



Acacia Environmental Management appreciate the differences in VendorPanel

Acacia Environmental Management are a Victorian business dedicated to preserving and promoting the native Australian environment. They provide a suite of services from weed management to environmental consultancy and, while they respond to RFQs and Tenders using a number of platforms, they find VendorPanel unique in its understanding of SMEs challenges and needs.

CEO, Sophie Jones-Kelly explains: “VendorPanel is transparent in a way that I haven’t seen with other services. I can see where my response is in the evaluation process, and we receive notifications when its in review, when we win or are unsuccessful - we’re never left hanging.

Tendering is one of the hardest things as a contractor, so that level of engagement really helps us and ensures we get off on a good foot with the vendor.”

VendorPanel automates communication to ensure that information is released in a consistent and timely fashion. This saves buyers precious time. In Sophie’s experience, working with Government can be challenging, with public servants sometimes unaware of the realities of running a small business. She sees the platform as a “middleman” that services the needs of SMEs, and she has been impressed by how proactively VendorPanel support suppliers.



“The timing of the reminder emails is spot on, and I’ve even had phone calls from VendorPanel when I haven’t completed a response, which of course I’ve really appreciated.”

Sophie Jones-Kelly
CEO

Acacia Environmental Management



Acacia first registered on VendorPanel Marketplace when their client Parks Victoria implemented the platform in 2018. Acacia had worked with Parks previously, but felt that buyers mainly engaged with suppliers they already knew, as Acacia were only invited to quote when they had an existing relationship. That changed when the Parks started using Marketplace, and Acacia began receiving invitations to quote on work from buyers all across Victoria. They generally win 2 out of every 3 jobs that they respond to. Sophie says:

“It feels like a fairer and more transparent environment where you are judged on your capabilities rather than your relationship.”

Most contractors are SMEs, lacking dedicated tender managers, and with staff often juggling multiple responsibilities, so having a single place to manage quotes created real efficiencies. For Sophie, being able to save a response and return to it later takes a lot of the stress out of tendering: “Knowing that you can start prior to the close date and complete it closer to the time, rather than having to submit it all at once - sometimes running really close to cut off, is a huge relief”.

With the release of the VendorPanel Mobile app, Sophie says “VendorPanel has distinguished itself further. I do a lot from my phone, so being able to download the file for the job while I’m out in the field is awesome.”

Acacia are now well into their second year on the platform and are starting to benefit from access to their quotation history. Being able to refer back to won or lost jobs, review submissions and identify what has or hasn’t worked has become invaluable to their business.

As confidence builds in their process and the business continues to grow, Sophie is starting to consider Acacia’s expanding service area.

“It’s great being able to see the market activity in other states. It broadens your thinking and we’re now considering how we could service those markets in the future.”