



Supplier's Manual

www.aubmc.org



AMERICAN UNIVERSITY of BEIRUT MEDICAL CENTER
المركز الطبي في الجامعة الأميركية في بيروت

Our lives are dedicated to yours

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Purpose of Manual

The purpose of the manual is to share our expectations and minimum requirements with AUBMC suppliers to assure good service delivery and quality of purchased goods. All suppliers are expected to comply with the guidelines documented in this manual. Our intention is for this manual to be used as a tool that establishes clear communication guidelines and fosters continuous improvement and partnership.

About AUBMC

The story of our medical center began 145 years ago in a small rented building in Zokak El-Blat in Beirut, home to the first classes of the School of Medicine, which was established by the Syrian Protestant College (later known as AUB). It became evident, and quite quickly, that the School of Medicine would need to expand to meet the needs and demands of our region. In 1902, the College purchased a property across the street from AUB Medical Gate and established a 200-bed hospital that provided ancillary services. The property housed an administrative building, homes for the superintendents, nurses, and student nurses, a kitchen, as well as multiple wards for gynecology, obstetrics, and children's diseases. In 1905, the School of Nursing – the first of its kind in the Middle East – was founded.

Over the years, the need for continued expansion became clear. In 1970, a new state-of-the-art medical center – the American University of Beirut Medical Center – was inaugurated in the presence of then Prime Minister Rashid Karamé. The new medical center was built with a 365-bed inpatient capacity, an elaborate outpatient facility, an emergency department, research laboratories, classrooms, and offices for academic staff.

All the growth mentioned above has led us to where we are today: the Faculty of Medicine has graduated over 4,000 medical students and physicians (by 2011); the Rafic Hariri School of Nursing provides excellent education for the nursing staff, and the Medical Center meets the health care needs of over 360,000 patients annually.

Today, AUBMC is the only medical institution in the Middle East to have earned the four international accreditations of the Joint Commission International (JCI), Magnet® (Magnet Recognition Program), the College of American Pathologists (CAP), and the American Council for Graduate Medical Education – International (ACGME-I) attesting to its superior standards in patient-centered care, nursing, pathology/laboratory services and graduate medical education.

AUBMC's impact on the medical sector and on improving people's lives is without equal in the Arab world. With our magnanimous history comes tremendous responsibility to continue to provide the highest standards of excellence in patient-centered care, education, and research to the Middle East.

AUBMC values business partners who follow its standards and practices that are consistent with its core values.

Respect: To consider worthy of high regard

Integrity: Adherence to moral and ethical principles

Team work and collaboration: Putting the needs of the whole over your own personal gain

Accountability: Acknowledgement and assumption of responsibility for actions and decisions

Stewardship: The careful and responsible management of something entrusted to one's care

Diversity: To better understand, represent and serve our community

AUBMC Mission and Vision

Mission

The American University of Beirut Medical Center (AUBMC) is an academic medical center dedicated to the passionate pursuit of improving the health of the community in Lebanon and the region through the delivery of exceptional and comprehensive quality care to our patients, excellence in education and training, and leadership in innovative research.

AUBMC 2020 Vision

Since 1902, the American University of Beirut Medical Center has been the most trusted and respected healthcare provider in Lebanon and the region, handling more than 360,000 patient visits annually. AUB is building on its strong foundations in medical education and health care through the AUBMC 2020 Vision. In addition to improving facilities and capacity, the AUBMC 2020 Vision will establish centers of excellence that will provide new medical options for the treatment of illnesses endemic in the Arab world, and it will expand access to the quality of care that families in Lebanon have depended on for generations.

Launched in 2010, the AUBMC 2020 Vision is an ambitious and comprehensive initiative that affirms AUBMC's position as the leading medical center and healthcare institution in the region. The AUBMC 2020 Vision is transforming medical education, research and practice, and most importantly, medical care in the region, bringing them to new levels of excellence. It consists of major new medical (clinical and academic) facilities, the establishment of clinical and research centers of excellence, investment in state-of-the-art equipment, recruitment of talented physicians and nurses, and regional and international partnerships.

Paths to Our Vision

Five main pillars have been identified as the paths guiding AUBMC to achieve its ambitious 2020 Vision.

- Providing patients with the highest standards of patient-centered care
- Recruitment of top-caliber, highly specialized, and accomplished faculty
- Innovation through the creation of clinical and research centers of excellence
- Establishment of strategic partnerships and collaborations locally, regionally, and internationally
- Investing in and expanding our facilities to meet the needs of the people of Lebanon and the region

AUBMC Purchasing Department

The AUBMC purchasing department is the central authority for the procurement of goods and services required by AUBMC departments. It is responsible for preserving supplier relations and making sure that AUBMC attains the best and optimal source of supply, pricing and the most suitable terms and conditions. For additional information and queries, please contact AUBMC purchasing help desk at extension 2297 or email: purchasingmc@aub.edu.lb

Mission

The Purchasing Department's mission is to procure supplies, equipment and services to AUBMC to meet its goals for academic, clinical services and research. The purchasing staff strives to purchase goods on a timely basis, at the best value that meets or exceeds the end users expectations.

Vision

Purchasing department at AUBMC is a model of procurement efficiency and strategic sourcing that follows best practice in the supply chain to provide products and services with the best value.

Ethical Standards and Guidelines

AUBMC works with suppliers who deliver the best quality value and service while demonstrating high commitment to ethical conduct and accountability. In order to develop and maintain effective business relationships with suppliers across all business interactions and transactions and ensure and maintain a professional long term relation, we expect suppliers to:

- Avoid offering or providing gifts or entertainment with the potential of influencing business decisions.
- Avoid offering money, loans, or credits to employees.
- Participate fairly and honestly in competitive bidding processes.
- Maintain business professionalism in all communications.

- Ensure that pricing structures realize and demonstrate AUBMC value for money with a reasonable return for the supplier.
- Advise suppliers constructively about any significant reservations related to specific requirements and assumptions at any time during a project /bid.
- Discuss risks and contingency plans for any purchasing and contract performance and achieve a realistic position on the appropriate allocation and management of risk.
- Endorse a supplier's capabilities, skills, products and resources, and respective strengths and limitations through a written agreement.
- Acknowledge their aims, objectives, strategies and alliances as they relate to AUBMC business.
- Fully respect the need for AUBMC purchasing activity to be conducted with integrity, probity and fairness.
- Comply with AUB policy and legal framework.
- Respect confidentiality: Documents furnished by AUBMC to suppliers are solely for the purpose of doing business with AUBMC. These documents shall not be transmitted to others without consent and approval of AUBMC.

Reporting Unethical Behavior

Suppliers are encouraged to raise any issues of concern at an early stage to enable a constructive joint resolution. Moreover suppliers are urged to report to the purchasing director or chief operating officer, copying the internal auditor, any improper conduct of an AUBMC staff. Reports may also be submitted anonymously through the internal audit office website. These behaviors are handled with strict confidentiality. Sample behaviors to be reported:

- Any actual or perceived impropriety, intent and appearance of unethical or compromising conduct in relationships, actions and communications.
- Any perceived conflict of interest that might hinder an objective decision.
- Any perceived abuse of influence that affects the objectivity of a decision.
- Any attempt to solicit or obtain personal or close personal relationship gratification.

Vendors and Sponsorship

AUBMC appreciates sponsorship and contributions for the organization. However, the hospital administration reserves the full right to determine the beneficiaries from this contribution in order to insure fairness and proper distribution of resources. Vendors may sponsor conferences, events and educational programs provided that no agreement, service, or a promise to purchase products from a particular supplier or vendor is expected in return.

The hospital administration has the right to reject sponsorship or donations for a variety of reasons among which are:

- The potential sponsor seeks to secure a contract, purchase, or lease.
- The potential sponsor seeks to impose conditions that are in conflict with AUBMC core values, mission, or policies.
- The potential sponsor projects a conflict of interest including perceived impropriety.
- The potential sponsor is in litigation with AUBMC.

Vendors wishing to contribute in an educational program should submit an official letter to the medical center's administration or to AUBMC purchasing department. Once the contribution is accepted:

- The supplier should submit the payment request to the finance department.
- The supplier will receive an official receipt from AUBMC finance department.
- In case the supplier wishes to inform AUBMC of a specific seminar or conference, he should officially provide a letter to the administration indicating all the event details and the beneficiary department. The administration will then determine whether to accept or reject the invitation.

Supplier Registration as AUBMC Approved Vendor

AUBMC is fully committed to the principle of equal opportunity for diversified business enterprises since that would enhance competition while fulfilling AUBMC vision.

To register and become an approved vendor, a supplier is encouraged to contact the purchasing help desk at AUBMC and receive the AUB Suppliers' Application form with the list of required documents. The documents needed are:

- Commercial registration
- Commercial circular –(izaa tijariyeh)
- Financial registration at the Ministry of Finance
- VAT registration(if applicable)
- Bank reference letter
- Reference or a list of at least three non-affiliated companies with whom the applicant has conducted business with/ during the past year.
- AUB P.O. Terms and Conditions form signed and stamped by the owner

Any significant change in a business environment such as acquisition, litigation or any activity that reflects a business change of the supplier's organization must be communicated to AUBMC purchasing department.

Suppliers should report and specify any relationship, financial or otherwise, with any AUBMC employee or affiliated family member.

Suppliers are also expected not to contract out or subcontract or outsource any portion of the products/service unless prior written consent from AUBMC has been obtained.

Purchase Order- Terms and Conditions

The AUB General Terms and Conditions govern all goods purchased by and delivered to AUB by any supplier under such an order. These AUB Terms and Conditions, the order issued to the supplier and any other agreements, plans, specifications or other documents referred to and incorporated by reference or as a schedule to the order constitute the entire understanding and agreement between AUB and the supplier with respect to the purchasing and delivery of goods that supersede all prior and oral written communications. Purchase orders are only valid as written. No other agreement, quotation, additional terms and conditions or acknowledgement in any way modifying the purchase order will be valid unless approved in writing by the AUBMC purchasing department. In the case of conflict between AUB General Terms and Conditions and the order, the order will govern. Details about warranty, deliveries, and invoices are elaborated in Appendix A.

Emergency Purchases

AUBMC might set an emergency purchase when an emergency condition which involves patient safety arises, and the need cannot be met through normal procurement methods prior to the incident. AUBMC expects a prompt response and cooperation from its suppliers in such a case. Emergency purchases should comply to the below listed instructions.

- 1. Emergency during working hours:** The emergency purchase should be processed before finalizing the routine paper work, and the purchasing department will be responsible in this case to send an official email to the supplier to deliver based on a delivery note. The purchasing agent should follow up until the procured order is delivered in time to meet the emergency and until the supplier has the invoice issued.
- 2. Emergency during holidays and weekends:** An emergency purchase might emerge outside normal working hours. The end-user should contact the supplier directly for prompt delivery and should report the issue to the purchasing department once regular hours are resumed. Suppliers are also requested to report the incident to the purchasing department and follow up closely with the concerned purchasing agent to provide supply proof of delivery and complete relevant paper work.

Strategic Sourcing

AUBMC strives to optimize the organization's supply base and improve the overall value proposition; it aims to incorporate customer needs, promote organizational goals, and ensure appropriate market conditions. AUBMC purchasing department follows three main strategies that suppliers are encouraged to adhere to:

1. Introducing New Items

The purchasing department at AUBMC maintains regular contact with many suppliers who seek to initiate and expand business relations with the medical center through recommending a new product or products with more competitive prices. All communication regarding new items and its evaluation process is strictly channeled through the department.

Once an item is identified, a product analyst forwards an electronic product evaluation committee form to collect data and information from suppliers.

If technical data is approved by the end user and the value analysis committee, the product analyst sends a request to the supplier to receive samples for evaluation. In turn, suppliers provide the requested samples to the purchasing department and get a delivery receipt in return. The purchasing department will forward the sample to the supply chain office and distribute the samples to major end users.

Upon final evaluation, the purchasing department coordinates an order indicating the quantities suitable for the trial period. Suppliers have the right for a feedback related to the quality of the product, any possible defects, and assessment outcome. Once a new product is cleared for entry, prequalified suppliers receive an equal opportunity to join an official bid and submit their final offers accordingly.

2. Supplier Long Term Relationship Strategy

AUBMC purchasing department always seeks long-term relationship with suppliers based on preference agreement that provides mutual benefit and continuity for both parties. Such agreements are signed either after the bidding process or for after the agreement on sole source items.

3. Competitive Bidding

In order to ensure a transparent, fair and equal opportunity to all suppliers to participate in the procurement process, AUBMC purchasing department conducts competitive bidding where generic specifications and guidelines are posted on line for all suppliers to easily access.

It is the supplier's responsibility to check AUBMC webpage where all bids, requests for proposals, requests for quotations, and requests for information are posted. Bid decisions and results are also posted on the same page.

http://www.aub.edu.lb/main/purchasing_mc/Pages/index.aspx

The purchasing department may send an email invitation to regular suppliers to participate in bids. Suppliers who are not usually shortlisted do have the right to participate in any posted bid provided they check the webpage regularly for any postings and apply in a timely manner.

The purchasing department posts their latest bids on the department's board once every week, and suppliers are welcomed to visit the department every Thursday from 8:00 am to 5:00 pm to check for the latest postings.

During the bidding process, all communication including the request for demonstration should be channeled strictly through the purchasing agent in charge. No direct communication with the end user or any other department is allowed.

Access of Health Care Representatives (HCIR) to AUBMC

The American University of Beirut Medical Center (AUBMC) organizes the access and presence of Health Care Industry Representatives (HCIR) on its premises. Interested suppliers are expected to contact the Medical Center Director's office to fill the special form and receive the list of all required documents.

Representatives who will receive the permission of accessing the operating room should carry out several tests and vaccines prior to the approval. Once a request is approved by the administration, the representative is entitled to a pass or identification badge (ID). Suppliers are expected to:

1. Wear the ID or pass in a prominent manner above the waist line at all times while on AUBMC premises.
2. The ID or pass issued to HCIR is the property of AUBMC and is nontransferable to other individuals or companies.
3. If an ID or pass is lost, the concerned company and HCIR should directly report the loss in writing to the Protection Office whose members will communicate the issue to the concerned department.
4. The company concerned should inform AUBMC of any change in the employment status of their HCIR.
5. HCIR has to abide by the appropriate attire according to the dress code in the area of work.
6. HCIR should provide assistance and in-service education -which includes guidance, instruction, and technical advice.
7. HCIR should never provide, and under no circumstances, samples of drugs and supplies directly to the staff or patients unless approved by the Medical Center's Director.
8. HCIR access to inpatient/outpatient care areas and clinics should not be allowed except for HCIR of prosthesis, orthotics, loan sets and devices based on specific order by AUBMC.
9. Representatives of pharmaceutical companies can meet AUBMC Medical Staff at their academic offices.
10. AUBMC administration has the right to revoke access to HCIR if any of the above terms were not followed.
11. HCIR who have access to the operating room should attend training sessions related to environmental safety and aseptic techniques presented by the Clinical Practice and Development Center (CPDC). Certificates provided for the HCIR are valid for two years.

Supplier Evaluation Program

AUBMC recognizes that our suppliers are key to optimize our success in delivering the best quality service to patients. It is therefore crucial for our suppliers to share our vision, goals, and performance expectations. AUBMC supply chain regularly establishes a supplier standardized performance evaluation based on incidents occurring with suppliers or other relevant data. Suppliers are contacted to provide feedback in the case of any reported incident, the related allegations, and the corrective measures. Suppliers are expected to commit to the below standards and criteria:

- **Quality:** Suppliers should be committed to the delivery of the quality approved and quoted in their offers, free of defect and properly packed.
- **Timely Delivery:** Suppliers should provide goods and services within a timely manner as signified on their purchase order or contract, and they should be committed to the delivery of the whole ordered quantity. Suppliers should deliver all goods to the receiving area and ensure getting an official copy of the traveler receipt.
- **Customer Service/ After Sales Support:** The evaluation criteria are based on the response time to communication, emergencies and ability to provide post service support and conflict resolution.
- **Price/Invoices:** Based on a previously approved purchase order, suppliers should submit their invoices mapped with the price of each item within a maximum period of six weeks from delivery "invoicing period". Invoices should be submitted to the comptroller's office with a copy of the traveler's receipt. A supplier should make sure to invoice only what has been delivered.
- **Expiry Date:** Suppliers should deliver goods with a minimal expiration date of one year. Suppliers are expected to exchange items near expiry date at least three months before expiry.
- **Purchase Order Terms and Conditions:** Suppliers are expected to commit to PO general terms and conditions.

The supply chain committee conducts an annual evaluation to recognize the preferred supplier for the year.

Suppliers with recurrent incidents are continuously advised to adopt the appropriate corrective measures. In case a supplier fails to perform the corrective action demanded, AUBMC reserves the right to take the necessary action against this supplier.

