



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

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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) is part of a group of utility companies which own and operate facilities for the generation, transformation and distribution of electricity to utility, industrial and residential customers in the Province of Newfoundland and Labrador. Hydro is a body incorporated pursuant to the laws of the Province of Newfoundland and Labrador, and having its head office at the City of St. John’s, in the Province of Newfoundland and Labrador.

Hydro is the people’s Crown utility – providing safe, cost-effective, reliable electricity that our customers can count on. We have operations across the province including major generation and transmission assets. Our provincial transmission system spans thousands of kilometers, and includes dozens of high-voltage terminal stations and lower-voltage distribution stations. We power our families, friends, and neighbours in 200+ communities across the province, and approximately 80 per cent of our provincial energy comes from clean hydroelectric generation. Hydro harnesses energy opportunities to benefit the people of Newfoundland and Labrador.

Our organization, after much consultation, recently launched our new strategic plan which is defined by three overarching themes – Serving Our Province, Working Together, and Enabling Sustainable Growth.

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These represent the foundational principles on which our organization will deliver for the people of the province.

Further information about Hydro can be attained at <https://nlhydro.com>

Supply Chain Management is the primary contact point for all suppliers. The department will source, approve, develop and monitor all suppliers utilized by NL Hydro. We promote and practice a total value analysis in the evaluation of bids. Our total value approach considers such factors as safety, cost, quality, service, delivery, environmental, innovation and local content. The company is actively involved in supplier partnerships and long-term agreements. We are also moving toward integrated supply agreements and electronic procurement for specific product and service groups.

Suppliers are encouraged to visit the NL Public Procurement Agency (PPA) website to ensure they are familiar with all the Legislation and Policy requirements within the Framework <https://www.gov.nl.ca/ppa/division/legislation/>

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.

For a “how to” on navigating the Bids & Tenders page please click [here](#)

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.

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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.
 - d. ISN Registration Certificate (if applicable)
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:

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

Public openings will be VIRTUAL ONLY. Bidders can attend the public opening by phone. All results will continue to be publicly posted in the Bid Opportunities section of our website:

<https://nlhydro.bidsandtenders.ca/Module/Tenders/>

Public Opening Call-In Details: 1-844-426-4405; Access Code 160 776 4210#

Bidders name and total bid price will be revealed for Invitation to Tender however, only bidder's name will be disclosed for RFP's at time of opening. This bid information is for reference purposes only and that a full evaluation of the bid submissions will be completed to determine if there is a preferred supplier.

6 Digital Bonds

As we look for ways to increase efficiency, NL Hydro will no longer be accepting paper bonds. All bonds will have to be uploaded in digital format that can be verified. More information on digital bonds can be found on the Surety Association of Canada [website](#).

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7 Supplier Information

7.1 Updates to Supplier Information

Information changes or updates should be communicated as soon as possible. Keeping contact information up to date is important to ensure Suppliers receive notifications and payment from NL Hydro.

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

1. Fill out the Supplier Information below.
2. Attach a void cheque or letter from Financial Institution
3. Email both to: supplierinformation@nlh.nl.ca

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) for accurate and timely processing.

7.2 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.

8 Invoice Payment Information

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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:
 - HydroAPIInvoices@nlh.nl.ca
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:
 - HydroAPIInquiries@nlh.nl.ca

NOTE: The invoices and inquiries email is different, please note above. If we receive an invoice to the inquiries email address it may delay invoice processing.

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

It is important for Suppliers to submit invoices in pdf format and also ensure invoices match Purchase Orders (PO's), failure to submit invoices that match PO will result in delayed payment or inability to pay invoice. Suppliers must be sure to include Buyer listed on PO for any potential change orders that may occur.

9 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.

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9.1 Supplier Performance Feedback

Supply Chain team has developed an 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.

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.

10 Supply Chain Management Contact Information

Contact for Open Calls

Tel: 709-737-1335
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

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

10.1 Buyers

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Laura Skanes, Buyer, SCMP
Tel: 709-737-1341
Email: lauraskanes@nlh.nl.ca

Vance Clarke, Buyer, SCMP
Tel: 709-737-1968
Email: vanceclarke@nlh.nl.ca

Danielle Saunders, Buyer, SCMP
Tel: 709-737-1997
Email: daniellesaunders@nlh.nl.ca

Mark Green, Buyer, SCMP
Tel: 709-733-5313
Email: markgreen@nlh.nl.ca

John Butt, Buyer, SCMP
Tel: 709-737-1770
Email: johnbutt@nlh.nl.ca

Steven O'Connell, Buyer
Tel: 709-737-1926
Email: stevenoconnell@nlh.nl.ca

Shane Young, Buyer
Tel: 709-733-5276
Email: shaneryoung@nlh.nl.ca

Jillian Cooper, Buyer
Tel: 709-737-1389
Email: jilliancooper@nlh.nl.ca

10.2 Purchasing Clerks

Leah Carberry, Purchasing Clerk
Tel: 709-570-5904
Email: leahcarberry@nlh.nl.ca

Jennifer Morris, Purchasing Clerk
Tel: 709-733-5269
Email: jennifermorris@nlh.nl.ca

10.3 Other Supply Chain Contacts

Dana Higdon, SCMP
Manager, Supply Chain Mgmt
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Dwight Hayden
Materials Superintendent
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Sonya Duggan
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Email: sonyaduggan@nlh.nl.ca

11 Coming Soon

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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 here	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 here	This is website help and not policy information.

13 Updates to Manual

Section	Change	Notes	Date
_____	Removed Mandatory Vaccination Policy reference.	Project specific or site specific Covid processes and controls may still be required by Newfoundland and Labrador Hydro for vendors, suppliers or contractors.	March 22, 2023
Section 4.3 – Awarded Contract Documents	Updated to reflect Docusign		March 22, 2023
Section 5 – Public Openings	Changed to Virtual Only	Information Provided on how to join a public virtual forum	March 22, 2023
Section 6 – Supplier Information	Form has updated information	Updated email addresses	March 22, 2023
Section 7 – Invoice Payment information	Updated email addresses		March 22, 2023

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