Palladium
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20/01/2026

Request for Proposal (RFP)

Website Development for Timor Leste Labour Mobility

Subject RFP #:	TLSCOM1/2026 - 431
RFP Issue Date:	20/01/2026
Terms of Reference / Specifications:	The Goods and/or Services to be delivered are detailed in the attached Schedule
Project	Pacific Labour Mobility Support Program
The Company	Palladium International Pty Ltd
Country of Performance	Australia or Timor-Leste
Closing Date and Time	16/02/2026 5pm AEST
Contact Person	Amy Barnard
Details for Submission	Submissions should be emailed to: Procurement@plmsp.com.au

Thank you for your interest in the above procurement. As implementer for the Project, Palladium invites you to submit a proposal for the terms of reference below. Your proposal must be valid for the Validity Period.

Please submit your proposal in accordance with the Details for Submission above by the Closing Date and Time. This request for proposal (RFP) in no way obligates Palladium to award a contract nor does it commit Palladium to pay any cost incurred in the preparation and submission of a proposal. Palladium bears no responsibility for data errors resulting from transmission or conversion processes.

Questions in response to this RFP will be accepted until 3 February 2026, after this stage no further questions will be accepted. Answers in response to all questions received will be posted to the Palladium website with the final answers released on 6th February 2026.

I look forward to your response. If you have any queries, please do not hesitate to contact me at procurement@plmsp.com.au.

Yours sincerely,

Amy Barnard
Communications Senior Manager – Pacific Labour Mobility Support Program

Terms and conditions

1. Proposal Conditions
By submitting a proposal, potential suppliers are bound by these terms and conditions. Potential suppliers must submit offers with all details provided in English and with prices quoted in a single currency.

2. Proposal Lodgement
The Company may grant extensions to the Closing Time at its discretion. The Company will not consider any quotes received after the Closing Time specified in the RFP unless the Company determines to do so otherwise at its sole discretion.

3. Evaluation
The Company may review all proposal to confirm compliance with this RFP and to determine the best proposal in the circumstances.

4. Alterations
The Company may decline to consider a proposal in which there are alterations, erasures, illegibility, ambiguity or incomplete details.

5. The Company's Rights
The Company may, at its discretion, discontinue the RFP; decline to accept any proposal; terminate, extend or vary its selection process; decline to issue any contract; seek information or negotiate with any potential supplier that has not been invited to submit a proposal; satisfy its requirement separately from the RFP process; terminate negotiations at any time and commence negotiations with any other potential supplier; evaluate proposals as the Company sees appropriate (including with reference to information provided by the prospective supplier or from a third party); and negotiate with any one or more potential suppliers.

6. Amendments and Queries
The Company may amend, or clarify any aspect of the RFP prior to the RFP Closing Time by issuing an amendment to the RFP in the same manner as the original RFP was distributed. Such amendments or clarifications will, as far as is practicable be issued simultaneously to all parties.
Any queries regarding this RFP should be directed to the Contact Person identified on the cover page of this RFP.

7. Clarification
The Company may, at any time prior to execution of a contract, seek clarification or additional information from, and enter into discussions and negotiations with, any or all potential suppliers in relation to their proposals. In doing so, the Company will not allow any potential supplier to substantially tailor or amend their proposal.

8. Confidentiality
In their proposal, potential suppliers must identify any aspects of their proposal that they consider should be kept confidential, with reasons. Potential suppliers should note that the Company will only agree to treat information as confidential in cases that it considers appropriate. In the absence of such an agreement, potential suppliers acknowledge that the Company has the right to disclose the information contained in their proposal.
The potential supplier acknowledges that in the course of this RFP, it may become acquainted with or have access to the Company's Confidential Information (including the existence and terms of this RFP and the TOR). It agrees to maintain the confidence of the Confidential Information and to prevent its unauthorised disclosure to any other person. If the potential supplier is required to disclose Confidential Information due to a relevant law or legal proceedings, it will provide reasonable notice of such disclosure to the Company. The parties agree that this obligation applies during the RFP and after the completion of the process.

9. Alternatives
Potential suppliers may submit proposals for alternative methods of addressing the Company's requirement described in the RFP where the option to do so was stated in the RFP or agreed in writing with the Company prior to the RFP Closing Time. Potential suppliers are responsible for providing a sufficient level of detail about the alternative solution to enable its evaluation.

10. Reference Material
If the RFP references any other materials including, but not limited to, reports, plans, drawings, samples or other reference material, the potential supplier is responsible for obtaining the referenced material and considering it in framing their proposal. And provide it to the Company upon request.

11. Price/Cost Basis
Prices or costs quoted must show the tax exclusive price, the tax component and the tax inclusive price.
The contract price, which must include any and all taxes, supplier charges and costs, will be the maximum price payable by the Company for the Goods and/or Services.

12. Financial information
If requested by the Company, potential suppliers must be able to demonstrate their financial stability and ability to remain viable as a provider of the Goods and/or Services over the term of any agreement.
If requested by the Company, the potential supplier must promptly provide the Company with such information or documentation as the Company reasonably requires in order to evaluate the potential supplier's financial stability.

13. Referees
The Company reserves the right to contact the potential supplier's referees, or any other person, directly and without notifying the potential supplier.

14. Conflict of interest
Potential suppliers must notify the Company immediately if any actual, potential or perceived conflict of interest arises (a perceived conflict of interest is one in which a reasonable person would think that the person's judgement and/or actions are likely to be compromised, whether due to a financial or personal interest (including those of family members) in the procurement or the Company).

15. Inconsistencies
If there is inconsistency between any of the parts of the RFP the following order of precedence shall apply:
(a) these Terms and Conditions;
(b) the first page of this RFP; and
(c) the Schedule
so that the provision in the higher ranked document will prevail to the extent of the inconsistency.

16. Collusion and Unlawful Inducements
Potential suppliers and their officers, employees, agents and advisors must not engage in any collusive, anti-competitive conduct or any other similar conduct with any other potential supplier or person or quote any unlawful inducements in relation to their proposal or the RFP process.
Potential suppliers must disclose where proposals have been compiled with the assistance of current or former the Company employees (within the previous 9 months and who was substantially involved in the design, preparation, appraisal, review, and or daily management of this activity) and should note that this may exclude their proposal from consideration.
Potential suppliers warrant that they have not provided or offered any payment, gift, item, hospitality or any other benefit to the Company, its employees, consultants, agents, subcontractors (or any other person involved in the decision-making process relating to this RFP) which could give arise to a perception of bribery or corruption in relation to the RFP or any other dealings between the parties.

17. Jurisdiction
This RFP shall be subject to the laws of Queensland, Australia. The language of the arbitration will be English.
The Potential Supplier and the Company will use their best efforts to settle amicably any dispute, controversy, or claim arising out of, or relating to this RFP or the breach, termination, or invalidity thereof.
Any dispute, controversy, or claim arising out of, relating to or in connection with this RFP shall be resolved by mediation in accordance with the Australian Centre for International Commercial Mediation Rules. The mediation shall take place in Australia and be administered by the Australian Centre for International Commercial Arbitration (ACICA).
If the dispute has not been settled pursuant to the said rules within 60 days following the written invitation to mediate or within such other period as the Parties may agree in writing, the dispute shall be resolved by the arbitration in accordance with the ACICA Arbitration Rules. The seat of arbitration shall be as per Governing law and jurisdiction of the courts of Queensland, Australia.

Schedule - Terms of Reference

BACKGROUND

The Pacific Australia Labour Mobility (PALM) scheme allows eligible Australian businesses to hire workers from 9 Pacific islands and Timor-Leste – when there are shortages of local workers available in unskilled, low-skilled, and semiskilled positions within Australia. Under the PALM scheme workers have the opportunity to come and work in Australia on a seasonal or long-term basis. This helps to fill labour gaps in rural and regional Australia and allows workers to develop skills and send income to support their families and communities back in their home countries.

Delivery of the PALM scheme is split within the Australian Government with the Department of Employment and Workplace Relations (DEWR) providing the operational delivery within Australia, and with the Department of Foreign Affairs and Trade (DFAT) overseeing the strategic policy and Pacific-facing implementation of the scheme.

The Pacific Labour Mobility Support Program (PLMSP) works with DFAT to support the administration of the PALM scheme and facilitate opportunities for Australian employers to connect with workers from the Pacific and Timor-Leste.

PLMSP is managed by Palladium International and has been established as a trusted intermediary in supporting Australia-Pacific circular labour mobility.

Timor-Leste is a participant in labour mobility schemes with Australia, New Zealand, Korea and Japan.Tthe New Zealand scheme is known as the Recognised Seasonal Employer (RSE) scheme, the Korean scheme is known as EPS TOPIK Korea and the Japanese scheme is known as Technical Intern Training (TIT) Japan.

Timor-Leste's participation in these labour mobility programs is managed by the Timor-Leste National Directorate of Overseas Employment (DNEE) which is part of the Government of Timor-Leste's Secretary of State for Training and Employment (SEFOPE).

Objective

- Create a single source of reliable information in Timor-Leste about labour mobility
  - Currently State Secretariat for Vocational Training and Employment (SEFOPE)/National Directory of Overseas Employment (DNEE) has another website and relays all information on their Facebook page
  - Communicate to potential Timorese workers and interested employers wanting to recruit from Timor-Leste
- Provide overview of labour mobility opportunities with Timor-Leste and how to participate in programs
- Promote Timor-Leste scale-up activities
- Help reduce misinformation and provide a counterpoint to scams and hoaxes
- Promote SEFOPE and PALM scheme official Facebook pages
- Promote new branding and identity for the labour sending unit (LSU), supported by information on Facebook page, media and advertising campaigns

Website Appearance:

- Simple layout for low bandwidth areas
  - Developers must implement image compression techniques to reduce file size and improve load speed
- Light on text – short phrases, simple language
- Preference for visuals: images and visual aids over text e.g. simple infographics on recruitment processes, jobs in Australia, mental and physical health, training requirements
- Clean design - lots of white space to avoid clutter
- SEFOPE and DNEE branding and logos

Structure and functionality:

- Meet relevant security baselines for government agencies, with compliance with ISO 27001 or equivalent security standards
- Hosting and CMS platforms to be selected based on budget and required protection levels
- Measures in place to reduce service disruption
- A simple hierarchical structure (most common web structure) – i.e parent page and child pages that flow from main page.
    - Home page
    - About page
    - For workers page
    - For employers page
    - Resources page
        - Glossary
        - Training providers (list of approved training providers)
    - Media update
    - Contact us page
    - Feedback form
        - Scam reporting form
    - Languages tab: English, Tetum, Portuguese and Bahasa Indonesia
    - FAQs
- Website translated (from English) into Tetum, Bahasa Indonesia and Portuguese - switch languages tab at the top of the website
    - Translation provided
    - Multilingual Content Management System (CMS)
    - DNEE/LSU contact details should be easy to find
- Clear referral to DNEE/LSU contact us form for more information
- Promotes SEFOPE/ DNEE/LSU Facebook page
- Low maintenance – a “set and forget” format preferred with the ability to scale up if/when required
- Basic resources only – i.e recruitment processes, costs, health testing and skills requirements portal
- Mobile-first design approach
- How to participate/FAQs to link to homepage as most visitors will be people wanting to apply (this will help prevent scams and misinformation)
    - FAQs to help users identify scams, along with a scam reporting form to allow users to report suspicious activity
- Code snippet installed for Google Analytics (to measure traffic, popular pages, performance)
- Easy navigation for both users and crawlers (for SEO)
- Accessibility principles incorporated for people with disabilities (checklist to be provided) with general mandatory requirements to adhere to WCAG 2.1 Level AA standards
- Use tags, categories and links to help users find the info they need – examples might be ‘health testing’, ‘costs’, ‘skills’, ‘age and fitness’ etc.
- Ongoing support to SEFOPE/DNEE, including updates and website maintenance (e.g. patches and speed testing)
    - Training sessions – 4 x sessions including administration and editing
    - Standard operating procedures provided

Expected timing

Build: 7-8 months

1. Setup (1 week)
2. Design (4 weeks)
4. Building and functionality (16 weeks)
5. Testing and optimization (3 weeks)
6. Launch (1 week)
7. Review and fix (2 weeks)

Type of Contract

Fixed price based on milestones

Anticipated Contract Term

1 February 2026 - 31 October 2026 for development, additional contract term for hosting and support

Company Information

Palladium is a global leader in the design, development and delivery of Positive Impact — the intentional creation of enduring social and economic value. We work with corporations, governments, foundations, investors, communities and civil society to formulate strategies and implement solutions that generate lasting social, environmental and financial benefits.

Procurement timelines

RFP release date: 20 January

Last day to accept questions: 3 February

Q&A release date: 6 February

RFP closing date: 16 February

Anticipated contract start date: 2 March

Submission criteria

In order for your proposal to be accepted for review, the proposal must contain:

- Cover letter including information about security capability and approach to low bandwidth users
- Project plan including timeline and personnel
- Previous experience – examples of work

Evaluation and award process

Accepted proposals will be evaluated by a Technical Assessment Panel based on the following criteria:

1. Technical capability and approach: **50%**

- Security and compliance capability
- UX/UI for low bandwidth and low digital literacy users
- Project management approach and ability to meet outlined timelines
- Proposed timeline
- Stakeholder engagement approach

2. Past experience: **20%**

- Governmental
- Technical
- Multilingual

3. Price: **20 %**

4. Approach to training and support to client: **10%**

Total Possible – 100 points

Payment milestones:

1: Approval of project plan - 25%
2. Approval of graphic design key pages (homepage, high level content page, second level content page) 50%
3. Beta website ready for UAT 15%
4: Approval to deploy - 10%

Palladium reserves the right to award under this solicitation without further negotiations. The offerors are encouraged to offer their best terms and prices with the original submission.

PROCUREMENT INTEGRITY AND ETHICS

It is Palladium's Policy that no gifts of any kind and of any value be exchanged between suppliers/vendors/subcontractors and Palladium personnel. Discovery of the same will be grounds for disqualification of the supplier/vendor/subcontractor from participation in any Palladium's procurements and may result in disciplinary actions against Palladium personnel involved in such discovered transactions

Any contract/purchase order resulting from this solicitation must be signed by both parties in order to be considered valid and in force. All costs associated with, but not limited to, production, preparation and/or delivery of goods or services, including deliveries, accepted by Palladium staff, without a fully executed (signed by both parties) contract, are at the supplier's risk only. Palladium shall not pay for any costs, without limitation, associated with production, preparation or delivery of Services under this or any other contract/purchase order, which has not been signed by both parties.

If your proposal is successful, you will be required to enter into the Company's standard contract for the types of goods or services being provided. In the provision of the Services, you will be required to comply with the Company's policies, including (without limitation) its Business Partner Code of Conduct and any relevant client terms and conditions. Potential suppliers must also comply with the Company's Business Partner Code of Conduct in the submission of any proposals pursuant to this RFP.

The Offerors must read, acknowledge and comply with the policies available on the Palladium website, accessible via this link Palladium - Our Policies (thepalladiumgroup.com).

If you are bidding as part of a joint venture, partnership or similar, please make this clear in your submission. Likewise, if you propose to subcontract any part of the goods or services provision, then disclose this fact within your submission. The Company may require additional information from you and approval for subcontracting will not be automatic as subcontractors will be subject to Palladium's Due Diligence process.

Definition
Services means any service provided, or to be provided, to the Company by the supplier (Subcontractor/ Consultant/Offeror) set out in or in connection with this RFP including, but not limited to, the Services set out in the attached Schedule together with the supply of any tangible and intangible items (including, without limitation, goods, materials, equipment, software) associated with the Services and also any services that are necessary to perform those Services.