Community Services Evaluation Handbook

A Guide for Evaluation Panel Members

Title:

**[Insert Title]**

Request Number:

**[Insert the Request Number]**

State Party:

**[Insert State Party Here]**

Contact Person:

Name: **[Insert Name]**

Telephone: **[Insert Telephone Number]**

Email: **[Insert E-mail]**

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# Overview

## Background

The purpose of this evaluation handbook is to assist members of the evaluation panel to assess Offers for a Request. The evaluation handbook provides information in relation to:

1. the evaluation process and timetable of events;
2. scoring Offers and procedural fairness; and
3. scoring sheets and a declaration of confidentiality and interest form to be completed by each panel member.

## Evaluation Panel – Key Objectives

The key objectives of the evaluation panel are to:

1. make a recommendation, to the Accountable Authority or delegate, as to the Respondent/s that best represent value for money;
2. ensure the assessment of Offers is undertaken fairly according to a predetermined weighting schedule;
3. ensure adherence to WA Procurement Rules and the Delivering Community Services in Partnership Policy; and
4. ensure that the requirements specified in the Request are evaluated in a way that can be measured and documented.

The evaluation panel does not make the service agreement award decision. The Accountable Authority or delegate makes the final decision and awards the service agreement. If the Accountable Authority or delegate does not agree with the evaluation panel recommendation then:

* the recommendation can be referred back to the evaluation panel to review/reconsider; or
* the Accountable Authority or delegate can ignore the recommendation and award the service agreement on the basis of what he/she believes represents better value for money. Detailed supporting documentation on why the Accountable Authority or delegate believes the recommendation should change must be recorded.

## Evaluation Panel Members

The members of this evaluation panel are:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Agency** | **Job Title** | **Voting/Non Voting Member** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

The panel chairperson is **[insert name].** The panel facilitator is [insert name].

*[Important Note: non-public servants and external consultants who have been engaged by the evaluation panel to provide technical support or advice to the evaluation panel regarding the evaluation process should not be voting members.]*

## Offers Received

The following organisations submitted an Offer:

# The Evaluation Process

## Summary

The proposed evaluation process is as follows:

1. Following the closing of the request, panel members will receive a copy of each Offer with this evaluation handbook.
2. The handbook contains an evaluation scoring sheet and comparative price schedule for each of the Respondents.
3. Panel members will individually score each tender submission using the 0-9 rating scale provided in this handbook.
4. The panel will then meet and reach a consensus score for each Offer.
5. The panel shall reach a consensus as to the recommended Respondent or Respondents to be short-listed for further clarification.
6. A draft evaluation report will be written which summarises the evaluation process.
7. Depending on the service agreement value, the draft evaluation report may need to be submitted to the Community Services Procurement Review Committee (if $5 million or more) for endorsement.
8. Panel members, once satisfied with the content of the evaluation report, will sign off on the evaluation report.
9. The evaluation report will then be considered for approval by the Accountable Authority or delegate.
10. On approval and finalisation of any outstanding issues, an acceptance letter will be issued to the successful Respondent/s.

## Timetable

For this Evaluation, the proposed timetable of events is as follows:

|  |  |
| --- | --- |
| **Task** | **Date** |
| Handout of Offers and evaluation handbooks |  |
| Evaluation panel members individually assess Offers |  |
| Evaluation panel consensus meeting to discuss Offers |  |
| Clarification / short listing process (if required) |  |
| Evaluation report draft prepared |  |
| Evaluation report finalised (following CSPRC endorsement if applicable) and signed off by each panel member |  |

# Procedures and Principles for Evaluation

## Introduction

Government agencies engaged in purchasing services from the community services sector must ensure that their evaluation process meets appropriate standards of probity and accountability.

Evaluation panels are part of these processes and, therefore, it is important that members of the evaluation panel are aware of the principles underlying probity.

## Why should evaluation panel members be concerned about process?

There are two main reasons why members of the evaluation panel should be concerned:

1. Respondents are entitled to a fair process; and
2. failing to follow a fair process may lead to a judicial review, with a re-tender being required – this would be costly in terms of time and resources.

## What are the requirements of fairness?

The following principles must be adhered to in the evaluation process.

### Appropriate knowledge

Before commencing the evaluation process, the evaluation panel and any supplementary members must have an understanding of:

1. the content of each Offer;
2. the selection requirements against which Offers will be scored; and
3. the process by which each Offer will be scored.

### Relevant considerations

The evaluation panel and any supplementary members must consider all relevant considerations related to each Offer. This would include the Respondent’s responses to the selection requirements and all other information Respondents were required to supply. In determining Value for Money, the evaluation panel should also consider any other matters that it considers relevant.

If information is considered irrelevant, the reason must be stated in the selection report.

### Irrelevant considerations

The evaluation process must not be based on irrelevant considerations, that is, anything outside the selection requirements or information requested in the Request. Material changes to the evaluation process should be communicated, in writing, to all Respondents where the original process had previously been communicated to them.

### Bias

The evaluation process must be free of bias and any perception of bias. Any connections between an evaluation panel member and a Respondent must be disclosed to the evaluation panel chairperson. Evaluation panel members and supplementary members should not accept gifts from Respondents and should limit contact with Respondents during the evaluation process.

Any possible issue of bias should be discussed with the evaluation panel chairperson as soon as it arises.

### Evidence of probity

Evaluation ratings and selections must be made on the basis of the material requested and included in the Offer rather than mere speculation or suspicion.

### Confidentiality

The contents of each Offer should not be disclosed to any party outside of the formal evaluation process. Each Offer should be viewed as commercially confidential information.

### Commenting during the evaluation process

The evaluation panel chairperson is the only person permitted to comment to outside parties about the evaluation process and outcome. The evaluation panel and any supplementary members should not discuss any element of the evaluation process with work colleagues or any other party.

## Recording of Offer Scores

The evaluation panel and any supplementary members must fully record their evaluation against the selection requirements.

## Conclusion

By observing and implementing these guidelines, the evaluation panel and any supplementary members will ensure that the evaluation process is ‘visible’, defensible and auditable.

Following these guidelines not only ensures that the evaluation process is fair, but also helps to ensure that the best value for money outcome is achieved.

# Scoring the Offers

## Summary

In this section information will be provided as to:

1. the concept of value for money;
2. assessing the different components of the Offers; and
3. the scoring rating scales.

## Achieve Value for Money

Value for Money is a key government policy objective to ensure that when purchasing products or services, government agencies seek the best value for money outcome for all Procurements, taking into consideration, where relevant:

1. Government’s economic, social and environmental priorities;
2. cost; and
3. other relevant non-cost factors

to achieve the best possible outcome, for every dollar spent, by assessing the overall costs and benefits to government and the community, rather than simply selecting the lowest purchase price.

Value for Money, therefore, focuses on the best outcome for the State by assessing the overall costs and benefits to government and the community, rather than simply selecting the lowest purchase price.

## Assessing the Offers

There are four stages:

### Mandatory Requirements

*[Insert the following paragraph if the procurement includes mandatory requirements:]*

The first stage of the evaluation process is determining whether the Respondent meets the mandatory requirements. The mandatory requirements are not point scored. Rather, an assessment is made on a “Yes / No” basis. In making this assessment, a Respondent must comply with every detail of every requirement. Failure to answer ‘yes’ to all of the mandatory requirements will eliminate the Respondent from further consideration.

***Or***

Not Applicable.

### Compliance and Disclosure Requirements

The second stage of the evaluation process is determining whether the Respondent meets the compliance and disclosure requirements. The compliance and disclosure requirements are not point scored. Rather, an assessment is made on a Yes / No basis. In making this assessment, a Respondent may not need to comply with every detail of every requirement.

### Gender Equality in Procurement

In accordance with [General Procurement Direction 2024/02 Gender Equality in Procurement](https://www.wa.gov.au/government/publications/general-procurement-direction-202402-gender-equality-procurement) (GPD 2024/02) State agencies are required to include a gender equality disclosure clause in approach to market documents for procurements with an estimated contract value of $250,000 and above.

As outlined in [Stronger Together: WA’s Plan for Gender Equality](https://www.wa.gov.au/government/publications/stronger-together-was-plan-gender-equality), the Western Australian Government is committed to raising awareness of the importance and benefits of gender equality, including through procurement practices. This aligns with the [Western Australian Social Procurement Framework](https://www.wa.gov.au/government/publications/western-australian-social-procurement-framework), of which one of the key objectives is to provide opportunities for gender equality.

In support of these objectives, GPD 2024/02 seeks to increase awareness and understanding of service provider legislative obligations relating to gender equality.

Refer to the [Gender Equality in Procurement](https://www.wa.gov.au/government/publications/gender-equality-procurement) webpage for information about how to review and consider responses to the disclosure clause.

### Qualitative Requirements

For those Respondents that are compliant, an evaluation is then made of each Respondent’s response to the qualitative requirements. A rating scale of 0-9 is used to evaluate each Offer. In considering the score to be given to a Respondent for each requirement, evaluation panel members should consider:

1. whether the Respondent understands the qualitative requirement;
2. whether the Respondent has sufficient capability in relation to the qualitative requirement; and
3. the level of confidence that the evaluation panel has that the Respondent will be able to meet each requirement.

### Price

A price schedule is included in this handbook. It provides information in relation to the prices submitted by Respondents. Based on the information provided, evaluation panel members should comment on the competitiveness of the prices.

## Evaluation Rating Scale

A rating scale of 0-9 (as shown below) will be used for evaluating each response to the qualitative requirements.

**The Rating Scale** below shall be used to score each qualitative requirement.

### Rating Scale

|  |  |
| --- | --- |
| **SCORE** | **DESCRIPTION** |
| **0** | The response **does not** address the qualitative requirement  **OR**  The evaluation panel is **not confident** that the Respondent:   * Understands the Request requirements covered by this qualitative requirement; and / or * Will be able to satisfactorily meet the qualitative requirement(s) |
| **3** | The evaluation panel has **some reservations** whether the Respondent:   * Understands the Request requirements covered by this qualitative requirement; and / or * Will be able to satisfactorily complete the Request requirements covered by this qualitative requirement.   If **Minor** concern: rate higher (4).  If **Major** concern: rate lower (1 or 2). |
| **5** | The evaluation panel is **reasonably confident** that the Respondent   * Understands the Request requirements covered by this qualitative requirement; and / or * Will be able to satisfactorily complete the Request requirements covered by this qualitative requirement to a **reasonable** standard. |
| **6** | The evaluation panel is **confident** that the Respondent   * Understands the Request requirements covered by this qualitative requirement; and / or * Will be able to satisfactorily complete the Request requirements covered by this qualitative requirement to a **reasonable** standard. |
| **7** | The evaluation panel is **confident** that the Respondent:   * Understands the Request requirements covered by this qualitative requirement; and / or * Will be able to satisfactorily complete the Request requirements covered by this qualitative requirement to a **good** standard. |
| **8** | The evaluation panel is **confident** that the Respondent:   * Understands the Request requirements covered by this qualitative requirement; and / or * Will be able to satisfactorily complete the Request requirements covered by this qualitative requirement to a **high** standard. |
| **9** | The evaluation panel is **confident** that the Respondent:   * Understands the Request requirements covered by this qualitative requirement; and / or * Will be able to satisfactorily complete the Request requirements covered by this qualitative requirement to a **very high** standard. |

# Checklist

To ensure that the evaluation process is completed in the most efficient and effective manner, panel members should ensure, prior to the consensus meeting, that they have:

1. received a copy of each Offer as shown in Section 1.4;
2. scored each Offer (using the evaluation sheets provided) and taken sufficient notes to explain the scores;
3. completed the Declaration of Interest *and* Confidentiality form; and
4. brought copies of the Offers and scoring sheets to the consensus panel meeting.

# Evaluation Score Sheets

The evaluation sheets are shown on the following page.

One evaluation sheet needs to be completed for each Respondent.

Any questions in relation to the scoring sheets or scoring process should be directed to the contact person listed on the cover of this handbook.

|  |  |
| --- | --- |
| Panel Member’s Name: |  |
| Respondent’s Name: |  |

*[Evaluation score sheets need to be completed for each Respondent]*

1. **Mandatory Requirements** ***[Delete if not applicable]***

The Respondent has complied with the following pre-qualification requirements:

|  |  |  |
| --- | --- | --- |
| Requirements | Yes | No |
|  |  |  |
|  |  |  |

1. **Compliance and Disclosure Requirements**

The Respondent has addressed with the compliance & disclosure requirements as indicated below: *[Delete rows that are not applicable]*

|  |  |  |
| --- | --- | --- |
| **Requirements** | **Response** | |
| **Yes** | **No** |
| Has the Respondent provided sufficient details regarding its identity? |  |  |
| *[Unless operation of the Procurement (Debarment of Suppliers) Regulations 2021 has been excluded, the State Party must exclude from consideration any Offer received from a Respondent who is suspended or debarred, and any Offer which includes a subcontracting arrangement with a suspended or debarred subcontractor. Refer to the* [*Western Australian Supplier Debarment Regime*](https://www.wa.gov.au/government/publications/debarment-regime-guide-western-australian-government-agencies) *and the* [*Excluded Suppliers*](https://www.tenders.wa.gov.au/watenders/news/browse.do?CSRFNONCE=BC47BF6C8B895C8C0C0CB75B4FF0C4AF&&ss=1) *page on Tenders WA for more information.]*  *[Ensure that you check the suspension and debarment status of all Respondents and named subcontractors on the* [*Excluded Suppliers*](https://www.tenders.wa.gov.au/watenders/news/browse.do?CSRFNONCE=BC47BF6C8B895C8C0C0CB75B4FF0C4AF&&ss=1) *page before progressing to the Qualitative Assessment, finalising the Evaluation Report and prior to awarding the contract.]*  Is the Respondent a debarred or suspended supplier within the meaning of *the Procurement (Debarment of Suppliers) Regulations 2021*? |  |  |
| **Contractual Compliance -** Does the Respondent agree? |  |  |
| Does the Respondent agree to the **Process Terms and Conditions and Definitions** and the **General Provisions for the Purchase of Community Services**? |  |  |
| Is the Respondent a **Registered Australian Disability Enterprise** (ADE)? Listed as an approved ADE on the Australian Disability Enterprises website at <http://buyability.org.au/>directory) |  |  |
| Is the business a **registered Aboriginal Business** on 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/)?  Registration has been verified on [insert date]. |  |  |
| Is the Respondent an **Aboriginal Community Controlled Organisation** (ACCO)?  If Yes, did the Respondent provide:  their ACNC registration, and  details of their registration with ORIC, ASIC or DEMIRS, or  an extract of the relevant provisions of their constitution or governing documents |  |  |
| Is the Respondent a Not-for-Profit or Local Government Authority? |  |  |
| **Aboriginal Procurement Policy – Aboriginal Participation Requirements** – Does the Respondent agree? |  |  |
| If yes, which requirement has the Respondent elected to comply with:  Aboriginal Business / ACCO Subcontracting Outcomes  Employment of Aboriginal Persons Outcomes | | |
| **Gender Equality in Procurement** |  |  |
| **The Respondent is a business or organisation that employs 100 or more people.** |  |  |
| *[Delete this row and the following three rows if not applicable, i.e. if business/organisation employs less than 100 people]*Does the Respondent’s business comply with the Workplace Gender Equality Agency gender equality reporting requirements? |  |  |
| If no, did the Respondent provide reasons or explanation for doing so? |  |  |
| Has the Respondent attached a letter of compliance with the *Workplace Gender Equality Act 2012* (Cth)? |  |  |
| If no, did the Respondent provide reasons or explanation for doing so? |  |  |
| **Respondent Capacity** - Is the Respondent acting as an agent or trustee for another person or persons? |  |  |
| **Respondent Association** - Is the Respondent acting jointly or in association with another person or persons? |  |  |
| **Subcontracting** - Does the Respondent intend to engage a subcontractor?  If yes, does the Respondent’s Offer name a subcontractor that is a debarred or suspended supplier within the meaning of the *Procurement (Debarment of Suppliers) Regulations 2021*? |  |  |
|  |  |
| If yes, has the Respondent warranted that they have obtained consent from subcontractors permitting them to receive information from the State Party as to whether the subcontractor is a suspended supplier within the meaning of the *Procurement (Debarment of Suppliers) Regulations 2021*? |  |  |
| **Criminal Conviction** - Does the Respondent, or any of the Respondent’s senior officers, or any person nominated as Specified Personnel have a Criminal Conviction? |  |  |
| **Conflict of Interest** - Does the Respondent have any actual, potential or perceived Conflict of Interest? |  |  |
| **Professional Standards Scheme** - Is the Respondent a member of an occupational association for which a scheme has been approved under the Professional Standards Act 1997 (WA) or equivalent? |  |  |
| Financial Viability – Has the Respondent provided full financial statements? |  |  |
| Competitive Neutrality – has the Offer been calculated on a full commercial basis? |  |  |
| Insurance – Public Liability - $x million |  |  |
| Insurance - Professional Indemnity - $x million |  |  |
| **Insurance –** Workers Compensation - $x million |  |  |
| Insurance – Motor Vehicle Third Party - $x million |  |  |
| Insurance – [Insert Insurance Title] – [$x million] |  |  |

1. **Qualitative Requirements**

|  |  |  |
| --- | --- | --- |
| **(a)** | **[**Qualitative Requirement Weighting %]   1. ***[Sub-Criterion]*** 2. ***[Sub-Criterion]*** | **Score (0-9) [ ]** |

|  |
| --- |
| [Enter details] |

|  |  |  |
| --- | --- | --- |
| **(b)** | **[**Qualitative Requirement Weighting %]   1. ***[Sub-Criterion]*** 2. ***[Sub-Criterion]*** | **Score (0-9) [ ]** |

|  |
| --- |
| [Enter details] |

|  |  |  |
| --- | --- | --- |
| **(c)** | **[**Qualitative Requirement Weighting %]   1. ***[Sub-Criterion]*** 2. ***[Sub-Criterion]*** | **Score (0-9) [ ]** |

|  |
| --- |
| [Enter details] |

|  |  |  |
| --- | --- | --- |
| **(d)** | **[**Qualitative Requirement Weighting %]   1. ***[Sub-Criterion]*** 2. ***[Sub-Criterion]*** | **Score (0-9) [ ]** |

|  |
| --- |
| [Enter details] |

1. **Price**

|  |
| --- |
| [Enter details] |

1. **Overall Comments**

|  |
| --- |
| [Enter details] |

# Comparative Price Schedule

The below table provides a comparative price schedule for each of the Respondents.

**[insert table]**

# Declaration of Interest and Confidentiality

Conflicts of interest arise where there is a conflict between the performance of a public duty and private or personal interests – and may involve personal financial or political interests. It’s important to remember that conflicts of interest may be actual, perceived or potential.

[Western Australian Procurement Rule B2](https://www.wa.gov.au/government/multi-step-guides/western-australian-procurement-rules/section-b-act-ethically-integrity-and-accountability) requires that officers involved in, or connected to, a procurement activity must declare any conflict of interest (whether actual, potential or perceived) they have in relation to that procurement activity, to their State agency and to the officer leading the procurement activity.

Each evaluation panel member is required to complete the attached Declaration of Interest and Confidentiality form. Once completed, please provide to the contact person listed on the front cover of this handbook. Any conflicts of interest should also be immediately declared by the officer with the conflict, via their State agency’s own conflict of interest declaration channels.

Panel members may have already completed a *Declaration of Interest and Confidentiality* form if they were involved earlier in the procurement process. Panel members in this situation are to reaffirm, in writing, their declaration to ensure no conflicts have arisen as a result of the submission of offers.

Rule B2 also requires the declaring officer to take all reasonable and necessary steps to manage the conflict as soon as it is known, following their State agency’s conflict of interest procedures. A record of the strategies and actions to manage the conflict should be put on the procurement file by the nominated procurement process facilitator.

There are conflict of interest guidelines available from the Integrity Coordinating Group webpage at [www.wa.gov.au/government/document-collections/integrity-coordinating-group](http://www.wa.gov.au/government/document-collections/integrity-coordinating-group).

For guidance to assist with fulfilling your obligations under the [Western Australian Procurement Rules](https://www.wa.gov.au/government/multi-step-guides/western-australian-procurement-rules/section-b-act-ethically-integrity-and-accountability), please see the “Act Ethically – with Integrity and Accountability” Guideline at <https://www.wa.gov.au/government/multi-step-guides/procurement-guidelines/procurement-planning-guidelines/act-ethically-integrity-and-accountability-guideline>.

Declaration of Interest and Confidentiality

|  |  |
| --- | --- |
| Request Number: |  |
| Request Title: |  |

I (full name)

of (organisation details)

**(Declaration of Interest)[[1]](#footnote-1)**

1. Declare that neither I nor any of my immediate family[[2]](#footnote-2) have any interests, pecuniary or otherwise, other than that mentioned below or described in the attached sheet(s), which could reasonably be construed as having any influence on the proper and objective performance by me of my duties in relation to the above specified Request.

***Note:*** *Interests to be declared include but are not limited to: affiliations; conference funding; equipment donations; financial assistance; travel assistance; rebates; hospitality; relationships; shares; company ownership; training and development; consultancy services; gifts; and/or sponsorships.*

Declared Interest:

Additional Information attached? Yes / No *[circle and initial as applicable]*

1. Agree to truthfully declare, in writing to the Accountable Authority or delegate, any changes which may occur that relate to the matters stated in clause 1 of this Declaration, as soon as practicable after I become aware of the same;

**(Declaration of Confidentiality)**

1. Agree to keep all information and documents relating to the Request planning, development or evaluation process confidential, and not to disclose or communicate the same to any person or persons except in the course of my duties without the prior written approval of **[State Party name];**
2. Agree not to make copies of, or take any extracts of information except as may be necessary and essential for the due and proper performance of my duties;
3. [Include this clause if the evaluation panel includes representatives external to the State Party:]Agree to comply with all processes and protocols established by the **[State Party name]** from time to time to maintain the confidentiality of information and documentation relating to this project. The processes and protocols will include those for the security of documentation, communications between the **[State Party name]** (and its officers, employees and consultants/service providers) and other parties;
4. Agree to return all documents, papers and other materials (including the evaluation handbook) given to me relating to this project to the facilitator immediately when requested to do so; and
5. Acknowledge that conflicts of interests, breach of confidentiality and unauthorised disclosure are subject to the provisions and penalties contained in the *Public Sector Management Act 1994* and *The Criminal Code*. Unlawful disclosure of official information is a criminal offence punishable by up to three years imprisonment.

*[A declaration may be made using this form without the declarant’s signature being witnessed or counter-signed, but requiring another person to act as a witness or counter signatory provides additional assurance from a governance perspective. For guidance on executing documents electronically, the State Solicitor’s Office has distributed a guidance note to all agencies which contains useful contextual information.]*

This declaration is made by me on the understanding that I will not be taken to have breached its terms if I am legally required to disclose the information referred to.

|  |  |
| --- | --- |
| Signed By:  ………………………………………………………………  Declarant Signature | Dated  …………………… |

*[Include this witness block if the declaration above will be printed and signed in person by the declaring officer. It is recommended that wet signatures are witnessed, in person or via audio-visual link, where practical. Delete if not applicable.]*

|  |  |
| --- | --- |
| Witnessed By:  ……………………………………………………………...  Witness Signature  ………………………………………………………………  Witness Name and Title (Printed) | Dated  …………………… |

*[**Include the counter signatory block below if the declaration is to be counter-signed by the panel chair or facilitator. Please note that electronic signatures are generally not able to be witnessed, but may be countersigned. If this form is to be signed electronically, it is recommended the electronic signatures are applied using secure digital signature technology. Delete if not applicable.]*

I acknowledge the declaration made above, in my capacity as [describe role, e.g. Request [No.] Evaluation Panel Chairperson].

|  |  |
| --- | --- |
| Countersigned By:  ...................................................................................................  Signature  ..................................................................................................  Name and Title (Printed) | Dated  …………………… |

1. Conflict of interest guidelines available from the Integrity Coordinating Group webpage at <https://icg.wa.gov.au/conflicts-interest-guidelines-and-scenarios>. [↑](#footnote-ref-1)
2. Immediate family members are spouses, de factos, children, parents, brothers and sisters. [↑](#footnote-ref-2)