

11 May 2026

## **AM 13564 – Invitation for Expressions of Interest (EOI)**

### **Accessibility review of the Aus4Skills website**

Dear prospective service provider,

Tetra Tech International Development Pty Ltd (Tetra Tech International Development) as purchaser is seeking Expressions of Interest (EOIs) from qualified service providers (individuals or firms) to review the accessibility of the Aus4Skills website to people with disability (including visual, auditor, motor and cognitive impairments) and provide: (i) detailing a remediation plan on how the website’s accessibility can be improved. This process may include automated testing, manual expert review, and Assistive Technology testing. We invite local individual or firm service providers to submit concept notes as per the specifications detailed in Section 3 of this Request for Expressions of Interest (EOI).

Concept Notes and supporting documentation must be submitted by email by **19 May 2026, 17:00 (Hanoi time)** with the subject line “**your full name/company name – Website Assessment Services**” to the following contact officer:

Name: Le Quang Son  
Title: Procurement Lead  
Email: [procurement@aus4skills.org](mailto:procurement@aus4skills.org)

It is your responsibility to ensure that your quotation reaches the email address above on or before the deadline. Concept Notes that are received by Aus4Skills after the deadline indicated above will not be considered for evaluation.

You are responsible for the cost of preparing and submitting Your Response and all other costs arising from. Your participation in this EOI Process, (including the preparation and lodgement of Your Response), is at Your sole risk. Nothing in this Invitation, the EOI Process, or Your Response must be construed as creating any binding contract or other legal relationship (express or implied) between You and Tetra Tech International Development.

Thank you and we look forward to receiving your concept notes.

Aus4Skills Procurement Team

## ANNEX 1: SCOPE OF SERVICES

### 1. BACKGROUND

**Aus4Skills Phase 3** is an AUD 90 million investment of the Australian Government over ten years, (1 August 2025 to 30 July 2035) to progress the goal of enabling Vietnam to realise its human resource development priorities in agreed sectors while promoting a stable, secure and prosperous Vietnam. Building on previous phases of the program, Aus4Skills Phase 3 will continue to support Government of Vietnam partner ministries to support policy priorities, while maintaining flexibility to respond to emerging needs and opportunities.

Australia and Vietnam are long-standing partners in the human resource development sector through a decade of bilateral support and enduring institutional linkages. To-date, Aus4Skills has supported delivery of Australia Awards Scholarships (AAS) and alumni engagement, vocational education and training (VET) sector strengthening, and public sector leadership strengthening through the Vietnam Australia Centre (VAC).

Aus4Skills Phase 3 will contribute to building Australia's reputation as a trusted and visible partner in supporting a stable, secure and prosperous Vietnam through a focus on three key components that align with Vietnam's National Socio-Economic Development Strategy for 2021-2030 (with a vision to 2045) priorities and the Australia-Vietnam Development Partnership Plan 2024-2028:

- i. Higher Education including support for AAS, alumni engagement and targeted activities overseen by the Ministry of Education and Training.
- ii. The Vietnam Australia Centre (VAC) delivered in partnership with the Ho Chi Minh National Academy of Politics, in collaboration with the Australian Embassy (Hanoi), the Office of the Government and the Ministry of Foreign Affairs, and
- iii. Vocational Education and Training (VET) overseen by the Directorate of Continuing Vocational Education and Training, Ministry of Education and Training.

Aus4Skills is committed to inclusive communication and continuous improvement in accessibility for people with disability, alongside ensuring equitable access to all opportunities. The three Aus4Skills websites serve as a key communications platform, providing resources, links to scholarship information, and updates on program activities ([www.aus4skills.org](http://www.aus4skills.org), [vietauscentre.org](http://vietauscentre.org) and [australiaawardsvietnam.org](http://australiaawardsvietnam.org)).

Aus4Skills is seeking Expressions of Interest from qualified suppliers to undertake an independent accessibility review of the [Australia Awards Vietnam](http://australiaawardsvietnam.org) website and provide recommendations for improvement. This engagement is limited to **assessment and advisory services only**. Any future implementation of website fixes or upgrades will be procured separately.

Depending on delivery of this task, the supplier *may* be asked to complete similar work for the Vietnam Australia Centre and Aus4Skills websites, subject to mutual agreement on timeline and approach.

### 2. ACTIVITY OBJECTIVES

The objective of this assignment is to assess the accessibility and usability of the Australia Awards Vietnam website ([australiaawardsvietnam.org](http://australiaawardsvietnam.org)) for people with disability, identify barriers to access, and provide practical, prioritised recommendations for improvement.

### 3. EXPECTED TASKS AND DELIVERABLES

*Aus4Skills is seeking local individual or firm service providers who are able to:*

- Review the current website structure, content types and navigation pathways (English and Vietnamese sites). Consult with Aus4Skills representatives to confirm priorities and scope.

- Conduct an accessibility review of the website using recognised good practice standards, referencing the World Wide Web Consortium Web Content Accessibility Guidelines 2.2 AA. The review may include, but is not limited to navigation (keyboard-only), screen reader compatibility, heading structure, alternative text for images, colour contrast and readability, text sizing and responsiveness, and link clarity and navigation consistency. The review should also consider mobile accessibility and usability.
  - Videos and downloadable documents are outside the scope of the review.
  - Suppliers are strongly encouraged to incorporate input from people with lived experience of disability as part of the review, including users who rely on screen readers, or who require zoom, high contrast, or text adjustments.
- Prepare a concise report outlining accessibility strengths, barriers/issues, and risks or priority concerns. The report should also include practical recommendations for improvement (including rationale) with suggested priority ranking (high / medium / low) and indicative implementation complexity or effort level where possible.
  - Recommendations should be realistic and practical to apply to an existing website, and should be consistent with the user experience on websites for similar programs (e.g. other Australia Awards websites).
- Provide an online briefing to the Aus4Skills Communications Team summarising findings and recommendations.

*The supplier will be expected to provide:*

1. Brief inception note / methodology (maximum 2 pages)
2. Accessibility review report
3. Prioritised recommendations matrix, including outlining where recommendations align to 2.1 or 2.2 criteria, risk assessment for each recommendation (categorised by severity of issue)
4. Remediation Plan, with guidance for developers and Aus4Skills on how to address each issue identified.
5. Online presentation/debrief session with Aus4Skills.

All deliverables should be provided in English, although the supplier can engage throughout in Vietnamese.

#### **4. TIMING**

The review is expected to be completed within approximately **3–5 weeks** from commencement, subject to agreement. Suppliers should indicate their availability and proposed timeframe.

#### **5. QUALIFICATIONS, EXPERIENCE AND EVALUATION CRITERIA**

Interested suppliers should demonstrate:

- Experience conducting website accessibility reviews or digital accessibility audits
- Knowledge of recognised accessibility standards (e.g. WCAG), and experience in applying these in usability testing and inclusive design
- Ability to provide lived-experience input as part of the methodology (highly desirable)
- Experience in Vietnam or in Southeast Asia (highly desirable – Vietnam strongly preferred).

- Ability to communicate in Vietnamese.
- Quality of previous website design work and consultancy services, especially related to support for people with disability.
- Complete Concept Note with innovative and feasible solution and implementation approach.
- Preference will be given to concept notes that provide innovative approaches to addressing Aus4Skills's requirement.
- Examples of similar work/assignments.

EOIs are welcome from suppliers in Vietnam and other countries, however, Vietnam-specific experience is required

## 6. SUBMISSIONS

All submissions must include the following:

- The Concept Paper must not be more than three (3) pages (A4) and may be submitted in either Vietnamese or English.
- Applicants shall use the Concept Paper template included in Annex 2 of this EOI or it can be downloaded here: Password: 1jmw8g1tyg6Q; <https://coffeyids.egnyte.com/dl/7vXbYCBtx3jB>
- The Concept paper must include: i) CVs of key personnel or/and Company Profiles, ii) Portfolio of previous work or examples of similar work/products produced for other clients, and iii) Estimated breakdown budget in excel format.

EOIs are welcome from organisations, individuals or consortia. The EOI should include details on the nature of the proposed team, and each team member's contribution and experience.

## 7. FULL PROPOSAL

Concept Note for the EOI follow a two-step process. Suppliers must first submit a Concept Paper. The purpose of the Concept Paper process is to seeking a more detailed understanding of the supplier market and range of solutions that may be available and allow potential service providers the opportunity to submit ideas to Aus4Skills.

If a Concept paper receives a favorable review and the concept note is feasible and within the program objectives, Aus4Skills will provide specific requirements and instructions for and invite qualified services providers to submit the full proposal.

**ANNEX 2: CONCEPT NOTE AND BUDGET TEMPLATE**

## Concept Note

**Activity:**

Supplier Details	
Individual or Company Name	<insert name>
Address of registered office	<insert address>
Tax code	<insert number>

Contact Person	<insert name>
Position	<insert position>
Telephone	<insert phone number>
Email	<insert email address>

<b>Individual or Organizational Background</b> <i>Please provide a brief narrative describing yourself or your organization's mission and primary activities</i>
<insert contents here>
<b>Relevant experience and past performance</b> <i>Please Provide details of your relevant experience and past performance related to meeting this EOI's Requirement.</i>
<insert contents here>
<b>Goals and Objectives</b> <i>Please state the goal and its corresponding objectives to address the problems identified above</i>
<insert contents here>
<b>Approach and Implementation methodology</b> <i>Please describe the approach and methodology you will follow while implementing the assignment.</i>
<insert contents here>
<b>Proposed Activities</b> <i>Please provide a detailed description of all the activities to achieve the assignment. Explain the logical connection between the proposed activities and the fulfillment of objectives.</i>

**Expected Outcomes and Deliverables**

*Please describe what are the expected results that the assignment will bring about?*

<insert name here>

**Key Personnel**

*Please provide name of key personnel and CVs for key personnel as attachment.*

<insert contents here>

**Timeline**

*Please provide a summary of expected timeline to complete this assignment.*

<insert contents here>

**Estimated budget**

*Provide a basic summary of expected budget request needed to support the proposed activities.  
Please include a breakdown budget in excel format.*

The total estimated budget is VND .....

**Statement of Supplier**

I, the undersigned, being the person responsible in the applicant organization for this assignment, certify that the information given in this Concept Note is true and accurate.

Name	
Position	
Signature or/and stamp	
Date	