

AM 13473

Request for Proposals

Administration of Alumni Development Impact Surveys for the Aus4Skills Program

Structure of Invitation

Part A – Procurement Process Guidelines

Part B – Terms of Reference

Part C – Selection Criteria and Information Required for Technical Assessment

Part D – Selection Criteria and Information Required for Financial Assessment

Part E – Draft Contract

Part F – Technical and Financial Proposal Templates

Part A

Procurement Process Guidelines

Invitation to Tender

You are invited to submit a proposal for the provision of:	Administration of Alumni Development Impact Surveys (ADIS) Aus4Skills Program
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Principal

Tetra Tech International Development Pty Ltd

ABN 63 007 889 081
World Park
33 Richmond Road
Keswick SA 5035

Tetra Tech International Development's Requirements

Tetra Tech International Development Pty Ltd (Tetra Tech International Development) as the managing contractor of the Aus4Skills Program on behalf of the Australian Department of Foreign Affairs and Trade, is seeking proposals from service providers in Vietnam to administer the Alumni Development Impact Surveys (ADIS) as per the details more fully described in this Request for Proposal (RFP) documentation in Part B, Terms of Reference.

To deliver this service the lead business must be based in Vietnam and be duly licensed by the Vietnamese Government for relevant businesses. This will be a sole provider contract in Vietnam.

The term of the Contract will be from June 2026 to October 2028, with the possibility of extension based on the service provider's performance.

Important Dates

Lodgement and Query Dates	
Invitation Issue Date	4 May 2026
Last Queries Date	14 May 2026, 5:00 pm Hanoi time
Closing Date and Time	18 May 2026, 5:00 pm Hanoi time
Indicative Timetable	
Completion of evaluation	27 May 2026
Notification to successful Supplier(s)	29 May 2026
Notification to unsuccessful Supplier(s)	29 May 2026
Contract commencement	1 June 2026

Offers and Lodgement

Alternative Offers	Alternative Offers may be submitted	<input checked="" type="checkbox"/> No
Form of Lodgement	Email to:	procurement@aus4skills.org
Offer Validity Period		90 days from the Closing Date and Time

Contact Person

Name	Son Le
Position	Procurement Lead, Aus4Skills
Email	procurement@aus4skills.org

Evaluation Criteria

Respondents will be evaluated on the following criteria as further described in Part C and Part D:

- A. Prior Performance and Experience
- B. Technical Capacity and Approach to Survey Delivery
- C. Core Personnel (including Survey Coordinators and Interviewers)
- D. Price

1 Invitation

1.1 Tetra Tech International Development's Requirements

Tetra Tech International Development invites the Respondent to make an Offer in accordance with this Invitation for the provision of Tetra Tech International Development's Requirements.

1.2 Additions and Amendments

Tetra Tech International Development may amend or add to the information in this Invitation or the Specifications at any time before the Closing Date and Time and may extend the Closing Date and Time to enable the Respondent to amend their Offer.

1.3 Accuracy of Invitation

Tetra Tech International Development makes no promise or representation that any factual information supplied in or in connection with this Procurement Process or Invitation is accurate.

Information is provided in good faith and Tetra Tech International Development will not be liable for any omission from this Invitation.

1.4 The Use of Invitation

Without the express prior written consent of Tetra Tech International Development, the Respondent must not re-produce, re-advertise and/or in any way use the contents of this Invitation either in whole or in part, other than for the purpose of preparing and lodging an Offer.

1.5 Procurement Process does not create a Contract

The Respondent's participation in this Procurement Process, (including the preparation and lodgement of the Offer), is at the Respondent's sole risk.

Nothing in this Invitation, the Procurement Process, or the Respondent's Offer must be construed as creating any binding contract or other legal relationship (express or implied) between the Respondent and Tetra Tech International Development.

2 Structure of Invitation

This Invitation consists of four parts:

Part A - Procurement Process Guidelines

Part A contains general information about the Procurement Process and how the Respondent can make an Offer.

Part B - Terms of Reference

Part B sets out Tetra Tech International Development's Requirements in detail.

Part C – Selection Criteria and Information Required for Technical Assessment

Part C contains the selection criteria and information required for the Technical Assessment. Each of the criteria identified must be addressed in the Respondent's Technical Proposal.

Part D – Selection Criteria and Information Required for Financial Assessment

Part D contains the selection criteria and information required for the Financial Assessment. The criteria identified must be addressed in the Respondent's Financial Proposal.

Part E - Draft Contract

Part E contains the proposed terms of the contract that may be entered into between the Respondent and Tetra Tech International Development if the Respondent's Offer is successful.

Part F – Technical Proposal Template and Financial Proposal Templates: contains the Technical and Financial Proposal templates which should be used in preparing a proposal.

3 Communication

3.1 Contact Person

The Respondent may only communicate with the Contact Person (listed on the front page of this document) about this Invitation, and that contact must be in writing.

3.2 Requests for Clarification

Up to and including the Last Queries Date, the Respondent may submit a query or request for further information in writing to the Contact Person.

Tetra Tech International Development does not guarantee that it will respond to any query, particularly queries received after the Last Queries Date.

Tetra Tech International Development reserves the right in its' discretion to inform all other Respondents of any question or matter any Respondent may raise and the response given (but may choose not to do so).

Tetra Tech International Development is not obliged to consider any clarification from any Respondent that it considers to be unsolicited or otherwise impermissible.

4 The Tender Offer

4.1 Format of Offer

The Offer must be completed using the templates provided. The Offer must:

- a) be in English
- b) be endorsed by an appropriately authorised officer with any alterations or prices clearly and legibly stated and any alterations initialled
- c) quote prices in Vietnamese dong that are tax exclusive and, in relation to tax, must state where the tax is applicable and show that amount separately
- d) stipulate fixed prices (unless otherwise specifically required or indicated)
- e) be concise and only provide what is sufficient to present a complete and effective response.

Tetra Tech International Development may disregard any content in an Offer that is illegible.

4.2 Conforming Offer

The Respondent must submit a Conforming Offer to be considered.

A Conforming Offer means an Offer by the Supplier that includes all requested information, is received by the Closing Date and Time, is open for the minimum validity period and satisfies all Mandatory Criteria

4.3 Cost of Preparing the Offer

The Respondent is solely responsible for the cost of preparing and submitting the Offer(s) and all other costs arising from the Respondent's participation in the Procurement Process.

5 Lodging an Offer

The Closing Date and Time for lodging the Offer(s) is nominated in the Reference Schedule. Tetra Tech International Development may extend the Closing Date and Time in its absolute discretion.

5.1 Email

If the Respondent is lodging an Offer via email, the Respondent must satisfy the requirements for email lodgement specified in the Reference Schedule.

The Respondent must virus check any Offer (including all constituent files and/or documents) before lodging via email.

The Respondent is encouraged to lodge the Offer at least two hours before the Closing Date and Time.

Where an Offer is lodged via email, each lodgement will be regarded as full and complete. If the Respondent needs to modify a single document or a group of documents, the Respondent will need to submit all documents again.

Offer(s) lodged via email cannot exceed 10MB.

5.2 Late Offers

If an Offer is lodged after the Closing Date and Time, it may be ineligible for consideration unless:

- a) Tetra Tech International Development determines in its sole discretion that Tetra Tech International Development has caused or contributed to the failure to lodge by the Closing Date and Time; or
- b) Tetra Tech International Development decides that exceptional circumstances exist which warrant consideration of the late Offer and that acceptance of the late Offer does not compromise the integrity of the Procurement Process.
- c) Tetra Tech International Development in its sole and absolute discretion reserves the right to take into account a late tender.

5.3 Validity

By lodging an Offer the Respondent agrees that the Offer will remain open for acceptance by Tetra Tech International Development for the validity period specified in the Reference Schedule.

5.4 Tetra Tech International Development's Use of The Respondent's Offer Materials

Upon lodgement, all of the Respondent's Offer Materials will become the property of Tetra Tech International Development.

Intellectual Property owned by the Respondent or any third parties forming part of the Offer Materials will not pass to Tetra Tech International Development with the physical property comprising the Offer Materials. However, the Respondent acknowledges and agrees that the Respondent has the authority to grant to Tetra Tech International Development an irrevocable, royalty free licence to use, reproduce and circulate any copyright material contained in the Offer to the extent necessary to conduct the Evaluation and in the preparation of any resultant contract.

6 Consortia and Sub-Contracting

6.1 Consortia

If the Respondent is a member of a consortium then the Offer must stipulate which part(s) of Tetra Tech International Development's Requirements that each entity comprising the consortium would provide and how the entities would relate with each other to ensure full provision of Tetra Tech International Development's Requirements. All consortium members that are not natural persons are to provide details relating to their legal nature and any relevant corporate structure.

Tetra Tech International Development will treat the Respondent as the preferred contact person for any consortium Offer.

6.2 Sub-contracting

If the Offer relies on a sub-contracting arrangement, then the Respondent must stipulate in the Offer the tasks that the proposed sub-contractor(s) would undertake. The Respondent will remain legally responsible for meeting Tetra Tech International Development Requirements.

7 Procurement Process Conduct

7.1 The Respondent's Conduct

The Respondent must:

- a) ensure all communications are undertaken via the Contact Person
- b) declare any actual or potential conflict of interest
- c) not employ or engage the services of any person who has a duty to Tetra Tech International Development as an adviser, consultant or employee (or former adviser, consultant or employee) who has been substantially involved in the design, preparation, appraisal, review and/or daily management of this activity
- d) not offer any incentive to, or otherwise attempt to influence, any employee of Tetra Tech International Development or any member of an evaluation team at any time
- e) not engage in any collusive or anti-competitive conduct with any Supplier
- f) comply with all laws in force in Vietnam applicable to this Procurement Process
- g) disclose whether the Respondent is acting as agent, nominee or jointly with another person(s) and disclose the identity of the other person(s)
- h) not issue any news releases or responses to media enquiries and questions regarding this Procurement Process or this Invitation without Tetra Tech International Development's written approval.
- i) The Respondent must not be named as not complying with the Workplace Gender Equality Act 2012 (Cth);
- j) The Respondent must not be listed on the World Bank List or any similar List maintained by a development donor or is the subject of an informal investigation or temporary suspension which could lead the Respondent becoming so listed;
- k) The Respondent must not be subject to an adverse Court or Tribunal decision (not including decisions under appeal) for a breach of any workplace relations law, work health and safety law, or workers' compensation law, or if the Respondent is subject, that the Respondent has fully complied, or is fully complying with the Court or Tribunal order; and
- l) The Respondent agrees to contract as a single legal entity.

If the Respondent acts contrary to the expectations outlined above, Tetra Tech International Development reserves the right (regardless of any subsequent dealings) to exclude the Respondent's Offer from further consideration.

7.2 Tetra Tech International Development's Conduct

Tetra Tech International Development will:

- a) preserve the confidentiality of any information marked as confidential (subject to conditions concerning confidentiality)
- b) give Suppliers the opportunity to compete fairly.

7.3 Confidentiality

The Respondent must identify any aspect of the Offer that the Respondent considers should be kept confidential including reasons. Tetra Tech International Development is not obliged to treat information as confidential and in the absence of any agreement to do so, the Respondent acknowledges that Tetra Tech International Development has the right to publicly disclose the information.

Any condition in the Offer that seeks to prohibit or restrict Tetra Tech International Development's right to disclose will not be accepted.

Information supplied by or on behalf of Tetra Tech International Development is confidential to Tetra Tech International Development and the Respondent is obliged to maintain its confidentiality. The Respondent may disclose confidential information to any person that has a need to know the information for the purposes of submitting the Offer.

7.4 Commonwealth Procurement Rules and PGPA Act

Respondents should be aware that the Commonwealth Procurement Rules ('CPRs') and the *Public Governance Performance and Accountability Act Rules 2013* (Cth) ('PGPA Act') as amended from time to time, apply to this RFP.

7.5 Disclosure of Information Provided by Respondents

Tetra Tech International Development's selection process for services is conducted in accordance with Australia's Commonwealth Procurement Rules. For the purpose of assessing Tenders, Tetra Tech International Development is required to pass Tenders to Commonwealth Government Departments and Agencies as Tetra Tech International Development sees fit and to relevant Ministers and Parliamentary Secretaries.

It is Tetra Tech International Development policy not to divulge to a Respondent information that has been provided in-confidence by another.

Respondents should note that the *Freedom of Information Act 1982* (The Act) gives members of the public rights of access to official documents of the Commonwealth Government and its Agencies. The Act extends, as far as possible, rights to access information in the possession of the Commonwealth Government and its Agencies, limited only by considerations for the protection of essential public interest and of the private and business affairs of persons in respect of whom information is collected and held by departments and public authorities.

8 Evaluation Process

8.1 Evaluation

Tetra Tech International Development will evaluate and assess only those tenders determined to be complying with the requirements of the Tender Documents. The evaluation of tenders will be on a 'value for money' basis in accordance with Australian Commonwealth Procurement Rules, including but not limited to the following:

- a) Prior Performance and Experience
- b) Technical Capacity and Approach to Survey Delivery
- c) Core Personnel (including Survey Coordinators and Interviewers)
- d) Price

Tetra Tech International Development will convene a Tender Evaluation Committee (TEC) to undertake the value for money evaluation. Members of the TEC could be Tetra Tech International Development or DFAT representatives, representatives of the Partner Government, and/or externally engaged experts at Tetra Tech International Development's sole discretion.

Tetra Tech International Development reserves the right to negotiate a successful tender with any of the Respondents in the event that none of the tenders received fully meet the evaluation criteria.

Tetra Tech International Development reserves the right to accept or reject any tender at any time prior to the award of a contract, without thereby incurring any liability to the affected Respondent or Respondents.

Tetra Tech International Development reserves the right to reject all tenders before re-calling tenders from any source including those Respondents who have already submitted tenders.

In evaluating Offers Tetra Tech International Development will consider:

- a) the Evaluation Criteria

- b) the overall value for money of the Offer

Where mandatory criteria are specified in the Reference Schedule and the Offer does not comply with these criteria, Tetra Tech International Development may choose not to further evaluate the Offer.

Tetra Tech International Development may seek the advice of external consultants to assist Tetra Tech International Development in evaluating the Offers.

Tetra Tech International Development may in its absolute discretion:

- a) take into account any relevant consideration when evaluating Offers
- b) accept all or part of an Offer
- c) invite any person or entity to lodge an Offer
- d) allow a Supplier to change its Offer
- e) consider, decline to consider, or accept (at Tetra Tech International Development's sole discretion) an Offer lodged other than in accordance with this Invitation
- f) seek further information from the Respondent regarding the Offer including but not limited to requests for additional information or presentations by, or interviews with the Respondent or the Respondent's key personnel
- g) seek and evaluate relevant financial viability data concerning any Suppliers' business and related entities including seeking any assistance from third party providers
- h) make enquiries of any person or entity to obtain information about any Supplier and its Offer (including but not limited to the referees)
- i) seek clarification of any technical, commercial, risk or other matters at any stage, and may seek a Best and Final Offer in respect of the offer provided by each Respondent.
- j) is not bound to accept the lowest priced, highest technical or any Tender.

8.2 Discontinue Process

Tetra Tech International Development may decide not to proceed any further with the Procurement Process for Tetra Tech International Development's Requirement.

8.3 Shortlisting

Tetra Tech International Development may choose to short-list some Suppliers and continue evaluating Offers from those short-listed Suppliers. Tetra Tech International Development is not at any time required to notify the Respondent, any Supplier or any other person or organisation interested in making an Offer of its intentions or decision to short-list.

8.4 Negotiation

Tetra Tech International Development may choose to:

- a) enter into negotiations with the Respondent or any Supplier (including parallel negotiations with more than one Supplier) in order to vary its Offer on grounds of capability / capacity, technical issues, cost, effectiveness, to finalise agreement on the terms of the contract, or any other matters
- b) re-evaluate Offers generally after any negotiation
- c) suspend, discontinue or terminate at any time negotiations with the Respondent or any Supplier or any other person or organisation
- d) negotiate with the Respondent or any Supplier for the provision of any part of Tetra Tech International Development's Requirement and negotiate with any other Supplier with respect to the same or other parts of Tetra Tech International Development Requirement and to enter into one or more contracts for part or parts of Tetra Tech International Development's Requirement
- e) negotiate at any time with any organisation that is not a Supplier and enter into a contract in relation to Tetra Tech International Development's Requirement or any part of Tetra Tech International

Development's Requirement with that organisation on such terms as Tetra Tech International Development, at its absolute discretion, considers appropriate

- f) seek best and final offers from all or some of the Suppliers. Irrespective of Tetra Tech International Development's right to negotiate and/or seek a best and final offer, The Respondent is bound by the Offer, and if selected, the Respondent must be willing to enter into a contract on the basis of the Offer.

8.5 Contract Formation

Tetra Tech International Development may make partial or multiple awards of contract for selected portions of Tetra Tech International Development's Requirement or accept a portion or the whole of any Offer at the price or prices proposed or subsequently agreed.

No legal relationship will exist between a Supplier and Tetra Tech International Development for the supply of Tetra Tech International Development's Requirement until such time as a binding contract is executed by both parties.

Tetra Tech International Development intends to contract based on the Draft Contract contained in Part C of this RFT. By submitting a Tender, the Respondent agrees to the Services-Specific and Standard Conditions of Tender, including the Draft Contract. Any non-compliance with the Draft Contract must be documented in Clause 12 of Part D - Response Form.

9 Glossary

9.1 Definitions

In this Invitation, unless the contrary intention is apparent:

- a) "Closing Date and Time" means the date and time nominated in the Reference Schedule by which Offers are required to be lodged
- b) "Conforming Offer" means an Offer by the Supplier that includes all requested information, is received by the Closing Date and Time, is open for the minimum validity period and satisfies all Mandatory Criteria
- c) "Contact Person" means the person nominated in the Reference Schedule authorised by Tetra Tech International Development to communicate with Suppliers about the Procurement Process
- d) "CPR" means Australian Commonwealth Government's Commonwealth Procurement Rules
- e) "DFAT" means Australian Commonwealth Government Department of Foreign Affairs and Trade
- f) "Evaluation" means the process for considering and evaluating Offers in accordance with clause 8.1
- g) "Intellectual Property" means any patent, copyright, trademark, trade name, design, trade secret, knowhow, or other form of intellectual property and the right to registration and renewal of the intellectual property
- h) "Invitation" means this document inviting persons to lodge an Offer
- i) "Last Queries Date" means the date nominated in the Reference Schedule as the last date for Suppliers to seek information or clarification of any matters relating to this Invitation
- j) "Mandatory Criteria" means the criteria considered by Tetra Tech International Development to be critical and identified in the Reference Schedule
- k) "Offer" means the documents constituting an offer lodged by a Supplier to meet Tetra Tech International Development's Requirement in accordance with this Invitation
- l) "Offer Material" means all documents, data, computer programs, computer discs and other materials and things provided by a Supplier in relation to an Offer arising out of this Invitation
- m) "Part" means a part of this Invitation
- n) "Procurement Process" means the process commenced by the issuing of this Invitation and concluding upon the award of a contract (or other outcome as determined by Tetra Tech International Development) or upon the earlier termination of the process

- o) "Reference Schedule" means the reference schedule in Part A of this Invitation
- p) "Terms of Reference" means the information about Tetra Tech International Development's Requirement described in Part B
- q) "South Australian Time" means the time applicable to South Australia, as defined at <http://www.australia.gov/about-australia/our-country/time>
- r) "Supplier" or "The Respondent" means any person or organisation responding to this Invitation by lodging an Offer.

Part B

Scope of Services

1. Activity Identification		
1.1	Client	Tetra Tech International Development Pty Ltd (Tetra Tech International Development)
1.2	Program	Aus4Skills, Vietnam
1.3	Activity Name	Alumni Development Impact Surveys (ADIS)
2. Contract Details		
2.1	Contract Type	Service Agreement to be negotiated between Tetra Tech International Development and the lead Respondent. The Service Agreement will include all activities detailed in Section 6.
2.2	Contract Duration	June 2026 – October 2028, with the possibility of extension subject to satisfactory performance.
2.3	Basis of Payment	<ul style="list-style-type: none"> • Fixed management fee • Personnel costs for survey delivery • Reimbursable expenses, including expenses incurred for participation in ADIS training and reflection workshops arranged by Aus4Skills
2.4	Entity Requirements	Respondents must be based in Vietnam and be duly licensed by the Vietnamese Government for relevant businesses.
3. Program Background and Intended Outcomes		
3.1	Background	Aus4Skills Phase 3 is a ten-year program funded by the Australian Department of Foreign Affairs and Trade (DFAT) which works in partnership with Government of Vietnam (GoV) to strengthen Vietnam-Australia relationships by supporting Vietnam’s human resources development ambitions and priorities. Building on previous phases, Aus4Skills Phase 3 aims to enable Vietnam to realise its human resource development goals in agreed sectors, promoting a stable, secure and prosperous Vietnam. This goal aligns with Vietnam's national development strategies and the Australian Government's objectives to foster meaningful partnerships that deliver mutual benefits. The program targets fundamental human resource development needs in vocational skills development, public sector leadership capacity, and inclusive participation of women, ethnic minorities, and people with disabilities, while also deepening Vietnamese and Australian people- to-people connections and institutional links between the two countries.
3.2	Program Outcomes	<p>Aus4Skills Phase 3 seeks to achieve the following three End-of-Program Outcomes:</p> <ul style="list-style-type: none"> • Australia Awards’ alumni leverage their skills, knowledge and networks to contribute to bilateral development priorities and stronger relations between Australia and Vietnam • Vietnam and Australia have a strengthened strategic partnership for public sector governance that fosters increased leadership capability and networks, advances women in leadership, and promotes inclusive green growth and institutional innovation

		<ul style="list-style-type: none"> • Vietnam strengthens delivery of inclusive, climate-adaptive, industry-informed vocational education and training (VET) in key sectors, ensuring that workforce development meets industry demands and promotes social equity.
4. Activity Details		
4.1	Overall Objective	The objective of the ADIS is to collect information on the contributions of Program’s participants/alumni in Vietnam after engaging in the activities supported by the Aus4Skills, and ancillary information regarding their ability to deliver such contributions.
4.2	Specific Objectives	<p>The specific objectives of the ADIS are to:</p> <ol style="list-style-type: none"> 1. Collect qualitative information from participants/alumni of selected program activities about: <ul style="list-style-type: none"> • their perception of effectiveness and quality of Aus4Skills Program Activities delivered • their use of skills and knowledge gained during their engagement with Program’s Activities (including the Australia Awards Scholarships [AAS], Australia Awards Short Courses [AASC], and Informal Learning Opportunity [ILO] Activities); • the significant constraints in their use of these skills and knowledge; and • the usefulness of any current links to Australia they maintain as a result of their engagement with the Aus4skills’ Activities, and 2. Analyse data in a prescribed manner and produce standardised ADIS reports that encompass quantitative and qualitative analysis addressing the Program’s stated objectives.
4.4	Methodology	<p>The ADIS employs a semi-structured interview methodology to collect relevant data. It can be person-to-person interviews or phone-to-phone interviews, which uses a pre-determined set of questions.</p> <p>The Aus4Skills Monitoring, Evaluation and Learning (MEL) team will be responsible for face-to-face interviews, while the selected service provider will manage phone-based data collection. Each interview whether in person or by phone, is expected to last approximately 45 minutes. Interviews will be conducted in either Vietnamese or English depending on type of alumni, though the majority will be held in Vietnamese.</p> <ul style="list-style-type: none"> • All interview information will be recorded in both English and Vietnamese by the interviewer conducting the interview. If the interview is conducted in English, the information will be captured in English only. • Interview data will then be entered by interviewers into a standard Excel-based template provided by the Aus4Skills MEL team. • All data will be consolidated and coded by the Survey Coordinator using an Excel-based coding and analysis tool provided by the Aus4Skills MEL team. • ADIS data and graphs will be generated using the analysis tool and embedded formulas provided by the Aus4Skills MEL. • Selected ADIS summary statistics, graphs and selected quotes will be transferred into a standard ADIS report format provided by the Aus4Skills MEL team.
4.5	Required Inputs	The selected Service Provider will be expected to:

- Conduct up to 10 ADIS exercises/rounds per year (each with between 20-65 participants, as indicated on the basis of specific tasking notes provided by Aus4Skills)
- Provide a pool of at least five (5) Hanoi-based interviewers to conduct each survey. All proposed interviewers must be pre-approved by Aus4Skills.
- Nominate a Survey Coordinator to manage and coordinate the implementation of all separate survey exercises/rounds, as tasked
- Guarantee both the quality and confidentiality of interview data collected by their interviewers
- Ensure each interviewer meets the requirements stated in the Selection Criteria
- Ensure the full commitment and participation of all approved interviewers in initial ADIS training provided by Aus4Skills to review the ADIS tool formats, the ADIS data entry tools, the ADIS data coding and analysis tools, and the standard ADIS report format
- Ensure the full participation of all assigned interviewers in the ADIS briefing prior to the commencement of each survey
- Limit the turnover rate of interviewers to less than 20% per annum (to reduce re-training effort by Aus4Skills).

During each ADIS exercise/round, the Service Provider will be expected to:

- Review the Aus4Skills' tasking note of each ADIS exercise/round to follow all instructions and guidance provided
- Prepare and provide an ADIS administration plan for Aus4Skills' approval, including the list of interviewees for each interviewer, an estimated budget for the exercise/round
- Provide two interview progress reports (in the middle and at the end of interview process), as specified by tasking notes, to Aus4Skills about the implementation of interviews and any issues arising during the ADIS implementation
- Inform Aus4Skills MEL Manager immediately if encountering any serious problems that can affect the interview progress and quality of interviews
- Manage all personnel issues, including interviewer/coordinator payment and all other necessary support to these staff to conduct the interviews (the interviewers/coordinator must be administered as staff of the provider, they will not be hired by the Program).
- Be responsible for managing mobile phone accounts associated with the SIM cards provided by Aus4Skills.

The selected Service Provider maybe requested to support Aus4Skills in data collection for impact studies and other MEL purposes. Any such additional tasks will be agreed between the parties in writing through a tasking note.

4.6 Interviewers

Interviewers nominated by the Service Provider and approved by Aus4Skills shall:

- Participate in all trainings and briefings provided by Aus4Skills
- Closely follow Aus4Skills instructions and standardised interview protocols; no variation or redesign of this approach is permitted
- Proactively establish contact with assigned interviewees to set up interviews schedule (including where possible, attempting to

		<p>identify current contact details, if most recent details provided by the Aus4Skills prove to be out of date)</p> <ul style="list-style-type: none"> • Conduct phone interviews with alumni/participants in Vietnamese or English as specified and instructed in the tasking note • Provide translation from Vietnamese to English for all interviews conducted in Vietnamese, and record relevant information from interviewees in English and Vietnamese • Input each interview's results into a data input tool (as provided by Aus4Skills), ensure data entry adheres to Aus4Skills instructions to maintain dataset consistency.
4.7	Coordinator	<p>The Survey Coordinator nominated by the Service Provider and approved by Aus4Skills shall:</p> <ul style="list-style-type: none"> • Participate in all trainings and briefings provided by Aus4Skills • Closely follow Aus4skills instructions and standardised interview protocols; no variation or redesign of this approach is permitted • Assign and oversee all interviewers' duties • Strategically allocate interviewer resources as required by all active tasking notes • Compile interview records for each ADIS exercise/round, using the tools provided by Aus4Skills • If required by tasking notes: check data in compiled tool (Excel format); code data as instructed by Aus4Skills training; run Aus4Skills-provided analysis software on checked and coded data (all formulas are embedded automatically); complete ADIS preliminary data analysis report for each activity/course by using statistics and graphs generated by the analysis software and analyse quantitative and qualitative data to provide preliminary findings and analysis • Review performance of interviewers as required • Maintain continuous communication with the Aus4Skills MEL team throughout the data collection phase to prevent and resolve any arising issues
4.8	Target Interviewees	<p>There are three type of interviewees that will be selected to participate in the ADIS:</p> <ul style="list-style-type: none"> • Australia Awards Scholarship alumni who have successfully completed PhD or Masters study in Australia (to be interviewed in English); • Australia Awards Short Courses participants (AASC) – who have successfully completed a short course conducted in both Vietnam and Australia by an Australian tertiary education provider (to be interviewed in Vietnamese); and • Informal Learning Opportunities (ILOs) Activity participants -who have participated in activities such as seminars, workshops, conferences, study tours, technical assistance in any relevant field, mentoring and coaching exercises etc (to be interviewed in Vietnamese).
4.9	Sample Size	<p>Up to 10 ADIS tasks during the contract period.</p> <p>Range of between twenty (20) to sixty-five (65) interviewees in each ADIS task, depending on the actual number of participants of each Course/Activity. Estimated 500 interviews will be conducted during the contract period.</p>

	The number of interviewees will be calculated and randomised by the Aus4Skills MEL team and the Provider will be provided with a list of names and contact details for each separate ADIS task/round.
4.10 Reporting	An ADIS Data Analysis Report shall be submitted for each implementation exercise/round, adhering to the delivery schedule and reporting requirements specified in the corresponding Tasking Note.

Part C

Selection Criteria and Information Required for Technical Assessment

1 Technical Proposal

Respondents should submit a proposal of up to a maximum of eight (8) A4 pages and required annexes, which substantively and individually address the selection criteria below. The Technical Proposal will be worth 80% of the total assessment score.

2 Selection Criteria

Each criterion headings should be addressed individually in the proposal. The weighting of each of the criterion is provided in the following table:

Criteria

Criteria	Weighting
<p>A. Prior Performance and Experience</p> <p>The Respondent should demonstrate:</p> <ul style="list-style-type: none">• prior success in creating and managing appropriately skilled teams of individuals to carry out data collection and interview tasks• prior experience and success in delivering managerial and logistical requirements similar to those outlined in the Terms of Reference• ability to ensure staff in their employment act professionally and interact respectfully when dealing with interviewees from a broad range of educational, financial and official backgrounds	30%
<p>B. Technical Capacity and Approach to Survey Delivery</p> <p>The Respondent should demonstrate:</p> <ul style="list-style-type: none">• examples of prior successful delivery of interview-based surveys• examples of prior success in obtaining highly specific and high-quality qualitative information from interview-based surveys• an understanding of broad development concepts across a range of sectors in Vietnam	50%
<p>C. Core Personnel (including Survey Coordinators and Interviewers)</p> <p>The Respondent should demonstrate:</p> <ul style="list-style-type: none">• Assured access to a strong resource pool of qualified interviewers and a Survey Coordinator who meet the selection criteria for individuals provided below. <p>Core personnel will include the following positions:</p> <ul style="list-style-type: none">• Survey Coordinator – the key administrator who will make all the arrangements for the survey (including mobilisation and coordination with interviewers, communicating with Aus4Skills, updating and reporting on survey progress, and logistics and financial administration).• Five (05) qualitative survey interviewers who are able to be engaged on an ‘as needed’ basis <p>The Respondent should provide CV of potential interviewers which demonstrate the Respondent’s access to appropriate interviewers and their ongoing relationships with these individuals, as well as the individual’s ability to satisfy the following requirements:</p> <ul style="list-style-type: none">• have a university degree, preferably at the post-graduate level• have significant experience in conducting qualitative interviews• have high proficiency in English (especially simultaneous translation skills)	20%

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- excellent telephone and person-person communication/interview skills with a wide range of interviewees
 - strong interpersonal and listening skills
 - computer skills, specifically data input with a high degree of accuracy
 - willing to adopt proscribed methodologies without variation or amendment

Respondents should provide one CV for a potential Survey Coordinator who satisfies the following requirements:

- Significant past experience scheduling and managing complex and timebound tasks
 - Significant past experience creating and managing teams of qualified individuals to deliver highly specific tasks, preferably including qualitative interview surveys
 - Strong analytic and report writing skills in line with specific formats
 - Strong Microsoft Excel skills
-

Part D

Selection Criteria and Information Required for Financial Assessment

1 Financial Proposal

Respondents must submit a Financial Proposal in the MS Excel spreadsheet provided. Quotations should be provided in whole Vietnam Dong (VND). The Financial Proposal will be worth 20% of the total assessment score.

2 Information Required in the Financial Proposal

The final *Service Fees* will be negotiated with the preferred Respondent (including reimbursable costs, if any).

The financial detail required for the Financial Proposal (i.e. price assessment) includes the Respondent's management and administration fee and personnel costs. These should be submitted in the template provided in the Part F.

The Financial Proposal should be for the **estimated cost of delivering one (1) ADIS exercise for 50 interviewees**, as per the Terms of Reference.

3 Content of Financial Proposal

Within the Financial Proposal Respondents must address the criteria as set out in the table below. These criteria will be used to make a like-for-like financial comparison.

Criteria	Weighting
<p>The financial detail required for the Financial Proposal (i.e. price assessment) should include the following:</p> <ul style="list-style-type: none">• Coordinator Fee - Personnel costs for the coordinator to manage one ADIS exercise of 50 interviewees, expressed as number of person days at a daily rate. The Respondent needs to make an assessment of the number of person days required to deliver these services.• Interviewer Fees - Personnel costs for the interviewers to conduct 50 interviews, expressed as number of person days at a daily rate for each of the interviewers.• Management and Administration Fees - Total management fee to be charged by the selected provider for the delivery of ADIS exercises as described in the Terms of Reference. This must include any additional costs (e.g. financial costs, administration costs, special fees, staff on costs, insurance costs, etc.).	20%

Part E

Services Agreement

Part F

Technical and Financial Proposal Templates

Forms can be downloaded here:

- Technical Proposal Template: Password: rD2v5Kxy7F1F;
<https://coffeyids.egnyte.com/dl/yPJGRpVmMdRY>
- Financial Proposal Template: Password: f7WbVPxp330p;
<https://coffeyids.egnyte.com/dl/FVj3MbhpJdyQ>

ADDENDUM 1 to Request for Proposals AM 13473
15 May 2026
Administration of Alumni Development Impact Surveys

No.	Questions/Notifications	Answer
1	<i>Would you please clarify the requirement in Annex 3 regarding the provide proposed number of Design days and Proposed number of Delivery days?</i>	<p>“Proposed number of Design days” refer to the estimated time required to review documents provided by Aus4Skills, provide comments for questionnaires (if any) and discuss with Aus4Skills team to finalise them for implementation.</p> <p>“Proposed number of Delivery days” refers to the estimated time required to complete the assignment such as conducting interviews, analysing data and preparing reports etc.,</p>
2	<i>The RFP mentions an estimated total of 500 alumni across 10 ADIS tasks. Could you clarify how many of these tasks are expected to be rolled out per year and the typical frequency between them? Understanding whether the data collection schedule is fixed or subject to change will help us better plan our team’s availability over the contract period</i>	<p>During the contract period (June 2026 – Oct 2028), the number of ADIS interviews may vary each year depending on program activity. There will be several ADIS Tasks to complete in late 2026, and the volume will increase in 2027 and 2028. During peak periods, some tasks may overlap slightly, but we generally aim to separate them by one month to allow for better scheduling. Overall, the data collection schedule is flexible and subject to change based on program activities, and we will work to ensure the timeline is suitable for both the program and the data collection team.</p>
3	<i>We are interested in how the workload will be shared, specifically regarding the percentage of interviews likely to be handled directly by your PMEL team. Furthermore, for the interviews conducted by Aus4Skills, will your team manage the data entry and cleaning, or would the service provider be expected to process that raw information into the analysis tool?</i>	<p>Almost all interviews will be conducted by the service provider, except in cases where interviewees specifically request to be interviewed by the Aus4Skills MEL team, require special assistance (e.g., sign language), or under other specific arrangements made by the MEL team. For any interviews conducted directly by Aus4Skills, our team will handle the data entry and cleaning before sending the data to the service provider for analysis and reporting.</p>

No.	Questions/Notifications	Answer
4	<i>Could you provide a brief overview of the structure of the Excel-based template provided by the MEL team and the ADIS report? Specifically, we would like to confirm if the quantitative analysis is derived solely from these interviews or if it integrates other Aus4Skills data. It would also be helpful to know if the Survey Coordinator is expected to handle the entire coding process or if the interviewers will input data directly into the tool first, then the Survey Coordinator handles the coding process</i>	The Excel template generally contains the interviewees' personal information, their responses to key questions, and specific coding fields. The quantitative analysis is derived solely from these interviews. Regarding the workflow, the interviewers will perform the first round of data entry and cleaning; the Survey Coordinator is then expected to handle the entire coding process. The Aus4Skills MEL team will conduct a review of the coding. Aus4Skills will also provide a standardised ADIS report template that integrates both quantitative and qualitative data.
5	<i>To ensure a high response rate and maintain professionalism, what level of support can the service provider expect from Aus4Skills? Specifically, we are interested to know if you provide formal introductory letters or updated contact databases to assist us in securing interviews with high-level alumni</i>	Aus4Skills values responses from high-level alumni. Support will be provided to the selected service provider in contacting high-level alumni and encouraging their participation in the ADIS process.
6	<i>Regarding the provided SIM cards, we would like to clarify if the interviews must be conducted strictly via traditional phone calls. Is there any flexibility to use digital platforms like Google Meet, Zoom, or Zalo, provided that data security standards are met?</i>	All ADIS interviews must be conducted via the ADIS hotline (or face-to-face), unless the relevant interviewees does not reside in Vietnam in which case alternative arrangements for the interview will be made.
7	<i>Beyond the final Analysis Reports, we would like to know if there is a requirement to hand over raw data, such as audio recordings or other relevant documents</i>	All raw data must be submitted to the Aus4Skills MEL team.

No.	Questions/Notifications	Answer
8	<i>Finally, in the event of unforeseen complexities that significantly extend the required days of effort, what is the program's policy regarding the adjustment of person-days or additional costs?</i>	Payment is made based on the final number of successful interviews, not the data collection duration. In certain circumstances, we can flexibly extend the data collection duration to ensure we can interview as many alumni as we are able to reach.

Tenders must be submitted by 18 May 2025, 5:00 pm South Australia Time.

End of Addendum 1.