

# VMC User Guide for Agencies

# Introduction

The purpose of this document is to provide Agency users with instructions on how to use ICN VMC.

## Content includes:

- Create and activate account on VMC Page 8
- Create a Project Page 10
- Register a Tender Page 12
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- Approve Contestability Assessment (C.A.) Page 18
- Approve LIDP re-submissions & Award a Tender Page 19
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- Communicate via VMC Portal Page 21
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- Agency Support Page 23
- Glossary of Terms Page 24

# Icons Legend

## User Guide



Highlight of locations for your actions



Action points or steps to follow

## VMC



To 'View' details of Tender/Plan/Reporting Contract etc.



To 'Edit' details of Tender/Plan/Reporting Contract etc.



To 'Delete' draft Tender/Plan and other records

# What is VMC ?

Our Information Management on Salesforce platform that provides:

- An end-to-end system that collects standard, complete and insightful data to support Government and Industry
- Automation of workflows for Local Jobs First and Social Procurement Framework
- Support for local, social and sustainable outcomes reporting.



LOCAL JOBS FIRST

ICN VMC

<https://icnvic.force.com/>

Victoria's social procurement framework  
Building the platform  
and sustainable Victoria  
through government

**Local Jobs First Support**  
(LJF applicable projects)

**Local Jobs First and/or Social Procurement Framework Reporting**  
(LJF and/or SPF applicable projects)

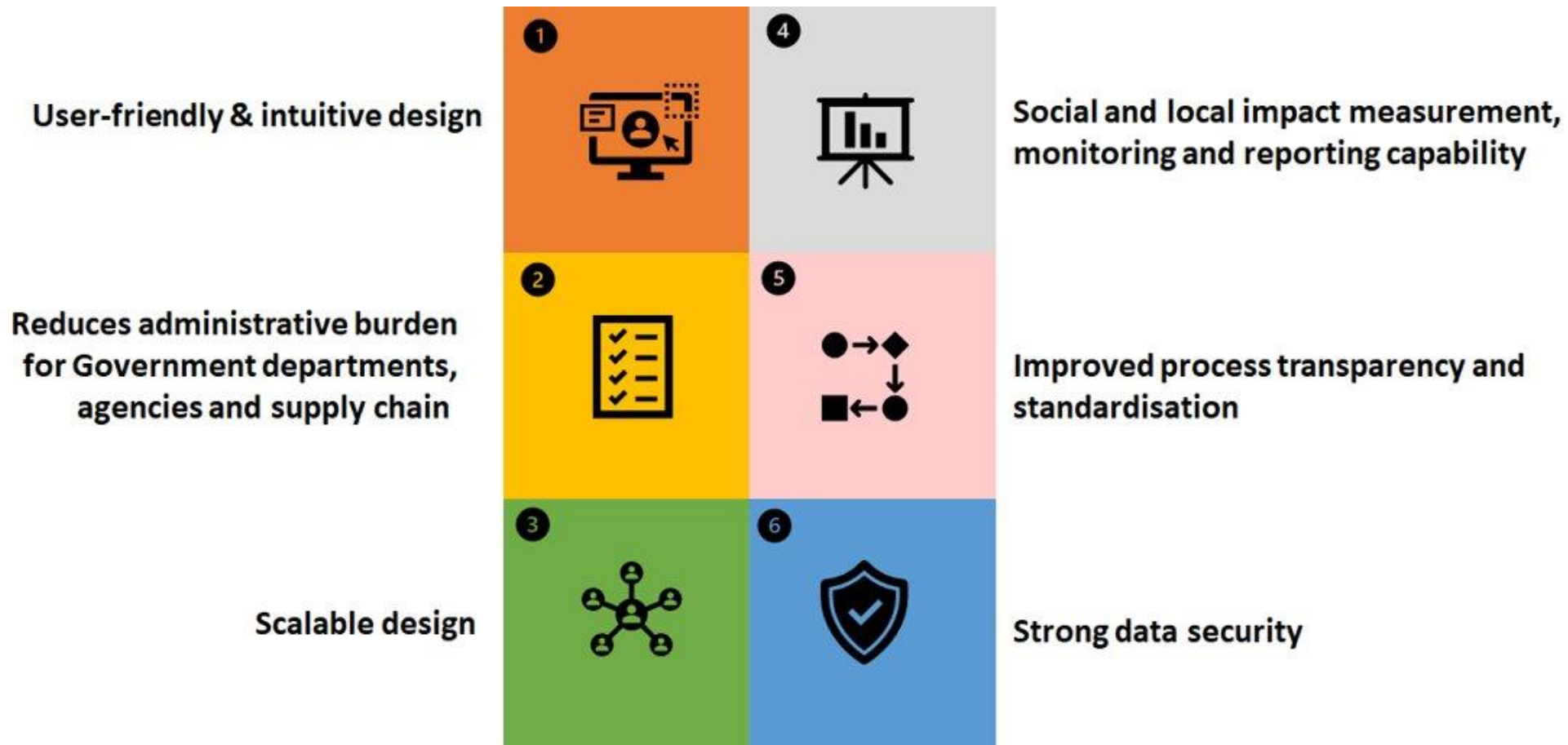
LJF support for agencies

Local Industry Development Plan (LIDP) support for bidders

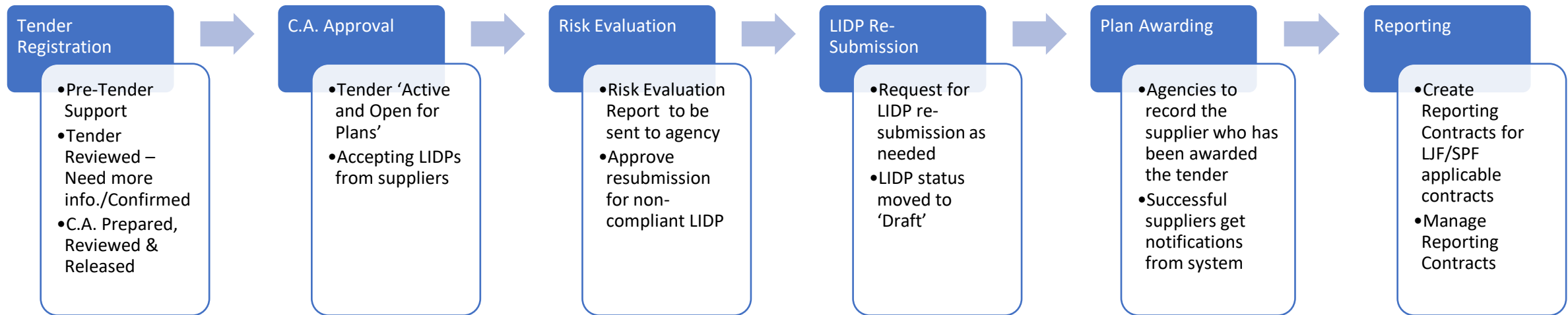
Agency reporting contract setup & monitoring of local, social and/or sustainable commitment delivery

Lead-contractor reporting delivery of local, social and/or sustainable achievements

# Benefits of VMC



# VMC Overview for Agencies



VMC supports the tendering phase for LJF applicable tenders only  
 VMC supports the reporting phase for both LJF and/or SPF applicable contracts

# Getting Started

- Agency User Roles Overview


Area	Roles	Description
<b>Tendering</b>	Buyer - LJF	responsible for LJF Tendering phase
	Buyer – SPF (Not in Use)	responsible for SPF Tendering phase
<b>Reporting</b>	Contract Manager – LJF	responsible for LJF Reporting phase
	Contract Manager – SPF	responsible for SPF Reporting phase
<b>Agency</b>	Policy Administrator - LJF	with full control of LJF tenders & reporting contracts
	Policy Administrator - SPF	with full control of SPF tenders & reporting contracts
	System Administrator	with full control of LJF and SPF tenders & reporting contracts and other user accounts within the agency
<b>Department</b>	Policy Administrator - LJF	same as Agency LJF Policy Admin but on Dept. level
	Policy Administrator - SPF	same as Agency SPF Policy Admin but on Dept. level
	System Administrator	same as Agency System Admin but on Dept. level

# Getting Started

- Creating an Account

VMC <https://icnvic.force.com>

(Recommended browser: Latest version of Chrome; Supported browsers: Latest version of Safari, Firefox or Edge)

\* Email address

\* Password

[Forgot your password?](#)

Step 1: Click 'Sign Up'

ICN Victoria VMC

\* User Type

**Agency Details**

\* Department   
Agency

**Agency Contact Details**

Salutation  \* First Name  \* Last Name

\* Position  \* Email

Phone  Mobile

If you're having any issues registering, please contact ICN on +613 9864 6700 or Policyadmin@icnvic.org.au

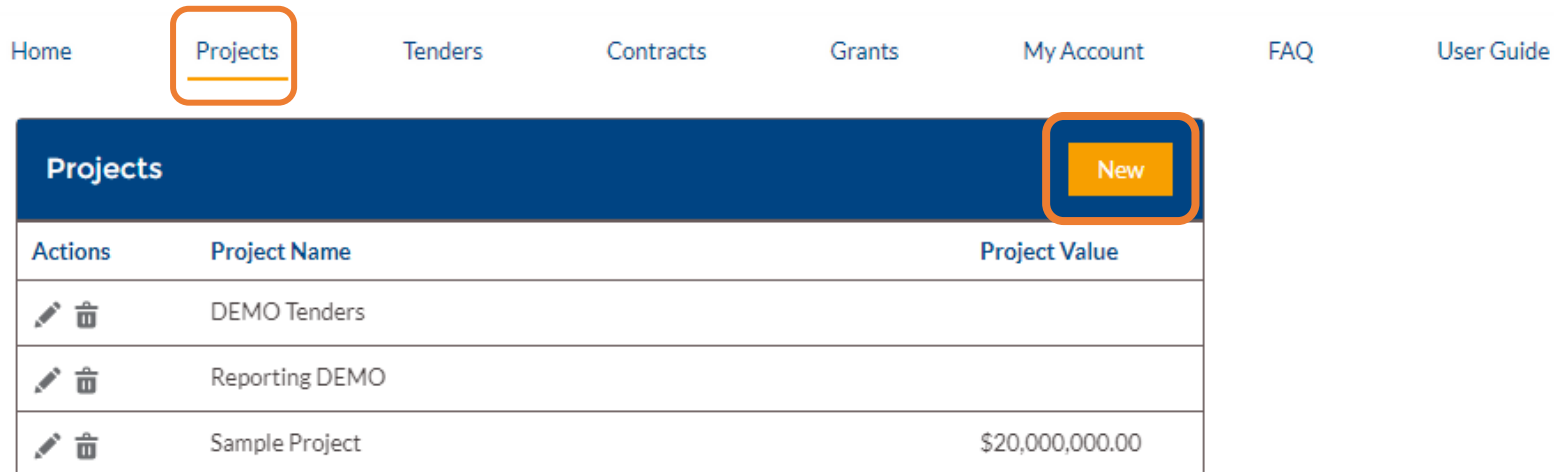
Step 2: Choose 'Agency' from User Type, fill in details and 'Submit'









# Getting Started

- Activating account
  - Use the link in the Welcome Email to activate account and set password
  - Please check Junk folder if you don't receive the email
  - For support, contact ICN at [policyadmin@icnvic.org.au](mailto:policyadmin@icnvic.org.au) or +61 3 9864 6700 (Option 2 "LIDP" then Option 2 "Agency")
- Login via VMC Portal: <https://icnvic.force.com>
- New agency users only have basic access to VMC Portal and should be assigned with proper permissions based on their roles by Agency System Admin (ASA)
- Nominate an ASA for your organisation if there is not one assigned
- By default, the first user to register in every Agency will be assigned with the ASA role (this rule applies from July 2020 onwards)

# Creating a Project (1)



The screenshot shows the ICN web application interface. The 'Projects' tab is highlighted in the navigation menu. Below the navigation, there is a 'Projects' header with a 'New' button. A table lists existing projects:

Actions	Project Name	Project Value
 	DEMO Tenders	
 	Reporting DEMO	
 	Sample Project	\$20,000,000.00

- Log in via VMC <https://icnvic.force.com>; after login, click on the 'Projects' tab
- The Project area is to capture project / Program of Work details. This associates tenders and contracts with a project / program of work and allows VMC to create project level reports
- Create a new project by clicking on the 'New' button
- Please note:
  1. You will find all Projects / Programs of Work for your organisation under 'Projects' tab
  2. After creating project or confirming the project is existing, please register tender (Page 12)

# Creating a Project (2)

## After clicking the 'New' button

- Input all mandatory fields
- When 'Statewide' is chosen for 'Region Category', SA4 and SA3 fields will be grayed out

Note: Projects can also be created through tender creation (as below)

New Tender

---

Tender Details

Tender Process ➔ **Project / Program of Works**

-- None --

\* Tender Number

+ Add New Project

Create New Project

---

\* Project / Program of Works Name

Complete this field.

\* Type of Project \* Project Category

-- None -- -- None --

\* Project Value

Project / Program of Works Details

Location

\* Region Category

-- None --

\* Statistical Area 4 (SA4)

-- None --

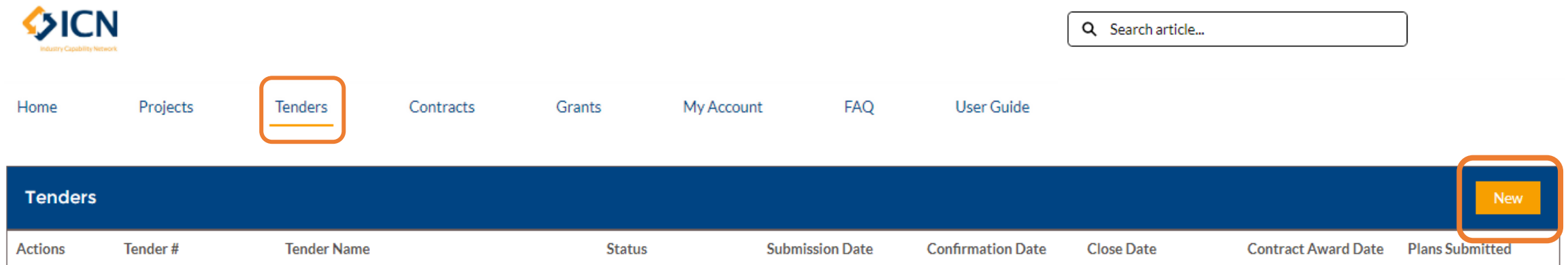
\* Statistical Area 3 (SA3)

-- None --

To find out statistical areas (SA4 & SA3) applicable to your project based on project location click [here](#).

Create New Project

# Registering a Tender (1)



The screenshot shows the ICN website interface. The 'Tenders' tab in the navigation menu is highlighted with an orange box. Below the navigation, a dark blue header bar contains the word 'Tenders' on the left and a yellow 'New' button on the right, also highlighted with an orange box. Below the header is a table with the following columns: Actions, Tender #, Tender Name, Status, Submission Date, Confirmation Date, Close Date, Contract Award Date, and Plans Submitted.

- Log in via VMC <https://icnvic.force.com>; after login, click on the 'Tenders' tab
- Create a new tender by clicking on the 'New' button

# Registering a Tender (2)

Fill in tender details with mandatory fields outlined in red

1 If 'Closed' is chosen for 'Tender Process', a PIN will be created; only shortlisted bidders with the PIN can submit plans for this tender



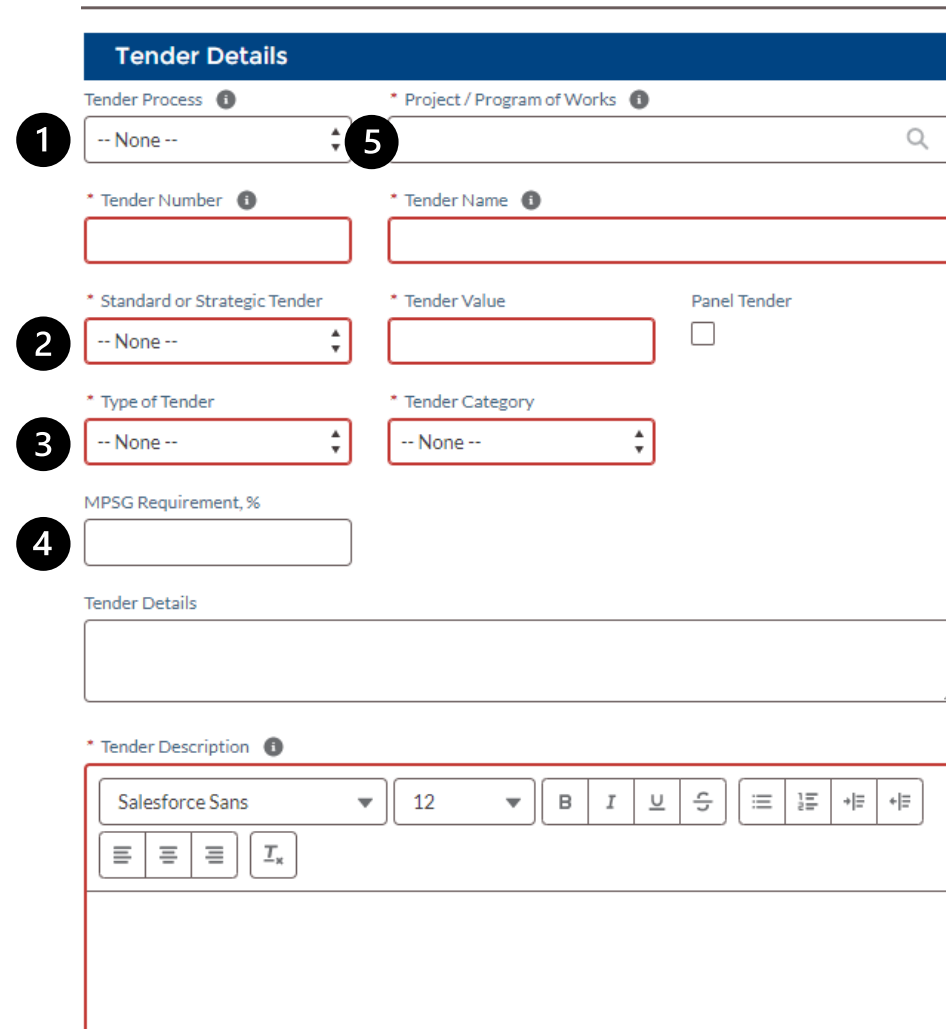
2 Choose 'Standard' or 'Strategic' based on 'Tender Value' (not overall project value)

3 Select proper options for 'Type of Tender' and 'Tender Category'

4 Fill in MPSG Requirement if applicable

5 Search or Create 'Project/Program of Works' to which the tender is associated with. For stand-alone tenders, put in 'Tender Name'. Please complete this field accurately as it is critical for LJV and SPF Reporting

## New Tender



**Tender Details**

1 Tender Process: -- None --

5 Project / Program of Works: [Search]

2 Tender Number: [Red outline]

Tender Name: [Red outline]

Standard or Strategic Tender: -- None --

3 Tender Value: [Red outline]

Panel Tender:

Type of Tender: -- None --

3 Tender Category: -- None --

MPSG Requirement, %: [Red outline]

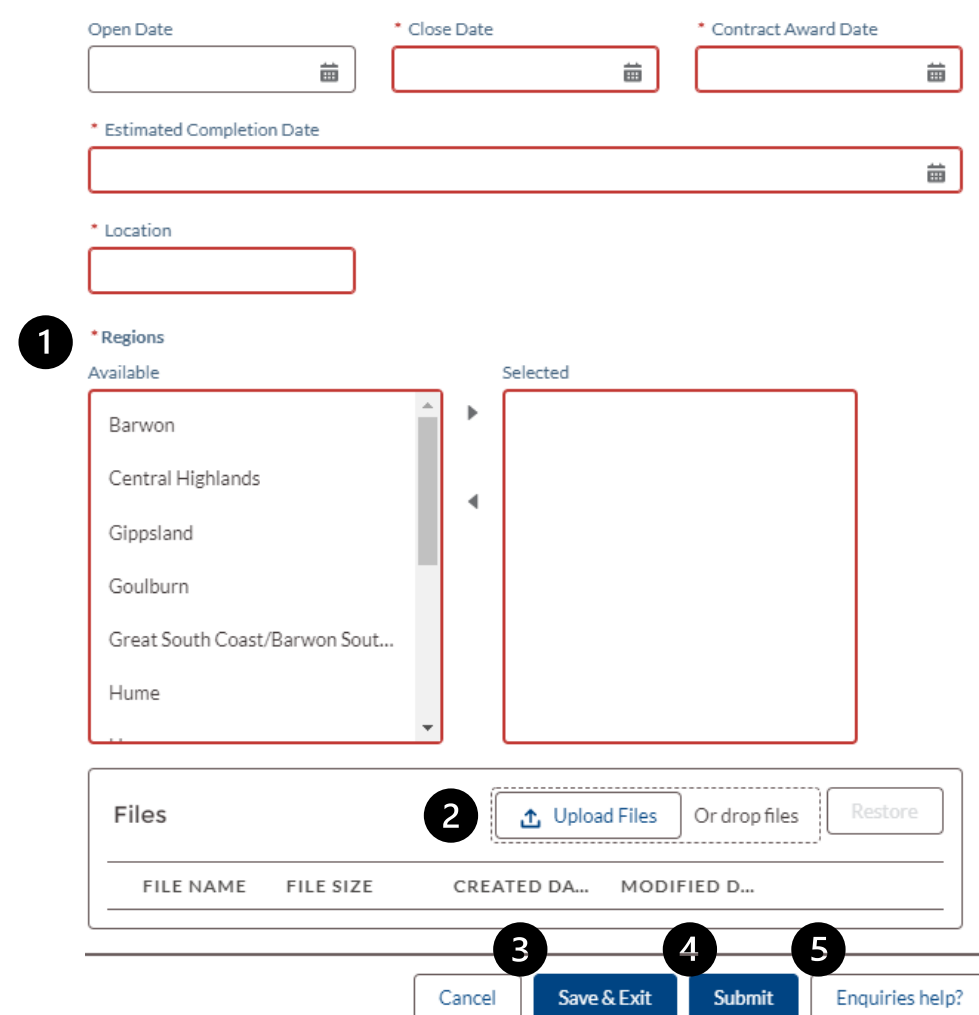
4 [Text input]

Tender Description: [Red outline]

Rich text editor: Salesforce Sans, 12, B, I, U, C, [List icons], [Link icon]

# Registering a Tender (3)



- 1 Choose regions consistent with the State government's regions list
- 2 Upload tender related documents (e.g. Statement of Work) by clicking the 'Upload Files' button or drag and drop files on the 'Upload Files' button
- 3 Click on 'Save & Exit' to save a draft without submitting
- 4 Click on 'Submit' to register the tender
- 5 Use the 'Enquiries help?' button to raise an enquiry for ICN to action





The screenshot shows a web form for registering a tender. It includes several date fields: 'Open Date', '\* Close Date', '\* Contract Award Date', and '\* Estimated Completion Date'. There is a 'Location' field and a 'Regions' section with two columns: 'Available' and 'Selected'. The 'Available' column lists regions: Barwon, Central Highlands, Gippsland, Goulburn, Great South Coast/Barwon Sout..., and Hume. Below the regions is a 'Files' section with an 'Upload Files' button, 'Or drop files', and a 'Restore' button. At the bottom, there are buttons for 'Cancel', 'Save & Exit', 'Submit', and 'Enquiries help?'. Numbered callouts 1 through 5 are placed over the form to indicate the steps described in the instructions.

# Managing a Tender

Home   Projects   **Tenders**   Contracts   Grants   My Account   FAQ   User Guide

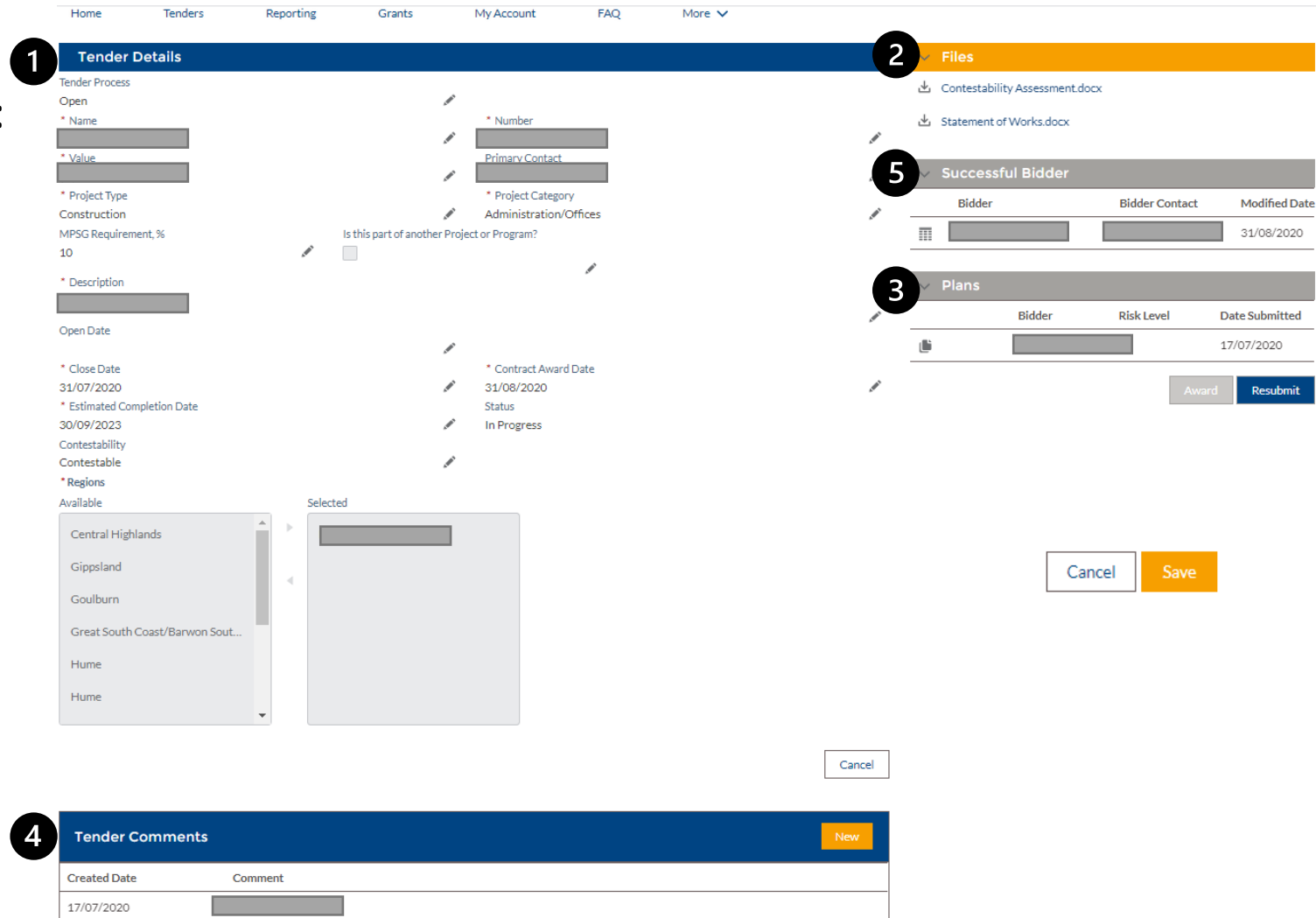
Tenders <span style="float: right;">New</span>								
Actions	Tender #	Tender Name	Status	Submission Date	Confirmation Date	Close Date	Contract Award Date	Plans Submitted
	[Redacted]	[Redacted]	In Progress	17/07/2020	17/07/2020	31/07/2020	31/08/2020	1
	[Redacted]	[Redacted]	CA Awaiting Approval	14/09/2020	14/09/2020	29/09/2020	01/10/2020	0

- On 'Tenders' tab, click on the  button in the 'Actions' column to view Tender details
- Click on the  button to update Tender details; Awarded tenders are not editable
- For detailed explanations of Tender 'Status', please refer to [Appendix 2](#)

# Viewing a Tender

By clicking on the **i** button, you can:

- 1 View tender details e.g. 'Status'
- 2 View files uploaded by you or ICN
- 3 View submitted LIDPs; LIDPs will be available once ICN has sent an Acknowledge Letter to the bidder
- 4 View or click on 'New' to create 'Tender Comments' to communicate with ICN
- 5 View successful bidder if the tender has been awarded




The screenshot displays the ICN Tender Management System interface. At the top, there is a navigation menu with links for Home, Tenders, Reporting, Grants, My Account, FAQ, and More. The main content area is divided into several sections:

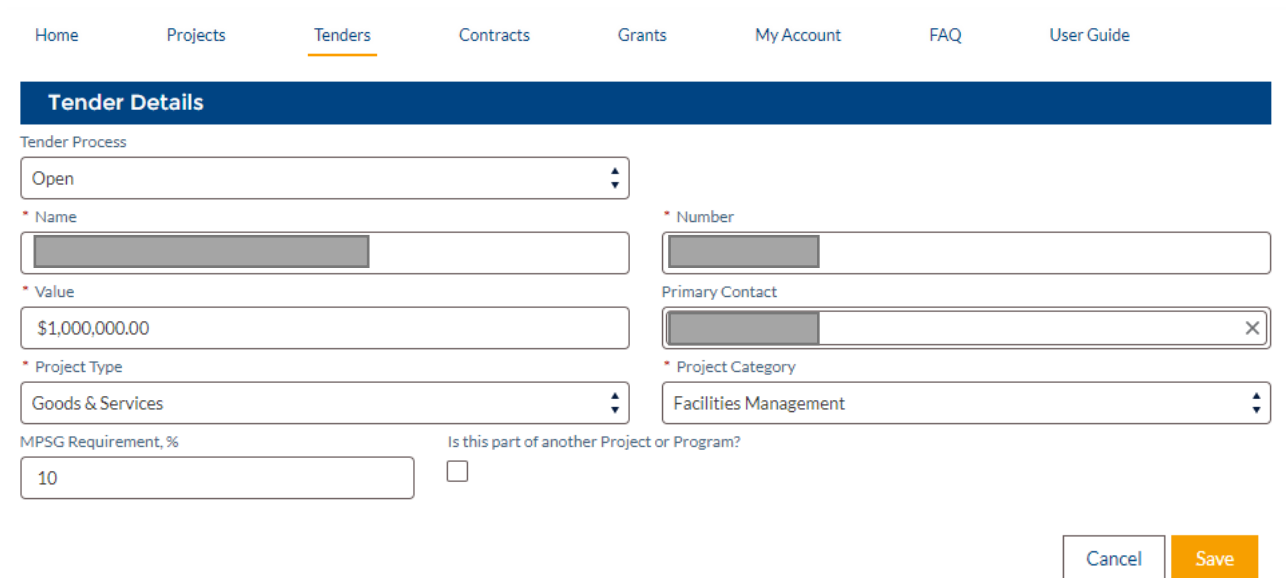
- 1 Tender Details:** This section contains various fields for tender information, including Name, Value, Project Type (Construction), Project Category (Administration/Offices), Description, Open Date, Close Date (31/07/2020), Estimated Completion Date (30/09/2023), Contestability (Contestable), and Regions. There are also fields for Number, Primary Contact, and Contract Award Date (31/08/2020). A checkbox labeled "Is this part of another Project or Program?" is present.
- 2 Files:** This section shows a list of files uploaded, including "Contestability Assessment.docx" and "Statement of Works.docx".
- 3 Plans:** This section displays a table of plans with columns for Bidder, Risk Level, and Date Submitted. A "Plans" button is visible.
- 5 Successful Bidder:** This section shows a table of successful bidders with columns for Bidder, Bidder Contact, and Modified Date. A "Successful Bidder" button is visible.
- 4 Tender Comments:** This section shows a table of comments with columns for Created Date and Comment. A "New" button is visible.

Buttons for "Award" and "Resubmit" are located at the bottom right of the interface.



# Editing a Tender

- After clicking the  button, amend tender details as needed
- Click on 'Save' to update changes



Home Projects Tenders Contracts Grants My Account FAQ User Guide

### Tender Details

Tender Process  
Open

\* Name  
[Redacted]

\* Value  
\$1,000,000.00

\* Project Type  
Goods & Services

MPSG Requirement, %  
10

\* Number  
[Redacted]


Primary Contact  
[Redacted]

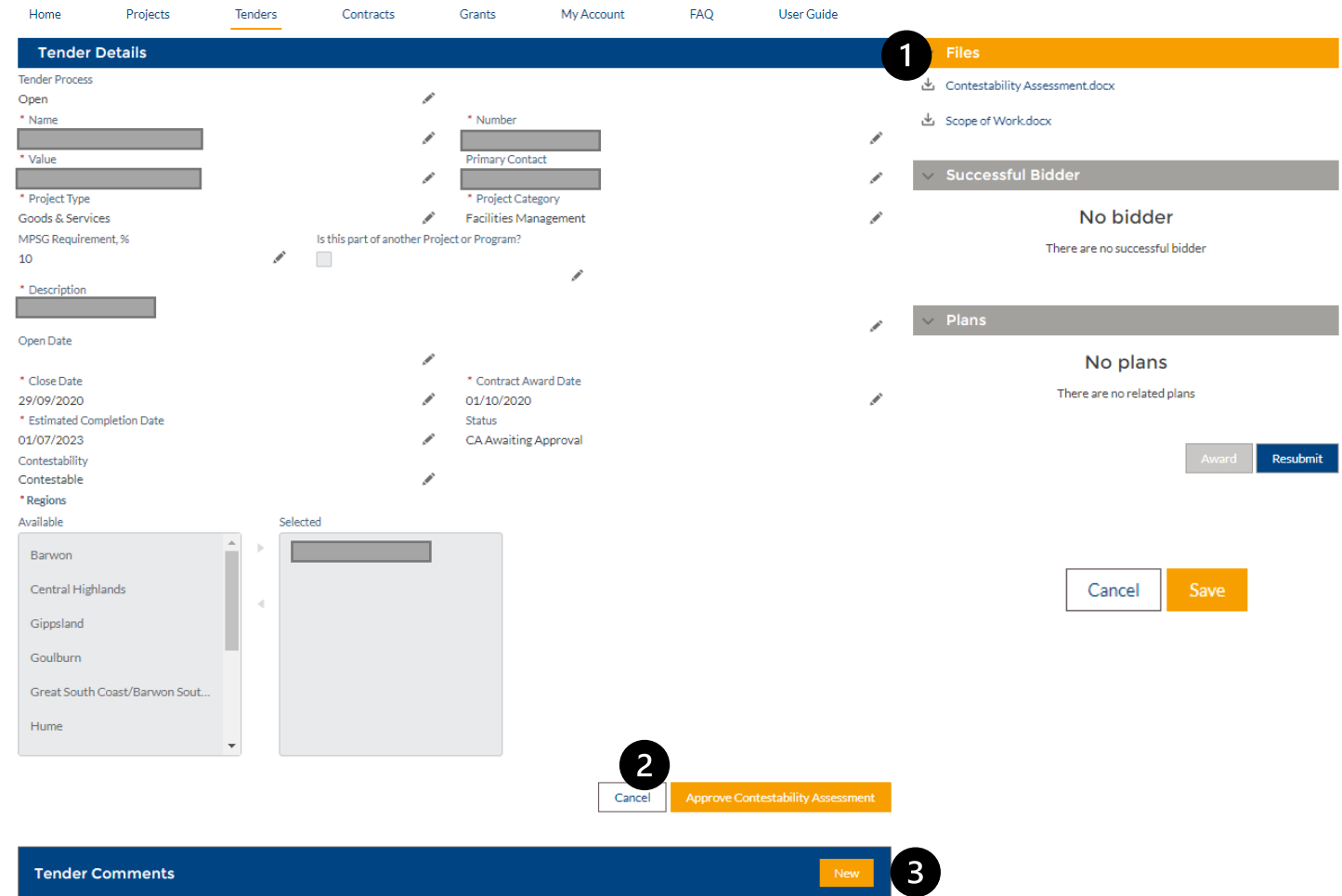
\* Project Category  
Facilities Management

Is this part of another Project or Program?

Cancel Save

# Approving a Contestability Assessment

- 1 On receiving the Contestability Assessment Letter from ICN, letter will also show up in 'Files'
- 2 Click on tender details  to review C.A. and approve
- 3 If there is any issue, communicate with ICN via email: [policyadmin@icnvic.org.au](mailto:policyadmin@icnvic.org.au) or by clicking on the 'New' button on 'Tender Comments' section to raise an enquiry



The screenshot shows the 'Tender Details' page in the ICN system. The page is divided into several sections:

- Files:** Located at the top right, it contains two files: 'Contestability Assessment.docx' and 'Scope of Work.docx'. A circled '1' points to this section.
- Tender Details:** The main content area, divided into two columns. The left column includes fields for Name, Value, Project Type, Goods & Services, MSPG Requirement, Description, Open Date, Close Date, Estimated Completion Date, Contestability, and Regions. The right column includes Number, Primary Contact, Project Category, Facilities Management, and Contract Award Date. A checkbox 'Is this part of another Project or Program?' is also present. A circled '2' points to the 'Description' field.
- Successful Bidder:** A section indicating 'No bidder' with the text 'There are no successful bidder'.
- Plans:** A section indicating 'No plans' with the text 'There are no related plans'.
- Buttons:** At the bottom right, there are 'Award' and 'Resubmit' buttons. Below them are 'Cancel' and 'Save' buttons. A circled '2' points to the 'Approve Contestability Assessment' button.
- Tender Comments:** At the bottom, there is a 'Tender Comments' section with a 'New' button. A circled '3' points to this button.

# Requesting for Plan Resubmission & Awarding

Home Projects **Tenders** Contracts Grants My Account FAQ User Guide

### Tender Details

Tender Process ⓘ  
Open ⓘ

\* Name ⓘ

\* Value ⓘ

\* Project Type ⓘ

Goods & Services ⓘ

MPSG Requirement, % ⓘ  
10

\* Description ⓘ

Open Date ⓘ

\* Close Date ⓘ  
15/08/2020

\* Estimated Completion Date ⓘ  
01/09/2020

Contestability ⓘ  
Contestable

\* Regions ⓘ

\* Number ⓘ

Primary Contact ⓘ

\* Project Category ⓘ  
Medical equipment and consumables

Is this part of another Project or Program? ⓘ

\* Contract Award Date ⓘ  
31/08/2020

Status ⓘ  
Evaluation Complete

### Files

Contestability Assessment.docx

Statement of Works.docx

### Successful Bidder

No bidder

There are no successful bidder

### Plans

Bidder	Risk Level	Date Submitted
		23/07/2020
		23/07/2020
		23/07/2020

2 Award
 Resubmit
1

Click  button to enter the edit tender page, then:

- 1 Click on the 'Resubmit' button to choose and authorise an LIDP for resubmission; OR
- 2 Click on the 'Award' button to record the successful bidder. This step is critical before project reporting can commence on VMC (refer to next page for details)

# Recording the Successful Bidder

- After clicking the 'Award' button, the 'Award' window will pop up

1 Choose the successful bidder by ticking corresponding checkbox

2 Respond to all four questions

3 'Save' button will be clickable after above steps; click 'Save' to record the successful bidder or 'Cancel' to leave this window

Award

Bidder Name	Date Submitted	Risk Level	Award
[Redacted]	[Redacted]	[Redacted]	1 <input type="checkbox"/>
[Redacted]	[Redacted]	[Redacted]	<input type="checkbox"/>
[Redacted]	[Redacted]	[Redacted]	<input type="checkbox"/>

2

\* Was the LfJ criteria included in the Request for Tender documents?


\* Were ICN Acknowledgement Letters and corresponding LIDPs submitted by all bidders?

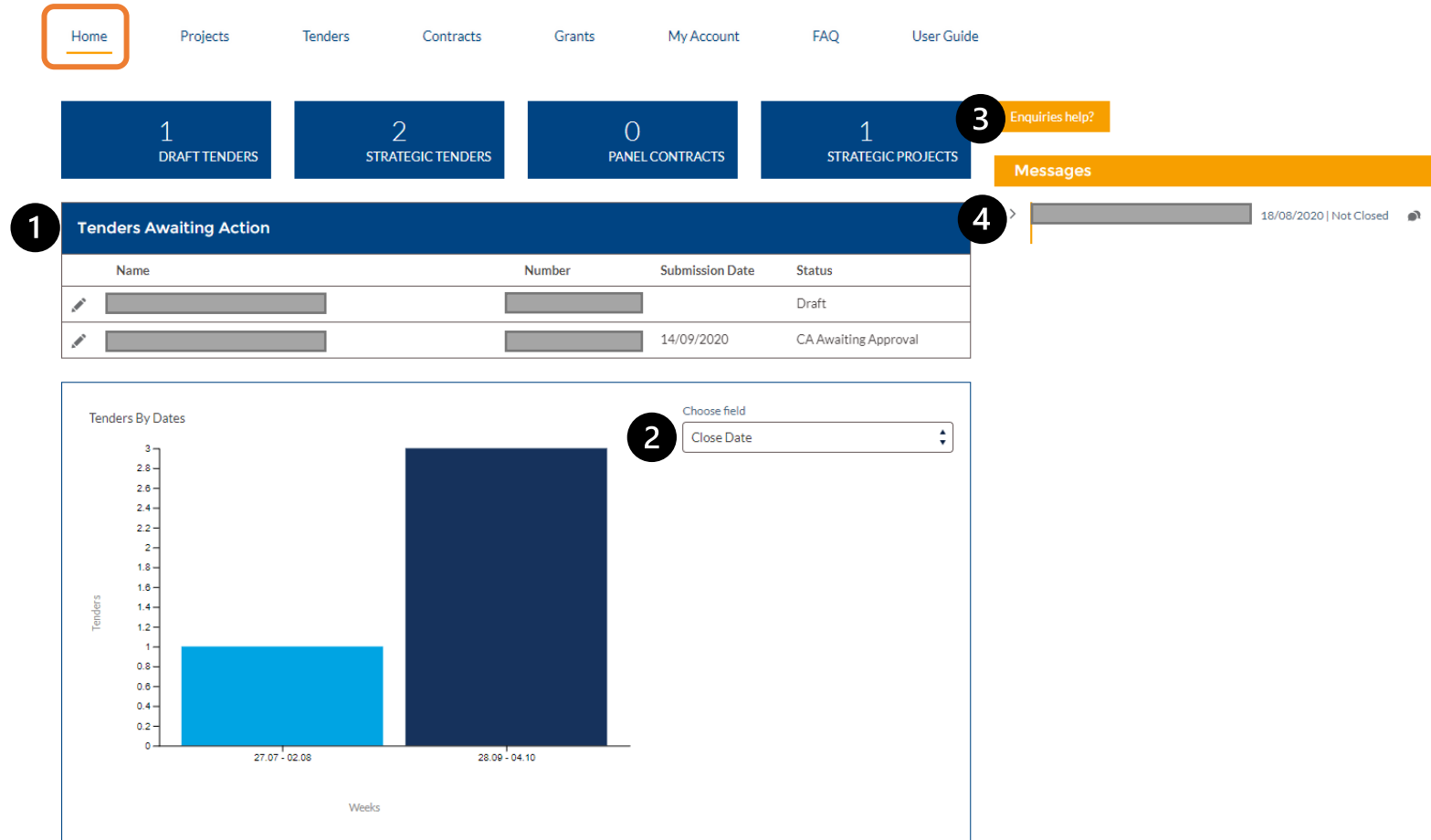
\* Did you apply the 10% weighting for industry development to the tender evaluation process?

\* Did you apply the 10% weighting for job outcomes to the tender evaluation process?

3

# Viewing Dashboard on Homepage

- 1 Tenders awaiting action
  - ‘Draft’ tenders awaiting registration
  - Tenders awaiting C.A. approval
- 2 Use the ‘Date’ filters to view tenders by key dates: close date, contract award date, submission date etc.
- 3 ‘Enquiries help?’ button to request for assistance
- 4 ICN’s responses to enquiries appear in ‘Messages’; please respond with  button



The screenshot shows the ICN dashboard homepage. At the top, there is a navigation menu with 'Home' highlighted. Below the menu are four summary cards: '1 DRAFT TENDERS', '2 STRATEGIC TENDERS', '0 PANEL CONTRACTS', and '1 STRATEGIC PROJECTS'. To the right of these cards is an 'Enquiries help?' button. Below the summary cards is a 'Tenders Awaiting Action' section, which contains a table with two rows of tender data. To the right of this section is a 'Messages' notification bar showing a message from 18/08/2020. Below the table is a 'Tenders By Dates' bar chart with a dropdown menu set to 'Close Date'. The chart shows two bars: one for the period 27.07 - 02.08 with a value of 1, and another for 28.09 - 04.10 with a value of 3.

Name	Number	Submission Date	Status
[Redacted]	[Redacted]		Draft
[Redacted]	[Redacted]	14/09/2020	CA Awaiting Approval

Weeks	Tenders
27.07 - 02.08	1
28.09 - 04.10	3

# VMC Reporting



For VMC Reporting, please click on 'User Guide' from top menu and refer to 'VMC Reporting User Guide for Agencies'

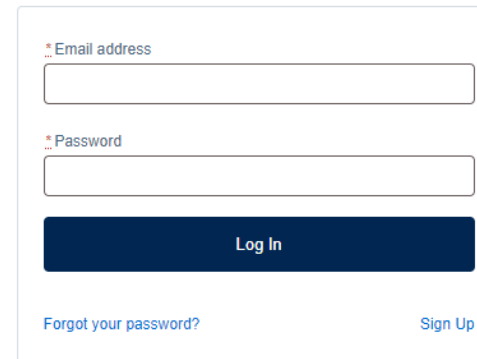
# Agency Support

## VMC

<https://icnvic.force.com/>

Log a support ticket

Refer to FAQs



A login form with two input fields: "Email address" and "Password". Below the fields is a dark blue "Log In" button. At the bottom left is a link "Forgot your password?" and at the bottom right is a link "Sign Up".

## Email or Call

✉ [PolicyAdmin@icnvic.org.au](mailto:PolicyAdmin@icnvic.org.au)

☎ 03 9864 6700 (Option 2 “LIDP” then Option 2 “Agency”)

# Appx. 1 – Glossary of Terms

Term	Definition
<b>Local Job First Policy (LJF)</b>	The Local Jobs First Policy is comprised of the Victorian Industry Participation Policy and the Major Projects Skills Guarantee
<b>Major Projects Skills Guarantee (MPSG)</b>	MPSG is a policy that provides job opportunities for apprentices, trainees and cadets on high value construction and infrastructure projects
<b>Local Content</b>	Local content means goods that are produced, or services supplied or construction activities carried out by local industry
<b>Employment</b>	Refers to the number of actual new or retained jobs to be created in Australia and New Zealand as a result of the contract
<b>Social Procurement Framework (SPF)</b>	Whole of Victorian Government' policy that applies to the procurement of all goods, services and construction undertaken by, or on behalf of, departments and agencies subject to the Standing Directions 2018 under the Financial Management Act 1994
<b>Social Procurement</b>	Social procurement is when organisations use their buying power to generate social value above and beyond the value of the goods, services, or construction being procured
<b>Victorian Management Centre (VMC)</b>	VMC is the LJF Tendering and joint LJF/SPF Reporting platform. Agencies register LJF applicable tenders and create LJF/SPF reporting contracts. Awarded suppliers report achievements against social, sustainable and local commitments



# Appx. 2 – Tender Status & Explanations

Term	Definition
<b>Draft</b>	Tender in draft, not submitted for ICN’s review
<b>Submitted</b>	New tender has been submitted successfully and is available for ICN's review
<b>CA on hold: Awaiting Information</b>	ICN requires additional information/advice before commencing with the assessment
<b>In Assessment</b>	ICN is completing the Contestability Assessment
<b>CA Awaiting Approval</b>	Assessment has been completed and uploaded to VMC for the Agency review and approval
<b>Tender Active</b>	Active and Open for LIDP submissions
<b>In Evaluation</b>	Tender closed and ICN is completing the Risk Evaluation (if LIDPs have been submitted)
<b>Evaluation Complete</b>	Risk Evaluation has been completed and uploaded to VMC
<b>In Progress</b>	Contract awarded successfully and in delivery stage