



TETRA TECH
International Development

INVITATION FOR EXPRESSIONS OF INTEREST (EOI) to Supply Logistics Services

for Humanitarian Logistics Capability (HLC)

AM-13439

Structure of Invitation

Part A – EOI Process Guidelines

Part B – Specification

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Part A – EOI Process Guidelines

Principal

Tetra Tech International Development Pty Ltd, (ABN 63 007 889 081), a duly registered Australian company located at 422 King William Street, Adelaide, SA, 5000 Australia, referred to as "Tetra Tech International Development" or "Tetra Tech International Development" as the managing contractor of the Humanitarian Logistics Capability (HLC) program on behalf of the Australian Government's Department of Foreign Affairs and Trade (DFAT)

Requirements

Tetra Tech International Development International Pty Ltd needs to procure goods, services and works to support its activities both within Australia and internationally.

In addition to the acquisition of goods and services by Tetra Tech International Development International for its own use, procurement includes the acquisition of goods and services on behalf of another relevant entity or a third party. Quite often a purchase made by Tetra Tech International Development International is on behalf of a Commonwealth Government Department.

Because of this circumstance Tetra Tech International Development Pty Ltd is governed by the requirements of the Australian Government's Commonwealth Procurement Rules as a non-corporate Commonwealth entity. The core principle of the Commonwealth Procurement Rules being achieving value for money, noting price is not the sole factor when assessing value for money. Relevant financial and non-financial costs and benefits must be considered, such as the potential supplier's performance history and ethical conduct and the environmental sustainability of the proposed goods and services, among other criteria.

Tetra Tech International Development Pty Ltd with the intention of forming a pre-screened supplier panel for HLC, invites suppliers of critical logistics services to apply for this EOI. Services include air charter, freight forwarding, customs clearance, cargo screening, trucking, in country and other incidental services including storage and support. The panel will enable rapid mobilisation for humanitarian cargo movements while ensuring proportionate due diligence and appropriate corporate oversight of residual contractual risks.

Important Dates

Invitation Issue Date	13 th April 2026
Last Queries Date	11.59pm AEST on 8 th May 2026
Closing Date and Time	11.59pm AEST on 15 th May 2026

Responses and Lodgement

Form of lodgment	Electronic
Internet/electronic lodgment	Lodgment Address: supplychain@hlc-aus.org
Offer Validity Period	90 days

Contact Person

Name	Ana De La Rosa
Position	Contracts and Procurement Manager
Email	supplychain@hlc-aus.org
Address	113 Bancroft Road, Pinkenba, 4008, QLD, Australia

Briefing Session

Respondents are invited to have a representative attend a briefing to be held at online on Friday 1st May 2026 at 10am AEST.

Please email Ana De La Rosa for the online meeting invitation. Suppliers are encouraged to advise of any accessibility or reasonable adjustment requirements in advance of the briefing.

Evaluation Criteria

Mandatory criteria	<p>The mandatory criteria as per Part C Response Form:</p> <ul style="list-style-type: none">• Supplier's details• Dedicated customer service point of contact• Confirmation of categories you are applying for• Supporting documentation (Company profile, Certificate of Company Registration, Certificate of Tax Registration, Valid Tax Compliance Certificate, Key operating licences statement and Insurance summary)• References
Weighted criteria	<p>The evaluation criteria include, but are not limited to, the following (in no particular order of priority):</p> <ul style="list-style-type: none">• Capability statement / Technical expertise• Relevant experience and past performance• Safeguarding and programmatic priorities

1 Invitation

1.1 Tetra Tech International Development Pty Ltd Requirements

Tetra Tech International Development Pty Ltd “Tetra Tech International Development” invites You to submit an Expression of Interest (“EOI”) for the provision of the Tetra Tech International Development’s Requirements.

Tetra Tech International Development is seeking a more detailed understanding of the supplier market and range of solutions that may be available. This EOI process may be the first stage of a multi-stage procurement process (see clause 7.5 of this Invitation).

1.2 Accuracy of Invitation

Tetra Tech International Development makes no promise or representation that any factual information supplied in or in connection with this EOI Process or Invitation is accurate.

Information is provided in good faith and Tetra Tech International Development will not be liable for any omission from this Invitation.

1.3 Your Use of Invitation

Without the express prior written consent of Tetra Tech International Development, You must not re-produce, re-advertise and/or in any way use the contents of this Invitation either in whole or in part, other than for the purpose of preparing and lodging a Response.

1.4 EOI Process does not create a contract

Your participation in this EOI Process, (including the preparation and lodgement of Your Response), is at Your sole risk.

Nothing in this Invitation, the EOI Process, or Your Response must be construed as creating any binding contract or other legal relationship (express or implied) between You Tetra Tech International Development.

2 Structure of Invitation

This Invitation consists of three parts:

Part A EOI Process Guidelines

Part A contains general information about the EOI Process and how You can make a Response.

Part B Specification

Part B sets out Tetra Tech International Development’s Requirements in detail.

Part C Response

Part C sets out the format and information that You are required to provide in Your Response.

You must complete the Part C Response Schedule.

3 Communication

3.1 Contact Person

You may only communicate with the Contact Person about this Invitation.

3.2 Requests for Clarification

Up to and including the Last Queries Date, You may submit a query or request for further information in writing to the Contact Person.

Tetra Tech International Development does not guarantee that it will respond to any query, particularly queries received after the Last Queries Date.

Tetra Tech International Development reserves the right in its' discretion to inform all other Suppliers of any question or matter You raise and the response given (but may choose not to do so).

Tetra Tech International Development is not obliged to consider any clarification from You that it considers to be unsolicited or otherwise impermissible.

3.3 Briefing and Site Visits

If specified in the Reference Schedule Tetra Tech International Development will hold a briefing session/site visit related to Tetra Tech International Development's Requirements.

Your attendance is required where the briefing session/site visit is specified as mandatory in the Reference Schedule.

If You fail to attend a mandatory briefing session/site visit, Tetra Tech International Development may exclude You from further consideration.

4 Your Response

4.1 Format of Response

Your Response must be completed using the Part C Response Schedule, (unless You are otherwise directed).

Your Response must:

- a) be in English
- b) be concise and only provide what is sufficient to present a complete and effective response.

Tetra Tech International Development may disregard any content in a Response that is illegible.

4.2 Cost of Preparing Your Response

You are responsible for the cost of preparing and submitting Your Response and all other costs arising from Your participation in this EOI Process.

5 Lodging a Response

The Closing Time for lodging Your Response is nominated in the Reference Schedule. Tetra Tech International Development may extend the Closing Date and Time in its absolute discretion.

5.1 Lodgement

If You lodge a Response in hardcopy You must satisfy the requirements for hardcopy lodgement identified in the Reference Schedule.

Any Response must be:

- a) prominently endorsed with its Name and the Closing Date and Time
- b) enclosed in a sealed envelope
- c) delivered to the Location by the Closing Date and Time.

You must include the requested number of copies as specified in the Reference Schedule. The copies must be numbered and the original must be clearly marked.

You may lodge a Response by postal mail but any loss or delay is at Your own risk.

5.2 Late Responses

If a Response is lodged after the Closing Date and Time, it may be ineligible for consideration unless:

- a) Tetra Tech International Development determines in its sole discretion that Tetra Tech International Development has caused or contributed to the failure to lodge by the Closing Date and Time or

- b) Tetra Tech International Development decides that exceptional circumstances exist which warrant consideration of the late Response and that acceptance of the late Response does not compromise the integrity of the EOI Process.

5.3 Tetra Tech International Development's Use of Your Response Materials

Upon lodgement, all of Your Response Materials will become the property of Tetra Tech International Development Pty Ltd.

Intellectual Property owned by You or any third parties forming part of the Response Materials will not pass to Tetra Tech International Development with the physical property comprising the Response Materials. However, You acknowledge and agree that You have the authority to grant to Tetra Tech International Development an irrevocable, royalty free licence to use, reproduce and circulate any copyright material contained in the Response to the extent necessary to conduct the Evaluation and where applicable, in the preparation of any resultant contract.

5.4 Sub-contracting

If your Response relies on a sub-contracting arrangement, then you must stipulate in your Response the tasks that the proposed sub-contractor(s) would undertake. You remain legally responsible for meeting Tetra Tech International Development's Requirements. Your Response should also describe how safeguarding, labour rights, non-discrimination, accessibility and workplace safety expectations are communicated to, contractually embedded within, and monitored across subcontractors and labour-hire providers, particularly for high-risk services such as transport, cargo handling, cleaning and security.

6 EOI Process Conduct

6.1 Your Conduct

You must:

- a) ensure all communications are undertaken via the Contact Person
- b) declare any actual or potential conflict of interest
- c) not offer any incentive to, or otherwise attempt to influence, any employee of Tetra Tech International Development or any member of an evaluation team at any time
- d) not engage in any collusive or anti-competitive conduct with any Supplier
- e) comply with all laws in force in South Australia applicable to this EOI Process
- f) disclose whether You are acting as agent, nominee or jointly with another person(s) and disclose the identity of the other person(s)
- g) not issue any news releases or responses to media enquiries and questions regarding this EOI Process or this Invitation without Tetra Tech International Development's written approval.

If You act contrary to the expectations outlined above, Tetra Tech International Development reserves the right (regardless of any subsequent dealings) to exclude Your Response from further consideration.

6.2 Tetra Tech International Development Conduct

Tetra Tech International Development will:

- a) preserve the confidentiality of any information marked as confidential (subject to conditions concerning confidentiality)
- b) give Suppliers the opportunity to compete fairly.

6.3 Confidentiality

You must identify any aspect of Your Response that You consider should be kept confidential including reasons. Tetra Tech International Development is not obliged to treat information as confidential and in the absence of any agreement to do so, You acknowledge that Tetra Tech International Development has the right to publicly disclose the information.

Any condition in Your Response that seeks to prohibit or restrict Tetra Tech International Development's right to disclose will not be accepted.

Notwithstanding any undertaking regarding confidentiality, by submitting a Response, You agree that Tetra Tech International Development may forward information relating to You or Your Offer to the Australian Competition and Consumer Commission (ACCC) if Tetra Tech International Development reasonably suspects, or is notified by the ACCC that it reasonably suspects, that there is cartel conduct or unlawful collusion in relation to this EOI Process (whether or not the suspicion relates to Your Response).

Tetra Tech International Development's selection process for services is conducted in accordance with Australia's Commonwealth Procurement Rules. For the purpose of assessing Tenders, Tetra Tech International Development is required to pass procurement offers to Commonwealth Government Departments and Agencies as Tetra Tech International Development sees fit and to relevant Ministers and Parliamentary Secretaries.

It is Tetra Tech International Development policy not to divulge to a Tenderer information that has been provided in-confidence by another.

Tenderers should note that the Freedom of Information Act 1982 (The Act) gives members of the public rights of access to official documents of the Commonwealth Government and its Agencies. The Act extends, as far as possible, rights to access information in the possession of the Commonwealth Government and its Agencies, limited only by considerations for the protection of essential public interest and of the private and business affairs of persons in respect of whom information is collected and held by departments and public authorities.

Information supplied by or on behalf of Tetra Tech International Development is confidential to Tetra Tech International Development and You are obliged to maintain its confidentiality. You may disclose confidential information to any person that has a need to know the information for the purposes of submitting Your Response.

7 Evaluation Process

7.1 Evaluation

In evaluating Responses Tetra Tech International Development will consider:

- a) the Evaluation Criteria
- b) References from referees
- c) any presentations, interviews or site visits
- d) any other information that Tetra Tech International Development considers relevant.

Where mandatory criteria are specified in the Reference Schedule and Your Response does not comply with these criteria Tetra Tech International Development may choose not to further evaluate Your Response.

Tetra Tech International Development may seek the advice of external consultants to assist Tetra Tech International Development in evaluating the Responses.

Tetra Tech International Development may in its absolute discretion:

- a) take into account any relevant consideration when evaluating Responses
- b) invite any person or entity to lodge a Response
- c) allow a Supplier to change its Response
- d) consider, decline to consider, or accept (at Tetra Tech International Development's sole discretion) a Response lodged other than in accordance with this Invitation
- e) seek further information from You regarding Your Response including but not limited to requests for additional information or presentations by, or interviews with You or Your key personnel

- f) seek and evaluate relevant financial viability data concerning any Suppliers' business and related entities including seeking any assistance from third party providers
- g) make enquiries of any person or entity to obtain information about any Supplier and its Response (including but not limited to any referees)
- h) visit facilities operated by any Supplier, proposed subcontractors of any Supplier and/or by their customers in order to assess their capabilities and performance (at a mutually convenient time).

7.2 Discontinue Process

Tetra Tech International Development may decide not to proceed any further with the EOI Process or any other procurement process for Tetra Tech International Development's Requirement.

7.3 Shortlisting

Tetra Tech International Development may choose to short-list some Suppliers and continue evaluating Responses from those short-listed Suppliers or conduct a secondary procurement process by invitation to shortlisted Suppliers. Tetra Tech International Development is not at any time required to notify You, any Supplier or any other person or organisation interested in making a Response of its intentions or decision to short-list.

Suppliers may be onboarded in phases according to compliance and operational readiness. Panel applicants may also be contracted to undertake rapid, transparent, and competitive call-offs during emergencies prior to the conclusion of the tender process. As a result of this tender process, Tetra Tech will onboard the most suitable candidates from the first evaluation round and retain the remaining compliant applications for consideration in subsequent onboarding rounds. Each candidate will be advised of the outcome of the first-round assessment and informed of any further stages.

The panel will comprise an exclusive group of suppliers to Tetra Tech but Tetra Tech will not be obligated to provide a minimum volume of services with anyone supplier.

7.4 Negotiation

Tetra Tech International Development may choose to:

- a) enter into negotiations with You or any Supplier (including parallel negotiations with more than one Supplier) in order to vary its Response on grounds of capability / capacity, technical issues, effectiveness, to finalise agreement on the terms of the contract, or any other matters
- b) re-evaluate Responses generally after any negotiation
- c) suspend, discontinue or terminate at any time negotiations with You or any Supplier or any other person or organisation
- d) negotiate with You or any Supplier for the provision of any part of Tetra Tech International Development's Requirement and negotiate with any other Supplier with respect to the same or other parts of Tetra Tech International Development's Requirement and to enter into one or more contracts for part or parts of Tetra Tech International Development's Requirement
- e) negotiate at any time with any organisation that is not a Supplier and enter into a contract in relation to Tetra Tech International Development's Requirement or any part of Tetra Tech International Development's Requirement with that organisation on such terms as Tetra Tech International Development, at its absolute discretion, considers appropriate.

7.5 Secondary Procurement Process

After evaluating all Suppliers' Responses Tetra Tech International Development may choose to conduct a subsequent procurement process.

The panel will be structured under one Master Services Agreement (MSA) with agreed contractual terms, service-specific schedules. Applicants for the panel will be evaluated on demonstrated capability, compliance (safeguarding, modern slavery, anti-bribery/terrorism, sanctions), and ability to operate to specified jurisdictions and delivery points. Pricing will not form a fixed part of panel selection but will be obtained via subsequent RFQs/call-offs for each requirement to enable comparative procurement decisions.

7.6 Further Approach to Market

Tetra Tech International Development may choose to make a further approach to market on a similar or different basis than specified in this Invitation.

8 Procurement Policies

Tetra Tech International Development Pty Ltd is governed by the requirements of the Australian Government's Commonwealth Procurement Rules (CPR) as a non-corporate Commonwealth entity. The core principle of the Commonwealth Procurement Rules being achieving value for money, noting price is not the sole factor when assessing value for money. Relevant financial and non-financial costs and benefits must be considered, such as the potential supplier's performance history and ethical conduct and the environmental sustainability of the proposed goods and services, among other criteria.

9 Glossary

9.1 Definitions

In this Invitation, unless the contrary intention is apparent:

- a) "Child/Children": In accordance with the United Nations Convention of the Rights of the Child, 'child' means every human being under the age of 18 unless under the law applicable to the child, majority is attained earlier. For the purposes of this Policy, DFAT considers a child to be a person under the age of 18 years, or in countries where the age of majority is older than 18, the highest age will apply.
- b) "Child Abuse Material" means material that depicts or describes (expressly or implicitly) a child under 18 years of age as a victim of torture, cruelty or physical abuse.
- c) "Child Exploitation" means one or more of the following:
 - committing or coercing another person to commit an act or acts of abuse against a child, including sexual abuse
 - possessing, controlling, producing, distributing, obtaining or transmitting child exploitation material
 - committing or coercing another person to commit an act or acts of grooming or online grooming using a minor for profit, labour, sexual gratification, child sexual exploitation material (sometimes referred to as child pornographic material) or some other personal or financial advantage
 - any act of child trafficking
- d) "Child Trafficking" (also referred to as 'Trafficking in Minors'): Child Trafficking (or Trafficking in Minors) is defined in two elements:
 - the act of recruiting, transporting, transferring, harbouring or receiving a child; for
 - the purpose of exploitation (exploitation includes but is not limited to: slavery, or a condition similar to slavery, servitude, forced labour, sexual exploitation, prostitution, forced marriage, removal of organs, begging, debt bondage, or other forms of exploitation).

This includes attempts and intentions to traffic a child. The means and/or the consent of the child (and/or their parent/guardian) to the actual or intended exploitation is irrelevant.

- e) "Child Exploitation Material" means any material, irrespective of its form, which is classified as child abuse material or child pornography material.
- f) "Child Pornography Material" (also referred to as Child Sexual Abuse Material): See definition of Child Sexual Abuse Material.
- g) "Child Sexual Abuse Material" (also referred to as 'Child Pornography'): In accordance with the Optional Protocol to the United Nation's Convention on the Rights of the Child, 'child pornography' means 'any representation, by whatever means, of a child engaged in real or simulated explicit sexual activities or any representation of the sexual parts of a child for primarily sexual purposes.' For further information about child pornography offences, refer to the Criminal Code Act 1995. This includes material that depicts or describes a person, or is a representation of a person, who is, or appears to be, under 18 years of age and is engaged in, or appears to be engaged in, a sexual pose or sexual activity, or is in the presence of a

person who is engaged in, or appears to be engaged in, a sexual pose or activity, and does this in a way that a reasonable person would regard as being, in all the circumstances, offensive.

- h) "Closing Date and Time" means the date and time nominated in the Reference Schedule by which Responses are required to be lodged
- i) "Contact Person" means the person nominated in the Reference Schedule authorised by Tetra Tech International Development to communicate with Suppliers about the EOI Process
- j) "CPR" means Australian Government's Commonwealth Procurement Rules
- k) "Dangerous Goods / Hazardous Goods" means any item classified under relevant international/regional standards (e.g., IMDG, IATA). Handling, storage and documentation must comply with applicable regulations
- l) "EOI Process" means the process commenced by the issuing of this Invitation and concluding upon the award of a contract (or other outcome as determined by Tetra Tech International Development) or upon the earlier termination of the process
- m) "Evaluation" means the process for considering and evaluating Responses in accordance with clause 7.1
- n) "Intellectual Property" means any patent, copyright, trademark, trade name, design, trade secret, knowhow, semi-conductor, circuit layout, or other form of intellectual property and the right to registration and renewal of the intellectual property
- o) "Invitation" means this document inviting persons to lodge a Response
- p) "Last Queries Date" means the date nominated in the Reference Schedule as the last date for Suppliers to seek clarification of any matters relating to this Invitation Document
- q) "Mandatory Criteria" means the criteria considered by Tetra Tech International Development to be critical and identified in the Reference Schedule
- r) "Modern Slavery" includes any conduct which constitutes modern slavery under any Modern Slavery Law, including without limitation, slavery, human trafficking, servitude, forced labour, deceptive recruiting of labour, the worst forms of child labour, and forced marriage, including in supply chains
- s) "Modern Slavery Laws" refers to the Modern Slavery Act 2018 (Cth), the Modern Slavery Act 2018 (NSW), Divisions 270 and 271 of the Criminal Code 1995 (Cth), the Human Rights Act 2019 (Qld), and any other binding or non-binding guidelines issued by an entity or person so authorised under Modern Slavery Law, and anti-Modern Slavery laws or regulations in force in Australia, and other jurisdictions in which Tetra Tech operates, or otherwise applicable to Tetra Tech or the Supplier from time to time with respect to reporting on or addressing the risks of modern slavery, including business operations and supply chains with respect to related purposes. Where there are inconsistencies between laws, personnel will be held to the highest standard
- t) "Response" means the documents constituting a Response lodged by a Supplier to meet Tetra Tech International Development's Requirement in accordance with this Invitation
- u) "Response Material" means all documents, data, computer programs, computer discs and other materials and things provided by You or a Supplier in relation to a Response arising out of this Invitation
- v) "Part" means a part of this Invitation
- w) "Rapid Mobilisation" means the Supplier shall be capable of achieving the defined Minimum Service Threshold within 24 hours of a valid Notice to Mobilise. The Supplier's Rapid Mobilisation shall include provision of critical staff, equipment, access arrangements, communications and compliance documentation sufficient to commence safe and continuous critical operations.
- x) "Reference Schedule" means the reference schedule in Part A of this Invitation
- y) "Sexual Abuse" (of an adult): The actual, threatened or attempted physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. This includes, but is not limited to sexual assault, rape, molestation, and other forms of non-consensual sexual activity such as kissing or touching. Any sexual activity with a child (as defined herein) is considered sexual abuse, - also referred to as child sexual abuse

- z) "Sexual Abuse" (of a child): The involvement and/or use of a child in any sexual activity or for sexual gratification by an adult or significantly older child or adolescent. This includes acts that are either completed or attempted. Sexually abusive behaviours can include touching or fondling genitals; masturbation; oral sex; rape, vaginal, anal or oral penetration of a sexual nature of the body of a child with any body part or object, including by a penis, finger or any other object; fondling or touching breasts; voyeurism; exhibitionism; making a child touch someone else's genitals, and exposing the child to, or involving the child in, pornography, sexual abuse or sexual activities. This also includes non-contact sexual acts - any form of verbal or non-verbal non-physical conduct, whether isolated or persistent that involves references to the body, sexual organs or sexuality of the child, including conduct via technology. For instance, threats of sexual nature, sexual grooming, unwanted sexual jokes, exposing of sexual organs, subjecting a child to sexual advances, persistent leering looks, stalking of a sexual nature, sexting.
- aa) "Sexual Exploitation": Any actual or attempted abuse of a position of vulnerability, differential power or trust for sexual purposes, including but not limited to profiting monetarily, socially, or politically from the sexual exploitation of another. For example, coercing individuals into engaging in sexual activities, sexual acts or sexual favours, in exchange for aid, money, goods, services, employment opportunities, or other benefits.
- bb) "Sexual Harassment": A person sexually harasses another person, including a child, if the person makes an unwelcome sexual advance or an unwelcome request for sexual favours, or engages in other unwelcome conduct of a sexual nature, in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated the possibility that the person harassed would be offended, humiliated or intimidated. (Definition as per the Sex Discrimination Act 1984). The perspective of the person targeted by the conduct decides what is reasonable or not in terms of unacceptable behaviour.
- cc) "South Australian Time" means the time applicable to South Australia, as defined at <http://www.australia.gov/about-australia/our-country/time>
- dd) "Specification" means the information about Tetra Tech International Development's Requirement described in Part B
- ee) "Supplier" or "You" or "Your" means a person or organisation responding to this Invitation.
- ff) "Tetra Tech International Development" means Tetra Tech International Development Pty Ltd
- gg) "Tetra Tech International Development's Requirement" means the requirements specified in the Invitation, the Statement of Requirements and the Contract

Part B – Specifications

Background

Tetra Tech International Development is the implementing contractor for Australia's Humanitarian Logistics Capability (HLC), which is funded and managed by the Australian Department of Foreign Affairs and Trade (DFAT).

HLC facilitates the timely, effective, and flexible delivery of the Australian Government's humanitarian assistance and emergency relief program around the world. It provides project management and humanitarian supply chain solutions in support of Australia's humanitarian activities. Australia's humanitarian supplies are held in warehouses in Brisbane and Papua New Guinea and can support at least 11,500 households – or 57,500 people.

Panel purpose & high-level objectives

The purpose of this procurement is to establish a pre-screened supplier panel that enables HLC to rapidly mobilise critical logistics services for humanitarian cargo movements. This EOI intends to conduct market sounding, pre-qualify capable suppliers for later RFQs, and record findings in a central supplier register so that approved suppliers can be engaged quickly on pre-agreed terms when urgent needs arise. This approach balances the need for speed in emergencies with compliance with internal procurement rules and risk mitigation.

Categories on the panel

The panel will be organised into the following categories: air charter services, freight forwarding services, cargo screening services, and domestic cargo services. Each category will be used to source suppliers with the capability to respond at short notice to humanitarian taskings and to deliver the specific technical and operational services described below.

Air charter services

Air charter suppliers will provide appropriate aircraft types (including freighter and combi configurations) and helicopters tailored to the load, volume and mission profile of each activity. Aircraft must be equipped with the necessary payload capacity, volumetric capability and securing equipment such as pallets, nets, straps and dunnage. Suppliers must provide qualified flight crew, cabin/handling crew where required, and operational staff to support flight execution, including flight planning, permits coordination (overflight/landing), slot management, NOTAM (Notice to Airmen) and airspace coordination.

Air charter suppliers must arrange and manage ground handling at origin and destination airports, including pallet build/break, marshalling, ramp handling and stowage, and where specified coordinate trucking or inter-island transfers. Suppliers may subcontract ground or ancillary services but will remain contractually responsible for their delivery and coordination. Ancillary services to be offered include warehousing and temperature-controlled storage, export/import documentation support and customs coordination. Operational flexibility for urgent or short-notice taskings is essential; suppliers must be able to present earliest-available flight options, alternative routings and surge capacity to minimise delay. All air operations must be conducted in accordance with applicable civil aviation regulations, ICAO (International Civil Aviation Organization) standards and host-country requirements, and suppliers must maintain required operating certifications and permits. Air charters must also be capable of carrying cold chain and dangerous goods consignments and managing movement, customs and quarantine requirements for working animals where needed.

Freight forwarding services

Freight forwarders on the panel will provide end-to-end freight forwarding for general cargo as well as specialist consignments such as cold chain, dangerous goods and licence-controlled items (for example, medicines and controlled drugs). They will manage the full transport chain from origin to destination, employing multimodal solutions where appropriate and selecting the most direct and economical routings for

each shipment (including air charter services, as per above, if desired). Where sea freight is used, freight forwarders are expected to select the next suitable regular scheduled vessel while balancing cost and transit time; for inland transport they must select customary conveyances and routes to ensure fast, safe arrival and comply with national and international regulations for transit and destination countries.

Freight forwarders will undertake customs brokerage and customs coordination (including EDN generation where required) and, when instructed in a Purchase Order, arrange pre-payment of applicable charges from origin to destination and complete customs clearance. They will provide options for cargo handling services including break bulk and full containers, consolidation and de-consolidation, and maintain storage and warehousing capacity in HLC2 priority regions. Security and cargo screening must be provided as required, and forwarders must be capable of arranging movement, customs and quarantine management for working animals such as urban search and rescue dogs. Experience working with the Australian Defence Force (ADF) is desirable where engagements require it.

Visibility and monitoring are required throughout transit: suppliers must provide, or be willing to provide, a web-based real-time tracking portal to increase visibility of goods in transit, and must monitor each shipment from actual departure until physical hand-over to the consignee. In the event of shipment deviations (delays, short shipments, damage), suppliers must notify HLC and the consignee, recommend an action plan, and take corrective action as necessary, with the expectation that corrective actions will not impose additional cost or delay to HLC where contract terms require.

Cargo screening services

Cargo screening service providers will deliver security screening that complies with applicable host-country and international regulations. Screening services must integrate with freight forwarding and air charter operations to ensure compliant throughput at origin, in transit and at destination, and suppliers must be able to demonstrate procedures and equipment used for screening operations. Where screening intersects with customs or quarantine requirements, suppliers must coordinate these elements to prevent clearance or movement delays.

Domestic cargo services / road transport

Panel suppliers for domestic cargo services will deliver road transport across Australia, in HLC priority regions (the Pacific and Southeast Asia) and globally where required. Road transport providers must be capable of handling cold chain consignments and dangerous goods, provide storage or access to storage facilities in priority regions, and demonstrate experience working with military or government partners such as the ADF where relevant. Suppliers must provide a 24-hour emergency contact for urgent taskings and be able to coordinate last-mile collection and delivery alongside freight forwarding and air charter partners. Providers should demonstrate how collection, delivery and handover arrangements are planned to support safe, accessible and dignified cargo transfer, including in remote, disaster-affected or insecure environments.

Communications

Each supplier will provide a dedicated customer service point of contact and a dedicated team for HLC shipments; the team should be available during standard operating hours (proposed 08:30–17:00 local time) via telephone and email, and a 24-hour emergency telephone contact must be provided for urgent or after-hours incidents.

Communication channels and customer documentation should be accessible, responsive and appropriate to diverse users and operating contexts, including plain-language escalation pathways where feasible.

Governance, compliance & contracting

Suppliers responding to this EOI should note that draft contracts and full terms and conditions will not be released at the EOI stage. If a supplier is shortlisted following evaluation and due diligence, we will provide the proposed contract and associated T&Cs for review and execution during panel onboarding or prior to award. Shortlisting does not constitute contract acceptance; contractual terms must be agreed and signed before any services commence.

Required evidence to support EOI applications:

- Company registration / legal entity proof (e.g., business registration number, country of incorporation and a copy of the registration extract or equivalent).
- Evidence of key operating licences relevant to the services offered (e.g., freight forwarder licence, customs brokerage licence, air operator certificate or evidence of valid subcontracting arrangements). If a licence is not held, require explanation of how the supplier will meet that requirement (subcontractor, partner).
- Insurance summary / cover note showing insurer, policy type, policy number, sum insured and expiry date for the minimum required insurances (e.g., Workers Compensation, Employers Liability, Commercial General Liability, Professional Liability, Transport and Logistics Operator Insurance, Automobile Public Liability, Marine Cargo & Transit). The cover note should demonstrate that the policy is in place or pending binding (not the full policy wording).
- Confirmation of 24/7 emergency contact availability (name, role, phone/email) and a short attestation that the contact will be maintained during the panel period.

Safeguarding and HLC Programmatic Priorities

Bidders must demonstrate documented safeguards to protect against sexual exploitation, abuse and harassment (PSEAH), modern slavery/human trafficking, child protection risks, and corruption and fraud. Bidders must describe how these controls will be implemented and monitored, how compliance will be verified, and how safeguarding measures will be flowed down and enforced with subcontractors. Bidders must also confirm that their safeguarding approach is consistent with DFAT Safeguarding Policies, and provide evidence of any relevant policies, training, and past performance.

Proposals must demonstrate how HLC's programmatic priorities are embedded operationally by:

- prioritising localisation, including maximising use of local contractors, locally available assets, materials, labour and operational support where feasible and safe to do so;
- embedding Gender Equality, Disability and Social Inclusion (GEDSI) through workforce practices, safe and accessible facilities, inclusive recruitment and progression pathways, reasonable adjustments, culturally and linguistically appropriate communications, and service solutions that reduce barriers for women, girls, men, boys, people with disabilities, older people, and other marginalised groups;
- demonstrating how subcontracting and outsourced labour arrangements uphold equitable labour rights, non-discrimination and safe working conditions, particularly for migrant, temporary, low-skilled and remote-area workers;
- showing how logistics service design considers accessibility, dignity, safety and usability, including handover points, storage access, cargo documentation, customer communication channels and emergency contact mechanisms; and
- integrating greening measures that reduce environmental impact across transport, storage, packaging, routing and asset utilisation