

Request for Tender

Pacific Australia Skills – Website Design, Build and Hosting

Issue Date	18/09/25
Industry Briefing	N/A
Questions Due	01/10/25
Closing Date	08/10/25 + 17.30 (Fiji) GMT+12

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DT Global Asia Pacific Pty Ltd
Level 14, Tenancy 2, 501 Swanston Street, Melbourne, VIC, 3000 Australia
P: +61 3 9100 4100
www.dt-global.com

1. Tender Particulars

Project Name	Pacific Australia Skills - Website Design and Delivery
Tender Name	Pacific Australia Skills - Website design, build and hosting
Closing Time	08/10/25
Registration	Potential bidders should register their interest by email by 25/09/25 . Any updates to the tender documents or answers to questions will be sent to all registered bidders.
Questions	You may submit questions by email to tenders@pacificaustrialskills.org by 01/10/25 . Answers to questions will be sent to all registered bidders.
Submission Method	By email to tenders@pacificaustrialskills.org
Contracting Entity	DT Global is the company that manages Pacific Australia Skills. DT Global's Company registration number is 006170869.
Tender Validity	Tenders will be valid for at least 90 days after the closing time.

The anticipated timeline for the tender process is as follows. We may alter any of these dates at our discretion.

Tender Release	18/09/2025
Registration	25/09/2025
Last Date for Questions to be Submitted	01/10/2025
Close of Tender	08/10/2025 + 5.30pm GMT+12
Commencement Date (approximate)	17/11/2025
End Date (with possible extension)	30/06/2026

At any time, Pacific Australia Skills/DT Global reserves the right to:

- terminate this Request for Tender or cease to proceed with this procurement process.
- change the structure and timing of the procurement process.
- vary or extend any time or date in this Request for Tender.
- require additional information or clarification from any tenderer or provide additional information or clarification.
- negotiate with one or more tenderers.
- call for new tenders.
- reject any tender received after the closing time.
- reject any tender that does not comply with the requirements set out in this Request for Tender; and
- terminate negotiations with any applicants at any time for any reason.

1.2. Conflict of Interest

Tenderers must provide details of any circumstances or relationships that constitute, or may constitute, a conflict or potential conflict of interest regarding this application, or any obligations under any formal agreement with the Pacific Australia Skills, DT Global, or the Department of Foreign Affairs and Trade.

1.3. Eligibility of the Tenderer

The Tenderer, including parties constituting the Tenderer, may have the nationality of any country, except for those prohibited by the legislation of Australia, or by any international Agreement of which the tenderer is a signatory, or by an Act of Compliance with a Decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations.

The Tenderer must meet the following eligibility criteria:

- (a) must be registered in the country of the Tenderer.
- (b) be free from insolvency, bankruptcy or similar status.
- (c) have the legal capacity to enter into contract.
- (d) be current with payments of taxes and social charges.
- (e) not be ineligible pursuant to the provisions of this RFT.
- (f) not have been convicted within the last year of, or currently under indictment for, a criminal offence involving corruption or other misconduct reflecting a lack of suitability to participate in government procurement.

DT Global will exclude from consideration any tender if the Tenderer or one of its Related Entities is listed on a relevant sanctions list – more information here: <https://www.dfat.gov.au/international-relations/security/sanctions/consolidated-list>.

1.4. Corrupt or Fraudulent Practices

DT Global and DFAT require that Tenderers observe the highest standard of ethics during the procurement and execution of contracts. In pursuance of this policy:

- (a) Definitions:
 - (i) “Corrupt practice” is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - (ii) “Fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation.
 - (iii) “collusive” practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party.
 - (iv) “Coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party.
 - (v) “Obstructive practice is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.
- (b) DT Global will reject a proposal for award if it determines that the Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- (c) DT Global will declare a Tenderer ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a contract.

1.5. Insurance

The Contractor must maintain and keep current all insurances that a prudent Contractor would maintain for this Agreement as required by law in Australia including but not limited to:

- (a) Public liability and professional indemnity with a minimum cover per claim event of a reasonable amount.
- (b) Worker’s compensation with the minimum cover as required by law.
- (c) Property insurance covering any contractor’s equipment, materials, supplies used on the Project for its full replacement value.

2. Tender Selection Process

Pacific Australia Skills will evaluate tenders on the basis of the tenderer's technical capability and price. Achieving value for money is a critical consideration for the achievement of DFAT's strategic objectives. It is a requirement under the Public Governance, Performance and Accountability Act (2013) and the Commonwealth Procurement Rules.

Pacific Australia Skills will undertake an overall evaluation of Value for Money taking into consideration:

- (a) A technical evaluation
- (b) A commercial evaluation.
- (c) Any other matters that DFAT and Pacific Australia Skills considers relevant, including but not limited to cost/benefit analyses, whole of life costing, program resourcing and other factors relevant to the suitability, capacity and qualifications of a Potential Supplier to deliver the Services.

Pacific Australia Skills will convene and Selection Panel to undertake the value for money evaluation.

Evaluation Criteria	Weighting
Technical Proposal	80%
Tender Application Form	—
<p>Parts 1 and 2: Company Details and Technical Information Provide your company details and responses to selection criteria outlined in the scope of services and deliverables below.</p> <p>Provide a technical proposal setting out your approach to the design and build of the website including content mapping and navigation, SEO optimisation, accessibility, mobile optimisation, hosting recommendations and contact management. This should be up to 5 pages maximum.</p>	40%
<p>Part 3: Previous Work Experience Demonstrate at least 5 years' experience in accessible website design and hosting, with strong UX (user experience) and customer service focus, providing up to three (3) examples of current or previous work activities (inclusive of designing and hosting websites for donor programs) that demonstrate the ability to perform the required services. Please include links to websites you have built and people who can be contacted for references.</p>	30%
<p>Part 4: Resources Provide details of the project team composition and outline experiences and qualifications of each team member using the template provided. Provide up to 5 short CVs (maximum 2 pages each)</p>	10%
Commercial/Financial Proposal	20%
<p>Part 5: Application Form Tenderers are required to provide a quotation for undertaking the work and demonstrating value for money. The quotation should be comprised of:</p> <ul style="list-style-type: none"> • Phase 1: Scoping concept and design phase • Phase 2: Website build, content migration and optimisation • Phase 3: Testing, training, hosting, cybersecurity and indexing • Phase 4: Post live support and ongoing hosting 	20%

Corporate Capability and Technical Capability will be scored by the selection panel based on the information contained in the Application Form and any requested supporting documentation provided in the tender. The panel may seek further information to support their assessment by requesting additional documents, conducting interviews with tenderers or contacting referees.

If requested in the table above, a technical proposal is limited to **five (5) A4 pages** plus a cover page with the Tenderers nominated contact person and their contact details. In all cases Tenderers should complete the **Tender Application Form (Annex 2)**.

Tenderers should use the commercial proposal template provided in the application form. Tenderers' commercial proposal will be assessed as part of the Value for Money evaluation.

Annex 1 Scope of Services

Pacific Australia Skills – website design and build

- Pacific Australia Skills requires a high-quality accessible website to engage and inform its target audiences about the program, its purpose, its progress (success stories), its key partners and to signpost locally led job focused skills and training opportunities and the results of Australia's investment across the Pacific and Timor-Leste in which it operates.
- The total contract period is for 8 months comprising approximately 8 weeks for the development, design build and website sign off and 6 months post live support.

Background

Pacific Australia Skills is a development assistance program funded by the Australian Government's Department of Foreign Affairs and Trade (DFAT) and managed by DT Global.

Pacific Australia Skills is an Australian Government initiative aimed at enhancing skills and training in the Pacific region and Timor-Leste, focusing on employment opportunities and economic growth.

Pacific Australia Skills builds on the successes of the Australia Pacific Training Coalition (APTC) and aims to deliver training and qualifications that prepare individuals for employment both locally and internationally. The program emphasises collaboration with local partners to strengthen education and training systems across the region.

Pacific Australia Skills is currently scaling up operations in Fiji, Kiribati, Nauru, Papua New Guinea, Samoa, Solomon Islands, Timor-Leste, Tonga, Tuvalu and Vanuatu.

What services does Pacific Australia Skills wish to procure through this RFT?

Pacific Australia Skills wishes to engage a qualified company to design and build an impactful, user-friendly and accessible website that is easy to navigate, update and to maintain. The website should engage and inform the program's target audiences about the program, its locally led and job focused approach, its progress (success stories), its partners and signpost skills and training opportunities in the Pacific countries and Timor-Leste in which it operates.

The website must use responsive design ensuring that it is optimised on mobile devices, laptops and tablets, has a fast-loading time and is fully accessible in compliance with WCAG 2.1AA guidelines for inclusive design.

Pacific Australia Skills will engage the successful tenderer for a period of 8-10 weeks for design and delivery with a further 1 day / 8 hours per month consultancy for a period of 6 months following the new website live date in January 2026. This 1 day / 8 hours per month consultancy period is required to assist the communications team with the website reporting set up, to provide any additional content management training, and address any issues including the delivery of small design adjustments/enhancements required to maximise the overall efficiency and effectiveness of the website.

Requirements/Deliverables

The contractor will be required to provide the following services/goods:

Phase 1: Scoping concept and design phase

A half day online briefing session to present and explore the technical proposal and to finalise outline design and to map content requirements with the Pacific Australia Skills Communications/Website team. Briefing also to cover branding, target audiences, user journeys and historical Australian skills and training investments.

Coordination of weekly online meetings with the Pacific Australia Skills Communications/Website team during the 8 to 10 week design, build and sign off period, moving to monthly meetings from January 2026 – June 2026.

Delivery of the proposed website design including the provision and presentation of a site map and wire frames outlining the proposed structure, navigation, layout, and functionality of the user interface of the website, including 2 rounds of amendments. NB. The design must ensure that users can easily find what they need and incorporate a contact management system where they can submit questions.

Development and presentation of a series of page design templates in line with program branding and featuring infographics, contact management, video and blog plug ins, including 2 rounds of amendments. The template designs should be clean and bright incorporating white space to reduce clutter on the pages and have a consistent visual style.

Scoping will also include recommendations for technology used, cyber security, and hosting provider options.

Phase 2: Website build, content migration and optimisation

Development and delivery of the Pacific Australia Skills website build using either open-source software (such as WordPress, Drupal, Joomla) or proprietary software that is fully compliant with Web Content Accessibility Guidelines (WCAG) 2.1 AA guidelines.

Scheduling and coordination of content migration for all website pages, including key word identification, backend meta tagging, AI chatbot, analytics and SEO optimisation advice.

Phase 3: Testing, training, hosting, cybersecurity and indexing

Coordination of a series of user testing sessions prior to the go live date and actioning any final associated adjustments.

Provision of a website user guide with step-by-step content management instructions.

Set up and provision of reports including a Google analytics report covering traffic analysis and visitor metrics and a contact management report to track questions received and answers provided.

Co-ordination of hosting set up and hosting arrangements.

Creation and submission of the site map, capturing the website architecture, to Google for indexing.

Provision of content management training using the manual and reporting guide for communications staff – 2 sessions. Training and handover of backend configuration to Pacific Australia Skills ICT.

Cybersecurity compliance and framework alignment.

Phase 4: Provision of post live support services

Coordination and provision of post live support (1 day/8 hours per month for 6 months) including a 45-minute monthly meeting with a set agenda and an agreed system for reporting/responding to upcoming issues/changes/contact reporting.

Working with Pacific Australia Skills ICT for ongoing maintenance to ensure the website remains cybersecure.

Basis of Payment

The contractor will be paid in lump sums on the basis of key deliverables as follows:

1. **Phase 1:** 20% on delivery of design concepts and their sign off.
2. **Phase 2:** 30% on the delivery of the website build, content migration and optimisation
3. **Phase 3:** 40% on the completion of testing and training and following the date the website has received formal sign off and is live
4. **Phase 4:** 10% of total payment disbursed at a flat monthly rate - covering delivery of the 1 day/8 hours per month inputs for 6 months following the website live date (all payments to be completed by mid-June 2026).

Annex 2 Tender Application Form

Part 1: Company Details

Company Name	
Company Registration Number	
Tax Identification Number	

Please attach the following documents:

Document	Attached? (Tick if <u>YES</u>)	If <u>NOT</u> Attached, Explain Why Not
Company Registration Certificate	<input type="checkbox"/>	
Current certificates of insurance for Workers' Compensation	<input type="checkbox"/>	
Current certificates of insurance for Public Liability. This insurance should be for a reasonable amount allocated.	<input type="checkbox"/>	
Australian Business License	<input type="checkbox"/>	

Part 2: Response to Key Selection Criteria

Key Selection Criteria	Weighting	Response
<p>Able to clearly articulate technical approach to website development and demonstrate understanding of the project scope.</p> <p>Experience managing weekly meetings and maintaining effective communication throughout the project period.</p>	15%	
<p>Proven ability to develop intuitive, seamless, user-friendly website page design and navigation, aligned with accessibility standards.</p> <p>Proficiency in open-source platforms and/or proprietary software.</p>	20%	
<p>Proven experience of successful approaches to migrating content and</p>	20%	

<p>optimising SEO (keywords, meta tags).</p> <p>Commitment to WCAG 2.1AA compliance. Gender Equality, Disability and Social Inclusion (GEDSI) in the provision of website services.</p>		
<p>Proven ability to provide and coordinate a structured plan for testing and refining websites before launch.</p> <p>Able to provide a clear user guide and effective training sessions for communications and ICT staff.</p>	20%	
<p>Proven ability to set up Google Analytics reports and provide actionable insights and to set up site indexing with Google.</p> <p>Proven experience advising on hosting considerations and options, overseeing the hosting of websites and cybersecurity compliance and framework alignment.</p>	15%	
<p>Proven ability to provide effective support with issue tracking for 6 months post-launch (with possible extension).</p>	10%	

Part 3: Project Experience

Tenderers may include up to 3 examples of prior experience (please use this format)

Project			
Client			
Client Contact Person		Client Phone	
When did the Services Start?		When did the Services End?	

Approximate Total Value of the Services	<input type="checkbox"/> Less than \$100,000 <input type="checkbox"/> \$100,000 – \$500,000 <input type="checkbox"/> \$100,000 – \$1,000,000 <input type="checkbox"/> More than \$1,000,000
Write a Description of the Services Here	

Part 4: Team Composition and Curricula Vitae (CVs)

Name of Staff	Area of Expertise	Position Assigned	Task Assigned

Please submit CVs for Proposed Professional Staff (key roles)

Part 5: Commercial Proposal Template

- Tenderers must submit a Financial Proposal in the format provided below.
- The rates shall be inclusive of all costs including general administration costs, travel, accommodation, materials, transport, overheads and profit.
- The Financial Proposal must be expressed in Australian Dollars (AUD). Any escalators, foreign exchange rate variations, or other price risks, must be built into the fixed price proposal.
- The Financial Proposal will be prepared free of taxes. The Tenderer is required to determine their own company tax liabilities for this assignment, based on their own company status with regard to undertaking a consultancy in Australia. If taxes are payable the Tenderer will be required to provide evidence for the requirement to pay those taxes.
- DT Global will withhold and remit any Withholding Tax that it is legally obliged to under Australian law.

Item	Milestone	Price AUD
Scoping concept and design phase	Phase 1 completed	\$
Website build, content migration and optimisation	Phase 2 completed	\$
Testing, training, hosting and indexing	Phase 3 completed	\$
Post live support and ongoing hosting	Phase 4 completed	\$

Part 6: Certification and Submission checklist

Before submitting this form, confirm that you have done the following:

- ☐ Completed Part 1: the Company Details
- ☐ Attached the documents specified in the Company Details section
- ☐ Answered the questions in Part 2: Response to key selection criteria:
- ☐ Provided information in Part 3 – Project/Prior Experience
- ☐ Answered all questions in Part 4 – Team Composition
- ☐ Provided prices for all items in Part 5 – Financial Proposal
- ☐ Completed the Due Diligence assessment checklist (Annex 3)
- ☐ Read the draft sub-contractor agreement and noted any questions for DT Global (Annex 4)
- ☐ Provided a disclosure of any conflict of interest, or any matter that may materially affect the company's performance of the contract

I confirm I am authorised to submit this tender on behalf of the company mentioned in this form above

I _____ (Name) on behalf of
_____ (Company) declare that:

We offer the services in the attached proposal at the prices quoted, upon and subject to the conditions of the Request for Tender.

This offer remains open for acceptance by DT Global for a duration of ninety (90) days from the date of closure of tenders.

We have not prepared our application with the benefit of information obtained from a current or former employee of DT Global or the Client/Donor in circumstances that constitute a breach of confidentiality or fidelity on the part of that person; or with the benefit of information otherwise improperly obtained.

We have disclosed below (to the best of our knowledge) any matter that may materially affect our performance of the contract, including but not limited to: any security, probity or integrity issue, including current or pending investigations or enquiries by any government, law enforcement, or regulatory body; financial capacity and viability to perform the services.

I confirm I am authorised to submit this tender on behalf of the company mentioned in this form above.

Signature		Date	
Name		Position	

Annex 3 Due Diligence Assessment Checklist

Provided as a separate document.

Annex 4 Subcontractor Agreement

Provided as a separate document.