Palladium
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Addendum 1 to RFP:
PALM Scheme Aged Care Training (Timor-Leste)

Ref.	Question	Response
Training facilities		
1	Are there existing training facilities in Dili that PLMSP recommends or has assessed for suitability?	Currently, there are no specific facilities dedicated to aged care training; however, the Supplier can collaborate with government-preferred training centres. The venue and training centres where you may work will be determined by SEFOPE, the government department of Timor Leste responsible for the PALM scheme in Timor Leste. The Supplier can do assessment to ascertain suitable facilities for the delivery of aged care training.
2	Will PLMSP assist in brokering partnerships with local training organisations for venue access?	PLMSP will advise, facilitate, and guide the brokering of suitable partnerships with the contracted Supplier.
3	Is training going to be arranged in one central location where the required facilities for training are provided?	Yes, this is the preferred approach.
4	Is security provided for staff?	No. PLMSP nor SEFOPE does not provided security. However, most accommodation and training facilities have their own security in place and are generally safe; PLMSP will work with successful bidder to apprise them of security considerations. We recommend making financial allowance for accommodation at larger hotels.
5	Are facilities such as Showers, Lifts, beds, etc provided at the location of delivery to support simulated training environments?	No. Providers should assume that this equipment is not currently available for training simulation. Resources and equipment may be included in the accompanying financial proposal, with the understanding that ownership of these resources will be transferred to Timor-Leste government training institution/s after delivery is complete. There is acknowledgement that equipment for aged care training is expensive so any purchases of this kind would be on a reimbursable basis (including transport costs). Any equipment that is costed but not required due to existing availability would be discussed during contracting process.

6	Level of access to internet, computer/laptop etc	Depending on training facilities, this may be very limited, although generally there is some access, however not comparable to Australian standards.
7	The training facilities that may or may not be available in Dili, do you have any idea on the venue hire fees or estimates for these?	We do not have an estimate for venue hire, and suggest tenderers make enquiries as well doing market research to come up with value for money proposals. Please be aware that PLMSP will be providing guidance to the successful bidder as to acceptable venues, although allowing for venue hire costs is recommended.
8	Is there a preference for the training provider to bringing in the technical equipment for the training (in order to be able to leave this in country), or alternatively, an additional period in Australia for the mandatory simulated training component?	That is possible and later handover to training centre or to the government entity, SEFOPE.
Program Scope, Design and Delivery		
9	Could you confirm whether PLMSP has a preferred delivery model (e.g., block delivery, intensive, blended online/in person), or whether the RTO has full flexibility in designing the schedule?	The RTO may determine the delivery model and schedule best suited to the learner cohort; we are looking to the experience of organisations to propose quality models, however due to the learner cohort and potential access issues we advise limiting the quantity of any online delivery and implementing this type of delivery with significant supports.
10	Are there recommended or mandatory training hours beyond the standard ASQA “volume of learning” for CHC33021?	There are no extra requirements for training hours beyond the recommended volume of learning and required mandatory vocational placement.
11	Is there information available on the English language proficiency level, prior learning, or employment background of the selected 16 participants?	The participants are English trainers at Timor-Leste training institutions; they have been selected by their employing institutions to potentially assist in future Timor-Leste aged care training programs.
12	Are there specific expectations regarding LLN or pastoral care support during the program?	We expect that learners will be provided with the level of LLN support and pastoral due to all diverse students, however there should be an expectation that this may be somewhat higher during placement in Australia.
13	Does the students have some level of English Proficiency e.g. IELTS 5 or equivalent?	Yes, we understand that learners do have a sound level of English, as they are from training centres and government institutions however we cannot provide specific levels. As an RTO you should consider undertaking an initial assessment of the candidates’ language ability and decide a way forward in considering English to Tetum translator.
14	Work placements - We understand placement sourcing sits with the Supplier. Can you confirm whether PLMSP provides any contingency support or escalation pathway should a placement provider withdraw after participants have arrived in Australia?	The responsibility for placement will stay with the Supplier; in the event of a placement provider withdrawing, it will be the responsibility of the Supplier to find an alternative placement; where PLMSP may have employer contacts in the similar region to the original placement, we will endeavour to facilitate connecting the Supplier to this employer,

		however we cannot guarantee or provide any assistance unfortunately.
15	Non-completion risk - How should suppliers manage participants who do not complete training or placement despite compliant delivery, and is the Supplier financially exposed in these circumstances?	This should be considered in developing delivery model and costing; payment terms, structures and milestones can be negotiated with the successful Supplier.
16	Is there a preference for the training provider to being in the technical equipment for the training (in order to be able to leave this in country), or alternatively, an additional period in Australia for the mandatory simulated training component?	PLMSP's preference is for suitable equipment and resources to be obtained for delivery and, after completion of program, retained by Timor Leste training institutions to build capacity and infrastructure for future PALM worker preparation training.
Travel, accommodation and logistics		
17	Will the (RTO) trainer be eligible for the Special Stay Authorization?	No; the Supplier will be responsible for obtaining a visa to enter Timor in order to conduct the training.
18	Will PLMSP support the coordination of visas, pre departure briefings, and travel documentation for participants?	PLMSP can support the Supplier in coordinating the acquiring of visas for training participants (students) and will also assist the Supplier in coordinating pre-departure information and travel documentation for training participants.
19	Can you confirm responsibility for visa costs and processing, health checks, police checks, and participant insurance while participants are in Australia?	The Supplier will have responsibility for visa costs and processing, health checks, police checks, and participant insurance while participants are in Australia, however PLMSP can provide guidance to the Supplier about obtaining these requirements; we advise all bidders to research potential costs and include an estimate for these in your costing for these requirements.
20	Are there any PLMSP/DFAT expectations or minimum standards regarding accommodation type, location, or proximity to placement sites, or is accommodation entirely at the Supplier's discretion provided participant welfare and safety requirements are met?	Accommodation and meal provision arrangements are at the Suppliers discretion, with the expectation that all arrangements meet WHS requirements, are comfortable and are of reasonable standard. Noting: - participants will need transportation to placement sites (and should be located within tolerable travel times) - the provision of meals or access to food preparation facilities is required.
Communications and Reporting		
21	Are there templates, branding requirements, or preferred formats for communications materials such as photos, case studies, and success stories?	PLMSP communications Team will work with the successful bidder in respect branding and communications requirements.
22	What reporting frequency does PLMSP expect during delivery and placement phases?	PLMSP would expect regular updates on training progress (at least monthly and as and when issues arise) as well as submission of a final Evaluation

		Report. An agreed joint communications schedule will be established with Supplier.
Finance and contracting		
23	Is there a preferred pricing structure (Firm Fixed Price vs Unit Cost per participant)?	The pricing structure can be determined by the bidder, as RTOs have course viability considerations, however evaluations of financial proposals will include a cost per participant component, and milestones for participant completions may still be included where fixed pricing is the determined structure (this can be negotiated dependent on delivery model and structure). Costs for equipment purchases to be used in training, and subsequently transferred to Timor-Leste for training facilities, will not be considered in the cost per participant evaluation.
24	Are there specific cost categories that must be itemised separately or capped?	PLMSP would suggest separating trainer costs; trainer travel costs; participant travel (including visas etc.), accommodation, and meals costs; any resources and equipment should be itemised, with transport costs included in the estimate for these items
25	As a significant part of the costs will be in USD, how would the PLMSP like the costings itemised? Using the exchange rate available on the day of writing the proposal, or otherwise?	The tender in AUD and therefore all payment will be processed in AUD, all financial proposals must include costings in AUD. It is at Bidder's discretion as to how they ascertain costs, however we do advise itemising costs.
26	Will the PLMSP help facilitate customs and duty exemptions for training equipment into Timor-Leste?	No. The Supplier is responsible for the organisation of all equipment and associated financial matters in undertaking the training in Timor-Leste.
27	Is there flexibility for a later commencement date? Mainly due to the anticipated date of contract issuance, the anticipated start of training and then the acquiring of the training equipment and the freight (any possible delays with air/sea freight/customs etc.)	There may be some flexibility in the commencement and end date of contract activities, dependent on relevant circumstances, however all activity should aim to be completed in FY 26-27.
28	Contract structure and payments - At what stage will the final contract type be determined, and is there scope for a mobilisation or upfront payment prior to offshore delivery commencing?	The final contract type will be negotiated with successful Supplier, and be dependent on delivery model and pricing structure, however we can advise that similar training delivery contracts have allowed between30% - 50% upfront payment dependent on milestones etc.

All other information as set out in the RFP dated 18 December 2025 remains unchanged.

- End of Addendum 1 -