

Subject: Reminder to complete your pre-qualification questionnaire for Future AGFMA

Good Afternoon,

We are writing to ensure that important information sent from Ventia via email this afternoon is received. This would have been sent to all sub-contractors who expressed interest either through the Future AGFMA website or direct with Ventia. We have also attached a copy of the email that was sent for your convenience in the event that you did not receive the communication.

ACTION REQUIRED

1. For those contractors who have registered their interest and received the prequalification questionnaire, you should complete this as soon as possible, noting that the prequalification process closes at 4pm on **13 September 2021**.

If you need further assistance, or haven't received the prequalification questionnaire, please contact Ventia's dedicated support team via email (futureagfma.procurement@ventia.com) or via phone on 1300 064 131 including between 9.30am and 5.00pm this weekend 11/12th September 2021.

2. If you have not already registered your interest with Ventia and are interested in performing work under the Future AGFMA, you should do so as soon as possible at the following link: <https://www.ventia.com/forms/AGFMA-Subcontractor-EOI>

If you have any issues with the registration or prequalification process, we encourage to contact Ventia who will be able to support you through the process. The Future AGFMA team also remain available to assist you should you have any concerns.

Best Regards,

The Future AGFMA Team

Across Government Services Reform

Department for Infrastructure and Transport

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8 September 2021

Dear subcontractors,

Reminder: Completing your pre-qualification questionnaire for Future AGFMA

Thank you to all the companies and sole traders who have successfully completed the pre-qualification process so far to work with Ventia to provide maintenance services for the Future AGFMA contract.

The pre-qualification is undertaken once and is a process which is important to allow us to obtain important information about your business and collect all the information we need to undertake our due diligence and compliance obligations before setting you up in our systems. Utilising pre-qualified contractors will ensure we meet our company policies and processes and ensure we have providers that can deliver for us and who will also meet the State Government requirements for the important AGFMA contract and to also allow Ventia to provide further opportunities for work as it arises.

Ventia is committed to maximising delivery of the Future AGMFA works by continuing to provide opportunities to locally based South Australian businesses. This includes the same contractors that deliver trade services across the State today.

We will be in touch with all who complete the pre-qualification in the coming weeks to work through any additional details we may need and to simply touch base regarding next steps.

For those yet to fill-in the pre-qualification questionnaire, we want you to know that it is important to us that we engage, support and work with local contractors as part of our contract and strongly encourage you to register.

You still have until 4pm Monday, 13 September to complete the process.

We understand for some companies and sole traders the pre-qualification process has caused questions and significant work. We acknowledge this and have attached both an FAQ document and specific instructions to help you navigate the online form so that over the course of the coming week you have answers to some of the questions you may have as well as instructions at hand. These instructions, as well as codes and protocols that are referenced in the pre-qual, are also available on the Ventia website:

<https://www.ventia.com/page/agfma-subcontractors-eoi>.

If there are still questions in the questionnaire you are unsure how to answer, please complete the rest of it as best you can and we will get back to you if we need further information after the closing date. Don't worry, our team will assist you with these final answers.

If you need further assistance, help continues to be available through our dedicated email address: futureagfma.procurement@ventia.com or call 1300 064 131 any time and between 9.30am and 5pm this weekend 11 and 12 September.

If you haven't received the link to the questionnaire, please contact us urgently on: futureagfma.procurement@ventia.com

Ventia is committed to establishing positive and long-term relationships with our subcontractors and have enjoyed meeting many of you at the recent Ventia/Future AGFMA roadshows and are here and ready to assist you with the required process.

Thank you for your time and we look forward to working with you soon.

Pre-qualification FAQ

EOI questions

1. How do I express my interest?

Subcontractors wanting to express their interest should go to Ventia's landing page where you will find a green box for contractor EOIs. We have provided both links below:

Initial Landing Page:

www.Ventia.com/Future-AGFMA

EOI Landing Page:

<https://www.ventia.com/page/agfma-subcontractors-eoi>

2. I have expressed my interest. How do I now onboard with Ventia to work on the Future AGFMA?

A. You will receive an email from our Ariba system with a link to register and complete a pre-qualification questionnaire. Some email providers may drop this email into your junk folder – please remember to check if it is there. Click on the event link to open your secure access into the Ariba system. To make things easier, we have a Supplier Qualification Survey Training Guide for you to refer to, which provides step-by-step instructions to help you complete the registration process.

3. How often do I have to go through this pre-qualification process?

Ventia has been newly appointed to this contract and as such needs to conduct its own pre-qualification process prior to engaging our subcontractors and commencing services. Once you have completed this process, you will not be required to complete it again unless there are changes to legislation, the parent agreement or corporate requirements, in which case a small and simple request would be made on a small number of questions specific to the change.

General Questions

4. Why does Ventia require so much information at pre-qualification?

A. The pre-qualification questionnaire is designed to cover all the information we need to undertake our due diligence and compliance obligations before setting you up in our systems. This will also ensure we don't have to request additional information from you later.

5. Why do you need my financial records from the past three years?

A. This information forms part of our financial due diligence. We ask that you answer this question in a way you are comfortable supplying relevant information. Any information supplied through the pre-qualification process is confidential and will not be shared with

anyone outside of the core mobilisation and contract team. Each pre-qualification is reviewed on a case-by-case basis and if further information is needed, we will liaise with you directly.

6. Why do you need me to agree to the Contract Terms and Conditions in the Pre-Qualification process?

A. Our T&Cs have been provided to enable ease of transition and set up within our systems. Although you do not need to agree to our T&Cs at pre-qualification stage, there is a need to align with our T&Cs prior to commencement of works on the Future AGFMA contract.

7. My link has expired. Can you send me a new one?

A. Ventia has extended all the access links until 4pm on Monday, 13 September. You don't need to apply for a new link.

8. Q. I need more time to complete my questionnaire? Can you give me an extension?

A. We have set 13 September as the closing date to ensure we have sufficient time to have all subcontractors setup in our systems and ready to attend training during November. Ventia will assess extensions past 13 September on a case-by-case basis. If you think you will be unable to complete the questionnaire within the remaining time, please contact our project email address: futureagfma.procurement@ventia.com

9. Q. I have submitted my questionnaire. What now?

A. Your questionnaire will be reviewed and if we have any further questions, we will be in touch. Following this review, a member of our team will contact you to discuss next steps.

System Questions

10. Why do you use the ARIBA system?

- A. ARIBA is the software system we use for our procurement activities, such as this pre-qualification process, it manages one-off events such as this activity. Once this process is complete all subcontractors will use our Works Management System to receive and action work orders.
- B. Due to the large number of contractors that are coming into this process and the importance of ensuring consistency of service over a relatively tight timeframe, automation of this process was a must. Ariba is a proven system that links to our core systems and makes onboarding of vendors more fluid post pre-qualification.

11. Q. Ariba says I have an account. What do I do?

A. Unless you know that you already have an Ariba account, please ignore this message and create a new account.

12. Q. I can't see the questionnaire. What do I do?

A. This usually means you have not registered correctly. Please refer to The Supplier Qualification Survey Training Guide and follow the step-by-step instructions.

13. Q. I only see a blank page when I log in. What do I do?

A. This usually means you have not registered correctly. Please refer to The Supplier Qualification Survey Training Guide and follow the step-by-step instructions.

14. Q. How do I log onto the questionnaire after I have saved it?

A. You should be able to log into your questionnaire via the original link that was sent to you.

15. Q: How safe is my information in the ARIBA system?

A. Only Ventia has access to the information you provide in the questionnaire. Ventia uses Ariba for all its subcontractors across hundreds of contracts and data security is at the core of our solutions to our many government clients.