



Community Services Frequently Used Terms

Term	Definition	Source
Accountable Authority	The officer responsible for purchasing undertaken by a Public Authority. This is usually the Public Authority's Director General, Chief Executive Officer or their delegate.	Commercial Procurement Practice Guide.
Addendum	Additional information about an advertised Request, provided after the initial advertising date.	Commercial Procurement Practice Guide
Common Use Arrangement	A whole-of-government standing offers awarded to a single supplier or panel of suppliers to provide goods and services commonly purchased by government agencies.	Finance Website
Community Services	<p>Services of a nature intended to address physical or social disadvantage and/or that promote the health and wellbeing of individuals, families and communities.</p> <p>Examples of Community Services include:</p> <ul style="list-style-type: none">▪ services which contribute to the building of capacity within the community to respond positively to an identified need;▪ services required to address disadvantage for which a collaborative approach is required with the community;▪ services that encourage the involvement of volunteers, increased business or community support or the personal empowerment of recipients of the service; or▪ services which contribute to the ability of people to live and participate in the community.	DCSP Policy
Community Services Procurement Review Committee	<p>The Community Services Procurement Review Committee (CSPRC) is an advisory committee established to provide peer review of Community Services procurement processes. CSPRC does not operate under a delegated authority from the State Supply Commission (SSC) or the Department of Finance (Finance).</p> <p>All Public Authorities that procure community services are required to submit Procurement Plans, Evaluation Reports and Contract Management Plans over \$5 million (including GST) to the CSPRC in accordance with the SSC's Procurement Planning, Evaluation Reports and Contract Management policy.</p>	Finance website

Term	Definition	Source
Contract Management Plan	A Contract Management Plan contains all pertinent information about how a services agreement (contract) is to be managed and which identifies and addresses all relevant issue through the life of the contract.	CSPPG
Direct Purchase	The procurement of services by placing an order directly with the service provider of choice.	GCST and CSPPG
Evaluation Report	The Evaluation Report summarises the evaluation process of all Offers received from Respondents and as evaluated by the evaluation panel. The Evaluation Report will be considered for approval by the government agency's Accountable Authority or delegate.	Evaluation Handbook
General Provisions	<p>The Delivering Community Services in Partnership - General Provisions for the Purchase of Community Services by Public Authorities – February 2012 Edition, published by the Western Australian Department of Finance at www.finance.wa.gov.au.</p> <p>The General Provisions form the standard terms and conditions of the service agreement.</p>	General Provisions
Lodgement Address	The address shown in Part D – How can you lodge an Offer? of the Request, to which an Offer must be addressed or sent to.	GCST and CSPPG
Not-for-profit (NFP)	An organisation that does not operate for the profit, personal gain or other benefit of particular people (for example, its members, the people who run it or their friends or relatives). The definition of not-for-profit applies both while the organisation is operating and if it 'winds up' (closes down).	Australian Charities and Not-for-profits Commission
NFP Peak Body	<p>A NFP Peak Body is a non-government, member based organisation that represents the community services sector, or a specific segment of the community services sector (for example, community resource centres, disability services, or mental health service providers).</p> <p>Peak bodies provide support to their members and the community sector via information dissemination, advocacy, community education/training and research and policy input and feedback to government and the wider community, and networking. Peak bodies are typically not involved with direct service delivery to service users (consumers).</p>	Grant process
Offer	The Offer submitted by the Respondent in response to the Request.	GCST

Term	Definition	Source
Outcomes	Outcomes are the changes, benefits, learning's or effects that actually occur for the individual, organisation or community as a result of a community service.	Tendering for Outcomes Workshop
Organisation	An organisation, having corporate status that provides Community Services funded or purchased by Public Authorities, including but not limited to, not-for-profit organisations and local government authorities.	DCSP Policy
Open Tender	The process of publicly inviting offers to supply goods or community services involving specifications and detailed documentation.	CSPPG
Preferred Service Provider	A service provider who has been retained via an exemption from an open tender process.	DCSP Policy
Price	The total price of a community service for the total period of the contract (service agreement), including all extensions and GST.	GCST
Procurement	Procurement is an all encompassing term for all activity from planning to service agreement management. It is a term used to describe the process for obtaining resources, whether those resources are human, goods, or services. The procurement process may include planning, financing, stakeholder engagement, standards determination, specification writing, preparation of request documentation, selection of service providers, service agreement administration, disposals and other related functions. A procurement process can result in a service agreement or a grant agreement.	CSPPG and GCST
Procurement Plan	<p>A project management tool that provides a step-by-step guide (framework) outlining the stages of procurement and how it will be managed. The procurement plan outlines the key issues that both determine and impact on the procurement strategy and method adopted.</p> <p>Broadly, elements in the Procurement Plan are grouped into the following areas:</p> <ul style="list-style-type: none"> • Summary of proposed procurement; • Current service arrangements; • Proposed procurement timetable; • Risk analysis; • Procurement research; • Procurement methodology and strategy; and • Contract management. 	CSPPG Appendix 3 and Glossary

Term	Definition	Source
Process Terms and Conditions and Definitions	The Purchase of Community Services By Public Authorities – Process Terms and Conditions and Definitions (Request for Offers), February 2012 Edition , published by the Western Australian Department of Finance at www.finance.wa.gov.au .	Process Terms and Conditions and Definitions.
Public Authority	A department of the Public Service of the State established or deemed to have been established under the Public Sector Management Act 1994 . The term ‘Public Authority’ can refer to government departments, government agencies and government authorities or instrumentalities that engage the not-for-profit sector for the provision of community services. Often used interchangeably with the term ‘Government Agency.’	CSPPG and GCST
Qualitative Criteria	Qualitative Criteria (also referred to as Selection Criteria) means the requirements used in evaluating each Respondent’s Offer. Qualitative Criteria include but are not limited to, service methodology; organisational skills and experience; organisational capacity and key performance indicators.	CSPPG, GCST and Request template.
Request	The Request includes any Request, Request for Quote (RFQ) or Open Tender issued by a Public Authority for the submission of a Tender, Offer, Proposal, Expression of Interest or other similar submission capable of resulting, with or without further negotiation into a service agreement, for the procurement of community services. The Request incorporates the Delivering Community Services in Partnership - General Provisions for the Purchase of Community Services by Public Authorities – February 2012 Edition and the Purchase of Community Services By Public Authorities – Process Terms and Conditions and Definitions (Request for Offers), February 2012 Edition documents as well.	CSPPG and GCST
Respondent	Someone who has or intends to submit an Offer to a Public Authority.	GCST, CSPPG and CSCMG
Response to Service Requirements	Response Form section of the Request document to be completed by the Respondent, for the provision of information relating to the Service Requirements and Qualitative Criteria.	Request template, CSPPG and GCST.

Term	Definition	Source
Service Agreement	A legally binding formal agreement (contract) between a Public Authority and a Service Provider for the provision of community services. This legally binding formal agreement results from acceptance of an Offer by the Public Authority, including modifications that may have been agreed between the Public Authority and the service provider before that acceptance.	CSPPG and GCST
Service Provider	A successful Respondent whose Offer has been accepted by a Public Authority with or without any modification, is termed a Service Provider.	CSPPG
Service Requirements	The requirements used in evaluating a Respondent's response.	CSPPG and GCST
Specifications	Sets out details of the performance requirements under a service agreement.	CSPPG and GCST
Sufficient Quotations	An adequate number of bids from bona fide sources of supply so as to ensure open and effective competition.	CSPPG
Tender box	A secure location within which tenders, offers, quotations or bids are placed.	Procurement Glossary online
Tender briefing	A forum held where a government representative briefs prospective tenderers regarding a tender process, and responds to questions.	Procurement Glossary online
Tenders WA	<p>Tenders WA is a central online source of information on Western Australian public sector tenders and awarded service agreements (contracts).</p> <p>It provides direct access to Government contracting information, including early tender advice to service providers, advertising of tenders, electronic tender lodgement and award of Government service agreements and contracts valued at \$50,000 and above.</p> <p>Service agreement (contract) variations valued at or greater than \$50,000 (either individually or cumulatively) must be published on Tenders WA.</p> <p>All public authorities subject to the <i>State Supply Commission Act 1991</i> (the Act) must advertise tenders on Tenders WA in accordance with State Supply Commission policies.</p>	Tenders WA and GCST
Total Contract Value (TCV)	The estimated total value of the service agreement for the entire life of the contract, including all extensions and GST.	GCST

Term	Definition	Source
Validity Period	The period of time for which an Offer will remain open for consideration and acceptance by the Public Authority.	GCST
Verbal quotation	A verbal process of inviting offers to supply goods and/or services involving a limited number of potential service providers.	GCST
Written Quotation	A written process of inviting offers to supply goods and/or services involving a limited number of potential service providers.	CSPPG

Note:

GCST – Guide to Community Services Tendering (version July 2014)

CSPPG – Community Services Procurement Practice Guide (version June 2016)

CSCMG – Community Services Contract Management Guide

DCSP Policy – Delivering Community Services in Partnership Policy