Request For Expression of Interest For:

[Insert service/needs title]

**Request Number: [Insert]**

**Issued By: [Insert State Party entity name] – (“State Party”)** [For a government department, the legal entity name is 'State of Western Australia acting through [insert name of department]'. For a statutory authority or other body corporate, the legal entity name is the body corporate name specified in the relevant enabling legislation].

**Closing Time: [time] [am/pm], [date], Perth, Western Australia**

[Closing Time should be completed by inserting a time (usually 2:30pm). Do not add words such as 'western standard time' or 'daylight saving time'.

**Please note**: The text in this red font represents drafting instructions. Any areas that are highlighted in yellow require the State Party to input information. Sections listed in black must be included in the Request document, whereas sections listed in blue are optional. For further information about how to fill out this template, please contact [Finance](mailto:fundingandcontracting@finance.wa.gov.au)]

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# Part A: About this Expression of Interest process

Your organisation is to read and keep this part.

## Background

The State Party is undertaking an Expression of Interest (EOI) process to assist with planning for the [insert the name of the particular service and/or Community Outcome requirements]. Further information about the proposed services required can be found in ‘Part B: Potential service requirements’.

[If required, insert further detail about what has prompted the State Party to issue this EOI].

## How this EOI process works

[This section provides clear detail about how an EOI process works. Please make sure you read the below statements and that they match what the State Party is trying to achieve from conducting this process. If they do not, please contact [Finance](mailto:fundingandcontracting@finance.wa.gov.au) for advice regarding the best process for the state party to use in order to achieve the desired outcome.]

The purpose of an EOI process is to allow the State Party to gain preliminary information from Respondents regarding the service requirements set out in Part B and to determine the level of interest in the provision of such services by community services sector organisations.

This EOI process will provide information regarding the potential procurement of the services described in Part B, and invites prospective Respondents to submit an EOI. Respondents should be aware that the State Party has discretion to proceed with the requirements in a manner that is different from that described in Part B, or may not proceed with the procurement of such services at all.

The [Process Terms and Conditions and Definitions (Request for Expressions of Interest)](http://www.finance.wa.gov.au/cms/uploadedFiles/Government_Procurement/Guidelines_and_templates/Community_Services_Templates_and_Guides/cs_process_terms_conditions_definitions_expression_of_interest.pdf) [February 2022] Edition (the Process Terms and Conditions*)* document is a separate document that is deemed to be incorporated into this EOI Request. It sets out the terms and conditions associated with this EOI process and definitions of certain terms.

**Please note that by lodging an EOI, your organisation will be deemed to agree to the Process Terms and Conditions.**

Overall, depending on the nature of the EOIs received, the State Party may:

1. request more detailed submissions from Respondents;
2. enter into direct negotiations with a Respondent in relation to its EOI;
3. establish a limited-term short-listed panel comprising selected Respondents, from which future services can be purchased pursuant to a competitive process, if and when the need arises;
4. decide not to proceed any further; or
5. do something other than the above.

It is important to note that this EOI process is not a Request for Tender. It is not a commitment or representation of any kind by the State Party that it will at any time issue a Request for Tenders for the services described in Part B, or that the State Party will otherwise seek to procure any services to achieve the desired Community Outcome.

The State Party may contact one or more of the Respondents after the Closing Time to discuss the Community Outcome, Statement of Requirements or the State Party’s plans or needs generally. The State Party may take views or feedback provided by Respondents in their EOI into account when developing any future Request related to the Community Outcome.

## How to lodge an EOI

### Form and content of the EOI

To lodge a valid EOI, you must complete and submit the Response Form in Part C. This includes the Respondent Details section and your organisation’s response to the Qualitative Criteria and Price Schedule. Please note that:

*[Delete the inapplicable bullet point.]*

* Each Qualitative Criterion has equal percentage weighting; or
* Each Qualitative Criterion does not have an equal percentage weighting. Therefore, the weightings identify the relative importance of each Qualitative Criterion. Please refer to Part C for further information.

When completing the Response Form, assume that the State Party has no knowledge of your organisation, its activities, experience or any previous work undertaken by your organisation on behalf of the State Party.

### Lodgement format

You are only able to lodge an EOI in one of the ways listed in this section. While other methods of lodgement are outlined in the Process Terms and Conditions, be aware that they may not be applicable to this EOI Request process. Therefore you must only lodge your EOI in one of the ways listed below:

1. Respondents may lodge an EOI By Hand or By Post at:

[insert address details]

by providing your EOI, in a sealed package clearly identified by the EOI Request number: [insert Request number]. [insert number] copies must be submitted, with one copy marked "original" and [insert number] copies marked "copy".

[If an electronic copy is required in addition to a hard copy, insert additional paragraph as follows:]

1. Additionally, a full and complete copy of the EOI must also be submitted in electronic form stored on a [insert media device e.g. USB]. Please submit this electronic copy with the hard copies, and ensure that the electronic copy is exactly identical to the hard copies. In the instance of any inconsistency between the original hard copy and electronic copy of an Offer, the hard copy will prevail.

[**Important note**: The Tenders WA system has been updated to implement a file format whitelist (the **Whitelist**). This means that the system will only accept files for uploading in formats that are on the Whitelist. Agency personnel can view the Whitelist by logging in to Tenders WA and following the links ‘Help’ >‘Help Guides’ >‘Buyers Help Guides’.

If electronic lodgement of Offers is permitted under this Request, review the current Whitelist and ensure all potentially relevant file formats are listed in the table below. If you are unsure whether a listed file format is relevant or accessible by your agency, check with your agency’s ICT team.

If you have queries about the Whitelist and/or require additional formats to be approved and added to the Whitelist, contact Procurement Systems Operations –[*procurementsystems@finance.wa.gov.au*](mailto:procurementsystems@finance.wa.gov.au).]

1. Respondents may lodge an EOI i**n Electronic Form Through Tenders WA** by lodging it in an approved format (**TWA Approved File Format**) at [www.tenders.wa.gov.au](http://www.tenders.wa.gov.au).

If lodging an EOI through Tenders WA, the Respondent must ensure that:

1. the lodgement is made in accordance with the [Tenders WA Terms of Use](enders.wa.gov.au/watenders/terms-and-conditions.vm?CSRFNONCE=7B2E6BE1F2952818D29C7DBA7015FE10);
2. the Respondent is registered on Tenders WA;
3. the EOI is lodged against the correct Request Number;
4. the EOI file name is no more than 125 characters in length;
5. the file EOI file size is equal to or less than 100 megabytes; and
6. each file is uploaded in one of the following TWA Approved File Formats,

[The TWA Approved File Formats in the table below are a subset of the file formats on the Whitelist. Check the current version of the Whitelist (available from Tenders WA) and if other Whitelist formats are relevant to your procurement, add those file formats to the table. Not all formats are accessible by all agencies. If you are unsure, check with your agency’s ICT team.

**Ensure that only Whitelist file formats are listed in the advertised EOI**.]

|  |  |  |  |
| --- | --- | --- | --- |
| TWA Approved File Formats | | | |
| Adobe Reader File # | .pdf | Image File | .jpeg |
| Microsoft Excel File \* | .xls | Image File | .jpg |
| Microsoft Excel File \* | .xlsx | Image File | .png |
| Microsoft Excel File \* | .csv | Media File | .mp4 |
| Microsoft PowerPoint File \* | .ppt | Media File | .mpp |
| Microsoft PowerPoint File \* | .pptx | Rich Text Format File | .rtf |
| Microsoft Publisher File \* | .pub | Text File | .txt |
| Microsoft Word File \* | .doc | [insert] | [insert] |
| Microsoft Word File \* | .docx | [insert] | [insert] |
| Microsoft Word File \* | .docm | [insert] | [insert] |
| TWA Approved File Formats – Compression Formats | | | |
| ZIP File | .zip | [insert] | [insert] |

# PDF files must be Adobe compatible. \* Microsoft files must be PC / Windows compatible. [If your agency can accept non-Adobe pdf files and/or Microsoft for Mac files, update or delete this wording.]

The Tenders WA Terms of Use can be viewed at [www.tenders.wa.gov.au](https://www.tenders.wa.gov.au/watenders/terms-and-conditions.vm?CSRFNONCE=7B2E6BE1F2952818D29C7DBA7015FE10). Guidelines to assist Respondents with registering on Tenders WA and lodging an Offer electronically can be downloaded at [www.tenders.wa.gov.au](https://www.tenders.wa.gov.au/watenders/index.do?CSRFNONCE=CB30F36D43FB4D9DBD683B1942FFD1E6) by following the links ‘Help’ > ‘Help Guides’ > ‘Business Help Guides’.

Queries in relation to Tenders WA, including TWA Approved File Formats, should be directed to [ProcurementSystems@finance.wa.gov.au](mailto:ProcurementSystems@finance.wa.gov.au).

**IMPORTANT NOTE**

'Electronic lodgement' refers to the process for file attachment available at [www.tenders.wa.gov.au](http://www.tenders.wa.gov.au). Electronic lodgement is not lodgement by e-mail. The electronic lodgement process can take significant time and the Respondent should allow for this and make its own assessment of the time required for full transmission of its EOI.

EOIs can only be lodged electronically if the size of the EOI is equal to or less than 100 megabytes.

### Closing Time

The Closing Time for lodgement of EOIs is as set out on the front page of this EOI Request document. [It is essential that closing time and date are specified on the front page.]

### Late Lodgement

EOIs that are not received in full by the Closing Time cannot be evaluated by the State Party. Please refer to the specific conditions regarding the lodgement of EOIs (including late lodgement) set out in the Process Terms and Conditions document.

## Where to get more information

If you have any enquiries about this EOI process, please contact the authorised State Party representative listed below.

Name: [insert]  
Title: [insert]  
Telephone: [insert]  
E-mail: [insert]

The Department of Finance also has a number of resources on its website that can assist organisations with the preparation of a response to community services EOI Request. For example, a comprehensive [Guide to Community Services Tendering for Service Providers](http://www.finance.wa.gov.au/cms/content.aspx?id=17380) is available, along with access to important Service Agreement documents such as the Process Terms and Conditions*.*

## How your EOI will be assessed

There are a number of State Government policies that apply to this EOI Request process, including but not limited to the following:

* the Delivering Community Services in Partnership (DCSP) Policy;
* Achieving Value for Money;
* Act Ethically - With Integrity and Accountability; and
* the Western Australian Procurement Rules.

The [DCSP Policy](https://www.wa.gov.au/government/multi-step-guides/buying-community-services/getting-started-community-services-procurement/introducing-the-delivering-community-services-partnership-policy) is available to view or download from WA.gov.au. The other policies listed above are available to view or download at [WA.gov.au](https://www.wa.gov.au/organisation/department-of-finance/procurement-rules-and-other-government-policies). The State Party will apply each of these State Government policies, as amended from time to time, when making an assessment of your EOI.

In addition, the State Party will assess your EOI against the Qualitative Criteria and Price Schedule set out in Part C. To the extent that the State Party considers appropriate, it may also take into account any other information available to the State Party regarding the Respondent or the EOI, including information of the kind referred to in clause 4.1(e) of the Process Terms and Conditions.

Please be aware that EOIs will be assessed to determine the extent to which it may deliver value for money to the State Party, as this is a key policy objective of government procurement in Western Australia. A value for money assessment does not simply consider price. While price is a factor taken into account, all costs, benefits and risks associated with each EOI will be assessed when making a value for money decision.

## Supplier Debarment Regime

In January 2022, the Western Australian supplier debarment regime commenced operation. The debarment regime establishes grounds and processes through which a supplier can be excluded (by suspension or debarment) from supplying goods, services and works to State Agencies. The regulatory scheme is established under Part 7 of the *Procurement Act 2020* and the *Procurement (Debarment of Suppliers) Regulations 2021*. Further information about the regulatory scheme is available from [WA.gov.au](https://www.wa.gov.au/organisation/department-of-finance/debarment-regime) and [Tenders WA](https://www.tenders.wa.gov.au/watenders/news/browse.do?CSRFNONCE=D698D425818DEE32BA3DFEEFE7D868B7&&ss=1).

Unless operation of the *Procurement (Debarment of Suppliers) Regulations 2021* has been excluded, the State Party must exclude from consideration any EOI received from a Respondent who is suspended or debarred.

## Confidential Information

[If there is no confidential information for the purpose of this EOI delete this section.]

Clause 1.1 of the Process Terms and Conditions document contains a definition of ‘Confidential Information’. Clause 11 sets out the Respondent’s obligations with respect to Confidential Information. The following information is Confidential Information for the purpose of this EOI Request:

[insert description of confidential information].

# Part B: Potential Service Requirements

[This section should provide Respondents with information about the community need that has prompted your agency to issue this EOI Request. Briefly explain what your agency is seeking and provide an overall picture of what the respondents are being asked to do.

Also, as part of describing the Domain, Community Outcomes, Service Level Outcomes, and Service Requirements, consideration should be given to identifying the groups that will be targeted or impacted (including the identification of Aboriginal, ethnic, social minority and LGBTIQA+ communities). Any language services requirements (i.e. interpreting or translation services) should also be identified.

Further, consideration should be given as to whether it is appropriate to include an inclusivity requirement to make Service Providers aware of the State agency’s expectations.]

## Domain and Community Outcomes

[*The domain is a wellness category for whole populations of the Western Australian community.* The community outcomes are the desired impact or change that the state party is seeking to achieve within the community. *The domain and at least two community outcomes should be drawn from the* [*Outcomes Measurement Framework*](https://www.wa.gov.au/government/publications/community-services-outcomes-measurement-framework)*.*]

[Insert description of the domain and community outcomes sought]

## Service Level Outcomes

[The service level outcomes are the desired change or benefit that the State Party is seeking to achieve for end users as a result of the procurement of this service.]

[Insert description of the service level outcomes sought]

## Service Requirements

[Clearly set out the services that the State Party is seeking to purchase.]

In respect of services specify:

(i) the services;

(ii) hours for services to be performed / indicative hours; and

(iii) where the services are to be performed.

[Insert detailed description of the specification of work/project to be carried out]

# Part C: Response Form

This part is to be completed by the Respondent and submitted to the State Party in accordance with Part A, section 1.3.

You are only required to submit this part (Part C) to the State Party.

## Respondent Details

Please provide all of the following details in the table format below.

|  |  |
| --- | --- |
| **Respondent Information** | |
| Name of legal entity: | [insert] |
| ACN: | [insert] |
| Trading name: | [insert] |
| ABN (if applicable): | [insert] |
| Contact person: | [insert] |
| Contact person position title: | [insert] |
| Registered address or address of principal place of business: | [insert] |
| E-mail address: | [insert] |
| Telephone number: | [insert] |

|  |  |
| --- | --- |
| **Other Details** | |
| Is the Respondent a small business that employs less than twenty (20) people?  \*This information is collected by the Department of Finance for statistical purposes only, and will not be used by the State Party in its evaluation of the EOI. | (Yes / No) |
| Is the Respondent a Not-for-profit\*\* entity? If Yes, please provide an extract of the relevant provisions of the Respondent’s constitution or governing documents.  \*\* For the purposes of this EOI Request, the Respondent is a "Not-for-profit entity" if its constitution or governing documents prohibit distribution of profits or gains to individual members, both while the Respondent is a going concern and on its dissolution. | (Yes / No) |
| Is the Respondent a Local Government Authority? | (Yes / No) |
| Is the Respondent a Registered Australian Disability Enterprise (ADE)?  (the ADE is listed as an approved ADE on the Australian Disability Enterprises website at <http://buyability.org.au/>directory). | (Yes / No) |
| Is the Respondent a Registered Aboriginal Business?  (the business is to be registered on the Aboriginal Business Directory WA at: [*http://www.abdwa.com.au/*](http://www.abdwa.com.au/) and/or on Supply Nation’s Indigenous Business Direct at [*http://supplynation.org.au/*](http://supplynation.org.au/)).  \*This information is collected by the Department of Finance for statistical purposes only, and will not be used by the State Party in its evaluation of the EOI. | (Yes / No)  If Yes, registered on:  Aboriginal Business Directory WA  Supply Nation’s Indigenous Business Direct  Both |
| Is the Respondent an Aboriginal Community Controlled Organisation?  An Aboriginal Community Controlled Organisation is:   * Incorporated under State or Commonwealth legislation and not for profit. * Controlled and operated by a majority of Aboriginal and/or Torres Strait Islander people. * Involved or connected to the community, or communities, in which it delivers the services. * Governed by a majority Aboriginal and/or Torres Strait Islander governing body.   **If Yes**, please provide:   * Australian Charities and Not-for-profits Commission (ACNC) registration;   As well as one of the following:   * Details of the Respondent’s registration with the [Office of the Registrar of Indigenous Corporations](https://www.oric.gov.au/) (ORIC) or the [Australian Securities & Investments Commission](https://asic.gov.au/) (ASIC) or the [Department of Energy, Mines, Industry Regulation and Safety](https://www.dmirs.wa.gov.au/) (DMIRS);   **or**   * an extract of the relevant provisions of the Respondent’s constitution or governing documents. | (Yes / No) |
| Are there any circumstances, arrangements or understandings which constitute, or may reasonably be perceived to constitute an actual or potential conflict of interest with either the Respondent’s obligations under this Request for EOI or any potential involvement of the Respondent in the provision of services as described in Part B? | (Yes / No) |
| If yes, please provide detail of the actual or potential conflict of interest, and the Respondent’s strategy for managing it:  [insert] | |

## Qualitative Criteria

Responses to the Qualitative Criteria are designed to demonstrate your organisation’s capacity and/or experience, and all sub-criteria must be addressed. Also make sure that any claims or statements made to address any aspect of the Qualitative Criteria are supported through the use of examples.

[The nature of qualitative criteria is such that a poor score in one qualitative criterion may be offset by a strong score in other qualitative criteria. Insert tailored qualitative criteria on a case-by-case basis. Example qualitative criteria are provided below. The example qualitative criteria are necessarily generic and may not be appropriate for any particular procurement.]

1. **Service Methodology** (xx % Weighting)

The Respondent will be assessed on the degree to which:

* + the proposed service methodology will facilitate the achievement of the community outcome, service specific outcomes and meet the service requirements described in Part B;
  + the Respondent demonstrates adequate appreciation and understanding of the Requirements of this EOI Request.

The Respondent must:

* + Provide a detailed service delivery model describing the methodology that will be used to achieve the desired community outcome. This could include but is not limited to:
    - knowledge of issues, priorities and target groups;
    - strategies for engagement of target groups;
    - strategies for inclusivity;
    - proposed service structure and content;
    - timeframes and estimated hours of service;
    - management and staffing structure; and
    - collaboration and feedback structure.
  + Provide an outline of the evidence to support the proposed service model.

|  |
| --- |
| **Respondent to Complete:**  Respondent to provide their response to the Service Methodology criterion: |

1. **Organisational Skills and Experience** (xx% Weighting)

The Respondent will be assessed on the degree to which it has the skills and experience to perform the requirements of the proposed service set out in Part B.

The Respondent must:

* provide information regarding organisational skills to perform the proposed requirements set out in Part B;
* describe how the organisation ensures staff maintain and develop relevant skills and experience with regard to the delivery of such services;
* provide details of contracts/service agreements for similar services provided, including a detailed description of those services, similarities between those services and the proposed services set out in Part B, when the contract/service agreement was performed and the outcomes of the contracts/service agreements; and

|  |
| --- |
| **Respondent to Complete:**  Respondent to provide their response to the Organisational Skills and Experience Criterion below: |

1. **Organisational Capacity** (xx% Weighting)

The Respondent will be assessed on the degree to which it has the organisational planning and resourcing capability to support and perform the proposed services.

The Respondent must:

* demonstrate its organisational planning and resourcing capability;
* identify the key risks that may impact on service delivery and provide explanation of how these risks will be mitigated and/or manage;
* the key policies, procedures and guidelines in place to ensure a relevant and high quality service is provided; and
* provide evidence of governance arrangements and accountability practices.

|  |
| --- |
| **Respondent to Complete:**  Respondent to provide its response to the Organisational Capacity Criterion below: |

## Price Schedule

In making a value for money assessment of each Respondent’s EOI, the State Party will assess how the Price below, along with the response to the Qualitative Criteria above represents value for money.

[If there is a fixed budget for this procurement, include the following details and delete the below ‘price schedule’ section:]

There is a Fixed Budget for this Request Process as outlined below:

[Insert full details of Fixed Budget including the relevant time period].

[For example, include total value for the entire term of the Service Agreement, or for the first year only. Ensure enough information is provided that is relevant to the Respondent.]

|  |
| --- |
| **Respondent to Complete:**  Does the Respondent agree that the level of service described in the response to the Qualitative Criteria in section 3.2 is consistent with the fixed price listed in section 3.3?  (Yes / No)  If No, please provide further explanation below: |

[If Respondents are required to complete a price schedule for this procurement, include the following details and delete the above ‘fixed budget’ section.]

Always make sure each element of the Price Schedule is completed so that the State Party can undertake an accurate price evaluation.

When completing the Price Schedule, state the value of the Offered Service Agreement Payment in Australian Dollars only, and make sure all costs of complying with the requirements of this request are included. Some elements of a sustainable price include, but are not limited to, start-up costs, overhead costs, staff costs, training costs, service delivery costs etc.

The Respondent is required to submit an indicative price for the provision of the services described in Part B. Please provide an indicative price for the first year of the service in Australian Dollars, inclusive of GST.

|  |
| --- |
| **Respondent to Complete:**  [Insert Price Schedule for Respondent to Complete]  Or  Respondent to provide an indicative price for the first year of the service, including start up costs, in Australian dollars and including GST: |

**End of Response Form**