



INTRODUCTION

The following is intended to act as a guide to assist suppliers in appropriately coordinating their activities while on Health Sciences North (HSN) premises. HSN recognizes that Sales Representatives are professionals who provide the hospital, its administrators and Medical Staff with valued resources. By following the practices recommended in this guide, suppliers may carry out their responsibilities, and HSN personnel may benefit from the resources available, in an atmosphere of mutual consideration.

INITIAL CONTACT

Sales Representatives who have not previously dealt with HSN must first contact the PURCHASING DEPARTMENT to review supply and service offerings with purchasing staff. Following initial contact, Sales Representatives are expected to maintain regular contact with the PURCHASING DEPARTMENT regarding on-going procurement activities.

BY APPOINTMENT ONLY

Sales Representatives will be seen by appointment only. HSN staff will make every effort to provide suppliers with prompt and courteous access. Supplier appointments are to be coordinated through the PURCHASING DEPARTMENT. It should be noted that unscheduled or casual visits to HSN departments, including administrative areas, nursing units or physician lounges are not permitted.

While on site, sales representatives are expected to display appropriate identification. In this regard, sales representatives must register (sign-in) with the Purchasing Department where they will be issued a visitor identification badge prior to proceeding to on-site appointments.

Clinical units may have additional visitor policies specific to their area not identified in this guide.

SCHEDULING APPOINTMENTS

Appointments with HSN personnel may be scheduled during regular business hours by calling the PURCHASING DEPARTMENT at (705) 523-7307. PURCHASING DEPARTMENT regular hours of operation are from 8:00 A.M. to 4:00 P.M. Monday through Friday.

APPOINTMENTS WITH MEDICAL STAFF

Appointments with Medical Staff should be arranged through individual physicians' administrative personnel and should be limited to non-patient care areas.

PRODUCT DETAILING

HSN clinical and administrative personnel meet regularly throughout the course of the year. Sales Representatives interested in detailing 'new product' developments or providing updates on established products may be offered the opportunity to make formal presentations to senior staff members.

Presentations should be planned in discussion with the PURCHASING DEPARTMENT and initiated by forwarding a formal request together with an outline of the relevant material to be covered during the presentation.

PURCHASING PRINCIPLES

HSN promotes an environment that is fair, open and consistent. Among other criteria, the Hospital sources goods and services on the basis of quality, value for money and availability.

HSN has adopted the following Supply Chain Code of Ethics:

Integrity & Professionalism

All individuals involved in procurement activities must act, and be seen to act, with integrity and professionalism. Honesty, care and due diligence are integral components of supply chain processes and respect must be demonstrated for suppliers, stakeholders and the environment.

Confidential information must be safeguarded and participants must not engage in any activity that may create, or appear to create, a conflict of interest (i.e. providing preferential treatment to a particular supplier and/or publicly endorsing a particular supplier or product).

Accountability & Transparency

All procurement activities must be open, accountable and conducted with a view to obtaining the best value for public money. In this regard, all participants must ensure that public sector resources are used in a responsible, efficient and effective manner.

Compliance

All individuals involved in procurement activities must comply with this Code of Ethics and the laws of Canada and Ontario.

COMPETITIVE PROCUREMENT

Wherever reasonable and practicable, HSN seeks out competitive pricing from multiple sources toward negotiating mutually favourable terms of purchase.

In accordance with the Ontario Ministry of Finance Broader Public Sector Procurement Directive, HSN posts open competitive procurement opportunities with a value greater than \$100,000 using a national public tendering service. The service provider used by HSN is Biddingo.com. Opportunities with lower procurement values may be posted in this same manner or follow an invitational procurement process.

It is HSN practice not to divulge pricing information.

AUTHORITY TO PURCHASE & PURCHASE ORDERS

The PURCHASING DEPARTMENT is the recognized *Procurement Authority* for the hospital. It is responsible for the purchasing, processing, return and sale of any and all hospital related goods and services, and exclusively authorized for initiating and maintaining professional relationships with suppliers including;

- ♦ managing all product and pricing related matters;
- ♦ determining supply sources, purchase quantities and delivery schedules; and
- ♦ negotiating all contractual arrangements and agreements.

Where, for operational reasons, *Procurement Authority* has been delegated to individuals or groups within the hospital, the PURCHASING DEPARTMENT is responsible for providing functional direction and oversight to the procurement process.

All purchases and purchase agreements must be coordinated through the PURCHASING DEPARTMENT and any agreement or commitment made without prior written approval will be considered invalid and will not be recognized by the hospital.

PRODUCTS ENTERING THE HOSPITAL

Products entering the hospital, whether for purchase, evaluation or loan, must reference an approved Purchase Order (P.O.) number. No goods are to be received or services performed without an authorized P.O. In all instances, the P.O. number must appear on all shipments, delivery slips and invoices. If an item enters the hospital without a PO, the hospital will not be responsible for any charges and has the right to refuse acceptance at the receiving dock.

All new or substitute products are subject to review by the *Pharmacy and Therapeutics Committee (P&T)*, the *Product Standardization and Evaluation Committee (PSEC)* and/or the *PURCHASING DEPARTMENT*.

All shipments are expected to be delivered promptly, in accordance with agreed upon delivery dates. Unless otherwise stipulated in the terms of purchase, all deliveries are to be made through Receiving. With the exception of emergency shipment arrangements, all deliveries will be accepted in Receiving Monday through Friday as follows:

Ramsey Lake Health Centre, 41 Ramsey Lake Road - 7:00 A.M. to 4:30 P.M

Sudbury Outpatient Centre, 865 Regent Street – 8:00 A.M. to 12:00 noon

Any products entering the hospital without an approved Purchase Order or the prior written consent of the PURCHASING DEPARTMENT may result in the disqualification of a supplier from further participating in formal hospital bid processes.

SAMPLES

Sales Representatives interested in distributing product samples must have prior approval of the PURCHASING DEPARTMENT or the approval of the Administrative Director for the functional program receiving the samples.

ELECTRICAL DEVICES

Any and all electrical devices entering the hospital must be CSA (or equivalent) approved and must be inspected by Building Services personnel and/or Biomedical Engineering staff prior to delivery and installation in end user areas.

SERVICE CALLS

Service or maintenance representatives may report directly to areas requesting service, as specified in the Purchase Order or contractual agreement.

SUPPLIER PERFORMANCE

As a matter of practice, HSN periodically evaluates suppliers on such factors as: value competitiveness, delivery performance, backorders, fill rates and adherence to hospital policies and procedures. Procurement decisions may be influenced by the above.

GIFTS & HOSPITALITY

It is contrary to HSN policy for employees with assigned Procurement Authority to accept gratuities, premiums or other considerations that may permit influence on their duties or otherwise conflict with the best interests of the hospital. HSN prefers that supplier incentives be expressed in terms of quality, service and price. Suppliers with an interest in further supporting the hospital are encouraged to contact the Health Sciences North Foundation at (705) 523-7130 or the Northern Cancer Foundation at (705) 523-4673 (HOPE).

Association with supplier representatives at luncheons, dinners and/or other business engagements is acceptable provided hospital representatives do not violate, or appear to violate, conflict of interest obligations. HSN may act as host on occasion provided the event does not give, or is not perceived to give, preferential treatment to any supplier.

CONTACTS, CATALOGUES AND PRICE LISTS

Your interest and assistance with maintaining accurate and up-to-date files of authorized Sales Representatives and product literature is appreciated. Vendor information updates should regularly be forwarded to:

Health Sciences North
Ramsey Lake Health Centre
Purchasing Department
41 Ramsey Lake Road
Sudbury, Ontario P3E 5J1

ELECTRONIC COMMERCE

The Hospital is engaged in electronic data interchange (EDI) with major suppliers. If your organization is EDI capable or you would like to inquire about this feature, please contact us.

THANK YOU

Thank you for taking the time to review the above information. The Hospital appreciates your cooperation and acknowledges the courtesies and services provided by its suppliers and Sales Representatives.

For further information on Hospital policies and processes, please visit our website at <http://www.hsnsudbury.ca> or contact the PURCHASING DEPARTMENT at (705) 523-7307.