# Call for
## Virtual Learning Sessions Facilitators in DII Project (Webinar Facilitators - WF)

## Terms of Reference – ToR

| Project title | Digital Inclusion Initiative (DII) |
|---|---|
| Start Date: | April 2026 |
| End Date: | May 2027 |
| Number of Experts to be engaged | 3 (three) |
| Publication reference: | 2024/458-876/TD05 |

**Purpose of the consultancy**

The objective of this engagement is to recruit three external regional experts in Digital Inclusion field for preparation and delivery of Virtual Learning Sessions (webinars) intended for practice exchange, continuous learning and adaptation within the DII consortium members, GROs, national coalition members and other learners interested in digital inclusion. Sessions will focus on emerging trends in digital technology, updates on policy environments, and new best practices. They will also include more focused discussions on specific issues, ensuring that participants have access to tailored advice and support.

**Project Background**

The Digital Inclusion Initiative - DII Project, funded by the European Commission, is implemented by consortium of organizations: Kosova Education Center (KEC) from Kosovo, Civil Society Development Center (CSDC) from Albania, proMENTE social research from Bosnia and Herzegovina, Centre for Educational Initiatives Step by Step from Bosnia and Herzegovina, the Macedonian Civic Education Center (MCEC) from North Macedonia, and Centre for Education Policy (CEP) from Serbia.

The DII project is focused on enhancing civil society organizations (CSOs) roles and capacities, promoting inclusive policy development and advocacy, and fostering an environment where digital inclusion serves as a pillar for stronger participatory democracies and EU approximation efforts in the target region. By focusing on digital inclusion, the project addresses a critical aspect of modern participatory democracy – ensuring equitable access to digital tools and information, which is essential for informed citizen participation and engagement in democratic processes, also addressing an important aspect of EU approximation process. The specific objective of the project is strengthening CSOs capacities and engagement opportunities in policy- and decision-making.
In order to fulfil the project objectives and goals, one grassroot organization will be selected, in North Macedonia. Embedded within communities, this organization should directly interact with marginalized groups and be well connected to local communities. The Consortium aims to enhance the capacities of these grassroots organizations to support digital inclusion for marginalized groups through mentoring, active participation in policy development and advocacy, as well engagement in networking activities at both national and regional levels.

As part of the Knowledge Sharing and Capacity Enhancement three webinars will be conducted over the course of one year.

## 2. Webinar Topics

Facilitators are invited to apply to lead one webinar only (maximum one topic per applicant) from the following four thematic areas:
1.      Digital Inclusion as a Public Policy Priority
2.      Digital Accessibility: Between Availability and Actual Usability – Web Content Accessibility Guidelines (WCAG)
3.      Bridging the Digital Divide in Rural and Marginalized Communities
4.      Data Privacy, Cybersecurity, and Trust in Digital Inclusion
Only three webinars will be organized; the final selection of topics will depend on consortium priorities and facilitator expertise.
Webinars will be prepared and facilitated in English.

## 3. Objectives

The webinars aim to:
•       Strengthen knowledge and capacity of coalition members, CSOs, schools, government institutions, and researchers.
•       Provide tailored advice and support on pressing digital inclusion challenges.
•       Facilitate peer learning and exchange of innovative approaches across the region.
•       Contribute to evidence-based advocacy and policy development.

## 4. Scope of Work

Selected facilitators will:
•       Design and deliver a 90-minute interactive webinar on the chosen topic.
•       Develop presentation materials (slides, case studies, discussion prompts).
•       Facilitate interactive elements (Q&A, breakout discussions, polls).
•       Submit a short post-webinar report summarizing key insights and participant feedback.

## 5. Deliverables

•       Presentation materials (PowerPoint or equivalent).
•       Facilitation of webinar session (90 minutes).
•       Post-webinar report (max. 3 pages).

## 6. Eligibility Criteria

•       Proven expertise in digital inclusion, ICT policy, education technology, or related fields.
•       Experience in facilitating online workshops/webinars with diverse stakeholders.

•      Strong communication skills in English (working knowledge of Bosnian/Croatian/Serbian, Macedonian or Albanian is an asset.).
•      Familiarity with regional digital inclusion challenges in the Western Balkans.

## 7. Application Process

Interested experts should submit:
1.      One-page webinar concept note (indicating preferred webinar topic outlining webinar content with up to five expected learning outcomes).
2.      CV highlighting relevant experience.
3.      Financial offer *(template attached)*

All documents are to be submitted in electronic format, as pdf documents, via e-mail to: procurement@coi-stepbystep.ba, with the following subject: **DII 2024/458-876/TD05 - Webinar Facilitators - WF – Applicant's Name.**
Applications/tender offers should be submitted **no later than 13ᵗʰ of April, 11:00 a.m.**

## 8. Selection Criteria
•      Relevance and clarity of proposed webinar content.
•      Quality and feasibility of learning outcomes.
•      Demonstrated expertise and facilitation experience.
•      Regional balance and diversity of perspectives.

## 9. Timeline
•      Call launch: 27.03.2026
•      Application deadline: 13.04.2026
•      Selection notification: 17.04.2026
•      Webinars delivery: Webinar 1: End of April 2026; Webinar 2: Mid-December 2026; Webinar 3: Mid-April 2027.

## 10. Governance

Centre for Educational Initiative Step by Step as DII project consortium member will oversee the selection process, provide technical support, and coordinate logistics. Facilitators will work closely with consortium members to ensure alignment with project objectives.

### Remuneration

Maximum webinar rate per hired expert is 300,00 EUR, inclusive of all taxes and contributions.

### Confidentiality and Conflict of Interest
The selected facilitators shall treat all information received in connection with their work as confidential and proprietary to the consortium and its partners. They agree not to disclose any information, documents, or data

provided during the course of the engagement to any third party without prior written consent, unless such disclosure is required by law.

The facilitators shall avoid any conflict of interest and immediately declare any potential conflict that could affect the impartiality of their duties. They must not be engaged in any activity or business that may compromise their ability to deliver this consultancy with integrity and independence.

By accepting this assignment, the facilitators confirm that no such conflict currently exists and that they will promptly notify the project team should one arise during the consultancy.

**Contact Information**

Any questions related to the call can be submitted to the following e-mail: office@coi-stepbystep.ba with the following reference: **Question about the Call for Virtual Learning Sessions Facilitators in DII Project**, no later than 09.04.2026, by 17:00 (CET).