



SUPPLIER RECOGNITION PROGRAM

2024 Supplier Recognition Program Guidebook

Recognizing
OECD Supplier
Partners





Delivering **value**
through savings,
choice, and service

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OECM is a trusted not-for-profit collaborative sourcing partner for Ontario's education sector, broader public sector, and other not-for-profit organizations. We contract with innovative, reputable suppliers to offer a comprehensive choice of quality products and services, and generate significant savings for our Customers.

With over 400 active unique Supplier Partners, OECM's Marketplace continues to grow and contribute to collaborative sourcing practices across Ontario's education sector and BPS community.



OVERVIEW

As OECM's Marketplace of products and services continues to grow, so do our partnerships with our many Supplier Partners. They play a fundamental role in ensuring our Customers' needs are met with consistent and exceptional service.

As part of our efforts to provide greater value to OECM Customers and foster collaboration with Supplier Partners, OECM is proud to continue recognizing our Supplier Partners with the 2024 Supplier Recognition Program (SRP).

The SRP was piloted in 2019 as an integral first step in strengthening OECM's relationships with Supplier Partners and driving greater performance. Building on the success of the program in previous years, OECM will continue to objectively evaluate Supplier Partner performance using an open, fair, and transparent framework.

The SRP is not intended to constitute an endorsement by OECM of any particular Supplier Partner or product and/or service. OECM Customers will continue to apply their own policies and procedures in selecting OECM Supplier Partners.

OBJECTIVE

The SRP aims to drive long-term performance by recognizing and motivating Supplier Partners to deliver continued savings, value, choice, and service to our Customers.

Through the SRP, OECM will recognize Supplier Partners in one of four recognition levels: Diamond, Platinum, Gold, and Silver.

Each category has been carefully formed based on objective criteria outlined in this Guidebook.

A Supplier Partner's SRP result may be considered by OECM when determining whether to extend the term of the Master Agreement with that respective Supplier Partner. However, it will not be taken into account in the evaluation of future submissions made by that Supplier Partner in response to RFPs issued by OECM.

PROGRAM TIMELINE AND DETAILS



ELIGIBILITY

All Supplier Partners who have an active OEM agreement in 2024 are automatically enrolled in the 2024 SRP.

EVALUATION PERIOD

The evaluation period is from January 1 to December 31, 2024.

At the end of the evaluation period, Supplier Partners will be evaluated using the evaluation methodology outlined in this Guidebook.

RESULTS

Supplier Partners will be recognized as either Diamond, Platinum, Gold, or Silver based on their results. All Supplier Partners have the option to request meetings to discuss their results and address any questions and/or concerns.

The 2024 SRP results will be published in March 2025.

WHAT'S NEW FOR 2024 SRP?

In response to valuable feedback from OECM Supplier Partners and Customers, and our commitment to continuous improvement, the following enhancements have been made to the 2024 SRP.

New Evaluation Methodology

The new Supplier Partner evaluation methodology will be based on meeting five key Evaluation Criteria: Spend/ Savings, Customer Excellence, Business Growth, Strategic Alignment, and Compliance.

New Diamond Recognition Level

This new category is designed to recognize Supplier Partners who met all the Evaluation Criteria in the 2024 SRP, demonstrating strong alignment with OECM's strategic growth objectives, and delivering exceptional performance and value to our Customers.

Single Recognition for Supplier Partners with Multiple Awarded Agreements

Supplier Partners with multiple awarded agreements will now receive a single recognition level based on their overall performance across all agreements, rather than each agreement separately.



EVALUATION METHODOLOGY: FIVE EVALUATION CRITERIA

The new evaluation methodology will now be at the supplier level rather than at the awarded agreement level, and will be based on meeting the following five Evaluation Criteria during the SRP evaluation period.

SPEND / SAVINGS

Achieves \$5M or more in Total Spend
- OR -
Demonstrates significant savings to Customers

CUSTOMER EXCELLENCE

Achieves an average score of 70% or above in 10 or more in OECM Customer Satisfaction Surveys

BUSINESS GROWTH

Achieves 50% or more in Spend Growth
- OR -
Execute 10 or more new Customer-Supplier Agreements (CSAs) with Active Spend

STRATEGIC ALIGNMENT

Demonstrates commitment to ESG (Environmental, Social, and Governance)

COMPLIANCE

Complies with the OECM's Supplier Code of Conduct and meets all contractual obligations as per the Master Agreement(s), such as KPIs, Spend Report and others.

Note: OECM reserves the right to modify evaluation metrics as needed to ensure fairness among our Supplier Partners and to align with the specific nature of each agreement.

RECOGNITION LEVELS

The 2024 SRP will now recognize Supplier Partner performance in the following Recognition Levels:



DIAMOND

Met
all five
Evaluation Criteria



PLATINUM

Met
any four
Evaluation Criteria



GOLD

Met
any three
Evaluation Criteria



SILVER

Met
any two
Evaluation Criteria

Note: The aggregated data will be used across all agreements that Supplier Partner is awarded under.





SUMMARY

OECM's 2024 Supplier Recognition Program is designed to drive Supplier Partner performance to ensure the continued delivery of quality products and services to our Customers. To support our growing Marketplace, OECM remains committed to fostering collaboration by creating positive working relationships with Supplier Partners and providing savings, value, choice, and service to OECM Customers.

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“Strong supplier partnership paves the way for an exceptional customer experience.”

Khusen Shukurov
Director, Supplier Relationship Management, OECM