

Frequently Asked Questions (FAQs) for End-User Computing Devices and Services (EUC)

About OECM's End-User Computing Devices and Services

1. What [End-User Computing Devices and Services](#) are available through OECM?

Thanks to input from many of our OECM customers, the new [End-User Computing Devices and Services](#) agreement delivers what you have been asking for, including:

- Hundreds of new products – from desktops, laptops and tablets to peripherals and accessories;
- Asset tagging and imaging;
- Comprehensive warranty services.

For **quick snapshots** of the available offerings, download our supplier partners' agreement highlights:

- [CDW Canada Inc. \(Lenovo\)](#)
- [Compugen Inc. \(HP\)](#)
- [Dell Canada Inc. \(Dell\) – Preferred Partner](#)

2. Who are the supplier partners who provide [End-User Computing Devices and Services](#)?

- [CDW Canada Inc. \(Lenovo\)](#)
- [Compugen Inc. \(HP\)](#)
- [Dell Canada Inc. \(Dell\) – Preferred Partner](#)

For more information, contact OECM or your supplier(s) directly.

3. Are OECM's procurements compliant with the Ontario Broader Public Sector Procurement Directive?

Yes, OECM follows the Ontario [Broader Public Sector \(BPS\) Procurement Directive](#) for all of our procurements. More information about OECM's external and internal procurement policies can be found on our website in the [About Us](#) section.

4. What are the benefits of having two new suppliers to choose from?

More suppliers mean more **choice** for you. This is a message OECM heard loud and clear from our customer base when we were developing the EUC RFP. Consequently, the posted RFP stated *"It is OECM's goal to meet Client's business needs by offering flexibility as represented through our marketplace of products and services. Through OECM's constant dedication to the pillars of **savings**, **choice**, and **service**, OECM may through this RFP process enter into multi-Supplier Master Agreements ("Agreement") with qualified Suppliers for the provision of Deliverables, each proposing different Original Equipment Manufacturers ("OEMs") for fixed and mobile device Resources."*

OECM's goal is to always provide our customers with the best available options to help meet their business needs. It was never our intent, nor do we think it is advantageous to our customers, to price shop or cherry pick products with awarded suppliers.

Most of our customers have standardized IT desktop/laptop devices (to address security, privacy, budgets, technology refresh cycle, imaging, training, performance, application management, planning, rollout supportability, trouble-shooting, etc.) to one particular OEM for their core IT business requirements. They may, however, require other non-core IT products (e.g., accessories, small printers, etc.). If so, they have a **choice** to use the other OECM EUC suppliers to fulfil these needs. See our **End-User Computing Devices and Services Agreement Updates for more information**.

5. After I sign an agreement, can I use all three suppliers of the new End-User Computing Devices and Services whenever I like?

To truly gain a competitive advantage, OECM strongly believes it's advantageous for you to work with a single strategic supplier partner, for core requirements, wherever possible. This approach ensures a strong, value-added relationship with many advantages, including: exceptional supplier responsiveness; improved interoperability; immediate access to innovation and new technology; time and cost-saving process improvements; access to training, and more.

And remember, OECM is always available to help you analyze your core product needs and identify the strategic supplier partner best suited to meet your short, medium and long term goals.

6. Why has OECM deemed Dell Canada Inc. to be a preferred partner?

OECM determines its preferred partners through a robust supplier relationship management (SRM) program where the supplier's value, ability, expertise, and knowledge are assessed. In the case of EUC, not only did Dell Canada Inc. rank the highest at the completion of the RFP evaluation process, they also met many other criteria, such as:

- Proven superior customer-centric service (flexible, reliable, and responsive);
- Categorized as a global industry leader by Gartner Group;
- Proactively initiating innovative products, services and ideas;
- Contributing to enhanced learning in the education sector;
- Continuously assessing and improving services;
- Consistently competitive products and pricing

OECM works closely with suppliers to seek out new opportunities to provide significant savings for the sector and ensures that rigorous KPIs are achieved to provide continuous improvements in support of excellent customer service.

7. If I do not see my particular product or service specification listed, does that mean it is not available?

We structure agreements to be very flexible in meeting an organization's specific requirements. All business grade computing devices, for example, are available for purchase. If you have questions about your specific requirements, please contact OECM or your preferred supplier partner for assistance.

8. What about prices?

OECM's EUC agreements have maximum rates or minimum discounts. All purchases will be priced according to your organization's specification(s), including the applicable minimum discount. Larger orders, or a commitment to a strategic supplier partner, may qualify for better pricing.

For more information, contact [Michael Ophek](#), Business Relationship Manager, at (647) 649-7574, or [Mie Okawa](#), Contract Specialist, at (647) 289-3717.

9. I want to make sure I get the best value for my organization. How do I get the best solution and pricing?

Customers are encouraged to request pricing specific to their needs (e.g., large one-time order, specialized products and services, etc.). Contact the supplier for a quote.

For more information, please contact [Michael Ophek](#), Business Relationship Manager, at (647) 649-7574, or [Mie Okawa](#), Contract Specialist, at (647) 289-3717.

10. I'm a new customer to OECM. How do I buy [End-User Computing Devices and Services](#) and other products and services I may be interested in, through OECM?

There is no membership or other fee to use OECM's Marketplace of products and services. Just follow these simple steps to start the buying process:

1. [Download](#) a copy of our easy to use step-by-step guide to the registration process.
2. Go to oecm.ca/user/register to create an account with OECM.
3. We will send you an OECM login ID and password (usually within 24 hours), to enable you to login to our [Marketplace](#) and review our participating supplier partners, the Master Agreements, their products and services, pricing, terms and conditions.
4. Contact the supplier(s) for information on their products and services (if required) and confirm your requirements.
5. Sign a Client Supplier Agreement (CSA) with your supplier partner of choice and start buying.

Or... you can contact michael.ophek@oecm.ca, Business Relationship Manager, for more information. Michael will be happy to walk you through the purchase process and help you to navigate the new [End-User Computing Devices and Services](#) agreement. In addition, Michael and his team can provide you with any data you may need to support your purchase decision.

For more information, please contact [Michael Ophek](#), Business Relationship Manager, at (647) 649-7574, or [Mie Okawa](#), Contract Specialist, at (647) 289-3717.

11. Do we need a membership or do we have to pay a fee before we can access OECM's marketplace of products and services?

No, there is no membership or other fee to use OECM's Marketplace of product and service agreements.

12. What is the advantage of buying through OECM?

At OECM, we offer our customers Savings, Choice and Service, as follows:

- Voluntary access to our Marketplace, with no spend or volume commitment;
- Continuously increasing choice of a wide range of collaboratively-sourced and competitively-priced products and services available through our Marketplace;
- Advisory services, business analytics and opportunities for knowledge sharing;
- A fair, open and transparent procurement process to ensure **compliance with BPS Procurement Directives**;
- Cost-efficient and time-saving way to meet your organization's procurement needs.

13. I'm an existing customer buying Desktop, Laptops and Related Products and Services. How do I transition from my arrangement with my current supplier to a new Client Supplier Agreement so I can purchase under this new agreement?

Contact [Michael Ophek](#), Business Relationship Manager, at (647) 649-7574. Michael will assist you in completing a new CSA, to ensure a simple, smooth and fast transition.

To transition to a new agreement, please follow the steps below:

1. Contact your chosen supplier to discuss your requirements;
2. Receive pricing for your requirements; and
3. Sign a new CSA with your chosen supplier – if acceptable.

For larger orders or specialized buys, OECM can help you to complete a QQ, by providing you with a cost analysis or more, as requested. Again, for more information, simply connect with your Business Relationship Manager, [Michael Ophek](#), at (647) 649-7574, or [Mie Okawa](#), Contract Specialist, at (647) 289-3717.

14. I liked the current Desktops, Laptops and Related Products and Services Agreement. Why did you replace it?

The Desktops, Laptops and Related Products and Services agreement resulted from an RFP OECM issued years ago. That agreement with Dell, resulting from that RFP, was for a set number of years, which is expiring on April 24, 2017. To ensure continued service, another RFP was issued in the fall of 2016. The EUC agreements (with CDW, Compugen and Dell) are a result of that RFP process.

15. How did OECM determine the specific [End-User Computing Devices and Services](#) to be included in the new agreement?

While developing the RFP, we gained insight from our customers who have been buying similar products and services through OECM's Marketplace for the last several years:

- Customers completed surveys;
- Our sector Advisory Groups provided feedback;
- Our Customer Focus Group helped to define and refine the specific business needs. This group also evaluated the supplier proposals.

Note that OECM follows the Ontario BPS Procurement Directive for all of its procurements. More information about OECM's external and internal procurement policies can be found at [oecm.ca](#) in [About Us](#).

16. What is the term of the new agreement for [End-User Computing Devices and Services](#)?

The term of the new agreement is four (4) years, with an option to extend the agreement on the same terms and conditions, for up to an additional four (4) years.

17. When did OECM post the [End-User Computing Devices and Services](#) RFP?

The non-binding RFP for End-User Computing Devices and Services was posted on the Ontario Tendering Portal on September 8, 2016.

18. Who should I contact if I have questions or need help along the way?

Please contact:

- **Michael Ophek**
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- **Mie Okawa**
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