

# West Gate Tunnel Project

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The West Gate Tunnel Project (WGTP) is a Victorian Government project that will deliver a vital alternative to the West Gate Bridge. The project, which has been underway since 2018 and is estimated to be completed in 2022, involves the construction of a new tunnel and new links to the port. The contractors selected for this project, CPB Contractors and John Holland, are construction leaders with a strong track record delivering tunnels and transport infrastructure.

Felix is the chosen procurement platform for the project, purpose-built for large, complex projects and organisations to gain efficiencies and mitigate risk across their supply chains. The rollout of the platform was staged across a number of phases, with the first being released in Mar 2018, and focusing on time-saving supplier registration and compliance.

Phase 2, released in Aug 2018, involved additional sourcing functionality that took the issuing of RFQs, supplier-response evaluation, contracts and awards to the next level. In a mere few months, the WGTP procurement team reduced

their vendor onboarding time from 13 to 1.5 days and realised many other efficiencies across their procurement activities.

We've recently asked Peter Bolanis, Procurement Manager from CPBJH Joint Venture, to speak about his experience with Felix to date. Here's what Peter had to say about the many benefits of using Felix:

### Happy Vendors

“Vendors appreciate the fact that they can submit key information, past experiences, insurance details, capabilities, OH&S management plans, etc. only once rather than having to repeat the process for every tender. The vendor user platform is relatively self-explanatory and the access to the help desk is readily available to them. The platform enables RFIs and addendums to be raised, and vendors have been using this feature.”

### Quick User Adoption

“With any system there is a learning curve, however, the Felix training and ongoing support are very good, and the platform is simple to pick up.”

### Support & Continuous Improvement

“I cannot fault their support, they have been exceptional in this area. There are also ongoing improvements being rolled out as a result of things being picked up by users or by Felix themselves, so any navigational or user issues that may have been raised are fixed and continuously being improved.”

### Realised Benefits

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