

### **SSW-Supported Hospitals**

#### **Baycrest Centre for Geriatric Care**

3560 Bathurst Street  
Toronto, ON M6A 2E1

#### **Bridgepoint Health**

14 St. Matthews Road  
Toronto, ON M4M 2B5

#### **Halton Healthcare Services**

Oakville-Trafalgar Memorial Hospital  
3001 Hospital Gate  
Oakville, ON L6M 0L8

Milton District Hospital  
30 Derry Road East  
Milton, ON L9T 2X5

Georgetown Hospital  
1 Princess Anne Drive  
Georgetown, ON L7G 2B8

#### **Haldimand War Memorial Hospital**

206 John Street  
Dunnville, ON N1A 2P7

#### **Headwaters Health Care Centre**

100 Rolling Hills Drive  
Orangeville, ON L9W 4X9

#### **Runnymede Healthcare Centre**

625 Runnymede Road  
Toronto, ON M6S 3A3

#### **Trillium Health Partners**

Credit Valley Hospital Site  
2200 Eglinton Avenue West  
Mississauga, ON L5M 2N1

Mississauga Hospital Site  
100 Queensway West  
Mississauga, ON L5B 1B8

Queensway Hospital Site  
150 Sherway Drive  
Toronto, ON M9C 1A5

#### **West Park Healthcare Centre**

82 Buttonwood Avenue  
Toronto, ON M6M 2J5

### **William Osler Health System**

Brampton Civic Hospital  
2100 Bovaird Drive East  
Brampton, ON L6R 3J7

Etobicoke General Hospital  
101 Humber College Boulevard  
Etobicoke, ON M9V 1R8

### **Grievance Process**

If a vendor who provides goods or services to SSW believes in good faith that they have a grievance in connection with SSW's contracting process, then the vendor should first contact the department/manager for the applicable product area to discuss and informally resolve the vendor's concerns. If the vendor is not satisfied that their grievance has been addressed by the department director/manager, then they may file a formal written grievance with SSW. The vendor may send a letter that states the facts and concerns related to the vendor's grievance with sufficient specificity to enable SSW to respond promptly. The vendor shall address its written grievance to:

#### **Shared Services West**

Northgate Business Park  
1107 Clay Avenue, Unit 500  
Burlington, ON L7L 0A1  
Attn: Director of Strategic Sourcing

SSW shall respond in writing to the grievance in a timely manner, but no later than thirty (30) days after SSW's receipt of the grievance letter.

905-287-2870

[www.ssw.ca](http://www.ssw.ca)



## **Guidelines for Suppliers**



**February 2013**

## Appointment Scheduling

Following the procedures below will ensure time spent between sales representatives and department personnel will be productive for both parties:

- Hours – generally, sales representatives are seen Monday through Friday, 8:30a.m.-4:30p.m.
- Appointments must be pre-arranged with the appropriate department representative.
- Sales representatives should report to the Purchasing Department before visiting hospital representatives.
- SSW will confirm appointments with the appropriate hospital representative.
- Sales representatives presenting new products in any SSW facility must obtain approval through Purchasing.

## New Vendors

Any new vendor wishing to add a company to the SSW vendor list must submit the following data to the Purchasing Department.

- Company Name
- Phone and FAX numbers
- Remittance address for Customer Service
- City, Province, Postal Code
- Name of sales representative

## Vendor Responsibilities

It is our expectation that all vendors will conduct themselves in a responsible, truthful and ethical manner in all dealings with SSW-supported Hospitals. Vendors shall have the following responsibilities:

- Honor the terms, conditions and spirit of intent of any Agreement between SSW and the vendor, and any agreement executed by SSW's Hospitals.
- Honor the agreements that SSW executes with other competing vendors. The vendor will not "counter-detail" or otherwise undermine competing agreements. The vendor will show the same respect to competing vendors and their relationship with SSW as the relationship they expect to enjoy.
- Use best efforts to provide market competitive pricing to SSW that reflects the committed nature of the organization.

- Provide appropriate in-service training and education for SSW-support Hospital staff and physicians.
- Provide a competent, well-trained, responsible field sales force committed to timely ongoing support of SSW-supported Hospital staff and physicians.
- Provide an experienced, central point of contact for SSW authorized to represent and make decisions on behalf of the vendor.
- Provide accurate and timely sales reporting in the format(s), including electronic, specified by SSW.
- Make accurate and timely payments to SSW for all earned rebates and incentives according to agreement terms.
- Provide accurate and timely pricing in the format(s), including electronic, specified by SSW and invoice SSW with the correct contracted pricing.
- Support Electronic Data Interchange (EDI, eCommerce, GS1, and other initiatives designed to improve efficiency and reduce supply chain costs.
- Provide complete and accurate product cross referencing and other information requested by SSW-supported Hospital staff to facilitate the contract development and implementation process.
- Refrain from offering SSW-supported Hospital staff, including members of their immediate family, gifts, gratuities, or entertainment of greater than nominal value.
- Comply with SSW and healthcare industry guidelines and regulations pertinent to (1) patient confidentiality; (2) patient safety matters and (3) demonstrated Quality Initiatives and/or indicators.
- Will not bring any products into any SSW-supported Hospital facility without prior written approval of the appropriate SSW management personnel or Contract Specialist.

## Vendor Rights

- Receive equitable and impartial treatment when bidding or negotiating for business with SSW-supported Hospitals.
- Expect confidentiality in their dealings with SSW.
- Expect no SSW employee will use his/her purchasing authority for personal gain.
- Expect to receive thorough and timely information from SSW regarding the status of any pending bid or negotiation with SSW.
- Be treated with honesty and good faith during the purchasing process.
- Have access to a grievance procedure in the event that the vendor feels it has not been treated fairly.

## Proposals

All proposals, oral or written, for the sale of goods or services must be referred to SSW for action.

With the exception of pharmaceuticals and food products, sales representatives will not commit SSW-supported Hospitals to the purchasing of goods and services without written approval of the SSW, regardless of amount.

Any sales representative who exhibits what has been determined to be unethical behavior will be notified and cautioned. If improvement is not seen:

- The sales representative may be banned from entering SSW-supported Hospital facilities.
- A letter of complaint will be sent to the sales representative's supervisor by SSW's Director of Strategic Sourcing.