



# HOW TO DO BUSINESS WITH THE OTTAWA HOSPITAL



## OVERVIEW

The Ottawa Hospital (hereinafter referred to as “TOH”) procures goods and services from Vendors to support its vision to provide each patient with the world-class care, exceptional service and compassion we would want for our loved ones.

This document provides information for Vendors wishing to do business with TOH and guidance on how they can participate in the procurement process to sell goods and services to TOH.

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# ABOUT TOH

TOH is one of Canada's top academic and research health sciences centers, providing care to nearly 500,000 inpatients each year and more than 1 million ambulatory care visits. TOH is Eastern Ontario's trauma centre and cancer centre and a leader in groundbreaking research, technology and innovation. TOH is guided by the vision to provide world-class and compassionate care we would all want for our loved ones.

TOH has more than 1,400 beds across its three main campuses and is the National Capital's third largest employer with more than 13,000 staff. TOH is accredited at the highest level with 'Exemplary Standing' by Accreditation Canada. TOH is recognized as one of the National Capital's top employers and one of Canada's most admired corporate cultures.

TOH plays a key role in promoting and improving health within the community. Focused on tertiary care, education and research, TOH collaborates with its long-standing partners and affiliates including the University of Ottawa Heart Institute (UOHI), Ottawa Hospital Research Institute (OHRI), the University of Ottawa, Eastern Ontario Regional Laboratory Association (EORLA), and TOH Foundation to deliver outstanding patient care, education and research. TOH also works with numerous regional hospitals and community partners to ensure the best care for our community.

TOH was formed in 1998, when the Civic Hospital, the Ottawa General Hospital, the Grace Hospital, and the Riverside Hospital merged and consolidated services to become The Ottawa Hospital. TOH maintains three hospital campuses and has grown to include more than 25 off-site locations to serve the 1.6 million citizens across its service areas: Eastern Ontario, Western Quebec and Nunavut. TOH's annual budget is about \$2 billion.

TOH's Supply Chain team consists of Procurement Operations and Materials Management. Procurement Operations are based at the Civic Campus and manage the ordering processes, vendor and item data, procurement analytics, contract administration and compliance. Materials Management are based at all three main campuses and an offsite warehouse. They manage two warehouses, receiving, intercampus transportation, internal distribution and clinical supply cart inventory.





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# ABOUT PROCUREMENT AT TOH

TOH is a Broader Public Sector entity funded by the Government of Ontario. TOH provides end-to-end supply chain services to its affiliated organisations. TOH's Procurement practices must comply with legislation, trade agreements and government regulations to ensure openness, fairness and transparency. More information on these rules and TOH's policies and procedures is available on the 'About Our Hospital' and 'Doing Business With The Ottawa Hospital's website [www.ottawahospital.on.ca](http://www.ottawahospital.on.ca)

TOH collaborates with the government's agency, Supply Ontario, to achieve best value and mitigate supply chain risk. Supply Ontario's mandate is to improve procurement across the public sector by providing and supporting supply chain management and procurement activities for government entities and broader public sector entities, including hospitals.

TOH procures from Supply Ontario's Enterprise-wide Vendor of Record Arrangement Program (VOR Program). The VOR Program leverages the Ontario public sector buying power to maximize value for money, secure discounts and enhance efficiency by consolidating spending. The VOR Program also streamlines procurement efforts and lowers administrative costs, while ensuring a fair and transparent process for all vendors. The VOR program delivers procurement arrangements that allow one or more vendors to provide goods or services to entities for a defined period, with defined terms and conditions, and pricing. More information on the VOR Program and how to become a vendor is available from the Supply Ontario website: [www.supplyontario.ca](http://www.supplyontario.ca)

TOH has partnered with Mohawk Medbuy Corporation (MMC) for its sourcing and contracting services. MMC is a national, not-for-profit, Group Purchasing Organisation (GPO) and shared services organisation trusted by hundreds of Canadian hospitals and health care providers to drive value, efficiencies and cost savings on supplies and services. All<sup>1</sup> formal procurement processes are led by MMC on behalf of TOH and its affiliated organisations. More information about MMC and how to become a vendor is available on the MMC website: [www.mohawkmedbuy.ca](http://www.mohawkmedbuy.ca)



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<sup>1</sup> For any exceptions TOH posts opportunities on [www.merx.com](http://www.merx.com)

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# PROCUREMENT OPTIONS

## OPEN COMPETITION

TOH must use an open competitive procurement process for goods and services valued at \$121,200 or more. These processes are managed by MMC on behalf of TOH. MMC posts requests for proposals (RFPs) on their portal [www.biddingo.com/Medbuy](http://www.biddingo.com/Medbuy) and are followed by a transparent and competitive procurement process.

## INVITATIONAL COMPETITION

TOH must use an invitational competitive procurement when a VOR arrangement or GPO requires a second stage evaluation process and for consulting services valued at less than \$121,200. These processes are managed by MMC on behalf of TOH.

## SUPPLY ONTARIO VENDOR OF RECORD (VOR) ARRANGEMENT

VOR arrangements are established through requests for bids posted on the Ontario Tenders Portal, [ontariotenders.app.jaggaer.com](http://ontariotenders.app.jaggaer.com) and are followed by a transparent and competitive procurement process.

Bidders who successfully meet all request for bid requirements and sign a master agreement with the government are awarded VOR status.

VOR arrangements allow TOH to obtain commonly procured goods and services in a shorter timeframe. For goods and services valued at \$250,000 or more, where there are multiple qualified vendors, TOH must use an invitational competitive procurement process.

## MOHAWK MEDBUY CORPORATION AND OTHER BUYING GROUPS

MMC contracts are established through requests for proposals or quotations posted on their portal [www.biddingo.com/Medbuy](http://www.biddingo.com/Medbuy). TOH participates in the procurement process and selects vendor(s) as per the evaluation methodology described in the procurement document. MMC also establishes direct contracts for TOH and Affiliates through this process.

There may be other buying group arrangements available to TOH. A list of these buying groups is posted annually on [www.merx.com](http://www.merx.com).

If the arrangement requires a second stage evaluation process to select a vendor, for goods and services valued at \$250,000 or more TOH must use an invitational competitive procurement process. MMC manages this second stage process on behalf of TOH even if it is another buying group's contract. TOH subject matter experts evaluate the vendor proposals.

## UPCOMING PROCUREMENT OPPORTUNITIES

Supply Ontario posts a three-year outlook and MMC posts their RFP schedules on their respective websites.

## AWARD NOTICES

Contract award notices are posted on the same e-tendering websites that requests for bids, proposals, quotations, or qualifications are posted.

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# TYPICAL PROCUREMENT PROCESS

## INITIATIVE PLANNING

- Gather data and research the scope of products and/or services needed
- Perform vendor and client consultations
- Engage clinicians, business professionals and subject matter experts
- Determine the complexity of the product or service, the level of clinical or technical sensitivity and how much time and effort will be required to transition between vendors

## RFP DEVELOPMENT

- Determine the procurement strategy and commitment model(s)
- Conduct market research
- Finalize procurement requirements and scope
- Draft RFP documents

## RFP EXECUTION

- Hold information sessions with potential vendors
- Post RFP notice on an e-tendering site
- RFP documents are hosted on Euna Solutions. Vendors submit complete proposals electronically via Euna.
- Facilitate Q&A
- Issue posting addenda, as required
- Close RFP posting

## EVALUATION AND VALIDATION

- Complete RFP evaluation stages (Clinical, Technical, Business and Financial scoring)
- Hold committee meetings to discuss results
- Hold negotiation meetings with preferred proponents, as applicable
- Facilitate product validation, as required

## AWARD

- Make award recommendation, sign contract(s)
- Execute agreement(s)
- Notify proponents of award
- Post award notice on e-tendering site
- Hold proponent debriefing sessions

## POST AWARD/AGREEMENT MANAGEMENT

- Conversion management (transition from incumbent vendor's goods/services to new vendor's goods/services and contract terms)
- Supply chain risk management
- Vendor relationship and performance management



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# INNOVATION AND RESEARCH

The Ottawa Hospital Research Institute (OHRI) is the research arm of The Ottawa Hospital. The OHRI has made a commitment to innovation and maximizing the impact of its research on health care as well as the local, provincial and national economies. Please contact [afortin@ohri.ca](mailto:afortin@ohri.ca) if you are interested in supporting or investing in our research, discovery or technology. More information is available on the Technology Transfer Office website <https://ohri.ca/en/technology-transfer>

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## WHAT YOU NEED TO KNOW

- All vendors must be set up in TOH's Enterprise Resource Planning (ERP) system to receive purchase orders and/or payment. If you are a new vendor, you must complete and submit a Supplier Registration and Update Form. Various checks will be carried out to validate your business status.
- All vendors awarded business through a procurement process must execute a signed written agreement for the supply of goods and/or services.
- A valid TOH purchase order must be issued and received before delivery of any goods and/or services.
- Use of Electronic Data Interchange (EDI) for Purchase Orders, Acknowledgement, Invoices and Advance Shipping Notices.
- All vendors must adhere to the [TOH Vendor Code of Business Conduct](#), available on the TOH website.
- All vendors and their representatives entering the hospital must do so via a public entrance and by appointment only.
- TOH has zero tolerance for any type of fraud and corruption. TOH is aware of fraudulent procurement activities and scams and continuously works hard to prevent this. TOH appreciates vendors that work equally as hard, have good internal controls in place, and bring any signs of potential or actual fraud to TOH's attention.

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## FURTHER INFORMATION

Further information is available on TOH's website page "Doing Business with TOH": [www.ottawahospital.on.ca/en/about-us/business-ottawa-hospital/](http://www.ottawahospital.on.ca/en/about-us/business-ottawa-hospital/)

