

Zycus Supplier Engagement - Frequently Asked Questions

Summary

This document provides responses to frequently asked questions in relation to supplier engagement with Seqwater.

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1. Getting Started

Seqwater engages suppliers through structured procurement processes in line with the Queensland Procurement Policy and Seqwater procurement policies. Suppliers can register with Seqwater through the Zycus Supplier Network (ZSN), which is the primary platform for supplier interaction.

Please note: Supplier engagement methods vary depending on the procurement requirements. Not all opportunities are publicly advertised. Seqwater also utilises various arrangements within buying categories managed by Queensland Government and further information on supplying to those is available [here](#).

1.1. Does Seqwater need my product or service?

Seqwater identifies procurement requirements through internal planning processes aligned to business needs and priorities. Procurement activities may be conducted using a range of approaches, including:

- Open market approaches
- Limited or invited supplier processes
- Existing Seqwater contracts or arrangements
- Utilising Queensland Government arrangements

Seqwater publishes future procurement opportunities on the [Queensland Government Forward Procurement Pipeline](#).

Unsolicited supplier approaches are not used as a basis for procurement decisions.

Please Note: Registration in ZSN does not guarantee participation in procurement activities.

1.2. How do I register

The [Zycus Supplier Network portal \(ZSN\)](#) is the primary interface to interact with Seqwater for all source to contract activities. Registering on the ZSN portal is the first step toward exploring opportunities. Whether you're offering goods, services, or specialised expertise, we welcome your interest and invite you to register and become part of our network. If you already have a ZSN account, use the same link to login and register your interest with Seqwater.

In particular we are keen to engage with:

- Small and family businesses, and medium enterprises,

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- Suppliers operating near our assets and sites, creating regional and community benefits’,
- Aboriginal and Torres Strait Islander businesses, and
- Social enterprises.

You can visit <https://www.seqwater.com.au/supplier-information> for further information on registered and working with Seqwater.

1.3. I have registered in ZSN. What happens next?

Registration is an important first step in making your organisation visible to Seqwater and confirming your interest in supplying goods or services to us. It also allows you to maintain current company details, contacts, capability information, certifications and supporting documentation in one central platform.

As Seqwater refreshes and updates its various supply arrangements, sourcing activities and procurement mechanisms, notices may be issued to suppliers already registered in Zycus. Keeping your profile current helps ensure your organisation can be identified and contacted where relevant opportunities arise.

We encourage you to:

- keep your company profile and contact details up to date
- maintain current capability statements and supporting documents
- ensure relevant categories, services and locations are accurately recorded
- monitor any notifications or sourcing invitations issued through Zycus.

No further action is required unless your details need updating.

Please Note: Registration does not automatically guarantee access to supply opportunities or future work with Seqwater.

1.4. How can I update my details?

You can visit our Supplier Information page at <https://www.seqwater.com.au/supplier-information> and toggle to the heading “New Supplier Registration and Onboarding”. Here, you will find the [Seqwater User Guide – Navigation Guide for Suppliers](#) which includes guidance on how to do this.

2. Opportunities

2.1. How will I know when opportunities are available?

Where procurement activities are conducted through an open market approach, opportunities may be advertised via QTenders or Zycus sourcing events. However, not all procurement activities are publicly advertised.

In addition to ZSN, we encourage registering in the Queensland Government Supplier Portal for visibility of Queensland Government opportunities.

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Further, we regularly present upcoming projects to the market and publish future opportunities through the Queensland Government Forward Procurement Pipeline.

Suppliers may also be invited to participate in sourcing activities or be engaged through established Seqwater or Queensland Government panels or arrangements.

Please note: Maintaining an active and accurate ZSN and [Queensland Government Supplier Portal](#) profiles improves visibility for relevant opportunities.

2.2. Why are some opportunities not publicly available?

Not all procurement opportunities are released through an open market process.

Depending on the nature, value, risk and procurement strategy, Seqwater may engage suppliers through:

- open market approaches advertised through the Queensland Procurement Solution or QTenders
- invited or selective sourcing activities
- existing Seqwater contracts and arrangements
- Queensland Government supply arrangements and panels
- low value and low risk procurement activities managed directly by business areas.

The procurement approach used is determined by the relevant procurement requirements, market conditions, value for money considerations and applicable procurement obligations.

Please Note: Not being publicly advertised does not indicate a preference for a particular supplier. Procurement methods are selected based on the approved procurement approach and applicable requirements.

2.3. I want to supply to a specific project or team

Seqwater does not generally facilitate direct supplier approaches to specific projects, teams or individuals for the purpose of seeking procurement opportunities. Supplier engagement pathways are determined by the applicable procurement, contract or operational process.

Please note: Engagement is determined by the approved procurement approach and not by supplier requests. Direct contact with business areas regarding procurement opportunities is not supported.

2.4. Can I contact a Seqwater team member directly?

Supplier engagement is managed through formal procurement processes. Suppliers seeking procurement opportunities outside any current procurement process they are involved in should use the established supplier engagement and procurement pathways rather than contacting individual Seqwater teams or employees directly.

Please Note: Direct contact with business areas regarding procurement opportunities is not supported.

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2.5. What if I am a participant in a sourcing activity?

If you are in the process of providing a response to a request from Seqwater, and you have any queries or require clarification, you can contact the Seqwater stakeholder undertaking the activity directly. Their details will be on the request sent inviting you to respond.

2.6. How does Seqwater support Aboriginal and Torres Strait Islander Businesses?

Seqwater supports diverse suppliers, including Aboriginal and Torres Strait Islander businesses, in line with Queensland Government procurement objectives. Opportunities to engage these suppliers may be considered during procurement planning, market analysis and supplier selection activities.

Suppliers should ensure their business details and capability information are current in ZSN.

We also encourage diverse businesses to consider exploring opportunities to supply to Queensland Government as Seqwater uses a number of these arrangements to meet its supply needs. This includes registering on the [Queensland Government Supplier Portal](#).

2.7. I am a small business and only want to register for a specific project or to provide a specific service or product

Suppliers can register interest in working with Seqwater by creating a profile in ZSN. We encourage you to keep the profile current. Suppliers may be invited to participate where their capability aligns with requirements.

Procurement is undertaken based on approved strategies or requirements, and opportunities may be open to the market, limited to selected suppliers, or delivered through existing arrangements.

2.8. Local content and community engagement

In support of the Queensland Government's objectives, Seqwater emphasises local industry participation and transparency. We engage Suppliers in community-related communication when appropriate: e.g., if a Supplier is undertaking work that affects the public (like construction in a community), Seqwater may involve them in community information sessions or co-ordinate public messaging. All public communications involving Suppliers are managed through any relevant project team or through Seqwater's Communication and Engagement team. Seqwater also has a commitment to engage local suppliers where appropriate and practical. This is reflected within approved procurement strategies and transactional procurement activities on a case-by-case basis.

3. Innovation

3.1. How can I present an innovative idea or solution to Seqwater?

Seqwater recognises the value of innovation and emerging market solutions. Suppliers with innovative products, services or approaches that may assist Seqwater to achieve operational, environmental, safety or business outcomes may contact Seqwater through commercialservices@seqwater.com.au.

While unsolicited approaches do not form part of a procurement process and are not used as a basis for procurement decisions, Seqwater may consider innovative ideas as part of future planning, market analysis,

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research activities or procurement development. Suppliers should provide clear information regarding the problem being solved, the proposed solution, benefits, implementation requirements and relevant case studies where available.

Please note: Submission of an innovative idea does not create any commitment for Seqwater to purchase goods or services or commence a procurement activity.

3.2. Does Seqwater consider new technologies or market solutions?

Yes.

Seqwater recognises that emerging technologies, innovative products and alternative service delivery approaches may assist in improving operational, environmental, safety and business outcomes.

Where appropriate, Seqwater may consider new technologies and market solutions during planning activities, market analysis, supplier engagement and procurement development.

Suppliers interested in presenting innovative solutions should refer to "How can I present an innovative idea or solution to Seqwater?"

Please Note: Consideration of a technology or solution does not create an obligation for Seqwater to undertake a procurement activity or purchase goods or services.

4. Procurement Process

4.1. How are sourcing activities managed?

Generally, invitations to participate in sourcing events are issued through ZSN, allowing suppliers to respond directly to requests and receive notifications about outcomes. Open tendering activities are advertised on the [Queensland Procurement Solution](#).

Routine or transactional procurement activities are managed by individual Seqwater teams rather than through ZSN.

Please note: For procurement activities not advertised on the [Queensland Procurement Solution](#) website only invited suppliers can access and respond to specific sourcing events.

4.2. How will I know if my submission has been successful or unsuccessful?

Suppliers participating in a sourcing activity will be notified of the outcome through the relevant platform.

Publication of awarded contracts occurs in accordance with Queensland Government contract reporting requirements, available at the [Queensland Contracts Directory – Awarded Contracts](#).

For routine or transactional procurement activities, the relevant Seqwater team will advise directly.

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4.3. Can I receive feedback on an unsuccessful submission?

Suppliers who participate in formal sourcing activities may be offered feedback in accordance with the procurement process undertaken and applicable probity requirements.

All suppliers can request feedback after a sourcing activity has been concluded.

4.4. I'm a subcontractor. Can I contact the head contractor after award?

Publication of awarded contract occurs in accordance with Queensland Government contract reporting requirements, available on the [Queensland Government Contracts Directory – Awarded Contracts](#).

Seqwater does not coordinate subcontracting relationships and Suppliers may contact head contractors directly where details are available.

4.5. What contract templates do you use?

For contracting with Seqwater, we are required under the Queensland Government Procurement Policy to utilise Queensland Government panel arrangements. For details of the existing and upcoming Queensland Government panels, as well as additional resources around supplying to the Queensland Government, refer [Queensland Government Arrangements Directory](#).

Where Queensland Government arrangements are not suitable for Seqwater's needs, we are required to utilise contractual terms and conditions established by Queensland Government for the relevant goods or services being procured.

For transactional (low value and low risk purchases), Seqwater's Purchase Order terms and conditions apply.

5. Support

For support, queries or assistance, please contact commercialservices@seqwater.com.au.

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