

City of Gold Coast Contractors Portal Overview

The City of Gold Coast through the Procurement Policy is committed to stimulating the local economy and proactively enabling local benefits through our Buy Local, Hire Local and Grow Local initiative.

To support this, contractors seeking to engage local sub-contractors or suppliers are provided with access to the Contractors Portal to identify locally sourced goods and services.

1. Contractors registration

The link for self-registration is as follows:

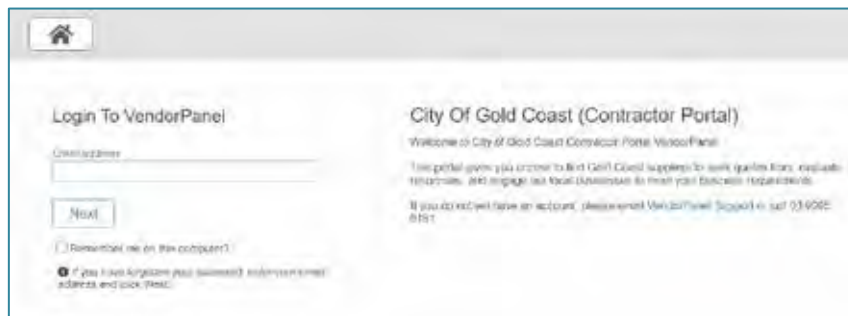
[VendorPanel Registration.](#)

If you have an existing supplier account in VendorPanel you need to ensure you have an alternative email address to the one used for that account. This is to ensure notifications received as a *Buyer* on the Contractors Portal are separate to those received as a *Supplier* in the Marketplace.

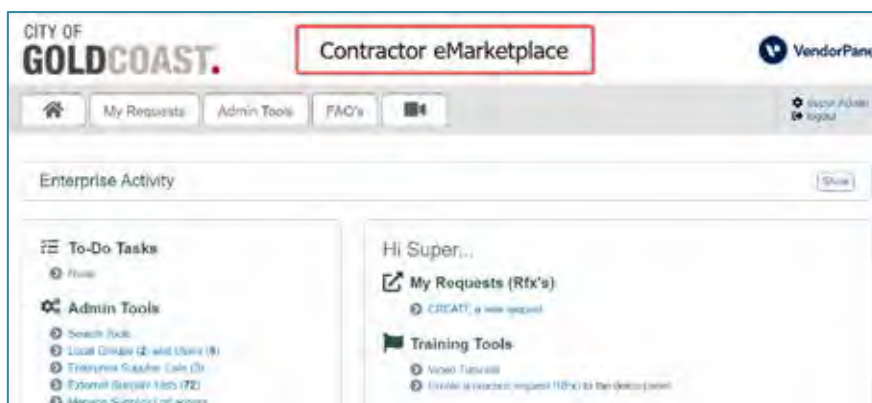
2. Access and homepage

Once registration is complete. The City of Gold Coast Contractors Portal can be accessed via the link:

<https://www.vendorpanel.com.au/cgcontractors>



The Contractors Portal view is different than when logged in as a *Supplier* and is distinguished by the 'Contractor eMarketplace' heading at the top of the homepage.



3. How the Contractors Portal is used

Roles	Responsibilities	Functions performed in the Contractors Portal
Contractors	Buyers seeking quotes for goods and/or services.	<ul style="list-style-type: none"> Source local sub-contractors or businesses by issuing requests for quotations to Suppliers in the Marketplace. Manage their requests through to completion - evaluate Supplier responses and finalise their requests for quotations
Sub-Contractors/ local businesses	Suppliers seeking to do business via the Marketplace.	<ul style="list-style-type: none"> Suppliers respond to requests for quotations issued by Buyers in the Marketplace. May secure work by responding to requests.

4. Identifying Local Suppliers

Local suppliers can be identified two ways in the Marketplace:

- identified using the 'Map' feature within the Request Wizard



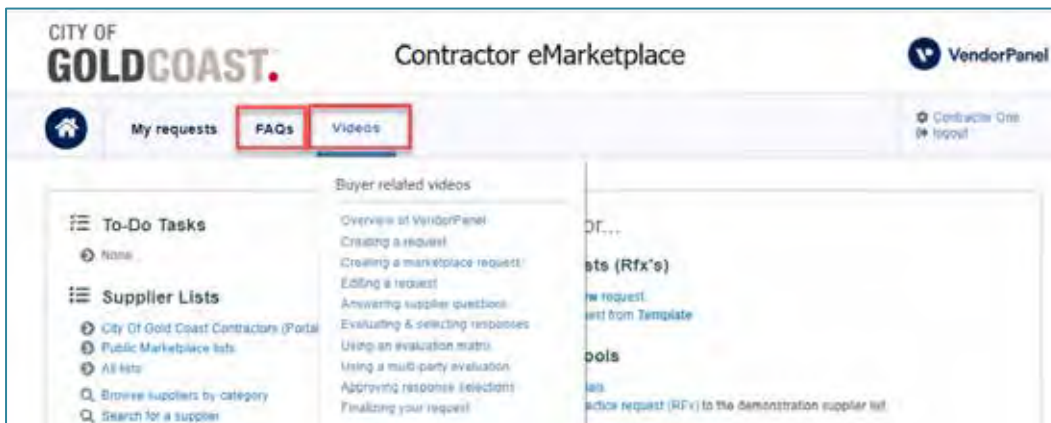
- identified by the teal Gold Coast Local Supplier tick of approval applied by the City of Gold Coast after verification of evidence of local business premises.



Nomination as a local supplier is through a self-registration process where evidence of Gold Coast business premises is required in support of the application. Further information can be located via the <http://goldcoast.qld.gov.au/emarketplace>.

5. How to access knowledge articles and support

Once logged in to the system, VendorPanel provides access to “how to videos”, FAQs” and “knowledge articles.



Useful knowledge articles:

- [Creating a Request or Tender](#)
- [Evaluating Responses and Recording Your Decision](#)
- [Monitoring Supplier Activity for a Request](#)
- [Viewing the Responses to Your Request or Tender](#)

To access all knowledge articles go to <https://vendorpanel.zendesk.com/hc/en-us>

Vendor Panel also provides technical support via:

1. Email support@vendorpanel.com.au
2. Telephone: 03 9095 6181
3. Live chat help function located in Vendor Panel: Help > Live Chat

