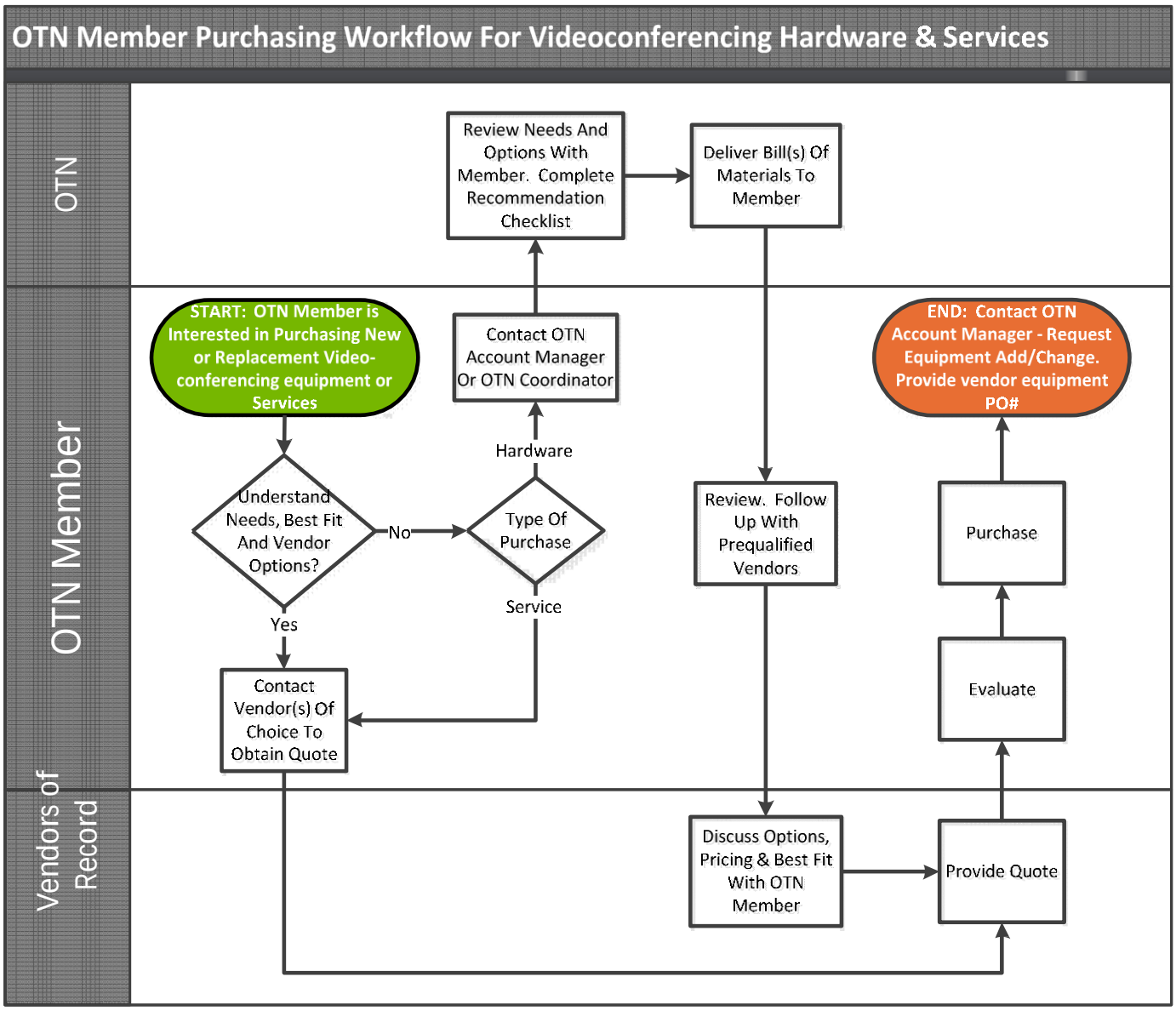
Purchasing Process for Videoconferencing Solutions from OTN Vendors of Record (VORs)

Ontario Telemedicine Network established new agreements with four videoconferencing end-point vendors, offering favorable terms for members and an increased emphasis on service delivery. These new agreements support OTN's mission and provide choices for members, which further empower them to meet their health care delivery and fiscal objectives. Through these partnerships, members are able to maintain high standards of quality, safety and fiscal responsibility and be assured they are working with vendors committed to their success.

These agreements offer an easily accessible, pre-defined list of approved OTN-specific hardware options with budgetary pricing – saving time and money by reducing or eliminating the need for a lengthy procurement process. Each vendor provides a dedicated account representative and full set of service offerings from purchasing and installation through to continuous operations. With this increased level of service and engagement support from vendors, OTN suggests the following business workflow when engaging OTN VORs for the purpose of purchasing videoconferencing solutions



Workflow Summary

1. The OTN member identifies a need for new or replacement videoconferencing equipment or services.
2. If the member is interested in purchasing services only or is purchasing equipment and is certain about requirements, the member should contact the vendor of their choice directly. In this case, skip to step 6.
3. If the member is not certain about the equipment required, the member should contact their OTN Account Manager or Coordinator who will assist in identifying high level telemedicine equipment options. This may include analyses of current usage, options for system consolidation, integration needs and budget requirements.
4. OTN Vendor Relations will then provide the OTN member with a generic bill of materials (BOM) for the appropriate VOR's based on step 3 analysis. The OTN member is reminded to follow their organization's procurement policies*.
5. With the generic bill of materials in hand, the OTN member will contact the vendor(s) of their choice and request a quote for the desired products.
6. The vendor(s) approached by OTN members will discuss with members their specific hardware and service needs and provide quotes for the appropriate items. It is strongly recommended the members purchase service contracts for all equipment purchased to ensure the necessary level of service is obtained. Vendor(s) will not quote on hardware or services that are not OTN approved.
7. The vendor(s) will contact OTN Vendor Relations if they are uncertain as to the member's requirements or need coaching on telemedicine specific requirements.
8. Upon receiving quotes and in alignment with their organization's procurement policy, the OTN member will negotiate with the vendor(s) and execute a PO with the successful vendor.
9. The OTN member will provide the vendor PO number to their OTN Account Manager or Coordinator when initiating the OTN onboarding process.

*IMPORTANT NOTE:

While there is an obligation on the part of each of the vendors under these VOR arrangements to extend the same pricing, products and services to OTN's members, this initiative does not in any way remove the requirement for each member to ensure compliance with BPS under its own internal procurement policies and practices.