



# Supply Chain Management Supplier Information Manual

Note: Supply Chain Management is in the process of reviewing and updating several policies and procedures. This manual will be continually updated as processes are reviewed. The official version will be the version on Bids & Tenders webpage. Please continue to check this version (and not a previously downloaded version) as it will have the most up to date information. Version Date November 2021

# Supply Chain Management Supplier Information

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# Supply Chain Management Supplier Information

## 1 Purpose

The purpose of this manual is to keep Suppliers up to date on all our policies and procedures and should be used as a reference guide. If you have any questions contact a member of the Supply Chain team.

## 2 Definitions

**Supplier:** an individual, partnership, corporation, joint venture or other form of business organization engaged in the lawful supply of Commodities.

**Commodities:** Goods, Services, Public Works and Lease of Space.

**Company:** means the issuer of the Open Call for Bids and the Purchase Order including Newfoundland and Labrador Hydro and/or its Affiliates. "Company" is the entity identified in the Open Call for Bids.

**Bidder:** means the party or parties submitting or invited to submit a Bid in response to this Open Call for Bids.

**Bid:** means an offer submitted in response to an Open Call for Bids, to supply Commodities.

## 3 Overview

Newfoundland and Labrador Hydro (Hydro) procures its Commodities in a competitive and cost efficient manner, consistent with good business practices and within the legislation of the Government of Newfoundland and Labrador's Public Procurement Act, Regulations and Policy.

Suppliers are encouraged to visit the [Public Procurement Agency \(PPA\) website](#) to ensure they are familiar with all legislation including the Act, Regulations and Policy requirements, including details regarding preference provisions for provincial suppliers (the Provincial Supplier Allowance).

Our Supply Chain Management team is the primary contact for all suppliers. The department will source, approve and monitor all suppliers utilized by Hydro, as well as manage the company's inventories and the disposal of assets.

As the province's Crown utility, we ensure that effective procurement practices, systems and processes exist within the company, using best practices to obtain best value.

Hydro is committed to supplier diversity and encourages the participation of companies majority owned and operated by women, Indigenous peoples, persons with disabilities and members of visible minorities.

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## 4 Bids & Tenders Website

### 4.1 Submitting a bid

Hydro uses an application within the web based [Bid & Tenders](#) site for submitting bid and managing contract documents.

To submit a bid, you must register on the [Bid & Tenders](#) website and **submit your bids online** through the web portal. We are no longer accepting hardcopy or faxed submissions.

**Important:** Please give yourself enough time to upload your documents before any and all submission deadlines. It is the responsibility of the Bidder to ensure that all required documents identified in an Open Call for Bids are included and uploaded with its Bid Submission by the Submission Deadline. Failure to include all required documents may result in disqualification of a Bid submission.

### 4.2 Supplier Management Section

The Supplier Management section will be used by the Buyer, Contract Owner and Supplier.

1. Suppliers will receive emails requesting required documentation for a contract award, change order or closing, and update of expired documents.
2. The email will provide a link for the supplier to upload the required documents to the Supplier Management Section. Emails are auto generated from the system to the Supplier for documents required for contracts the supplier is awarded.
3. Documents must be uploaded to the appropriate section.
  - a. **WHSCC** must be uploaded in the WHSCC Section.
  - b. **Insurance Documents** must be uploaded in the Insurance Documents Section.
  - c. **Supplier Documents** will include however not limited to the Executed Intent to Award Letter, Drug and Alcohol Form, Letter of Final Acceptance, Change Orders, and must be uploaded to the Supplier Documents Section.
4. When the Supplier uploads a WHSCC, Insurance or a Supplier Document, an email is auto generated to the Purchasing Representative to approve or reject the document.
5. Once the Purchasing Representative approves or rejects the document, the Supplier will receive another email stating that the document is approved or rejected. If the document is **rejected**, the Supplier will be required to upload the document again ensuring the documents and dates are in compliance with the requirement.

### 4.3 Awarded Contract Documents

The Supplier documents section is also used by Suppliers to download the compiled contract documents that are required for execution by the Supplier and referred to in the Intent to Award letter. Suppliers must:

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1. Download the compiled Contract
2. Print the entire contract **twice**
3. Sign both copies and upload a copy to the documents section.

This must be completed as noted above or it may delay the award of the contract.

### 5 Public Openings

Due to COVID-19, there will be no physical location for public openings during the pandemic. All results will continue to be publicly posted in the Bid Opportunities section of our website:

<https://bids.nalcorenergy.com/Module/Tenders/en>

**Please ensure you review the Open Call for Bids document for any information on public openings and posting specific information.**

### 6 Update Supplier Information

When completing [Supplier Information Form](#) to update banking or contact information, please follow the instructions below:

Take the time to read the form carefully. It is important to ensure you email this information to the appropriate email address ([SupplierInformation@nlh.nl.ca](mailto:SupplierInformation@nlh.nl.ca)) for accurate and timely processing.

In order to ensure records are updated accurately we will also be providing Suppliers with their **Supplier ID Number** in our system, this number will be a unique number to your Company and a key identifier that will help ensure we maintain accurate up to date records.

If you **do not know** your Supplier ID #:

1. Please email [SupplierInformation@nlh.nl.ca](mailto:SupplierInformation@nlh.nl.ca);
2. **Title Subject Line with:** Requesting Supplier ID Number
3. Include in body of email: **Company's Legal Name and Address on file.**
4. Also include at least one Contact Email (on file) and Tax ID (if applicable).

Please include a void cheque or letter of banking information from your financial institution with your submission.

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**Important to Note:** Ensure that any information changes or updates are communicated as soon as possible. Keeping contact information up to date is important to ensure Suppliers receive notifications and payment from NL Hydro.

### 6.1 New Authentication Process – Supplier Number

We will be providing Suppliers with their unique supplier number. This number must always be provided. It will be requested on the form as well through email and phone interactions.

New Suppliers will be provided their number at setup and our current suppliers will be given their number in phases and will be expected to know it before your account will be discussed or have any changes made. In situations where a Supplier does not have their Supplier number we will require additional information for verification prior to making any changes. It is very important for Suppliers to ensure they keep their records with us up to date including providing current contact information. Requests to change information will require an appropriately completed Supplier Information Form and verification of details. In order to confirm information is accurate and the request is valid previous information to confirm identity may be requested.

This number(s) should also be added to Open Call documents when submitting a bid. Some accounts may be for payment while another for invoicing. It is important to know which to ensure purchasing orders are setup properly and to reduce fraudulent activity.

## 7 Invoice Payment Information

For suppliers who have not transitioned to electronic payments and are currently receiving payment via cheque please update your information to include your EFT information as we transition to electronic payments.

To allow for processing we require an **electronic invoice** to be submitted. Paper or hardcopy invoices will not be processed. The following instructions should be followed when submitting your invoice:

1. Send your **invoice** by e-mail to the following address:
  - [NalcorAPIInvoices@nalcorenergy.com](mailto:NalcorAPIInvoices@nalcorenergy.com)
2. Invoices must be sent as a PDF file attachment
3. Multiple invoices may be included in a single email; however, each attachment must only consist of **one invoice** and its supporting documents
4. You will receive an acknowledgment of receipt once we have received your email
5. Any paper or hardcopy invoices will need to be resubmitted electronically, as they can no longer be processed.
6. For accounts payable **inquiries** or statements, please submit to the following email address:
  - [NalcorAPIInquiries@nalcorenergy.com](mailto:NalcorAPIInquiries@nalcorenergy.com)

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US Suppliers must complete information in full on Supplier Information Form for international payment.

### 8 Supplier Performance Monitoring

NL Hydro has implemented a process for Supplier Performance Monitoring.

Performance Monitoring and feedback will:

- encourage open communication with our Suppliers
- provide a procedure to address concerns with supplier performance
- effective criteria for evaluation

By measuring and monitoring supplier performance on an ongoing basis, both parties can realize some significant benefits. Improved collaboration with suppliers can lead to better coordination and enables the company and supplier to better meet business objectives

At Hydro, we strive to work collaboratively with suppliers – Suppliers provide the products and services we need to safely and reliably provide electricity to customers every day. Hearing from employees about how Suppliers are performing is a critical part of ensuring our business needs are being met, and to better understanding of any issues and potential risks.

#### 8.1 Supplier Performance Feedback

Supply Chain team has developed a new, online **Supplier Performance Feedback Form** to monitor and manage the performance of suppliers, their products and services.

The Supplier Performance Feedback Module will:

- Properly document supplier feedback
- Evaluate supplier service and delivery performance
- Review and mitigate identified performance/product/service issues
- Create shared issue resolution plans with Supply Chain and others
- Document actions, steps, discussions and attachments related to the feedback process
- Set goals for the next review or evaluation

Supplier Performance Feedback describes feedback regarding positive outcomes, solutions/resolutions, noncompliance, deficiencies and areas for improvement.

This information will be used for the managing of suppliers, ensuring performance standards are in place and will assist with continuous improvements along with development of the relationship and its overall impact to the organization.

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By receiving feedback in real time, Hydro's Supply Chain team can provide support in a timely manner, identify innovative solutions, and continuously improve our relationships and partnerships with Suppliers.

### 9 COVID-19 Vaccination Policy

Please Note: [Mandatory Vaccination Policy put in place by Provincial Government of Newfoundland and Labrador](#)

As of December 17, 2021, vendors, suppliers, contractors and volunteers are expected to adhere to the same vaccination or testing/masking requirements that apply to employees.

Current vendors, suppliers, contractors or volunteers who regularly work alongside Provincial Government employees are to follow the same vaccination or testing/masking requirements that apply to employees.

Please click below and read Hydro's policy in full and submit the appropriate form as required.

[HYDRO MANDATORY COVID 19 VACCINATION POLICY](#)

[HYDRO COVID-19 VACCINATION ATTESTATION FORM FOR CONTRACTORS, VENDORS, AND SUPPLIERS](#)

### 10 Supply Chain Management Contact Information

#### Contact for Open Calls

Tel: 709-737-1335  
[tenders@nlh.nl.ca](mailto:tenders@nlh.nl.ca)

If it is an active Open Call please reach out to the [Buyer](#) responsible as listed in Open Call for Bids Document.

#### Contact to update Supplier Information

[supplierinformation@nlh.nl.ca](mailto:supplierinformation@nlh.nl.ca)

This email address should be used to update items on your account such as your banking information.



# Supply Chain Management Supplier Information

## 10.1 Buyers

Joe Watson, Buyer, SCMP  
Tel: 709-737-1761  
Email: [joewatson@nlh.nl.ca](mailto:joewatson@nlh.nl.ca)

Vance Clarke, Buyer, SCMP  
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Email: [vanceclarke@nlh.nl.ca](mailto:vanceclarke@nlh.nl.ca)

Danielle Saunders, Buyer, SCMP  
Tel: 709-737-1997  
Email: [daniellesaunders@nlh.nl.ca](mailto:daniellesaunders@nlh.nl.ca)

Jesse Brazil, Buyer, SCMP  
Tel: 709-733-5313  
Email: [jessebrazil@nlh.nl.ca](mailto:jessebrazil@nlh.nl.ca)

Laura Dinham, Buyer, SCMP  
Tel: 709737-1341  
Email: [lauradinham@nlh.nl.ca](mailto:lauradinham@nlh.nl.ca)

## 10.2 Purchasing Clerks

Marcella Croke, Purchasing Clerk  
Tel: 709-737-1743  
Email: [mcroke@nlh.nl.ca](mailto:mcroke@nlh.nl.ca)

Jennifer Morris, Purchasing Clerk  
Tel: 709-733-5269  
Email: [jennifermorris@nlh.nl.ca](mailto:jennifermorris@nlh.nl.ca)

Steven O'Connell, Purchasing Clerk  
Tel: 709-737-1926  
Email: [steveno'connell@nlh.nl.ca](mailto:steveno'connell@nlh.nl.ca)

## 10.3 Other Supply Chain Contacts

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Manager, Supply Chain Mgmt  
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# Supply Chain Management Supplier Information

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Team Lead, Procurement  
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## 11 Coming Soon

### 11.1 Online Contractor Management Platform

As part of our commitment to safety, and to enhance and streamline our contractor data management processes, Hydro will be utilizing an online contractor and supplier management platform. Further information and details for any Contractor bidding on "high risk" work will be communicated as we move closer to implementation. [CLICK HERE](#) for more information.

## 12 Reference Documentation

Document/Policy	Purpose	Where can I find it?	Notes
Supplier Information Form	This should be used to update information such as your banking information.	Click <a href="#">here</a>	This form will only be accepted from a Supplier. Changes will not be made if it is not received direct and must be completed properly.
Bids & Tenders – Vendor Guide	This is to help with site navigation.	Click <a href="#">here</a>	This is website help and not policy information.
Hydro Mandatory COVID 19 Vaccination Policy	This is to inform and provide direction to Suppliers regarding the COVID 19 Mandatory Vaccination Policy.	Click <a href="#">here</a>	It is important to read this policy carefully as it will need to be followed to work on any Hydro site.
Hydro COVID-19 Vaccination Attestation Form For Contractors, Vendors, And Suppliers	This is a requirement when working on any Hydro site and must be completed, signed and provided to Hydro.	Click <a href="#">here</a>	This form must be provided for any current contract as well as all contracts go forward.

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13 Updates to Manual

Change	Section	Notes	Dates