

29 July 2025

Terms of Reference

Technical Development of an e-Learning Course on organising deliberative processes at local level (in English and in Bosnian languages)

I Project Summary

NALAS strives to support *South-East Europe cities and municipalities grow into sustainable, smart, inclusive and resilient livelihoods*. In achieving this, local governments must create mechanisms that enable citizens participate in making important decisions and shaping the future of their communities. Citizen participation represents a condition for effective democratic citizenship for all residents and it enhances the active role of citizens, improves trust, increases transparency and strengthens democratic processes.

The value of deliberative democracy has been widely promoted by the Congress of Local and Regional Authorities of the Council of Europe (the Congress), both through its statutory work and co-operation activities. NALAS, as an important partner of the Congress, has promoted citizen participation through policy positions, research papers, and different project activities. Still, compared to the other forms of citizen participation, deliberative democracy is a relatively new concept for South-East Europe (SEE) local governments and their associations.

The regional project "Promoting deliberative democracy and innovative approaches to citizen participation in South-East Europe", implemented in partnership of the Congress, as the lead, and NALAS, aims to promote deliberative democracy and increase the capacities of NALAS' member Local Government Associations (LGAs) and the local governments (LGs) of South-East Europe, enabling them to plan and implement deliberative democracy processes.

Project's overall objective: Residents in South-East Europe enjoy enhanced local democracy and more transparent and inclusive local public institutions

Project's specific objective: Local governments and their associations have enhanced capacities to implement and integrate deliberative approaches in local decision-making.

As a partner in the regional project, NALAS is responsible for:

- Co-ordination with LGAs and LGs throughout the duration of the project
- Organisation of the meetings of the Community of Practice on deliberative democracy
- Piloting of the e-course on organisation of deliberative processes at local level

E-learning course on organisation of deliberative processes at local level will be integrated into NALAS E-Academy and will become part of its regular offer. The course will provide a broad overview of deliberative processes in the local governance context and introduces the terminology, key concepts, scope, principles, values and benefits of deliberative democracy. The course will explain why commitment to deliberative democracy is important and offers a rationale for local decision makers for commissioning a citizens' assembly.

Within this framework, NALAS is looking for an organisation or company to provide **services for the technical development of an e-learning course** for local governments **on organising deliberative processes at the local level**.

The e-learning course will be developed within the NALAS e-Academy as part of the project "Promoting deliberative democracy and innovative approaches to citizen participation in South-East Europe", supported by the Council of Europe.

II Scope of the assignment

NALAS is seeking competent company– Technical Developer - with proven experience and expertise in information and communication technologies, creation and use of e-learning platforms, technical development of e-learning courses, interactive multi-media products and online learning tools for the **technical development and design of the e-learning course in Bosnian and English language on the NALAS e-Academy platform** (<http://nalas-academy.com/>).

More specifically, the **technical developer (TD)** shall:

1. Provide technical, graphic and audio-visual solutions for the e-Learning course materials, to support the learning process.

- The course will consist of four modules, released consecutively (as estimated: one module per week). The course storyboard, structure, and content will be developed by the subject matter expert and instructional designer.
- Modules will incorporate a range of multimedia elements—text, visuals, and audio-visual tools—designed to support one week of learning per module.
- Content formats may include reading materials, PowerPoint presentations (including with voice-over), video lectures, tests, quizzes, exercises, case studies, essays, forum discussions etc.
- Appropriate e-learning tools, media types, and communication methods should be applied to ensure effective design, structure, and delivery of all materials.

Once contracted, the technical developer will receive a detailed Storyboard for the course with references to the elaborated content and the developed materials.

2. Develop and maintain the e-Learning course in both English and Bosnian, and upload the materials in both languages to the NALAS e-Academy platform, in co-ordination with the instructional design consultant and NALAS.

- The course should be created using Moodle and fully integrated into the NALAS e-Academy platform. The course should be maintained throughout the course and its elements adapted/corrected as needed before, during or after the launch of the course.
- It must include all essential features for course management, such as participant registration, role assignment (e.g., course coordinator, moderator), automatic scoring and performance tracking by coordinators, email notifications (e.g., for forum posts and assignments), a calendar of events, and all other functionalities available in the latest Moodle version.

3. Prepare user manuals for course moderators and for course participants

- The manual for moderators should include the technical aspects, description of the modular sequence and use of key course management features (use of the e-tool, evaluation of assignments, participants' activity and performance records, etc.)
- The manual for participants should include the instructions for technical use and a detailed description of the course (including structure, modules, course dynamics, materials and assignments, etc.) with instructions for making use of the available e-learning tools.

4. Provide technical support to e-Learning Course to moderators in charge of prospective e-Learning Course delivery.

- Technical Developer should provide continuous technical support to the course moderators and attend meetings with moderators and instructional designers to facilitate running of the course;
- Technical Developer should participate in E-course Introductory webinar and provide support as needed for any additional mid-course webinars and Closing webinar.

5. Submission of course-related Reports

- Technical Developer should submit platform-generated course reports of: registered participants; activities of the participants with records of submitted participants' responses on the course's tasks and forum discussions; and overview of participants' grades.
- Technical Developer should correct and update content of the e-courses as needed and based on feedback and lessons learnt from the piloting; as well as provide the final versions of the materials for the courses.

*The Technical Designer will work with the instructional designer, NALAS, Council of Europe and course moderators to understand the developed e-Learning structure and content, in order to develop the technical and audio-visual solutions, eLearning tools and technical design of the eLearning Course. **NALAS will provide the course translation from English to Bosnian.***

III Overview of services and deliverables

Service	Expected Deliverables	Provisory timeline
1. Provision of technical, graphic and audio-visual solutions for the e-Learning course materials.	1. Technically and audio-visually designed materials for the e-Learning course on deliberative democracy at local level - in English language, including design of the e-course Brochure and e-course Certificate; 2. Technically and audio-visually designed materials for the e-Learning course on deliberative democracy at local level - in Bosnian language.	By 30 September 2025
2. Development and maintenance of the e-Learning course in both English and Bosnian	3. Course in English language integrated in Moodle format in NALAS E-Academy, including all the necessary features for the course management; 4. Course in Bosnian language integrated in Moodle format in NALAS E-Academy, including all the necessary features for the course management; 5. Implemented course evaluation strategy, designed scoring system and developed questionnaire for final evaluation by participants; 6. Course maintained, including all necessary corrections and upgrades before, during and after the course.	By 31 October 2025
3. Preparation of user manuals for course moderators and for course participants	7. User manual for course moderators developed 8. User manual for course participants developed (translation into Bosnian version will be provided by NALAS)	By 30 September 2025
4. Provide technical support to e-Learning Course to moderators in charge of prospective e-Learning Course delivery	9. Participation in meetings with moderators and instructional designers to discuss the use of NALAS E-Academy and of the course and provision of technical support as needed to course moderators and instructional designer; 10. Participation in the Introductory webinar of the course and providing support for closing webinar or any additional webinar organised within the course delivery	By 31 October 2025

5. Submission of course-related Report and of the final versions of the courses materials.	11. Platform-generated reports of: registered participants; activities of the participants with records of submitted participants' responses on the course's tasks and forum discussions; and overview of participants' grades. 12. Compile and provide NALAS with all the final versions of the courses materials (in English and in Bosnian), reflecting also lessons learnt and feedback after the course piloting.	By 31 October 2025
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All deliverables listed above should be approved by NALAS. More precise timeline will be defined in the contract and throughout the project implementation.

Payments will be made based upon completion of services, submission of proof of delivery, the assignment report and invoice. The assignment report should be submitted not later than 7 days after the realisation of all activities and submission of deliverables.

IV Required Profile, Skills and Competences

The interested companies shall demonstrate:

- **At least 5 years of experience in design and development within e-Learning environments**, including the application of adult learning principles and instructional design methodologies.
- **Proven technical development and customisation of at least 3 e-learning courses**, preferably using the Moodle platform (or similar open-source platforms), including:
 - Audio-visual and graphic design of course materials
 - Graphic design of PPT presentations and reading materials
 - PPT voice-over recording
 - Use of interactive e-learning tools (forums, chats, quizzes, gamified content, etc.)
- **Previous proven experience in co-operation projects with international organisations.**
- **Demonstrated experience in preparing clear and user-friendly documentation**, including user manuals;
- **Proven capacity to train and onboard moderators, administrators and participants** in the effective use of the e-course;
- **Proposed expert(s) fluency in English** is required;
- **Previous experience in themes relevant to local governments and local government associations** will be considered an asset.
- **Previous experience working in Western Balkan countries** will be considered an asset.
- **Proposed expert(s) fluency in Bosnian/Serbian/Croatian** will be considered an asset.

V Application Procedure

Interested applicants are asked to submit the required documents **by 06 August 2025, 15:00 (CET)**. The documents must be submitted in English language **by e-mail, to milovic@nalas.eu with subject: Technical Developer – NALAS E-course**
Please provide:

1. Technical Offer (.pdf format)

- Cover page, showing the company's name, address and contact information;
- Presentation of the company's suitability for assignment in accordance with the requirements provided in the section IV "Required Profile, Skills and Competences" of this Terms of Reference
- A document for registered activity as evidence that the provider is a registered business (Company, Agency, CSO) in accordance with the regulations of the target economy where the company is registered;
- Documents confirming the financial capability of the company
- CV of the proposed expert(s), outlining competences and skills as indicated in the section IV "Required Profile, Skills and Competences" of this Terms of Reference.

Please group the documents into a single (1) pdf document.

2. Financial Offer (.pdf format)

The Financial Offer shall specify net amount and gross amount (including all taxes relevant to the payment) per service (1-5), as well as the total amount for the assignment, expressed in EUR.

Financial Offer should be submitted using the following format:

	Service	Net Amount	Gross Amount
1.	Provision of technical, graphic and audio-visual solutions for the e-Learning course materials.		
2.	Development and maintenance of the e-Learning course in both English and Bosnian		
3.	Preparation of user manuals for course moderators and for course participants		
4.	Provide technical support to e-Learning Course to moderators in charge of prospective e-Learning Course delivery		
5.	Submission of course-related Report and of the final versions of the course's materials.		
	TOTAL AMOUNT IN EUR:		

Note: Please provide the Financial Offer in a separate, single (1) pdf document.

VI Evaluation and Selection

The evaluation of the companies and selection of the best offeror will be made in accordance with the quality-cost based selection method (70 % technical component and 30% financial component).

VII Ownership

All materials, documents and information prepared, developed or adjusted by the expert and used for the purposes of preparation, conduct and implementation of the activities, as well as reporting, remain the property of the NALAS. The service expert agree that no part of the materials, documents and information may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, for any other purposes and objectives than those related to this ToR, without the prior permission of NALAS.