



St. Michael's Hospital

Vendor Handbook

Revised August 2008

www.stmichaelshospital.com

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INTRODUCTION

St. Michael's Hospital Strategic Directions

In July 2008, the Board of Directors of St. Michael's Hospital approved a new strategic plan that will guide the hospital for the next 5 years. St. Michael's Vision, Mission and Strategic Directions are outlined below. A copy of the strategic plan is available at www.stmichaelshospital.com.

St. Michael's Hospital Vision Statement

To champion the never-ending quest for a healthier world, through our culture of caring and discovery.

St. Michael's Hospital Mission Statement

St. Michael's Hospital is a Catholic academic health care provider, fully affiliated with the University of Toronto and committed to innovative patient care, teaching and research. Established in 1892 by the Sisters of St. Joseph to care for the sick and poor, St. Michael's Hospital remains dedicated to treating all with respect, compassion and dignity.

At St. Michael's Hospital, we recognize the value of every person, guided by our commitment to excellence and leadership. We demonstrate this by:

- Providing exemplary physical, emotional and spiritual care for each of our patients and their families;
- Balancing the continued commitment to the care of the poor and those most in need with the provision of highly specialized services to a broader community;
- Building a work environment where each person is valued, respected and has an opportunity for personal and professional growth;
- Advancing excellence in health services education;
- Fostering a culture of discovery in all of our activities and supporting exemplary health sciences research;
- Strengthening our relationships with universities, colleges, other hospitals, agencies and our community;
- Demonstrating social responsibility through the just use of our resources.

The commitment of our staff, physicians, volunteers, students, community partners and friends to our mission permits us to maintain a quality of presence and tradition of caring, which are the hallmarks of St. Michael's Hospital.

St. Michael's Hospital Value Statement

The Values of St. Michael's Hospital represent the philosophy and beliefs of our organization, guiding all of our decisions and actions.

- Human Dignity - We value each person as a unique individual with a right to be respected and accepted.
- Excellence - We value quality in care, work life, education and research.
- Compassion - We value a quality of presence and caring that accepts people as they are and fosters healing and wholeness.
- Social Responsibility - We value integrity and the promotion of the just use of resources entrusted to us for the enhancement of human life.
- Community of Service - We value a work climate of mutual trust and harmony to enable healing, collaboration and the fulfillment of human potential.
- Pride of Achievement - We value our colleagues, our work and our accomplishments and take pride in bringing our rich tradition of hope and healing to every person in our care.

St. Michael's Hospital Profile

St. Michael's Hospital (SMH) is a large and vibrant 500-bed teaching and research hospital in the heart of downtown Toronto. .

Since its founding in 1892, by the Sisters of St. Joseph, SMH has been dedicated to carrying out our mission and values by providing compassionate, world class care for those most in need, particularly the poor and disadvantaged living in the inner city. Affiliated with the University of Toronto, SMH is a clinical leader in many areas: heart and vascular disease, trauma and critical care, neurosurgery, arthritis, osteoporosis, hemodialysis, complex diabetes, women's health, oncology and the use of minimally invasive surgical procedures. In many areas, SMH is a regional and provincial resource.

SMH Statistics by Function (Admissions/Visits)						
Function	2002/2003	2003/2004	2004/2005	2005/2006	2006/2007	2007/2008
Inpatient	24965	22646	23909	24135	24923	24924
Emergency	55603	48655	53402	54556	57020	57251
Surgical D/N Care	25865	23454	25357	25835	26027	24370
Ambulatory	514388	489611	591523	640238	647218	668235

St. Michael's Hospital Locations

The main site of the hospital is located at 30 Bond Street, Toronto, Ontario, Canada, M5B 1W8. We also have the following six (6) off-site clinics:

- 194 Gerrard Street, East
Contact Team – Mental Health
Toronto, Ontario, Canada M5A 2E6
- 410 Sherbourne Street, 4th Floor
Health Centre
Toronto, Ontario, Canada M4X 1K2
- 140 The Esplanade, 1st Floor, Unit #3
St. Lawrence Health Centre
Toronto, Ontario, Canada M5A 4P5
- 200 Wellesley Street, East, Suite 104
St. James Town Health Centre
Toronto, Ontario, Canada M4X 1G3
- 314 Adelaide Street, East
Withdrawal Management Services
Toronto, Ontario, Canada M5A 1N1
- 61 Queen Street
Outpatient Clinics, Family Practice, Medical Staff
Toronto, Ontario, Canada

St. Michael's Hospital - Supply Chain Business Goals

The supply chain business goals of St. Michael's Hospital are listed below:

- Negotiate or extend relationships with external partners aimed at improving the supply chain.
- Simplify and consolidate the supply chain by:
 - Increasing orders through a Third Party Logistics (TPL) provider.
 - Increasing orders purchased direct from manufacturers.
 - Reducing the number of orders placed with distributors.
 - Reducing the number of suppliers.
 - Improving use of key indicators to measure supply chain service levels.

St. Michael's Hospital - Supply Chain Vision

The St. Michael's Hospital Supply Chain Team has determined that the best way to achieve these goals is to establish collaborative relationships with a leading TPL provider, well established medical supply organizations, GPO's, and ebusiness-to-business organizations. This will bring unprecedented medical supply cost reductions to St. Michael's Hospital and other institutions in all segments of health care.

The collaborative relationship will allow SMH to leverage the scale, superior skills, and technology of a logistics services partner. The relationship will be characterized as clearly defined, free of any conflict of interest, accountable, and well communicated.

SMH management envisions a seamless customer focused supply chain that is enabled by advanced technology. With such a system in place, necessary supplies will be purchased through an effective manufacturer direct channel, with rationalized supply sources, and communications with vendors.

The organization's information systems will provide a seamless flow of information and transactions across the supply chain.

Examples of this will include, but not be limited to:

- Access to TPL systems and data.
- Use of bar coding.
- Extensive use of ECommerce transactions.
- Use of web-based applications, online forms and online product catalogues.

St. Michael's Hospital Website

St. Michael's Hospital offers a range of programs and services. All of the different medical programs and departments are placed into one of six core medical programs. In addition to these core programs, there are eight clinical services that provide support and technical services to the six core programs.

Within the hospital, we also have a range of support services that offer additional resources and service the hospital.

Visit our website at www.stmichaelshospital.com to learn more about St. Michael's Hospital.

VENDOR ADMINISTRATION

Introduction

Vendor Administration at St. Michael's Hospital manages the purchasing within the hospital. The department is responsible for the administration of the procurement process. This includes the purchasing of supplies, services, and equipment that are necessary to support the activities of the hospital. Vendor Administration issues tenders, and negotiates and awards contracts on behalf of the hospital. Vendor Administration staff strive to obtain the right goods and services in the most efficient and cost effective manner.

St. Michael's values good vendor relationships and strives to promote and maintain open and honest communications.

Department Structure

Vendor Administration works in teams. Each team is responsible for specific functions within the department, reporting to the Manager of Vendor Administration. The teams are:

- Periop/Heart & Vascular/Medical Imaging Programs;
- Medical Programs;
- Pharmacy/Nuclear Medicine/Diagnostic Imaging/Labs/Research;
- Purchased Services;
- Facility Management - Environmental Services, Engineering, Housekeeping and Administrative Commodities;
- Food / Nutrition Services;
- Capital Equipment;
- Data Management.

Departmental Functions

Vendor Administration will:

- Work in collaboration with hospital departments and our affiliates to determine their supply chain needs. This includes the source of supply, quantities requirements, delivery schedule, price, payment terms, tendering, and contract negotiations.
- Administer request for quotations, proposals, tenders, negotiations and contract awards.
- Develop specifications with user departments as well as arrange for the evaluation of supplies, equipment, and services from suppliers.
- Research the marketplace for new products and vendors.
- Ensure purchasing transactions are completed correctly, efficiently, and effectively.

Location

Vendor Administration is located at 250 Yonge Street, 14th Floor.

Contact us by:

- Telephone: 416-864-5028
- Fax: 416-864-5556
- Email: vendoradmin@smh.toronto.on.ca
- Hours of Operation : Monday to Friday 08 :30 to 16 :30

Committee Involvement

Vendor Administration participates in five committees that provide guidance and support to the supply chain needs within the hospital. They are:

- Operational Resources and New Technology Committee.
- Clinical Services Workgroup.
- Purchase Services Workgroup.
- Perioperative Value Analysis Workgroup.
- The Plant and Capital Council.

The **Operational Resources and New Technology Committee** (ORNT) has the authority to approve or reject new technology, products, medical devices, equipment, and services for use in the Hospital.

This committee operates under the authority of, and reports to, the Patient Care Council. Appeals, if any, may be presented to the ORNT Committee for reassessment. Final resolution may be referred to the Senior Management Committee. The operating guidelines of the ORNT Committee shall apply to all groups and task forces.

The ORNT Committee is responsible for value analysis. This is defined as the process by which all new technology, products (excluding pharmaceuticals), and services current and proposed, are reviewed to ensure that the Hospital is receiving the optimum benefit and outcome from all moneys spent in hospital operations. Pharmaceuticals are approved through the Pharmacy and Therapeutics Committee.

The ORNT Committee is charged with the responsibility of reviewing and approving both product selection and sources of purchased services to ensure the standards established by the Hospital are met and do not compromise the quality of patient care. This committee is accountable for reporting any savings or costs related to the decisions made.

The **Clinical Services Workgroup** (CSWG) reports to the ORNT Committee, and is responsible for reviewing medical and surgical supplies used in the hospital. This committee ensures that an appropriate value analysis process has been conducted when considering a change to an existing product, or the introduction of a new product. Such a process will include a review, assess needs, standardization, suitability, analysis of safety and hospital standards, trial, evaluate, and implementation of products.

The **Purchase Services Workgroup** (PSWG) reports to the ORNT Committee. Its purpose is to review, analyze, and recommend alternate methods of sources of supply, and changes in operations concerning purchased service for the hospital.

The **Perioperative Value Analysis Workgroup** (PVAW) is a sub committee of the ORNT and Perioperative Services Advisory Group (PSAG) of St. Michael's Hospital. The PVAW has the authority to approve or reject for purchase and clinical use, specialized products within the approved budget of the Perioperative Services.

The **Plant and Capital Council** acts as the advisory council on the use of hospital space, and the approval of capital equipment and renovation expenditures. The Council reviews capital budget and space utilization submissions, and recommends approval for funds in accordance with recommended criteria.

Third Party Logistics Program (TPL)

St. Michael's Hospital has a TPL Program that manages the day-to-day count and replenishment of regularly used common medical/surgical products. St. Michael's TPL provider is Logihedron. The Hospital shares a warehouse facility located in Oakville. Criteria and process flows for products that are regularly ordered have been developed to manage these supplies. St. Michael's intends to move products that do not qualify for the TPL Program to an internal automated (scan/count) process.

ACCOUNTS PAYABLE

Introduction

Accounts Payable at St. Michael's Hospital manages the vendor and staff payment activities. The department is reporting directly to Finance Department.

Department Structure

Accounts Payable works in teams. Each team is responsible for specific functions within the department, reporting to the Manager of Accounts Payable.

Location

Accounts Payable is located at 250 Yonge Street, 14th Floor.

Contact us by:

- Telephone: 416-864-6009
- Fax: 416-864-3574
- Email: accountspayable@smh.toronto.on.ca
- Hours of Operation : Monday to Friday 08 :30 to 16 :30

CODE OF BUSINESS CONDUCT

Guiding Principles

St. Michael's Hospital is a values based organization. These values are human dignity, excellence, compassion, social responsibility, community of service, and pride of achievement.

In order to build trust in the organization, we need to demonstrate consistent integrity and credibility. Therefore, each individual employed by, or associated with the organization, is expected to share in our commitment to high ethical and legal standards. Each employee, physician, volunteer, student, contract personnel, and corporate stakeholder is accountable to act with integrity. We expect agents, consultants, researchers, contractors, representatives, and vendors to abide by the Code of Business Conduct that has been prepared to give every individual a clear understanding of what is expected

Our commitment to integrity involves a commitment to justice. Each individual is responsible for providing health care services that comply with all laws, regulations, standards, safely and evidence based wherever possible.

Ethical dilemmas could be encountered in the performance of work related duties. Staff are advised to seek advice from Management when faced with a difficult situation. Interpretation and compliance questions should be referred to the Executive Vice President of the program. During their orientation as new employees, each staff member must sign a form of compliance with the Code of Business Conduct that is kept on the Human Resources employee file.

Responsibility and Accountability

Each individual is responsible and accountable for acting with integrity by demonstrating compliance with the law. Their actions must be consistent with St. Michael's vision, mission, and core values, and with all applicable laws and regulations that relate to activities for, and on behalf of, the hospital.

Individuals requiring clarification as to whether an activity is illegal or unethical are encouraged to discuss the issue with the management. Illegal or unethical practices are subject to disciplinary measures appropriate to the violation, up to and including dismissal.

Relationship with Vendors

The term 'vendor', as used here, means any person, group of persons, firm, or corporation, who is providing or seeking to provide, goods or services to St. Michael's Hospital.

Business relationships with vendors must be equitable to both parties, based on merit, and comply with hospital policies. Business decisions are based solely on the best interests of St. Michael's Hospital, its patients, staff, and the community it serves.

Contracts are awarded based on a number of criteria. These include product or service suitability, evidence based outcomes, impact analysis, price, delivery, corporate fit, and quality. Purchasing agreements are documented and clearly identify the services or products to be provided, the payment terms, and the applicable price commensurate with the services or products provided.

Any relationship with a supplier that could be interpreted as influencing an employee's decision-making on behalf the St. Michael's Hospital is prohibited.

Financial loans from suppliers of either a business or personal nature may not be accepted. Receipt of a prize, award, or a gift from a supplier, or consulting conducted for a supplier, must be disclosed to management in writing.

The receipt of any form of payment from a supplier for speeches, presentations, or articles, is not acceptable if it could be interpreted as influencing decision-making on behalf of St. Michael's Hospital. All such payments must be disclosed to management in advance.

Gifts, Entertainment and Favours

A gift is something acquired without compensation. This would include a meal, a ticket to a special event, cash, a gift certificate, a piece of jewelry, a bottle of alcohol, etc.

A favour is a privilege or concession, such as, a reduction in the price of an item or service.

Entertainment means something that amuses, pleases, or diverts, especially a performance or show, such as a cultural, musical, or sporting event, for which there is a charge for admission.

Gifts or other favours that could in any way influence or appear to influence business decisions are not acceptable. Giving or receiving occasional personal gifts of nominal value is a common practice in building and maintaining business relationships. However, if any gift of more than \$100 value is offered, the gift must be declined. This policy applies at all times, whether during a traditional gift-giving season or otherwise, and applies to all individuals.

For the purposes of this section, a donation made to the Foundation, and which is eligible for a charitable receipt, is not considered a gift.

It is important to distinguish between gifts and entertainment. To be considered entertainment, the person offering and accepting the invitation must attend and the purpose must be for business discussion or the enhancement of the business relationship.

Accepting entertainment that may appear inappropriate should be discussed with management in advance. If an invitation seems inappropriate, the offer should be declined. Alternatively, we may pay the deemed value of the entertainment ourselves, subject to our policies. Gifts may be donated to the hospital as long as they are declared and acknowledged, and pre-approved by management.

Conflict of Interest

An individual's position, or knowledge gained through their employment or affiliation, is not to be used in a manner that results in a conflict of interest or an appearance of a conflict of interest.

Individuals must not incur or maintain any kind of financial or personal obligation or interest that affects (or may appear to affect) their judgment in the transaction of business on behalf of St. Michael's Hospital with outside firms or individuals.

Any employee of St. Michael's Hospital who offers consulting services to a supplier, must disclose such a relationship to their manager, and the Manager, Vendor Administration, must keep this relationship on file.

Each individual must examine his or her own activities and those of their family members to ensure that an obligation or relationship that could create (or appear to create) a conflict of interest, does not exist.

Any individual involved in recommending or purchasing goods or services, or in recommending or hiring an individual, must disclose in writing to the Manager of Vendor Administration, any known material or financial interest, whether

personal, family, in a prospective vendor or its employee. Such an individual will withdraw from any decision-making process.

Investments

Investments that influence an individual's independent judgment on behalf of St. Michael's Hospital, are not permitted.

For example, a conflict of interest could arise if a staff member has an investment in a supplier and has decision-making authority that may have a business impact on an outside party. For clarity, having a personal mortgage with a financial service organization that provides a financial service to the hospital would not be a breach of this provision.

Confidential Information

The organization's documents and information are the sole and exclusive property of St. Michael's Hospital.

Each individual must maintain and protect the confidentiality of any proprietary or confidential information of the hospital that the individual learns or obtains in the course of their relationship with the hospital. Unauthorized disclosure, use, or discussion of St. Michael's Hospital document or information is prohibited. An individual involved in such an unauthorized disclosure will be subject to discipline up to and including termination.

Each individual must use such confidential information only in a manner consistent with the purposes for which it was shared with the individual. No individual shall use confidential/proprietary information of the hospital for any other purpose, either during or after his or her involvement with St. Michael's Hospital.

Integrity of Records

All financial books, records, and accounts must accurately reflect transactions and events, and conform both to required accounting principles and to St. Michael's Hospital's system of internal control. Records are retained according to government regulations.

Environment/Health and Safety

St. Michael's Hospital is committed to the protection of the environment by minimizing the environmental impact of our operations, and providing a healthy and safe work environment according to law. Each individual is responsible to comply with all environmental, health and safety policies, laws and regulations. Environmental related incidents and infractions must be reported immediately upon discovery, according to St. Michael's Hospital policy.

Products with environmental impact and the nature of the impact must be disclosed during the Request in Proposal stage.

Positive Work Environment

St. Michael's Hospital is committed to a policy of equal employment opportunity without regard to race, creed, colour, age, ethnic origin, sexual orientation, gender, family status, marital status, physical challenge, record of offences, ancestry, citizenship, and/or place of origin.

In accordance with St. Michael's Hospital values, it is the responsibility of each individual to treat others with honesty, integrity, compassion, and respect in order to provide a trusting work environment free from discrimination and harassment. This includes refraining from the use of language, gestures, signs, jokes, print material, or any other mode of communication that may reasonably be considered offensive.

Publicity

No supplier may claim St. Michael's Hospital as a customer without prior written authorization.

PURCHASING PROCESS

Group Purchasing Organization Membership

St. Michael's Hospital is a shareholder in Medbuy Corporation, a National Group Purchasing Organization (GPO) for Healthcare in Canada, a member of St. Joseph's Health System GPO, a member of the CAHO Capital Procurement Cooperative (CCPC), and a member of the Focus on Hospital Supply Chain Integration Group (FOSCHI). All are contracting agents for St. Michael's Hospital. Although pricing and contract terms are confidential, vendors need to be aware that this information will be shared with our contracting agents as required.

Capital Equipment

The Plant and Capital Resources Council approves all capital equipment. No capital equipment may be purchased without approval from the Council and a capital requisition number assignment by the Department of Finance. Capital equipment is purchased through a formal Request for Proposal process to protect the hospital from liability and reduce risk. Ongoing maintenance and service agreements will be negotiated and purchase order issued at time of purchase.

Competitive Bidding Practices

It is the policy of St. Michael's Hospital to purchase goods and services through competitive quotes or bidding whenever possible. Competitive quotes are mandatory for services and supplies over \$25,000 annually. For supplies and services over \$100,000, a public tender is mandatory. Authority and responsibility for the selection of reputable suppliers rests with the end user department and appropriate Vendor Administration staff members. A vendor qualification program may at times be used for pre-qualifying or selecting suppliers and contractors to provide products and services to St. Michael's Hospital.

Contract Awards

Vendor Administration is responsible for awarding all supply and services contracts. Contracts are only valid if signed by an authorized signatory on behalf of the Corporation.

Authority to Commit Hospital Funds

As a matter of policy, only authorized hospital personnel can commit hospital funds for goods and services. All commitments for purchases must include the issuance of a purchase order. Purchase Orders are issued by Vendor Administration personnel. The purchase of all capital equipment over \$5,000 each, is subject to an internal capital approval process.

Purchasing Procedures

Purchase requisitions (preferably electronic) are initiated by the department requiring products and/or services. Once completed and appropriately authorized, they are forwarded to Vendor Administration.

A Customer Service Representative (CSR) determines complete and accurate specifications in collaboration with the user department.

Good business practices are followed to determine the best offer for goods or services.

A purchase order number is assigned when placing orders.

A packing slip or invoice quoting a purchase order number must accompany all incoming orders. The Logistics Department is responsible for all purchases received from suppliers and the internal distribution of these goods to the appropriate hospital department.

Receipt of an original invoice with a reference purchase order number is necessary before payment can be made. All invoices should be directed to Accounts Payable. For services, the invoice should also include a copy of the signed work order.

No products will be received at St. Michael's unless Vendor Administration issues an authorized purchase order. Any products received that do not have the above will be refused.

Pricing and Other Communication

Vendor Administration personnel are authorized to obtain information about pricing. Any communication regarding pricing should be directed to the appropriate CSR or Team Leader and not the user department. Competitive pricing information may be shared with the requesting department before an order is placed.

Suppliers should always specify the terms that affect prices, such as shipping and early payment discount terms.

Pricing information and other correspondence is considered confidential at all times, but may be shared with our contracting agents.

All correspondence involving purchase orders should be channeled through Vendor Administration so that a complete record of the transaction is maintained. All communications, whether invoice, credit, letter, shipping instruction, fax, e-mail, or personal communication, should refer to an official St. Michael's purchase order number.

All purchase orders issued from St. Michael's contain an important term about pricing. The term reads, "St. Michael's Hospital must be notified, in writing prior to shipping, of any price changes, otherwise all payments will be in accordance to our purchase order price." This term is strictly adhered to by Vendor Administration.

Equipment on Loan/Trial

For risk and liability reasons, all equipment brought into the hospital on loan for evaluation or approval, is arranged through Vendor Administration by means of a proper purchase requisition, assignment of a purchase order number, and/or a trial agreement, as necessary. Vendor Administration also arranges the return of such items.

Products provided for loan, in no way obligate St. Michael's Hospital to purchase these specific items from the provider.

E-Commerce

St. Michael's Hospital is engaged in electronic data interchange (EDI) with major suppliers. The hospital is an active member of Canadian Health Marketplace (CHM). Our vision is to transmit as many transactions as possible using EDI technology. Vendors with EDI capability will be given preferred status.

If your company is EDI capable, or if you would like to inquire on what is involved in using e-commerce technology in trading with St. Michael's Hospital, contact Vendor Administration at 416-864-5028.

Delivery

Deliveries are accepted in our Logistics Receiving Department (on Shuter Street) between 06:00 and 12:00, Monday through Friday. Deliveries outside of these available hours must be pre-arranged by calling 416-864-5491 and leaving a voice mail indicating your telephone number.

Delivery appointments must be confirmed by the Receiving Department. Vendors are asked to pay special attention to packaging, shipping instructions, and delivery dates. Unless noted by Vendor Administration, all deliveries are to be F.O.B. destination. The goods are to be shipped in the most economical manner to meet the stipulated delivery date. Destination is defined as St. Michael's Hospital, 30 Bond Street, Toronto, Ontario, M5B 1W8.

Service Delivery

Any company doing preventative maintenance or service must have an authorized purchase order number.

Service delivery personnel must sign in at Receiving Department, and complete a service delivery report and drop it off at Receiving Department, located at Cardinal Carter, Room B1-041. Receiving will send a copy to Biomedical Engineering.

Returns

Vendor Administration processes the return of goods to vendors. The supplier is contacted for an authorization number as per their return policy. We expect the credit and/or replacement products to be handled within fourteen (14) days or in a mutually agreed upon (documented) time frame.

Invoicing

To ensure prompt payment, all invoices must be delivered or sent electronically to Accounts Payable, St. Michael's Hospital, 30 Bond Street, Toronto, Ontario, M5B 1W8.

Ensure the following information is included on all invoices:

- Sold to: St. Michael's Hospital
- Ship to address
- Purchase order number (both goods and services)
- Remit to: Name and Address
- Invoice number and date
- Delivery date
- Terms
- Description of item
- Unit of price
- Product or catalogue number (if applicable)
- Quantity shipped or quantity back ordered (if applicable)
- For each line item: gross price, discount (if applicable), net price
- GST and PST itemized for lines and freight (if applicable)
- Vendor's Account Receivable Department telephone number
- Signed work order if invoicing for a service

Each invoice must contain information from only one purchase order. The information on the invoice must agree with the information on the purchase order document (for example, description of items, quantity ordered, catalogue number, unit of measure, unit price). All invoice/purchase order discrepancies will be investigated.

Couriers

Courier packages must be delivered to the Distribution Centre on B2 Cardinal Carter Wing, Room B2-005 for internal distribution from 07:00 to 17:00, Monday through Friday. Contact the Distribution Centre by calling 416-864-5457.

For safety and security reasons, couriers are only allowed to drop off parcels under 18"x18" at Distribution Centre. After hours courier delivery can be arranged by calling 416-864-5457.

PURCHASING STANDARDS

Expectations

A quality supplier will:

- Provide quality goods and services that consistently meet or exceed St. Michael's Hospital requirements and expectations;
- Provide fill rates >98.5%;
- Offer strong e-commerce capabilities;
- Promote cost reduction while maintaining or improving quality;
- Ensure pricing is competitive;
- Provide early payment discounts;
- Ensure timely deliveries;
- Provide accurate processes from end-to-end;
- Provide a high level of customer service;
- Provide technical assistance;
- Engage in ethical business practices at all time in their dealing with St. Michael Hospital, and;
- Provide only products approved by Health Canada or the appropriate approval body.

Electrical Equipment

All equipment purchased by the hospital must have CSA or ULC approval. Biomedical Engineering inspects all electrical equipment prior to delivery or installation in the user department.

Call Biomedical Engineering to book an appointment 416-864-5051. A copy of the purchase order is sent to Biomedical Engineering by Vendor Administration prior to inspection date.

WHMIS

Suppliers are expected to provide two copies of current Material Safety Data Sheets (MSDS) and appropriate labels with each delivery of products defined by Workplace Hazardous Material Information System (WHMIS) legislation as controlled. This applies to all ordered products as well as any substitutes approved by Vendor Administration and products supplied for evaluation.

Standardization

St. Michael's Hospital strives to create standards for supplies, services, equipment, furnishings, and computer hardware. Vendor Administration works within the guidelines set out by various committees within the Hospital, using an impact analysis evidence based approach.

Medical Alerts and Products Recalls

Medical alerts and product recalls must be directed to Vendor Administration and Director, Risk Management. Vendor Administration will initiate follow-up action with departments concerned.

Suspension or Termination of Business

On behalf of St. Michael's Hospital, the mandate of Vendor Administration is to ensure that suppliers and contractors provide the best possible value with respect to quality and safety of product and services.

At the discretion of the hospital, suppliers and contractors who do not subscribe to high quality products and services, or who put the hospital and its staff, patients and visitors at risk, may have their ability to bid on products, work, or services, suspended or terminated.

The Manager of Vendor Administration will notify the President of the affected company in writing when such an event occurs.

SUPPLIER REPRESENTATIVES

Initial Contact

Supplier representatives are asked to adhere to the following procedures in order to save time for everyone and ensure a fair process for all suppliers.

Suppliers who have not previously dealt with the hospital must contact Vendor Administration and ask to speak with the buyer responsible for the commodities or services in which the supplier is interested.

After the initial contact, company representatives should maintain ongoing contact with the Vendor Administration staff responsible for the procurement of the company's products. It is important to keep Vendor Administration staff informed about products and services, so they can maintain their knowledge of the market place and hospital suppliers.

Visits

Vendors are restricted from patient care areas unless pre-approved. Contact Vendor Administration for specific details. Any visit to the hospital should be pre-arranged through Vendor Administration with the contact, purpose, date, and time/time period. Vendor Administration will inform Security and inform the supplier representative of the entrance procedure. Suppliers who visit the hospital on a regular basis should arrange an ID badge via Vendor administration.

Service Calls

Service or maintenance representatives can report directly to the areas needing such services, or to the Bio-Medical Engineering/Physical Plant Departments specified by the purchase order or service contract agreement.

A completed service report is to be left at the Receiving Department and the department of Bio-Medical Engineering or Physical Plant, as stated in the assigned purchase order once the service is completed.

Samples and Demonstrations

Suppliers wishing to distribute gifts or samples to patients must request permission through the appropriate Program Director.

Demonstration and distribution of product(s) should be scheduled through the Vendor Administration. Authorization must be in writing to Vendor Administration from the appropriate Program Director and the Product Review Form #61803 and #61278 (Appendix IV) for the Operational Resources and New Technology Council.

Parking

Public parking is available at multiple locations around the hospital (on Queen Street, Church Street, and Bond Street). Alternately, parking meters are available on Victoria and Bond Streets.

The cost of parking is the vendor's responsibility.