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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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, transmission 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 neighbors 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.

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 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 bids 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 no longer accept 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 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 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. **WorkplaceNL Certificate** must be uploaded to the WHSCC Section

  b. **Insurance Documents** must be uploaded in the Insurance Documents Section
  c. **Supplier Documents** will include, but are 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 WorkplaceNL, 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

Contract documents that require a signature will be provided to the successful Supplier through DocuSign. The Supplier is responsible for reviewing and completing all required signatures in a timely manner. Delays in completing the DocuSign process may delay contract award and execution.

If the Proponent Contact identified in Appendix C is not authorized to execute contracts through DocuSign on behalf of the organization, please provide the name and email address of an authorized signatory who has the authority to legally bind the organization.

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: 1-709-737-1955;

Meeting Number 1215#

Attendee Access Code 1215#

Bidders name and total bid price will be revealed for Invitation to Tender. However, only the bidder's name will be disclosed for other Open Calls at the time of opening. This bid information is for reference purposes only, and 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.

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 the *Supplier Information Form* to update banking or contact information, please follow the instructions below:

1. Fill out the Supplier Information above
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.

8 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:
   - HydroAPInvoices@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:
    - HydroAPInquiries@nlh.nl.ca

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

US Suppliers must complete information in full on the 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.

9.1 Supplier Performance Feedback

The Supply Chain team uses 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 on 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 Sustainable Procurement

We recognize that addressing environmental challenges requires action at all levels of society. As part of our commitment to responsible procurement, we encourage suppliers to:

- Consider the environmental impacts of their activities on a global scale, including climate change, biodiversity loss, resource depletion, and greenhouse gas emissions.
- Support national environmental objectives through compliance with applicable legislation, participation in environmental programs, and implementation of sustainable business practices.
- Contribute to provincial environmental priorities by reducing waste, improving energy efficiency, conserving natural resources, and supporting local sustainability initiatives.
- Measure, monitor, and where feasible, reduce the environmental footprint of their operations, products, services, and supply chains.
- Establish environmental goals and continuously improve their environmental performance through innovation, collaboration, and responsible resource management.

We encourage suppliers to demonstrate environmental leadership by integrating sustainability considerations into decision-making processes and by identifying opportunities to reduce their impact on the environment.

Suppliers are also encouraged to review the Public Procurement Agency's Sustainable Procurement Policy and Green Procurement Guide to better understand sustainability considerations and identify opportunities to support responsible procurement practices:

Sustainable Procurement Policy: https://www.gov.nl.ca/ppa/sustainable-procurement-strategy/

Green Procurement Guide: https://www.gov.nl.ca/ppa/guides-and-resources/

By considering the principles and guidance outlined in these resources, suppliers can contribute to the achievement of broader environmental, social, and economic sustainability objectives while strengthening the overall sustainability of the supply chain.

11 Supply Chain Management Contact Information

Contact for Open Calls

Tel: 709-737-1335
supplychain@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.

11.1 Buyers

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

Danielle Saunders, Buyer, SCMP
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Email: daniellesaunders@nlh.nl.ca

John Butt, Buyer, SCMP
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Email: johnbutt@nlh.nl.ca

Shane Young, Buyer
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Clara Mavin, Buyer
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Sam Slater, Buyer
Tel:
Email: samslater@nlh.nl.ca

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

Steven O’Connell, Buyer
Tel: 709-737-1926
Email: steveno’connell@nlh.nl.ca

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

11.2 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

11.3 Other Supply Chain Contacts

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Supply Chain Analyst
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Email: mikeantle@nlh.nl.ca

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 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
Section 4.3 – Awarded Contract Documents	Updated to reflect Docusign		July 7, 2026
Section 5 – Public Openings	Call-in information	Public Opening call-in information updated.	July 7th, 2026
Section 10 – SCM Contact Information	Contact Information		