RocketLab

Provision of Rebuild of myfuture Platform

Submitted to Education Services Australia

Client	Education Services Australia (ESA)
Respondent	Rocket Lab
Submission date	*[DATE]*
Contact	*[CONTACT NAME, EMAIL, PHONE]*
RFQ closes	5 PM AEST, Thursday 2 April 2026

Respondent's Details

Legal name	*[PLACEHOLDER — Rocket Lab legal entity name]*
Trading name	Rocket Lab
Street address	*[PLACEHOLDER — registered street address]*
ABN	*[PLACEHOLDER]*
ACN	*[PLACEHOLDER]*
Type of business	Company
Names of directors	*[PLACEHOLDER — full legal names of all directors]*
Full company search details	*[PLACEHOLDER — attach current ASIC company search including all directors]*

Contact for Liaison and Notices

Name	*[PLACEHOLDER]*
Title in the organisation	*[PLACEHOLDER]*
Postal address	*[PLACEHOLDER]*
Telephone	*[PLACEHOLDER]*
Email	*[PLACEHOLDER]*

Statement Against Evaluation Criteria

In accordance with clause 3.1 of Schedule 4, each criterion response begins on a separate page with the criterion as the page header. Responses are kept succinct per clause 3.2.

Understanding of ESA

Evaluation weight: 10%

Education Services Australia is uniquely positioned as the operational arm of Australia's education ministers — a not-for-profit entity that must deliver commercially viable digital products while serving a public-good mission. This dual mandate shapes everything about how myfuture needs to work: it must be as polished and engaging as any commercial career platform, yet inclusive, evidence-based, and accountable to every jurisdiction in Australia.

myfuture's strength is its position as a trusted, national, non-commercial career education platform at a time when the career education space is increasingly fragmented by commercial providers targeting narrow audiences. The rebuild opportunity is to amplify this advantage — delivering a modern, personalised experience that commercial competitors can't match because they lack myfuture's breadth, evidence base, and institutional trust.

We understand that myfuture serves fundamentally different audiences with different needs — students exploring careers for the first time, educators embedding career education in curriculum, parents seeking guidance for their children, and jurisdiction administrators tracking engagement at scale. The platform must serve all of these well, not just the most visible user group.

We also recognise this project sits within ESA's broader Digital Services portfolio. Our approach is designed to establish technology patterns and co-development practices that create value across ESA's digital transformation, not just for myfuture in isolation.

Critically, this is a platform that must evolve continuously. The career landscape changes, data sources update, and user expectations grow. The rebuild must create a foundation for ongoing innovation, not just a point-in-time delivery. This is why co-development and knowledge transfer are not optional extras — they are essential to myfuture's long-term success.

Proposed Technology Stack

The myfuture platform requires a stack that can handle multi-tenancy, personalisation, complex role-based access, real-time data integrations, and interactive tools — while remaining maintainable by ESA's internal team. Our recommendation:

Front-end: Next.js (React)

- Server-side rendering for SEO and performance across all device types
- React component architecture enables the rich interactive tools myfuture requires (Career Bullseyes, My Career Profile, Virtual Work Exploration)
- Built-in API routes for serverless functions
- Incremental Static Regeneration for content-heavy pages (career stories, articles)
- App Router with nested layouts — ideal for dashboard-based experiences (educator, student, parent, jurisdiction, admin dashboards)
- Massive ecosystem reduces long-term hiring risk for ESA

CMS / Content Backend: Directus

- Open-source, self-hosted headless CMS
- REST and GraphQL APIs natively — supporting the API-first architecture requirement
- Flexible data modelling for complex content types (career profiles, occupation data, worksheets, courses)
- Role-based content workflows (draft → review → approve → publish)
- Newsletter management capabilities via extensions
- Content separated from application logic — editors work independently of developers
- Self-hosted in GovZone for complete data sovereignty

Application Backend: Node.js / Next.js API Routes

- Unified JavaScript/TypeScript stack across front-end and back-end (reduces ESA team's learning curve)
- Custom API layer for:
    - User authentication and authorisation (SSO integration, MFA)
    - Dashboard data aggregation
    - Career tool engines (My Career Profile matching, Career Bullseyes logic)
    - External data integrations (labour market, course databases)
    - Invitation management and notification dispatch
- Microservices-ready: individual services can be extracted as scale demands

Authentication: NextAuth.js + Custom Auth Layer

- SSO integration (SAML/OIDC) for institutional login where available
- Username/password with MFA for direct accounts
- Role-based access control (RBAC) across 5+ user types
- Invitation-based registration flows
- Session management meeting ISM requirements

Database: PostgreSQL

- Multi-tenant data architecture with row-level security
- Supports the complex relationships required (users → schools → jurisdictions → classes → activities)
- Full-text search capabilities for site-wide search
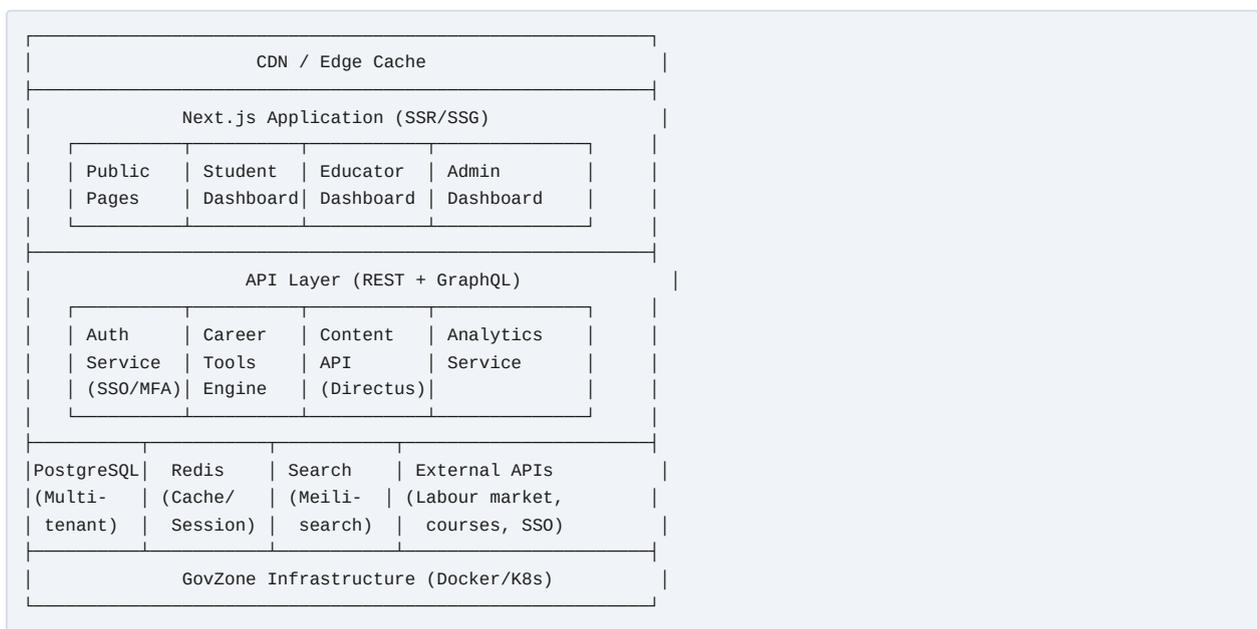- Proven at scale for education platforms

Search: Meilisearch (self-hosted)

- Site-wide search across all content, occupations, courses, resources
- Faceted search, filtering, typo tolerance
- Self-hosted within GovZone

Infrastructure

- Containerised deployment (Docker/Kubernetes) for GovZone SIT, UAT, PROD
- GitLab CI/CD pipelines
- Infrastructure as Code (Terraform/Pulumi)
- Redis for session management and caching
- Object storage for media assets (worksheets, documents)
- Automated backups with point-in-time recovery

Architecture Overview

```
┌─────────────────────────────────────────────┐
│              CDN / Edge Cache               │
├─────────────────────────────────────────────┤
│         Next.js Application (SSR/SSG)       │
│   ┌───────┬────────┬─────────┬─────────┐   │
│   │ Public│ Student│ Educator│ Admin   │   │
│   │ Pages │Dashboard│Dashboard│Dashboard│   │
│   └───────┴────────┴─────────┴─────────┘   │
├─────────────────────────────────────────────┤
│          API Layer (REST + GraphQL)         │
│   ┌───────┬────────┬─────────┬─────────┐   │
│   │ Auth  │ Career │ Content │Analytics│   │
│   │Service│ Tools  │ API     │ Service │   │
│   │(SSO/MFA)│Engine│(Directus)│         │   │
│   └───────┴────────┴─────────┴─────────┘   │
├─────────┬────────┬─────────┬───────────────┤
│PostgreSQL│ Redis │ Search  │ External APIs │
│(Multi-  │(Cache/ │(Meili-  │(Labour market,│
│ tenant) │Session)│ search) │ courses, SSO) │
├─────────┴────────┴─────────┴───────────────┤
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Security and Compliance
ISM Classification 'OS':

- All data processed and stored within GovZone
- Encryption at rest (AES-256) and in transit (TLS 1.3)
- Multi-factor authentication for all user accounts
- Role-based access control across all application layers
- SSP Annexes and control documentation prepared and maintained throughout delivery
- Secrets management via GovZone-approved vault
- Regular penetration testing and vulnerability assessments

OWASP Top 10 and ASVS L1:

- Automated SAST/DAST scanning in CI/CD pipeline
- Input validation, output encoding, CSRF/XSS protection
- Content Security Policy headers
- Rate limiting and brute-force protection on auth endpoints
- Dependency vulnerability monitoring (GitLab dependency scanning)

WCAG 2.1 AA:

- Accessibility-first design system with semantic HTML, ARIA landmarks, keyboard navigation
- Automated testing (axe-core) in CI/CD
- Manual testing with assistive technologies
- Critical for myfuture's diverse user base including students of varying abilities

Privacy:

- Australian Privacy Principles compliance
- Privacy-by-design throughout
- Data stored exclusively in Australia
- Secure account deletion workflows with audit logging
- Parental consent workflows for student accounts where required
- Cookie consent management

Multi-Tenancy Architecture

myfuture's tenancy model (jurisdictions → sectors → schools → classes) requires careful data architecture:

- PostgreSQL row-level security for tenant data isolation
- Configurable jurisdiction-specific settings (branding, content, features)
- Jurisdiction dashboard with aggregated analytics
- Bulk user management at school/jurisdiction level
- Tenant hierarchy: jurisdiction > sector > school > class > student

External Data Integrations

- **Labour market data**: API-driven integration for real-time occupation and industry data
- **Course databases**: Integration with course/qualification registries
- **SSO providers**: SAML/OIDC integration for institutional authentication
- **Email service**: Webhook-based integration for newsletters and notifications (componentised for easy provider swap)
- **Ad/sponsorship**: Configurable ad placement engine with geotargeting and user-type targeting

Career Tools Architecture

The interactive career tools are a defining feature of myfuture. Our approach:

My Career Profile:

- User inputs (interests, strengths, values, achievements) stored in PostgreSQL
- Matching algorithm running server-side, returning personalised career/learning suggestions
- Results persisted with history for dashboard tracking
- Progressive profiling — builds over time as users add more data

Career Bullseyes:

- Interactive front-end (React) linked to subject-career relationship data
- Data maintained via Directus CMS for easy updates
- Deep links to exploration tools for each career

Virtual Work Exploration (VWX):

- Modular architecture — can be built as an integrated module or integrate with best-of-breed external solution
- Work experience form builder using Directus data models
- Assessment engine with points/progress tracking
- Results surfaced on student dashboard

Worksheets (Explore + Build):

- Pre-built templates managed in Directus
- Build tool: drag-and-drop worksheet builder using platform resources as building blocks

- PDF export for offline use
- Curriculum alignment metadata

Scalability

- Static generation for public content pages (zero server load)
- Server-side rendering for personalised dashboard pages
- Redis caching for frequently accessed data (occupation data, course listings)
- Database read replicas for reporting/analytics queries
- Horizontal scaling of API containers as user load grows
- CDN for all static assets and media

Project Approach

Given myfuture's complexity and 14-month timeline, we use a phased agile approach with clear milestone gates aligned to ESA's indicative timeline.

Phase 1: Discovery & Requirements (Apr - May 2026) — 6 weeks

- Stakeholder workshops with product team, Technology team, business stakeholders
- Review existing myfuture platform, analytics, user research, and content
- Detailed requirements refinement (building on the high-level requirements provided)
- Technical architecture design and review with ESA Technology team
- User persona validation and journey mapping
- Information architecture and navigation design
- GovZone environment setup and CI/CD pipeline configuration
- Co-development onboarding: tooling, coding standards, branch strategy
- **Gate: Requirements sign-off**

Phase 2: Design & Wireframes (May - Jul 2026) — 8 weeks

- Wireframes for all dashboard types, career tools, public pages
- Myfuture branding toolkit refresh
- Design system creation (component library with accessibility built in)
- User testing with career practitioners and students nationally
- Responsive design for all device types
- **Gate: Design sign-off**

Phase 3: Build (Jul 2026 - Feb 2027) — 8 months

Build is structured in delivery streams running in parallel:

| Stream | Scope | Sprints | |--------|-------|---------| | Core Platform | Auth, user management, RBAC, multi-tenancy, base CMS | Sprints 1-6 | | Public Website | Homepage, content pages, news, search, SEO | Sprints 3-8 | | Student Experience | Student dashboard, My Career Profile, Career Bullseyes, exploration | Sprints 5-12 | | Educator Experience | Educator dashboard, class management, worksheets (Explore + Build) | Sprints 7-14 | | Parent/Jurisdiction | Parent dashboard, jurisdiction dashboard, reporting | Sprints 9-14 | | VWX | Virtual Work Exploration tool | Sprints 8-14 | | Admin | Admin dashboards, platform config, ad management, newsletters | Sprints 10-16 | | Integrations | External data APIs, email service, SSO | Sprints 6-14 | | Content Migration | Migrate all existing content and users | Sprints 12-16 |

- 2-week sprints with sprint demos to ESA stakeholders
- ESA Technology team embedded throughout (see Co-Development section)
- Continuous deployment to SIT; regular UAT deployments
- Automated testing built alongside features

Phase 4: Testing & Training (timing dependent on school availability)

- Full UAT cycle with key user groups
- User testing with students and career practitioners (coordinated with school terms)
- CMS training for content authors
- Accessibility audit and remediation
- Performance testing under realistic load
- Security testing and penetration test
- **Gate: UAT sign-off**

Phase 5: Launch (timing dependent on school calendar)

- Staged rollout strategy (consider pilot jurisdictions)
- Data migration cutover
- DNS and routing cutover
- Intensive monitoring period
- Rollback plan prepared and tested

Phase 6: Hypercare (Apr - May 2027) — 8 weeks

- Dedicated support for post-launch issues
- Performance monitoring and optimisation
- User feedback collection and prioritised fixes

Phase 7: Handover (Jun 2027) — 4 weeks

- Dedicated handover sprints: ESA team leads, Rocket Lab supports
- Final knowledge base review and completion
- Technology team training (architecture deep-dive, ops runbook)
- **Gate: Handover sign-off**

Risk Management

Risk	Likelihood	Impact	Mitigation
VWX scope complexity	H	H	Early technical spike in discovery; modular approach allows phased delivery; consider best-of-breed integration if build cost is prohibitive
School timing dependencies for user testing	H	M	Identify testing windows early; use remote testing to maximise geographic reach; maintain backup testing dates
External data API reliability	M	H	Abstraction layer between platform and external APIs; caching and fallback strategies; data quality monitoring
Multi-tenancy data isolation	M	H	Row-level security testing from sprint 1; dedicated security review of tenancy model; penetration testing
Content/user migration complexity	M	M	Migration scripts developed and tested in SIT from Phase 3; parallel run period before cutover
GovZone deployment constraints	M	M	Early environment setup in Phase 1; containerised approach; close collaboration with ESA Technology team
ESA team availability for co-dev	M	M	Agreed participation schedule at kick-off; async code review as fallback; recorded walkthroughs
Scope growth during 14-month build	M	H	Clear sprint scope with product owner sign-off; change request process; backlog prioritisation discipline

> ### Co-development approach
> Evaluation weight: 10%

Philosophy

myfuture is a platform ESA will own and evolve for years. The co-development model must produce an ESA team that can independently maintain, enhance, and scale the platform after handover. We structure co-development as a progression:

Months 1-3: Observe & Learn

- ESA team members attend all ceremonies (standups, planning, retros)
- Paired code reviews — ESA team reviews all Rocket Lab merge requests
- Architecture walkthrough sessions (weekly)
- Workshops: Next.js fundamentals, Directus administration, TypeScript, Docker, CI/CD

Months 4-8: Contribute

- ESA developers assigned to specific features/modules
- Pair programming sessions on complex features
- ESA team writes tests and documentation
- Joint code reviews — ESA team submits merge requests reviewed by Rocket Lab
- ESA team manages selected Directus configurations

Months 9-12: Co-Lead

- ESA developers lead implementation of defined features with Rocket Lab support
- ESA team manages deployment pipeline
- Joint architecture decisions with ESA Technology team driving

Months 13-14: Own

- Handover sprints: ESA team leads all development
- Rocket Lab in advisory/support role
- ESA team handles incident response with Rocket Lab backup

Technical Standards (Enforced Jointly)

- **Code standards**: ESLint + Prettier + TypeScript strict mode, enforced via pre-commit hooks and CI
- **Code review**: All merge requests require at least one Rocket Lab and one ESA reviewer
- **Testing**: Minimum coverage targets; unit tests for business logic, integration tests for APIs, E2E tests for critical user journeys
- **CI/CD**: GitLab CI pipeline — lint → test → build → security scan → deploy
- **Documentation**: Architecture Decision Records (ADRs) for all significant choices

Governance

- **Joint steering committee**: Rocket Lab project lead + ESA Program Manager + Technology Development Team lead + Business team representative
- **Shared tooling**: Jira or Azure DevOps for sprint tracking; GitLab for code; Confluence/SharePoint for knowledge base
- **Cadence**: Sprint demos (fortnightly), steering committee (monthly), retrospectives (fortnightly)
- **Accountability**: Rocket Lab is responsible and accountable for all deliverables. ESA participation enhances the outcome but does not shift delivery accountability.

Knowledge Base Deliverables

All maintained in ESA's chosen platform (Confluence/SharePoint):

- Architecture diagrams (C4 model — context, container, component, code)
- Data model documentation
- API documentation (auto-generated + contextual)

- Deployment and operations runbook
- GovZone environment configuration guide
- CMS administration guide
- Troubleshooting guide with known issues
- ISM compliance documentation (SSP Annexes, control documentation)
- Security incident response procedures

Handover Checklist

- [ ] Source code transferred to ESA-owned GitLab (no proprietary packages without source access)
- [ ] All environments documented and ESA team can provision independently
- [ ] CI/CD pipeline fully owned by ESA team
- [ ] Deployment scripts and build pipeline scripts documented and tested by ESA
- [ ] Unit/integration test suites passing with documented coverage
- [ ] Knowledge base complete and reviewed by ESA team
- [ ] ESA team has independently completed at least one feature delivery
- [ ] Operations runbook tested via simulated incident
- [ ] ISM compliance documentation complete and reviewed

Project 1

| | | |---|---| | **Client** | [CLIENT NAME] | | **Project** | [PROJECT NAME AND YEAR] | | **Description** | [DESCRIPTION — ideally a multi-user platform with role-based dashboards, personalisation, education/government sector] |

Project 2

| | | |---|---| | **Client** | [CLIENT NAME] | | **Project** | [PROJECT NAME AND YEAR] | | **Description** | [DESCRIPTION — ideally showing co-development, knowledge transfer, or working with internal teams] |

Project 3

| | | |---|---| | **Client** | [CLIENT NAME] | | **Project** | [PROJECT NAME AND YEAR] | | **Description** | [DESCRIPTION — ideally showing API integrations, external data sources, complex user management] |

Project 4

| | | |---|---| | **Client** | [CLIENT NAME] | | **Project** | [PROJECT NAME AND YEAR] | | **Description** | [DESCRIPTION — ideally GovZone or secured government hosting] |

Head of Engineering

| | | |---|---| | **Name** | Sergey Ivochkin | | **Role** | Head of Engineering | | **Qualifications** | 20+ years leading software delivery, engineering teams and technical strategy across enterprise, government, product and startup environments | | **Skills & Experience** | Web, mobile and cloud platform delivery; CI/CD pipeline design; engineering quality standards and delivery governance; government and enterprise stakeholder engagement; platform architecture; large-scale system modernisation; multi-tenant systems; AI integration and responsible AI practices; co-development and knowledge transfer | | **Contribution** | Technical workstream leadership; cross-platform architecture oversight; CI/CD pipeline design; engineering governance model; AI oversight and responsible AI integration; co-development facilitation; ensuring ESA team operates and evolves the platform independently post-handover | | **Days** | [NUMBER] | | **% EFT** | [PERCENTAGE] |

[TECHNICAL LEAD / SOLUTIONS ARCHITECT]

| | | |---|---| | **Name** | [NAME] | | **Role** | Technical Lead / Solutions Architect | | **Qualifications** | [QUALIFICATIONS] | | **Skills & Experience** | Next.js, React, Node.js, TypeScript, Directus, PostgreSQL, Docker/Kubernetes, microservices architecture, multi-tenant systems, SSO/MFA, GovZone deployments, ISM compliance | | **Contribution** | Architecture design, technical leadership, code reviews, ESA team mentoring, security architecture, steering committee | | **Days** | [NUMBER] | | **% EFT** | [PERCENTAGE] |

[SENIOR FULL-STACK DEVELOPER]

| | | |---|---| | **Name** | [NAME] | | **Role** | Senior Full-Stack Developer | | **Qualifications** | [QUALIFICATIONS] | | **Skills & Experience** | Next.js, React, TypeScript, Node.js, PostgreSQL, API design, testing, CI/CD | | **Contribution** | Core platform development, career tools engine, API layer, co-development with ESA team | | **Days** | [NUMBER] | | **% EFT** | [PERCENTAGE] |

[UX/UI DESIGNER]

| | | |---|---| | **Name** | [NAME] | | **Role** | Lead UX/UI Designer | | **Qualifications** | [QUALIFICATIONS] | | **Skills & Experience** | User research, information architecture, wireframing, design systems, accessibility-first design, user testing, education platforms | | **Contribution** | User research, wireframes, design system, branding toolkit refresh, user testing coordination, accessibility review | | **Days** | [NUMBER] | | **% EFT** | [PERCENTAGE] |

[PROJECT MANAGER / DELIVERY LEAD]

| | | |---|---| | **Name** | [NAME] | | **Role** | Project Manager / Delivery Lead | | **Qualifications** | [QUALIFICATIONS] | | **Skills & Experience** | Agile delivery, government project management, stakeholder management, risk management, co-development facilitation | | **Contribution** | Project planning, sprint management, stakeholder communication, steering committee, risk management, co-development coordination | | **Days** | [NUMBER] | | **% EFT** | [PERCENTAGE] |

[FRONT-END DEVELOPER]

| | | |---|---| | **Name** | [NAME] | | **Role** | Front-end Developer | | **Qualifications** | [QUALIFICATIONS] | | **Skills & Experience** | React, Next.js, TypeScript, CSS/Tailwind, responsive design, accessibility, interactive UI components | | **Contribution** | Dashboard UIs, career tools front-end (Career Bullseyes, VWX), component library, device optimisation | | **Days** | [NUMBER] | | **% EFT** | [PERCENTAGE] |

Value for money

Evaluation weight: 20%

See Part 12: Pricing Information.

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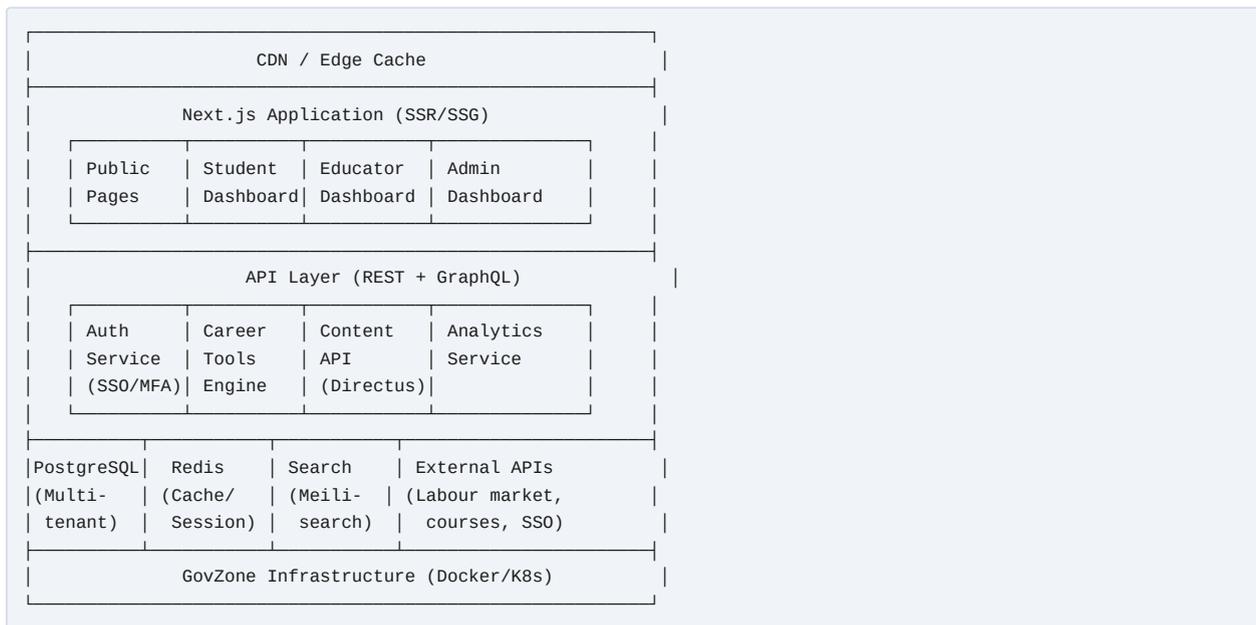- Proven at scale for education platforms

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- Interactive front-end (React) linked to subject-career relationship data
- Data maintained via Directus CMS for easy updates
- Deep links to exploration tools for each career

Virtual Work Exploration (VWX):

- Modular architecture — can be built as an integrated module or integrate with best-of-breed external solution
- Work experience form builder using Directus data models
- Assessment engine with points/progress tracking
- Results surfaced on student dashboard

Worksheets (Explore + Build):

- Pre-built templates managed in Directus
- Build tool: drag-and-drop worksheet builder using platform resources as building blocks
- PDF export for offline use

- Curriculum alignment metadata

Scalability

- Static generation for public content pages (zero server load)
- Server-side rendering for personalised dashboard pages
- Redis caching for frequently accessed data (occupation data, course listings)
- Database read replicas for reporting/analytics queries
- Horizontal scaling of API containers as user load grows
- CDN for all static assets and media

Project Approach

Given myfuture's complexity and 14-month timeline, we use a phased agile approach with clear milestone gates aligned to ESA's indicative timeline.

Phase 1: Discovery & Requirements (Apr - May 2026) — 6 weeks

- Stakeholder workshops with product team, Technology team, business stakeholders
- Review existing myfuture platform, analytics, user research, and content
- Detailed requirements refinement (building on the high-level requirements provided)
- Technical architecture design and review with ESA Technology team
- User persona validation and journey mapping
- Information architecture and navigation design
- GovZone environment setup and CI/CD pipeline configuration
- Co-development onboarding: tooling, coding standards, branch strategy
- **Gate: Requirements sign-off**

Phase 2: Design & Wireframes (May - Jul 2026) — 8 weeks

- Wireframes for all dashboard types, career tools, public pages
- Myfuture branding toolkit refresh
- Design system creation (component library with accessibility built in)
- User testing with career practitioners and students nationally
- Responsive design for all device types
- **Gate: Design sign-off**

Phase 3: Build (Jul 2026 - Feb 2027) — 8 months

Build is structured in delivery streams running in parallel:

Stream	Scope	Sprints
Core Platform	Auth, user management, RBAC, multi-tenancy, base CMS	Sprints 1-6
Public Website	Homepage, content pages, news, search, SEO	Sprints 3-8
Student Experience	Student dashboard, My Career Profile, Career Bullseyes, exploration	Sprints 5-12
Educator Experience	Educator dashboard, class management, worksheets (Explore + Build)	Sprints 7-14
Parent/Jurisdiction	Parent dashboard, jurisdiction dashboard, reporting	Sprints 9-14
VWX	Virtual Work Exploration tool	Sprints 8-14
Admin	Admin dashboards, platform config, ad management, newsletters	Sprints 10-16
Integrations	External data APIs, email service, SSO	Sprints 6-14
Content Migration	Migrate all existing content and users	Sprints 12-16

- 2-week sprints with sprint demos to ESA stakeholders
- ESA Technology team embedded throughout (see Co-Development section)
- Continuous deployment to SIT; regular UAT deployments
- Automated testing built alongside features

Phase 4: Testing & Training (timing dependent on school availability)

- Full UAT cycle with key user groups
- User testing with students and career practitioners (coordinated with school terms)
- CMS training for content authors
- Accessibility audit and remediation
- Performance testing under realistic load
- Security testing and penetration test
- **Gate: UAT sign-off**

Phase 5: Launch (timing dependent on school calendar)

- Staged rollout strategy (consider pilot jurisdictions)
- Data migration cutover
- DNS and routing cutover
- Intensive monitoring period
- Rollback plan prepared and tested

Phase 6: Hypercare (Apr - May 2027) — 8 weeks

- Dedicated support for post-launch issues
- Performance monitoring and optimisation
- User feedback collection and prioritised fixes

Phase 7: Handover (Jun 2027) — 4 weeks

- Dedicated handover sprints: ESA team leads, Rocket Lab supports
- Final knowledge base review and completion
- Technology team training (architecture deep-dive, ops runbook)
- **Gate: Handover sign-off**

Risk Management

Risk	Likelihood	Impact	Mitigation
VWX scope complexity	H	H	Early technical spike in discovery; modular approach allows phased delivery; consider best-of-breed integration if build cost is prohibitive
School timing dependencies for user testing	H	M	Identify testing windows early; use remote testing to maximise geographic reach; maintain backup testing dates
External data API reliability	M	H	Abstraction layer between platform and external APIs; caching and fallback strategies; data quality monitoring
Multi-tenancy data isolation	M	H	Row-level security testing from sprint 1; dedicated security review of tenancy model; penetration testing
Content/user migration complexity	M	M	Migration scripts developed and tested in SIT from Phase 3; parallel run period before cutover
GovZone deployment constraints	M	M	Early environment setup in Phase 1; containerised approach; close collaboration with ESA Technology team
ESA team availability for co-dev	M	M	Agreed participation schedule at kick-off; async code review as fallback; recorded walkthroughs
Scope growth during 14-month build	M	H	Clear sprint scope with product owner sign-off; change request process; backlog prioritisation discipline

Head of Engineering

Name	Sergey Ivochkin
Role	Head of Engineering
Qualifications	20+ years leading software delivery, engineering teams and technical strategy across enterprise, government, product and startup environments
Skills & Experience	Web, mobile and cloud platform delivery; CI/CD pipeline design; engineering quality standards and delivery governance; government and enterprise stakeholder engagement; platform architecture; large-scale system modernisation; multi-tenant systems; AI integration and responsible AI practices; co-development and knowledge transfer
Contribution	Technical workstream leadership; cross-platform architecture oversight; CI/CD pipeline design; engineering governance model; AI oversight and responsible AI integration; co-development facilitation; ensuring ESA team operates and evolves the platform independently post-handover
Days	[NUMBER]
% EFT	[PERCENTAGE]

[TECHNICAL LEAD / SOLUTIONS ARCHITECT]

Name	[NAME]
Role	Technical Lead / Solutions Architect
Qualifications	[QUALIFICATIONS]
Skills & Experience	Next.js, React, Node.js, TypeScript, Directus, PostgreSQL, Docker/Kubernetes, microservices architecture, multi-tenant systems, SSO/MFA, GovZone deployments, ISM compliance
Contribution	Architecture design, technical leadership, code reviews, ESA team mentoring, security architecture, steering committee
Days	[NUMBER]
% EFT	[PERCENTAGE]

[SENIOR FULL-STACK DEVELOPER]

Name	[NAME]
Role	Senior Full-Stack Developer
Qualifications	[QUALIFICATIONS]
Skills & Experience	Next.js, React, TypeScript, Node.js, PostgreSQL, API design, testing, CI/CD
Contribution	Core platform development, career tools engine, API layer, co-development with ESA team
Days	[NUMBER]
% EFT	[PERCENTAGE]

[UX/UI DESIGNER]

Name	[NAME]
Role	Lead UX/UI Designer
Qualifications	[QUALIFICATIONS]
Skills & Experience	User research, information architecture, wireframing, design systems, accessibility-first design, user testing, education platforms
Contribution	User research, wireframes, design system, branding toolkit refresh, user testing coordination, accessibility review
Days	[NUMBER]
% EFT	[PERCENTAGE]

[PROJECT MANAGER / DELIVERY LEAD]

Name	[NAME]
Role	Project Manager / Delivery Lead
Qualifications	[QUALIFICATIONS]
Skills & Experience	Agile delivery, government project management, stakeholder management, risk management, co-development facilitation
Contribution	Project planning, sprint management, stakeholder communication, steering committee, risk management, co-development coordination
Days	[NUMBER]
% EFT	[PERCENTAGE]

[FRONT-END DEVELOPER]

Name	[NAME]
Role	Front-end Developer
Qualifications	[QUALIFICATIONS]
Skills & Experience	React, Next.js, TypeScript, CSS/Tailwind, responsive design, accessibility, interactive UI components
Contribution	Dashboard UIs, career tools front-end (Career Bullseyes, VWX), component library, device optimisation
Days	[NUMBER]
% EFT	[PERCENTAGE]

Referee 1

| | | |---|---| | | **Company** | [COMPANY NAME] | | **Contact** | [NAME, POSITION] | | **Phone** | [PHONE] | | **Email** | [EMAIL] | | **Project** | [PROJECT NAME AND DATE] | | **Nature of Work** | [DESCRIPTION] |

Referee 2

| | | |---|---| | | **Company** | [COMPANY NAME] | | **Contact** | [NAME, POSITION] | | **Phone** | [PHONE] | | **Email** | [EMAIL] | | **Project** | [PROJECT NAME AND DATE] | | **Nature of Work** | [DESCRIPTION] |

Name and ACN/ABN	Address	Expected work to be carried out
[If applicable — list any subcontractors, or state "Rocket Lab does not propose to use subcontractors for this engagement."]		

Name and ACN/ABN	Address	Expected work to be carried out
[If applicable — list any subcontractors, or state "Rocket Lab does not propose to use subcontractors for this engagement."]		

Probability and impact codes: **H** = High | **M** = Medium | **L** = Low

Type of risk	Likelihood	Impact	Mitigation strategy
VWX scope complexity	H	H	Early technical spike in discovery; modular approach allows phased delivery; consider best-of-breed integration if build cost is prohibitive
School timing dependencies for user testing	H	M	Identify testing windows early; use remote testing to maximise geographic reach; maintain backup testing dates
External data API reliability	M	H	Abstraction layer between platform and external APIs; caching and fallback strategies; data quality monitoring
Multi-tenancy data isolation	M	H	Row-level security testing from sprint 1; dedicated security review of tenancy model; penetration testing
Content/user migration complexity	M	M	Migration scripts developed and tested in SIT from Phase 3; parallel run period before cutover
GovZone deployment constraints	M	M	Early environment setup in Phase 1; containerised approach; close collaboration with ESA Technology team
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Scope growth during 14-month build	M	H	Clear sprint scope with product owner sign-off; change request process; backlog prioritisation discipline

Table 2: Total Price

Total price for the delivery of the services (excl. GST)	GST	Total price for the delivery of the services (incl. GST)
$[AMOUNT]	$[AMOUNT]	$[AMOUNT]

Total Price

| | Amount | |---|---| | Total price (excl. GST) | $[AMOUNT] | | GST | $[AMOUNT] | | Total price (incl. GST) | $[AMOUNT] |

Price Breakdown by Phase

| Phase | Description | Price (excl. GST) | |-------|------------|-------------------| | Discovery & Requirements | Stakeholder workshops, requirements refinement, architecture design, environment setup | $[AMOUNT] | | Design & Wireframes | Wireframes, brand toolkit refresh, design system, user testing | $[AMOUNT] | | Build — Core Platform | Auth, user management, RBAC, multi-tenancy, base CMS, public website | $[AMOUNT] | | Build — Student & Educator Experience | Dashboards, career tools, worksheets | $[AMOUNT] | | Build — Parent, Jurisdiction & Admin | Remaining dashboards, admin tools, ad management, newsletters | $[AMOUNT] | | Build — VWX | Virtual Work Exploration tool | $[AMOUNT] | | Build — Integrations & Migration | External APIs, SSO, email, content/user migration | $[AMOUNT] | | Testing & Training | UAT, user testing, accessibility audit, CMS training, security testing | $[AMOUNT] | | Launch | Staged deployment, cutover, monitoring | $[AMOUNT] | | Hypercare | 8 weeks post-launch support and optimisation | $[AMOUNT] | | Handover | Handover sprints, technology team training, documentation finalisation | $[AMOUNT] | | Co-development overhead | Workshops, pair programming, code walkthroughs, training sessions throughout | $[AMOUNT] | | **Total** | | **$[AMOUNT]** |

Assumptions

- ESA provides timely access to GovZone environments and CI/CD integration points
- ESA provides existing user research, analytics, and content for discovery phase
- Detailed requirements will be refined during discovery — this pricing is based on the high-level requirements summary provided
- Content migration covers existing myfuture content and users; data quality issues discovered during migration may require additional effort
- External data source APIs (labour market, courses) are accessible and documented; significant integration complexity may affect scope
- VWX pricing assumes a built-in-house approach; if an off-the-shelf solution is preferred, pricing may be adjusted
- ESA team members are available for co-development activities as agreed at project kick-off
- User testing windows are coordinated with school terms and confirmed at least 4 weeks in advance
- Pricing is based on the indicative timeline; material changes to timeline may affect pricing

Ongoing Maintenance (Optional)

| Service | Frequency | Price (excl. GST) | |---------|-----------|-------------------| | Security patching and dependency updates | Monthly | $[AMOUNT]/month | | Platform and infrastructure upgrades | Quarterly | $[AMOUNT]/quarter | | Priority bug fix support | As needed | $[AMOUNT]/hour | | Feature development retainer | Monthly | $[AMOUNT]/month |

Please provide details of the respondent's insurances. Certificates of Currency are to be included as attachments.

Insurance category	Insurer	ABN	Policy no.	Insured amount	Expiry date	Exclusions (if any)
Public and Products Liability	*[PLACEHOLDER]*	*[PLACEHOLDER]*	*[PLACEHOLDER]*	*[PLACEHOLDER]*	*[PLACEHOLDER]*	None noted
Professional Indemnity	*[PLACEHOLDER]*	*[PLACEHOLDER]*	*[PLACEHOLDER]*	*[PLACEHOLDER]*	*[PLACEHOLDER]*	None noted
Management Liability	*[PLACEHOLDER]*	*[PLACEHOLDER]*	*[PLACEHOLDER]*	*[PLACEHOLDER]*	*[PLACEHOLDER]*	None noted
WorkCover / Workers' Compensation	*[PLACEHOLDER]*	*[State authority ABN]*	*[PLACEHOLDER]*	Statutory	*[PLACEHOLDER]*	None noted

Certificates of Currency for all policies are available upon request and will be provided with the executed contract. All policies will be endorsed to note ESA as an interested party where required.

Security Compliance

Security compliance	Yes / No / Partially comply / Not applicable	Details (if required)
Information Security Manual (ISM) / IRAP assessment	**Partially comply**	Rocket Lab follows ISM controls in all GovZone deployments. We have not independently completed an IRAP assessment but will work with ESA's Technology team to prepare and maintain all required SSP Annexes and control documentation. Committed to achieving IRAP compliance milestones as agreed with ESA.
ISO27001 / certification	**Partially comply**	Rocket Lab applies ISO 27001-aligned security practices across all engagements. We do not hold current ISO 27001 certification. Prepared to work toward certification if required by ESA.
System and Organisation Controls (SOC2)	**Not applicable**	Rocket Lab does not currently hold SOC 2 certification. All systems are hosted within GovZone under ESA's cloud certification framework.

Privacy / Data Storage Compliance

Privacy / data storage	Yes / No / Partially comply / Not applicable	Details (if required)
Do you have an approved Privacy Policy that satisfies Australian Privacy Principles (APPs)?	**Yes**	Rocket Lab maintains an approved Privacy Policy consistent with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth).
Do you collect, use, or disclose any Personal Information, as defined in the Privacy Act 1988 (Cth)?	**Yes**	In the course of delivering digital platform services, Rocket Lab may handle Personal Information on behalf of clients. All handling is subject to our Privacy Policy, applicable data processing agreements, and client instructions.
Will data be stored on servers located outside Australia?	**No**	All data will be stored exclusively within GovZone-certified Australian infrastructure. No data will be transferred to or stored outside Australia at any time.

Rocket Lab acknowledges the importance of Indigenous participation in Australian Government procurement and is committed to supporting this objective throughout the myfuture engagement.

myfuture serves a significant proportion of Indigenous students and communities across Australia. Rocket Lab recognises that meaningful participation of Indigenous Australians — not merely representative inclusion — should inform platform design, career content, and the presentation of vocational pathways. We are open to engagement with Indigenous-led organisations, subject matter experts, and community representatives during the discovery, co-design, and content development phases of this project.

Rocket Lab is open to subcontracting with Indigenous-owned or Indigenous-operated enterprises for suitable components of this engagement, including creative, cultural advisory, or community engagement work. We will comply fully with any specific Indigenous procurement requirements or targets specified by ESA, and will report against these as required.

Compliance with Draft Contract

The respondent is required to indicate below any clauses or sections of Annexure A with which it does not comply or only partially complies. If no items are tabled, ESA will consider that the respondent complies with all clauses and conditions.

Rocket Lab has reviewed the draft contract provided as Annexure A to this RFQ. We confirm compliance with all standard clauses and note the following positions on specific provisions.

Position on Annexure A:

No exceptions are raised at this time. Rocket Lab accepts the draft contract terms as presented and will confirm final compliance positions in writing following any pre-execution negotiations. We are prepared to discuss minor wording adjustments at ESA's discretion but raise no fundamental objections to any clause.

Notes specific to this engagement:

Given the 14-month delivery engagement (April 2026 – June 2027) and the strong likelihood of an ongoing maintenance and support relationship, Rocket Lab regards the following provisions as particularly important and accepts them without reservation:

- **Intellectual Property Assignment** — All deliverables, source code, configuration, documentation, and associated work product will be assigned in full to ESA upon delivery and final payment. Rocket Lab will retain no ownership rights over any myfuture-specific IP.
- **Data Sovereignty** — All student, educator, parent, and administrator data processed under this engagement will be stored exclusively within Australian-based, GovZone-certified infrastructure. No data will be transferred or stored outside Australia under any circumstances.
- **Confidentiality** — Rocket Lab will maintain strict confidentiality over all ESA systems, data, and strategic information for the duration of the engagement and beyond.

Rocket Lab is committed to executing the contract promptly upon selection and raises no issues that would delay commencement.

Clause no.	Description of clause	Details of departure from clause	Partially comply / Do not comply
No exceptions noted. Rocket Lab complies with all clauses and conditions of the draft contract.			

Rocket Lab is not aware of any actual, potential, or perceived conflict of interest in relation to this RFQ or the resulting engagement. Specifically:

- Rocket Lab has no current engagement with any other respondent to this RFQ, nor with any operator of a competing career education platform.
- Rocket Lab is not currently engaged by ESA in any capacity that could affect the objectivity or independence of this submission or its proposed delivery team.
- No director, employee, or proposed subcontractor of Rocket Lab holds a position, interest, or relationship that could improperly influence this procurement or the delivery of services.

Should any conflict of interest arise at any point during the engagement, Rocket Lab commits to notifying ESA immediately in writing and taking all reasonable steps to manage or eliminate the conflict in accordance with ESA's direction.

Related party / entity	Nature of conflict
No conflicts of interest to declare.	

Rocket Lab uses AI tools in our development workflow to increase quality and efficiency:

Tools Used:

- **Claude Code / GitHub Copilot** — AI-assisted code generation and review during development
- **AI-assisted testing** — Generation of test cases and edge case identification

How They Are Used:

- Code suggestions and boilerplate generation, always reviewed and approved by human developers
- Code review assistance to catch potential security and logic issues
- Documentation drafting and refinement
- Test case generation for improved coverage
- All AI-generated code goes through the same merge request review process as human-written code

Recommendations for ESA Adoption:

- AI coding assistants can significantly reduce ongoing maintenance effort — directly supporting the sustainability objective
- We recommend ESA adopt tools like GitHub Copilot or Claude Code for the internal Technology team, with clear usage guidelines
- AI can assist with: content management tasks (SEO, accessibility checking), code maintenance, test writing, documentation updates
- For myfuture specifically, AI could enhance the career matching algorithms and content personalisation over time

Security and Data Risks:

- No ESA source code, credentials, user data, or sensitive information is shared with AI services
- AI tools are used in local development environments only
- All code is reviewed by human developers before merge
- AI-generated code is subject to the same security scanning as all other code
- For any AI features built into myfuture (personalisation, matching), user data processing remains within GovZone — no data sent to external AI services
- We will provide a detailed AI usage policy for ESA's review and approval

This proposal addresses the myfuture platform rebuild specifically. We note that ESA is undertaking multiple platform rebuilds under the Digital Services portfolio, and our technology choices are deliberately aligned for cross-platform reuse.

If Rocket Lab were engaged across multiple ESA projects:

- **Shared design system**: Component library, accessibility patterns, and brand elements reusable across platforms
- **Shared infrastructure**: Terraform/Pulumi modules, CI/CD pipeline templates, GovZone deployment playbooks
- **Shared CMS patterns**: Directus configuration, extension patterns, and content workflow models transferable between projects
- **Consolidated co-development**: ESA team skills built on one project directly accelerate subsequent projects
- **Reduced overhead**: Established communication, tooling, and governance carry forward
- **Architecture consistency**: Common API patterns, auth layer, and monitoring across all ESA platforms

If Rocket Lab were engaged across multiple ESA projects:

Rocket Lab is committed to sustainable digital practices across all engagements. As a remote-first organisation, our team generates significantly lower emissions than office-based equivalents — no daily commute, reduced physical infrastructure, and a distributed model that supports regional employment. We maintain a strong preference for open-source software, which reduces vendor lock-in, extends the useful life of platforms, and avoids the e-waste and redundancy associated with proprietary systems. Where infrastructure choices are within scope, we recommend GovZone-hosted environments that offer sovereign, low-carbon-certified compute options where available.

For the myfuture rebuild specifically, our architecture and documentation standards are designed to maximise platform longevity — reducing the need for premature replacement, minimising rework, and ensuring ESA's internal team can maintain and extend the platform sustainably over time. Open standards, modular architecture, and thorough knowledge transfer are core to this commitment.

Beyond the technical, myfuture carries an inherent social sustainability dimension. By connecting students — including those from disadvantaged and regional backgrounds — with accurate, evidence-based career information, myfuture reduces labour market mismatch, improves post-school transitions, and contributes to a more equitable and productive Australian economy. Rocket Lab is proud to support this mission.

PART 18
Respondent's Declaration

I,

[Insert full name of person signing the declaration]

of

[Insert address]

am currently a *[Insert position/title — e.g. Director]* of **Rocket Lab —** *[Insert legal entity name]* and I am authorised to make this declaration on its behalf.

Offer and statement of compliance

I confirm that:

1. The information provided in this RFQ response form (including attachments) is true, complete and correct and together this information constitutes an offer to ESA on the terms set out in those documents to provide the services, and this offer remains valid and open for acceptance for the offer period.

2. My organisation has completed all parts of, and answered all of the questions on, the RFQ response form submitted to ESA.

3. I have read and understood the RFQ documents. My organisation meets the requirements and agrees to the RFQ conditions for participation and the associated material contained in this RFQ unless otherwise stated in our response.

4. My organisation understands that ESA will have the right (but will not be obliged) to act in reliance upon the contents of the RFQ response form, including its attachments.

5. My organisation will regard all communication with ESA and the RFQ Evaluation Panel as confidential and will not disclose the contents without ESA's written consent.

6. To the best of my knowledge, having made all reasonable enquiries, there are no circumstances or relationships which constitute or may constitute a conflict or potential conflict of interest relating to this RFQ or our organisation's obligations under any contract resulting from this RFQ, other than any conflicts stated in Part 17 above.

7. My organisation undertakes to inform ESA in writing immediately upon becoming aware of any actual or potential conflicts of interest.

8. At the time of making this declaration there are no unsettled judicial decisions against my organisation (not including decisions under appeal) relating to unpaid employee entitlements.

Confirmation

I confirm that my organisation:

a. has compiled this quotation without the improper assistance of any ESA employee and without the use of information obtained unlawfully or in breach of an obligation of confidentiality;

b. is not currently named as non-compliant with the Workplace Gender Equality Act 2012 (Cth);

c. is not insolvent, bankrupt, in liquidation, or under administration or receivership;

d. has the capacity to enter into a contract for the delivery of the services;

e. consents to ESA or the RFQ Evaluation Panel undertaking checks in accordance with the RFQ; and

f. consents to the public disclosure of the name and details of any subcontracts and subcontractors engaged in providing the services.

Signature of declarant	
Signed at	*[Location]*
Date	*[DATE]*

Full name (printed)	*[PLACEHOLDER]*
Position / title	*[PLACEHOLDER]*
On behalf of	Rocket Lab — *[Legal entity name]*
Signature of witness	
Witness name (printed)	*[PLACEHOLDER]*
Witness address	*[PLACEHOLDER]*
Witness occupation	*[PLACEHOLDER]*