Request for Proposals: E-Learning Support for the PALM Worker Learning Platform

Questions and Answers

Below are all questions received relating to the E-learning Support RFP received from interested parties. The responses are noted here to ensure all potential bidders have equal access to any additional information provided. No further questions will be responded to after the 21st November 2025.

Closing date for applications is the 3rd December 2025 at 9am AEST

Q1: Are you open to a international agencies providing these services or do you have a local preference for the same?

A1: We are open to working with a remote agency. However, there is a strong need for experience in creating culturally responsive content for Pacific and Timor-Leste contexts.

Q2: Could you let us know what your upset rate is or what your annual budget is for these services?

A2: The amount per month will vary depending on the volume of work required with a maximum budget of AUD10,000 per month.

Q3: As the provider will not be required to provide for hosting, SSL or DNS services for your Moodle instance, will the supplier have sandbox and production access to your current hosting provider for modifications, upgrades, etc?

A3: Providing hosting, SSL and DNS services will not be required. Access will be provided to both the production instance and the UAT instance for all testing needs.

Q4: Would the supplier also be asked to manage and maintain the Moodle instance with regular security and functional updates or will this be managed separately?

A4: Functional updates to the Moodle instance will be required on an ad-hoc basis. Security updates may be required but are subject to testing by the engineering team in terms of how they may affect the connection between the LMS and other integrated systems.

Q5: Will a panel of supplier be established for this work or will only one supplier be selected?

A5: At this point, only a single supplier will be selected.

Q6: What types of learner behaviours or events does PLMSP wish to track (e.g., course completion, time-on-task, quiz performance, drop-off points).

A6: We track course completion and demographic data and would like to be able to generate more data, including time-on-task, quiz performance, drop-off points and so on.

Q7: Are reporting outputs required at a course level, user level, cohort level, or across the entire PWLP.

A7: Reporting outputs are required at various levels, including course and cohort level, and across the entire PWLP.

Q8: Are any existing reporting templates or dashboards in use.

A8: We have scheduled custom reports in place, as well as SOPs for reporting requirements.

Q9: What are the expected formats for report outputs (e.g., CSV, automated dashboards, Moodle-native reports, API-driven reports).

A9: Report data is saved in CSV format, with pivot tables used to summarise and analyse data. Summaries are sent in email format to key stakeholders.

Q10: Will the reporting be fully delivered using Moodle's reporting tools, Articulate 360 SCORM/xAPI exports, or is custom development required.

A10: Any custom development can be supported by our Engineering Team.

Q11: The RFP references "custom systems (e.g., Worker Portal and Worker App)" integrated with Moodle. To avoid assumptions, please confirm the technology stack used for the existing Worker Portal and Worker App.

A11: The Worker Portal is built on Laravel and Vue and the app is react native. Development work on the Worker Portal and Worker App won't be required as part of this procurement.