

Tender: P4SP Website Provider Phase 2

Terms of Reference

Assignment name	P4SP website service provider
Commence date	January 2026
Completion date	31 December 2028, with an option to extend up to 19 September 2029.

The tasks and dates specified in this Terms of Reference are subject to change and flexibility is expected to accommodate for such changes.

1 About P4SP

The Australian Government through the Department of Foreign Affairs and Trade (DFAT) has commissioned the Partnerships for Social Protection program (P4SP), which is being implemented by Development Pathways.

P4SP contributes to greater coverage of quality, sustainable social protection systems in Pacific island countries that reduce poverty and exclusion, address vulnerabilities through the life-course and stimulate economic growth.

2 Assignment

The assignment is to refresh the design of the existing P4SP website (<https://p4sp.org/>) and provide ongoing maintenance and operations website support.

P4SP invites proposals from qualified organisations and/or individuals, hereinafter referred to as “Supplier/s” to undertake this assignment.

2.1 Background

Launched in 2022, the P4SP website was originally intended to serve as a knowledge and evidence hub but has not been fully utilised in this way. We now aim to update the site to reflect our refreshed branding and better align its purpose with P4SP’s work and future priorities.

The refreshed website will:

- Showcase P4SP's work – Highlight our activities, the state of social protection in the region, and success stories.
- Share evidence and resources – Publish blogs, research publications, and case studies.
- Promote learning and collaboration – Provide access to learning resources and eLearning courses, promote upcoming and past training events, and facilitate training registrations.
- Advocate for social protection – Communicate the value and impact of strong, inclusive systems.
- Support accessibility – Present information in clear, inclusive formats for diverse audiences, including policymakers, development partners, and the public.

In Phase 1 of P4SP (September 2021 – September 2025), a website service provider designed the site (on Wagtail) and handled its maintenance, while P4SP managed all content uploads. This division of responsibilities will continue in this assignment.

As P4SP Phase 2 is currently scheduled to operate until December 2028 (with an option to extend to 19 September 2029), the website will remain active for the duration of the program. Following the conclusion of Phase 2, the website may either be decommissioned or handed over to a new managing contractor.

The website will remain the intellectual property of P4SP.

2.2 Scope of the assignment

There are four parts to the assignment:

1. Inception phase and website takeover (January – March 2026)
2. Website refresh (March – June 2026)
3. Maintain and operate website (March 2026 – September 2029)
4. Handover /decommissioning of the website, if required (at a nominated time between December 2028 and September 2029).

Note: This assignment is for website support services from January 2026 to 31 December 2028, with a possible extension up to 19 September 2029. Tendering Suppliers should provide costings covering the period up to 31 December 2028, as well as additional costings for a potential extension to 19 September 2029.

2.2.1 Inception phase and website takeover

The Supplier will prepare a detailed workplan and risk plan for the full assignment for presentation to and approval by P4SP.

Once the workplan is approved, the Supplier will engage with the existing website provider to coordinate and ensure a smooth website takeover with no data loss or downtime.

Takeover activities will include (but not be limited to):

- Website takeover planning
- Backing up the website, database and related files
- Getting secure logins for the domain, hosting, and CMS
- Setting up new hosting
- Moving the website
- Testing the site
- Updating DNS
- Confirming everything works
- Closing the old account
- Undertaking any other tasks as required to support the smooth transition of website management functions.

2.2.2 Website refresh

The Supplier will work with P4SP to refresh the look and feel of the P4SP website to better suit our needs and reflect our updated branding.

The refreshed website will include:

- Information about P4SP, our work, and social protection in the Pacific
- Learning materials, including eLearning courses
- Event pages with training registration forms and hosted materials
- A repository of blogs, publications and other resources
- Password locked pages for private content (e.g. for consultants and/or training participants).

Key activities:

1. Website audit – Review design quality, usability, and technical issues with P4SP.
2. Consultations – with P4SP team and DFAT at key stages of the website refresh to agree scope, purpose, design parameters and structure of website during Phase II of P4SP.
3. Plan structure – Working in close consultation with P4SP and DFAT, design new page layouts, organise menus, revise page hierarchy, and navigation to meet organisational needs, aligned with branding guidelines.
4. Update design and functionality – Build the refreshed site in line with the approved structure.
5. Test before launch – Check links, formatting, and performance across devices and browsers.

6. Provide training for P4SP – Teach key members of the P4SP team how to upload website content.
7. Launch, monitor and maintain – Go live and ensure smooth performance post-launch, including ensuring data privacy and security are maintained.

Responsibilities:

- P4SP will provide content for upload and branding guidelines to inform website design.
- The Supplier will manage all design, layout, and operational aspects of building and maintaining the website.
- The site is currently hosted on Wagtail; any move to a different CMS must be justified with a clear rationale and a detailed transition plan.

Accessibility requirements:

In line with DFAT standards, the site must:

- conform to WCAG 2.0 Level AA
- meet the Digital Transformation Agency's requirements for Australian Government websites.

2.2.3 Maintain and operate website

Following the refreshed website launch, P4SP will manage all content uploads while the Supplier will maintain the site for the duration of the contract.

Requirements:

- Provide hosting on a secure shared server, with standard high-level security (hardware firewalls, web application firewalls, software firewall, URL scanning, etc, in line with Australian Government standards and requirements).
- Ensure the site is free of bugs at launch and for five days after; fix future bugs as part of support services.
- Be available for support during standard AEST/AEDT working hours (9am–5pm, Monday–Friday).
- Keep the site live to industry standards for the duration of the contract.
- Perform monthly backups of the full site.
- Restore the site within two working days in case of a crash, using the latest backup.
- Maintain security protocols to protect against unauthorised access.
- Provide designated P4SP staff with editing access rights.
- Offer website support and design services at an agreed hourly rate.
- Ensure Development Pathways has admin-level access to Google Analytics, Google Tag Manager, and the CMS.

- Undertake any other tasks as required to ensure the smooth operation of the website.

2.2.4 Handover website, if required

The Supplier may be required to hand over the website to another provider at the conclusion of the program (at a nominated time between December 2028 and September 2029).

This will require coordinating and working with the new website supplier to ensure a smooth transition with no data loss or website downtime.

Hand over activities will include:

- Coordinating with the new provider
- Backing up all assets and files
- Transferring access, which may include hosting, CMS, domain registrar, analytics and any third-party tools
- Handing over technical files and documentation
- Closing out all activities.
- Undertaking any other tasks as required to support the smooth handover of the website.

If website handover is required, the Supplier will not need to decommission the website (item 2.2.5).

2.2.5 Decommission website, if required

The Supplier may be responsible for decommissioning the website at the conclusion of the program (at a nominated time between December 2028 and September 2029).

Requirements:

- Archive all content and data
- Remove access
- Ensure security compliance
- Shut down hosting and domain services in line with DFAT and P4SP requirements.
- Undertaking any other tasks as required to decommission the website, in line with DFAT and P4SP requirements.

If the Supplier is required to decommission the website, they will not need to hand over the website (item 2.2.4).

2.3 Deliverables

The Supplier will work to deliver the following:

Deliverable	Deadline*
Inception workshop held with P4SP and DFAT colleagues.	Late January 2026
Draft workplan submitted to P4SP.	10 February 2026
Workplan finalised and approved by P4SP.	17 February 2026
Supplier takes over website, ensuring a smooth transition with no data loss or downtime.	6 March 2026
Draft design brief submitted to P4SP and DFAT, including proposed information architecture and website layout.	27 March 2025
Design brief finalised	10 April 2026
Updated website created and published.	30 June 2026
Training for P4SP team / refresher training on uploading website content.	30 June 2026
Maintain full website to ensure functionality.	Up to 31 December 2028; however, it may be extended until 19 September 2029.
Periodic review of website performance with P4SP staff, including analysis of website accessibility, with corrections / adjustments to be considered on an as-needed basis.	12-monthly or as needed, up to 31 December 2028; however, it may be extended until 19 September 2029.
Decommission or handover the website, if required.	At a nominated time between December 2028 and 19 September 2029.
Ad hoc support, as outlined and agreed in tasking notes.	Per tasking notes.

*Please note that stated deadlines for these deliverables may change and will be discussed and agree with the successful Supplier.

2.4 Reporting

The Supplier will report to the P4SP Communications and Public Diplomacy Manager.

2.5 Place of work

The Supplier must be available during Australian working hours to ensure timely response to service requests and incidents. The Supplier may also be required to attend online meetings within Australian and Pacific working hours to engage with key stakeholders as requested.

2.6 Invoicing schedule

The Supplier will invoice upon the completion and approval of contractual deliverables/milestones, in line with the contractual invoicing schedule.

3 Proposal submission requirements

Suppliers are invited to submit a full proposal in accordance with the following requirements:

- Proposals should be drafted in accordance with this Terms of Reference
- Submissions should adhere to the following:
 - Font size no smaller than 10-point, single column format in Word.
 - Address each of the evaluation criteria detailed
- Proposal submissions must be made via email to admin@p4sp.org with the subject line *Proposal: P4SP Website*
- All proposal submissions must be received by no later than **Sunday, 23 November 2025, 5:00pm AEDT**.

3.1 Selection criteria guidance

The Supplier is required to provide a response to the section criteria of **no more than 4 pages**, excluding annexes (e.g. CVs of key personnel).

The selection criteria will be evaluated according to the weightings outlined below:

Selection Criteria	Weighting
Supplier's proposed process for undertaking the refresh and approach to delivering the assignment, including a narrative in Word and a workplan provided using Excel (as detailed in sections 2.2 and 2.3)	30%
Supplier qualifications and experience (Refer to criteria in section 3.2)	30%
Supplier budget (as outlined in Annex A)	40%

3.2 Required qualifications and experience

The Supplier requires the following qualifications and experience:

- Proven experience in website design, development, and maintenance for small- to medium-scale sites.
- Demonstrated expertise with Wagtail CMS (or similar) and capability to manage CMS transitions if required.
- Strong skills in UX/UI design, responsive design, eLearning design, and accessibility compliance (WCAG 2.0 Level AA and Australian Government DTA standards).
- Knowledge of secure hosting, web security protocols, and data protection.
- Proficiency in integrating and managing analytics tools (Google Analytics, Google Tag Manager).
- Minimum 5 years delivering end-to-end website projects, including audits, design refreshes, builds, and maintenance.
- Experience working with government agencies, international development programs, or similar high-compliance environments.
- Proven ability to translate organisational branding into cohesive, functional web design.
- Experience building sites with diverse content types (eLearning, events, password-protected content, publications).
- Track record in providing secure hosting, regular backups, and disaster recovery solutions.
- Ability to collaborate on information architecture and optimise navigation for multiple audiences.
- Experience in developing and maintaining websites to meet accessibility requirements.

- Demonstrated capacity to handover, archive and decommission websites, including secure closure and content migration.

4 Supplier budget guidance

Suppliers must use the budget template at *Annex A: Website Supplier Budget* and submit this as an annexure to their proposal.

The Supplier Budget (Annex A) must include a fully costed budget in Australian dollars at current prices valid for ninety (90) days from the proposal close date. Unless expressly stated otherwise, all costed budget amounts are exclusive of applicable taxes. Applicable taxes, such as GST, must be split out from individual costs and clearly identifiable. The Supplier Budget must include:

- Daily fee rates of all proposed team members, including the number of days for each proposed team member.
- All non-personnel costs.
- Ad hoc support costs including daily fee rates of all proposed team members.
- Clearly demonstrate how value for money is achieved through the proposed team composition and approach.

5 Statement of compliance

Suppliers are required to review *Annex B: P4SP Consultant Company Contract Template* and complete *Annex C: P4SP Statement of Compliance*, identifying any contractual clauses within Annex B that they are unable or unwilling to agree to. For each such clause, Suppliers must specify the relevant Schedule, Clause, and Item number, and provide a detailed explanation of their reasons for non-compliance, including any proposed alternative wording or modifications. All responses should be provided in the same order as the clauses, schedules, and item numbers appear in the *Annex B: P4SP Consultant Company Contract Template*.

Non-specific responses, such as "do not agree," will not be accepted. If a Supplier disagrees with any clause, they must propose alternative wording or provide a clear and reasoned justification for the disagreement.

Suppliers who are fully compliant with the *Annex B: P4SP Consultant Company Contract Template*, or who do not propose any amendments, are not required to complete *Annex C: P4SP Statement of Compliance*. However, such Suppliers will not have the opportunity to negotiate or request changes to contract clauses at a later stage.

Please note that all requests for changes to the contract clauses will be reviewed by Development Pathways, but any such changes are subject to approval and cannot be guaranteed. Furthermore, any requests for modifications to contract clauses that are not submitted within *Annex C: P4SP Statement of Compliance* will not be considered.

6 Key dates

The contract is expected to commence by January 2026 and conclude December 2028, with an option to extend until 19 September 2029. Tendering Suppliers should provide budget costings covering the period up to 31 December 2028, as well as additional costings for the potential extension to 19 September 2029.

Description of stage	Timeline
Procurement release	Tuesday, 28 October 2025
Closing date for registration of intent to submit a proposal (Refer to section 7)	Friday, 9 November 2025 at 5:00 pm AEDT
Closing date for questions relating to this tender	Monday, 17 November 2025 at 5:00pm AEDT
Closing date for tender submission	Sunday, 23 November 2025 at 5:00pm AEDT
P4SP review of proposals and identify preferred / shortlisted Supplier/s	Friday, 28 November 2025
If required, interviews with shortlisted Supplier/s*	9-10 December 2025
Commence due diligence and then contracting processes with the preferred Supplier	Monday, 15 December 2025

*We do not anticipate holding an interview stage; however, this may be required if there are closely ranked contenders. In such cases, the preferred Supplier/s will be given one week's notice prior to the interview.

7 Registration

It is highly recommended for Suppliers to register their intent to submit a proposal via email to admin@p4sp.org by no later than, Friday, 9 November 2025 at 5:00pm AEDT. Providing intent to submit a proposal will not impose any obligation on any interested party to submit a proposal.

Parties who have registered their intent to submit a proposal by the date and time specified in section 7 will receive all subsequent addenda related to this tender. Such addenda may encompass responses to questions from other proposed Suppliers and/or modifications to the Terms of Reference subsequent to the release of this tender.

Registration can be made by providing the following information:

- Name of contact person
- Name of organisation
- Email address of contact person and receipt of addenda.

8 Additional information

Suppliers should note the following additional information.

8.1 Communication with P4SP team

Please contact the team if you have any questions about this tender, including if there are reasonable adjustments that would assist you in completing your application. All questions should be directed to admin@p4sp.org with the subject line *P4SP Website Tender*.

The closing date for the submission of questions regarding this tender is Monday, 17 November 2025 at 5:00pm AEDT.

8.2 Adherence to DFAT, Development Pathways and P4SP policies

8.2.1 Child protection

P4SP is committed to protecting the rights of children. We will require you to provide a police check(s) and reserve the right to conduct other screening procedures, if required, to ensure a child-safe environment.

8.2.2 Gender equality, disability and social inclusion

P4SP is committed to technical excellence in gender equality and our team will work closely with our partners to ensure a context-specific and consistent approach is applied to all our programs to improve the livelihoods of the world's most marginalised groups.

8.2.3 Protection from sexual exploitation, abuse and harassment

P4SP is committed to respectful workplaces and does not tolerate sexual exploitation, abuse or harassment of any kind.