⌃ **bids**&*tenders*®

The Supplier Performance module helps you evaluate and manage the performance of contracted suppliers and understand how well they are performing within the contract management phase of a particular project.

eProcurement **extras:**

Supplier Performance

Problems we solve :

- Limit Legal Liability

- Keep your projects out of the headlines and build relationships with suppliers using clear communication and standardized processes thus allowing procurement professionals to take prompt action in response to poor performance.

- Increase transparency and fairness of your evaluations, while bringing an important part of your procurement process online within the bids&tenders system which enables appropriate measures to be implemented and documented.

- Enable procurement experts to generate reports that identify any problems with a supplier or difficulties a department is experiencing with a specific supplier. By analyzing this data, procurement professionals can take proactive measures to address issues and foster a positive working relationship between the department and supplier, which promotes a healthy procurement environment.

Transform for good.

Create evaluation templates

Bring your paper-based evaluation forms to life by turning them into **bids&tenders** web templates that can be easily completed and circulated online. Create different templates for different types of projects and suppliers, such as contractors, consultants, or goods and services.
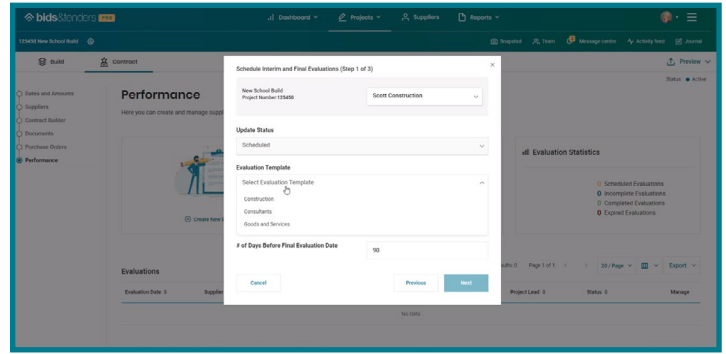
Schedule automatic evaluations

When you set up evaluations for a project, you can do custom evaluations or schedule evaluations at intervals. Using your input, the system will schedule interim and final evaluations based on the project's relevant dates. Notifications will be sent automatically to the evaluators at the appropriate intervals, so you can set it and forget it!

Evaluate through automated workflows

For each project, you can assign evaluators based on their project roles. The Supplier Performance module automatically prompts evaluators in workflow sequence to complete their evaluation. When the evaluations are completed, if the organization chooses, the evaluations can be automatically sent to the supplier for review.

Track evaluator activity

Along with showing ratings and comments from individual evaluators in the evaluation forms, you can track the activity of evaluators, such as when evaluations have been started but not completed, for auditing and transparency.

A single, end-to-end eProcurement solution.

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Choose what feedback suppliers receive

When setting up the evaluation, you can determine if you'd like suppliers to receive supporting documentation, and which comments will be visible to them. Limiting comments allows evaluators to be candid without giving suppliers too much information; including all comments promotes transparency. Procurement leads can even review the evaluation and comments before sending. Choose what works best for you for each project!
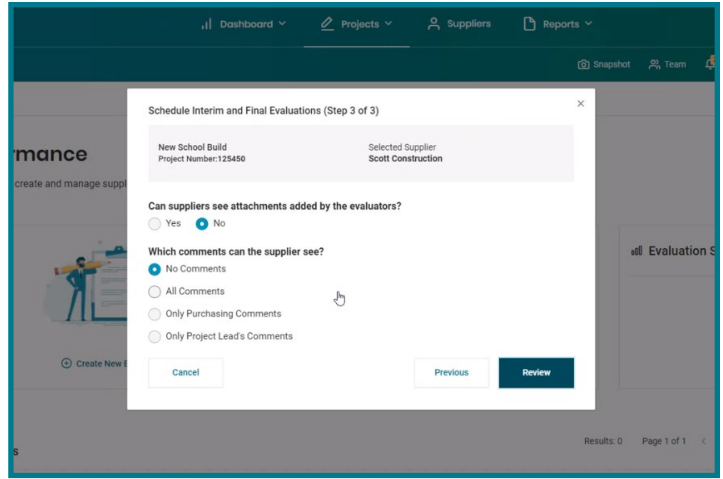
Calculate a performance score

Evaluations logged in the system will automatically contribute to a supplier's performance score, You'll be able to see all current and past evaluations, as well as any updates to their status. If you flag a supplier with a status such as banned, suspended, or in litigation, you can track that status (among others) within the system, you can see their status when they register for or submit to a project.
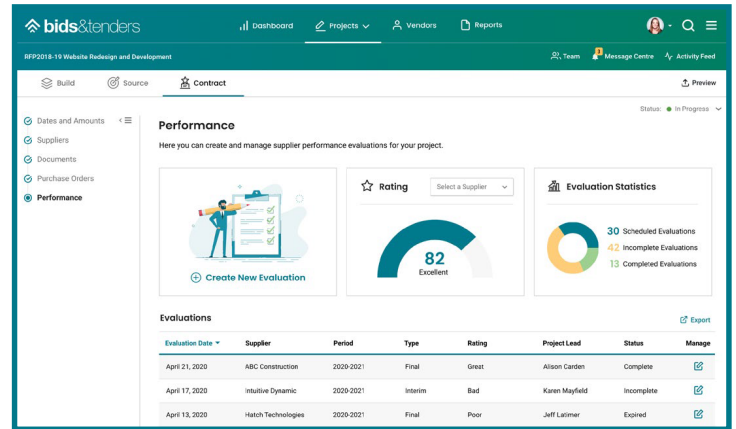
Handle supplier appeals

When suppliers receive their evaluation, they have the option to accept, appeal, or reject the evaluation. Within the system, they can add comments on why they feel the evaluation was unjustified. The appeal, with their comments, goes to the project lead within the system. This provides total transparency for everyone involved and tracks this important communication with suppliers, allowing for conversations to help suppliers improve.

Export evaluation data

Evaluators can export evaluation data, based on the organization's permissions settings for a given project. Administrators can export entire evaluation packages, including in-progress or expired evaluation documentation.
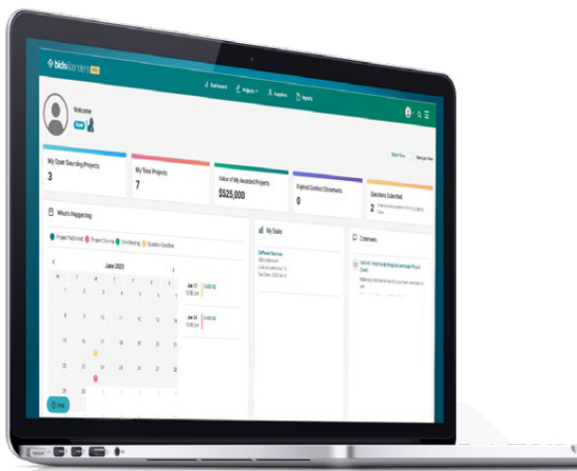
Report on supplier performance

Activating the Supplier Performance module also updates the Report Library, and includes reporting on evaluations waiting for review, evaluations by status (e.g. expired, appealed), and evaluations awaiting supplier acceptance.

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Digital Speaker Series

Supplier Performance & Management

- The differences between supplier management & performance,
- The benefits of having a centralized supplier management platform,
- Who maintains the information,
- Who creates and manages performance criteria,
- Tips on creating a Supplier Performance Program.

Speak to your account executive about adding Supplier Performance to your **bids&tenders** system today!

Learn more

bids&tenders®   bidsandtenders.com   1-800-594-4798

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