



Tendering Guidelines

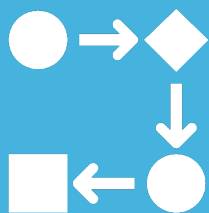
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What is a tender?

Tendering is the process we use to determine who'll win a contract to supply product(s) to the Co-op. When a contract is put out to tender, we invite certain vendors to put forward a proposal with a view to them winning that business with us.



Why is there a new process?

We're formalising and standardising our process to make sure it's fair and consistent. We're making sure our vendors have all the information they need from the very start of the process and that they're kept up-to-date throughout the tender.

How will I know if a product I supply may go out to tender?

Your buyer will keep you updated on how any product you supply is performing and let you know when a tender is likely to come up. Where we decide to put a contract up for tender, making sure we give reasonable notice is a priority so we'll only issue the tender once there's evidence reasonable notice conversations have taken place between you and your Buyer.



How do I join a tender?

To join a tender, you need to be invited to join by the Buyer. If you're interested in supplying a product that you don't currently supply, you should contact the relevant Buyer.





Our four step tenders process

1. We'll request a quote

We'll reach out to the vendors we'd like to join the tender to get a quote. At this point, some of the documents we usually give you will include:

- an Invitation to Tender document outlining the details of the tender;
- product specifications;
- our Supplier Guidelines, Terms and Conditions and Charges Matrix



We'll ask you to submit your proposal online via Curtis Fitch.

2. We'll review initial proposals



We'll then hold an internal cross-functional meeting to review initial vendors and agree which ones to proceed with.

3. We'll explore remaining proposals

This'll usually include a technical site visit to your production premises, a request for product samples and asking you to complete our vendor questionnaires. Beyond reasonable costs incurred by creating a proposal, we won't expect you to make any financial contributions. Once you've made your final submission, we'll complete our balanced scorecard to assess how well the vendors meet our requirements across the relevant functions.



4. We'll award the tender

We'll let the vendor who's won the contract know we're awarding them the tender. At this stage, all vendors that've been unsuccessful will be notified too. The successful supplier will then be taken through our on-boarding process which will include setup on our internal systems, site approval and confirmation of the route to market process.





Questions you might have

Will this process apply to all tenders?

Yes. But the amount of information we need from you when you join a tender will depend on the type of tender. No matter how simple a tender is, we'll apply the same level of diligence to make sure we're treating vendors fairly.



How are tenders submitted?

You'll use a web-based system named Curtis Fitch. We'll give you login details and instructions on how to use it when we invite you to submit a tender proposal. It'll be where all the information for each tender is stored, so it's all in one place. There's no fee to vendors for this service.

What if I don't agree with the way the tender has been awarded, can I appeal?

Yes. You'll need to contact your Category Trading Manager (CTM) who'll be happy to look into it for you. You can find their details on the Contact Matrix; if you don't have a copy of it, you can email supplierengagement@coop.co.uk.

What are vendor questionnaires?

Our Buying, Product Development, Technical, Food Policy and Supply Chain teams have each designed questionnaires to gather further information about your business. If they're included in a tender, they'll be sent to all vendors so we can reach an informed, balanced decision when awarding the contract.

What is a balanced scorecard?

It's an internal tool we use to score vendors who join a tender. The teams mentioned above assess the answers you provide to our tender questionnaires. Consideration of the scorecard forms an integral part of our sign-off meeting. It's an opportunity for each function to contribute to the final decision, making sure we compare proposals fairly and consistently across every tender.



Any questions?
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