

**Defence Support Services (DSS) Panel (SON3485107)**  
**Request for Quotation and Tasking Statement (RFQTS)**  
**Issued via Dynamic Sourcing for Panels (DS4P)**

<b>RFQTS</b> <b>Request for Quotation and Tasking Statement</b>	
The Commonwealth (represented by the Entity listed below) requests a quotation for the following Services. The terms and conditions of any resultant Contract shall be those of the DSS Standing Offer Deed (the Deed).	
<b>RFQTS Number:</b>	<b>SON3485107</b> <b>RFx20170</b>
<b>Entity/Department:</b>	Department of Foreign Affairs and Trade
<b>Requesting Area:</b>	Global Education and Scholarships
<b>Task Title:</b>	Australia Awards Event Management
<b>Price Basis:</b>	\$450,000
<b>Commencement date for Task:</b>	August, 2024
<b>Completion date required for Task:</b>	February, 2025
<b>Closing Date for Quotation:</b>	31 July 2024
<b>Location:</b>	ACT, NSW, VIC, SA, WA, QLD, NT, TAS

Skill Set(s)	Skill Level(s)	Service Category(s)
Strategic communication advice	Conduct marketing and events management services	Commercial services

**Scope of Task:**

Global Education and Scholarships seeks to enter into agreement for an external provider to manage the delivery of Australia Awards Events in selected Australian states and territories during financial year 2024-25. Participants are Australia Awards Scholarship recipients who have either completed their qualifications and are about to return to their home country or have arrived in Australia to commence study in 2024. The events will be in accordance with the Table at Attachment A. Key stakeholders may include MPs and Senators, private sector, public sector, New Colombo Plan alumni, Australia Awards Fellows, academia, civil society, diplomatic core and others as required by DFAT.

## 1. REQUIREMENTS – EVENT FORMAT

### Welcome and Farewell Events

Each state-based event is to be held over two and a half hours in venues such as town halls, or similar, in a cocktail event style, with time allowed for networking and photographs before and after the formalities. Lots of food to be provided. The menu should include culturally appropriate food and drinks.

Australia Awards scholars attending the events may be drawn from all academic institutions in Australia that host Australia Awards scholars, identified in consultation with DFAT.

### Bespoke thematic network and leadership events

The provider will work with DFAT to bring together Australia Awards scholars and NCP alumni with thematic and leadership partners, providing the opportunity to deepen connections with Australia around priority themes and leadership.

A one-day program made up of several workshops exploring different aspects of leadership building, it is designed to provide up to 40 emerging leaders from across the Indo Pacific with tools to strengthen their voice. The program could provide participants with leadership tools and strategies to support effective thematic leadership, in partnership with Australian counterparts.

The costs of events must demonstrate [Value for Money in accordance with the PGPA Act](#), and be kept within the parameters agreed to by DFAT. See below for a description of costs inclusive of the management fee and reimbursable costs.

## 2. PROJECT MANAGEMENT – covered by management fee

- a. Develop accurate project budget and effectively manage the budget;
- b. Provide fortnightly updates to the Department on the budget status
- c. Prepare event timeline/action plan and monitor to ensure that all deadlines are met
- d. Attend meetings with the Australia Awards events team weekly initially, then fortnightly in Canberra or as required;
- e. Provide advice as required with relation to program logistics and overall planning; and
- f. Support DFAT's preparation of comprehensive event briefs which includes:
  - i. Speaker biographies
  - ii. Order of events
  - iii. MC speaking notes [including key strategic messages]
  - iv. Social media
  - v. DFAT speech
  - vi. Guest lists
  - vii. Event summary (statistics on attendees)
  - viii. Identified video participants
  - ix. Event staff attending.

## 3. REGISTRATION MANAGEMENT – covered by management fee

Manage and co-ordinate all aspects of the registration process;

Liaise with DFAT and directly with partner institutions to collect current email addresses for all attendees;

Distribution of electronic invitations - coordinated to ensure access only to invited guests; and

Confirm with awardees in writing (email) of their registration, including specifics on the relevant event (same day response Monday - Friday).

4. REGIONAL INSTITUTIONS - reimbursable
  - a. Co-ordinate travel arrangements and reimbursement of costs for attendees from regional institutions - bus or train (numbers to be agreed in consultation with DFAT depending on budget availability and location of event).
5. VENUE AND EVENT MANAGEMENT – reimbursable
  - a. Source venues for each event;
  - b. Liaise with venues concerning all aspects of each event program;
  - c. Undertake scoping and run-through visits to venues ahead of events as agreed with DFAT
  - d. Provide sufficient staff members (as agreed by DFAT) to manage registration, certificate presentations and other event specific requirements as well as oversee all venue management during each event, in combination with Australia Awards staff from Canberra and State Offices attending for this purpose;
  - e. Ensure that all rooms are set up as arranged, including coordination of room bookings; and
  - f. Coordinate all sub-contractors, suppliers and stakeholders. ie. guest speakers, audio visual technicians etc.
6. FOOD AND BEVERAGE - reimbursable
  - a. Source culturally appropriate catering for each event;
  - b. Liaise with the venue and participants regarding all food and beverage requirements;
  - c. Ensure delegates with specific dietary requirements are adequately provided for and clearly labelled halal, gluten free, etc; and
  - d. Ensure that the food and beverage is ready on time in keeping with the event schedules.
7. POST EVENT MANAGEMENT - reimbursable
  - a. Prepare and distribute 'online' event evaluation to all participants
  - b. Prepare report from evaluations for DFAT (format to be agreed);
  - c. Provide final report no later than four weeks after the last event which may include a budget acquittal, evaluation of feedback, event services, stakeholder engagement and communications, including state breakdowns to DFAT; and
  - d. Manage the distribution of all left over certificates to non-attendees.
8. SPEAKER MANAGEMENT – included in management fee
  - a. Assist (or as required lead) in the selection and invitations to key speakers for each event (to be approached by DFAT);
  - b. Consult with and engage appropriate Cultural Representatives to conduct the official Welcome to Country.
  - c. Confirm arrangements with invited speakers once invitation accepted;
  - d. Contract and arrange payment of fees to key speakers as agreed by DFAT
  - e. Liaise with speakers concerning audio visual and other support requirements for their presentation;
  - f. Coordinate receipt of presentations, author permissions, photos and speaker biographies as required;
  - g. Supervise and manage staging, audio visual production and speaker liaison throughout the event; and
  - h. Draft and distribute thank you letters to key speakers.

9. PHOTOGRAPHIC PRODUCTION - Reimbursable

- a. Engage photographers for each event, ideally a lead photographer and one assistant, and provide a comprehensive brief to capture the desired look and feel, which will include event specific coverage; certificate presentations, speakers, delegates-and general promotion shots;
- b. provide a selection of photos for immediate upload for social media, supply all photos to DFAT in high resolution on an external hard drive (or similar) including post-production and ensure that all photos are the required size for uploading to photo galleries;
- c. Create Australia Awards branded photo galleries for each event;
- d. Email delegates the approved link to photo galleries.

10. STAKEHOLDER MANAGEMENT – included in management fee

- a. Consult with DFAT State Offices to source stakeholders for the event invitation lists;
- b. Where possible we would like to use these events to blend with and enhance our broader engagement services and opportunities for awardees; and
- c. Consult Student Contact Officers at our university partners to ensure dates for events are set to meet student requirements (such as exam block and results release dates); source speakers; coordinate the printing of certificates; distribute invitations to awardees; arrange travel, etc.

## Reports

The Supplier must provide the Customer with the reports, either verbally or physically as required, set out in the table below by the date, in the format and number of copies indicated by the Customer:

Report Type	Indicative Content	Due Date
Event management Plan	<ul style="list-style-type: none"> <li>work plan and budget;</li> <li>fraud and risk control policy;</li> <li>risk management plan; and</li> <li>gender and inclusion strategy.</li> </ul>	Within 30 days of the Project Start Date
Risk Management Plan	Risk Management Plan should include arrangements for regular updates and reports to be made to DFAT where new risks arise	Within 30 days of the Project Start Date.
Progress Reports	Summary of the goods and services being provided, the amounts invoiced to DFAT as required, any problems encountered and the actions taken to resolve those problems and prevent re-occurrence, updates and issues relating to the future delivery of services, and tasks or jobs not completed in accordance with the contract.	Progressive
Monitoring and Evaluation	Regular verbal updates on progress of event management, how the events are meeting the intended aims and objectives, as well as how the contractor demonstrating its performance	Progressive

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<b>Report Type</b>	<b>Indicative Content</b>	<b>Due Date</b>
Brief Exception Reports	Along with any other significant issue all suspected or actual cases of fraud should be included in an Exception Report. Where possible, these Exception Reports should include a proposed solution and/or strategy to address the issues.	Submitted immediately upon identification of any unforeseen problems arising that may have detrimental effect on the Program, particularly in relation to achievement of the objectives.
Post Event Survey Report	Conduct a post event survey inviting attendees to respond to questionnaire. Questions to be decided in collaboration with DFAT. Survey conducted using Survey Monkey or similar. Report summary to be provided electronic.	At completion of event series ie. December 2024 and April 2025
Handover Plan	This is the Contractor's plan detailing how it will transfer responsibility to a replacement contractor for service delivery upon cessation of this contract.	Provided to DFAT not less than 1 month before the end of the Contract
Completion Report	Report to include overall and state by state breakdowns of the following; budgets, evaluations and feedback, event services, stakeholder engagement, communication product and outcomes, and lessons learned.	Provided to DFAT not less than 1 month before the end of contract

All reports must:

- a. be accurate and not misleading in any respect;
- b. be prepared in accordance with directions provided by DFAT;
- c. incorporate sufficient information to allow DFAT to monitor and assess the success of the Services in achieving DFAT's objectives;
- d. comply with [DFAT's Guidelines for Preparing Accessible Content](#).

**Specified Personnel:**

- a. Event Manager (Event logistics and planning)
- b. Project Manager (liaise with DFAT, universities, contractors, presenters and third party providers)
- c. Creative Director (contractor management, concept development)

**Evaluation Criteria:**

- Depth of experience supporting delivery of high-profile events around Australia
- Demonstrated experience in the development environment, understanding the expectations of our stakeholders in the international education sector and government mobility programs.
- Proven capability to work across multiple states (offices and resources in each of the Sponsor states)
- Ability to scale up and scale down as required
- Staff with experience implementing high profile events

### **Deliver lasting results and impact**

- a) Results focused and delivers on time, ensuring deliverables are of high quality, accurate and meet the defined requirements
- b) Undertakes sound monitoring and evaluation reporting that includes quantitative and qualitative evidence of progress against objectives
- c) Promotes sustainability and where applicable, is prepared for transition in/out of the activity

### **Collaboration, Communication and Responsiveness**

- a) Communicates effectively with stakeholders and counterparts (including partner government, other donors, private sector, communities and beneficiaries as appropriate), works collaboratively, builds effective relationships and ensures DFAT is consulted on key developments and emerging issues
- b) Demonstrates appropriate flexibility and responsiveness to DFAT requests and addresses problems/issues openly and constructively

### **Policy Alignment, Risk Management and Innovation**

- a) Partner takes appropriate account of DFAT policies including on Child protection, Environmental and Resettlement safeguards; Gender Equality and Disability Inclusive Development
- b) Has effective systems for identifying, managing and reporting risk, fraud and corruption and informs DFAT of risks/issues that may adversely affect timing, cost or quality of services as agreed
- c) Partner follows branding guidelines, including use of the DFAT crest and Australia Aid Identifier, and promotes the visibility of Australian Government funded aid investments as a private innovation (this is not a performance standard. A low rating against this question does not necessarily result in a poor performance assessment)
- d) Partner proposes and implements innovative development approaches (e.g. results-based aid; trialling/adapting new technologies), leveraging new partnerships/sources of finance, whilst mitigating associated risks

### **Effective partner personnel**

- a) Senior personnel demonstrate effective leadership and management, achieve results against agreed responsibilities and communicate effectively
- b) Head/Regional Office provides effective support and oversight to the in-country team
- c) Recruitment and management of staff is conducted in a timely and professional manner and DFAT has been alerted to any recruitment/staffing issues

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**Applicable Standards or references:** n/a

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**Allowances or disbursements:** n/a

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**Other relevant information or special requirements:** Ability to provide support and assistance in all states and territories

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**Special Conditions (As set out in the Special Conditions (Attachment E to the Deed):** n/a

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**Extension Options (Applicable for Contract Duration greater than 6 Months):** 6 month extension option

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**Security Clearances required for personnel working on this Task:**

N/a

**Security Guidance:**

To uphold and promote the APS Values, respecting the scholars, embracing diversity and collaborating closely with DFAT to achieve the best results for Australia's reputation.

**Key Result Areas** (If required in addition to KRAs set out in the Performance Management Framework (Attachment G to the DSS Deed)):

**RFQTS AUTHORISED BY THE COMMONWEALTH**

**Name of Commonwealth Representative authorising the RFQTS**

Title and Name: s 22(1)(a)(ii)

Position: Assistant Director, Global Education and Scholarships

Email: s 22(1)(a)(ii) [@dfat.gov.au](mailto:s 22(1)(a)(ii)@dfat.gov.au)

Telephone: s 22(1)(a)(ii)

Address: 255 London Cct, Canberra, ACT

**Attachment A**

The Australia Awards Scholarships program manages an annual schedule of events targeting our key stakeholders –

- On-Awards Scholars
- NCP Alumni
- Institutional Partners
- Employer and government partners
- DFAT Representatives

These events are designed to engage and enrich the experience of our scholars and alumni and engage our partners in events and activities that showcase Australia's rich cultural heritage and outstanding academic, research and technological pursuits.

The events take on a variety of different forms including culturally immersive activities, educational lectures, networking events and group/panel discussions. They include a series of -

- Welcome and Farewell events held throughout Australia's key educational hubs
- A short series of thematic / leadership / collaborative partner events with close linkages to DFAT priorities

The following outlines the indicative schedule of events (subject to change), that represent the annual calendar for the period September to December 2024.

**End of year event series – September to December 2024**

- A differing time for each event (morning, afternoon, evening) but featuring a keynote speaker exploring topics recommended by thematic and geographic areas as well as speaker (s) selected from the departing Australia Awards cohort.
- Bountiful canape service to be provided with consideration towards religious/special meals
- Bar service on consumption (no drinks package)
- Photography services

State/Territory	Proposed venue	Est. # of guests
ACT	Canberra	200 pax
QLD	Brisbane	350 pax
SA	Adelaide	200 pax
WA	Perth	150 pax
VIC	Melbourne	450 pax
NSW	Sydney	450 pax



## Thematic networking and leadership events

The provider will work with DFAT to bring together Australia Awards scholars and NCP alumni with thematic and leadership partners, providing the opportunity to deepen connections with Australia around priority themes and leadership.

A one-day program made up of several workshops exploring different aspects of leadership building, it is designed to provide up to 40 emerging leaders from across the Indo Pacific with tools to strengthen their voice. The program could provide participants with leadership tools and strategies to support effective thematic leadership, in partnership with Australian counterparts.

For example a panel would draw together Australian expertise, leadership, emerging leaders from the Australia Awards program, and DFAT thematic in areas such as climate change and resilience, gender equality and social inclusion, health and health security, digital economy (including cyber and critical technology engagement), Aboriginal and First Nations foreign policy and maritime and blue economy would tackle subject matters from a wide array of perspectives, looking for innovative approaches to major shared challenges.

The road show travels to as many different cities as the budget and resources permit to provide a standard experience to all scholars across the country.

While DFAT plays a key role in shaping these events by way of presenting, moderating, hosting the discussions, and identifying themes, topics, and talent, the event delivery partner will be responsible for all logistics.

Deliver a maximum of **three - four** of the below events by 30 May 2025, with agreed costs to be reimbursed to the contractor.

City	Date and time	Event format	Possible venue	Est. # of guests
		ie. morning tea, lunch, evening cocktail, activity		
Brisbane	Feb - Apr	Symposium	TBC	100
Sydney	Feb - Apr	Symposium	TBC	100
Melbourne	Feb - Apr	Symposium	TBC	100
Adelaide	Feb - Apr	Symposium	TBC	100
Perth	Feb - Apr	Symposium	TBC	100
Canberra	Feb - Apr	Symposium	TBC	100

## Ad hoc events

DFAT may wish to host additional events or functions over the course of the year. An allocated budget will therefore be available.

Tax Invoice

Department of Foreign Affairs and Trade  
Attention: Chief Financial Officer  
RG Casey Building  
John McEwan Cres  
BARTON ACT 2600  
ABN: 47065634525

Invoice Date  
23 Aug 2024

Invoice Number  
s 47G(1)(a), s 47G(1)(b)

ABN  
97 156 012 686

Earlybird Events  
PO Box 9224  
DEAKIN ACT 2600  
AUSTRALIA

Description	Quantity	Unit Price	GST	Amount AUD
Milestone 1 as per our agreement - Presentation of the project plan and budget	1.00	19,417.50	10%	19,417.50
			Subtotal	19,417.50
			TOTAL GST 10%	1,941.75
			TOTAL AUD	21,359.25

Due Date: 5 Sep 2024  
PAYMENT TERMS: 14 DAYS FROM INVOICE DATE

Cheques to be made to Earlybird Events

Direct Deposits can be made to:

s 47G(1)(a), s 47G(1)(b)

Please email your remittance advice to s 47G(1)(a) @Earlybirdevents.com.au

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PAYMENT ADVICE

To: Earlybird Events  
PO Box 9224  
DEAKIN ACT 2600  
AUSTRALIA

Customer	Department of Foreign Affairs and Trade
Invoice Number	s 47G(1)(a), s 47G(1)(b)
Amount Due	21,359.25
Due Date	5 Sep 2024
Amount Enclosed	
Enter the amount you are paying above	

Tax Invoice

Department of Foreign Affairs and Trade  
Attention: Chief Financial Officer  
RG Casey Building  
John McEwan Cres  
BARTON ACT 2600  
ABN: 47065634525

Invoice Date  
6 Sep 2024

Invoice Number  
s 47G(1)(a), s 47G(1)(b)

ABN  
97 156 012 686

Earlybird Events  
PO Box 9224  
DEAKIN ACT 2600  
AUSTRALIA

Description	Quantity	Unit Price	GST	Amount AUD
Milestone 2 as per our agreement - Booking of Venues	1.00	19,417.50	10%	19,417.50
			Subtotal	19,417.50
			TOTAL GST 10%	1,941.75
			TOTAL AUD	21,359.25

Due Date: 26 Sep 2024  
PAYMENT TERMS: 14 DAYS FROM INVOICE DATE

Cheques to be made to Earlybird Events

Direct Deposits can be made to:  
s 47G(1)(a), s 47G(1)(b)

Please email your remittance advice to: s 47G(1)(a)@Earlybirdevents.com.au

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PAYMENT ADVICE

To: Earlybird Events  
PO Box 9224  
DEAKIN ACT 2600  
AUSTRALIA

Customer	Department of Foreign Affairs and Trade
Invoice Number	s 47G(1)(a), s 47G(1)(b)
Amount Due	21,359.25
Due Date	26 Sep 2024
Amount Enclosed	
Enter the amount you are paying above	