

## Frequently Asked Questions

### 1. How can ICN Gateway help me? What does it do?

It facilitates exchange of information between buyers on projects and potential suppliers. Buyers for major projects list their supply opportunities on it. Notifications are automatically emailed to companies in accordance with their Notification settings in their profile. Companies with a Company Profile on ICN Gateway can register “Expressions of Interest” (EOI) against opportunities. The buyer receives extracts of Company Profiles from EOI registrants. The buyer may subsequently request companies to submit pre-qualification documents and/or tenders.

### 2. Does ICN Gateway substitute the role of a Business Development Manager?

ICN represents the entire industry. ICN plays no role or influence in selecting one local company over another. ICN strongly advises companies to do their own Business Development, developing strong relationships with potential clients.

### 3. What does a Company Profile on ICN Gateway do for me?

- Showcase the company capabilities and experience to prospective buyers
- Allow you to receive notifications of newly listed projects and opportunities
- Register Expressions of Interest against specific opportunities
- Be considered by the buyer for potential to tender

### 4. Is my Business on ICN Gateway?

If you opted for one of the paid subscription options when creating your company profile, it will appear on the ICN Gateway public listing. Type your company name under “Search Suppliers” on ICN Gateway. If your company name is displayed, then you have a paid subscription with us. If not, you may have a free ‘Basic Package’ profile with us, which means you have an ICN Gateway company profile, you just don’t have a public listing.

### 5. How do I set up an effective Company Profile?

- Ensure that your Company Profile is complete.
- Be succinct, concise and functional in defining your Company Profile.
- Eliminate/avoid marketing hype
- Ensure that you have “Products and Services” comprehensively defined

### 6. Who can see my details? How much can they see?

- Buyers and ICN staff: Your complete profile
- Visitors to ICN Gateway if you have a paid subscription. Level of publically displayed information depends on which subscription your profile has.

### 7. Can I put a hyperlink (e.g. to my website) in the Summary?

No, only text can be used. Your website however is confirmed in a separate field on your profile.

### 8. What is a major project?

- A Government project with budget > \$5 million in SEQ or >\$2.5 in Regional QLD
- Major Project opportunities are communicated state-wide.
- A private project deemed significant for local industry participation.

#### **9. My Company Profile is Inactive. What do I need to do to rectify this?**

Thoroughly review your Company Profile. The profile is made inactive when it has not been updated in the last 12 months. Note that new fields may have been added. Also think of changes in contacts, capabilities, recent projects, accreditations and more.

#### **10. I cannot log in. I do not have access. What do I need to do?**

- Enter your email address and click on the “Forgot password” button
- A new password is sent to your email address
- If you do not have editing rights, a message will pop up, providing you with a contact number at ICN, who can assist you.

#### **11. ABN number already in use. What do I do?**

ICN Gateway does not allow using ABN numbers already in use. You can see the company name which uses that ABN number. If the company listed is the one you are working for, you can request that you are linked to the existing company profile by clicking “Use this company”. This will be granted by your company contact who has editor rights. If you believe that another company erroneously used your ABN, contact the local ICN Office.

#### **12. How do Notifications work?**

When Notifications are activated, a company will automatically be notified via email of new Opportunities as they are listed. You can activate Notifications by editing this section in your company profile.

#### **13. How do I get Notifications?**

In order to receive Notifications, a company needs to confirm all of the following:

- a) the Industry Sectors (i.e. mining, oil and gas, construction);
- b) the various States/Territories (major projects) or regional locations (Regional Opportunities) of interest to you;
- c) the people at your company to receive these Notifications

Set up notifications for both major projects, as well as Regional Opportunities.

#### **14. I made changes to my profile, when do they come into effect?**

As soon as they are verified by ICN staff, typically within 3 working days.

#### **15. How do I get specialist advice regarding my profile?**

Reading through this document will have given you a good understanding of what buyers are looking for. In addition when you are logged into the ICN Gateway website ([www.gateway.icn.org.au](http://www.gateway.icn.org.au)) there is a HELP heading at the bottom of the page, which contains a comprehensive User Guide and supporting videos. You are also welcome to contact ICN QLD for advice on the information to be entered.

#### **16. How do I find existing Opportunities?**

By using key words, and filtering on region, you can find Opportunities relevant to your company. Provided the Opportunity is still Open, you can register and Expression of Interest. See Notifications (question17) for more advice of being kept informed of new Opportunities.

#### **17. Where do I get more information regarding Work Package?**

ICN Gateway enables buyers to list a brief Scope of Work document as attachment (an icon to the right of the Work Package). When buyers opt to use this, potential Suppliers are strongly advised to read through this document. This will help you to assess whether your company has the required capability and capacity. You will also be in a better position to respond to questions, and may even consider to add more relevant information to your company profile (i.e. recent projects).

#### **18. There is no Scope of Work attachment to the Work Package. What do I do?**

Determine your capability to supply, based on the scope of the major project itself, your knowledge of the contractor and the description of the Work Package.

If you have the required capability, ensure your company profile represents you as well as possible and register your EOI.

Differentiate yourself and Stand out: Other companies are submitting EOIs too!

### **19. What does an Expression of Interest achieve?**

Key aspects from the Company Profiles of all registrants (there may be as many as 100!) are extracted into an Excel file. This will also include the registrant's responses to questions that the buyer may have defined as part of the EOI process. The buyer reviews this information and shortlists companies based on best match to their requirements. Typically the buyer may then send out a Request for Tender and/or a Prequalification questionnaire. Note that ICN facilitates the communication process between the parties. We do not interfere in the buyer's decision of where and how to procure.

### **20. How do I submit an effective Expression of Interest?**

- Reflect your company's capabilities honestly and effectively in your company profile on ICN Gateway
- Ensure that your Company Profile is concise, complete, accurate and current
- Ensure that relevant recent projects are listed in your profile
- Answer all buyer questions honestly and within the context of that project

### **21. What feedback will I get after my Expression of Interest?**

Shortlisted companies may be requested to submit information required to prequalify. Note that most buyers do expect comprehensive and complete disclosure of all pertinent information, including financials, as part of their pre-qualification process. However the invitation to submit further information is dependent on the Project Proponent or their Contractors and ICN does not play any role in this process.

We wish you much success in using ICN Gateway.

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