

Tender Guide

Optus Procurement System

November 2025

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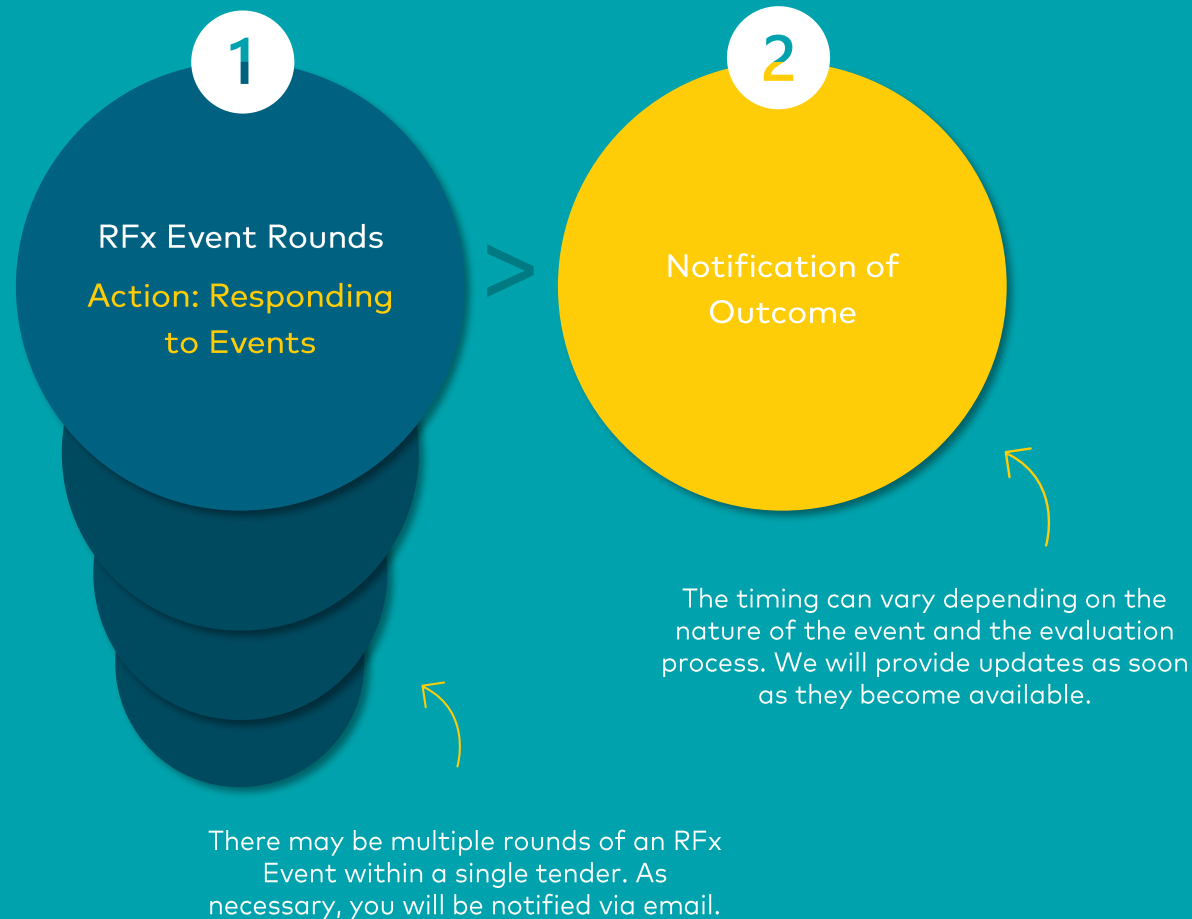
Introduction To This Guide

At Optus, we value our suppliers and consider them to be a key part of our operations. Our network of suppliers empowers us to deliver innovative products and services, ensuring Australians remain connected in today's digital landscape.



This pack contains **essential information** on RFX events – what to expect during the process and how to respond to an event.

RFx Process Overview



Before you begin, you would have received:

- An email invitation from the email address <no-reply@acubuy.singtel.com> to participate in an event

What's Required?

- Depending on the nature of the RFx event, suppliers may be required to provide specific attachments and responses as part of the proposal questionnaire. The questionnaire may include, but is not limited to topics such as:
 - Work Health & Safety
 - Sustainability
 - Information & Cyber Security
 - Statement of Compliance

Important: Please be mindful that all RFx events have a designated closing date and time, and responses must be submitted prior to expiry to be considered.



Responding to an RFx Event (Login)

1

2a

[CAUTION: External email] Do not click links or open attachments unless you recognize the sender and know the content is safe.

Please use the following code to connect to the application: 218731

This is an automatically generated e-mail, please do not reply

Click [here](#) to manage your notifications settings.

2b

2c

Instructions start here:

You would have received:

- An email invitation from the email address no-reply@acubuy.singtel.com to participate in an event. The email is addressed from Singtel Group Corporate Procurement.
- **For first time suppliers, an email will be sent to guide you in setting up your credentials.**

How To: Log into AcuBuy

- 1 Open an internet browser and go to the AcuBuy login page at <https://singtel-supplier.ivalua.app/page.aspx/en/usr/login/> OR click the link provided in your invitation email to access the site directly

- 2 Enter your AcuBuy Login and Password, then click "Login"

- 2a Open your company email and copy the 2FA (two-factor authentication) code

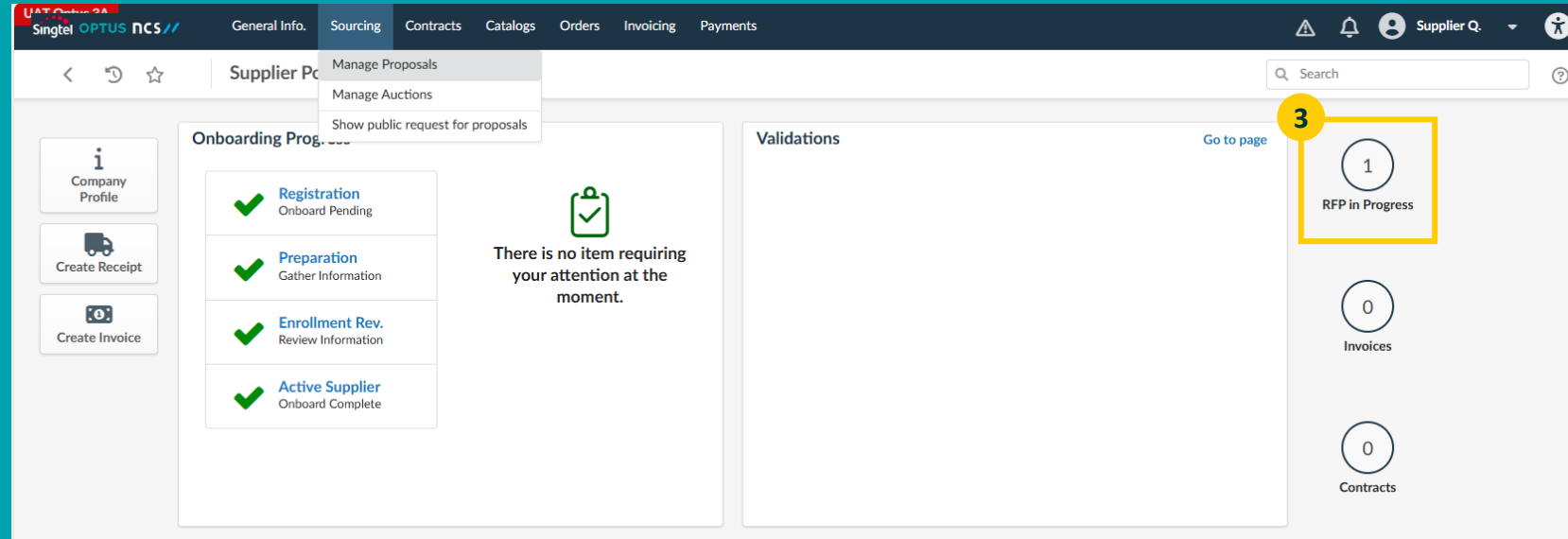
- 2b Return to the AcuBuy platform, paste the code into the Your verification code box, and click the 'Confirm code' button.

- 2c To proceed, review and accept the General Terms of Use by ticking the checkbox at the bottom of the page

Click on the "Acknowledge" button

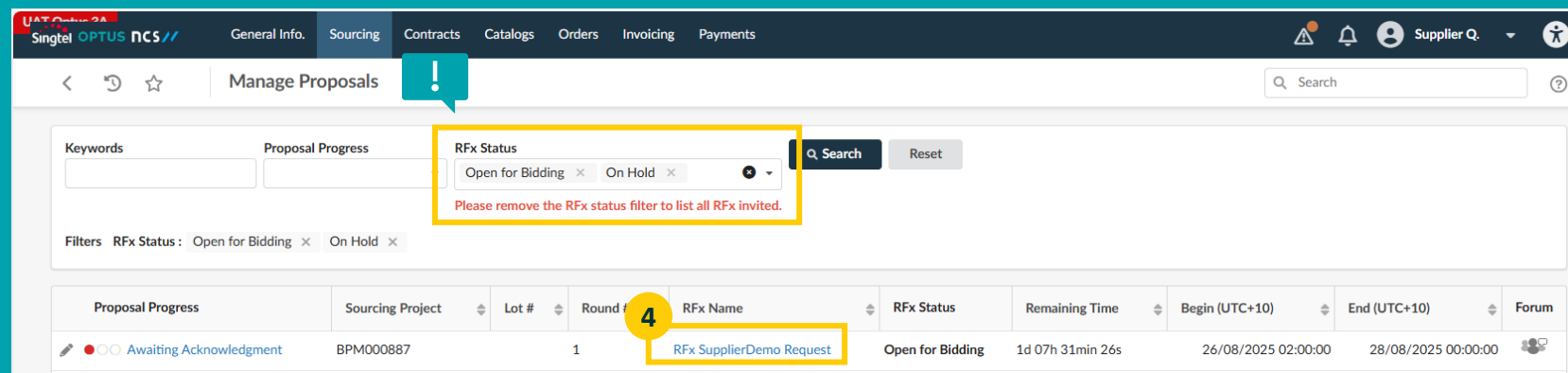
➡ Continue onto the next page

Responding to an RFx Event *(Find RFx)*



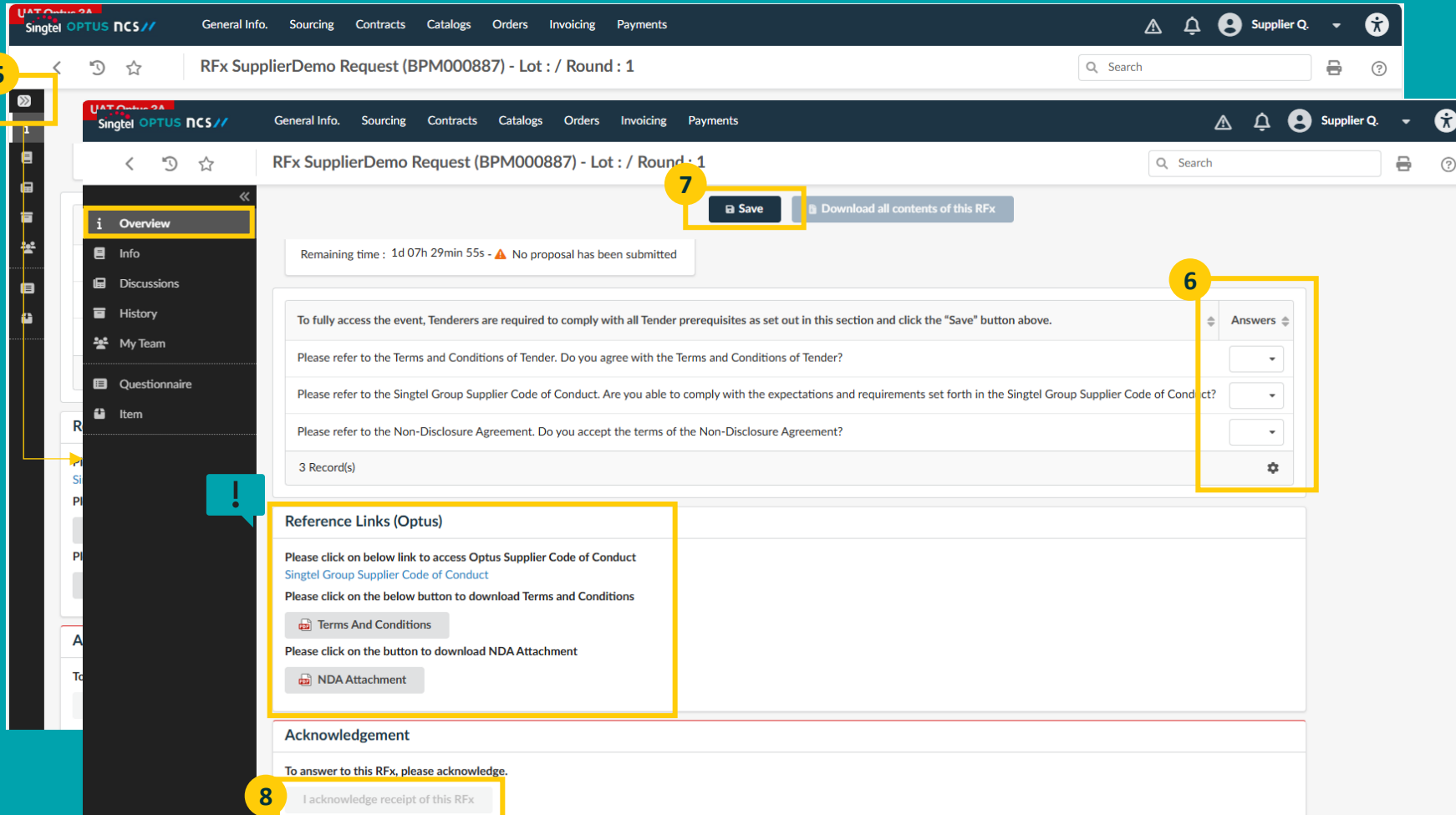
How to: Find an RFx Event

- 3 Click on "RFP in Progress"
- ! By default, search filters are applied. Remove them by clicking the 'x' to view all events, including closed or approved events
- 4 Click on the "RFx name" hyperlink to access the event



➔ Continue onto the next page

Responding to an RFx Event *(Access RFx)*



5

7

6

8

Overview

Info

Discussions

History

My Team

Questionnaire

Item

Save

Download all contents of this RFx

Remaining time : 1d 07h 29min 55s - No proposal has been submitted

To fully access the event, Tenderers are required to comply with all Tender prerequisites as set out in this section and click the "Save" button above.

Please refer to the Terms and Conditions of Tender. Do you agree with the Terms and Conditions of Tender?

Please refer to the Singtel Group Supplier Code of Conduct. Are you able to comply with the expectations and requirements set forth in the Singtel Group Supplier Code of Conduct?

Please refer to the Non-Disclosure Agreement. Do you accept the terms of the Non-Disclosure Agreement?

3 Record(s)

Answers

Reference Links (Optus)

Please click on below link to access Optus Supplier Code of Conduct

[Singtel Group Supplier Code of Conduct](#)

Please click on the below button to download Terms and Conditions

[Terms And Conditions](#)

Please click on the button to download NDA Attachment

[NDA Attachment](#)

Acknowledgement

To answer to this RFx, please acknowledge.

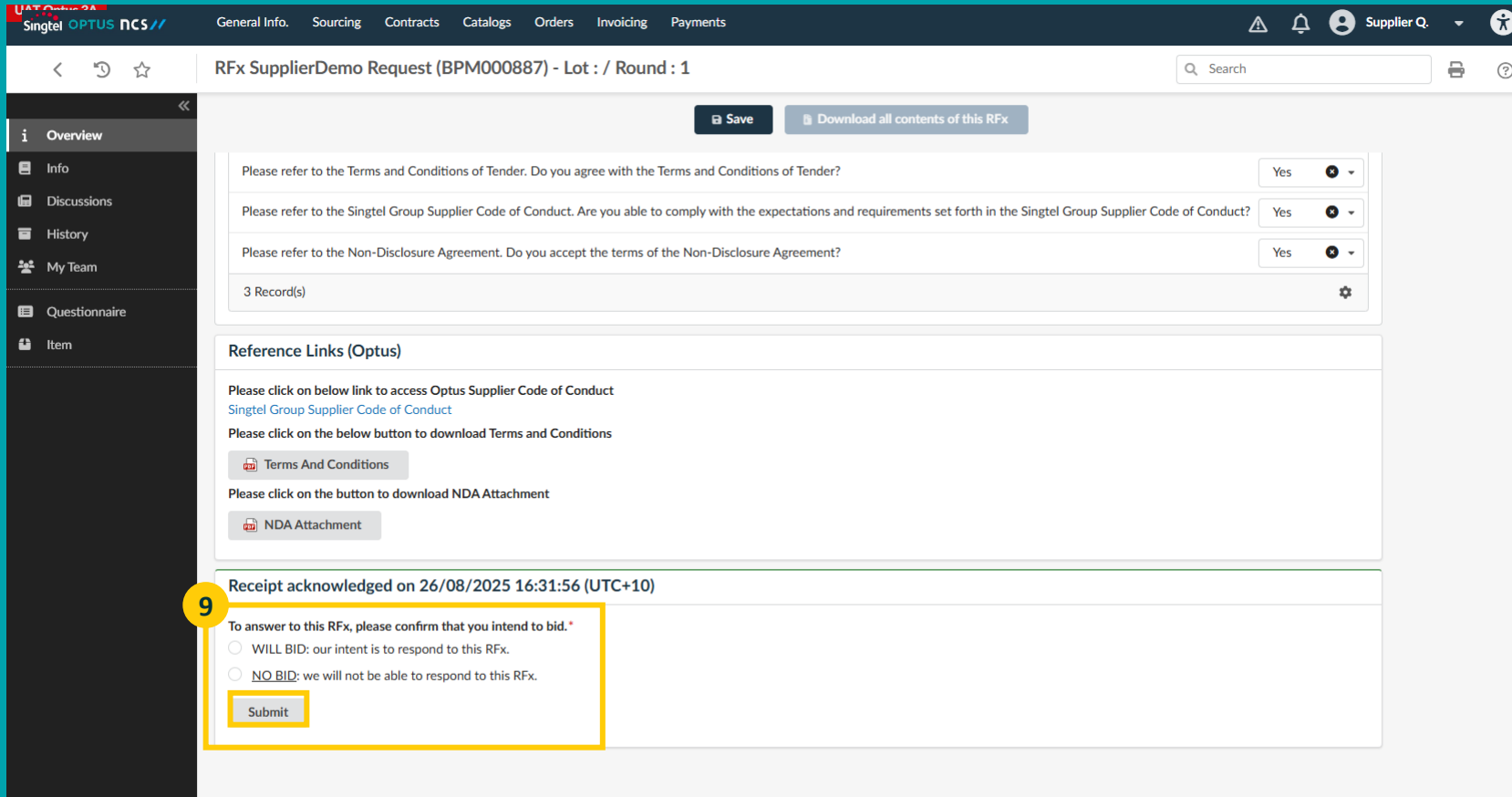
[I acknowledge receipt of this RFx](#)

How to: Access an Open RFx

- 5 On the left side of the screen, click '>>>' to expand the navigation bar
 - 6 In the 'Overview tab', review all pre-requisite questions and answer each by selecting a value from the drop-down menu (Yes/No)
 - 7 Click "Save" to proceed
 - 8 Click "I acknowledge receipt of this RFx" to proceed
- ! Please access and review the reference links as required

➔ Continue onto the next page

Responding to an RFx Event *(Acknowledge RFx)*



RFx SupplierDemo Request (BPM000887) - Lot : / Round : 1

Acknowledgement

Please refer to the Terms and Conditions of Tender. Do you agree with the Terms and Conditions of Tender? Yes ☒

Please refer to the Singtel Group Supplier Code of Conduct. Are you able to comply with the expectations and requirements set forth in the Singtel Group Supplier Code of Conduct? Yes ☒

Please refer to the Non-Disclosure Agreement. Do you accept the terms of the Non-Disclosure Agreement? Yes ☒

3 Record(s)

Reference Links (Optus)

Please click on below link to access Optus Supplier Code of Conduct
[Singtel Group Supplier Code of Conduct](#)

Please click on the below button to download Terms and Conditions
[Terms And Conditions](#)

Please click on the button to download NDA Attachment
[NDA Attachment](#)

Receipt acknowledged on 26/08/2025 16:31:56 (UTC+10)

To answer to this RFx, please confirm that you intend to bid. *

☐ WILL BID: our intent is to respond to this RFx.

☐ NO BID: we will not be able to respond to this RFx.

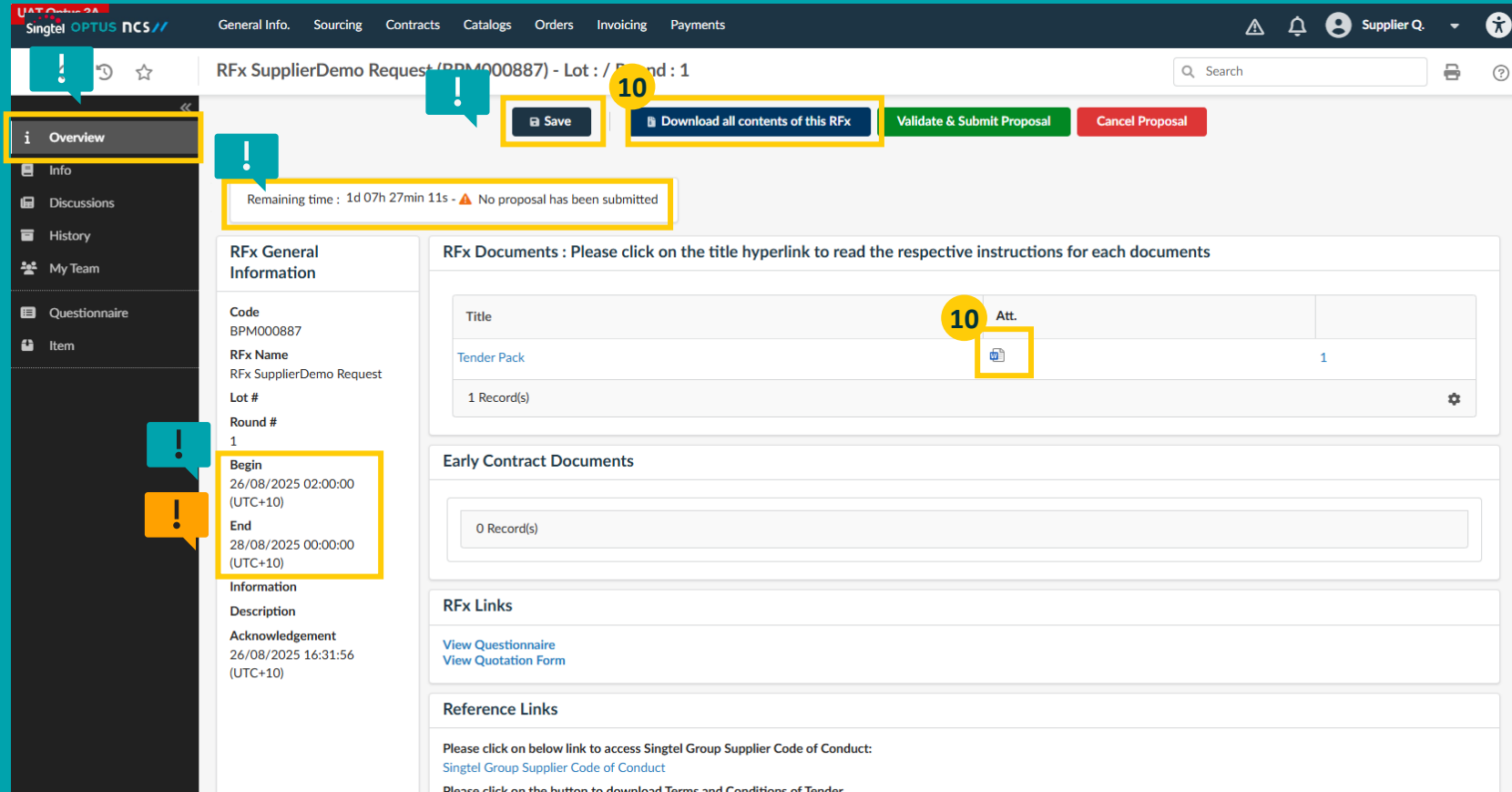
[Submit](#)

How to: Respond to Intention of Bid

- After clicking the acknowledgement, confirm your intention to bid by selecting one of the two available options, then click 'Submit' to proceed

➔ Continue onto the next page

Responding to an RFx Event *(Download RFx documents)*



RFx Supplier Demo Request (BPM000887) - Lot : / Round : 1

Overview

RFx General Information

Code: BPM000887
 RFx Name: RFx Supplier Demo Request
 Lot #: 1
 Round #: 1
 Begin: 26/08/2025 02:00:00 (UTC+10)
 End: 28/08/2025 00:00:00 (UTC+10)
 Information
 Description
 Acknowledgement: 26/08/2025 16:31:56 (UTC+10)

RFx Documents : Please click on the title hyperlink to read the respective instructions for each documents

Title	Att.
Tender Pack	1

1 Record(s)

Early Contract Documents

0 Record(s)

RFx Links

[View Questionnaire](#)
[View Quotation Form](#)

Reference Links

Please click on below link to access Singtel Group Supplier Code of Conduct:
[Singtel Group Supplier Code of Conduct](#)
 Please click on the button to download Terms and Conditions of Tender

How to: Prepare Proposal

An intention to bid will create a new proposal. Please ensure all mandatory sections are completed prior to submission.

Click "Save" regularly while navigating between different tabs to ensure your progress is captured.

In the "Overview" tab, you will find RFx document(s) provided by the Optus Team, along with the General Information.

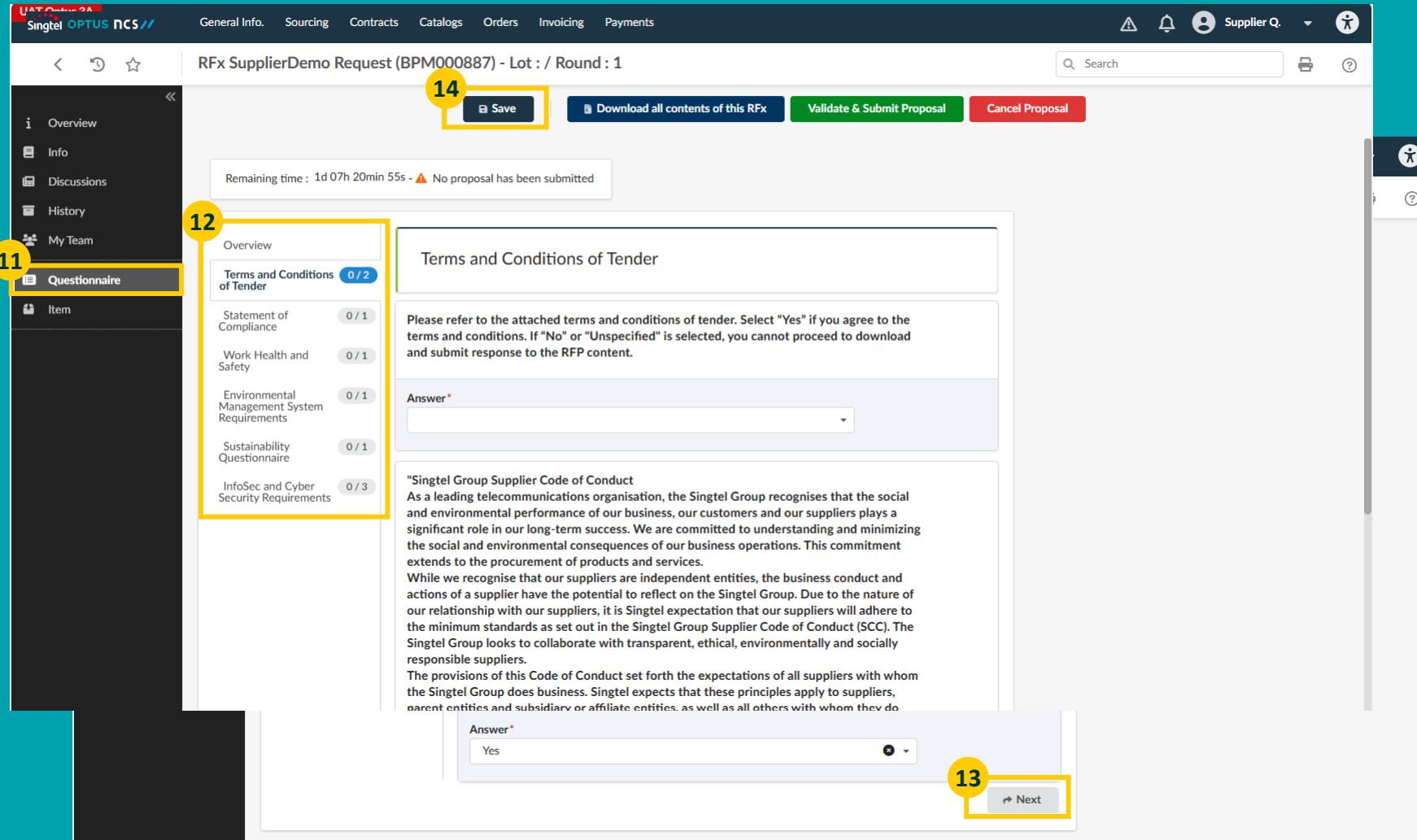
Important: Please be mindful of the time stamps, particularly the "End" of the round. After the round ends, you will no longer be able to amend or create a proposal.

Important: Please be mindful of the time zone.

Click on the "Download all contents of this RFx" to download all documents or click on the document title hyperlink to download individual documents. Please review all downloaded document(s) carefully.

➔ Continue onto the next page

Responding to an RFx Event *(Complete Questionnaire)*



Remaining time : 1d 07h 20min 55s - ⚠ No proposal has been submitted

Overview

- Terms and Conditions of Tender 0 / 2
- Statement of Compliance 0 / 1
- Work Health and Safety 0 / 1
- Environmental Management System Requirements 0 / 1
- Sustainability Questionnaire 0 / 1
- InfoSec and Cyber Security Requirements 0 / 3

Terms and Conditions of Tender

Please refer to the attached terms and conditions of tender. Select "Yes" if you agree to the terms and conditions. If "No" or "Unspecified" is selected, you cannot proceed to download and submit response to the RFP content.

Answer*

"Singtel Group Supplier Code of Conduct

As a leading telecommunications organisation, the Singtel Group recognises that the social and environmental performance of our business, our customers and our suppliers plays a significant role in our long-term success. We are committed to understanding and minimizing the social and environmental consequences of our business operations. This commitment extends to the procurement of products and services.

While we recognise that our suppliers are independent entities, the business conduct and actions of a supplier have the potential to reflect on the Singtel Group. Due to the nature of our relationship with our suppliers, it is Singtel expectation that our suppliers will adhere to the minimum standards as set out in the Singtel Group Supplier Code of Conduct (SCC). The Singtel Group looks to collaborate with transparent, ethical, environmentally and socially responsible suppliers.

The provisions of this Code of Conduct set forth the expectations of all suppliers with whom the Singtel Group does business. Singtel expects that these principles apply to suppliers, parent entities and subsidiary or affiliate entities, as well as all others with whom they do

Answer*

Yes

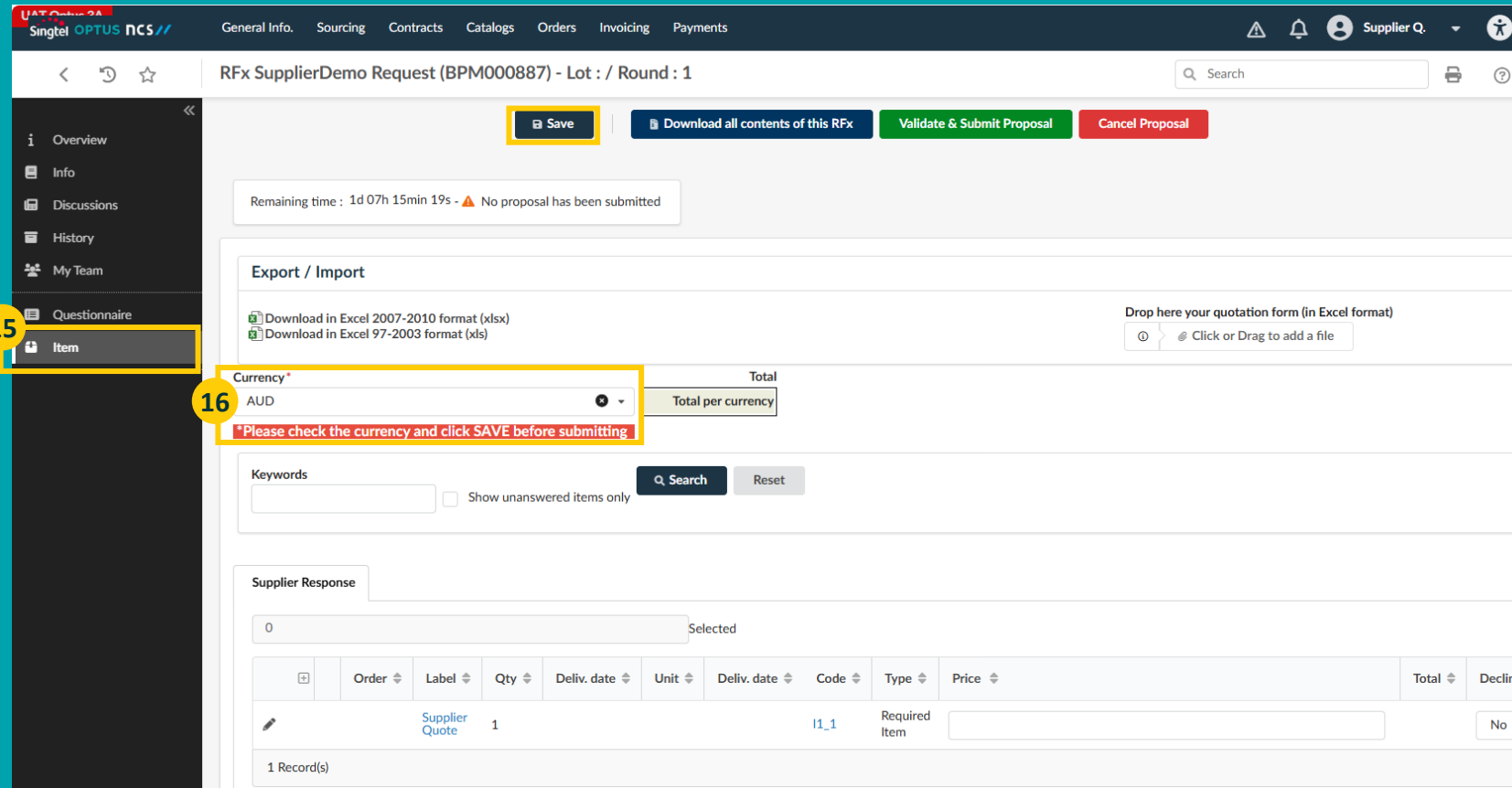
Next

How to: Prepare Proposal

- 11 Click on the "Questionnaire" tab
- 12 Depending on the nature of the request, different types of responses may be required, such as free-text answers or attachments. All mandatory questions are indicated with a red "**".
- 13 Please complete the questionnaire. Move between questions by clicking the "Next" button at the bottom of each question or by selecting the next question directly under the "Overview".
- 14 Important: Ensure you click "Save" before proceeding to capture your responses

➔ Continue onto the next page

Responding to an RFx Event *(Amend Bidding Currency)*



Remaining time : 1d 07h 15min 19s - ⚠ No proposal has been submitted

Export / Import

Download in Excel 2007-2010 format (xlsx)
Download in Excel 97-2003 format (xls)

Drop here your quotation form (in Excel format)
Click or Drag to add a file

Currency *
AUD

Total
Total per currency

***Please check the currency and click SAVE before submitting**

Keywords
Search Reset

Supplier Response
0 Selected

Order	Label	Qty	Deliv. date	Unit	Deliv. date	Code	Type	Price	Total	Decline
1	Supplier Quote	1				11_1	Required Item			No

1 Record(s)

How to: Prepare Proposal

15 Click on the "Item" tab

Currency

16 **Important:** Please verify the currency of the bid. By default, it is set at "AUD"

To change the currency:

- Click on the dropdown to select the desired currency
- **Important:** Click on "Save" to capture this change

➡ Continue onto the next page

Responding to an RFx Event *(Upload Quote Documents)*

How to: Prepare Proposal

Bid/Proposal

17 You are required to provide a response in the Supplier Response section

As needed:

17a Enter a single quote in the "Price" free text box or leave it empty if lump sum price is not required.

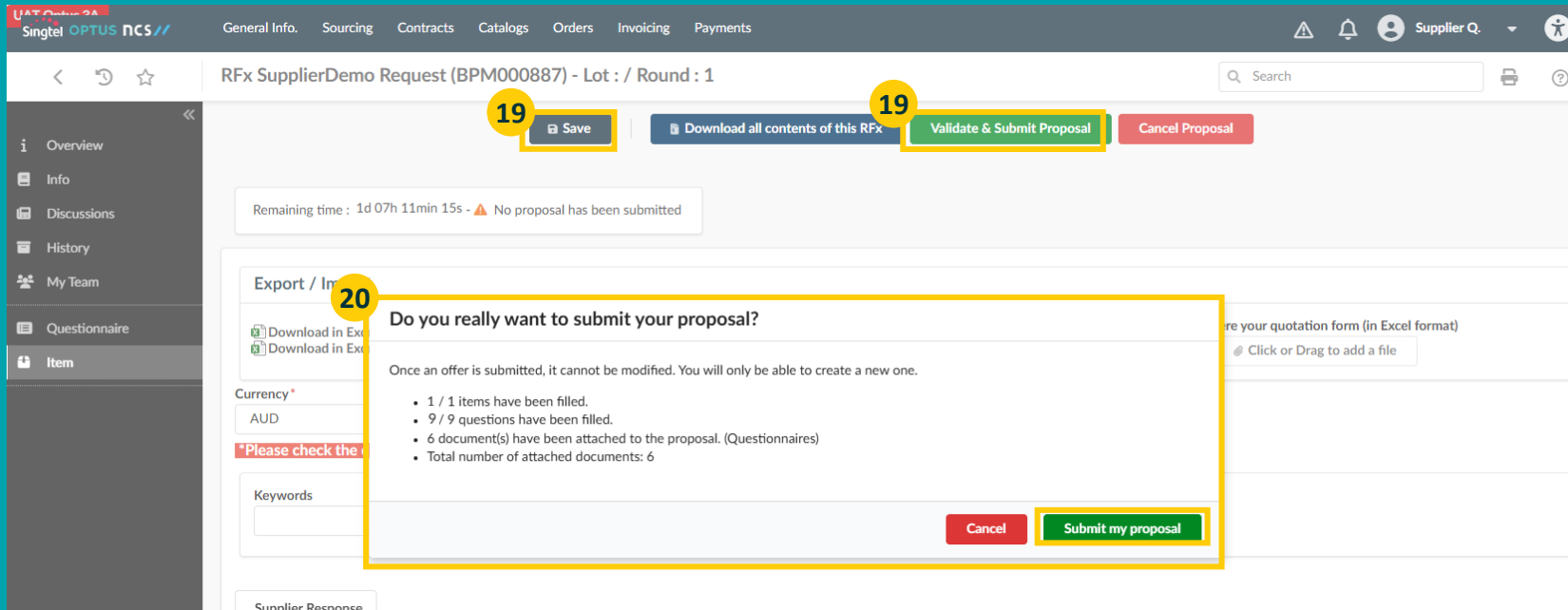
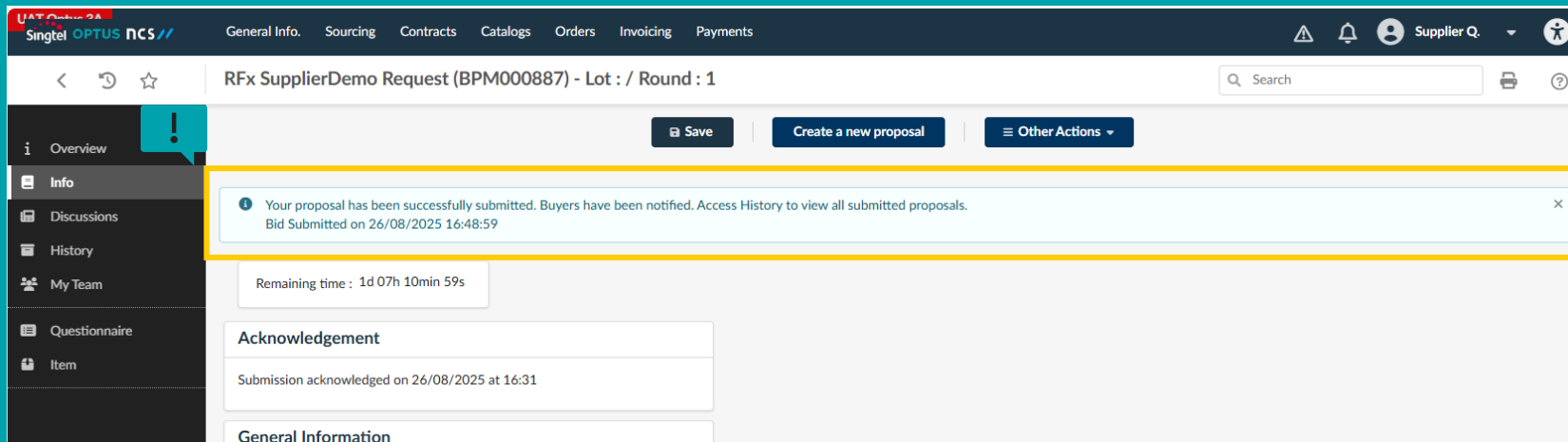
17b Download the "Pricing Schedule" template and complete the price schedule template as required.

17c Then, upload the completed pricing schedule in the "Supplier Quote" section. Attach any additional attachments/files in the "Supplier Quote" Section if required.

18 Important: Click on "Save"

➔ Continue onto the next page

Responding to an RFx Event *(Validate & Submit)*

How to: Submit Your Proposal

Please review all details before submitting your proposal including but not limited to the BID/Proposal & Currency.

Submitting Your Proposal

19 To submit your proposal, first click "Save", then click "Validate & Submit Proposal"

Note: Once an offer is submitted, it cannot be modified. You will only be able to replace the proposal or create an additional proposal.

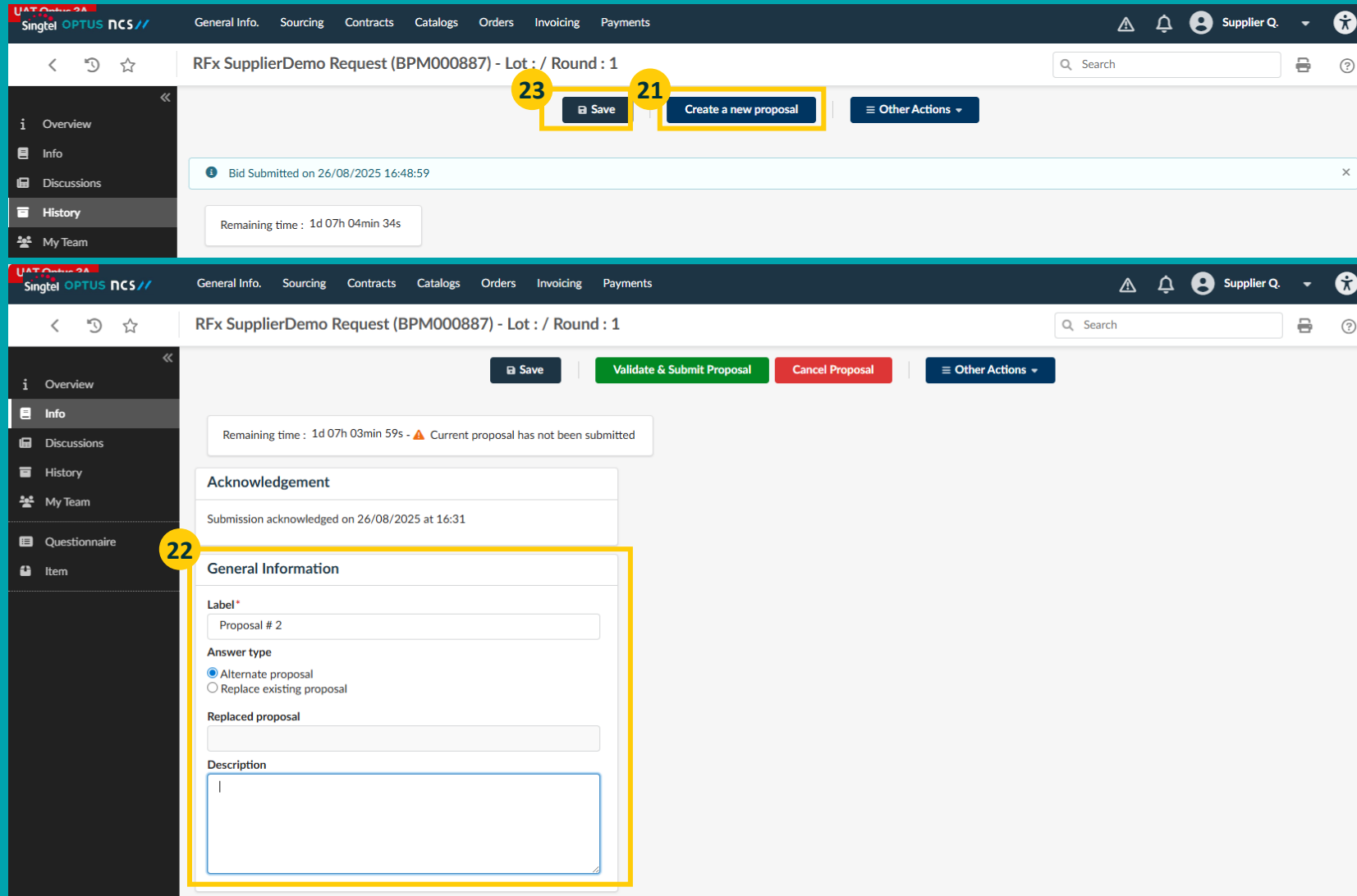
20 To confirm your submission, review the summary, ensure the quantity of item, questions and documents are correct, then click "Submit My proposal".

! Once submitted, you will be automatically directed to the Info tab. Look out for the information banner as confirmation of your submitted approval.

Also, please expect a submission acknowledgment email.

➔ Continue onto the next page

Responding to an RFx Event *(Add/Replace Proposal)*



RFx SupplierDemo Request (BPM000887) - Lot : / Round : 1

Save Create a new proposal Other Actions

Bid Submitted on 26/08/2025 16:48:59

Remaining time : 1d 07h 04min 34s

RFx SupplierDemo Request (BPM000887) - Lot : / Round : 1

Save Validate & Submit Proposal Cancel Proposal Other Actions

Remaining time : 1d 07h 03min 59s - Current proposal has not been submitted

Acknowledgement

Submission acknowledged on 26/08/2025 at 16:31

General Information

Label*

Proposal # 2

Answer type

☒ Alternate proposal

☐ Replace existing proposal

Replaced proposal

Description

How to: Create Another Proposal

There is the function to create another proposal. Please use this functionality as needed such as:

- To submit an alternate proposal
- To submit a replacement for an existing proposal

21

Click "Create a new proposal" to start a new proposal

22

This will open the Info tab. Create a Label and select the applicable Answer Type.

Note: If you are replacing an existing proposal, select the proposal to be replaced in the "Replaced Proposal" section

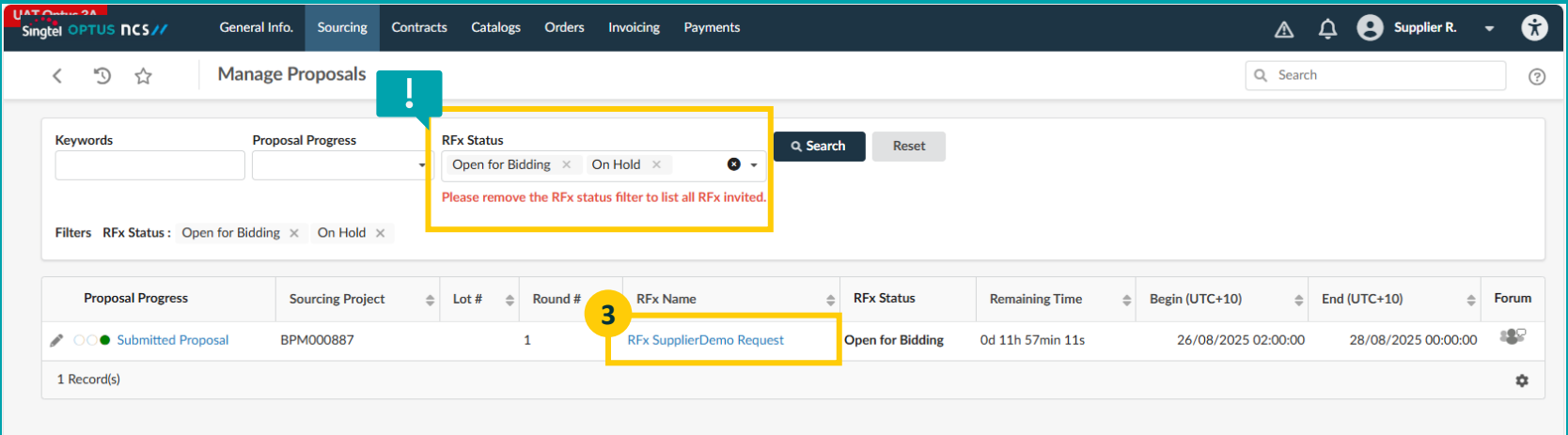
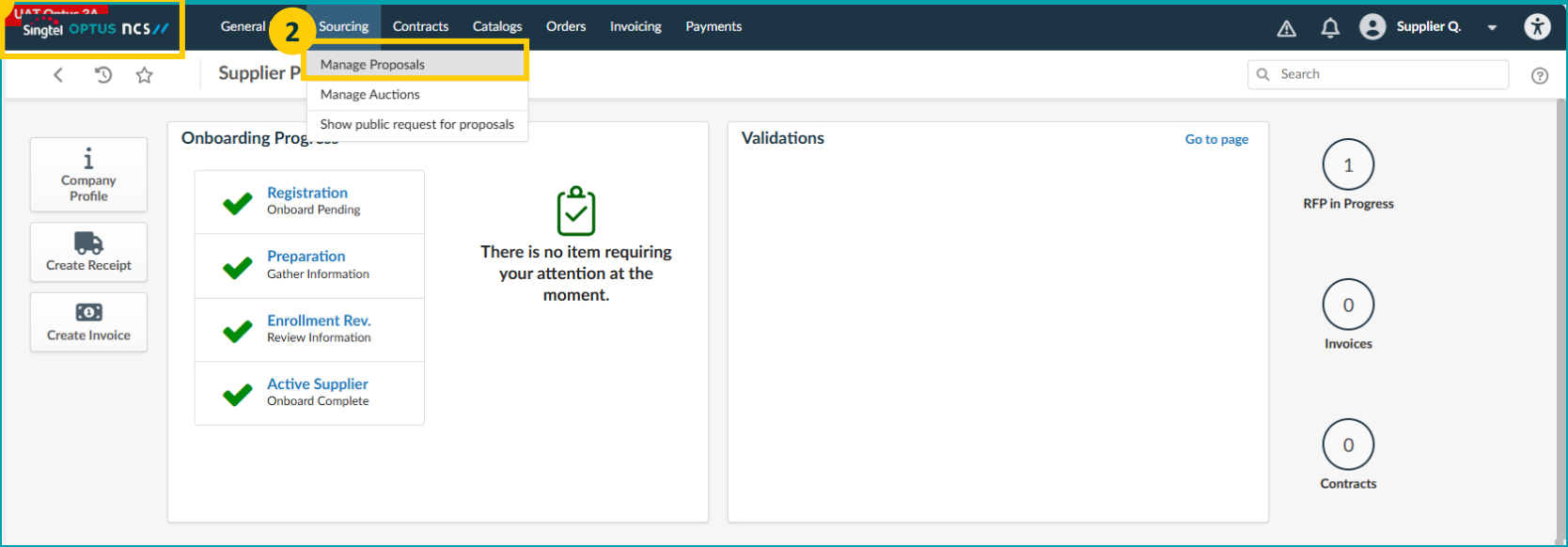
23

Important: Click Save to capture the progress

Proceed to complete the Questionnaire and provide your quote in the Item section following the same process as with the previous submission

End of Process

Viewing Your Submissions

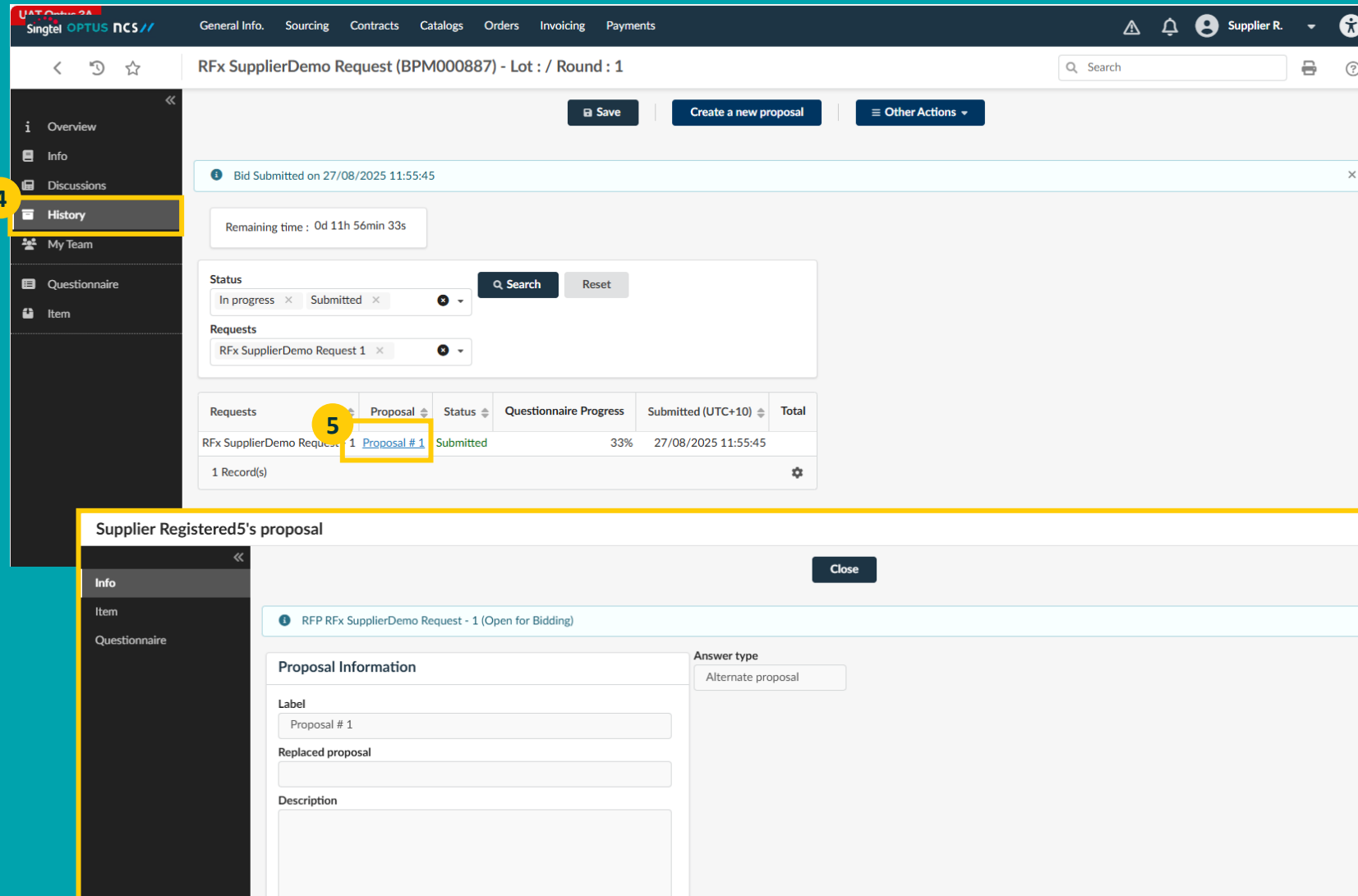


How to: View Your Submitted Proposal

- 1 To navigate to the homepage, click on the top left corner logo. This is also the default log in landing page
- 2 To view RFx events, go to the top index bar and click "Sourcing" > "Manage Proposals"
- ! By default, search filters are applied. Remove them by clicking the "x" to view all events, including closed or approved events
- 3 Click on the "RFx name" hyperlink to access the event

➡ Continue onto the next page

Viewing Your Submissions



The screenshot shows the AcuBuy web application interface. The top navigation bar includes links for General Info, Sourcing, Contracts, Catalogs, Orders, Invoicing, and Payments. The user is logged in as 'Supplier R.'. The main header displays 'RFx SupplierDemo Request (BPM000887) - Lot : / Round : 1'. The left sidebar contains navigation tabs: Overview, Info, Discussions, History (highlighted with a yellow box and a yellow circle with the number 4), My Team, Questionnaire, and Item. The main content area shows a 'Bid Submitted on 27/08/2025 11:55:45' notification, a 'Remaining time : 0d 11h 56min 33s' timer, and a search bar. Below the search bar, there are filters for 'Status' (In progress, Submitted) and 'Requests' (RFx SupplierDemo Request 1). A table lists the requests, with the first row highlighted by a yellow box and a yellow circle with the number 5. The table has columns for Requests, Proposal, Status, Questionnaire Progress, Submitted (UTC+10), and Total. The first row shows 'RFx SupplierDemo Request 1' with a 'Proposal # 1' link, 'Submitted' status, '33%' progress, and '27/08/2025 11:55:45' submission time. Below the table, there is a 'Supplier Registered5's proposal' modal window. The modal has a 'Close' button and a 'RFP RFx SupplierDemo Request - 1 (Open for Bidding)' notification. The modal content is divided into 'Proposal Information' and 'Answer type' sections. The 'Proposal Information' section includes fields for 'Label' (Proposal # 1), 'Replaced proposal', and 'Description'. The 'Answer type' section has a dropdown menu set to 'Alternate proposal'.

How to: View Your Submitted Proposal

4 On the left navigation tab, click "History" to view your Requests. Here you can see Submitted and In progress proposals.

5 To access a proposal, click on the Proposal Name hyperlink to view:

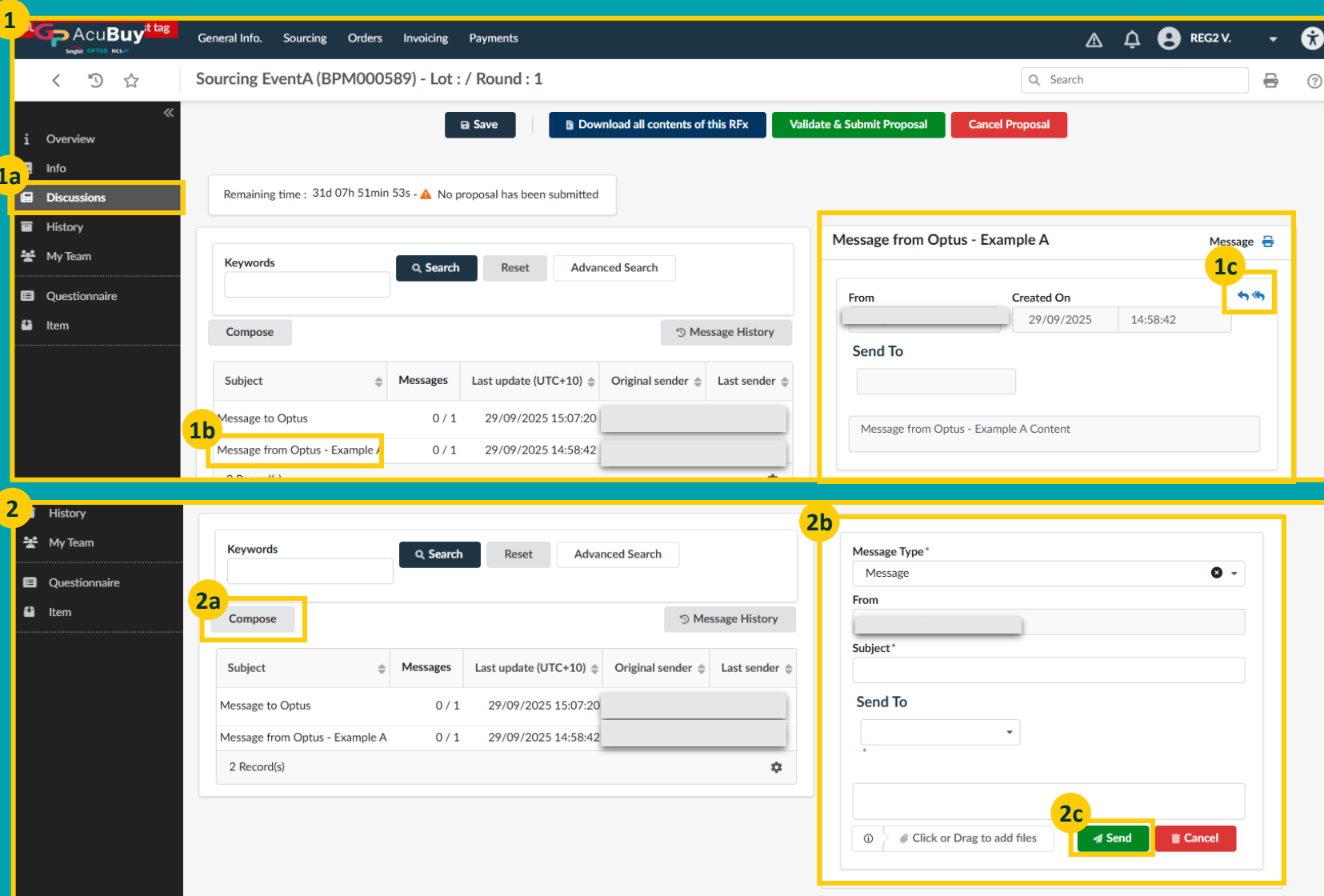
- Info
- Item
- Questionnaire

Note:

- You can only view Proposals with an In Progress or Submitted Status
- You only edit Proposals with an "In Progress" Status provided the event has not ended

End of Process

Discussion Function



The screenshot shows the AcuBuy interface for a Sourcing Event (BPM000589) - Lot : / Round : 1. The interface includes a sidebar with navigation options: Overview, Info, Discussions (highlighted with callout 1a), History, My Team, Questionnaire, and Item. The main content area shows a message history table with two entries: 'Message to Optus' and 'Message from Optus - Example A'. Callout 1b points to the 'Message from Optus - Example A' entry. Callout 1c points to the 'Reply' button next to the message. Callout 2a points to the 'Compose' button. Callout 2b points to the 'Send' button in the 'Compose' form. Callout 2c points to the 'Send' button in the 'Compose' form.

How to: Use the Discussion Function

This discussion function is the primary way to receive updates from Optus and to send queries to Optus regarding the RFx event.

View and Respond to a Message

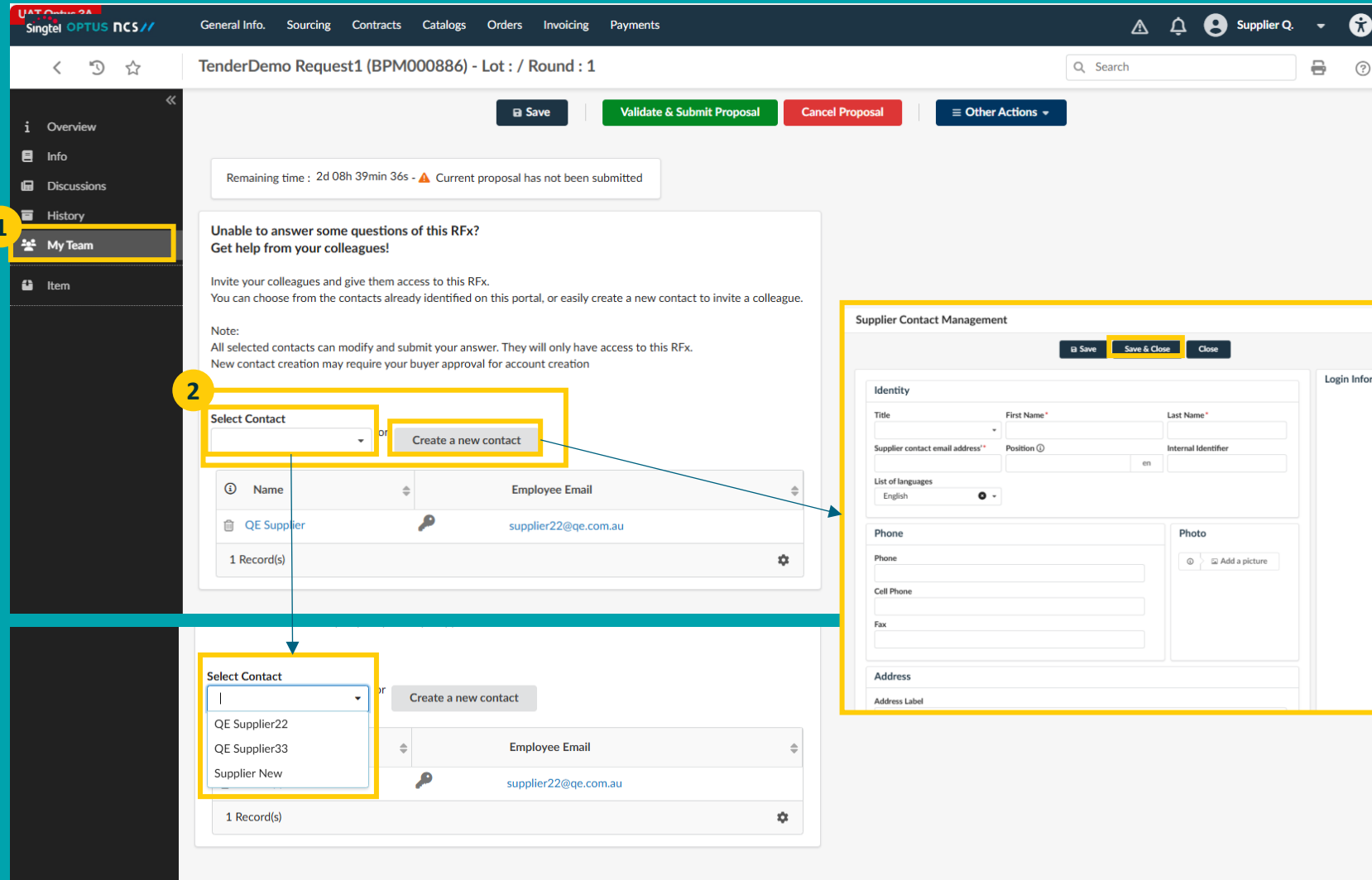
You will receive an email notification when there are new messages to view in the Discussion tab.

- 1 To view a message from Optus in the RFx event:
- 1a Navigate to the Discussion tab
- 1b Click on the message subject
- 1c If required, to reply to a message, select "Reply" or "Reply all". Compose your message and click on "Send"

Send a Message

- 2 To send a message to Optus:
- 2a Click on "Compose"
- 2b Add a subject, select the recipients in "Send To", compose your message in the free text box, add any additional documents
- 2c Click on "Send"

Invite Additional Business Contact



The screenshot shows the UAT Online SA interface for a tender event. The left sidebar has a 'My Team' tab highlighted with a yellow box and a yellow circle with the number '1'. The main content area shows a message about inviting colleagues and a table of existing contacts. A yellow box and a yellow circle with the number '2' highlight the 'Select Contact' dropdown and the 'Create a new contact' button. An arrow points from the 'Create a new contact' button to a 'Supplier Contact Management' pop-up window. The pop-up window has a yellow border and contains fields for Identity (Title, First Name, Last Name, Supplier contact email address, Position, Internal Identifier), List of languages, Phone (Phone, Cell Phone, Fax), Photo (Add a picture), and Address (Address Label). The 'Save & Close' button is highlighted with a yellow box.

How to: Invite Additional Business Contacts

This functionality allows you to invite additional business contacts to respond to the tender.

1 Inside the RFX event, click on the "My Team" tab

2 Where applicable, you can Select an existing contact that is already linked to the supplier account

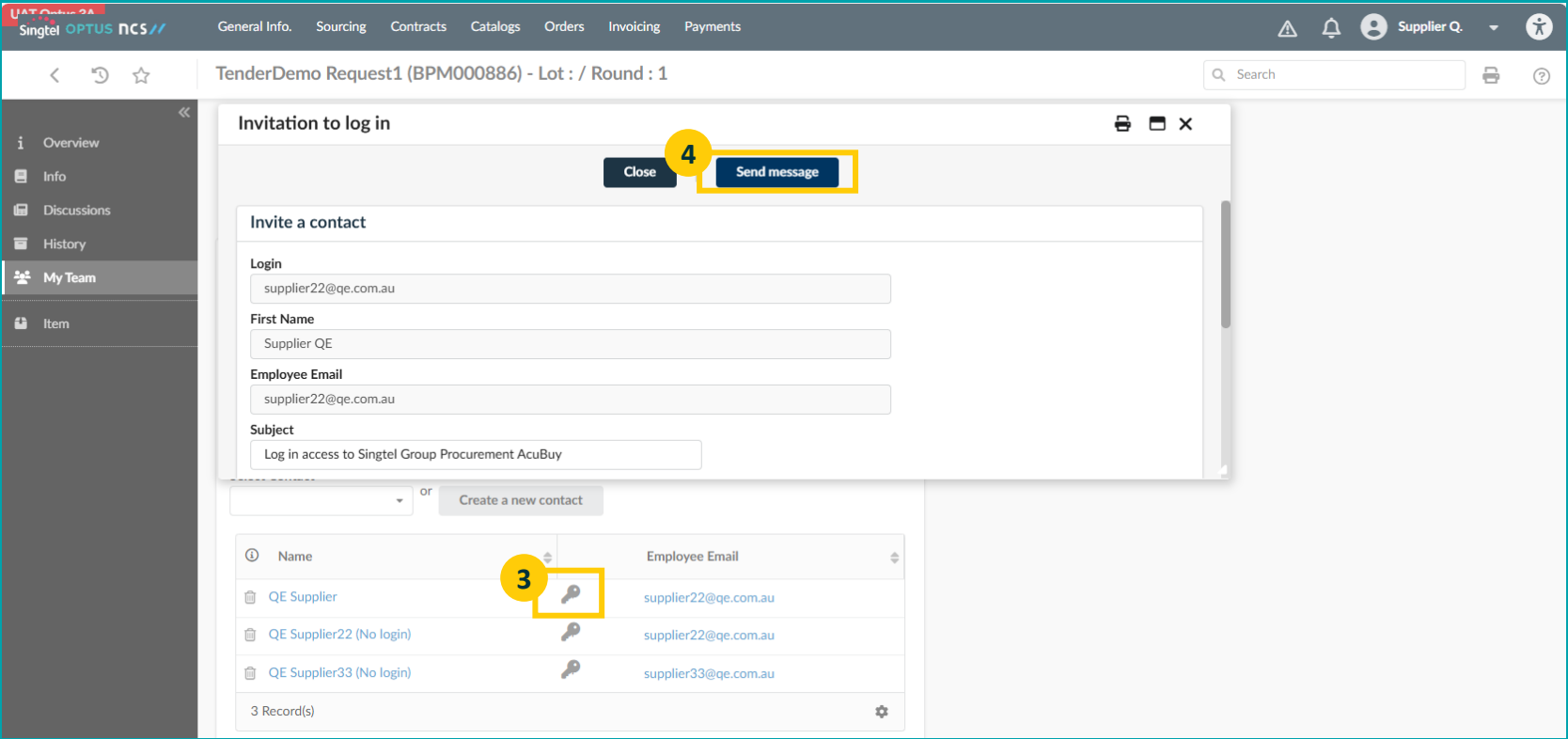
OR

To create a new contact, Click "Create a new contact". This will open a pop up. Complete all the mandatory fields as marked with a red "**"

Click on "Save & Close"

➡ Continue onto the next page

Invite Additional Business Contact



UAT OPTUS ncs// Singtel OPTUS ncs// General Info. Sourcing Contracts Catalogs Orders Invoicing Payments

TenderDemo Request1 (BPM000886) - Lot : / Round : 1

Invitation to log in

Close Send message

Invite a contact

Login
supplier22@qe.com.au

First Name
Supplier QE

Employee Email
supplier22@qe.com.au

Subject
Log in access to Singtel Group Procurement AcuBuy

or Create a new contact

Name	Employee Email
QE Supplier	supplier22@qe.com.au
QE Supplier22 (No login)	supplier22@qe.com.au
QE Supplier33 (No login)	supplier33@qe.com.au

3 Record(s)

How to: Invite Additional Business Contacts

- For every contact added in this step, click on the password icon next to the name of the contact. This will trigger a pop up
- Click "Send Message" to invite the contact to the RFx event

Note: Invited business contacts will need to create login credentials to access the RFx event. Instructions will be sent to the provided email.

Instructions end here.

End of Process

What to Expect Next

Following submission of a response, the RFX process will proceed through evaluation, review, and approval stages.

The duration of this process will vary according to the complexity and requirements of the event. Notification of outcome is not subject to a fixed timeframe.

Submission of a response does not constitute an offer and does not guarantee award or the formation of a contract. We acknowledge and appreciate the time and effort suppliers invest in participating in RFX events.



We will provide updates as soon as they become available.

Frequently Asked Questions – RFx Specific

- **I want to delete a proposal that I have submitted. What should I do?**

You cannot delete a submitted proposal. However, you can submit a new proposal at any time (before the designated closing time of the RFx event) to replace your existing submission. Multiple proposals can also be submitted if required.

- **Is there a time frame to respond to an RFx Event?**

Please be mindful that all RFx events have a designated closing date and time, and responses must be submitted prior to expiry to be considered. The invitation email includes these details, and the remaining time can also be viewed within the event page and in the overview section.

- **When will I be notified of the RFx Event outcome?**

The duration of this process will vary according to the complexity and requirements of the event. Notification of outcome is not subject to a fixed timeframe.

- **How will I be notified of the outcome?**

Updates will be provided as soon as they become available. Please keep an eye out for updates from your business contact as well.

- **Can I invite a colleague to respond to the RFx event?**

As required, there is the functionality to invite additional colleagues to respond to the tender. Please refer to the "Invite Additional Business Contact" section of this pack.

For RFx event specific assistance, please use the "Discussion Function" as outlined in this pack to contact the event manager/ coordinator.
For further assistance, please send an email to suppliers@optus.com.au.

Frequently Asked Questions – General/ Account

- **What is AcuBuy and Ivalua?**

AcuBuy is an eProcurement Platform (Ivalua), supporting efficient and accurate purchasing processes. AcuBuy is the Optus procurement platform powered by Ivalua as the dedicated supplier platform. AcuBuy is a cloud-based platform that centralises and simplifies procurement activities.

- **Is there any cost for registering with Ivalua for an AcuBuy account?**

As an Optus supplier, there are no costs associated to registering with Ivalua to use the AcuBuy platform.

- **Where do I find my login credentials for the AcuBuy Account?**

For your login username, all suppliers are sent an introductory email with the subject "Login To AcuBuy" containing your original username, which is typically your email address. You will then need to create a strong password following the instructions in the email to login/set up your account.

- **I have forgotten my password**

If you have forgotten your login password, please navigate to the AcuBuy login page, click on "Forgot Your Password" and follow the prompts to reset your password.

For RFx event specific assistance, please use the "Discussion Function" as outlined in this pack to contact the event manager/ coordinator.
For further assistance, please send an email to suppliers@optus.com.au.

Where to go for support?

The contact team would differ depending on the support areas required:

- The [Optus Suppliers](#) Portal is a great place to start for additional resources and guidance
- If you are participating in an RFX event, please reach out to the event manager/coordinator via the Discussions tool as outlined [here](#)
- If you wish to contact an Optus representative, please send an email to suppliers@optus.com.au