Palladium
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Addendum 1 to RFP:

Website Development for Timor Leste Labour Mobility

Ref.	Question	Response
1	As an Indian registered entity, can we bid for this RFP?	Yes
2	Is there any on site requirement for implementation of the RFP or will remote work be acceptable?	Remote work will be acceptable. Online video meetings will be required on a regular basis.
3	Is there an indicative budget or budget range for this activity?	Unable to provide.
4	Will the Korean and Japanese Labour Mobility programs be a part of this website as well as the Australian and NZ programs	Focus is labour mobility with Australia, but other programs will need to be factored in.
5	If so, we note that the site required languages include English, Tetum, Portuguese & Bahasa. Will there also be a requirement for Korean and Japanese translations for the employers pages? And will pages need to be adjusted to account for the different formats for these languages?	A technical working group will be stood up to support the project.
6	Is there an existing coordination or decision-making mechanism in place (e.g. a technical working group or steering committee)?	A technical working group will be stood up to support the project.

7	Will all core English content, imagery, and official messaging be provided by SEFOPE/DNEE at project commencement, or should the supplier assume responsibility for content structuring and light editing to improve clarity for low-literacy audiences?	English content and imagery will be supplied at project commencement, with translations to follow.
8	Will translations into Tetum, Portuguese, and Bahasa Indonesia be provided centrally, and is there an agreed review and sign-off process for translated content to avoid delays during build and UAT?	Approved translations will be provided.
9	Following launch, is it anticipated that SEFOPE/DNEE staff will manage routine content updates independently, or should the supplier plan for periodic content support as part of ongoing maintenance?	Periodic content support and ongoing maintenance for six months.
10	Could you clarify who will serve as the primary product owner for design, content, and approvals to ensure timely decision-making across agencies?	There will be a working group with a key point person to ensure approvals and timely decision making.
11	Has the new LSU branding and visual identity been fully finalised, or should the supplier allow time in the project plan for refinement and validation?	Please allow 6 weeks in the project timeline for refinement and validation.
12	Are there any existing insights or personas for the primary audiences (e.g. first-time applicants, rural users, families), or should the supplier incorporate lightweight user-journey assumptions based on comparable labour mobility contexts?	Primary audiences will be worker candidates/families from all municipalities in Timor-Leste and employers based in Australia.

13	Are there preferred internal processes or escalation pathways for handling scam reports submitted through the website, or should the supplier propose a simple triage and referral model?	This refers to reports of labour mobility scams – suggest reports go directly to a DNEE email address but to be confirmed.
14	After the development phase, does Palladium envisage hosting being managed directly by SEFOPE/DNEE, or is continued supplier-managed hosting preferred during the initial operational period?	Please include hosting for the 12 months in your proposal, arrangements after that to be determined.
15	Beyond basic Google Analytics tracking, are there specific indicators or reporting needs that would support program learning or DFAT reporting requirements?	Ongoing Google Analytics tracking
16	Would training sessions be expected to be delivered in-person, online, or hybrid, and should training materials be designed for long-term internal reuse and onboarding of new staff?	Training sessions to be delivered online and training materials should be designed for long-term internal reuse/onboarding

All other information as set out in the RFP dated 20 January 2026 remains unchanged.

- End of Addendum 1 -