles and specify price and VAT. Put results in table.

An elevator - approximately 20,300 EUR.

Deadline: 25.01.2020.

17. Name design and technical documentation for jobs and time frame for getting it  
In chronological order name all needed jobs.

- Agreement between JU RERA S.D., the City of Split and the Croatian National Theater Split
- Permission of the Conservation department of the City of Split to perform works on the protected cultural property.
- Initiation of the procurement procedure
- Signing a contract with the supplier
- Report on the performed installation of equipment

The technical documentation will be elaborated in the style of a cost estimate with technical specifications and published through a call to suppliers, by the City of Split, on behalf of the project partner.

July 2020 – March 2021.

Deadline: 25.01.2020.

## PROCUREMENT

18. Public Procurement Procedure to be adopted

Is any public procurement needed. In short paragraph describe procedure, steps and time frame for fulfillment.

The current Public Procurement Law, which applies to all public law bodies in the Republic of Croatia, ie the simple procurement procedure to three bidders, which will be performed by the City of Split on behalf of the project partner on the basis of a legal document (agreement).

March 2020 – September 2020

Deadline: 25.01.2020.

19. National tender category complying with Programme Rules (please specify the legislative references)

In accordance with the law specify all required procedure (if needed).

The current Public Procurement Law, which applies to all public law bodies in the Republic of Croatia, ie the simple procurement procedure to three bidders.

Deadline: 25.01.2020.

20. Time estimated for the duration of the procedure

What procurement process should be carried out.

Determine the duration of the procedure in accordance with the law.

The current Public Procurement Law, which applies to all public bodies in the Republic of Croatia, ie the simple procurement procedure to three bidders (estimated purchase amount).

The duration of the procedure is estimated at 1-3 months.

Deadline: 25.01.2020.

21. Are permits/authorizations required for installation of the equipment? If yes indicate type of act required

Name all required permits and time frame for getting it. Do not forget to mention authority that issue permissions.

Immovable cultural property - individually; legal status - protected cultural property. Given the above status, permits from the competent Conservation Department Split are required for any interventions.

Deadline: 25.01.2020.

22. Estimated time for equipment installation from the closure of the tender procedure  
Specify final date for finishing implementation.

September 2020.

Deadline: 25.01.2020.

23. Any other business

Report about other important issues discussed, if any n/a

Attachments:

Attendance sheet Presentations used Photos

Name all attached documents

## 4 Assessment Report of the Destination Accessibility and Detailed Plan of Intervention – City of Zadar

### 1. Foreword and Context

The present document has been produced in the context of WP4 activities. Implementation of pilot actions improving the tourism destination accessibility. Main aim is to start implementation of pilot actions for each partner involved in WP4 and to follow up progress.

Each report on assessment must include detailed planning of the intervention aimed at improving the accessibility of cultural and natural heritage of the touristic destinations. In order to initiate improvements to the accessibility of tourist destinations, WP4.1 activities provide for an initial analysis with the aim of:

- identify in detail the sites and pathways where accessibility enhancements will be implemented, depending on the structural or geomorphologic characteristics, the presence of any facilities that can already facilitate accessibility, etc.
- Identify the criticalities / barriers that hinder the accessibility of these sites / paths and draw up the detail plan for improvement actions
- The mapping will also cover accommodations that insist on destinations in order to create an integrated accessible tourist offer

### INTERVENTION

#### 2. Location of intervention

Zadar old town, episcopal and defensive complex.

#### 3. Roadmap and co-working methods

Short paragraph, present roadmap how you choose location - meeting reports, test location and final location. Add attachments such as meeting reports, photos, attendance sheets and conclusion about final location.

The location is defined in the Tourism4All application form and at the moment, as the pilot project is not yet fully defined, the proposed location is still in consideration for the pilot project.

4. Area of investment (UNESCO, NATURE2000, UNESCO candidate, UNESCO MAB, other)

Short paragraph, describe why you choose this particular area of intervention.

Zadar old town, episcopal and defensive complex is one of the most attractive and visited touristic place in Zadar. Also this area (defensive complex) is under UNESCO protection. Therefore there is a need to make this touristic sites more assessable to disabled people.

5. Describe interventions to improve access to cultural and/or naturalistic sites/paths

Short paragraph about amount and descriptions of devices/objects within the intervention and technical characteristics of the devices/objects. Include benchmark of performance measures and a delivery profile.

We are still working on defining the new devices/objects to be added to defined sites. addressing the needs of disabled tourists.

This will be defined in the next stage of the project, in coordination and communication with relevant touristic stakeholders.

6. Organization/Institution managing the site  
City of Zadar will be responsible for managing the site.

7. Identify in detail the sites and pathways where accessibility enhancements will be implemented

We are still working on defining the new devices/objects to be added to defined sites, addressing the needs of disabled tourists.

This will be defined in the next stage of the project, in coordination and communication with relevant touristic stakeholders.

Identify in detail the sites and pathways where accessibility enhancements will be implemented, depending on the structural or geomorphologic characteristics, the presence of any facilities that can already facilitate accessibility, etc.

8. Identify the criticalities / barriers that hinder the accessibility of these sites / paths  
Identify in detail all barriers that hinder accessibility. Also, you can attach up to three photos and describe in short paragraph.

n-a

9. Accommodations that exist on destinations  
Explore and suggest accommodations that exist on destinations in order to create an integrated accessible tourist offer.

There are a lot of accommodation in the old town and around the proposed sites, as this is the touristic center of Zadar.

10. Development of specific services for improving accessible tourism

In short paragraph describe what kind of service are you providing according to following:

- Georeferenced maps with information on the accessibility of the routes
- Informative and remote assistance app (i.e. LIS video, accessible sections for visually impaired people, etc.)
- Development of accessible sections of tourist information and health care websites
- Virtual tours (VR, 360 ° views) of non-accessible sites

- Development of information materials on food ingredients (product categorization / dishes / typical menus with information on intolerances, allergies and other forms of dietary regimes)
- Development of "tourist card" with incentives for the disabled, elderly people, etc. For visits to cultural / naturalistic sites, discounts on accommodation facilities and discounts for the low season.

We are at the moment working on adjusting the official web page of Touristic board of Zadar for disabled people. We will define other services to include in the pilot project in the next stage of the project.

#### LEGISLATIVE FRAME

11. Type of contract/agreement between PP and the organization, duration and other technical specifications

Describe type of contract and all other specifications as well as some obstacles that can occur.

Partnership agreement between City of Zadar and Touristic board of Zadar.

12. Are the use of the installed equipment comply with the requirements of the art.107 (1) of the Treaty on the Functioning of the European Union (TFEU) and the Commission Notice on the notion of State aid (2016/C 262/01)

Be aware that the use of the installed equipment must comply with the requirements of the art.107 (1) of the Treaty on the Functioning of the European Union (TFEU) and the Commission Notice on the notion of State aid (2016/C 262/01), in order to avoid the hypothesis of State Aid.

City of Zadar will assure the compliance.

13. Name all required permissons and time frame for getting it

No permits required.

14. Is a subsequent agreement necessary for the management of the equipment installed? If yes describe details, name, technical specification, name of contractor.  
Consider the ability to maintain the equipment installed. If needed provide details, name, technical specification, name of contractor.

There is still no equipment installed. City of Zadar will be in charge of managing the equipment.

15. Details of equipment to be purchased  
Please include description of the service/goods/equipment to be purchased.

There is still no equipment purchased.

16. Estimated amount for each one of the article to be purchased (specify VAT)

There is still no equipment purchased.

17. Name design and technical documentation for jobs and time frame for getting it

There is still no equipment purchased.

## PROCUREMENT

18. Public Procurement Procedure to be adopted  
Is any public procurement needed? In short paragraph describe procedure, steps and time frame for fulfillment.

City of Zadar will purchase all the equipment and services according to City of Zadar's procurement policy. No Public procurement is foreseen at this moment.

18. National tender category complying with Programme Rules (please specify the legislative references)

In accordance with the law specify all required procedure (if needed).

All procurements will use program rules (bid at three) as they are below national thresholds.

19. Time estimated for the duration of the procedure

What procurement process should be carried out. Determine the duration of the procedure in accordance with the law.

Call for offers – to 3 candidates or to 1 candidate if the City of Zadar's procurement policy allows it, with market research of 3 offers. Duration of the procurement will be maximum 45 days.

20. Are permits/authorizations required for installation of the equipment? If yes indicate type of act required

Name all required permits and time frame for getting it. Do not forget to mention authority that issue permissions.

Not needed.

21. Estimated time for equipment installation from the closure of the tender procedure  
Specify final date for finishing implementation.

From the closure of the future tender procedure we estimate 3 months for the finishing of all steps leading towards installation

22. Any other business

n-a

Report about other important issues discussed, if any

Attachements

n-a



## 5 Assessment Report of the Destination Accessibility and Detailed Plan of Intervention – Šibenik Tourist Board

### 1. Foreword and Context

The present document has been produced in the context of WP4 activities. Implementation of pilot actions improving the tourism destination accessibility. Main aim is to start implementation of pilot actions for each partner involved in WP4 and to follow up progress.

Each report on assessment must include detailed planning of the intervention aimed at improving the accessibility of cultural and natural heritage of the touristic destinations. In order to initiate improvements to the accessibility of tourist destinations, WP4.1 activities provide for an initial analysis with the aim of:

- identify in detail the sites and pathways where accessibility enhancements will be implemented, depending on the structural or geomorphologic characteristics, the presence of any facilities that can already facilitate accessibility, etc.
- Identify the criticalities / barriers that hinder the accessibility of these sites / paths and draw up the detail plan for improvement actions
- The mapping will also cover accommodations that insist on destinations in order to create an integrated accessible tourist offer

Assessment

### INTERVENTION

#### 2. Location of intervention

Main square of Sibenik - Poljana, important entry for citizens and tourists, currently under renovation with underground garage under construction. Main square surface will be ready for use latest 1.06.2020.

### 3. Roadmap and co-working methods

Short paragraph, present roadmap how you choose location - meeting reports, test location and final location. Add attachments such as meeting reports, photos, attendance sheets and conclusion about final location.

During the focus group held in June 2019, we held a brain storming of possible interventions in Šibenik cultural and historical heritage. List of stakeholders present is included herewith. First ideas were focused on Unesco sites: The Cathedral of St. James and Fortress of St. Nicholas.

However, further discussions and evaluations have shown that St. James Cathedral has been involved in several EU projects linked to the same type of interventions we proposed, (Unesco for all – an EU project which will bring to the Cathedral solutions for blind persons and Civitas Sacra – Interpretation centre of the Cathedral, fully accessible and adapted to the persons with disability (lift, tactile floors, etc).

The interventions in the second Unesco site, fortress of St. Nicholas had to be abandoned too as in the meantime, we participated in the presentation held by JU Priroda, managing body of the Fortress in which they have presented their feasibility study, funded by EU and explained the overall process of its renovation, which will include full accessibility for persons with disabilities. Currently, they are applying for EU funds to finance comprehensive works and full restoration of this fortress from XVII century. Works will last over 5 years, which is also beyond our project duration.

In the meantime, we had a meeting with Association of tourist guides Mihovil Šibenik and they have presented us with their project Tourism for all, funded by Ministry of Tourism, in which, among other, they are making the tailor made tours of Šibenik historical centre for 3 types of disabilities with a focus on the purchase of tactile boards in plexiglass for blind. We decided, after discussing with Association of blind of Šibenik-Knin county that this could be a very useful tool for blind citizens and tourists to better experience Šibenik, to invest in additional 4 boards for this purpose.

In further discussions with Museum of Šibenik, which at the same time implemented a project Kult-ajmo in Šibenik, we found out that they will make a 3D replicas of 7 exhibits from their permanent collection for blind as well as mark with tactile boards several archeological sites

in Sibenik hinterland, thus, we decided that an overall cast model of the Sibenik historical centre ( area defined by conservators) can be very useful for all citizens and tourists. Adding Braille information on it would additionally make Sibenik more blind-friendly city. Association of blind has approved of this idea.

City of Sibenik has been informed about this idea which they accepted after consultation with new Poljana project s architects. <https://ag-projekti.hr/project/trg-poljana-sibenik/>

#### 4. Area of investment (UNESCO, NATURE2000,UNESCO candidate, UNESCO MAB, other)

Short paragraph, describe why you choose this particular area of intervention.

Placing the cast model of the city of Šibenik historical centre with 8 – 10 key attractions marked and explained in Braille on the main square of the city and one of the key entrances of tourists and especially guided tours will contribute to better understanding of historical centre layout, key attractions and will facilitate orientation in space for blind tourists. The main square has large surface and the addition of this cast model will contribute to its usefulness for citizens and tourists. Local authorities (City of Šibenik) have embraced this idea and involved in definition of the exact location and type of the post (in collaboration with Architects in charge of Poljana renovation project).

#### 5. Describe interventions to improve access to cultural and/or naturalistic sites/paths

Short paragraph about amount and descriptions of devices/objects within the intervention and technical characteristics of the devices/objects. Include benchmark of performance measures and a delivery profile.

Cast model of the historical centre will be made in bronze, in the dimensions 3,50 m x 1,50 m, 50- 60 cm high due to the geo shape of the city. It will have all main attractions sculptured and marked with numbers in Braille. On the borders of the cast-model there will be explanations in Braille of 8 key points (attractions). The cast model will be placed on the post-stand at the defined location on the main square of Šibenik, Poljana. This cast model will allow to blind tourists and citizens to perceive the layout of the city and orientate in space the placement of key cultural attractions.

Purchase of 4 tactile boards in plexiglass for Association of tourist guides will facilitate guiding of groups which include blind tourist(s) as these 4 additional boards will complement the existing 2 and provide for the overall understanding of Šibenik geo position, details of Cathedral, etc.

6. Organization/Institution managing the site

City of Sibenik will be responsible for the Cast model of the historical centre maintenance and proper use.

7. Identify in detail the sites and pathways where accessibility enhancements will be implemented

Works on main square renovation will result with wheelchair accessibility, as all new projects funded by EU funds require adherence to accessibility requirements.

Identify in detail the sites and pathways where accessibility enhancements will be implemented, depending on the structural or geomorphologic characteristics, the presence of any facilities that can already facilitate accessibility, etc.

8. Identify the criticalities / barriers that hinder the accessibility of these sites / paths  
Identify in detail all barriers that hinder accessibility. Also, you can attach up to three photos and describe in short paragraph.

n-a

9. Accommodations that exist on destinations

Explore and suggest accommodations that insist on destinations in order to create an integrated accessible tourist offer.

This will be researched in the next stage of the project – we are making a survey on accessible accommodation which will result in a Map of Accessible Šibenik with marked accessible accommodations and public services.

#### 10. Development of specific services for improving accessible tourism

In short paragraph describe what kind of service are you providing according to following:

- Georeferenced maps with information on the accessibility of the routes
- Informative and remote assistance app (i.e. LIS video, accessible sections for visually impaired people, etc.)

- Development of accessible sections of tourist information and health care websites
- Virtual tours (VR, 360 ° views) of non-accessible sites
- Development of information materials on food ingredients (product categorization / dishes / typical menus with information on intolerances, allergies and other forms of dietary regimes)
- Development of "tourist card" with incentives for the disabled, elderly people, etc. For visits to cultural / naturalistic sites, discounts on accommodation facilities and discounts for the low season.

We are still working on defining the new services which will be added to Sibenik Card, addressing the needs of disabled tourists, defining potential packages for low season and adding new activities.

This will be defined in the next stage of the project, currently discussing with local Tour operator about design of new services.

In particular, we are concerned with lack of local transport accessibility and lack of adapted taxi transportation for wheelchair users.

As part of the WP2 – Communication we are working on development of Map of food offer of Šibenik for guest with food intolerances, allergies or nutritional preferences

## LEGISLATIVE FRAME

11. Type of contract/agreement between PP and the organization, duration and other technical specifications

Describe type of contract and all other specifications as well as some obstacles that can occur.

We did not yet define exact type of contract with City of Sibenik

12. Are the use of the installed equipment comply with the requirements of the art.107 (1) of the Treaty on the Functioning of the European Union (TFEU) and the Commission Notice on the notion of State aid (2016/C 262/01)

Be aware that the use of the installed equipment must comply with the requirements of the art.107 (1) of the Treaty on the Functioning of the European Union (TFEU) and the Commission Notice on the notion of State aid (2016/C 262/01), in order to avoid the hypothesis of State Aid.

City of Sibenik will assure the compliance.

13. Name all required permissons and time frame for getting it

No permits required.

14. Is a subsequent agreement necessary for the management of the equipment installed? If yes describe details, name, tehcnical specification, name of contractor.  
Consider the ability to maintain the equipment installed. If needed provide details, name, technical specification, name of contractor.

City of Šibenik will take over the management, maintenance and protection of the cast model. Plexiglass boards will be stored in Tourist Info Point (part of PP 4 structure) and Tourist guides will take them on a loan when needed.

15. Details of equipment to be purchased

Please include description of the service/goods/equipment to be purchased.

Cast model will be ordered from respectable artist or academy which provides services of casting. Estimated amount requires 3 offers.

Plexiglass boards – 4 will be ordered from the company via direct purchase as their value is inferior to 5.000 Eur

16. Estimated amount for each one of the article to be purchased (specify VAT)

Name all articles and specify price and VAT. Put results in table.

Article Estimated amount VAT

Casting of the model of the city centre

24,000 eur – gross Author s contract fees or VAT depending on the type of individual or company engaged

Plexiglass tactile boards

450 eur each x 4 – 1800 eur

VAT inclusive

17. Name design and technical documentation for jobs and time frame for getting it

1. Casting in bronze of the model made in clay by local artist – deadline for execution – not possible to predict any more due to COVID-19 - upon completion of the model in clay – estimated deadline for the cast in bronze is 2 months.

2. Plexiglass tactile boards – ready in 30 days after the order.

## PROCUREMENT

### 18. Public Procurement Procedure to be adopted

Is any public procurement needed? In short paragraph describe procedure, steps and time frame for fulfillment.

Yes, we need to procure services of casting in bronze of the model made in clay and to provide for Braille inscriptions.

We envisioned a call for offers approximately 2 months before the finalization of the model in clay. We intend to invite 3 artists who can provide the casting within the specified timeframe and estimated amount of 24.000 Euros. Envisioned material is bronze, anthracite. Approximately 300 kg. Estimate comes from the surface of future model which will be approximately 8m<sup>2</sup>-10m<sup>2</sup>.

Following the receipt of offers and depending on the type of winning offer, an individual or public body, we intend to conclude a contract.

### 19. National tender category complying with Programme Rules (please specify the legislative references)

In accordance with the law specify all required procedure (if needed).

For the public procurement of lesser value than 25,000 eur, we will use the call for offers with 3 candidates

### 20. Time estimated for the duration of the procedure

What procurement process should be carried out. Determine the duration of the procedure in accordance with the law.

Call for offers – 3 candidates. Duration of the procurement will be maximum 45 days.

### 21. Are permits/authorizations required for installation of the equipment? If yes indicate type of act required

Name all required permits and time frame for getting it. Do not forget to mention authority that issue permissions.

Not needed, agreement made with City of Sibenik, the cast model will become an integral part of the new project of main square – Poljana

22. Estimated time for equipment installation from the closure of the tender procedure  
Specify final date for finishing implementation.

From the closure of tender procedure we estimate 3 months for the finishing of all steps leading towards instalation

23. Any other business

n-a

Report about other important issues discussed, if any

Attachements

- Attendance sheet from Focus group
- Photo projection– main square after adaptation with marked place-location of cast model.

## 6 Assessment Report of the Destination Accessibility and Detailed Plan of Intervention – ConCentro

### 1. Foreword and Context

The present document has been produced in the context of WP4 activities. Implementation of pilot actions improving the tourism destination accessibility. Main aim is to start implementation of pilot actions for each partner involved in WP4 and to follow up progress.

Each report on assessment must include detailed planning of the intervention aimed at improving the accessibility of cultural and natural heritage of the touristic destinations. In order to initiate improvements to the accessibility of tourist destinations, WP4.1 activities provide for an initial analysis with the aim of:

- identify in detail the sites and pathways where accessibility enhancements will be implemented, depending on the structural or geomorphologic characteristics, the presence of any facilities that can already facilitate accessibility, etc.
- Identify the criticalities / barriers that hinder the accessibility of these sites / paths and draw up the detail plan for improvement actions
- The mapping will also cover accommodations that insist on destinations in order to create an integrated accessible tourist offer

### INTERVENTION

#### 2. Location of intervention

The pilot action has been implemented from 25/10/2009 to 26/02/2020, in Pordenone province, at Harry Bertoia Gallery, Corso Vittorio Emanuele II. This location is managed by Pordenone Municipality.

#### 3. Roadmap and co-working methods

The collaboration between ConCentro and Pordenone municipality dates back to 2014, when Pordenone municipality, thanks to PISUS project, gained access to European funds destined to the requalification of urban center.

Among the activities provided for the above-mentioned project, it was created a map of the accommodation and restoration facilities with accessibility features in order to promote the enhancements for an inclusive hospitality of Pordenone city center.

With the aim to go beyond accessibility related the accommodation facilities, ConCentro decided to identify in Pordenone Experience an opportunity to promote the accessibility of an important cultural even organized in partnership with Pordenone municipality.

Short paragraph, present roadmap how you choose location - meeting reports, test location and final location. Add attachments such as meeting reports, photos, attendance sheets and conclusion about final location.

#### 4. Area of investment (UNESCO, NATURE2000, UNESCO candidate, UNESCO MAB, other)

As in Pordenone area we have not Unesco or Nature 2000 heritage, we decided to focus our pilot action in a cultural event located in Pordenone historical center.

Short paragraph, describe why you choose this particular area of intervention.

#### 5. Describe interventions to improve access to cultural and/or naturalistic sites/paths

With the aim to promote our local painter Giovanni Antonio De Sacchis' artworks, we financed the digitalization of some details of his frescos, present within the churches of Pordenone province: these locations are not always accessible to mobility-impaired public. ConCentro financed the technological tools concerning rental and purchase of equipment for multimedia solutions:

- n.02 info point touch screen
- n.02 monitor for Audio Visual presentations
- n.01 portable audio system
- n.01 wireless microphone system

Short paragraph about amount and descriptions of devices/objects within the intervention and technical characteristics of the devices/objects. Include benchmark of performance measures and a delivery profile.

6. Organization/Institution managing the site  
Pordenone Municipality –Culture and Tourism department

7. Identify in detail the sites and pathways where accessibility enhancements will be implemented

The immersive event Pordenone Experience is located in an area of Herry Bertioia Gallery placed in one floor and equipped with an elevator, which allows the access to impaired public. The images of the frescoes painted by the artist Giovanni Antoni De Sacchis, have been digitalized using sophisticated techniques.

In this way, artworks coming from non-accessible sites can be appreciated by a wide public. The exhibition has a restricted period (from 8th December 2019 to 26th February 2020) so, it was ensured the continuity and the sustainability of this action through the purchase of two multimedia workstations with touchscreens available from wheelchair height and containing the digitized images of the Pordenone artist's frescoes. Through the touchscreen, it is possible to zoom the images, allowing in this way to enjoy the details of the painter's artworks even at partially sighted users. Identify in detail the sites and pathways where accessibility enhancements will be implemented, depending on the structural or geomorphologic characteristics, the presence of any facilities that can already facilitate accessibility, etc.

8. Identify the criticalities / barriers that hinder the accessibility of these sites / paths

There are no barriers that can hinder the accessibility of the site

Identify in detail all barriers that hinder accessibility. In addition, you can attach up to three photos and describe in short paragraph.

9. Accommodations that insist on destinations

Explore and suggest accommodations that insist on destinations in order to create an integrated accessible tourist offer.

The mapping of the accommodation facilities with accessibility characteristics in Pordenone historic center realized thanks to PISUS funds, along with the immersive Pordenone Experience exhibition, provide even to visual and mobility impaired tourists to spend a pleasant weekend in the city tasting the details of the artist Giovanni Antonio De Sacchis' frescoes

#### 10. Development of specific services for improving accessible tourism

In short paragraph describe what kind of service are you providing according to following:

- Virtual tours (VR, 360 ° views) of non-accessible sites

Pordenone Experience immersive exhibition along with the installation of multimedia workstations allowed even to visual and mobility impaired people to access at the images contained in the frescoes of Giovanni Antonio De Sacchis artist.

#### LEGISLATIVE FRAME

#### 11. Type of contract/agreement between PP and the organization, duration and other technical specifications

Describe type of contract and all other specifications as well as some obstacles that can occur.

Within the pilot action phase concerning the preparation of the "Pordenone Experience" exhibition, we managed the purchase procedure for the following equipment and services aimed at the improvement of the accessibility to the exhibition:

1. Purchase of equipment – budget of 16,000.00
2. Equipment rental – budget of 20,000.00

#### 12. Are the use of the installed equipment comply with the requirements of the art.107 (1) of the Treaty on the Functioning of the European Union (TFEU) and the Commission Notice on the notion of State aid (2016/C 262/01)

Be aware that the use of the installed equipment must comply with the requirements of the art.107 (1) of the Treaty on the Functioning of the European Union (TFEU) and the Commission Notice on the notion of State aid (2016/C 262/01), in order to avoid the hypothesis of State Aid.

The case referred falls outside the incompatible cases indicated in the art. 107(1) of the Treaty on the Functioning of the European Union (TFEU)

13. Name all required permissions and time frame for getting it

14. Is a subsequent agreement necessary for the management of the equipment installed? If yes describe details, name, technical specification, name of contractor.  
Consider the ability to maintain the equipment installed. If needed provide details, name, technical specification, name of contractor.

It is not necessary a subsequent agreement with the provider. On the other hand, we managed a free of charge loan for use contract between ConCentro and Pordenone

15. Details of equipment to be purchased

Please include description of the service/goods/equipment to be purchased.

1. Purchase of equipment:

- Supply, installation and startup (it is included the importation of the content provided by the Institution) of: N. 2 multimedia info point for the application the interactive digital signage;
- Supply, installation and startup of N. 2 4K Ultra HD presentation displays – size: min 55 – max 60 inch;
- Supply: floor stand equipped with wheels, trolley and adjustable stand for displays from 32” to 65” – ultra stable roll-over – Max VESA; 600mm(L)x400mm(H) [GT1200] – example 2.bis and connection cables for electrical outlets and for connection to the PC;

- Supply, installation and startup of a professional UHF wireless microphone system equipped with five microphones;
- Supply, installation and startup of audio diffusion system to connect at the microphone system in transportable stand-alone mode.

2. Equipment rental:

- 2 8000 ANSI lumen led laser video projectors, HD baseT in and out technology for daisy chain. They have to be positionable at 360°, with optics 0.8:1.
- 2 6500 ANSI Lumen traditional lamp video projector, HD baseT in and out technology for daisy chain. They have to be positionable at 360°, with optics 0.8:1.
- 2 6500 ANSI Lumen traditional lamp video projector, HD baseT in and out technology for daisy chain. They have to be positionable at 360°, with optics 2,2-3:1
- Vertical adjustable position supports for optics 0,8 video projector
- Height and inclination adjustable position floor stand for the portrait position of the video project with optics 2,2-3:1
- Technical support during all the review period for the rental of the equipment.

16. Estimated amount for each one of the article to be purchased (specify VAT)

Name all articles and specify price and VAT. Put results in table.

<i>Goods/services</i>	<i>Estimated amount</i>	<i>VAT</i>
<i>N. 2 multimedia info point for the application the interactive digital signage</i>	<i>9.300,00</i>	<i>2.046,00</i>
<i>Supply, installation and startup of N. 2 4K UltraHD presentation displays – size: min 55 – max 60 inch</i>	<i>2.200,00</i>	<i>484,00</i>

<p><i>Supply: floor stand equipped with wheels, trolley and adjustable stand for displays from 32" to 65" – ultra stableroll-over – Max VESA; 600mm(L)x400mm(H)</i></p>	<p><i>314,00</i></p>	<p><i>69,08</i></p>
<p><i>[GT1200] – example 2.bis and connection cables for electrical outlets and for connection to the PC</i></p>		
<p><i>Supply, installation and startup of a professional UHF wireless microphone system equipped with five microphones</i></p>	<p><i>300,00</i></p>	<p><i>66,00</i></p>
<p><i>Supply, installation and startup of audio diffusion system to connect at the microphone system in transportable stand- alone mode</i></p>	<p><i>1.000,00</i></p>	<p><i>220,00</i></p>
<p><i>2 8000 ANSI lumen led laser video projectors,HD baseT in and out technology for daisy chain.</i></p>		

<p>2 6500 ANSI Lumen traditional lamp video projector, HD baseT inand out technology for daisy chain.</p>	<p>14.750,00</p>	<p>3.250,00</p>
<p>2 6500 ANSI Lumen traditional lamp video projector, HD baseT inand out technology for daisy chain.</p>		

17. Name design and technical documentation for jobs and time frame for getting it  
In chronological order name all needed jobs.

The design and technical documentation for the exhibition has been provided by the municipality of Pordenone, which is the organization authority of the event.

#### PROCUREMENT

18. Public Procurement Procedure to be adopted

Is any public procurement needed? In short paragraph describe procedure, steps and time frame for fulfillment.

The Public Procurement code relative to services and equipment purchase according to the 2004/17CE and 2004/18/CE Directives, art. 36, allows proceeding with direct commitment (no invitation tender) for an amount lower than 40,000.00 euro.

For both procurements, we proceeded through direct procurement after the consulting of three economic operators on the MePa platform (Electronic Market of the Public Administration).

19. National tender category complying with Programme Rules (please specify the legislative references)

In accordance with the law specify all required procedure (if needed).

Direct procurement – Art. 36 of the Public Procurement Code relative to services and equipment purchase according to the 2004/17CE and 2004/18/CE Directives after the consulting of three economic operators on the MePa platform (Electronic Market of the Public Administration).

20. Time estimated for the duration of the procedure

What procurement process should be carried out.  
Determine the duration of the procedure in accordance with the law.

It took approximately 20 days for each procurement procedure.

21. Are permits/authorizations required for installation of the equipment? If yes indicate type of act required  
Name all required permits and time frame for getting it. Do not forget to mention authority that issue permissions.  
Not necessary.

22. Estimated time for equipment installation from the closure of the tender procedure  
Specify final date for finishing implementation.  
Rental contracts and equipments purchase has been provided 10 days before the beginning of the “Pordenone Experience” exhibition: 8th December 2019.

23. Any other business  
Report about other important issues discussed, (if any)

None.

Attachments

- Attendance sheet

- Presentations used
- Photos
- Name all attached documents

## 7 Assessment Report of the Destination Accessibility and Detailed Plan of Intervention - Croatian Camping Association

### 1. Foreword and Context

The present document has been produced in the context of WP4 activities. Implementation of pilot actions improving the tourism destination accessibility. Its main aim is to start the implementation of pilot actions for each partner involved in WP4 and to follow up progress.

The Croatian Camping Association will participate in the aforementioned pilot actions through the installation of two accessible mobile homes in a Croatian campsite, as a demonstrative experiment of applicative solutions with the aim of improving campsites' accessibility.

The intervention is focused on a pilot project of campsite accessibility, accompanied by the development of a Guideline report and a demonstrative initiative that will be used as a case study. The Croatian Camping Association has created the Guidelines for campsite accessibility in collaboration with Village4All.

The Croatian Camping Association will realize a demonstration venue by setting up two accessible mobile homes which will be used for training activities.

During the Crossborder Seminar in Poreč, the Croatian Camping Association will present to the stakeholders and project partners the implemented accessible mobile homes, as well as the Guidelines for campsite accessibility.

### INTERVENTION

#### 2. Location of intervention

Final location of the intervention for the Croatian Camping Association is the campsite Brioni Sunny Camping, located near the city of Pula, Croatia, and managed by the Valamar Riviera company.

#### 3. Roadmap and co-working methods

The Croatian Camping Association has announced a public invitation to all Croatian campsites to participate in the TOURISM4ALL project with the aim of finding an interested campsite for the setting up of mobile homes adapted for persons with special needs and persons with reduced mobility. The public invitation was published on the official website of the Croatian Camping Association.

Following the closing of the public invitation, the Croatian Camping Association analyzed the received applications and made a decision on the selection of the campsite Brioni Sunny Camping, Pula, Valamar Riviera d.d. The campsite was selected on the basis of a number of relevant facts such as: accessibility and suitability of the campsite, content of the campsite (stunning location by the sea with a view of the Brijuni Islands, a nearby 1.500 meter long pebbly beach, accommodation in mobile homes, variety of sports for an active holiday in natural surroundings, restaurants and bars, location, more convenient prices of campsite services, proximity to cultural and natural sites, etc.). The Croatian Camping Association has signed a contract with the campsite Brioni Sunny Camping, Pula, Valamar Riviera d.d.



Source 1: <https://www.camping-adriatic.com/brioni-camp-pula>

4. Area of investment (UNESCO, NATURE2000, UNESCO candidate, UNESCO MAB, other)

The area of investment is campsite Brioni Sunny Camping, Pula, Valamar Riviera d.d. The campsite is located near cultural and natural sites such as:

- Pula Arena – amphitheater, the largest and most well–preserved monument of Roman architecture in Croatia. The building originates from the 1st century BC
- Nezakcij – archaeological site near Pula
- Brijuni National Park
- Cape Kamenjak – protected area near Pula
- Euphrasian Basilica in Poreč – UNESCO World Heritage Site

5. Describe interventions to improve access to cultural and/or naturalistic sites/paths

The Croatian Camping Association will improve campsite accessibility through the installation of two accessible mobile homes in the campsite Brioni Sunny Camping, Pula, as a demonstrative experiment of applicative solutions with the aim to improve campsite’s accessibility.

6. Organization/Institution managing the site  
Campsite Brioni Sunny Camping, Pula, Valamar Riviera d.d.

7. Identify in detail the sites and pathways where accessibility enhancements will be implemented

The campsites accessibility will be enhanced in its core structures – the accommodation facilities. The two specially designed mobile homes with their wooden terraces will be accessible via ramps adapted for wheelchairs. But these enhancements are not only limited to people in wheelchairs, they will also help with other groups of people. An example might be families with children, which form the biggest market share in Croatian campsites. The terrace ramps and widened areas inside the mobile homes will allow for an easy circulation of baby strollers. Adding to that, the additional handrails and bathroom equipment will be of great

help for older people, who visit campsites in great numbers, especially in the pre and post season periods, thus also contributing to the prolongation of the tourist season.

The micro location of the aforementioned mobile homes is free of steep paths and easily accessible. The campsite is already equipped with a barrier free bathroom facility for guests while a barrier free beach has recently been built in the near proximity of the campsite.

8. Identify the criticalities / barriers that hinder the accessibility of these sites / paths  
Most of the currently available mobile homes are accessible only via steps, as the entrance door is located cca. 0,5m from the ground level – as shown in the following photo:



Additionally, the interior of “standard” mobile homes is not designed to allow the free movement of wheelchairs or strollers and most often the showers are elevated from the ground, thus impeding access – shown in the second photo. Also, the lack of handrails and shower seats makes it harder to use for older people:



#### 9. Accommodations that insist on destinations

The accommodation facility in which the two mobile homes will be installed – Brioni Sunny Camping, is part of Valamar Riviera, the biggest company in Croatia in the tourism and hospitality sector. As the company is working closely with the local communities in which their campsites are located, this cooperation often results in infrastructure improvements which greatly improves the accessibility of the destinations. In the example of the Brioni Sunny Camping, the local community has for several continuous years invested in the improvement of the beach located right next to the campsite. The beach “Hidrobaza” had its paths

completely renovated, new ramps installed on the entrance to the water. New shower and changing rooms have been placed in several spots while the parking spaces have been located close to the beach itself, barrier free.

10. Development of specific services for improving accessible tourism

Two specially designed mobile homes equipped with ramps for an easy access. Interior adapted for wheelchair use, stroller circulation, movement of people with disabilities.

#### LEGISLATIVE FRAME

11. Type of contract/agreement between PP and the organization, duration and other technical specifications

The Croatian Camping Association has signed an Agreement (T4ALL / 1-2020) with the campsite Brioni Sunny Camping, Pula, Valamar Riviera d.d. The Agreement details the subject matter of the Agreement as well as the obligations and rights of Valamar Riviera d.d. and Croatian Camping Association.

12. Are the use of the installed equipment comply with the requirements of the art.107 (1) of the Treaty on the Functioning of the European Union (TFEU) and the Commission Notice on the notion of State aid (2016/C 262/01)

The usage of the installed equipment complies with the requirements of the art.107 (1) of the Treaty on the Functioning of the European Union (TFEU) and the Commission Notice on the notion of State aid (2016/C 262/01).

13. Name all required permissions and time frame for getting it

Not applicable

14. Is a subsequent agreement necessary for the management of the equipment installed? If yes describe details, name, technical specification, name of contractor.

For the delivered mobile homes and terraces, the supplier has to provide a guarantee period of at least 5 years for the construction and also has to comply with the EN 1647 standard and provide a specification of all original spare parts.

## TECHNICAL CHARACTERISTICS

### 15. Details of equipment to be purchased

1. Mobile homes adapted to the needs of disabled people and delivery to a specific location. Two mobile homes from the producer Crippacampeggio, model A99, from line Next L, adjusted for persons with disabilities.

- Approximate dimensions: 830 x 400 cm, standard.
- List of rooms: 2 rooms, 1 bathroom and 1 toilet.
- Special conditions and requirements:
  - - floor-level shower with insulated floor,
  - - shower seat,
  - - wall hanging sink,
  - - toilet for disabled persons,
  - - handrails
  - - electrical panel lower mounted, at a height of approximately 150 cm from the floor,
  - - in the bathroom, a bell or acoustic alarm with a control rope,
  - - doors of sufficient width for passage of standard wheelchairs,
  - - kitchen sink mounted on an open base element, which allows wheelchairs to access
  
- For the delivered mobile homes, the supplier has to provide a guarantee period of at least 5 years for the construction and must comply with EN 1647.
- Since the supplier is obliged to provide a guarantee of 5 years for the construction and to comply with the EU standard EN 1647, no additional guarantees are required.
- The Supplier is required to provide a specification of all original spare parts.
- The price includes delivery and installation at a specific location of prefabricated houses adapted to the needs of disabled people. The handover record shall be signed

after the mobile homes are placed on the previously prepared substrate and connected to the previously prepared sockets and stating that the mobile homes are fully prepared for use.

2. Production, delivery and installation of two wooden terraces with ramps for disabled people and roof.

- Production of wooden terraces, dimensions: 800 x 300 cm, with a ramp for the disabled, slope max 8%, all covered with a roof.
- Material: spruce / fir (class I-III)
- The roof will be made of 10 x 12 cm KVH beams, which will rest on 10 x 10 cm KVH columns. The roof cover will be made of KVH horns measuring 6 x 12 cm, with a wheelbase of 55 cm, a floorboard d = 19 mm and a trapezoidal sheet; a narrow sheet metal will be installed around the sides of the roof. The sheet metal will be painted in standard colors, according to the client's choice (red, anthracite, white). The terraces will be made of wooden floorboards, spruce / fir. All lumber must be impregnated, coated with 1x stain coating, the choice of color at the request of the Client. A fence will be erected on the terrace in a combination of horizontal, vertical and oblique moldings, as chosen by the Client. A terrace mask is placed on the terrace, 4 rows, spruce / fir and metal feet under the columns.
- Lumber impregnated.
- The Bidder accepts the elimination of defects except in the following cases:
  - - change of color shade due to weathering, especially the sun,
  - - installation of a terrace with a ramp and roof on previously unprepared ground (see description below: Client's obligations),
  - - changes resulting from the treatment of the terrain in the immediate vicinity of the terrace with a ramp and roof with fertilizers and other preparations that retain moisture,
  - - changes made by unusual usage or negligence of users,
  - - changes resulting from inadequate maintenance by the user and the Client \*,
  - - changes resulting from the subsequent execution of additional works, which may affect the reduction of quality and functionality,
  - - changes due to natural disasters (hail, lightning, storm, etc.)
  - - changes resulting from the actions of third parties.
- Obligations of the Client:
  - Before installing a terrace with a ramp and roof, the mobile home must be placed in its final position.

- For the supplied wooden terrace with ramp and roof, the supplier must provide a guarantee period of at least 5 years. Since the supplier is required to provide a manufacturer's warranty for a period of 5 years, no additional warranty is required.
- The Supplier is obliged, when handing over the terrace with the ramp and the roof, to enclose the specification of all original spare parts, if necessary.
- Proper maintenance means coating with a protective coating once a year.

16. Estimated amount for each one of the article to be purchased (specify VAT)

17. Name design and technical documentation for jobs and time frame for getting it

Not applicable

#### PROCUREMENT

18. Public Procurement Procedure to be adopted

<i>Article</i>	<i>Quantity</i>	<i>Unit price (EUR)</i>	<i>Amount VAT excluded (EUR)</i>	<i>VAT (EUR)</i>	<i>Amount VAT included (EUR)</i>
<i>Mobile home model Next LA99</i>	<i>2,00</i>	<i>24.300,00</i>	<i>48.600,00</i>	<i>12.150,00</i>	<i>60.750,00</i>
<i>Transport of 2 mobile homes to Campsite Brioni Sunny Camping Pula</i>	<i>2,00</i>	<i>455,00</i>	<i>910,00</i>	<i>227,50</i>	<i>1.137,50</i>
<i>Wooden terraces</i>	<i>2,00</i>	<i>3.609,12</i>	<i>7.218,23</i>	<i>1.804,56</i>	<i>9.022,79</i>
<i>Total</i>			<i>56.728,23</i>	<i>14.182,06</i>	<i>70.910,29</i>

The purchase of mobile homes with terraces is made through a Public Procurement Procedure. The procurement was made on the basis of Public Procurement Guideline for European Territorial Cooperation Programs 2014 – 2020, version 1 of April 2017.

All details can be found at the following link:

[https://www.udruga-gradova.hr/wordpress/wp-content/uploads/2017/04/Smjernice-o-javnoj-nabavi\\_travanj-2017.pdf](https://www.udruga-gradova.hr/wordpress/wp-content/uploads/2017/04/Smjernice-o-javnoj-nabavi_travanj-2017.pdf)

19. National tender category complying with Programme Rules (please specify the legislative references)

The project partners which are not subject to the Public Procurement Act (as the Croatian Camping Association), in addition to program rules (Public Procurement Guideline for European Territorial Cooperation Programs 2014 – 2020, version 1 of April 2017), are required to abide by the principle of transparency, the principle of non- discrimination, the principle of equal treatment and the principle of competition.

20. Time estimated for the duration of the procedure

Deadline for submission of bids - must be at least 20 days from the publication of the Call for Proposals.

21. Are permits/authorizations required for installation of the equipment? If yes indicate type of act required

Not applicable

22. Estimated time for equipment installation from the closure of the tender procedure

Delivery time for mobile homes is 50 calendar days from the date of signing the procurement contract. Delivery time for wooden terraces with ramps and roof is 45 calendar days from the date of signing the procurement contract.

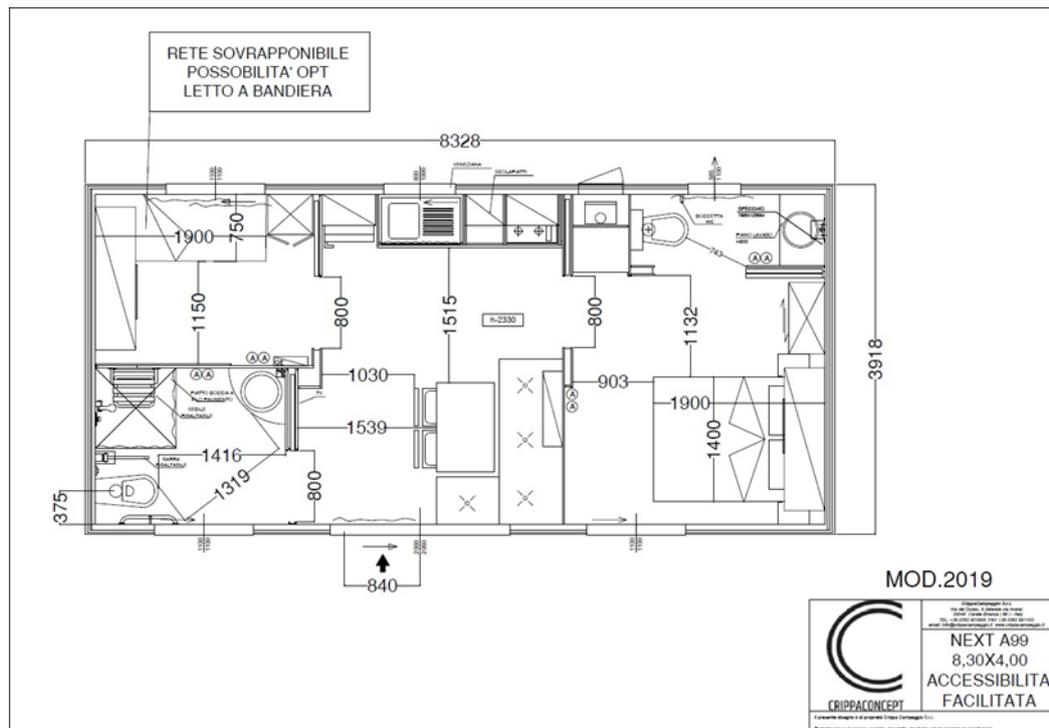
23. Any other business

Due to the situation with the coronavirus (COVID-19), all scheduled dates are delayed. The exact date of delivery and installation of mobile homes and terraces is currently unknown.

Attachments

- [https://www.camping.hr/cmsmedia/dokumenti/Poziv-kampovima-za-postavljanje-mobilnih\\_KUH.pdf?utm\\_source=newsletter&utm\\_medium=email&utm\\_campaign=kuh\\_novosti\\_br\\_32\\_19&utm\\_term=2020-03-18](https://www.camping.hr/cmsmedia/dokumenti/Poziv-kampovima-za-postavljanje-mobilnih_KUH.pdf?utm_source=newsletter&utm_medium=email&utm_campaign=kuh_novosti_br_32_19&utm_term=2020-03-18)
- [https://www.udruga-gradova.hr/wordpress/wp-content/uploads/2017/04/Smjernice-o-javnoj-nabavi\\_travanj-2017.pdf](https://www.udruga-gradova.hr/wordpress/wp-content/uploads/2017/04/Smjernice-o-javnoj-nabavi_travanj-2017.pdf)
- <https://www.camping.hr/hr/projekti/postupci-nabave>

Accessible mobile home



Wooden terraces with ramps for disabled people



## 8 Assessment Report of the Destination Accessibility and Detailed Plan of Intervention - Croatian Camping Association - PP8 DELTA 2000

### 1. Foreword and Context

The present document has been produced in the context of WP4 activities. Implementation of pilot actions improving the tourism destination accessibility. Main aim is to start implementation of pilot actions for each partner involved in WP4 and to follow up progress.

Each report on assessment must include detailed planning of the intervention aimed at improving the accessibility of cultural and natural heritage of the touristic destinations. In order to initiate improvements to the accessibility of tourist destinations, WP4.1 activities provide for an initial analysis with the aim of:

- identify in detail the sites and pathways where accessibility enhancements will be implemented, depending on the structural or geomorphologic characteristics, the presence of any facilities that can already facilitate accessibility, etc.
- Identify the criticalities / barriers that hinder the accessibility of these sites / paths and draw up the detail plan for improvement actions
- The mapping will also cover accommodations that insist on destinations in order to create an integrated accessible tourist offer

### INTERVENTION

#### 2. Location of intervention

Short paragraph, describe final location.

Considering the area of interest in which Delta2000 has been working for years, we decided to choose 3 different areas, of tourist interest, which could cover a large territory. We invited

the associations and public administrations for a discussion and to choose the areas together. These are the 3 areas identified:

- Bosco della Mesola, Mesola (Fe)
- Centro Visite Bevanella, Ravenna
- Parco Naturale di Cervia (RA)

### 3. Roadmap and co-working methods

Short paragraph, present roadmap how you choose location - meeting reports, test location and final location. Add attachments such as meeting reports, photos, attendance sheets and conclusion about final location.

Roadmap is the following:

- first preliminary inspection trip in the site involved (act. 3.1) -already realized see Minutes attached)
- focus group meeting with main stakeholders involved in the management of sites involved (act. 3.3) – already realized (see Minutes attached)
- assessment of the destination accessibility with a test location , with the identification of the state of art of accessibility, the main barriers, criticalities, etc (act. 4.1)
- elaboration of a pilot interventions (act. 4.2)
- pilot project of interventions for accessibility with services connected (act. 4.2. and act. 4.3)
- final report (Act.4.4)

### 4. Area of investment (UNESCO, NATURE2000, UNESCO candidate, UNESCO MAB, other)

Short paragraph, describe why you choose this particular area of intervention

LAG DELTA 2000 (Emilia-Romagna, Italy) is a mixed consortium of public authorities & private organisations representing the main local institutions and economic and social stakeholders that works in the coastal area of Emilia-Romagna Region and in the Regional Park of the Po Delta, which was recently (2016) recognized as Man and Biosphere UNESCO Reserve.

The intervention areas are located in the Po Delta Park area, in which Delta2000 has been working for years.

The Po Delta Regional Park of Emilia-Romagna is one of the most important nature parks of Europe, covers an area of 54.000 hectares and nine municipalities in the provinces of Ferrara and Ravenna. This land is rich in different natural environments: sand dunes along the coast, the forest of Mesola, charming paths along the rivers, ancient pine woods close to Ravenna, the wide

brackish water expanses of the “valli di Comacchio” and of the “Sacca di Goro”, the fresh water wetlands of Argenta and Ostellato. In these areas a lot of birds shelter and find nourishment.

5. Describe interventions to improve access to cultural and/or naturalistic sites/paths

Short paragraph about amount and descriptions of devices/objects within the intervention and technical characteristics of the devices/objects. Include benchmark of performance measures and a delivery profile.

For each area of interest, we took a picture of the situation and identified the positive things related to accessibility and what needs to be improved.

(Cfr. Attached reports)

6. Organization/Institution managing the site

The sites involved are:

- Bosco della Mesola, Mesola (Fe)

Organization/Institution managing the site: Corpo Forestale dello Stato and Municipality of Mesola

- Centro Visite Bevanella, Ravenna

Organization/Institution managing the site: Municipality of Ravenna and Atlantide soc. Coop a r.l. , private body who managed the site

- Parco Naturale di Cervia (RA)

Organization/Institution managing the site: Municipality of Cervia (RA) and Atlantide soc. Coop a

r.l. , private body who managed the site

7. Identify in detail the sites and pathways where accessibility enhancements will be implemented

Identify in detail the sites and pathways where accessibility enhancements will be implemented, depending on the structural or geomorphologic characteristics, the presence of any facilities that can already facilitate accessibility, etc.

We identify an area for each sites:

- 1) Bosco della Mesola – Area outside the park with parking, ticket office and WC reasoned about the cycling sight experience also for people with disabilities
- 2) Centro Visita Bevanella – Area outside the building with Parking and pic-nic area, and the possibility of canoeing, with accessible boat, and cycling also for people with disabilities
- 3) Parco Naturale di Cervia – Internal area and specifically the botanical ring route

See the attachment at the point 5

8. Identify the criticalities / barriers that hinder the accessibility of these sites / paths  
Identify in detail all barriers that hinder accessibility. Also, you can attach up to three photos and describe in short paragraph.

For each path identified we found some critical issues, for exemple:

- 1) Bosco della Mesola – There are no parking spaces reserved for people with disabilities, the path to reach the entrance is not regular and is not protected



2) Centro Visita Bevanella – There are no parking spaces reserved for people with disabilities, the path to reach the piers has a high difference in height and the piers have steps and are not equipped with aids that allow people with motor disabilities to canoe and to accessible electric boat



3) Parco Naturale di Cervia – There are no materials or information panels that can also be used by blind or partially sighted people



See attachment at point 5

9. Accommodations that insist on destinations

Explore and suggest accommodations that insist on destinations in order to create an integrated accessible tourist offer.

This activiteis will be realized in the next month, by May 2020.

10. Development of specific services for improving accessible tourism

In short paragraph describe what kind of service are you providing according to following:

- Georeferenced maps with information on the accessibility of the routes
- Informative and remote assistance app (i.e. LIS video, accessible sections for visually impaired people, etc.)
- Development of accessible sections of tourist information and health care websites
- Virtual tours (VR, 360 ° views) of non-accessible sites
- Development of information materials on food ingredients (product categorization / dishes / typical menus with information on intolerances, allergies and other forms of dietary regimes)
- Development of "tourist card" with incentives for the disabled, elderly people, etc. For visits to cultural / naturalistic sites, discounts on accommodation facilities and discounts for the low season.

We are still evaluating the solutions to be implemented in the 3 areas of interest. At the moment we are inclined to:

- Development of accessible sections of tourist information and health care websites
- Using of “beacon” to help people with visual impairments when visit the area
- Create services dedicated to people with disabilities, such as the possible of using canoes,electric boats and path for people with disability

We will decide within June

#### LEGISLATIVE FRAME

11. Type of contract/agreement between PP and the organization, duration and other technical specifications

Describe type of contract and all other specifications as well as some obstacles that can occur.

The sites involved are in the ownership of the three municipalities in which there are located. So DELTA 2000 will define a agreement between each municipalities and a sort of convention d’use with municipalities. The duration will be in line with the programme rules.

12. Are the use of the installed equipment comply with the requirements of the art.107 (1) of the Treaty on the Functioning of the European Union (TFEU) and the Commission Notice on the notion of State aid (2016/C 262/01)

Be aware that the use of the installed equipment must comply with the requirements of the art.107 (1) of the Treaty on the Functioning of the European Union

(TFEU) and the Commission Notice on the notion of State aid (2016/C 262/01), in order to avoid the hypothesis of State Aid.

The installed equipments will comply with the requirements of the art. 107 about State Aid in order to avoid the hypothesis of State Aid. .

13. Name all required permissons and time frame for getting it

In chronological order name all necessary permissions, issuing institution and the deadline by which you will receive them.

It will be necessary a permissions from Corpo Forestale dello Stato for any interventions including equipment installation in the Mesola Forest area.

Considering the type of interventions that will be realized - concretely buying of equipment and related services cost - more probably any other permissions will be necessities. .

14. Is a subsequent agreement necessary for the management of the equipment installed? If yes describe details, name, technical specification, name of contractor.

Consider the ability to maintain the equipment installed. If needed provide details, name, technical specification, name of contractor.

In the contract agreement with the municipalities (See point 11 above) will be defined all the necessary elements for the management of the installed equipment.

#### TECHNICAL CHARACTERISTICS

15. Details of equipment to be purchased

Please include description of the service/goods/equipment to be purchased.

The description of services / equipments will be defined by end of may/ June, after the next activities and assessment in the Act. 4.1 and following..

16. Estimated amount for each one of the article to be purchased (specify VAT)

Name all articles and specify price and VAT. Put results in table.

Not available in this phase.

17. Name design and technical documentation for jobs and time frame for getting it

In chronological order name all needed jobs.

Not available in this phase, to be defined in the next steps.

## PROCUREMENT

18. Public Procurement Procedure to be adopted

Is any public procurement needed? In short paragraph describe procedure, steps and time frame for fulfillment.

For buying equipment and connected services will be following all the public procurement rules defined by It HR programme and Italian law.

In case of DELTA 2000, it will be realized a public procedure to identify the providers of equipments including the services to development of services for accessible tourism; selection; checks required by the regulations in force in Italy; assignment.

19. National tender category complying with Programme Rules (please specify the legislative references)

In accordance with the law specify all required procedure (if needed).

Not available in this phase, to be defined in the next steps.

20. Time estimated for the duration of the procedure

What procurement process should be carried out.

Determine the duration of the procedure in accordance with the law.

Timing for the procedure about 2 month

21. Are permits/authorizations required for installation of the equipment? If yes indicate type of act required

Name all required permits and time frame for getting it. Do not forget to mention authority that issue permissions.

//

22. Estimated time for equipment installation from the closure of the tender procedure

Specify final date for finishing implementation.

The definition of equipment is on going, but it could be estimate about minimum 4 months / max 6 months.

23. Any other business

Report about other important issues discussed, if any

#### Attachements

- Attendance sheet
  - Presentations used
  - Photos
  - Name all attached documents
- 
- first preliminary inspection trip in the site involved (act. 3.1) -already realized
  - WP 3.1. Minutes about the first preliminary inspection trip in Mesola
  - WP 3.1 Minutes about the first preliminary inspection trip in Cervia
  - WP 3.1 Minutes about the first preliminary inspection trip in Ravenna
- 
- focus group meeting with main stakeholders involved in the management of sites involved (act. 3.3) – already realized
  - WP 3 3 MINUTES AND ATTACHMENT for the focus group on Mesola 20 12 2019
  - WP 3.3. Minutes and attachment for focus group on Cervia 18 12 2019
  - Wp 3.3. Minutes and attachment focus group in Ravenna 20 01 2020

## 9 Assessment Report of the Destination Accessibility and Detailed Plan of Intervention - Puglia Region

### 1. Foreword and Context

The present document has been produced in the context of WP4 activities: implementation of pilot actions to improve the tourism destinations accessibility. Main aim is to start implementation of pilot actions for each partner involved in WP4 and to follow up progress.

Each report on assessment must include detailed planning of the intervention aimed at improving the accessibility of cultural and natural heritage of the touristic destinations. In order to initiate improvements to the accessibility of tourist destinations, WP4.1 activities provide for an initial analysis with the aim of:

- Identifying in detail the sites and pathways where accessibility enhancements will be implemented, depending on the structural or geomorphologic characteristics, the presence of any facilities that can already facilitate accessibility, etc.
- Identifying the criticalities / barriers that hinder the accessibility of these sites / paths and draw up the detail plan for improvement actions
- Mapping accommodations that insist on destinations in order to create an integrated accessible tourist offer

### INTERVENTION

#### 2. Location of intervention

#### 3 pilot programs along the cultural routes of Puglia Region

Following its strategic priorities, Puglia Region has decided to experiment and improve accessibility solutions in relation to the developing Cultural Routes network. For this reason, three different areas have been chosen along the main Routes:

- 1) Cammino Materano (Cultural route from Bari to Matera), city of Santeramo in Colle
- 2) Via Francigena (main cultural route along Puglia, direction North-west to South-east) in the territory of Brindisi department, Ostuni to Carovigno
- 3) Vie Salentina and Leucadense, Salento area, Lecce department

The pilot activities will be realized along the paths or in relation with hosting structures in the buffer area of the paths.

For Salento territory, the pilot areas will be defined by the specific proposals that will be submitted.

### 3. Roadmap and co-working methods

Cultural Routes have been chosen as they represent one of the main assets of tourism development for Puglia Region. More investments are programmed, and accessibility may be considered a main characteristic of the cultural tourist offer and philosophy.

Every Route has associations and responsables, so the specific areas, interventions and accessibility objectives have been chosen after a series of informal meetings with local stakeholders and regional coordinators of this specific sector.

In the chosen areas a group of 8/15 stakeholders has been identified among tour operators, hosting structures, associations related with itineraries, excursions and trekking activities. For every area we have identified a coordinating organization or institution.

In each area a first focus group has been organized to sensitize the stakeholders and to define the principles of the pilot activities that will be realised.

During the meetings we have also defined that each area will be related to specific accessibility issue:

- 1) Cammino Materano, city of Santeramo in Colle.  
Accessibility for families' special needs (elder people, children with reduced mobility, etc.)
- 2) Via Francigena, Ostuni to Carovigno. Physical disabilities related to slow mobility
- 3) Vie Sallentina and Leucadense, Salento area.

Developing walking, natural and cultural itineraries for blind and partially-sighted people.

Covid-19 has stopped the participatory process and obliged Puglia Region to postpone the procurement activities.

The new program foresees:

Beginning of July, call for proposal for developing 20 pilot activities and 3 meetings as local training and presentation of the call.

Half July, selection of the proposals.

Beginning September “Puglia4All” a 3 days program to experiment all services, itineraries and activities selected

Half September - follow-up and diffusion of the results, exchange of experiences, peer learning.

4. Area of investment (UNESCO, NATURE2000, UNESCO candidate, UNESCO MAB, other) Cultural Routes is not only one of the main touristic assets of Puglia Region but also one of the main developing tourism destinations for Italian Ministry of tourism. The decision to improve accessibility in those areas is based on the future investments that will give more opportunities for developing accessibility policies and for the particular conditions and nature of the activities related to the destination: walking and trekking, slow mobility, hosting, etc.

5. Describe interventions to improve access to cultural and/or naturalistic sites/paths In all areas the logic of intervention is to influence the organization of the activities based on the comprehension not only of people’ specific needs but also as opportunity to define new visit programs and experiences (time of walking or cycling, pause, hosting rules, etc.) that can also be melted with ordinary procedures in order to organize mixed group of people with different needs.

The main “target” is the itineraries manager, activities and hospitality and the main goal is the inclusion of new procedures to allow accessibility and even to solve specific problems that need organization, tools and well-structured buildings.

In this framework the main activity is to define a large series of itineraries that could be accessible and inclusive that can approach natural and cultural heritage and landscape based on the capacity of the organisations, tourist guides, naturalistic guides, etc.

The solutions will be experimented and then evaluated and shared to generate a common platform of best practices and guidelines for accessible tourism for Cultural routes.

For the area of Ostuni – Carovigno (Francigena route) where will be experimented forms of accessible slow mobility, will be supplied two Joliette cycles that will help to involve people with reduced mobility in the trekking and cycling experiences.

6. Organization/Institution managing the site

- 1) Cammino Materano, city of Santeramo in Colle  
Cammino Materano Association, Pro loco of Santeramo in Colle
- 2) Via Francigena, Ostuni to Carovigno GAL (Local Action Group) Alto Salento
- 3) Vie Sallentina and Leucadense, Salento area  
Regional Agency for tourism Pugliapromozione, Local associations of tourist guides

7. Identify in detail the sites and pathways where accessibility enhancements will be implemented

The pathways where the activity will be realized are the specific paths of the Cultural Routes Cammini Materano in the area of Santeramo in Colle, via Francigena in the area of Ostuni – Carovigno. In both cases pathways are from 10 to 20 km long and include (TRADURRE strade bianche e asfaltate di campagna, centri urbani e centri storici).

In case of Salento area more options are possible: Museo Castromediano of Lecce, historical centre of Lecce, natural itineraries in all Salento area depending of the proposals that will be submitted by the tourist guides.

8. Identify the criticalities / barriers that hinder the accessibility of these sites / paths  
The object of the pilot activity is to improve the capacity and competences of guides and tourism organization to identify and resolve all the problems related with accessibility in the itineraries and services specifically designed.

9. Accommodations that insist on destinations

All the pilot activities will integrate all necessary services for a complete visiting experience. Accommodations will be part of the itineraries/services that will be specifically designed by the participants selected by the call for proposal.

10. Development of specific services for improving accessible tourism

Project's financial contribution to the design of accessible itineraries will allow the participants organization and guides to design services that may include all sorts of facilities and tools to improve accessibility.

Both technological tools, customer care, structure of the visit experiences, behavioral solutions will be utilized based on the specific proposals that will be presented.

## LEGISLATIVE FRAME

11. Type of contract/agreement between PP and the organization, duration and other technical specifications

The pilot activities will be realized by a specific call for ideas that will select about 20 proposals in the three selected territories, routes and accessibility conditions. The call will invite all participants to organize their own network and to define specific solutions for all critical conditions they can take into consideration.

The call for idea will improve specific competences and managing capacities of all participants. The selection of the proposals will be based on three criteria: accessibility solution, quality of the tourist experience, capacity of integrate services and partners.

With all awarded solutions a specific agreement will be signed.

All experience will also produce reports and images for a successive confrontation, enhancement of best practices and mutual learning.

12. Are the use of the installed equipment comply with the requirements of the art.107 (1) of the Treaty on the Functioning of the European Union (TFEU) and the Commission Notice on the notion of State aid (2016/C 262/01)

The equipment chosen for the project (Joliette cycles) will remain property of Regional Government and they will be granted free of charge to associations that request it.

13. Name all required permissons and time frame for getting it  
No permissions are required

14. Is a subsequent agreement necessary for the management of the equipment installed?  
If yes describe details, name, technical specification, name of contractor.  
The equipment will be managed by the regional institutions related to the tourist and cultural routes activities. Currently, no agreement requested.

#### TECHNICAL CHARACTERISTICS

15. Details of equipment to be purchased  
No specific details are still available for the Joliette cycle that will be purchased

16. Estimated amount for each one of the article to be purchased (specify VAT)  
The average cost for a Joliette cycle is about 3.500,00 euros VAT included.

17. Name design and technical documentation for jobs and time frame for getting it  
The only activities that are related with the use of the Joliette are: Procurement activity – about 40 days  
Agreement with local institution for managing the equipment – 1 week.

18. Public Procurement Procedure to be adopted  
Negotiated procedure through telematic trading platform.

19. National tender category complying with Programme Rules (please specify the legislative references)  
In accordance with the law specify all required procedure (if needed). Italian public contract code – Legislative decree 50/2016.

20. Time estimated for the duration of the procedure

Which procurement process should be carried out.

Determine the duration of the procedure in accordance with the law.

The estimated duration is 3 months considering the procedure from the publication of the call of the negotiated procedure to the contract subscription.

21. Are permits/authorizations required for installation of the equipment? If yes indicate type of act required

No authorization is required

22. Estimated time for equipment installation from the closure of the tender procedure

No specific time for installation is demanded

23. Any other business

## 10 Assessment Report of the Destination Accessibility and Detailed Plan of Intervention – City of Buje

### 1. Foreword and Context

The present document has been produced in the context of WP4 activities. Implementation of pilot actions improving the tourism destination accessibility. Its main aim is to start the implementation of pilot actions for each partner involved in WP4 and to follow up progress.

The City of Buje, in cooperation with the Center for Inclusion, is working on adapting city institutions, historical and cultural heritage and other facilities to people with disabilities. The aim of the work package is to ensure the accessibility of these facilities to persons with disabilities by removing architectural barriers, where possible, by setting up a ramp or by adapting access to institutions with the mobile stairclimbers where construction works are disabled. The project will open up to allow visits to parts of the city that have been inaccessible so far.

Local workshops and focus groups are organized to transfer knowledge and get information from all those interested stakeholders who want to adapt and make their locations accessible to people with disabilities.

### INTERVENTION

#### 2. Location of intervention

The first location is the Center for inclusion located in Istarska 1, Buje. There is the headquarter of many associations in culture, sports, social welfare and civil protection organizations that organize various events. On this location of intervention, the plan is to install a fixed ramp for wheelchairs. The second location is not fixed because it is a mobile stairclimbers that would be used in different locations to get access to the ethnographic museum, the city gallery Orsol, the public Open university of Buje, the Church of St. Servula, the city library, the tourist board and other city locations that are not accessible to tourists with disabilities.

### 3. Roadmap and co-working methods

The Center for Inclusion was chosen as the final location for the installation of fixed ramps for wheelchairs, as it is a vital part of the social community of the city of Buje, where various events attractive to tourists take place. The selection of mobile stairclimbers results from a tour of the city and the identification of inaccessible places where construction work is not possible. Therefore, it was decided that the mobile stairclimbers will be of great benefit to all tourists and locals when visiting various historical, cultural locations in the city of Buje. In addition, with the collaboration with the Center for Inclusion, the City of Buje will develop a website that will offer all the necessary information for improving the tourism destination accessibility.

### 4. Area of investment (UNESCO, NATURE2000, UNESCO candidate, UNESCO MAB, other)

The City of Buje dates back to the Roman period and has characteristic elements of Roman buildings, ie narrow and steep streets. Due to the impossibility of construction works and adaptation within the city centre, and in order to enable access to the historical and cultural heritage for tourists with disabilities, a mobile stairclimbers is needed that would provide more possible access to sites such as the Church of Sv. Servul. Parish Church of St. Servula was built on the foundations of an old three-nave Romanesque-Gothic church from the XIII. century described by Bishop Tommasini of Novigrad. Construction work on the reconstruction of the church began in 1754 and ended in 1784 according to the design of the architect Zuann Dongetti from Milan, who built the Piran parish church and other churches in Istria. The Buje area is rich in cultural heritage monuments. They testify to the continuity of existence in these areas from prehistoric times.

Protected cultural assets are:

- a) the urban ensemble of the town of Buje
- b) city fortification system
- c) cultivated landscape of the mound of the acropolis settlement of Buje
- e) archeological site on the site of Sv. Margareta
- e) hydroarchaeological zone from the border of Slovenia to Umag.

### 5. Describe interventions to improve access to cultural and/or naturalistic sites/paths

- 1) The City of Buje will install a fixed ramp for wheelchairs in the Center for Inclusion. The ramp will lead through the entire center, ie from the entrance to the first floor, so that people with disabilities have unhindered passage through the Center.
- 2) Mobile stairclimbers is needed due to the impossibility of construction works in the old town, which is protected as a historical and cultural heritage. The stairclimbers is portable and easy to use to master stairs, while ensuring stability and fluidity of movement.
- 3) Development of the website due to the impossibility of access for persons with disabilities in certain locations where both construction works and mobile stairclimbers are not applicable. The web site will enable a virtual tour of those locations. In addition to the virtual tour, the web site would offer tourist tickets, discounts at certain places, restaurants, attractions, and would have a list of restaurants that offer special menus for people with acute intolerances or allergies.

#### 6. Organization/Institution managing the site

The Tourist Board of the City of Buje, the Ethnographic Museum of Buje, the Center for Inclusion.

#### 7. Identify in detail the sites and pathways where accessibility enhancements will be implemented

The geographical position of the town of Buje on the hill causes difficulties in movement not only for people with disabilities but also for the elderly and parents with children who need a baby trolley. The current situation in the selected locations is not adapted for people with disabilities, the Center for Inclusion does not have adapted access and a fixed ramp is needed to facilitate movement within the Center and provide access to various associations and events for all people. The second location is the old town where are cultural and historical sites, tourist board, museum ... currently these locations are not adapted and, in most cases, cannot provide safe access for people with disabilities. Mobile stairclimbers that would be shared at these locations would provide safe access. Mobile stairclimbers would not collapse the old town core and would preserve its integrity and historical and cultural significance. Third intervention is development of the web site for virtual tours for location that can not be adjusted.

8. Identify the criticalities / barriers that hinder the accessibility of these sites / paths  
There are significant architectural barriers in the city of Buje due to its geographical location. Access to the Inclusion Center is provided exclusively by stairs. Access to cultural - historical, sports and social institutions is mostly provided exclusively by stairs. Stairs and floors in institutions are the biggest barriers for people with disabilities.

9. Accommodations that insist on destinations  
Not applicable

10. Development of specific services for improving accessible tourism  
The specific service will be offered through a customized website managed by the Center for Inclusion. The content of the website will be:

- ⌘ Virtual tour of inaccessible locations for people with disabilities
- ⌘ Geographical map of available locations and information where a mobile stairclimbers is needed
- ⌘ Ordering the mobile stairclimbers to a specific location
- ⌘ Information on news and tourist offer
- ⌘ Information on the accessible accommodation and offer of restaurants that offer specific menus for people who are intolerant or allergic

#### LEGISLATIVE FRAME

11. Type of contract/agreement between PP and the organization, duration and other technical specifications

The City of Buje has signed a contract with the Center for Inclusion for managing, maintaining and updating the web site.

The city of Buje has signed a contract with the Tourist Board and the Museum for the use of mobile stairclimbers.

12. Are the use of the installed equipment comply with the requirements of the art.107 (1) of the Treaty on the Functioning of the European Union (TFEU) and the Commission Notice on the notion of State aid (2016/C 262/01)

The usage of the installed equipment complies with the requirements of the art.107 (1) of the Treaty on the Functioning of the European Union (TFEU) and the Commission Notice on the notion of State aid (2016/C 262/01).

13. Name all required permissions and time frame for getting it

Not applicable

14. Is a subsequent agreement necessary for the management of the equipment installed? If yes describe details, name, technical specification, name of contractor.

The City of Buje has signed a contract with the Center for Inclusion for managing, maintaining and updating the web site.

#### TECHNICAL CHARACTERISTICS

15. Details of equipment to be purchased

1. Fixed ramp for the disabled in the Center for Inclusion:

- ⌘ Width 1.20 m
- ⌘ Length 17.5 m
- ⌘ Steel mounting ramp
- ⌘ Coated with 1250 mm wide aluminum corrugated sheet
- ⌘ Protective fence on one side

2. Crawler T09 Roby is a mobile stairclimbers that allows people in wheelchairs to overcome architectural barriers in internal and external movements, without any fixed installations.

⌘ Ral 5015

- ⌘ Load capacity 130 kg
- ⌘ Weight 45 kg
- ⌘ Speed 5 m / min
- ⌘ Minimum platform depth per page 970 mm and width 820 mm
- ⌘ Autonomy 23 hours, maximum climbing angle is 35 st.
- ⌘ Height and width can be adjusted for transporting different wheelchairs

3. Innovative web site with different possibilities managed by the Center for Inclusion:

- ⌘ Geographical map for tourists showing accessible places for people with disabilities
- ⌘ Virtual tour of places that are not accessible to people with disabilities
- ⌘ List of discounts or places that offer discounts to people with disabilities
- ⌘ List of restaurants that offer different menus for people intolerant or allergic
- ⌘ Informative content

16. Estimated amount for each one of the article to be purchased (specify VAT)

<b>Article</b>	<b>Quantity</b>	<b>Unit price (EUR)</b>	<b>VAT (EUR)</b>	<b>Amount VAT included (EUR)</b>
<i>Fixed ramp for wheelchairs</i>	<i>1,00</i>	<i>6.440,00</i>	<i>1.610,00</i>	<i>8.050,00</i>
<i>Mobile stairclimbers T09 ROBY</i>	<i>1,00</i>	<i>7.000,00</i>	<i>1750,00</i>	<i>8.750,00</i>
<i>Device training</i>	<i>1,00</i>	<i>750,00</i>	<i>125,00</i>	<i>625,00</i>
<i>Website</i>	<i>1,00</i>	<i>7.200,00</i>	<i>1.800,00</i>	<i>9.000,00</i>

17. Name design and technical documentation for jobs and time frame for getting it

Technical documentation for the fixed ramp and mobile stairclimbers are prepared. Procurement procedure is in progress.

## PROCUREMENT

### 18. Public Procurement Procedure to be adopted

The City of Buje, as a unit of local self-government, has drafted the Ordinance on simple procurement in accordance with the Public Procurement Act, which regulates the procedure preceding the creation of a contractual relationship for procurement of goods and services with an estimated value of less than HRK 200,000.00. there is an obligation to carry out public procurement procedures. Procurement of goods, services and works with an estimated value of less than HRK 70,000.00 is carried out by issuing a purchase order or concluding a contract with an economic entity of its choice of the head of the department in whose jurisdiction the subject of procurement or the mayor's choice of procurement. Issuance of a purchase order or conclusion of a contract for the procurement of goods, services and works with an estimated value of more than HRK 20,000.00 must be preceded by research of the procurement market (collect information on existing and potential bidders, subject of procurement, prices, quality, etc ...) and collection of at least 2 (two) comparable informative offers.

The procurement procedure is in progress. All details can be found at the following link:  
<https://www.buje.hr/hr/clanak/pravilnik-o-jednostavnoj-nabavi---grad-buje-buie-1>

### 19. National tender category complying with Programme Rules (please specify the legislative references)

The procurement procedure is harmonized with the Public Procurement Act (NN 120/2016 (21.12.2016), Public Procurement Act).

### 20. Time estimated for the duration of the procedure

The delivery of the public call on the website and the collection of bids is in progress. The invitation to tender must contain at least: name of the Contracting Authority, description of

the subject of procurement and cost estimate, estimated value of procurement, reasons for exclusion of tenderers, conditions of tenderer's ability, criteria for selection of tenders, conditions and requirements to be met, guarantees, deadline for submission of tenders and time), the method of submitting bids, the address to which bids are submitted, the Internet address or the address where additional documentation can be downloaded if necessary, the contact person and the e-mail address of the contact person. The deadline for submission of bids may not be shorter than 5 (five) days or longer than 15 (fifteen) days from the date of publication of the invitation to submit bids on the website. Estimated duration of the procedure is 15 days.

21. Are permits/authorizations required for installation of the equipment? If yes indicate type of act required  
Not applicable

22. Estimated time for equipment installation from the closure of the tender procedure

After the closure of the tender procedure, City of Buje will enter into contracts with suppliers and implement all 3 items (fixed ramp, mobile stairclimbers and website) by the deadline of 31.12.2020.

23. Any other business

Despite Covid-19 and the current situation, the City of Buje has decided to carry out the entire procurement procedure and implementation of the fixed ramp, mobile stairclimbers and website within the set deadlines.

Attachments

[https://www.buje.hr/hr/clanak/pravilnik-o-jednostavnoj-nabavi---grad-buje- buie-1](https://www.buje.hr/hr/clanak/pravilnik-o-jednostavnoj-nabavi---grad-buje-buie-1)  
<https://vimechomelifts.co.uk/product-catalogue/mobile-stairclimbers/t09-roby/>

Mobile stairclimbers



## 11 Assessment Report of the Destination Accessibility and Detailed Plan of Intervention – LAG Brač

### 1. Foreword and Context

The present document has been produced in the context of WP4 activities. Implementation of pilot actions improving the tourism destination accessibility. Main aim is to start implementation of pilot actions for each partner involved in WP4 and to follow up progress.

Each report on assessment must include detailed planning of the intervention aimed at improving the accessibility of cultural and natural heritage of the touristic destinations. In order to initiate improvements to the accessibility of tourist destinations, WP4.1 activities provide for an initial analysis with the aim of:

- identify in detail the sites and pathways where accessibility enhancements will be implemented, depending on the structural or geomorphologic characteristics, the presence of any facilities that can already facilitate accessibility, etc.
- Identify the criticalities / barriers that hinder the accessibility of these sites / paths and draw up the detail plan for improvement actions
- The mapping will also cover accommodations that insist on destinations in order to create an integrated accessible tourist offer.

### INTERVENTION

#### 2. Location of intervention

Blaca monastery is located on the south side of the island of Brač, about two kilometers away from the sea. Geographically, they are completely isolated. The location is accessible by a gravel road that leads to unmarked parking. From there the steep narrow path continues to the

monastery and only can be reach by foot. About two miles long path can be identified as hiking trail.

Blaca are also accessible from the sea, and are often visited by excursion ships in summer. The trail from the beach is equally challenging and is defined as a hiking trail as well (2 miles long).

The location of the Blaca monastery largely determines any kind of intervention because of its isolation.

Earlier meetings with stakeholders have identified that the target group is older people and families with small children and people with sensor disabilities (hearing impaired). For most other groups in accessible tourism, Blaca is far too challenging and impossible to reach. Comparing the data obtained from the survey, but also by studying the comments of users on social networks, site lacks materials for the hearing and visually impaired to participate in the monastery tour.

Local guides on the site provide tour, but are not well trained or have time required for customized tours. The specific isolation of the museum does not provide the possibility of more professional guides or the constant presence of a curator or museum manager.

The intervention would be based on gaining equipment (WP 4.2.), tablets with multimedia guide adapted for people with hearing and visually impaired.

360 view (WP 4.3.) would also be acquired and software would be developed. In this way, an experience for other groups that are unable to access the site would be provided. All equipment would be managed by site-managing institution with the appropriate contract after end of this project.

### 3. Roadmap and co-working methods

Location Blaca monastery has been chosen as intervention site as it is only UNESCO candidate on island Brač.

ROADMAP – with milestones: plan, test, development and monitoring, LAG Brač will track implementation of the project.

PLAN:

1. Procurement of equipment (tablets with required software, 360 view)
2. Equipment installation TEST:
  1. Site visit organized by local tour agencies DEVELOP:
    1. Multimedia software for tablets development
    2. 360 view software development MONITORING
  1. Meeting reports, photos, attendance sheets
  2. Conclusion about final location

Because of the current situation we pushed start date to October 2020. which we find more realistic (and possible) at the time and we will bring this to our lead partner and WP leader. (Roadmap in attachment – Annex I.)

Annex I.\_Roadmap

4. Area of investment (UNESCO, NATURE2000, UNESCO candidate, UNESCO MAB, other)

Blaca Monastery is UNESCO candidate and Blaca valley is protected natural area

5. Describe interventions to improve access to cultural and/or naturalistic sites/paths
  1. The multimedia guide is located on a mobile device - a tablet. This advanced application is multimedia guide that allows the user to view different content presented in different formats (text, image, video, audio, 2D / 3D animation) arranged by groups and themes. User

independently selects the topics to listen to and watch according to the tag he came across by passing the setup on the location. Visitors are reminded by a poster or info board that multimedia guides are offered on site. This allows visitors not to depend on local guides and their training, and provides independence in access to information and full experience of destination.

2. 360 view software development. It is an attractive way of presenting spaces and monuments of cultural heritage for people who can't reach it in foot. When the user puts VR glasses on his head, he sensually moves to the location being displayed. Wherever he moves his head he sees the whole sphere around him which creates a strong sense of presence in that virtual space, so the space is experienced more intensely and emotionally in relation to the review of ordinary video or print brochures.

6. Organization/Institution managing the site

Centar za kulturu "Brač"

Trg sv. Petra 1, 21423 Nerežišća

Tel: +385(0)21 637 092

Fax: +385(0)21 637 093

E-mail: [centar.za.kulturu.brac@st.t-com.hr](mailto:centar.za.kulturu.brac@st.t-com.hr)

7. Identify in detail the sites and pathways where accessibility enhancements will be implemented

The specific geographical isolation caused by the historical events that make Blaca unique, limits investment. The investments relate to two components contacted with two of our working packages:

#### WP 4.2. Investment of the destination accessibility

1. Pilot location (Blaca monastery) – inside of the museum. Multimedia guides will be available at the entrance and given for use upon presentation of a personal document. The tablet is not dependent on the Internet. Tablet helps people to easily follow and move around the monastery complex even without a guide. The tablet provides them with all the necessary information and a full experience of the destination. The tablet returns at the end of the tour. In accordance with the wishes of the manager of the monastery Blaca, it is possible to use in the area of the canyon for sightseeing.

#### WP 4.3. Development of the services for the accessible tourism

2. Non location-based investments - 360 view software and equipment (camera) will be available in accessible places at locations (gallery and museum) in Škrip and Bol on the island of Brač, which are managed by the same institution as the Blaca monastery

8. Identify the criticalities / barriers that hinder the accessibility of these sites / paths

The biggest accessibility problems are following:

1. People with hearing and visual impairments face difficulties to follow the guided tour. Information is not presented in the way they can easily follow and the dependence on the guides who are not sufficiently trained presents a strong barrier in access to information and experience.



2. Due to its extreme isolation, accessibility only on foot, and architectural barriers, Blaca as a location is not accessible at all to a large number of groups with mobility and sensory disabilities. They would be provided with a digital experience on the accessible sites on the island Brač.



9. Accommodations that insist on destinations

The island of Brač offers a large number of private accommodation units, numbers of hotels with different offers and categorization, and all locations are connected to the road leading to a gravel road as the approach to the location Blaca.

Accommodation is increasingly adapted to accessibility.

10. Development of specific services for improving accessible tourism

- Virtual tours (VR, 360 views) of non-accessible sites

LEGISLATIVE FRAME

11. Type of contract/agreement between PP and the organization, duration and other technical specifications

The contract will determine the management of the investment after completion of the project.

The following items will be under management:

- Tablets – multimedia guide
- The contract also specifies the management of the 360 view program with included VCR glasses.

12. Are the use of the installed equipment comply with the requirements of the art.107 (1) of the Treaty on the Functioning of the European Union (TFEU) and the Commission Notice on the notion of State aid (2016/C 262/01)

YES

#### Article 107 (ex Article 87 TEC)

1. Save as otherwise provided in the Treaties, any aid granted by a Member State or through State resources in any form whatsoever which distorts or threatens to distort competition by favouring certain undertakings or the production of certain goods shall, in so far as it affects trade between Member States, be incompatible with the internal market.
2. The following shall be compatible with the internal market:
  - (a) aid having a social character, granted to individual consumers, provided that such aid is granted without discrimination related to the origin of the products concerned;
  - (b) aid to make good the damage caused by natural disasters or exceptional occurrences;
  - (c) aid granted to the economy of certain areas of the Federal Republic of Germany affected by the division of Germany, in so far as such aid is required in order to compensate for the economic disadvantages caused by that division. Five years after the entry into force of the Treaty of Lisbon, the Council, acting on a proposal from the Commission, may adopt a decision repealing this point.
3. The following may be considered to be compatible with the internal market:
  - (a) aid to promote the economic development of areas where the standard of living is abnormally low or where there is serious underemployment, and of the regions referred to in Article 349, in view of their structural, economic and social situation;
  - (b) aid to promote the execution of an important project of common European interest or to remedy a serious disturbance in the economy of a Member State;
  - (c) aid to facilitate the development of certain economic activities or of certain economic areas, where such aid does not adversely affect trading conditions to an extent contrary to the common interest;

- (d) aid to promote culture and heritage conservation where such aid does not affect trading conditions and competition in the Union to an extent that is contrary to the common interest;
- (e) such other categories of aid as may be specified by decision of the Council on a proposal from the Commission.

13. Name all required permissions and time frame for getting it

No special permits are required for this investment.

14. Is a subsequent agreement necessary for the management of the equipment installed? If yes describe details, name, technical specification, name of contractor.

Yes. Intuition managing pilot site will manage and maintain equipment installed which will be determined by a contract between LAG Brač and Centar za kulturu "Brač. In seeking offers for the equipment and software development, LAG Brač will determine that the need of guarantee.

#### TECHNICAL CHARACTERISTICS

15. Details of equipment to be purchased

1. The multimedia guide is located on a mobile device - a tablet. It is advanced multimedia guide application that allows the user to view various content presented in different formats (text, images, video, audio, 2D / 3D animation) arranged by groups and topics. The user independently selects the topics to listen to and watch according to the tag he came across by going through the setup on the location. The tablet on which the multimedia guide is installed has an 8 " or 10 " screen, comes equipped with a protective 3D printed case with a branded neck strap, a branded sticker on the back, headphones and a storage and charging compartment. The charger compartment receives 10 tablets. The tablets are equipped with a magnetic power connector and automatically start charging when stored in the charger. The N3-Guide multimedia

guide application also supports virtual (VR) and augmented reality (Augmented Reality, hereinafter AR) content. AR applications expand reality with computer-generated content (2D, 3D, animations, video) in such a way that users can see the image of the environment expanded by computer-generated content via the camera on the guide tablet. This participation of users in presenting the content of museum material is extremely attractive, and the perception of content is higher compared to the usual methods of presentation.

2. The entire area of the Blaca Desert would be recorded with 8K VR 360 video. Using the app we create for projects like this, this video can be viewed in VCR glasses that are an integral part of the software. These glasses are extremely practical because they do not need a special computer to run and have everything, they need to present virtual content to the user. Glasses would be used in the museum in Škrip and the gallery in Bol where it would present the Blaca Desert to visitors of these locations, and especially to those who are unable to visit the Blaca Desert due to their inaccessibility.

#### Annex II. Equipment and the software

16. Estimated amount for each one of the article to be purchased (specify VAT)

<i>Type</i>	<i>Amount</i>	<i>VAT</i>	<i>Total HRK</i>	<i>Total EUR</i>
TABLETS with multimedia guide through the Blaca Monastery	99.600,00 kn	24.900,00 kn	124.500,00 kn	16.309,50 €
VR 360 video Blaca Monastery and display application	45.500,00 kn	11.375,00 kn	56.875,00 kn	7.450,63 €

Annex III\_Investment table

17. Name design and technical documentation for jobs and time frame for getting it

<i>Type</i>	<i>Design and technical documentation for jobs</i>	<i>Time frame</i>
TABLETS with multimedia guide through the Blaca Monastery	<p>Equipped with headphones, and built-in software adapted for the hearing and visually impaired, and for the elderly population. Easy to handle, monitor and operate, easy to carry and use. Adaptations hardware and software equipment, maintenance and guarantee of accessibility are required.</p> <p>HARDWARE: 10'' tablet (10 pieces), handphones. Device protection and the possibility of easy carrying through the tour. Space to display the visual identity of the project. Easy power supply solution and long-lasting battery (1 day intensive use or quick charging options).</p>	Due 05/2021

	SOFTWARE: The script, Recording and processing of materials, Translation into three foreign languages, recording of professional speakers of native speakers, Tablet application programming, Content entry, Testing of the app	
VR 360 video Blaca Monastery and display application	Full program with following: The script, Shooting of the pilot site with an 8K VR 360 video camera from the ground and from the air, Editing, Application development, Installation in VR glasses that must be delivered with a program (2 pieces)	Due 5/2021

## PROCUREMENT

### 18. Public Procurement Procedure to be adopted

According to the internal documentation of LAG Brač, which is in accordance with national legislation, LAG Brač is obliged to collect three bids. The current offer, which is attached as Annex III., was collected by LAG Brač for the information purpose of determining the amount of costs.

### 19. National tender category complying with Programme Rules (please specify the legislative references)

The simple procurement procedure regulates the procurement of goods and services of estimated value up to HRK 200,000.00 without VAT and procurement of works up to HRK 500,000.00 without VAT (hereinafter: simple procurement) for which, in accordance with the

provisions of the National law, there is no obligation to conduct a public procurement procedure. By LAG Brač Internal Documentation is in accordance with national legislation.

20. Time estimated for the duration of the procedure

1 month

21. Are permits/authorizations required for installation of the equipment? If yes indicate type of act required

NO

22. Estimated time for equipment installation from the closure of the tender procedure

12 MONTHS

23. Any other business

Due crisis COVID 19 crisis, the need arose to move the deadlines and the questionnaire forwarded by the RERA SD partner was completed accordingly. The crisis has stalled negotiations with the Institute that manages the pilot site Blaca Monastery. Due to the above, minor changes in the plan are possible in order to adjust the budget.

Attachements

- Annex I.\_Roadmap\_LAG BRAC
- Annex II.\_Offer equipment\_software
- Annex III.\_Investment table
- Annex IV.\_Attendance sheet\_12-06-2020