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END-USER COMPUTING PRODUCTS AND RELATED SERVICES

REQUEST FOR PROPOSALS #2024-461

Request for Proposals Timetable	
Event	Time/Date
OECEM's Issue Date of Request for Proposals:	September 19, 2024
Proponent's Information and Ontario Tenders Portal Demonstration Session:	11:00 am on September 27, 2024
Proponent's Deadline to Submit Questions:	5:00 pm on October 4, 2024
OECEM's Deadline for Issuing Answers:	October 11, 2024
Proponent's Deadline to Submit Questions Related to Addenda & Question and Answer Documents:	5:00 pm on November 15, 2024
OECEM's Deadline for Issuing Final Documents:	November 20, 2024
Proponent's Intent to Submit a Proposal:	October 30, 2024
Closing Date:	2:00:00 pm on November 28, 2024
Anticipated Master Agreement Start Date:	March/April 2025

All times specified in this timetable are local times in Toronto, Ontario, Canada

OECEM shall not be obligated in any manner to any Proponent whatsoever until a written Master Agreement has been duly executed with a Supplier.

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PART 1 – INTRODUCTION

This non-binding Request for Proposals (“RFP”) is an invitation to obtain Proposals from qualified Proponents for End-User Computing Products (“Products”) and Related Services (“Services”). Proposals must be from the Original Equipment Manufacturer (“OEM”), or an Authorized Reseller as further described in Section 1.3.

The Products and Services, as further described in Part 2 – The Deliverables are in eight (8) Categories:

- (a) Category A – Dell Canada Inc. (“Dell”) Products and Related Services;
- (b) Category B – Apple Canada Inc. (“Apple”) Products and Related Services;
- (c) Category C – HP Inc. (“HP”) and Hewlett Packard Enterprise Company (“HPE”) Products and Related Services;
- (d) Category D – Lenovo Canada Inc. (“Lenovo”) Products and Related Services;
- (e) Category E – Other OEM Mobile and Desktop Computing Products and Related Services;
- (f) Category F – Other OEM Server Products and Related Services;
- (g) Category G – Other OEM Storage Products and Related Services; and,
- (h) Category H – Other OEM Hyperconverged Products and Related Services.

A Proponent (i.e., either an OEM or an Authorized Reseller) may submit a maximum of one (1) Proposal per Category. However, Proposals in Categories E, F, G, or H **cannot** be for an OEM identified in Categories A, B, C or D.

Each Proposal will be evaluated and scored independently per Category and OEM. Refer to Section 1.5 – Award Strategy, and Part 3 – Evaluation of Proposals for more information.

This RFP is issued by OECM.

1.1 Objective of this RFP

The objective of this RFP is to establish Master Agreements with qualified Suppliers to satisfy the needs of OECM Customers for quality Products and Services including, but not limited to:

- (a) Providing comprehensive Product and Service offerings, per Category, ensuring Customers receive a consistent, compatible IT solution for their organization;
- (b) Providing new (i.e., contain only new parts, not refurbished, not previously used, not remanufactured), high-quality Products manufactured in accordance with documented OEM specifications ensuring OEM warranty availability in Canada;
- (c) Ensuring Products are built, tested and free from viruses prior to delivery to Customers;
- (d) Providing Products (i.e., mobile/desktop computing, excluding gaming Products) that possess Electronic Product Environmental Assessment Tool (“EPEAT”) rating of silver or above;
- (e) Providing Energy Star Certified mobile/desktop computing Products (excluding gaming Products);
- (f) Providing high-quality Services in a professional manner;
- (g) Providing professional and timely Customer support, issue resolution, and technical support;
- (h) Providing Customers with the ability to purchase Products and Services through Master Agreements resulting from a fair, open, and transparent competitive process;
- (i) Providing full reporting and performance data;
- (j) Providing sustainable and predictable Rates resulting in the best overall value;
- (k) Supporting Customers by identifying risk and risk mitigation strategies;

- (l) Incorporating Environmental, Social, and Governance (“ESG”) considerations in the provision of Products and Services;
- (m) Recognizing and support opportunities for improvement;
- (n) Identifying process improvements and cost reductions; and,
- (o) Reducing the costs of competitive procurement processes associated with the provision of Products and Services (i.e., fewer competitive procurement documents issued by OEM Customers).

1.2 Supplier Experience and Qualifications

The Supplier shall possess appropriate demonstrated experience, qualifications, and knowledge relative to the requirements of this RFP, such as:

- (a) Being the OEM or an Authorized Reseller of the proposed Products and Services;
- (b) Experience providing the proposed Products and Services to organizations of similar size and scope compared to OEM and its Customers;
- (c) Capacity to provide large volumes of Products to a geographically dispersed Customer base;
- (d) Extensive knowledge related to the Products and Services;
- (e) Experience working collaboratively with its Customers;
- (f) Ability to offer robust online ordering functionality;
- (g) Proven ability to provide experienced, and knowledgeable administrative support personnel;
- (h) Facilitate OEM warranty claims for Customers, if required;
- (i) Experience providing professional and timely customer support; and,
- (j) Commitment to continuous improvement.

1.3 OEM Authorized Reseller

The Supplier shall be the OEM or an OEM Authorized Reseller of the proposed Products and Services, and provide the appropriate resources with associated skills, experience and knowledge to fulfill RFP requirements.

Where components comprise of Products not provided directly by the Supplier, the OEM of those components shall be deemed to be a Supplier’s Subcontractor, and the Supplier shall be responsible for providing those components to the Customer on the terms and conditions of the Master Agreement.

The Supplier’s OEM Authorized Reseller status shall be maintained throughout the Term of the Master Agreement (“Term”), with any changes of status to be communicated to OEM within five (5) Business Day of such change.

An OEM Authorized Reseller means the OEM has authorized the Supplier to market, advertise, sell, distribute, and maintain directly to Customers on the OEM’s behalf as a provider.

Appendix G – OEM Undertaking shall represent the OEMs specified to each Category, as appropriate, being proposed by the Proponent.

1.4 Project Background

In 2016, OEM initiated an RFP for End-User Computing Devices and Services resulting in the establishment of Master Agreements with three (3) supplier partners. The current Master Agreements expire on November 1, 2025.

1.4.1 Historical Spend

There are presently four hundred and thirteen (413) unique Customers using these existing OEM agreements:

Education Customers

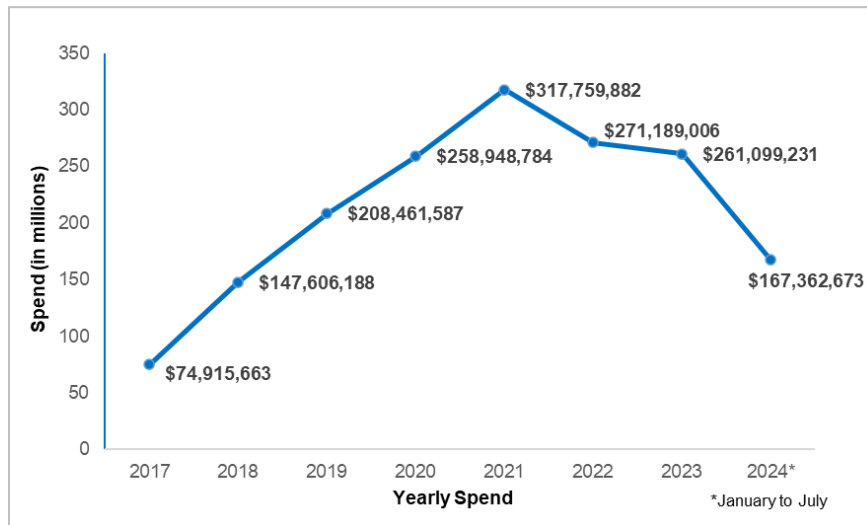
- (a) Seventy (70) School Boards;
- (b) Twenty-four (24) Colleges; and,
- (c) Nineteen (19) Universities.

Non-Education Customers

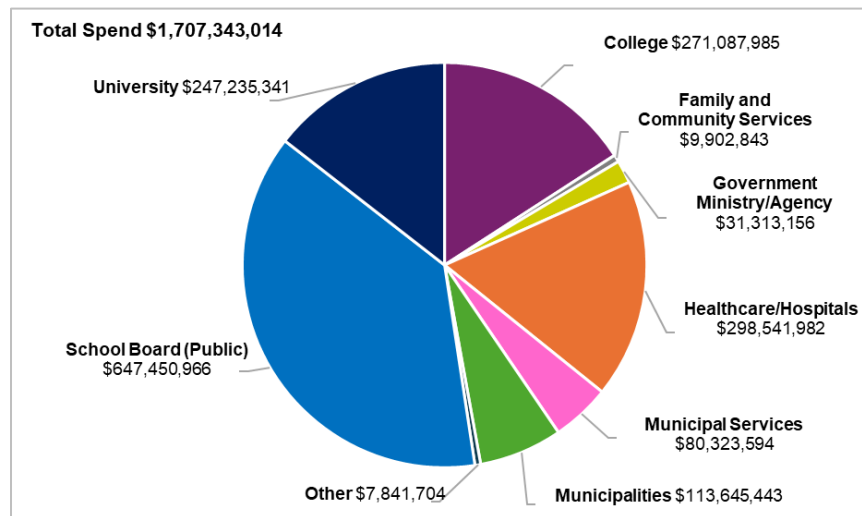
- (a) Ninety-nine (99) Municipalities;
- (b) Thirty-three (33) Municipal Services;
- (c) Eighty-four (84) Healthcare Facilities/Hospitals;
- (d) Forty-three (43) Family and Community Service Organizations;
- (e) Twenty (20) Government Ministry Agencies; and,
- (f) Twenty-one (21) other organizations.

Approximate purchases through these existing agreements between March 2017 to July 2024 was approximately one billion, seven hundred and seven million dollars (\$1,707,000,000).

Year-over-year Customer purchases between March 2017 to July 2024:



Cumulative purchases by sector between March 2017 until July 2024:



Customers using OECM's current agreement are **not**, in any way, obligated to participate in any Master Agreement resulting from this RFP.

1.4.2 Customer Engagement

The following Customers were engaged in the development of the Deliverables set out in this RFP:

- (a) City of Barrie;
- (b) City of Thunder Bay;
- (c) Dilico Anishinabek Family Care;
- (d) Halton District School Board ("DSB");
- (e) Niagara Health Region;
- (f) Peel DSB;
- (g) Seneca Polytechnic;
- (h) Sheridan College Institute of Technology and Advanced Learning;
- (i) Simcoe-Muskoka Catholic DSB ("CDSB");
- (j) The Algonquin College of Applied Arts and Technology;
- (k) The Cambrian College of Applied Arts and Technology;
- (l) The Georgian College of Applied Arts and Technology;
- (m) The Sault College of Applied Arts and Technology;
- (n) Toronto Metropolitan University;
- (o) University of Ottawa;
- (p) University of Waterloo;
- (q) Upper Canada DSB;
- (r) Workplace Safety and Insurance Appeals Tribunal; and,

(s) York Region DSB.

The above Customers are **not**, in any way, committed to participating in the Master Agreement resulting from this RFP.

1.5 Award Strategy

OECM may, through this RFP process, enter into Master Agreements with:

- (a) One (1) Supplier for Category A, C and D;
- (b) One (1) or more Suppliers for Category B; and,
- (c) One (1) or more Suppliers for Categories E, F, G, and H each representing a different OEM.

For certainty, and OEM will **not** be represented by more than one (1) Supplier in **each** of these Categories.

Master Agreements will not be entered into with more than one (1) Supplier for the same OEM in each of Categories E, F, G and H. However, Master Agreements may be entered into with a Supplier for an OEM in more than one of these Categories. For example, a Supplier may enter into Master Agreements in Category F and Category G for the same or different OEMs.

The Term of the resulting Master Agreements is intended to be for eight (8) years.

Customers participating in the Master Agreements will execute a Customer-Supplier Agreement (“CSA”) with a Supplier as attached in Appendix A – Form of Master Agreement. Prior to executing a CSA, the Customer may negotiate their unique requirements and further negotiate with the Supplier and mutually agree to additional terms and conditions (e.g., reporting, Rates specific to the Customer’s requirements and volumes) ensuring the additional terms and conditions are not in any way inconsistent with the Master Agreement agreed to by OECM and the Supplier.

The Supplier must provide a copy of every CSA to OECM within thirty (30) days of execution.

1.5.1 No Contract until Execution of Written Master Agreement

This RFP process is intended to identify Proponents for the purpose of negotiation of potential Master Agreements. The negotiation process is further described in Part 3 – Evaluation of Proposals, Section 3.7 of this RFP.

No legal relationship or obligation regarding the procurement of any Products and/or Services shall be created between the Proponent and OECM by this RFP process until the successful completion of negotiation and execution of a written Master Agreement for the provision of the Products and/or Services has occurred.

The Master Agreement must be fully executed before the provision of any Deliverables commences.

1.5.2 Customer’s Usage of Master Agreements

The establishment and use of the Master Agreement consists of a two (2) part process.

Part One, which is managed by OECM, is the creation of the Master Agreement through the issuance of this RFP, the evaluation of Proposals submitted in response to it and the negotiation and execution of the Master Agreement.

Part Two, the Second Stage Selection Process (“Second Stage”) is managed by the Customer or by OECM on the Customer’s behalf and is focused on the Customer’s specific needs. Depending on the Customer’s internal policies, and potential dollar value of the Products and/or Services a Customer may:

- (a) Select a Supplier, obtain Rates, and sign a CSA; or,
- (b) Seek Rates and other relevant Product and/or Service information specific to a Customer’s organization (e.g., by issuing a non-binding request via a Second Stage tool or Customer’s process (e.g., directly or via an online e-tendering platform)) from the Supplier for their specific Product and/or Service requirements (e.g., reporting, Rates, invoicing). If selected by the

Customer, the Supplier shall provide the Products and/or Services in accordance with the Master Agreement and the Customer's CSA.

When a Second Stage request is issued, which does not constitute a contract A, contract B situation, it will identify the required Products and/or Services, or it may request the Supplier to propose appropriate Products and/or Services to fulfill the Customer's requirements and any other applicable information.

The Customer may negotiate their unique requirements (e.g., reporting, Rates, the length of time the Rates remain firm, invoicing) with the Supplier and mutually agree to additional terms and conditions ensuring the additional terms and conditions are not in any way inconsistent with the Master Agreement.

The Supplier must respond to a Second Stage request, and, at minimum, the response should set out the following:

- i. Proposed Products and/or Services;
- ii. Delivery lead times;
- iii. Invoicing; and,
- iv. Final, net Rates. The Rates should be valid for a period of not less than ninety (90) days, or as requested by the Customer. Limited time offer Rates and/or promotional Rates must be specified by the Supplier, if applicable to the specific Second Stage request.

1.5.3 No Guarantee of Volume of Work or Exclusivity of Master Agreement

The volume information contained in this RFP constitutes an estimate and is supplied solely as a guideline to the Proponent. Such information is not guaranteed, represented, or warranted to be accurate, nor is it necessarily comprehensive or exhaustive.

Nothing in this RFP is intended to relieve the Proponent from forming its own opinions and conclusions with respect to the matters addressed in this RFP. Volumes are an estimate only and may not be relied on by the Proponent.

OECM makes no guarantee of the value or volume of work to be assigned to the Supplier.

The Master Agreement executed with the Supplier may not be an exclusive Master Agreement for the provision of the Deliverables. Customers may contract with others for the same or similar Deliverables to those described in this RFP.

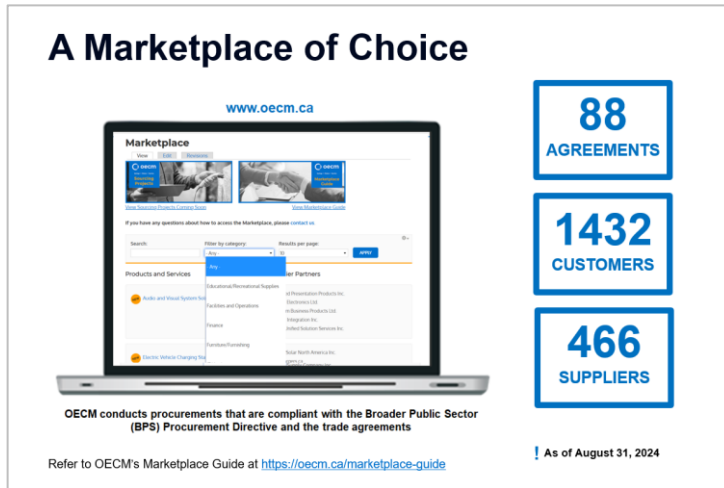
1.6 About OECM

OECM is a trusted not-for-profit partner for Ontario's educational entities (e.g., school boards or authorities, Provincial and Demonstration Schools Branch with the Ontario Ministry of Education, colleges, and universities, and may also include Private Schools and Private Career Colleges), health and social service entities, hydro, Local Housing Corporations, the Legislative Assembly, Municipalities and related Service Organizations, not-for-profit organizations, Ontario Electricity Financial Corporation, Ontario Power Authority, provincially funded organizations ("PFO"), shared service organizations, utilities and local boards, and any other Ontario Broader Public Sector ("BPS") agency, Ontario Public Service ("OPS") ministry, agency, board or commission, Crown corporations, First Nations federal agencies, Indigenous Organizations and Communities, and other provincial, territorial and federal public sector entities/agencies or similar entities not mentioned here.

OECM contracts with innovative, reputable Suppliers to offer a comprehensive choice of collaboratively sourced and competitively priced products and services through its Marketplace, the goal of which is to generate significant value and savings, quality of choice and consistent service for its Customers. In addition to the Marketplace, OECM offers contract management services, procurement advisory services, business analytics, and opportunities for knowledge sharing.

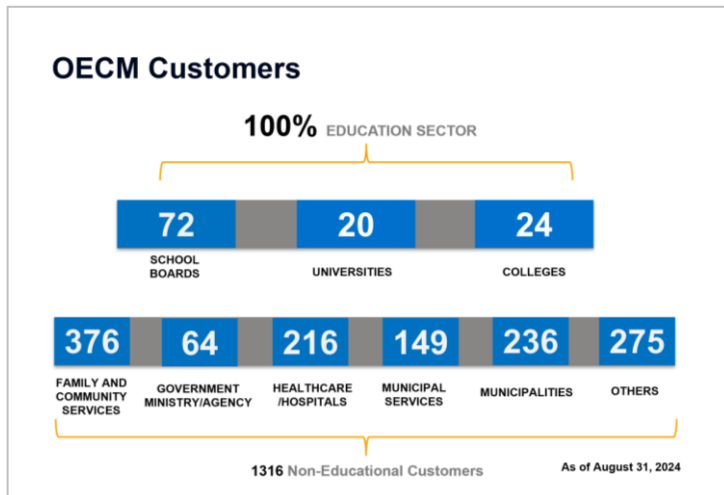
Recognizing the power of collaboration, OECM is committed to fostering strong relationships with both Customers and suppliers by:

- (a) Actively sourcing products and services in an open, fair, transparent and competitive manner, compliant with BPS Procurement Directive and applicable trade agreements;
- (b) Establishing, promoting and managing product and service agreements used throughout its Customer community;
- (c) Supporting Customers' access and use of OEMC agreements through analysis, reporting and the development of tools, guides, and other materials;
- (d) Effectively managing supplier contract performance while harnessing expertise and innovative ideas, to drive continuous improvements through a Supplier Relationship Management program;
- (e) Promoting OEMC's Supplier Code of Conduct, based on its core values of collaboration, responsiveness, integrity, innovation, and respect, to ensure that all supplier partners adhere to a set standard when conducting business with OEMC and its Customers resulting in continuous, long-term success; and,
- (f) Supporting supplier partners through a Supplier Recognition Program that aims to drive long-term performance by recognizing and motivating Suppliers to deliver continued savings, value, choice, and service to Customers.



1.6.1 Use of OEMC Master Agreements

As of August 31, 2024, one thousand, four hundred and thirty-two (1,432) Customers were using one (1) or more OEMC agreements with a cumulative spend of more than four (4) billion dollars over the last fifteen (15) years.



More information about OECM is available on our website - <http://www.oecm.ca/>.

1.6.2 The Ontario Broader Public Sector Procurement Directive

OECM, and the BPS Customers they service, follow the Ontario BPS Procurement Directive. The directive sets out rules for designated BPS entities on the purchase of goods and services using public funds.

The Procurement Directive is available here:

- [Broader Public Sector Procurement Directive \(ontario.ca\)](#)

1.6.3 Trade Agreements

OECM procurements are undertaken within the scope of Chapter 5 of the Canadian Free Trade Agreement ("CFTA"), Chapter 19 of the Comprehensive Economic and Trade Agreement ("CETA"), and within the scope of the Trade and Cooperation Agreement between Quebec and Ontario and are subject to such agreements, although the rights and obligations of the parties shall be governed by the specific terms of this RFP. For more information, refer to the Section 4.6.11.

[End of Part 1]

PART 1A – RULES OF INTERPRETATION AND DEFINITIONS

1A.1 Rules of Interpretation

This RFP shall be interpreted according to the following provisions, unless the context requires a different meaning:

- (a) Unless the context otherwise requires, wherever used herein the plural includes the singular, the singular includes the plural, and each of the masculine and feminine includes the other gender;
- (b) Words in the RFP shall bear their natural meaning;
- (c) References containing terms such as “includes” and “including”, whether or not used with the words “without limitation” or “but not limited to”, shall not be deemed limited by the specific enumeration of items but shall, in all cases, be deemed to be without limitation and construed and interpreted to mean “includes without limitation” and “including without limitation”;
- (d) In construing the RFP, general words introduced or followed by the word “other” or “including” or “in particular” shall not be given a restrictive meaning because they are followed or preceded (as the case may be) by particular examples intended to fall within the meaning of the general words;
- (e) Unless otherwise indicated, time periods will be strictly applied; and,
- (f) The following terminology applies in the RFP:
 - i. The terms “must” and “shall” relate to a requirement the Supplier will be obligated to fulfil. Whenever the terms “must” or “shall” are used in relation to OECEM or the Supplier, such terms shall be construed and interpreted as synonymous and shall be construed to read “OECEM shall” or the “Supplier shall”, as the case may be;
 - ii. The term “should” relates to a requirement that OECEM would like the Supplier to fulfil; and,
 - iii. The term “will” describes a procedure that is intended to be followed.

1A.2 Definitions

Unless otherwise specified in this RFP, capitalized words and phrases have the meaning set out in Appendix A – Form of Master Agreement attached to this RFP.

“Applicable Law” means any common law requirement and all applicable and enforceable statutes, regulations, directives, policies, administrative interpretations, orders, by-laws, rules, guidelines, approvals and other legal requirements of any government and/or regulatory authority in effect from time to time;

“Authorized Reseller” means a Person that has written authorization from an OEM to market, advertise, sell, distribute, and maintain that OEM’s Products and related Services;

“Best and Final Offer” or **“BAFO”** means a process during the negotiation stage in which a Preferred Proponent may be invited by OECEM to submit a best and final offer on a process or section of the RFP to improve on their original Proposal submission. BAFO cannot be requested by a Proponent;

“Broader Public Sector” or “BPS” means:

- (a) every hospital (i.e., public hospital, private hospital that received public funds in the previous fiscal year of the Government of Ontario, a community health facility within the meaning of the *Oversight of Health Facilities and Devices Act* that was formerly licensed under the *Private Hospitals Act* and that received public funds in the previous fiscal year of the Government of Ontario, and the University of Ottawa Heart Institute);
- (b) every school board,
- (c) every university in Ontario;
- (d) every college of applied arts and technology and post-secondary institution;

- (e) every agency designated as a children's aid society under subsection 34 (1) of Part III of the *Child, Youth and Family Services Act, 2017*;
- (f) every corporation controlled by one (1) or more designated Broader Public Sector organizations that exists solely or primarily for the purpose of purchasing goods or services for the designated Broader Public Sector organizations;
- (g) every publicly funded organization that received public funds of 10 million dollars or more in the previous fiscal year of the Government of Ontario; and,
- (h) every organization that is prescribed for the purposes of this definition;

See <https://www.ontario.ca/page/broader-public-sector-accountability>;

See <https://www.ontario.ca/page/find-school-board-or-school-authority>; and,

See <https://www.ontario.ca/page/go-college-or-university-ontario>.

“Business Day” or **“Day”** means Monday to Friday between the hours of 9:00 a.m. to 5:00 p.m. for OECM, as specified in the Customer's CSA, or agreed to by the parties in writing, except when such a day is a public holiday, as defined in the *Employment Standards Act (Ontario)*;

“Closing Date” means the Proposal submission date and time as set out in Ontario Tenders Portal (“OTP”) and in Section 4.1.1 and may be amended from time to time in accordance with the terms of this RFP;

“Commercial Envelope” means an area in OTP where the Proponent would upload its completed Commercial Response;

“Commercial Response” means the Rates the Proponent uploads to OTP within Appendix B – Commercial Response as part of the Commercial Envelope;

“Confidential Information” means confidential information of OECM and/or any Customer (other than confidential information which is disclosed to the Preferred Proponent in the normal course of the RFP) where the confidential information is relevant to the Deliverables required by the RFP, its pricing or the RFP evaluation process, and includes all information concerning the business or affairs of the party or its directors, governors, trustees, officers or employees that is of a confidential nature, which information if in written or other tangible form, is clearly designated as confidential, or if disclosed orally, is designated as confidential in a written memorandum delivered by the disclosing party promptly following such disclosure. For the purposes of greater certainty, Confidential Information shall:

- (a) Include: (i) all new information derived at any time from any such Confidential Information whether created by OECM, the Customer, the Proponent or any third-party; (ii) all information (including Personal Information) that OECM or the Customer is obliged, or has the discretion, not to disclose under provincial or federal legislation; and, (iii) pricing under this RFP;
- (b) not include information that: (i) is or becomes generally available to the public without fault or breach on the part of the disclosing party of any duty of confidentiality owed by it hereunder; (ii) the disclosing party can demonstrate to have been rightfully obtained it, without any obligation of confidence, from a third-party who had the right to transfer or disclose it to the disclosing party free of any obligation of confidence; (iii) the disclosing party can demonstrate to have been rightfully known to or in the possession of it at the time of disclosure, free of any obligation of confidence when disclosed; or (iv) is independently developed by the disclosing party; but the exclusions in this subparagraph shall in no way limit the meaning of Personal Information or the obligations attaching thereto under the Contract or at law;

“Conflict of Interest” includes, but is not limited to, any situation or circumstance where:

- (a) in relation to the RFP process, the Proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including, but not limited to (i) having or having access to information in the preparation of its Proposal that is confidential to OECM and not available to other respondents; (ii) communicating with any person with a view to influencing preferred treatment in the RFP process; or (iii) engaging in conduct that compromises or could reasonably be seen to compromise the integrity of the open and competitive RFP process and render that process non-competitive and unfair; or,

(b) in relation to the performance of its contractual obligations in an OEMC contract, the Proponent's other commitments, relationships or financial interests (i) could or could reasonably be seen to exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement; or (ii) could or could reasonably be seen to compromise, impair or be incompatible with the effective performance of its contractual obligations;

"Consortium" means when more than one (1) business entities (i.e., Consortium members) agree to work together and submit one (1) Proposal to satisfy the requirements of the RFP. One (1) of the Consortium members shall identify itself as the Proponent and assume full responsibility and liability for the work and actions of all Consortium members;

"Cost Recovery Fee" or "CRF" means a fee, which contributes to the recovery of OEMC's operating costs as a not-for-profit/non share capital corporation, which is based on the before tax amount invoiced by the Supplier to Customers for Deliverables acquired through OEMC's competitively sourced agreements. Once Customer-Supplier Agreements have been executed, this fee is remitted by the Supplier to OEMC on a quarterly basis;

"Customer" means an organization such as educational entities (e.g., school boards or authorities, Provincial and Demonstration Schools Branch with the Ontario Ministry of Education, colleges, and universities, and may also include Private Schools and Private Career Colleges), health and social service entities, hydro, Local Housing Corporations, the Legislative Assembly, Municipalities and related Service Organizations, not-for-profit organizations, Ontario Electricity Financial Corporation, Ontario Power Authority, provincially funded organizations ("PFO"), shared service organizations, utilities and local boards, and any other Ontario Broader Public Sector ("BPS") agency, Ontario Public Service ("OPS") ministry, agency, board or commission, Crown corporations, First Nations federal agencies, Indigenous Organizations and Communities, and other provincial, territorial and federal public sector entities/agencies or similar entities not mentioned here;

"Customer-Supplier Agreement" or "CSA" means a schedule attached to the Master Agreement, which is executed between Customers and a Supplier for the provision of any Deliverables in this RFP specific to their organization;

"Deliverable" means all Products and Services to be provided or performed by the Supplier, under the Master Agreement, and includes everything that is necessary to be supplied, provided or delivered by the Supplier within scope of the resulting Master Agreement;

"Eligible Proposal" means a Proposal that meets or exceeds the prescribed requirement, proceeding to the next stage of evaluation;

"Local Housing Corporation" means a local housing corporation as defined in the *Housing Services Act, 2011, S.O. 2011, c. 6, Sched. 1*;

"Master Agreement" means the agreement to be made between the Preferred Proponent and OEMC based on the template attached as Appendix A – Form of Master Agreement with negotiated changes, together with all schedules and appendices attached thereto and all other documents incorporated by reference therein, as amended from time to time by agreement between OEMC and the Supplier;

"Municipalities" means municipalities in Ontario under the *Municipal Act*, the *City of Toronto Act* (for the City of Toronto), *District Municipality of Muskoka Act* (for the District of Muskoka), *Regional Municipalities Act* (for the regional municipalities of Durham, Halton, Niagara, Peel, Waterloo and York), every local board in Ontario as defined in the *Municipal Affairs Act and the Municipal Act* ([List of Ontario municipalities | Ontario.ca](https://www.ontario.ca/government/list-of-ontario-municipalities)) and related Service Organizations;

"OEMC" means the Ontario Education Collaborative Marketplace;

"OEMC's Deadline for Issuing Final Addenda" means the date and time as set out in Section 4.1.1 of this RFP and may be amended from time to time in accordance with the terms of this RFP;

"Ontario Public Service" or "OPS" means Ontario Public Service entities, the ministries and other administrative units of Ontario over which ministers of Ontario preside (including their agencies, boards, commissions, and Crown corporations);

"Ontario Tenders Portal" or "OTP" means the electronic tendering platform <https://ontariotenders.app.jaggaer.com/esop/nac-host/public/web/login.html> through which a Proponent's Proposal must be submitted by the Closing Date;

“Personal Information” has the same definition as in subsection 2(1) of FIPPA and in subsection 2(1) of MFIPPA, that is, recorded information about an identifiable individual or that may identify an individual and includes all such information obtained by the Proponent from OECM or the Customer or created by the Proponent pursuant to the RFP;

“PFO” means a provincially funded organization;

“Preferred Proponent” means the Proponent that is invited into negotiations in accordance with the evaluation process set out in this RFP;

“Product” means all Product Deliverables to be provided by the Supplier, under the Master Agreement, and includes everything that is necessary to be supplied, provided or delivered by the Supplier;

“Product Term Warranty Period” means a maintenance, warranty and/or a software licence period that extends beyond the Expiry Date in respect of maintenance, warranty and/or software licence for a Resource purchased prior to the Expiry Date;

“Proponent” means an entity that submits a Proposal in response to this RFP and, as the context suggest, refers to a potential Proponent;

“Proposal” means all documentation and information submitted by a Proponent in response to the RFP;

“Purchasing Card” or **“P-Card”** means the corporate charge cards used by the Customer, as may be changed from time to time;

“Qualification Envelope” means an area in OTP where the Proponent would complete its Qualification Response;

“Qualification Response” means the information the Proponent is required to submit within OTP as part of the Qualification Envelope;

“Rates” means the maximum prices for Services, and the minimum percentage discount off the OEM’s Manufacturer’s Suggested Retail Price (“MSRP”) for Products in Canadian Funds as set out in the Proponent’s submitted Appendix B - Commercial Response;

“Request for Proposals” or **“RFP”** means this Request for Proposals #2024-461 issued by OECM, including all appendices and addenda thereto;

“Second Stage Selection Process” or **“Second Stage”** means a request from one (1) or more Suppliers via a Second Stage tool from a Customer or from OECM on behalf of a Customer, seeking Rates and relevant Products and/or Services specific to a Customer’s organization;

“Service” means all Service Deliverables to be provided or performed by the Supplier, under the Master Agreement and includes everything that is necessary to be supplier, provided, or delivered by the Supplier;

“Subcontractor” includes the Supplier’s subcontractors or third-party providers or their respective directors, officers, agents, employees or independent contractors, who shall fall within the meaning of Supplier for the purposes of the Master Agreement as mutually agreed upon by the Customer;

“Supplier” means a Preferred Proponent who has fully executed a Master Agreement with OECM and has assumed full liability and responsibility for the provision of Deliverables pursuant to the Master Agreement either as a single Supplier or a lead Supplier engaging other suppliers or Subcontractors;

“Technical Envelope” means an area in OTP where the Proponent would complete its Technical Response;

“Technical Response” means the information, which will be evaluated and scored, the Proponent submits within OTP as part of the Technical Envelope;

“Term” has the meaning set out in Section 1.5 of this RFP; and,

“Unfair Advantage” means any conduct, direct or indirect, by a Proponent that may result in gaining an unfair advantage over other Proponents, including, but not limited to (i) possessing, or having access to, information in the preparation of its Proposal that is confidential to OECM and which is not available to other Proponents, (ii) communicating with any person with a view to influencing, or being conferred preferred treatment in, the

RFP process, or (iii) engaging in conduct that compromises or could be seen to compromise the integrity of the RFP process and result in any unfairness.

[End of Part 1A]

PART 2 – THE DELIVERABLES

This Part of the RFP describes the Deliverables which will be incorporated into the final Master Agreements for each Category.

OECM requires that the Proponent has a clear and comprehensive understanding of the RFP requirements (i.e., Part 2 – The Deliverables). The Proponent will be required to indicate their agreement accordingly in the Form of Offer in the Qualification Envelope on OTP.

The Supplier shall provide all RFP Deliverables for the Category it is awarded.

2.1 Description of Deliverables

The Supplier shall provide a broad range of new, quality, cost-effective Products and Services to meet Customer’s Product and Service needs on an as-and-when required basis.

The RFP has eight (8) Categories.

The Deliverables for each Category, as well as the Deliverables that are applicable to all Categories can be found in the applicable RFP Sections noted below:

Category Information	Applicable Category Deliverables RFP Section Numbers
Enterprise IT Products and Related Services:	
- Category A – Dell Products and Related Services	2.2
- Category C – HP Inc. (“HP”) and Hewlett Packard Enterprise Company (“HPE”) Products and Related Services	2.2
- Category D – Lenovo Canada Inc. (“Lenovo”) Products and Related Services	2.2
- Category E – Other OEM Mobile and Desktop Computing Products and Related Services	2.2.1, 2.2.2, 2.2.3, 2.2.4, 2.2.8, 2.2.9, 2.2.10, 2.2.11, 2.2.12
- Category F – Other OEM Server Products and Related Services	2.2.1, 2.2.2, 2.2.5, 2.2.11
- Category G – Other OEM Storage Products and Related Services	2.2.1, 2.2.2, 2.2.6, 2.2.11
- Category H – Other OEM Hyperconverged Products and Related Services	2.2.1, 2.2.2, 2.2.7, 2.2.11
Apple Products and Related Services:	
- Category B – Apple Products and Related Services	2.3
Other Deliverables:	
- Deliverables applicable to all Categories	2.4 through to 2.24

2.2 Enterprise IT Products and Related Services – Applicable Category Deliverables

The Supplier shall provide Products and Services including, but not limited to:

2.2.1 Enterprise Business-Grade Products

The Supplier shall provide Products that are enterprise business-grade (i.e., not consumer grade) defined to contain the following:

- (a) Life expectation - enterprise business-grade Products have planned life cycles that take the supportability of the Products into consideration beyond their production timeframe. This means that Product drivers will be updated and maintained over the Term;
- (b) Consistency in parts - enterprise business-grade Products are expected to be constructed of high quality to ensure stable performance. The parts in a Product should be identical to those in another of the same make and model, no matter where or when it is purchased. Enterprise business-grade Products should be designed such that supporting one (1) Product is the same as another copy of the same Product because the internal parts are the same; and,
- (c) Quality of construction - enterprise business-grade Products are designed so internal parts will work together through the life of the Products and support future operating systems and applications as they evolve.

2.2.2 Quality

The Supplier and/or the OEMs of the proposed Products shall be registered under ISO 9001:2015 from a nationally accredited registrar for the manufacturing facility where the proposed Products are made.

2.2.3 Mobile Computing Products

The Supplier shall provide Trusted Platform Module (“TPM”) embedded security chip, or an equivalent (e.g., Titan C, C2) Mobile Computing Products including, but not limited to:

- (a) Business laptops: lightweight, durable and efficient laptops with good battery life, suitable for everyday tasks and travel;
- (b) Mobile workstations (Independent Software Vendor (“ISV”) certified): high-performance laptops with powerful Central Processing Units (“CPUs”), Graphics Processing Unit (“GPUs”), and Random Access Memory (“RAM”), suitable for tasks requiring significant computing power, such as video editing, 3D modelling, and software development;
- (c) Ultrabooks: slim, lightweight, and highly portable laptops with a focus on aesthetics and battery life, suitable for executives and frequent travellers;
- (d) 2-in-1 Convertibles: laptops that can also be used as tablets, offering versatility for presentations and note-taking;
- (e) Chromebooks: lightweight laptops running Chrome OS, suitable for tasks centered around web applications and cloud services;
- (f) Tablets: portable computing Products that combine laptop and smartphone characteristics, running Android OS, or Windows OS, suitable for browsing the internet and productivity tasks; and,
- (g) Other Mobile Computing Products (e.g., rugged laptops).

2.2.4 Desktop Computing Products

The Supplier shall provide Desktop Computing Products including, but not limited to:

- (a) Standard desktops in a variety of form factors (e.g., small form factor, tower), general-purpose desktops suitable for typical office tasks such as word processing, spreadsheets, email;

- (b) Thin clients;
- (c) All-in-one desktops: desktops with integrated monitors offering a sleek space-saving design;
- (d) Workstations (ISV Certified): high-performance desktops designed for resource-intensive tasks (e.g., CAD, 3D rendering and large-scale data processing);
- (e) Gaming desktops: powerful desktops suitable for high-end graphics and computational power with significant GPU power; and,
- (f) Other Desktop Computing Products.

2.2.5 Server Products

The Supplier shall provide Server Products including, but not limited to:

- (a) Modular infrastructure including, but not limited to:
 - i. Rack servers (e.g., standard 1U or 2U);
 - ii. Blade servers; and,
 - iii. Tower servers.
- (b) Other Server Products.

2.2.6 Storage Products

The Supplier shall provide Storage Products including, but not limited to:

- (a) Flash Storage Arrays;
- (b) Network Attached Storage (“NAS”);
- (c) Storage Area Network (“SAN”);
- (d) Cloud Storage;
- (e) Backup Appliances;
- (f) Software Defined Storage; and,
- (g) Other Storage Products.

2.2.7 Hyperconverged Products

The Supplier shall provide Hyperconverged (“HCI”) Products including, but not limited to:

- (a) Physical HCI Products;
- (b) Virtual Storage Appliance (“VSA”) Products;
- (c) Hypervisor-Embedded Storage Virtualization; and,
- (d) Other HCI Products.

2.2.8 Software Products

The Supplier shall provide applicable data protection, virtualization, and security software as requested by the Customer.

2.2.9 Accessory Products

The Supplier shall provide Accessory Products including, but not limited to:

- (a) Adapters;

- (b) Batteries;
- (c) Cables;
- (d) Carts;
- (e) Cases/bags;
- (f) Chargers;
- (g) Charging carts;
- (h) Consumables (e.g., for peripheral Products);
- (i) Docking stations;
- (j) External drives;
- (k) Graphic cards;
- (l) Headphones;
- (m) Keyboards (wired and wireless);
- (n) Memory modules;
- (o) Mice (wired and wireless);
- (p) Microphones, monitors (OEM and non-OEM branded, touch and non-touch);
- (q) Mounts/stands;
- (r) Security locks;
- (s) Speakers;
- (t) Stylus;
- (u) Surge protectors;
- (v) Touchpads;
- (w) Wearables;
- (x) Webcams; and,
- (y) Other Accessory Products.

2.2.10 Peripherals and Other Products

The Supplier shall provide Peripherals (e.g., scanners, printers, projectors) and other Products (e.g., routers, switches, power supplies) as required by the Customer.

2.2.11 OEM Warranty Coverage

The Supplier shall provide standard OEM Warranty Coverage from the date of receipt at Customer's location, including parts and labour, for all Products, as follows:

- (a) Mobile and desktop computing Products shall have a minimum three (3) year onsite next Business Day warranty;
- (b) Chromebooks, and tablet Products shall have a minimum one (1) year return to depot warranty;
- (c) Accessories Products shall have a minimum one (1) year warranty;

- (d) Server, Storage, and HCI Products shall have a minimum three (3) year onsite next Business Day warranty;
- (e) Software Product warranty will be based on the maintenance contract requested by Customer; and,
- (f) Peripheral and other Products shall have warranty coverage aligned with the OEM.

If requested by the Customer, the Supplier shall also provide OEM Product warranty such as:

- i. Depot warranty (e.g., for tablet and Chrome OS Products);
- ii. Extended warranty coverage (e.g., one (1), two (2) or more additional years);
- iii. Accidental warranty coverage (e.g., liquid spills, fire, drops and or electrical surges) for Mobile and Desktop Computing Products; and/or,
- iv. Enhanced warranty coverage for Server, Storage, and HCI Products (i.e., four (4) hours response time twenty-four (24) hours a day, seven (7) days a week).

The Supplier shall ensure Customer data/information is protected while Products are being repaired.

The Supplier shall be responsible for arranging Product exchanges and repairs. For all Products with warranty coverage, costs of parts, labour, and shipping to and from the Customer's location on all Products associated with repairs and/or replacement shall be at no additional cost to the Customers.

2.2.12 BIOS, Firmware and Driver Product Updates

The Supplier shall ensure Mobile and Desktop Computing Products are shipped, and updated with the following, at no additional cost to the Customer:

- (a) Current Basic Input Output System ("BIOS") updates/patches/fixes installed;
- (b) Latest available firmware; and,
- (c) Latest available drivers.

2.3 Category B – Apple Products and Related Services

The Supplier shall provide Apple Products and related Services including, but not limited to:

2.3.1 Mac Computer Products

The Supplier shall provide Mac Computer Products including, but not limited to:

- (a) MacBook Air lightweight laptops;
- (b) MacBook Pro high-performance laptops;
- (c) iMac all-in-one desktop computers;
- (d) Mac Mini compact desktop computers;
- (e) Mac Pro high-end desktop computers; and,
- (f) Other Mac Computer Products.

2.3.2 iPad Products

The Supplier shall provide the iPad Products including, but not limited to:

- (a) iPad;
- (b) iPad Air;
- (c) iPad Pro;

- (d) iPad Mini; and,
- (e) Other iPad Products.

2.3.3 Apple Watch Products

The Supplier shall provide Apple Watch Products including, but not limited to:

- (a) Apple Watch;
- (b) Apple Watch SE;
- (c) Apple Watch Ultra; and,
- (d) Other Apple Watch Products.

2.3.4 Software Products

The Supplier shall provide all Apple Software Products.

2.3.5 Accessory Products

The Supplier shall provide Apple and non-Apple Accessory Products compatible with Apple Products (e.g., keyboards, mice, trackpads, headphones, stylus, adapters, cables, connectors, cases/bags, monitors, speakers, surge protectors, wearables, webcams).

2.3.6 Other Apple Products

The Supplier shall provide Other Apple Products (e.g., Apple TVs, iPhones, Apple Pencils).

2.3.7 Apple Warranty and AppleCare

The Supplier shall provide Apple Standard Warranty coverage from the date of receipt at the Customer's location, including parts and labour, for all Products and Services.

The Supplier shall provide AppleCare warranty as well as extended warranty coverage (e.g., one (1), two (2), or more years in addition to the OEM standard warranty) as requested by the Customer.

2.3.8 Specialized Education Products and Services

The Supplier shall provide additional specialized Apple Products and Services for education Customers (e.g., education models Mac Products, iPads, AppleCare, education software).

2.4 Services

2.4.1 Services for Categories A, B, C, D and E

The Supplier shall provide Services including, but not limited to:

- (a) Planning support Services for the use and management of Products, such as:
 - i. Product and/or Service requirements;
 - ii. Standardization;
 - iii. Delivery schedule;
 - iv. Roll-out;
 - v. Pre-stock and warehouse inventory for Customers; and,
 - vi. End-of-life planning (e.g., decommissioning).
- (b) Asset Tagging Services, such as:

- i. Paper labels affixed to the Products; and,
 - ii. Radio Frequency Identification (“RFID”) or other electronic identification tagging.
- (c) Configuration Services, such as:
- i. Custom BIOS configuration;
 - ii. Configure Products;
 - iii. Image management (e.g., create, test, seek approval, fix, manage and deploy aligned with Customer’s policies, and practices for light or full image requirements); and,
 - iv. Operating systems patch management (e.g., application patches and updates).
- (d) Installation Services, such as:
- i. Installing Products as specified by Customer, at Customer’s physical location;
 - ii. Redeployment, as required; and,
 - iii. Warehousing, as required.
- (e) Lifecycle Management Services, such as:
- i. Product end-of-life notifications; and,
 - ii. Recommended replacement Products.

2.4.2 Services for Categories A, C, D, F G and H

The Supplier shall provide Services including, but not limited to:

- (a) Planning Support Services for the use and management of Products:
- i. Product and/or Service requirements; and,
 - ii. Standardization;
- (b) Pre-Sales Consultation Services:
- i. Needs Assessment (e.g., assess Customer’s current and future requirements); and,
 - ii. Solution Design (e.g., assist in designing a solution that fits the Customer’s specific needs including scalability and integration with existing systems).
- (c) Installation and Deployment Services:
- i. On-Site Installation (e.g., professional installation Services to ensure Products are set up correctly); and,
 - ii. Configuration (e.g., proper configuration of Server, Storage, and HCI Products to optimize performance and reliability).
- (d) Training and Documentation Services:
- i. User Training (e.g., training sessions for the Customer’s IT staff on managing and maintaining the Products); and,
 - ii. Comprehensive Documentation (e.g. detailed manuals and guides for troubleshooting and maintenance).
- (e) Support and Maintenance Services:
- i. Regular Product Maintenance (e.g., scheduled maintenance Services to keep the Customer’s Products running smoothly); and,

- ii. Firmware and Software Updates (e.g, regular updates to ensure the Customer's Products are secure and up to date).

(f) Monitoring and Management Services:

- i. Remote Monitoring (e.g., to monitor the Customer's Product infrastructure remotely and proactively address potential issues); and,
- ii. Managed Services (e.g., full or partial management of the Customer's Product infrastructure by the OEM as required by the Customer).

2.5 Self-Maintainer Program for Mobile and Desktop Computing Products

The Supplier shall provide a self-maintainer or self-servicing program including training and support for the program for Mobile and Desktop Computing Products as required by Customers. The program allows Customers to resolve some Product issues themselves (e.g., part replacement) without negatively impacting the Product warranty, and receive financial compensation from the Supplier. If, however, the Customer is unable to resolve the Product issue, the Supplier shall provide warranty Services directly.

Customers may request the Supplier to provide an inventory of replaceable parts at the Customer's location.

2.6 Repeat Call Resolution Services

During any warranty period where a Product has been repaired three (3) times and requires a fourth repair, the Supplier shall replace the Product with a new Product or a Product of the same or better quality within a maximum period of fifteen (15) Business Days at no additional cost to the Customer.

The Supplier shall be responsible for ensuring the new replacement Product is configured to meet the Customer's needs.

The Supplier shall provide a no-cost spare Product, if required by the Customer.

Where new replacement Products are provided, the Supplier shall modify its asset management record accordingly to amend previously recorded asset information (e.g., update the beginning of the standard warranty period to the date the replacement Product is received at the Customer's location).

2.7 Product Repairability and Spare Parts

The Supplier shall ensure that Products are repairable and spare parts shall be available.

2.8 Dead-on-Arrival Products

The Supplier shall provide an exchange for any Dead-on-Arrival ("DOA") Products that do not work at first boot at the Customer's site.

The Supplier shall deliver the new replacement Products to the same Customer location, according to the delivery lead times as per Section 2.20.1 from notification by the Customer at no additional cost to the Customer. The Supplier shall ensure the new replacement Products are configured to meet the Customer's needs.

The Supplier shall provide a spare Product at no cost, if required by the Customer.

Where new replacement Products are provided, the Supplier shall modify its asset management record accordingly to amend previously recorded asset information (e.g., update the beginning of the standard warranty period to the date the replacement Product is received at the Customer's location).

2.9 Demo Products

The Supplier shall provide Products, for Mobile and Desktop Computing Products in Categories A, C, D and E only, and allow Customers to demo and/or test them at the Customer's location for up to ninety (90) days at no additional cost to the Customer (including no additional cost for delivery, installation, removal or return). Demo/testing may include imaging, technical/functional compliance testing, acceptance testing, ease of operation, image validation and suitability for purpose.

The quantity of demo Products shall be mutually agreed upon between the Customer and Supplier.

The Supplier may offer an additional discount-off the purchase price of the demo/tested Products should the Customer decide to purchase.

2.10 Product Recalls

The Supplier shall be responsible for managing OEM Product recalls and part recalls and informing the Customers and OEM of such recall in a timely manner advising applicable details (e.g., model number, serial number). If a recall occurs, the Supplier shall be responsible for all applicable costs (e.g., return, replacement, delivery).

The Supplier shall provide spare Products at no additional cost, if required by the Customer.

The Supplier shall ensure that Products meet current safety standards and regulations and shall advise OEM and Customers of any changes with regulatory agencies related to the Products, which may impact the future availability of Products, or support of the Products.

Supplier shall comply with the requirements of any Applicable Law in respect to recalled Products and repair or replace the Product at no additional cost to Customer.

2.11 End of Life Programs

The Supplier shall provide various programs to manage the end of life of the Products, take-back, donation, buy-back programs, and options for recycling old electronics. The Supplier shall, for all Products, provide a certificate of destruction for the data on the Products.

2.12 Employee and Student Purchase Program

The Supplier shall provide an employee and staff purchase program, for Categories A, B, C, D and E, to OEM and Customers.

2.13 Electrical Requirements

The Supplier shall ensure electrical Products are energy efficient and authorized or approved by the Customer and in accordance with the Ontario Electrical Safety Code, the Canadian Standards Association Group ("CSA Group"), Underwriters Laboratories of Canada ("ULC"), a certification organization accredited with the *Standards Council of Canada Act (Canada)* and shall bear the certification organization's mark identifying the goods certified for use in Canada. Certification shall be to the standard that is appropriate for the intended use of the electrical Products and/or any other electrical equipment at the Customer's facilities.

2.14 Workplace Hazardous Material Information System

The Supplier shall adhere to the Workplace Hazardous Materials Information System ("WHMIS").

2.15 Disaster Recovery and Business Continuity

The Supplier shall possess and provide to OEM and/or Customers upon request, information about disaster recovery and business continuity programs including processes, policies, and procedures related to safety standards, preparing for recovery or continuation of Product and/or Service availability critical to Customers.

2.16 Licences, Permits, Right to Use and Approvals

The Supplier shall obtain all licences, permits, right to use and approvals required in connection with the supply of the Products and Services and provide them at Customer and OEM request. The costs of obtaining such licences, permits, right to use and approvals shall be the responsibility of, and shall be paid for by, the Supplier.

Where a Supplier is required by Applicable Law to hold or obtain any such licence, permit, right to use and approval to carry on an activity contemplated in its Proposal or in the Master Agreement, neither acceptance of the Proposal nor execution of the Master Agreement by OEM shall be considered an approval by OEM for the Supplier to carry on such activity without the requisite licence, right to use or approval.

2.17 Environmental, Social, and Governance

2.17.1 Environmental Sustainability

The Supplier and the Product OEM shall demonstrate a strong commitment to environmental sustainability including, but not limited to:

- (a) Implementing environmental design principles such as energy efficiency, waste reduction, and the use of eco-friendly materials;
- (b) Providing Products and Services that support the reduction of carbon footprint and promote decarbonization; and,
- (c) Promoting sustainable practices in manufacturing, packaging, and logistics.

The Product OEM shall be International Organization for Standardization (“ISO”) 14001 certified, for which it is applicable, shall have a minimum of EPEAT Silver rating and an EnergyStar certification.

The Supplier shall provide information about the sustainability plans and efforts undertaken by the Supplier and/or the OEM, as requested by OECM or the Customer and shall demonstrate its progress towards the stated goals by providing information about its achievements and disclosing benchmark scores from a recognized framework such as Global Reporting Initiative (“GRI”), Carbon Disclosure Project (“CDP”), and/or the Dow Jones Sustainability Index (“DJSI”).

The Product OEM shall have net zero targets and strategies in place to achieve such targets. This includes setting specific timelines and milestones for reducing greenhouse gas emissions and achieving net zero carbon emissions.

2.17.2 Social Responsibility

The Supplier and the Product OEM shall adhere to social design principles that promote equity, diversity, and inclusion including, but not limited to:

- (a) Ensuring fair labor practices and providing safe working conditions for all employees, including compliance with the *Fighting Against Forced Labour and Child Labour in Supply Chains Act* (S.C. 2023, c. 9);
- (b) Promoting social equity and equality within the organization and in Ontario and its trading partners;
- (c) Supporting initiatives that enhance accessibility and inclusivity of the Products and Services; and,
- (d) Engaging in community development and social impact projects.

The Supplier shall provide information about the social responsibility plans and efforts undertaken by the Supplier and/or the OEM, as requested by OECM or the Customer and shall demonstrate its progress towards the stated goals by providing information that demonstrates its continuous improvement.

2.17.3 Governance Practices

The Supplier and the Product OEM shall maintain high standards of governance to ensure ethical business practices including, but not limited to:

- (a) Adhering to OECM' Supplier Code of Conduct, having in place and adhering to its own code of conduct that promotes transparency, accountability, and integrity;
- (b) Implementing governance practices that enhance positive impacts on its Customers and stakeholders;
- (c) Providing regular reports on ESG performance and progress towards sustainability goals; and,
- (d) Collaborating with Customers to align with their ESG frameworks and objectives.

2.18 Financial Administration Act Section 28

In accordance with the requirements of the *Financial Administration Act* (“FAA”), notwithstanding anything else in the CSA, or in any other agreement between the Customer and the Supplier executed to carry out the Products and/or Services provided for herein, the remedies, recourse or rights of the Supplier shall be limited to the Customer and to the right, title and interest owned by the Customer in and to all of its real or personal property, whether now existing or hereinafter arising or acquired from time to time. The Supplier unconditionally and irrevocably waives and releases all other claims, remedies, recourse or rights against the Crown in right of Ontario in respect of the CSA, and agrees that it shall have no remedies, recourse or rights in respect of the CSA against the Crown in right of Ontario, any Ontario Ministry, Minister, agent, agency, servant, employee or representative of the Crown or any director, officer, servant, agent, employee or representative of a Crown agency or a corporation in which the Crown holds a majority of the shares or appoints a majority of the directors or members, other than against the Customer and its assets.

If the Supplier and the Customer agree that a CSA is exempt from the application of subsection 28(1) of the *Financial Administration Act* pursuant to Ontario Regulation 376/18: Section 28 Exemptions – Colleges, the Customer represents and warrants that the CSA (i) complies with all applicable policies of the Customer; (ii) complies with all applicable laws and Ontario government directives applicable to it; and, (iii) relates to activities of the Customer that are permitted under its objects and that are undertaken within Canada. The Supplier represents and warrants that the CSA complies with all Applicable Laws and Ontario government directives applicable to it.

2.19 Order Management

The Supplier shall provide a variety of ways for Customers to order Products and/or Services including, but not limited:

- (a) Electronic Data Interchange (“EDI”);
- (b) Email;
- (c) Fax;
- (d) Supplier’s online ordering process;
- (e) Toll free phone; and/or,
- (f) Via purchase order through the Customer’s system.

Where applicable, Customers may need to perform integration testing on the Supplier’s online ordering system to ensure it is compatible with the Customers’ systems, policies and procedures.

2.19.1 Online Ordering

The Supplier should provide a secure user-friendly online ordering (e.g., website/portal) technology and training, available via desktop and mobile platforms (e.g., computers, smart phones) that will:

- (a) Allow generic or individual user login identification (“ID”) and password;
- (b) Provide a customizable landing page for an individual Customer;
- (c) Contain Products and/or Services specifically for an individual Customer (e.g., unapproved Products and/or Services shall be blocked from access as requested);
- (d) Feature search function to allow easy lookup (e.g., by description, specifications, manufacturer or Product and/or Service part number);
- (e) Contain real time inventory information;
- (f) Provide Product and/or Service Rates;
- (g) Contain warranty options and provide applicable Rates;
- (h) Provide acknowledgement, expected delivery date and status (e.g., any back orders/constraints);

- (i) Include Supplier entered orders, on Customer's behalf (e.g., against custom quotes);
- (j) Provide support and technical information, including links to print drivers and updates;
- (k) Provide access to reference manuals;
- (l) Provide training material (e.g., videos) and documentation;
- (m) Allow Customers to easily track their orders; and,
- (n) Provide information related to website maintenance and other situations where orders will be impacted.

2.19.2 Minimum Order

The Supplier shall not have any minimum order value or volume requirements.

2.19.3 Order Acknowledgement

The Supplier shall acknowledge the receipt of an order by Customer immediately or within one (1) Business Day if requested by the Customer. The Supplier will include in this acknowledgement, any Products and/or Services ordered that cannot be fulfilled (e.g., back orders). The Customer, at its sole discretion may:

- (a) Cancel some or the entire order;
- (b) Ask the Supplier to ship only available Products and/or Services and cancel any backorders; and/or,
- (c) Agree to an alternative delivery schedule based on anticipated Product and/or Service availability.

2.19.4 Order Changes and/or Cancellation

The Supplier shall accept new orders, order changes and/or cancellation as may be required based on Customer's requirements, at no additional cost to the Customer. Order cancellations, however, should occur prior to the Product being manufactured or as mutually agreed upon between the Customer and Supplier when executing a Customer-Supplier Agreement ("CSA") and/or when the Customer places an order after a CSA has been executed.

2.19.5 Coordinating Bulk Purchases

The Supplier shall support coordinated bulk purchases initiated by OEMC and/or Customers for several Customers during the Term. If this occurs, OEMC or the Customer may negotiate a lower Rate with the Supplier for bulk purchases. Lead time and/or delivery locations, per Customer, for bulk purchases may differ from that set out in Section 2.20.1. OEMC or the Customer will ensure reasonable lead times for bulk purchases are requested.

OEMC and/or Customers may consolidate various Customer volumes and coordinate bulk purchases. Once Products and/or Services have been received at Customer's location, the Supplier shall invoice each Customer accordingly.

2.19.6 Electronic Commerce

Customers currently use a variety of ERP, e-Procurement or financial systems (e.g., PeopleSoft, Jaggaer) for processing orders and payments. To support these processes, the Supplier will provide reasonable technology and implementation support, at any time during the Term, at no additional cost to the Customer.

2.20 Delivery

All Products shall be Delivered Duty Paid ("DDP") to inside the door or the dock of the Customer's location as requested by the Customer.

The Supplier shall deliver orders with correct Products and quantities within the lead time and specific Customer locations, if requested.

Products will be packaged appropriately to ensure safe delivery. All deliveries must include a packing slip specifying the Customer's required information (e.g., name of the employee who placed the order, purchase order number, Products and quantities ordered/shipped/back ordered (if any), and catalogue number.

All Products delivered shall be subject to the Customer's inspection and approval following delivery and may be rejected and returned in whole or in part, at the Supplier's expense, if non-conforming (e.g., to the order, quantity or quality). Payment by the Customer shall not constitute or be deemed to be acceptance or approval of any delivery, in whole or in part.

Deliveries must be made by the Supplier's own transportation fleet or a reputable transportation company that allows for tracking of the shipments.

The Customer and the Supplier should mutually agree upon delivery and pick up details when executing a CSA or at the time an order is placed.

2.20.1 Delivery Lead Times

The Supplier shall deliver Products within twenty (20) Business Days from the date of order to Customer's specified location.

2.20.2 Back Orders

Back orders should be confirmed at the time of the order acknowledgement with an estimated delivery date, Customers will have an option to cancel or accept the back orders.

2.20.3 Product Substitution

The Supplier shall only substitute Products with approval from Customer's designated personnel.

2.20.4 Damaged or Defective Shipment

The Customer may not accept the delivery of the Products if they are:

- (a) Damaged (or the packaging is damaged);
- (b) Not delivered as agreed; or,
- (c) Substituted without prior approval of the Customer.

The Supplier shall be responsible for all shipping costs related to the return and replacement (e.g., immediately if required by Customer) of any damaged or defective Products from the Customer's location. Customers will not be responsible for any additional costs (e.g., re-stocking fees) due to damaged or defective Products received.

2.20.5 Returns

The Supplier shall, within reason, accept all Products returned by the Customer that were ordered incorrectly and not used within thirty (30) days from delivery date, at no additional cost (e.g., restocking or shipping fee) to the Customer.

2.20.6 Discontinued Products

The Supplier shall not arbitrarily discontinue Products and shall provide the Customer with sufficient notice (e.g., within sixty (60) days) prior to discontinuation.

Further, the Supplier shall ensure that in the event a Product becomes unavailable, and a replacement is proposed, the replacement Product shall have equal or greater functional capabilities/specifications than those of the retiring Product at a similar Rate.

2.21 Invoicing

Flexibility in invoicing processes is required. The Customer and Supplier can mutually agree to invoicing details when executing a CSA.

The invoices, in either paper or electronic format, as detailed in the Customer's CSA shall be itemized and contain, at a minimum, the following information:

- (a) Customer name and location;
- (b) Customer purchase order number (if applicable) and order date;
- (c) Description of Products and/or Services provided, quantities and Rates; and,
- (d) HST and total cost.

2.21.1 Payment Terms and Methods

The Customer's common payment terms are net thirty (30) days.

The Supplier shall accept payment from Customers by cheque, Purchasing Card, Visa Payables Automation (via ghost card) or Electronic Funds Transfer ("EFT") at no additional cost to the Customer.

Different payment terms may be agreed to when executing a CSA (e.g., 2%/10 early payment discount for Customers).

Note – Customer's will be under no obligation to make payment until the Supplier provides an accurate invoice that complies with the invoicing instructions set out in the Customer's CSA.

2.21.2 Electronic Fund Transfer

The Supplier shall provide the Customer with the necessary banking information to enable EFT, at no additional cost to the Customer, for any related invoice payments including, but not limited to:

- (a) A void cheque;
- (b) Financial institution's name;
- (c) Financial institution's transit number;
- (d) Financial institution's account number; and,
- (e) Email address for notification purposes.

2.22 Rates

The proposed Product Rates for Customers located in Ontario shall be:

- (a) Minimum percentage discount off the OEM's Manufacturer's Suggested Retail Price ("MSRP"), for the entire Term;
- (b) In Canadian funds and shall include all applicable costs, including, but not limited to overhead, materials, fuel, fuel surcharge, duties, tariffs, travel and carriage, delivery, office support, profit, permits, licences, labour, insurance, and Workplace Safety Insurance Board costs and all other overhead, office support, profit, licenses including any fees or other charges required by law; and,
- (c) Exclusive of the HST, or other similar taxes.

The proposed Service Rates shall be firm maximum Rates, per Category, for the first year of the Master Agreement for Customers located in Ontario and shall be:

- i. Maximum Rates for the first year of the Term;

- ii. In Canadian funds and shall include all applicable costs, including, but not limited to overhead, materials, fuel, fuel surcharge, duties, tariffs, travel and carriage, delivery, office support, profit, permits, licences, labour, insurance, and Workplace Safety Insurance Board costs and all other overhead, office support, profit, licenses including any fees or other charges required by law; and,
- iii. Exclusive of the HST, or other similar taxes.

The Supplier may, however, lower its Service Rates and/or increase the minimum percentage discount off the OEM's MSRP for Products when mutually agreed upon between the Customer and Supplier without affecting the Rates in the Master Agreement.

Rates for Customers outside of Ontario will be negotiated and mutually agreed upon by the Customer and Supplier.

2.22.1 Leasing

The Supplier shall, if requested by the Customer, provide options for Product and/or Service leasing. The terms and conditions of such leasing arrangement shall be mutually agreed upon between the Customer and the Supplier.

2.22.2 Optional Customer Core List

The Customer and the Supplier may, when executing the CSA, develop a core list of Product and/or Service specific to the Customer's needs. Details of the core list, including Product and/or Service description, OEM, Product and/or Service catalogue/OEM number, packaging, Rates, escalations, and Rate refresh frequency/timing shall be mutually agreed upon between the Customer and the Supplier and outlined in the CSA.

The Supplier shall provide the Customer with thirty (30) days written notice prior to any Rate increase as it related to the Customer's Core List.

Rate increases shall be no greater than the twelve (12) month average of the CPI for the applicable year and occur on an annual basis unless otherwise agreed to in writing by the Customer and the Supplier.

Core list Rates shall not exceed Master Agreement Rates.

2.22.3 Incentives for Customers

Where feasible, the Supplier should offer incentives to Customers to promote additional cost savings resulting from better operational efficiencies that may include, but not be limited to:

- (a) Early payment discount for Customers;
- (b) Higher volumes; and,
- (c) Overall growth.

In consultation with OEM, the Customer may negotiate specific details related to one (1) or more financial incentives.

The financial incentives the Supplier and Customer agree to shall be incorporated into the CSA and reviewed and adjusted (e.g., annually) as required and reported to OEM as part of the Supplier's reporting requirements.

2.22.4 Travel Expenses

Travel expenses are included in the cost of the Products and Services. However, in extenuating circumstances, if the Supplier obtains prior approval from the Customer it may charge for costs incurred as a result of accommodation or travel. These costs must be charged in accordance with the Customer's travel policy, as may be amended from time to time. The Supplier may obtain applicable prices from the Customer. All such pre-approved costs, where applicable, must be itemized separately on invoices.

Customers shall not be responsible for any meal, hospitality, or incidental expenses incurred by the Supplier, whether incurred while travelling or otherwise including:

- (a) Meals, snacks and beverages;
- (b) Gratuities;
- (c) Laundry or dry cleaning;
- (d) Valet services;
- (e) Dependent care;
- (f) Home management; and,
- (g) Personal telephone calls.

2.22.5 OECEM Cost Recovery Fee

As a not-for-profit/non-share capital corporation, OECEM recovers its operating costs from its agreements through a Cost Recovery Fee ("CRF"). CRFs from the resulting Master Agreements from this RFP and other OECEM agreements are structured to support OECEM's financial model, while providing savings to Customers.

The Supplier shall pay to OECEM a maximum CRF of one-point-nine-six percent (1.96%) on all Products and Services invoiced by the Supplier to the Customers throughout the Term.

CRF will be calculated as follows:

EXAMPLE OF HOW CRF WILL BE CALCULATED WITH A CRF = 1.96%				
Sales per Quarter	Calculation	CRF	HST	Total CRF Payment to OECEM
If Supplier has \$100,000 total sales in first quarter	\$100,000 x 1.96% CRF	\$1,960.00	\$254.80	\$2,214.80
If Supplier has \$200,000 total sales in second quarter	\$200,000 x 1.96% CRF	\$3,920.00	\$509.60	\$4,429.60
If Supplier has \$50,000 total sales in third quarter	\$50,000 x 1.96% CRF	\$980.00	\$127.40	\$1,107.40
If Supplier has \$50,000 total sales in fourth quarter	\$50,000 x 1.96% CRF	\$980.00	\$127.40	\$1,107.40
Total CRF Payment to OECEM for <u>first year of the Master Agreement</u>:				\$8,859.20

The CRF and applicable HST shall be paid to OECEM quarterly, via EFT, throughout the Term as follows:

Calendar Quarter	Months	CRF Payment Due Date
1st Quarter	January, February, March	May 15
2nd Quarter	April, May, June	August 15

Calendar Quarter	Months	CRF Payment Due Date
3rd Quarter	July, August, September	November 15
4th Quarter	October, November, December	February 15

The CRF will be reviewed (e.g., annually) and may, at OEMC's sole discretion, be adjusted downwards for the remaining Term.

The Supplier shall be responsible for paying interest, as specified in Article 4.09 of the Master Agreement, for late CRF payments.

Upon termination or expiry of the Master Agreement, the Supplier will submit all outstanding CRF payments within thirty (30) days of the Master Agreement termination or expiry date.

2.23 Supplier Support to Customers

The Supplier shall provide effective support to Customers including, but not limited to:

- (a) Providing a responsive account executive (with applicable back-up) assigned to the Customer to support their needs by providing day-to-day and ongoing administrative support, and operational support;
- (b) Managing issue resolution in a timely manner;
- (c) Technical support seven (7) days a week, twenty-four (24) hours per day;
- (d) Complying with agreed upon escalation processes to resolve outstanding issues;
- (e) Responding to Customer's inquiries (e.g., to day-to-day activities) within one (1) Business Day;
- (f) Ensuring minimal disruption to the Customer;
- (g) Providing easy access to the Supplier (e.g., online, toll-free telephone number, email, voicemail, chat or fax);
- (h) Providing training/demonstrations, knowledge transfer, and no-cost educational events (e.g., webinars), if available;
- (i) Establishing an ongoing communications program with the Customer (e.g., new initiatives, innovation, sustainability);
- (j) Adhering to the Customer's confidentiality and privacy policies (e.g., related to student's private information);
- (k) Providing written notice to Customers on any scheduled shutdown that would impact services (e.g., inventory count, relocation of warehouse, website maintenance);
- (l) A point-of-contact for:
 - i. Returns, or defective Products and warranty support;
 - ii. Invoice issues and or resolution;
 - iii. Technical assistance;
- (m) Manage Product model changes. The Supplier shall ensure that in the event a proposed Product or a Product part becomes unavailable, and a replacement is proposed, OEMC and the Customer will be provided with the reason why, and the replacement Product or part shall have as a minimum, equal or greater functional capabilities/specifications and EPEAT rating, than those of the retiring Product or part.
- (n) Provide Customer reporting; and,
- (o) Attending meetings with Customers, as requested.

2.23.1 Transition Support

The Supplier should, at no additional cost to the Customer, provide transition support with minimal service disruption understanding large transition/implementation projects may have a cost associated with them as mutually agreed upon by the Customer and the Supplier. The Supplier will provide implementation and training plans to Customers for approval prior to the implementation as required.

2.24 Supplier Management Support to OECM

OECM will oversee the Master Agreement, and the Supplier shall provide appropriate Master Agreement management support including, but not limited to:

- (a) Assigning to OECM a Supplier Account Executive and team responsible for supporting and overseeing all aspects of the Master Agreement;
- (b) Working and acting in an ethical manner demonstrating integrity, professionalism, accountability, transparency and continuous improvement;
- (c) Promoting the Master Agreement within the Customer community;
- (d) Maintaining OECM's and Customer's confidentiality by not disclosing Confidential Information without the prior written consent of OECM and/or the Customer, as the case may be, as further described in Appendix A – Form of Master Agreement;
- (e) Attending business review meetings with OECM to review such information as:
 - i. CSAs and upcoming opportunities;
 - ii. Authorized Reseller status; and,
 - iii. Review and monitor performance management compliance;
- (f) Complying with Appendix E – OECM's Supplier Code of Conduct requirements as described on the OECM website at <https://oecm.ca/suppliers/#code-of-conduct>;
- (g) Managing issue resolution in a timely manner;
- (h) Complying with agreed upon escalation processes to resolve outstanding issues;
- (i) Timely submission of reports as described in Appendix C – Supplier Reporting Requirements; and,
- (j) Complying with Master Agreement close out processes (e.g., ensuring all Master Agreement obligations have been fulfilled, such as submission of final reporting and CRF payments to OECM).

2.24.1 Master Agreement Award and Launch

The Supplier will meet with OECM to discuss an effective launch strategy, and shall provide:

- (a) Supplier's profile and logo;
- (b) Supplier's contact information;
- (c) Customer engagement strategy;
- (d) Access to knowledge sharing materials (e.g., webinars);
- (e) Marketing materials; and,
- (f) Other relevant materials.

2.24.2 Promoting OECM Master Agreements

To support Customers, OECM and the Supplier will work together to encourage the use of the Master Agreement resulting from this RFP.

The Supplier will actively promote the Master Agreement to Customers which may include, but not be limited to:

- (a) Conducting sales and marketing activities directly to onboard Customers;
- (b) Executing CSAs with interested Customers;
- (c) Providing excellent and responsive Customer support;
- (d) Gathering and maintaining Customer and market intelligence, including contact information;
- (e) Identifying Customer savings; and,
- (f) Identifying improvement opportunities (e.g., new Products and/or Services).

OECM will promote the use of the Master Agreement with Customers which may include, but not be limited to:

- (a) Using online communication tools to inform and educate;
- (b) Holding information sessions and webinars, as required;
- (c) Attending, where appropriate, Customer and Supplier events;
- (d) Facilitating CSA execution, where appropriate;
- (e) Facilitating Second Stage requests, as required;
- (f) Providing effective business relationship management;
- (g) Managing and monitoring Supplier performance;
- (h) Facilitating issue resolution; and,
- (i) Marketing Supplier promotions.

2.24.3 Supplier Performance Management Scorecard

To ensure Master Agreement requirements are met, the Supplier's performance will be measured and tracked by OECM as described in Appendix D – Supplier Performance Management Scorecard.

2.24.4 Rate Refresh

OECM's goal is to keep Rates as low as possible for Customers.

The Supplier may, however, request a Service Rate refresh annually, effective on the first anniversary date of the Master Agreement and every anniversary date thereafter.

Product Rates (i.e., minimum percentage discount off the OEM's MSRP) shall be firm for the entire Term.

In extenuating circumstances, however, OECM may consider a Rate adjustment substantially affecting the provision of Products and/or Services, such as, inevitable changes imposed by OEMs, new or changed municipal, provincial, or federal regulations, by-laws and fluctuations in foreign exchange rates as published by the Bank of Canada, tariffs, or ordinances. Any such request from the Supplier must be accompanied and supported by documentation deemed appropriate by OECM. OECM may use a third-party index (e.g., Consumer Price Index ("CPI")) in its Rates review. The Supplier must submit documentation (i.e., Rate impact analysis) demonstrating how the request affects the delivery of Products in this Master Agreement. OECM will not consider any fixed costs or overhead adjustments in its review of the Supplier's documentation.

The Supplier shall provide a written notice to OECM at least one-hundred-and-twenty (120) days prior to the Master Agreements' anniversary date annually if requesting a Rate refresh.

Any Rate refresh request from the Supplier must be accompanied and supported by documentation deemed appropriate by OECM (e.g., detailed calculations and individual Customer impact analysis, letter from OEM). OECM may use a third-party index (e.g., CPI in its Rates review. OECM will not consider any fixed costs or overhead adjustments in its review of the Supplier's documentation.

Volumes and Supplier performance (i.e., Supplier Performance Management Scorecard and/or Supplier Recognition Program evaluation results) will be considered when contemplating a Rate refresh.

If a proposed Rate refresh was agreed upon between OECM and the Supplier, the new Rates would only be applicable to Products and/or Services ordered after the effective date of the new Rates. The effective date of the Rate change must allow Customers a minimum of thirty (30) days' prior notice from OECM. If, however, a proposed Rate increase is not accepted by OECM the Master Agreement may be terminated within one-hundred and twenty (120) days unless the Supplier agrees to withdraw its request for a Rate increase and continue the provision of the Products and/or Services at the existing agreed upon Rates.

If a Rate refresh is not requested, the existing Rates shall remain in effect until the next Rate refresh opportunity, if any.

Decreases to the maximum Rates and/or increases to the minimum discount off the OEM's MSRP shall be accepted at any time during the Term.

Based on above, the Master Agreement will be amended, if needed.

2.24.5 Process to Add Other Products and/or Services

During the Term, if mutually agreed upon by OECM and the Supplier, other Products (e.g., emerging technology/innovation, interactive displays, point of sale, unlocked cell phones, networking) and/or Services may be added to the Master Agreement to align with Customer needs. Master Agreements will be amended accordingly.

The Supplier shall provide written notice to OECM of at least sixty (60) days prior to the anniversary date of the Master Agreement if requesting a Product and/or Service refresh.

Additional Product and/or Service requests from the Supplier must be accompanied by appropriate documentation (e.g., Product and/or Service description, and rationale for the addition, proposed Rates).

Volumes and Supplier's performance (i.e., as described in Appendix D – Supplier Performance Management Scorecard and/or Supplier Recognition Program evaluation results) will be considered when contemplating adding Products and/or Services. In the event the Supplier's performance is poor and/or unacceptable, OECM may not agree to the Supplier's Product and/or Service refresh request. All other Products and Services shall remain unchanged.

Rates, for newly added Products and/or Services, will be negotiated at the time of the request ensuring Rates alignment with similar Products and Services currently available in the Master Agreement Based on above, the Master Agreement will be amended, if needed.

Based on above, the Master Agreement will be amended, if needed.

2.24.6 Saving Calculation

OECM tracks, validates, and reports on savings on all of its agreements. Collaborative procurement processes enables several types of savings including direct and indirect savings (e.g., process improvement, lead time reduction, standardization, economies of scale, cost avoidance).

If requested by OECM, the Supplier shall provide information about the pricing OECM Customers would be paying for Products and/or Services, if purchased outside of the OECM agreement for OECM to facilitate and demonstrate savings to its Customers.

2.24.7 OEMC's Supplier Recognition Program

OECM's suppliers play a fundamental role in ensuring Customers' needs are met with consistent and exceptional service. As part of OECM's efforts to provide greater value to Customers and support their Supplier selection process across OECM agreements, OECM has a Supplier Recognition Program ("SRP"). Through the SRP, OECM objectively assesses supplier's performance using an open, fair and transparent framework to recognize and reward top-performing suppliers on an annual basis.

Further details will be provided to the Suppliers.

2.24.8 Reporting to OECM

The Supplier shall be responsible for providing reports as further described in Appendix C – Supplier Reporting Requirements.

Reporting details will be discussed and established at the Master Agreement finalization stage between OECM and the Preferred Proponent. Other reports may be added, throughout the Term, if mutually agreed upon between OECM and the Supplier, and/or the Customer and Supplier.

2.24.9 Agreement Management Support to OECM

OECM will oversee the Master Agreement, and the Supplier shall provide appropriate Master Agreement management support including, but not limited to:

- (a) Assigning an OECM account executive responsible for overseeing all aspects of the delivery and support of the Master Agreement;
- (b) Working and acting in an ethical manner demonstrating integrity, professionalism, accountability, transparency and continuous improvement;
- (c) Promoting the Master Agreement within the Customer community;
- (d) Attending, at a minimum, quarterly business review meetings with OECM to review, and if necessary, act upon:
 - i. The previous quarter's Key Performance Indicators ("KPIs") and Service Level Agreements ("SLAs");
 - ii. CSAs and upcoming opportunities will be identified to OECM (active and those pending);
 - iii. Deliverables and potentially other related Products and Services to support Customer's business requirements;
 - iv. Issues and opportunities for improvement;
 - v. Product lifecycle management;
 - vi. Industry trends, new technology/innovation;
 - vii. Services improvement plans;
 - viii. Service delivery processes;
 - ix. Operational activities;
 - x. Status of outstanding problems/complaints;
 - xi. Monitor performance management compliance;
 - xii. Second Stages requested and issued;
 - xiii. Savings achieved;
 - xiv. Customer issued Customer satisfaction survey results;

- xv. Potential enhancements to KPIs and SLAs; and,
 - xvi. Inventory management/audits/upcoming issues.
- (e) Managing issue resolution in a timely manner (with escalation processes to resolve outstanding issues);
 - (f) Monitoring, managing and reporting pricing, savings, customer satisfaction results and CSA status; and,
 - (g) Timely submission of reports showing invoiced Product and Services, the applicable CRF, and other ad hoc reports as required.

[End of Part 2]

PART 3 – EVALUATION OF PROPOSALS

3.1 Stages of Proposal Evaluation

OECM will conduct the evaluation of Proposals, per Category, in the following stages:

Stage	Description	Refer to RFP Section	Scoring Methodology and Maximum Points (if applicable)	Minimum Threshold Requirement (if any)
Stage I	Qualification Response	3.2	Pass/Fail	Pass
Stage II	Technical Response	3.3	700	60%
Stage III	Commercial Response	3.4	300	Not Applicable
Stage IV	Cumulative Score	3.5	1000	Not Applicable
Stage V	Tie Break Process	3.6	Not Applicable	Not Applicable
Stage VI	Negotiations	3.7	Not Applicable	Not Applicable
Stage VII	Master Agreement Finalization	3.8	Not Applicable	Not Applicable

3.2 Stage I – Review of Qualification Responses (Pass/Fail)

Stage I will consist of a review to determine which Proposals, per Category, comply with all qualification requirements.

The Proponent **must** complete the following forms, in the Category being proposed, in OTP to qualify and proceed to the next stage of evaluation.

Title	OTP Envelope
Qualification Response	Qualification
Appendix B – Commercial Response	Commercial
Appendix G – OEM Undertaking	Qualification

If the Proponent fails to insert information, OECM may provide an opportunity to rectify such deficiency within a period of two (2) Business Days from notification thereof. Only Proponents satisfying the identified deficiencies within allotted time will proceed to Stage II.

Other than inserting the information requested on the qualification submission forms set out above, the Proponent may not make any changes to any of the forms. Any Proposal containing any such changes, whether on the face of the form or elsewhere in the Proposal, may be disqualified.

3.3 Stage II – Technical Response

Stage II will consist of an evaluation and scoring of the Technical Response, per Category, of each Eligible Proposal.

The Technical Response includes a series of questions the Proponent is required to respond to in order to demonstrate the Proponent's ability to fulfill the RFP Deliverables for the Category being proposed. Only information contained within the Technical Response will be evaluated in Stage II.

Only Eligible Proposals, per Category, that meet or exceed the minimum thresholds will receive a **pass** in this stage and proceed to Stage III of the evaluation process. The overall threshold for the Technical Response is sixty percent (60%) or four hundred and twenty (420) points.

Point allocations for the Technical Response sections, for each Category, are as follows:

Technical Response Sections for <u>each</u> Category	Available Points	Minimum Point Threshold
1. Proponent's Profile	100	60
2. Logistics	150	90
3. Warranty Services and Support	150	90
4. ESG	150	90
5. Master Agreement Management	150	90
TOTAL POINTS PER CATEGORY:	700	420

Detailed sub-point allocations and minimum thresholds are set out in the Technical Response, per Category, on OTP.

In the case that contradictory information or information that contains conditional statements is provided, OECM will determine whether the response complies with the requirements and may seek clarification from the Proponent.

A Proposal that does not respond to a particular question (e.g., it is left blank) or the response contains N/A or not applicable it will receive a zero (0) score.

Stage II resulting scores, per Eligible Proposal and Category, will be used when determining the cumulative score as described below in Section 3.5.

3.4 Stage III – Commercial Response

The Proponent **must** complete and upload Appendix B – Commercial Response in Microsoft Excel format, for the Category being proposed, into the OTP Commercial Envelope.

Point allocations for the Commercial Response sections, for each Category, are as follows:

Commercial Response Sections for <u>each</u> Category	Available Points
1. Discount for Product Groups	280
2. Other Related Products	Not Evaluated
3. Services	20
TOTAL POINTS PER CATEGORY:	300

Detailed sub-point allocations, per Category, are set out in the Appendix B – Commercial Response on OTP.

All proposed Rates will be evaluated using a relative formula.

Proposed Product Rates (e.g., minimum percentage discount off the OEM's MSRP) will be evaluated as follows:

EXAMPLE OF COMMERCIAL RESPONSE EVALUATION FOR PRODUCTS		
Proposed Rates	Calculation	Resulting Points
If Proponent 1 proposes the highest percentage discount of 40%, it will receive 100% of the points allocated.	$40\% \div 40\% \times 10$ Points	10
If Proponent 2 proposes the second highest percentage discount of 20%, it will receive 50% of the points allocated.	$20\% \div 40\% \times 10$ Points	5
If Proponent 3 proposes the third highest percentage discount of 10%, it will receive 25% of the points allocated.	$10\% \div 40\% \times 10$ Points	2.5

Proposed Service Rates will be evaluated using a relative formula as follows:

EXAMPLE OF COMMERCIAL RESPONSE EVALUATION FOR SERVICES		
Proposed Rates	Calculation	Resulting Points
If Proponent 1 proposes the lowest Rate of \$100.00, it will receive 100% of the points allocated.	$\$100 \div \100×10 Points	10
If Proponent 2 proposes the second lowest Rate of \$200.00, it will receive 50% of the points allocated.	$\$100 \div \200×10 Points	5
If Proponent 3 proposes the third lowest Rate of \$400.00, It will receive 25% of the points allocated.	$\$100 \div \400×10 Points	2.5

Where \$0.00 is entered in any Rate cell, it is deemed to mean that the particular Product and/or Service **will be provided to Customers at no additional cost**. Therefore, when evaluating and scoring the Rates, a Proposal specifying \$0.00 in a Rate cell in the Commercial Response shall receive the maximum point allocation for that particular Product and/or Service. The remaining Proposals will be evaluated using a relative formula based on the remaining percentage of available points regardless of the Proposals of \$0.00 Rate as per below example.

EXAMPLE – WHERE FIVE (5) PROPOSALS WERE RECEIVED WITH ZERO RATE PROPOSED		
Number of Proposals with a proposed Rate of \$0.00 or 100% discount for a particular Product or Service	The number of remaining Proposals with a Rate greater than \$0.00 or 100% discount	The percentage (%) of the Product and/or Service sub-point allocation for the remaining Proposals will be:
1	4	80%
2	3	60%
3	2	40%
4	1	20%

Where N/A or not applicable is entered in a Commercial Response cell or a Commercial Response cell is left blank for the Product and/or Service, it is deemed to mean that the particular Product and/or Service will **not be provided** to Customers. Therefore, when evaluating and scoring the Rates, a Proposal specifying N/A or not applicable, or left blank in Appendix B – Commercial Response will receive a zero (0) point allocation for that particular Product and/or Service.

Stage III resulting scores, per Eligible Proposal and Category, will be used when determining the cumulative score as described below in Section 3.5.

3.5 Stage IV – Cumulative Score

At this stage, the scores from Stages II and III will be combined for each Eligible Proposal and Category.

Subject to the express and implied rights of OECM:

- (a) The Proponent with the highest scoring Eligible Proposals in each of Categories A, B, C and D may become the Preferred Proponent for such Category and be invited to negotiations; and,
- (b) The Proponents with the highest scoring Eligible Proposals **per OEM** for each of Categories E, F, G and H may become the Preferred Proponent for such Category and be invited to negotiations.

Reference checks will be performed to confirm or clarify information provided within the Proposal. The reference checks themselves will not be scored, however, OECM may adjust Technical Response scores related to the information obtained during the reference check.

3.6 Stage V – Tie Break Process

At this stage, where two (2) or more of the highest scoring Eligible Proposals, per Category, achieve a tie score on completion of the Stage IV, OECM may invite Proponents with tie scores, per Category, to negotiations or break the tie by selecting the Eligible Proposal, per Category, with the highest score in Stage III – Commercial Response.

3.7 Stage VI – Negotiations

Concurrent negotiations, with the Preferred Proponents for each Category, will be based on the RFP Deliverables, and the Proposals, understanding that OECM is seeking the best overall solution and value for money for Customers.

The negotiations may include:

- (a) RFP Deliverables (e.g., Products, Services);
- (b) Master Agreement management (e.g., performance, KPIs, reporting);
- (c) Master Agreement terms and conditions;
- (d) OEM Undertaking;
- (e) Additional references, if required;
- (f) Rates; and,
- (g) Best and Final Offer.

OECM may also request supplementary information from a Preferred Proponent to verify, clarify or supplement the information provided in its Proposal or confirm the conclusions reached in the evaluation and may include requests by OECM for improved Rates.

OECM intends to complete negotiations within fifteen (15) calendar days after notification. If, for any reason, OECM and a Preferred Proponent fail to reach an agreement within the aforementioned timeframe, OECM may:

- i. Request the Preferred Proponent to submit its Best and Final Offer;
- ii. Terminate negotiations with that particular Preferred Proponent;
- iii. Extend the negotiation timeline; or,
- iv. Publish one (1) or some of the Suppliers, who have executed Master Agreements, within our promotional marketing launch.

Other Master Agreements, if successfully negotiated with other Preferred Proponents would be added to OECM's website at a later date.

Upon successful negotiations, the Preferred Proponent, per Category, will be invited to execute a Master Agreement.

3.8 Stage VII – Master Agreement Finalization

The Preferred Proponent, per Category, will be given five (5) Business Days to execute the Master Agreement, unless otherwise specified by OEMC. Once the Master Agreement has been executed, Customers may execute a CSA.

OEMC shall at all times be entitled to exercise its rights under Section 4.6.

[End of Part 3]

PART 4 – TERMS AND CONDITIONS OF THE RFP PROCESS

4.1 General Information and Instructions

Procurement Process Non-Binding

This RFP process is non-binding, and it does not intend to create, and shall not create, a formal legally binding procurement process, and shall not give rise to the legal rights or duties applied to a formal legally binding procurement process. This procurement process shall instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation:

- (a) This RFP shall not give rise to any contract A – based tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and,
- (b) Neither the Proponent nor OECCM shall have the right to make any breach of contract, tort or other claims against the other with respect to the award of a Master Agreement, failure to award a Master Agreement or failure to honour a response to this RFP.

Non-Binding Rates

While the Proposal Rates will be non-binding prior to the execution of a written Master Agreement, such information will be assessed during the evaluation and ranking of the Proposals, per Category, as further described in Part 3 – Evaluation of Proposals. Any inaccurate, misleading, or incomplete information, including withdrawn or altered Rates, could adversely impact any such evaluation, ranking, or Master Agreement award.

4.1.1 RFP Timetable

The following is a summary of the key dates for this RFP process:

RFP Timetable	
Event	Time/Date
OECCM's Issue Date of RFP:	September 19, 2024
Proponent's Information and OTP Demonstration Session:	11:00 am on September 27, 2024
Proponent's Deadline to Submit Questions:	5:00 pm on October 4, 2024
OECCM's Deadline for Issuing Answers:	October 11, 2024
Proponent's Deadline to Submit Questions Related to Addenda & Question and Answer Documents:	5:00 pm on November 15, 2024
OECCM's Deadline for Issuing Final Documents:	November 20, 2024
Proponent's Intent to Submit a Proposal:	October 30, 2024
Closing Date:	2:00:00 pm on November 28, 2024
Anticipated Master Agreement Start Date:	March/April 2025

Note – all times specified in this RFP timetable are local times in Toronto, Ontario, Canada.

OECCM may amend any timeline, including the Closing Date, without liability, cost, or penalty, and within its sole discretion.

In the event of any change in the Closing Date, the Proponent may thereafter be subject to the extended timeline.

4.1.2 Proponent's Information and OTP Demonstration Session

The Proponent should participate in the Proponent's Information and OTP Demonstration Session, which will take place at the time set out in Section 4.1.1.

Prior to the Proponent's Information and OTP Demonstration Session, OECM will send a **Message** via OTP with the teleconference and webinar information to the Proponents who expressed interest on OTP.

The Proponent's Information and OTP Demonstration Session is an opportunity for the Proponent to enhance its understanding of the RFP process and to learn how to use OTP to submit its Proposal.

Any changes to the Proponent's Information and OTP Demonstration Session meeting date will be issued in an addendum on OTP.

Information provided during this session will be posted on OTP.

In the event of a conflict or inconsistency between the Proponent's Information and OTP Demonstration Session and the RFP, the RFP shall prevail.

The Proponent can contact OTP technical support directly for further assistance, using the contact details set out in Section 4.3.1.

4.1.3 Proponent to Follow Instructions

The Proponent should structure its Proposal in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in the Proposal should reference the applicable section numbers of this RFP where that request was made.

4.1.4 OECM's Information in RFP Only an Estimate

OECM makes no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any data contained in this RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to Proponents the general size of the work.

It is the Proponent's responsibility to avail itself of all the necessary information to prepare a Proposal in response to this RFP.

4.1.5 Proponent's Costs

The Proponent will bear all costs and expenses incurred relating to any aspect of its participation in this RFP process, including all costs and expenses relating to the Proponent's participation in:

- (a) The preparation and submission of its Proposal;
- (b) The Proponent's attendance at any meeting related to the RFP process, including any in relation to the RFP process;
- (c) The conduct of any due diligence on its part, including any information gathering activity;
- (d) The preparation of the Proponent's own questions; and,
- (e) Any discussion and/or finalization, if any, in respect of the Form of Master Agreement.

4.2 Communication after RFP Issuance

4.2.1 Communication with OECM

All communications regarding any aspect of this RFP must be sent to OECM as a **Message** in OTP.

If the Proponent fails to comply with the requirement to direct all communications to OECM through OTP, it may be disqualified from this RFP process. Without limiting the generality of this provision, Proponents shall not communicate with or attempt to communicate with the following as it relates to this RFP:

- (a) Any employee or agent of OECM;
- (b) Any project advisor;
- (c) Any member of OECM's governing body (such as Board of Directors, or advisors);
- (d) Any employee, consultant or agent of OECM's Customers; and,
- (e) Any elected official of any level of government, including any advisor to any elected official.

4.2.2 Proponent to Review RFP

The Proponent shall promptly examine this RFP and all Appendices, including the Form of Master Agreement and:

- (a) Shall report any errors, omissions or ambiguities; and,
- (b) May direct questions or seek additional information **on** or **before** the Proponent's Deadline to Submit Questions to OECM.

All questions submitted by Proponents shall be deemed to be received once the **Message** has entered into OECM's OTP inbox.

In answering a Proponent's questions, OECM will set out the question, without identifying the Proponent that submitted the question and OECM may, in its sole discretion:

- i. Edit the question for clarity;
- ii. Exclude questions that are either unclear or inappropriate; and,
- iii. Answer similar questions from various Proponents only once.

Where an answer results in any change to the RFP, such answer will be formally evidenced through the issue of a separate addendum for this purpose.

To ensure the Proponent clearly understand issued addenda, OECM allows Proponents to ask questions related to addenda, and question and answer documents. Refer to Section 4.1.1 for timelines.

OECM is under no obligation to provide additional information but may do so at its sole discretion.

It is the responsibility of the Proponent to seek clarification, by submitting questions to OECM through OTP, on any matter it considers to be unclear. OECM shall not be responsible for any misunderstanding on the part of the Proponent concerning this RFP or its process.

4.2.3 Proponent's Intent to Submit Proposal

The Proponent should inform OECM, via OTP **Message**, by the date specified in the RFP Timetable noted in Section 4.1.1 of the RFP, if it intends to submit a Proposal in response to this RFP.

4.2.4 Proponent to Notify

In the event the Proponent has any reason to believe that an error, omission, uncertainty or ambiguity, as set out in Section 4.2.2 exists, the Proponent must notify OECM through OTP prior to submitting a Proposal.

If appropriate, OECM will then clarify the matter for the benefit of all Proponents.

The Proponent shall not:

- (a) After submission of a Proposal, claim that there was any misunderstanding or that any of the circumstances set out in Section 4.2.2 were present with respect to the RFP; and,
- (b) Claim that OECM is responsible for any of the circumstances listed in Section 4.2.2 of this RFP.

4.2.5 All New Information to Proponents by way of Addenda

This RFP may only be amended by an addendum in accordance with this Section.

If OEMC, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all Proponents by addenda on OTP. Each addendum shall form an integral part of this RFP.

Any amendment or supplement to this RFP made in any other manner will not be binding on OEMC.

Such addenda may contain important information including significant changes to this RFP. The Proponent is responsible for obtaining all addenda issued by OEMC.

The Proponent who intends to respond to this RFP is requested not to cancel the receipt of addenda or amendments option provided by OTP, since it must obtain all information and documents that are issued on OTP.

In the event that a Proponent chooses to cancel the receipt of addenda or amendments, its Proposal may be rejected.

4.3 Proposal Submission Requirements

4.3.1 General

The Proponent shall submit its Proposal through OTP at <https://ontariotenders.app.jaggaer.com/esop/nac-host/public/web/login.html>.

The Proponent should contact OTP technical support if it experiences technical difficulties or to seek support about the use of OTP via:

- (a) The form on the OTP at <https://jaggaer.my.site.com/SupplierSupportRequest/s/>;
- (b) By phone at 866-722-7390; or,
- (c) Accessing website information at https://ontariotenders.app.jaggaer.com/esop/nac-host/public/attach/eTendering_responding_to_tender_guide.pdf.

To be considered in the RFP process, a Proposal must be submitted and received **before** the Closing Date as set out in Section 4.1.1 and on OTP.

The Proponent is strongly encouraged to become familiar with the use of OTP well in advance of the Closing Date.

The Proponent will not be able to submit a Proposal after the Closing Date, as OTP will close the access to the RFP on the Closing Date.

A Proposal sent by email, facsimile, mail and/or any other means other than stated in this RFP shall **not** be considered. Notwithstanding anything to the contrary contained in any applicable statute relating to electronic documents transactions, including the *Electronic Commerce Act, 2000, S.O. 2000, c. 17*, any notice, submission, statement, or other instrument provided in respect of the RFP may not be validly delivered by way of electronic communication, unless otherwise provided for in this RFP.

4.3.2 Proposal in English

All Proposal submissions are to be in English only. Any Proposal received by OEMC that is not entirely in the English language may be disqualified.

4.3.3 Proposal Submission Requirements

The Proponent is solely responsible for submitting its Proposal on OTP prior to the Closing Date.

The Proposal, per Category, should be submitted in accordance with the instructions set out on OTP and in this RFP as set out below.

Description	OTP Envelope	Complete within OTP	Complete and Upload to OTP
Qualification Response	Qualification	√	
Technical Response for each proposed Category	Technical	√	
Appendix B – Commercial Response for each proposed Category (in Microsoft Excel format only)	Commercial		√
Appendix G – OEM Undertaking for each proposed Category	Qualification		√

4.3.4 Other Proposal Considerations

In preparing its Proposal, the Proponent should adhere to the following:

- (a) Information contained in any embedded link will not be considered part of a Proposal, and will not be evaluated or scored;
- (b) Completely address, on a point-by-point basis, each Technical Response question in Technical Response. Technical Responses left blank and/or unanswered will receive a score of zero (0). Refer to Section 3.3;
- (c) Information attached as part of the Commercial Envelope in OTP will not be considered as part of the evaluation of Stage II - Technical Response. Refer to Section 3.3; and,
- (d) The Proposal should be complete in all respects. Proposal evaluation and scoring applies only to the information contained in the Proposal, or accepted clarifications as set out in Section 4.3.13 Clarification of Proposals.

4.3.5 Proposal Receipt by OEMC

Every Proposal received will be date/time stamped by OTP.

A Proponent should allow sufficient time in the preparation of its Proposal to ensure its Proposal is received **on** or **before** the Closing Date.

4.3.6 Withdrawal of Proposal

A Proponent may withdraw its Proposal by deleting its submission on OTP **before** the Closing Date or at any time throughout the RFP process until the execution of a Master Agreement. To withdraw a Proposal after the Closing Date, the Proponent should send a **Message** to OEMC through OTP.

4.3.7 Amendment of Proposal on OTP

A Proponent may amend its Proposal after submission through OTP, but only if the Proposal is amended and resubmitted **before** the Closing Date.

4.3.8 Completeness of Proposal

By submitting a Proposal, the Proponent confirms that all components required to use and/or manage the Products and/or Services have been identified in its Proposal or will be provided to OEMC or its Customers at no additional cost. Any requirement that may be identified by the Proponent after the Closing Date or subsequent to signing the Master Agreement shall be provided at the Proponent's expense.

4.3.9 Proposals Retained by OECM

All Proposals submitted by the Closing Date shall become the property of OECM and will not be returned to the Proponent.

4.3.10 Acceptance of RFP

By submitting a Proposal, a Proponent agrees to accept the terms and conditions contained in this RFP, and all representations, terms, and conditions contained in its Proposal.

4.3.11 Amendments to RFP

Subject to Section 4.1.1 and Section 4.2.4, OECM shall have the right to amend or supplement this RFP in writing prior to the Closing Date. No other statement, whether written or oral, shall amend this RFP. The Proponent is responsible to ensure it has received all addenda.

4.3.12 Proposals will not be Opened Publicly

The Proponent is advised that there will not be a public opening of this RFP. OECM will open Proposals at a time subsequent to the Closing Date.

4.3.13 Clarification of Proposals

OECM shall have the right at any time after the Closing Date to seek clarification from any Proponent in respect of the Proposal, without contacting any other Proponent.

OECM will exercise this right in a similar manner for all Proponents.

Any clarification sought shall not be an opportunity for the Proponent to either correct errors or to change its Proposal in any substantive manner. Subject to the qualification in this provision, any written information received by OECM from a Proponent in response to a request for clarification from OECM may be considered, if accepted, to form an integral part of the Proposal.

OECM shall not be obliged to seek clarification of any aspect of any Proposal.

4.3.14 Verification of Information

OECM shall have the right, in its sole discretion, to:

- (a) Verify any Proponent's statement or claim made in its Proposal or made subsequently in a clarification, or discussion by whatever means OECM may deem appropriate, including contacting persons in addition to those offered as references, and to reject any Proponent statement or claim, if such statement or claim or its Proposal is patently unwarranted or is questionable, which may result in changes to the scores for the Proponent's Technical Response; and,
- (b) Access the Proponent's premises where any part of the work is to be carried out to confirm Proposal information, quality of processes, and to obtain assurances of viability, provided that, prior to providing such access, the Proponent and OECM shall have agreed on access terms including pre-notification, extent of access, security and confidentiality. OECM and the Proponent shall each bear its own costs in connection with access to each other's premises.

The Proponent shall co-operate in the verification of information and is deemed to consent to OECM verifying such information, including references.

4.3.15 Proposal Acceptance

The lowest price Proposal or any Proposal shall not necessarily be accepted. While price is an evaluation criterion, other evaluation criteria as set out in Part 3 will form a part of the evaluation process.

4.3.16 RFP Incorporated into Proposal

All provisions of this RFP are deemed to be accepted by each Proponent and incorporated into each Proposal.

4.3.17 Exclusivity of Contract

The Master Agreement, if any, with the Preferred Proponent will not be an exclusive agreement for the provision of the described Deliverables.

4.3.18 Substantial Compliance

OECM shall be required to reject Proposals, which are not substantially compliant with this RFP.

4.3.19 No Publicity or Promotion

No Proponent, including the Preferred Proponent, shall make any public announcement or distribute any literature regarding this RFP or otherwise promote itself in connection with this RFP or any arrangement entered into under this RFP without the prior written approval of OECM.

In the event that a Proponent, including the Preferred Proponent, makes a public statement either in the media or otherwise in breach of this requirement, in addition to any other legal remedy it may have in law, in equity or within the context of this RFP, OECM shall be entitled to take all reasonable steps as may be deemed necessary by OECM, including disclosing any information about a Proposal, to provide accurate information and/or to rectify any false impression which may have been created.

4.4 Negotiations, Timelines, Notification and Debriefing

4.4.1 Negotiations with Preferred Proponent

OECM reserves the right to accept or reject any Proposals in whole or in part; to waive irregularities and omissions, if doing so is in the best interests of OECM and its Customers.

The Preferred Proponent shall execute the Master Agreement in the form attached to this RFP with negotiated changes, if any, and satisfy any other applicable conditions of this RFP within twenty (20) days of invitation to enter into negotiations. This provision is solely to the benefit of OECM and may be waived by OECM at its sole discretion.

If the Preferred Proponent and OECM cannot execute the Master Agreement within the allotted twenty (20) days, OECM will, as described in Sections 3.7 and 3.8, be at liberty to extend the timeline, request the Preferred Proponent to submit its Best and Final Offer, terminate discussions/negotiations with the Preferred Proponent, or publish one (1) or some of the Suppliers, who have executed Master Agreements within OECM's promotional marketing launch. Other Master Agreements, if successfully negotiated with other Preferred Proponents would be added to OECM's website at a later date.

4.4.2 Failure to Execute a Master Agreement

When the Preferred Proponent successfully reaches an agreement with OECM at the end of the negotiation process in accordance with the evaluation set out in this RFP, the Preferred Proponent will be allotted five (5) Business Days to execute the Master Agreement unless otherwise specified by OECM.

If the Preferred Proponent cannot execute the Master Agreement within the allotted timeframe, OECM may rescind the invitation to execute a Master Agreement or publish one (1) or some of the Suppliers, who have executed Master Agreements within OECM's promotional marketing launch. Other Master Agreements, if successfully negotiated with other Preferred Proponents would be added to OECM's website at a later date.

In accordance with the process rules in this Part 4 – Terms and Conditions of the RFP Process, there will be no legally binding relationship created with any Proponent prior to the execution of a written agreement.

4.4.3 Master Agreement

If a Master Agreement is subsequently negotiated and awarded to a Preferred Proponent as a result of this RFP process:

- (a) Any such Master Agreement will commence upon signature by the duly authorized representatives of OECM and the Preferred Proponent; and,
- (b) May include, but not be limited to, the general Master Agreement terms contained in Appendix A – Form of Master Agreement.

4.4.4 Notification to Other Proponents

Once the Master Agreement is executed, other Proponents will be notified directly in writing and shall be notified by public posting in the same manner that the RFP was originally posted of the outcome of the procurement process and the award of the contract.

4.4.5 Debriefing

Any Proponent may request a debriefing after receipt of a notification of award. All requests must be in writing to OECM and should be made within sixty (60) days of notification of award. The intent of the debriefing information session is to aid the Proponent in presenting a better proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

4.4.6 Bid Dispute Resolution

In the event that the Proponent wishes to review the decision of OECM in respect of any material aspect of the RFP process, and subject to having attended a debriefing, the Proponent shall submit a protest in writing to OECM within ten (10) days from such a debriefing.

Any request that is not timely received will not be considered and the Proponent will be notified in writing.

A protest in writing should include the following:

- (a) A specific identification of the provision and/or procurement procedure that is alleged to have been breached;
- (b) A specific description of each act alleged to have breached the procurement process;
- (c) A precise statement of the relevant facts;
- (d) An identification of the issues to be resolved;
- (e) The Proponent's arguments and supporting documentation; and,
- (f) The Proponent's requested remedy.

For the purpose of a protest, OECM will review and address any protest in a timely and appropriate manner. OECM will engage an independent and impartial third party should the need arise.

4.5 Prohibited Communications, and Confidential Information

4.5.1 Confidential Information of OECM

All correspondence, documentation, and information of any kind provided to any Proponent in connection with or arising out of this RFP or the acceptance of any Proposal:

- (a) Remains the property of OECM and shall be removed from OECM's premises only with the prior written consent of OECM;
- (b) Must be treated as confidential and shall not be disclosed except with the prior written consent of OECM;

- (c) Must not be used for any purpose other than for replying to this RFP and for the fulfillment of any related subsequent agreement; and,
- (d) Must be returned to OECM upon request.

4.5.2 Confidential Information of the Proponent

Except as provided for otherwise in this RFP, or as may be required by Applicable Laws, OECM shall treat the Proposal and any information gathered in any related process as confidential, provided that such obligation shall not include any information that is or becomes generally available to the public other than as a result of disclosure by OECM.

During any part of this RFP process, OECM or any of its representatives or agents shall be under no obligation to execute a confidentiality agreement.

In the event that a Proponent refuses to participate in any required stage of the RFP because OECM has refused to execute any such confidentiality agreement, the Proponent shall receive no points for that particular stage of the evaluation process.

4.5.3 Proponent's Submission

All correspondence, documentation, and information provided in response to or because of this RFP may be reproduced for the purposes of evaluating the Proposal.

If a portion of a Proposal is to be held confidential, such provisions must be clearly identified in the Proposal.

4.5.4 Personal Information

Personal Information shall be treated as follows:

- (a) Submission of information – The Proponent should not submit as part of its Proposal any information related to the qualifications or experience of persons who will be assigned to provide Products and/or Services unless specifically requested. OECM shall maintain the information for a period of seven (7) years from the time of collection. Should OECM request such information, OECM will treat this information in accordance with the provisions of this Section;
- (b) Use – Any personal information as defined in the *Personal Information Protection and Electronic Documents Act, S.C. 2005, c.5* that is requested from a Proponent by OECM shall only be used to select the qualified individuals to undertake the Products and/or Services and to confirm that the work performed is consistent with these qualifications; and,
- (c) Consent – It is the responsibility of the Proponent to obtain the consent of such individuals prior to providing the information to OECM. OECM will consider that the appropriate consents have been obtained for the disclosure to and use by OECM of the requested information for the purposes described.

4.5.5 Non-Disclosure Agreement

OECM reserves the right to require any Proponent to enter into a non-disclosure agreement satisfactory to OECM.

4.5.6 Freedom of Information and Protection of Privacy Act

The *Freedom of Information and Protection of Privacy Act (Ontario)*, applies to information provided by the Proponent. A Proponent should identify any information in its Proposal, or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by OECM and its Customers. The confidentiality of such information will be maintained by OECM, except as otherwise required by law or by order of a court, tribunal, or the Ontario Privacy Commissioner.

By submitting a Proposal, including any Personal Information requested in this RFP, the Proponent agrees to the use of such information for the evaluation process, for any audit of this procurement process, and for contract management purposes.

4.5.7 Municipal Freedom of Information and Protection of Privacy Act

The the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M. 56 applies to information provided by the Proponent. A Proponent should identify any information in its Proposal, or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by OECM and its Customers. The confidentiality of such information will be maintained by OECM, except as otherwise required by law or by order of a court, tribunal, or the Ontario Privacy Commissioner.

By submitting a Proposal, including any Personal Information requested in this RFP, the Proponent agrees to the use of such information for the evaluation process, for any audit of this procurement process, and for contract management purposes.

4.5.8 Intellectual Property

The Proponent shall not use any intellectual property of OECM or Customers including, but not limited to, logos, registered trademarks, or trade names of OECM or Customers, at any time without the prior written approval of OECM and the respective Customer.

4.6 Reserved Rights and Governing Law of OECM

4.6.1 General

In addition to any other express rights or any other rights, which may be, implied in the circumstances, OECM reserves the right to:

- (a) Make public the names of any or all Proponents;
- (b) Request written clarification or the submission of supplementary written information from any Proponent and incorporate such clarification or supplementary written information, if accepted, into the Proposal, at OECM's discretion, provided that any clarification or submission of supplementary written information shall not be an opportunity for the Proponent to correct errors in its Proposal or to change or enhance the Proposal in any material manner;
- (c) Waive formalities and accept Proposals that substantially comply with the requirements of this RFP;
- (d) Verify with any Proponent or with a third party any information set out in a Proposal;
- (e) Check references other than those provided by Proponents;
- (f) With supporting evidence, disqualify any Proponent on grounds such as:
 - i. Bankruptcy or insolvency;
 - ii. False declarations;
 - iii. Significant or persistent deficiencies in performance of any substantive requirement or obligation under a prior agreement or agreements;
 - iv. Final judgments in respect of serious crimes or other serious offence; or,
 - v. Professional misconduct or acts or omissions that adversely reflect on the commercial integrity of the Proponent;
- (g) Disqualify any Proponent whose Proposal contains misrepresentations or any other inaccurate or misleading information;
- (h) Disqualify any Proponent whose Proposal is determined by OECM to be substantially non-compliant with the requirements of this RFP;
- (i) Disqualify a Proposal based upon the past performance or on inappropriate conduct in a prior procurement process, or where the Proponent has or the principals of a Proponent have previously breached an agreement with OECM, or has otherwise failed to perform such agreement to the reasonable satisfaction of OECM (i.e., has not submitted required reporting and/or Cost Recovery Fees to OECM);

- (j) Disqualify any Proponent, who, in relation to this RFP or the evaluation and selection process, has engaged directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the Supplier.
- (k) Disqualify the Proponent who has been charged or convicted of an offence in respect of an agreement with OECM, or who has, in the opinion of OECM, engaged in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion or collusion, unethical conduct, including lobbying as described above or other forms of deceitfulness, or other inappropriate communications offering gifts to any employees, officers, agents, elected or appointed officials or other representatives of OECM, or where the Proponent reveals a Conflict of Interest or Unfair Advantage in its Proposal or a Conflict of Interest or evidence of any Unfair Advantage is brought to the attention of OECM;
- (l) Disqualify any Proposal of any Proponent who has breached any Applicable Laws or who has engaged in conduct prohibited by this RFP, including where there is any evidence that the Proponent or any of its employees or agents colluded with any other Proponent, its employees or agents in the preparation of the Proposal;
- (m) Make changes, including substantial changes, to this RFP provided that those changes are issued by way of addenda in the manner set out in this RFP;
- (n) Accept or reject a Proposal if only one (1) Proposal is submitted;
- (o) Reject a Subcontractor proposed by a Proponent within a Consortium;
- (p) Select any Proponent other than the Proponent whose Proposal reflects the lowest cost to OECM;
- (q) Cancel this RFP process at any stage and issue a new RFP for the same or similar requirements, including where:
 - i. OECM determines it would be in the best interest of OECM not to award a Master Agreement,
 - ii. the Proposal prices exceed the bid prices received by OECM for Products and/or Services acquired of a similar nature and previously done work,
 - iii. the Proposal prices exceed the costs OECM, or its Customers would incur by doing the work, or most of the work, with its own resources,
 - iv. the Proposal prices exceed the funds available for the Products and/or Services, or,
 - v. the funding for the acquisition of the proposed Products and/or Services has been revoked, modified, or has not been approved,

and where OECM cancels this RFP, OECM may do so without providing reasons, and OECM may thereafter issue a new request for proposals, request for qualifications, sole source, or do nothing;
- (r) Discuss with any Proponent different or additional terms to those contained in this RFP or in any Proposal;
- (s) Accept any Proposal in whole or in part;
- (t) If OECM receives a Proposal from a Proponent with Rates that are abnormally lower than the Rates in other Proposals, OECM may verify with the Proponent that the Proponent satisfies the conditions for participation and is capable of fulfilling the Master Agreement; or,
- (u) Reject any or all Proposals in its absolute discretion, including where a Proponent has launched legal proceedings against OECM and/or its Customers or is otherwise engaged in a dispute with OECM and/or its Customers;

and these reserved rights are in addition to any other express rights or any other rights which may be implied in the circumstances and OECM shall not be liable for any expenses, costs, losses or any direct or indirect damages incurred or suffered by any Proponent or any third party resulting from OECM exercising any of its express or implied rights under this RFP.

By submitting a Proposal, the Proponent authorizes the collection by OECM of the information set out under (d) and (e) in the manner contemplated in those subparagraphs.

4.6.2 Rights of OECM – Proponent

In the event that the Preferred Proponent fails or refuses to execute the Master Agreement within allotted time from being notified, OECM may, in its sole discretion:

- (a) Extend the period for concluding the Master Agreement, provided that if substantial progress towards executing the Master Agreement is not achieved within a reasonable period of time from such extension, OECM may, in its sole discretion, terminate the discussions;
- (b) Exclude the Preferred Proponent from further consideration and begin discussions with the next highest scoring Proponent without becoming obligated to offer to negotiate with all Proponents; or,
- (c) Exercise any other applicable right set out in this RFP including, but not limited to, cancelling the RFP and issuing a new RFP for the same or similar Products and/or Services.

OECM may also cancel this RFP in the event the Preferred Proponent fails to obtain any of the permits, licences, and approvals required pursuant to this RFP.

4.6.3 No Liability

The Proponent agrees that:

- (a) Any action or proceeding relating to this RFP process shall be brought in any court of competent jurisdiction in the Province of Ontario and for that purpose the Proponent irrevocably and unconditionally attorns and submits to the jurisdiction of that Ontario court;
- (b) It irrevocably waives any right to and shall not oppose any Ontario action or proceeding relating to this RFP process on any jurisdictional basis; and,
- (c) It shall not oppose the enforcement against it, in any other jurisdiction, of any judgement or order duly obtained from an Ontario court as contemplated by this RFP.

The Proponent further agrees that if OECM commits a material breach of OECM's obligations pursuant to this RFP, OECM's liability to the Proponent, and the aggregate amount of damages recoverable against OECM for any matter relating to or arising from that material breach, whether based upon an action or claim in contract, warranty, equity, negligence, intended conduct, or otherwise, including any action or claim arising from the acts or omissions, negligent or otherwise, of OECM, shall be no greater than the Proposal preparation costs that the Proponent seeking damages from OECM can demonstrate. In no event shall OECM be liable to the Proponent for any breach of OECM's obligations pursuant to this RFP, which does not constitute a material breach thereof. The Proponent acknowledges and agrees that the provisions of the *Broader Public Sector Accountability Act, 2010* shall apply notwithstanding anything contained herein.

4.6.4 Assignment

The Proponent shall not assign any of its rights or obligations hereunder during this RFP process without the prior written consent of OECM. Any act in derogation of the foregoing shall be null and void.

4.6.5 Entire RFP

This RFP and all Appendices form an integral part of this RFP.

4.6.6 Priority of Documents

In the event of any inconsistencies between the terms, conditions, and provisions of the main part of the RFP and the Appendices, the RFP shall prevail over the Appendices during this RFP process.

4.6.7 Disqualification for Misrepresentation

OECM may disqualify the Proponent or rescind a Master Agreement subsequently entered if the Proponent's Proposal contains misrepresentations or any other inaccurate, misleading or incomplete information.

4.6.8 References and Past Performance

The evaluation may include information provided by the Proponent's references and may also consider the Proponent's past performance with OECM and/or its Customers.

4.6.9 Cancellation

OECM may cancel or amend the RFP process without liability at any time.

4.6.10 Competition Act

Under Canadian law, a Proposal must be prepared without conspiracy, collusion, or fraud. For more information, refer to the Competition Bureau website at <http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/home>, and in particular, part VI of the *Competition Act*, R.S.C. 1985, c. C-34.

4.6.11 Trade Agreements

The Proponent should note that procurements coming within the scope of either Chapter 5 of the Canadian Free Trade Agreement, Chapter 19 of the Comprehensive Economic and Trade Agreement ("CETA") or within the scope of the Trade and Cooperation Agreement between Quebec and Ontario are subject to such agreements, although the rights and obligations of the parties shall be governed by the specific terms of this RFP.

For more information, refer to the following:

- (a) Canadian Free Trade Agreement website at <https://www.cfta-alec.ca/>;
- (b) Trade and Cooperation Agreement between Quebec and Ontario at <https://www.cfta-alec.ca/agreement/trade-and-cooperation-agreement-between-quebec-and-ontario>; and,
- (c) Comprehensive Economic and Trade Agreement at <https://www.international.gc.ca/trade-commerce/trade-agreements-accords-commerciaux/agr-acc/ceta-aecg/index.aspx?lang=eng>.

4.6.12 Governing Law

The terms and conditions in this Part 4:

- (a) Are included for greater certainty and are intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision);
- (b) Are non-exhaustive (and shall not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations); and,
- (c) Are to be governed by and construed in accordance with the laws of the province or territory within which the Customer is located and the federal laws of Canada applicable therein.

[End of Part 4]

APPENDIX A – FORM OF MASTER AGREEMENT

This Appendix is posted as a separate PDF document.

APPENDIX B – COMMERCIAL RESPONSE

The Proponent must complete (in Microsoft Excel), and upload into OTP Appendix B – Commercial Response for the Category being proposed. The appendix is posted as a separate document on OTP.

The Proponent may not make any changes to any of the RFP forms, including Appendix B – Commercial Response. Any Proposal containing any such changes, whether on the face of the form or elsewhere in the Proposal, may be disqualified.

APPENDIX C – SUPPLIER REPORTING REQUIREMENTS

Once CSAs have been executed, the Supplier must provide the following reports to OEM for the Term. Reports shall be submitted via email in Microsoft Excel format according to the frequency set out below.

Supplier Reporting Requirements		
Sales Reporting	Frequency	Due Date
<p>Sales Reporting including, but not limited to:</p> <ul style="list-style-type: none"> (a) Customer's name; (b) Customer's sector (e.g., School Board, Municipality); (c) Invoice number and date; (d) Customer's purchase order number, if applicable; (e) Detailed Product and Service description and type (e.g., mobile computing, server, iMac, iPad); (f) OEM's part number; (g) Supplier's part number; (h) Unit of measure; (i) Product and/or Service provided (or Category provided); (j) Quantity invoiced/sold; (k) Gross and net Rates (e.g., after percentage discount has been applied); (l) Savings; and, (m) Cost Recovery Fee. 	Monthly	10th Business Day
Performance Reporting	Frequency	Due Date
<ul style="list-style-type: none"> (a) KPIs Report - As set out in Appendix D – Supplier Performance Management Scorecard. (b) Performance results specific to Customer's KPIs. 	Quarterly (calendar)	8th Business Day following each Calendar Quarter
CSA Reporting	Due Date	
<ul style="list-style-type: none"> (a) Provide a copy of each fully executed CSA. 	Within thirty (30) days of CSA execution	
Other Reporting		
<p>May also include:</p> <ul style="list-style-type: none"> i. Sales Forecasting Reports <ul style="list-style-type: none"> a. By November 15 – for the next calendar year; b. By March 15 – for April to December, if the forecast in (a) above has changed; and, c. By July 15 – for August to December, if the forecast in (b) above has changed. ii. Specific Customer Reports, as requested (e.g., purchase orders and invoices). iii. OEM Ad Hoc Reports - As requested and mutually agreed upon including, but not limited to: <ul style="list-style-type: none"> a. Financial incentives provided to Customers (if applicable); b. Environmental performance activities; c. CSA status; d. Product and/or Service Forecasts; e. The number of on-time and late deliveries; f. Issues encountered and resolution resolving issue; and, g. Proposed improvements to service provision. 		

Final reporting requirements will be determined during negotiations.

APPENDIX D – SUPPLIER PERFORMANCE MANAGEMENT SCORECARD

Master Agreement performance means the Supplier aligns with OECM's three (3) pillars of Savings, Choice and Service, supporting the growth of the Master Agreement among Customers, and providing quality products and services at competitive Rates.

Supplier performance means the Supplier meets or exceeds the performance requirements described below and adheres to all the other contractual requirements.

As part of OECM's efforts to provide greater value to Customers, OECM has implemented a Supplier Recognition Program ("SRP"). Through the SRP, OECM will objectively assess Supplier's performance using an open, fair and transparent framework to recognize and reward top-performing suppliers on an annual basis.

To ensure Master Agreement requirements are met, the Supplier's performance will be measured and tracked by OECM to ensure:

- (a) On-time delivery of high-quality Products and Services at the Master Agreement Rates or lower;
- (b) Customer satisfaction;
- (c) On-time Master Agreement activity reporting to OECM;
- (d) On-time Cost Recovery Fee remittance; and,
- (e) Continuous improvement.

Reporting, as described in Appendix C – Supplier Reporting Requirements is mandatory for the Supplier to submit as they provide evidence and justification of adherence to the Master Agreement. Through consolidation of reporting information, OECM provides Customers a thorough understanding of the Supplier's performance aiding the adoption of the Master Agreement.

By providing the reports, OECM is able to analyze and maintain the integrity of the Supplier's performance.

Failure, by the Supplier, to provide accurate reports by the due dates set out in Appendix C – Supplier Reporting Requirements may be deemed poor performance and will reflect on the Supplier's Performance Management Scorecard and SRP results.

During the Term, the Supplier shall collect and report the agreed upon results of the performance measures as requested by OECM. The Performance Management Scorecard and other performance indicators will be used to measure the Supplier's performance throughout the Term, ensuring Customers receive appropriate Products and/or Services on time. The Supplier's performance score will be considered when OECM contemplates Master Agreement decisions such as:

- (a) The approval or rejection, in whole or in part, of the Supplier's Rate refresh requests;
- (b) The approval or rejection of the Supplier's request to add other related Products and Services to the Master Agreement;
- (c) Master Agreement extensions; and,
- (d) Master Agreement termination.

The Supplier shall maintain accurate records to facilitate the required performance management reporting requirements related to OECM and Customer KPIs.

During the business review, OECM will review the KPIs with the Supplier. The KPIs include but are not limited to the following:

Supplier Provided Customer Performance Measures		
Key Performance Indicator	Performance Measurement	Performance Goal
Customer Issues – Number of Customer Complaints	Total Customer complaints annually out of total Customer requests	Less than 2% of total annual Customer requests
Response Time to Customer Inquiries	One (1) Business Day	98% of the time
Accurate Invoicing	Number of invoicing errors annually	Less than 2% annually
Delivery Lead Times (Rush and Regular Order)	To be established in the Master Agreement	98% of the time
Dead on Arrival (DOA) – Faulty Products	Quarterly	Less than 1%
Mean-time-to-repair (“MTTR”)	Within 3 Business Days	98% of the time measured – calendar monthly
Resource End of Life Notification	No less than 90 calendar days prior to end of availability	98% of the time
Standard Warranty Repair	3 Business Days	98% of the time

OECM Evaluation of Supplier’s Performances		
Key Performance Indicator	Performance Measurement	Performance Goal
Fully Completed Spend Report Submission	By 8 th Business Day of each month	98% of the time
Fully Completed Performance (or KPI) Report Submission	By 8 th Business Day following each calendar quarter	98% of the time
Executed CSAs sent to OECM	Within 30 days of CSA execution	98% of the time
Renewed insurance and/or WSIB clearance submissions	Submission of renewed certificates before expiry	98% of the time
Cost Recovery Fee Payment Remittance	By 15 th Day of May, August, November, and February following each calendar quarter	98% of the time
Response Time to OECM Inquiries	Response time of within one (1) business day	98% of the time
Price Refresh Submissions	By 120 days prior to agreement anniversary date / price refresh effective date	98% of the time

Other KPIs, as mutually agreed upon between the Supplier and OECM, may be added during the Term. The Customer may, when executing a CSA, seek other KPIs.

Penalties and Rewards

The Supplier shall be responsible for all liquidated damages incurred by the Customers as a result of Supplier’s failure to perform according to the Master Agreement and/or CSA. Additional penalties for failure to meet or rewards for exceeding the Master Agreement and/or CSA requirements may be mutually agreed upon between the Customer and the Supplier, at the time of CSA execution. Any penalty and/or reward shall be reported to OECM.

APPENDIX E – OECEM'S SUPPLIER CODE OF CONDUCT

The Supplier will take every measure to comply with OECEM's Supplier Code of Conduct ("SCC") principles set out below and to adopt behaviours and practices that are in alignment with these principles or those of OECEM's Customers as mutually agreed upon between the Customer and Supplier. OECEM's core values of collaboration, responsiveness, integrity, innovation and respect are in alignment with and entrenched within the key principles of the SCC. The SCC applies to the Supplier's owners, employees, agents, partners and subcontractors who provide products and services to OECEM and/or Customers.

The Supplier will manage their operations according to the most stringent standards of ethical business, integrity and equity. The Supplier must therefore:

- (a) Refrain from engaging in any form of non-competitive or corrupt practice, including collusion, unethical bidding practices, extortion, bribery and fraud;
- (b) Ensure that responsible business practices are used, including ensuring that business continuity and disaster recovery plans are developed, maintained and tested in accordance with applicable regulatory, contractual and service level requirements, and that healthy and safe workplaces that comply with relevant health and safety laws are provided;
- (c) Ensure the protection of the confidential and personal information they receive from OECEM, and only use this information as part of their business relations with OECEM;
- (d) Comply with intellectual property rights relating to the Products and Services provided to OECEM and its Customers;
- (e) Never place an OECEM employee in a situation that could compromise his/her ethical behaviour or integrity or create a conflict of interest;
- (f) Divulge all actual and potential conflicts of interest to OECEM; and,
- (g) Disclose to OECEM any behaviour deemed unethical on the part of an OECEM employee.

Also, the Supplier shall:

- (a) Comply with all foreign and domestic applicable federal/provincial/municipal laws and regulations including, but not limited to the environment, health and safety, labour and employment, human rights and product safety and anti-corruption laws, trade agreements, conventions, standards, and guidelines, where the products or services are provided to OECEM Customers. Fair competition is to be practised in accordance with applicable laws. All business activities and commercial decisions that restrict competition or may be deemed to be uncompetitive are to be avoided;
- (b) Not try to gain improper advantage or engage in preferential treatment with OECEM employees and Customers. The Supplier must avoid situations that may adversely influence their business relationship with OECEM or can be directly or indirectly perceived as a conflict of interest and interfere with the provision of the Products and/or Services to OECEM or its Customers. The Supplier must disclose any actual or potential conflicts of interest promptly to OECEM;
- (c) Never offer to OECEM staff bribes, payments, gifts of entertainment or any type of transactions, inducements, services, discounts and/or benefits that may compromise or appear to compromise an OECEM's employees' ability to make business decisions in the best interest of OECEM and its Customers. If a Supplier is unsure whether a gift or entertainment offer to an OECEM employee complies with OECEM's SCC, the Supplier should consult with the intended recipient's manager;
- (d) Not engage in any improper conduct to gain influence or competitive advantage especially that which would put OECEM or its Customers at risk of violating anti-bribery and/or anti-corruption laws. The Supplier must ensure that the requirements of all these applicable laws are met, and not engage in any form of corrupt practices including extortion, fraud or bribery;
- (e) Ensure that any outsourcing and/or subcontracting used to fulfill Products and/or Services are identified and approved by the Customer and monitored to ensure compliancy with contractual obligations and adherence to OECEM's SCC. Supplier's employees, subcontractors and other service providers must adhere to the requirements of the SCC, which must be made available as necessary. The Supplier must also ensure that its subcontractors

and other service providers are paid properly and promptly to avoid any disruption in the provision of Products and/or Services by the Supplier to OEMC or its Customers;

- (f) Maintain workplace professionalism and respect for the dignity of all employees, Customers, and individuals. The Supplier must never exercise, tolerate or condone harassment, discrimination, violence, retaliation and any other inappropriate behaviour;
- (g) Abide by applicable employment standards, labour, non-discrimination and human rights legislation. Where laws do not prohibit discrimination, or where they allow for differential treatment, the expectation of the Supplier is to be committed to non-discrimination principles and not to operate in an unfair manner. The Supplier must be able to demonstrate that their workplaces operate under the following principles:
 - i. Child labour is not accepted;
 - ii. Discrimination and harassment are prohibited, including discrimination or harassment based on any characteristic protected by law;
 - iii. Employees are free to raise concerns and speak up without fear of reprisal;
 - iv. Appropriate and reasonable background screenings, including investigations for prior criminal activity, have been completed to ensure integrity and character of the Supplier's employees; and,
 - v. Clear and uniformly applied employment standards are used that meet or exceed legal and regulatory requirements;
- (h) Provide healthy and safe workplaces for their employees. These workplaces must comply with applicable health and safety laws, statutes and regulations to ensure a safe and healthy work environment. Employers must also ensure that their employees are properly trained and that they have easy access to information and instructions pertaining to health and safety practices; and,
- (i) Give high priority to environmental issues and implement initiatives to foster sound environmental management through practices that prevent pollution and preserve resources. The Supplier must conduct business in an environmentally responsible and sustainable manner. The Supplier must comply with all applicable environmental laws, statutes and regulations, including, but not limited to, waste disposal (proper handling of toxic and hazardous waste), air emissions and pollution, to ensure that they meet all legal requirements and strive to prevent or mitigate adverse effects on the environment with a long-term objective of continual improvement.

The Supplier is expected to:

- (a) Abide by OEMC's SCC;
- (b) Report violations of the SCC or identify any Customer requests that might constitute violations; and,
- (c) Cooperate and collaborate with OEMC and bring about the resolution of SCC compliance issues.

Compliance with SCC principles is a criterion that is taken into consideration in OEMC's supplier selection process and ongoing performance and relationship management.

The practices adopted by the Supplier must be verifiable. Such verification may be conducted by way of a Supplier's self-evaluation and/or an audit completed by OEMC at its discretion. The Supplier must provide, upon request, OEMC with documents attesting to their compliance with the SCC.

In addition, OEMC may elect to visit the Suppliers' facilities if OEMC so chooses. Appropriate notice will be provided to the Supplier. Whenever a situation of non-compliance is identified, OEMC will endeavor to work with the Supplier in order to develop a corrective plan to resolve the non-compliant issues in a timely manner.

Failure to comply with OEMC's SCC may result in termination of this Master Agreement.

For more information, visit OEMC's website at <https://oecm.ca/suppliers/#code-of-conduct>.

APPENDIX F – OECM SCHOOL BOARD, COLLEGE AND UNIVERSITY CUSTOMERS IN ONTARIO

Zones	School Board Customers			College Customers	University Customers
Central	Brant Haldimand Norfolk CDSB	Hastings and Prince Edward DSB	Waterloo Region DSB	Centennial College of Applied Arts and Technology ("CAAT")	Brock University
	Conseil scolaire catholique MonAvenir	Kawartha Pine Ridge DSB	Wellington CDSB	Conestoga College Institute of Technology and Advanced Learning	McMaster University
	Conseil scolaire Viamonde	Niagara CDSB	York CDSB	Durham CAAT	OCAD University
	DSB of Niagara	Peel DSB	York Region DSB	Fleming CAAT	Toronto Metropolitan University (TMU)
	Dufferin-Peel CDSB	Peterborough Victoria Northumberland and Clarington CDSB		George Brown CAAT	Trent University
	Durham CDSB	Simcoe County DSB		Georgian CAAT	Université de l'Ontario français
	Durham DSB	Simcoe Muskoka CDSB		Humber College Institute of Technology and Advanced Learning	University of Guelph
	Grand Erie DSB	Toronto CDSB		Loyalist CAAT	University of Ontario Institute of Technology
	Halton CDSB	Toronto DSB		Mohawk CAAT	University of Toronto
	Halton DSB	Trillium Lakelands DSB		Niagara CAAT	University of Waterloo
	Hamilton-Wentworth CDSB	Upper Grand DSB		Seneca CAAT	Wilfrid Laurier University
Hamilton-Wentworth DSB	Waterloo CDSB		Sheridan College Institute of Technology and Advanced Learning		
East	Algonquin and Lakeshore CDSB	Conseil scolaire de district catholique ("CSDC") de l'Est Ontarien	Renfrew County CDSB	Algonquin CAAT	Carleton University
	CDSB of Eastern Ontario	Limestone DSB	Renfrew County DSB	Canadore CAAT	Queen's University
	Conseil des écoles catholiques du Centre-Est	Ottawa CDSB	Upper Canada DSB	La Cité collégiale	University of Ottawa
	Conseil des écoles publiques de l'Est de l'Ontario	Ottawa-Carleton DSB		St. Lawrence CAAT	
North East	Algoma DSB	Conseil scolaire public du Nord-Est de l'Ontario	Northeastern CDSB	Cambrian CAAT	Algoma University
	Conseil scolaire catholique de district des Grandes Rivières	DSB Ontario North East	Rainbow DSB	Collège Boréal	Laurentian University
	Conseil scolaire catholique du Nouvel-Ontario	Huron-Superior CDSB	Sudbury CDSB	Northern CAAT	Nipissing University
	Conseil scolaire catholique Franco-Nord	Near North DSB		Sault CAAT	
	Conseil scolaire public du Grand Nord de l'Ontario	Nipissing-Parry Sound CDSB			
North West	CSDC des Aurores Boréales	Lakehead DSB	Superior North CDSB	Confederation CAAT	Lakehead University
	Keewatin-Patricia DSB	Northwest CDSB	Superior-Greenstone DSB		
	Kenora CDSB	Rainy River DSB	Thunder Bay CDSB		
West	Avon Maitland DSB	Greater Essex County DSB	St. Clair CDSB	Fanshawe CAAT	University of Windsor
	Bluewater DSB	Huron-Perth CDSB	Thames Valley DSB	Lambton CAAT	University of Western Ontario
	Bruce-Grey CDSB	Lambton Kent DSB	Windsor-Essex CDSB	St. Clair CAAT	

APPENDIX G – OEM UNDERTAKING, CATEGORY A – DELL PRODUCTS AND RELATED SERVICES

This Appendix must be completed, signed, dated and uploaded into OTP with a Proponent’s Proposal if the Proponent is not the OEM of any of the proposed Products and Services in Category A – Dell Product and Related Services.

Therefore, if the Proponent is the OEM of the proposed Products and Services, the Proponent is not required to complete and submit this undertaking, but all other Proponents are.

Proponent: [Insert name of Proponent] (“Proponent”)
To: OEM and [Insert Proponent’s name]
From: [Insert OEM name, representative’s contact name, title, phone number, email address]
Re: Proponent’s Proposal in response to OEM’s Request for Proposals #2024-461 for End-User Computing Products and Related Services

Products and Services	OEM
Mobile Computing Products	Dell Canada Inc.
Desktop Computing Products	
Server Products	
Storage Products	
Hyperconverged Products	
Warranty Coverage (for above Products)	

The OEM:

1. Agrees and confirms that:
 - (a) the OEM is the OEM of the Products and Services being proposed by the Proponent as identified above and will be available to all Customers;
 - (b) the Proponent is authorized by the OEM, or will be authorized by January 10, 2025, to sell:
 - i. the OEM’s Products and Services identified above and any other of the OEM’s Products and Services as specified in the Proposal;
 - ii. the warranties in respect of the any Products and Services described in subsection 1(b)(i) above; and,
 - (c) the Proponent shall possess the OEM’s Manufacturer’s Suggested Retail Price (“MSRP”). The OEM’s MSRP shall be provided to OEM and its Customers. In the event the Proponent does not disclose the OEM’s MSRP, the OEM shall provide such information to OEM and the Customer.

OECM may terminate negotiations with any Proponent that is not authorized for (i) and (ii) above as of January 10, 2025.

2. Undertakes in consideration of its Products and Services being offered by the Proponent as part of the Proponent’s Proposal under the RFP, that, if the Proponent enters into a Master Agreement with OEM under the RFP, the OEM shall honour the terms, conditions and obligations under any OEM warranty acquired by a Customer (as defined in the RFP) in respect of the OEM’s Products and Services as if the warranty was acquired directly from the OEM, despite payment for such warranty being paid to the Proponent.

3. As of the date set out on this OEM Undertaking, confirms that the Proponent is an Authorized Reseller with respect to the OEM's Products and Services included in the Proponent's Proposal. If the Proponent, prior to the expiry of Proposals, or the Supplier, during the Term, loses Authorized Reseller status with respect to the OEM's Products and Services, the OEM shall immediately provide written notice to OEMC indicating the effective date of loss of Authorized Reseller status. If such date is on or after the Effective Date of the Master Agreement, the OEM shall either assume the Master Agreement or enter into a new Master Agreement with OEMC (including new Customer-Supplier Agreements with Customers) for the balance of the Term, on the same terms and conditions, or shall cause another Authorized Reseller with respect to the OEM's Products and Services, acceptable to OEMC, acting reasonably, to assume the Master Agreement (including new Customer-Supplier Agreements with Customers) or enter into such a new Master Agreement.
4. Agrees that, if OEMC terminates the Master Agreement with the Supplier for any reason, the OEM shall either assume the Master Agreement or enter into a new Master Agreement with OEMC (including new Customer-Supplier Agreements with Customers) for the balance of the Term, or shall cause another Authorized Reseller with respect to the OEM's Products and Services, acceptable to OEMC, acting reasonably, to assume the Master Agreement (including new Customer-Supplier Agreements with Customers) or enter into such a new Master Agreement.

Dell Canada Inc.

By: _____

I have authority to bind the OEM

Name: _____

Title: _____

Date: _____

APPENDIX G – OEM UNDERTAKING, CATEGORY B – APPLE PRODUCTS AND RELATED SERVICES

The Proponent must complete, sign, date and upload one (1) Appendix G must be completed, signed, dated and uploaded into OTP with a Proponent’s Proposal if the Proponent is not the OEM of any of the proposed Products and Services in Category B – Apple Products and Related Services.

Therefore, if the Proponent is the OEM of the proposed Products and Services, the Proponent is not required to complete and submit this undertaking, but all other Proponents are.

Proponent: [Insert name of Proponent] (“Proponent”)
To: OECM and [Insert Proponent’s name]
From: [Insert OEM name, representative’s contact name, title, phone number, email address]
Re: Proponent’s Proposal in response to OECM’s Request for Proposals #2024-461 for End-User Computing Products and Related Services

Products and Services	OEM
Mac Computer Products	Apple Canada Inc.
iPad Products	
Apple Watch Products	
Apple Software Products	
Warranty Coverage (for above Products)	

The OEM:

1. Agrees and confirms that:
 - (a) the OEM is the OEM of the Products and Services being proposed by the Proponent as identified above and will be available to all Customers;
 - (b) the Proponent is authorized by the OEM, or will be authorized by January 10, 2025, to sell:
 - i. the OEM’s Products and Services identified above and any other of the OEM’s Products and Services as specified in the Proposal;
 - ii. the warranties in respect of the any Products and Services described in subsection 1(b)(i) above; and,
 - (c) the Proponent shall possess the OEM’s Manufacturer’s Suggested Retail Price (“MSRP”). The OEM’s MSRP shall be provided to OECM and its Customers. In the event the Proponent does not disclose the OEM’s MSRP, the OEM shall provide such information to OECM and the Customer.

OECM may terminate negotiations with any Proponent that is not authorized for (i) and (ii) above as of January 10, 2025.
2. Undertakes in consideration of its Products and Services being offered by the Proponent as part of the Proponent’s Proposal under the RFP, that, if the Proponent enters into a Master Agreement with OECM under the RFP, the OEM shall honour the terms, conditions and obligations under any OEM warranty acquired by a Customer (as

defined in the RFP) in respect of the OEM's Products and Services as if the warranty was acquired directly from the OEM, despite payment for such warranty being paid to the Proponent.

3. As of the date set out on this OEM Undertaking, confirms that the Proponent is an Authorized Reseller with respect to the OEM's Products and Services included in the Proponent's Proposal. If the Proponent, prior to the expiry of Proposals, or the Supplier, during the Term, loses Authorized Reseller status with respect to the OEM's Products and Services, the OEM shall immediately provide written notice to OECM indicating the effective date of loss of Authorized Reseller status.
4. Agrees that, if OECM terminates the Master Agreement with the Supplier for any reason, the OEM shall seek another Authorized Reseller with respect to the OEM's Products and Services, acceptable to OECM, acting reasonably, to assume the Master Agreement (including new Customer-Supplier Agreements with Customers) or enter into such a new Master Agreement.

Apple Canada Inc.

By: _____

I have authority to bind the OEM

Name: _____

Title: _____

Date: _____

APPENDIX G – OEM UNDERTAKING, CATEGORY C – HP AND HPE PRODUCTS AND RELATED SERVICES

This Appendix must be completed, signed, dated and uploaded into OTP with a Proponent’s Proposal if the Proponent is not the OEM of any of the proposed Products and Services in Category C – HP and HPE Products and Related Services.

Therefore, if the Proponent is the OEM of the proposed Products and Services for the above-noted Category, the Proponent is not required to complete and submit this undertaking, but all other Proponents are.

Proponent: [Insert name of Proponent] (“Proponent”)
To: OECM and [Insert Proponent’s name]
From: [Insert OEM name, representative’s contact name, title, phone number, email address]
Re: Proponent’s Proposal in response to OECM’s Request for Proposals #2024-461 for End-User Computing Products and Related Services

Products and Services	Insert OEM
Mobile Computing Products	
Desktop Computing Products	
Server Products	
Storage Products	
Hyperconverged Products	
Warranty Coverage (for above Products)	

The OEM:

1. Agrees and confirms that:
 - (a) the OEM is the OEM of the Products and Services being proposed by the Proponent as identified above and will be available to all Customers;
 - (b) the Proponent is authorized by the OEM, or will be authorized by January 10, 2025, to sell:
 - i. the OEM’s Products and Services identified above and any other of the OEM’s Products and Services as specified in the Proposal;
 - ii. the warranties in respect of the any Products and Services described in subsection 1(b)(i) above; and,
 - (c) the Proponent shall possess the OEM’s Manufacturer’s Suggested Retail Price (“MSRP”). The OEM’s MSRP shall be provided to OECM and its Customers. In the event the Proponent does not disclose the OEM’s MSRP, the OEM shall provide such information to OECM and the Customer.

OECM may terminate negotiations with any Proponent that is not authorized for (b) i. and ii. above as of January 10, 2025.

2. Undertakes in consideration of its Products and Services being offered by the Proponent as part of the Proponent’s Proposal under the RFP, that, if the Proponent enters into a Master Agreement with OECM under the RFP, the OEM shall honour the terms, conditions and obligations under any OEM warranty acquired by a Customer (as

defined in the RFP) in respect of the OEM's Products and Services as if the warranty was acquired directly from the OEM, despite payment for such warranty being paid to the Proponent.

3. As of the date set out on this OEM Undertaking, confirms that the Proponent is an Authorized Reseller with respect to the OEM's Products and Services included in the Proponent's Proposal. If the Proponent, prior to the expiry of Proposals, or the Supplier, during the Term, loses Authorized Reseller status with respect to the OEM's Products and Services, the OEM shall immediately provide written notice to OECM indicating the effective date of loss of Authorized Reseller status. If such date is on or after the Effective Date of the Master Agreement, the OEM shall either assume the Master Agreement or enter into a new Master Agreement with OECM (including new Customer-Supplier Agreements with Customers) for the balance of the Term, on the same terms and conditions, or shall cause another Authorized Reseller with respect to the OEM's Products and Services, acceptable to OECM, acting reasonably, to assume the Master Agreement (including new Customer-Supplier Agreements with Customers) or enter into such a new Master Agreement.
4. Agrees that, if OECM terminates the Master Agreement with the Supplier for any reason, the OEM shall either assume the Master Agreement or enter into a new Master Agreement with OECM (including new Customer-Supplier Agreements with Customers) for the balance of the Term, or shall cause another Authorized Reseller with respect to the OEM's Products and Services, acceptable to OECM, acting reasonably, to assume the Master Agreement (including new Customer-Supplier Agreements with Customers) or enter into such a new Master Agreement.

HP Inc.

Hewlett Packard Enterprise Company

By: _____

By: _____

I have authority to bind the OEM

I have authority to bind the OEM

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

APPENDIX G – OEM UNDERTAKING, CATEGORY D – LENOVO PRODUCTS AND RELATED SERVICES

This Appendix must be completed, signed, dated and uploaded into OTP with a Proponent’s Proposal if the Proponent is not the OEM of any of the proposed Products and Services in Category D – Lenovo Products and Related Services.

Therefore, if the Proponent is the OEM of the proposed Products and Services for the above-noted Category, the Proponent is not required to complete and submit this undertaking, but all other Proponents are.

Proponent: [Insert name of Proponent] (“Proponent”)
To: OEMC and [Insert Proponent’s name]
From: [Insert OEM name, representative’s contact name, title, phone number, email address]
Re: Proponent’s Proposal in response to OEMC’s Request for Proposals #2024-461 for End-User Computing Products and Related Services

Products and Services	OEM
Mobile Computing Products	Lenovo Canada Inc.
Desktop Computing Products	
Server Products	
Storage Products	
Hyperconverged Products	
Warranty Coverage (for above Products)	

The OEM:

1. Agrees and confirms that:
 - (a) the OEM is the OEM of the Products and Services being proposed by the Proponent as identified above and will be available to all Customers;
 - (b) the Proponent is authorized by the OEM, or will be authorized by January 10, 2025, to sell:
 - i. the OEM’s Products and Services identified above and any other of the OEM’s Products and Services as specified in the Proposal;
 - ii. the warranties in respect of the any Products and Services described in subsection 1(b)(i) above; and,
 - (c) the Proponent shall possess the OEM’s Manufacturer’s Suggested Retail Price (“MSRP”). The OEM’s MSRP shall be provided to OEMC and its Customers. In the event the Proponent does not disclose the OEM’s MSRP, the OEM shall provide such information to OEMC and the Customer.

OEMC may terminate negotiations with any Proponent that is not authorized for (b) i. and ii. above as of January 10, 2025.

2. Undertakes in consideration of its Products and Services being offered by the Proponent as part of the Proponent’s Proposal under the RFP, that, if the Proponent enters into a Master Agreement with OEMC under the RFP, the OEM shall honour the terms, conditions and obligations under any OEM warranty acquired by a Customer (as defined in the RFP) in respect of the OEM’s Products and Services as if the warranty was acquired directly from

the OEM, despite payment for such warranty being paid to the Proponent.

3. As of the date set out on this OEM Undertaking, confirms that the Proponent is an Authorized Reseller with respect to the OEM's Products and Services included in the Proponent's Proposal. If the Proponent, prior to the expiry of Proposals, or the Supplier, during the Term, loses Authorized Reseller status with respect to the OEM's Products and Services, the OEM shall immediately provide written notice to OEMCM indicating the effective date of loss of Authorized Reseller status. If such date is on or after the Effective Date of the Master Agreement, the OEM shall either assume the Master Agreement or enter into a new Master Agreement with OEMCM (including new Customer-Supplier Agreements with Customers) for the balance of the Term, on the same terms and conditions, or shall cause another Authorized Reseller with respect to the OEM's Products and Services, acceptable to OEMCM, acting reasonably, to assume the Master Agreement (including new Customer-Supplier Agreements with Customers) or enter into such a new Master Agreement.
4. Agrees that, if OEMCM terminates the Master Agreement with the Supplier for any reason, the OEM shall either assume the Master Agreement or enter into a new Master Agreement with OEMCM (including new Customer-Supplier Agreements with Customers) for the balance of the Term, or shall cause another Authorized Reseller with respect to the OEM's Products and Services, acceptable to OEMCM, acting reasonably, to assume the Master Agreement (including new Customer-Supplier Agreements with Customers) or enter into such a new Master Agreement.

Lenovo Canada Inc.

By: _____

I have authority to bind the OEM

Name: _____

Title: _____

Date: _____

APPENDIX G – OEM UNDERTAKING, CATEGORY E – OTHER OEM MOBILE AND DESKTOP COMPUTING PRODUCTS AND RELATED SERVICES

This Appendix must be completed, signed, dated and uploaded into OTP with a Proponent’s Proposal if the Proponent is not the OEM of any of the proposed Products and Services in Category E – Other OEM Mobile and Desktop Computing Products and Related Services.

Therefore, if the Proponent is the OEM of the proposed Products and Services for the above-noted Category, the Proponent is not required to complete and submit this undertaking, but all other Proponents are.

Proponent: [Insert name of Proponent] (“Proponent”)
To: OECM and [Insert Proponent’s name]
From: [Insert OEM name, representative’s contact name, title, phone number, email address]
Re: Proponent’s Proposal in response to OECM’s Request for Proposals #2024-461 for End-User Computing Products and Related Services

Products and Services	Insert one (1) OEM
Mobile Computing Products	
Desktop Computing Products	
Warranty Coverage (for above Products)	

The OEM:

1. Agrees and confirms that:
 - (a) the OEM is the OEM of the Products and Services being proposed by the Proponent as identified above and will be available to all Customers;
 - (b) the Proponent is authorized by the OEM, or will be authorized by January 10, 2025, to sell:
 - i. the OEM’s Products and Services identified above and any other of the OEM’s Products and Services as specified in the Proposal;
 - ii. the warranties in respect of the any Products and Services described in subsection 1(b)(i) above; and,
 - (c) the Proponent shall possess the OEM’s Manufacturer’s Suggested Retail Price (“MSRP”). The OEM’s MSRP shall be provided to OECM and its Customers. In the event the Proponent does not disclose the OEM’s MSRP, the OEM shall provide such information to OECM and the Customer.

OECM may terminate negotiations with any Proponent that is not authorized for (b) i. and ii. above as of January 10, 2025.

2. Undertakes in consideration of its Products and Services being offered by the Proponent as part of the Proponent’s Proposal under the RFP, that, if the Proponent enters into a Master Agreement with OECM under the RFP, the OEM shall honour the terms, conditions and obligations under any OEM warranty acquired by a Customer (as defined in the RFP) in respect of the OEM’s Products and Services as if the warranty was acquired directly from the OEM, despite payment for such warranty being paid to the Proponent.
3. As of the date set out on this OEM Undertaking, confirms that the Proponent is an Authorized Reseller with respect to the OEM’s Products and Services included in the Proponent’s Proposal. If the Proponent, prior to the expiry of Proposals, or the Supplier, during the Term, loses Authorized Reseller status with respect to the OEM’s Products

and Services, the OEM shall immediately provide written notice to OECM indicating the effective date of loss of Authorized Reseller status. If such date is on or after the Effective Date of the Master Agreement, the OEM shall either assume the Master Agreement or enter into a new Master Agreement with OECM (including new Customer-Supplier Agreements with Customers) for the balance of the Term, on the same terms and conditions, or shall cause another Authorized Reseller with respect to the OEM's Products and Services, acceptable to OECM, acting reasonably, to assume the Master Agreement (including new Customer-Supplier Agreements with Customers) or enter into such a new Master Agreement.

4. Agrees that, if OECM terminates the Master Agreement with the Supplier for any reason, the OEM shall either assume the Master Agreement or enter into a new Master Agreement with OECM (including new Customer-Supplier Agreements with Customers) for the balance of the Term, or shall cause another Authorized Reseller with respect to the OEM's Products and Services, acceptable to OECM, acting reasonably, to assume the Master Agreement (including new Customer-Supplier Agreements with Customers) or enter into such a new Master Agreement.

[Insert name of OEM]

By: _____

I have authority to bind the OEM

Name: _____

Title: _____

Date: _____

APPENDIX G – OEM UNDERTAKING, CATEGORY F – OTHER OEM SERVER PRODUCTS AND RELATED SERVICES

This Appendix must be completed, signed, dated and uploaded into OTP with a Proponent’s Proposal if the Proponent is not the OEM of any of the proposed Products and Services in Category F – Other OEM Server Products and Related Services.

Therefore, if the Proponent is the OEM of the proposed Products and Services for the above-noted Category, the Proponent is not required to complete and submit this undertaking, but all other Proponents are.

Proponent: [Insert name of Proponent] (“Proponent”)
To: OECM and [Insert Proponent’s name]
From: [Insert OEM name, representative’s contact name, title, phone number, email address]
Re: Proponent’s Proposal in response to OECM’s Request for Proposals #2024-461 for End-User Computing Products and Related Services

Products and Services	Insert one (1) OEM
Server Products	
Warranty Coverage (for above Products)	

The OEM:

1. Agrees and confirms that:
 - (a) the OEM is the OEM of the Products and Services being proposed by the Proponent as identified above and will be available to all Customers;
 - (b) the Proponent is authorized by the OEM, or will be authorized by January 10, 2025, to sell:
 - i. the OEM’s Products and Services identified above and any other of the OEM’s Products and Services as specified in the Proposal;
 - ii. the warranties in respect of the any Products and Services described in subsection 1(b)(i) above; and,
 - (c) the Proponent shall possess the OEM’s Manufacturer’s Suggested Retail Price (“MSRP”). The OEM’s MSRP shall be provided to OECM and its Customers. In the event the Proponent does not disclose the OEM’s MSRP, the OEM shall provide such information to OECM and the Customer.

OECM may terminate negotiations with any Proponent that is not authorized for (b) i. and ii. above as of January 10, 2025.
2. Undertakes in consideration of its Products and Services being offered by the Proponent as part of the Proponent’s Proposal under the RFP, that, if the Proponent enters into a Master Agreement with OECM under the RFP, the OEM shall honour the terms, conditions and obligations under any OEM warranty acquired by a Customer (as defined in the RFP) in respect of the OEM’s Products and Services as if the warranty was acquired directly from the OEM, despite payment for such warranty being paid to the Proponent.
3. As of the date set out on this OEM Undertaking, confirms that the Proponent is an Authorized Reseller with respect to the OEM’s Products and Services included in the Proponent’s Proposal. If the Proponent, prior to the expiry of Proposals, or the Supplier, during the Term, loses Authorized Reseller status with respect to the OEM’s Products and Services, the OEM shall immediately provide written notice to OECM indicating the effective date of loss of Authorized Reseller status. If such date is on or after the Effective Date of the Master Agreement, the OEM shall

either assume the Master Agreement or enter into a new Master Agreement with OEMC (including new Customer-Supplier Agreements with Customers) for the balance of the Term, on the same terms and conditions, or shall cause another Authorized Reseller with respect to the OEM's Products and Services, acceptable to OEMC, acting reasonably, to assume the Master Agreement (including new Customer-Supplier Agreements with Customers) or enter into such a new Master Agreement.

- 4. Agrees that, if OEMC terminates the Master Agreement with the Supplier for any reason, the OEM shall either assume the Master Agreement or enter into a new Master Agreement with OEMC (including new Customer-Supplier Agreements with Customers) for the balance of the Term, or shall cause another Authorized Reseller with respect to the OEM's Products and Services, acceptable to OEMC, acting reasonably, to assume the Master Agreement (including new Customer-Supplier Agreements with Customers) or enter into such a new Master Agreement.

[Insert name of OEM]

By: _____

I have authority to bind the OEM

Name: _____

Title: _____

Date: _____

APPENDIX G – OEM UNDERTAKING, CATEGORY G – OTHER OEM STORAGE PRODUCTS AND RELATED SERVICES

This Appendix must be completed, signed, dated and uploaded into OTP with a Proponent’s Proposal if the Proponent is not the OEM of any of the proposed Products and Services in Category G – Other OEM Storage Products and Related Services.

Therefore, if the Proponent is the OEM of the proposed Products and Services for the above-noted Category, the Proponent is not required to complete and submit this undertaking, but all other Proponents are.

Proponent: [Insert name of Proponent] (“Proponent”)
To: OECM and [Insert Proponent’s name]
From: [Insert OEM name, representative’s contact name, title, phone number, email address]
Re: Proponent’s Proposal in response to OECM’s Request for Proposals #2024-461 for End-User Computing Products and Related Services

Products and Services	Insert one (1) OEM
Storage Products	
Warranty Coverage (for above Products)	

The OEM:

1. Agrees and confirms that:
 - (a) the OEM is the OEM of the Products and Services being proposed by the Proponent as identified above and will be available to all Customers;
 - (b) the Proponent is authorized by the OEM, or will be authorized by January 10, 2025, to sell:
 - i. the OEM’s Products and Services identified above and any other of the OEM’s Products and Services as specified in the Proposal;
 - ii. the warranties in respect of the any Products and Services described in subsection 1(b)(i) above; and,
 - (c) the Proponent shall possess the OEM’s Manufacturer’s Suggested Retail Price (“MSRP”). The OEM’s MSRP shall be provided to OECM and its Customers. In the event the Proponent does not disclose the OEM’s MSRP, the OEM shall provide such information to OECM and the Customer.

OECM may terminate negotiations with any Proponent that is not authorized for (b) i. and ii. above as of January 10, 2025.
2. Undertakes in consideration of its Products and Services being offered by the Proponent as part of the Proponent’s Proposal under the RFP, that, if the Proponent enters into a Master Agreement with OECM under the RFP, the OEM shall honour the terms, conditions and obligations under any OEM warranty acquired by a Customer (as defined in the RFP) in respect of the OEM’s Products and Services as if the warranty was acquired directly from the OEM, despite payment for such warranty being paid to the Proponent.
3. As of the date set out on this OEM Undertaking, confirms that the Proponent is an Authorized Reseller with respect to the OEM’s Products and Services included in the Proponent’s Proposal. If the Proponent, prior to the expiry of Proposals, or the Supplier, during the Term, loses Authorized Reseller status with respect to the OEM’s Products and Services, the OEM shall immediately provide written notice to OECM indicating the effective date of loss of

Authorized Reseller status. If such date is on or after the Effective Date of the Master Agreement, the OEM shall either assume the Master Agreement or enter into a new Master Agreement with OEMC (including new Customer-Supplier Agreements with Customers) for the balance of the Term, on the same terms and conditions, or shall cause another Authorized Reseller with respect to the OEM's Products and Services, acceptable to OEMC, acting reasonably, to assume the Master Agreement (including new Customer-Supplier Agreements with Customers) or enter into such a new Master Agreement.

4. Agrees that, if OEMC terminates the Master Agreement with the Supplier for any reason, the OEM shall either assume the Master Agreement or enter into a new Master Agreement with OEMC (including new Customer-Supplier Agreements with Customers) for the balance of the Term, or shall cause another Authorized Reseller with respect to the OEM's Products and Services, acceptable to OEMC, acting reasonably, to assume the Master Agreement (including new Customer-Supplier Agreements with Customers) or enter into such a new Master Agreement.

[Insert name of OEM]

By: _____

I have authority to bind the OEM

Name: _____

Title: _____

Date: _____

APPENDIX G – OEM UNDERTAKING, CATEGORY H – OTHER OEM HYPERCONVERGED PRODUCTS AND RELATED SERVICES

This Appendix must be completed, signed, dated and uploaded into OTP with a Proponent’s Proposal if the Proponent is not the OEM of any of the proposed Products and Services in Category H – Other OEM Hyperconverged Products and Related Services.

Therefore, if the Proponent is the OEM of the proposed Products and Services for the above-noted Category, the Proponent is not required to complete and submit this undertaking, but all other Proponents are.

Proponent: [Insert name of Proponent] (“Proponent”)
To: OECM and [Insert Proponent’s name]
From: [Insert OEM name, representative’s contact name, title, phone number, email address]
Re: Proponent’s Proposal in response to OECM’s Request for Proposals #2024-461 for End-User Computing Products and Related Services

Products and Services	Insert one (1) OEM
Hyperconverged Products	
Warranty Coverage (for above Products)	

The OEM:

1. Agrees and confirms that:
 - (a) the OEM is the OEM of the Products and Services being proposed by the Proponent as identified above and will be available to all Customers;
 - (b) the Proponent is authorized by the OEM, or will be authorized by January 10, 2025, to sell:
 - i. the OEM’s Products and Services identified above and any other of the OEM’s Products and Services as specified in the Proposal;
 - ii. the warranties in respect of the any Products and Services described in subsection 1(b)(i) above; and,
 - (c) the Proponent shall possess the OEM’s Manufacturer’s Suggested Retail Price (“MSRP”). The OEM’s MSRP shall be provided to OECM and its Customers. In the event the Proponent does not disclose the OEM’s MSRP, the OEM shall provide such information to OECM and the Customer.

OECM may terminate negotiations with any Proponent that is not authorized for (b) i. and ii. above as of January 10, 2025.
2. Undertakes in consideration of its Products and Services being offered by the Proponent as part of the Proponent’s Proposal under the RFP, that, if the Proponent enters into a Master Agreement with OECM under the RFP, the OEM shall honour the terms, conditions and obligations under any OEM warranty acquired by a Customer (as defined in the RFP) in respect of the OEM’s Products and Services as if the warranty was acquired directly from the OEM, despite payment for such warranty being paid to the Proponent.
3. As of the date set out on this OEM Undertaking, confirms that the Proponent is an Authorized Reseller with respect to the OEM’s Products and Services included in the Proponent’s Proposal. If the Proponent, prior to the expiry of Proposals, or the Supplier, during the Term, loses Authorized Reseller status with respect to the OEM’s Products and Services, the OEM shall immediately provide written notice to OECM indicating the effective date of loss of Authorized Reseller status. If such date is on or after the Effective Date of the Master Agreement, the OEM shall

either assume the Master Agreement or enter into a new Master Agreement with OEMC (including new Customer-Supplier Agreements with Customers) for the balance of the Term, on the same terms and conditions, or shall cause another Authorized Reseller with respect to the OEM's Products and Services, acceptable to OEMC, acting reasonably, to assume the Master Agreement (including new Customer-Supplier Agreements with Customers) or enter into such a new Master Agreement.

- 4. Agrees that, if OEMC terminates the Master Agreement with the Supplier for any reason, the OEM shall either assume the Master Agreement or enter into a new Master Agreement with OEMC (including new Customer-Supplier Agreements with Customers) for the balance of the Term, or shall cause another Authorized Reseller with respect to the OEM's Products and Services, acceptable to OEMC, acting reasonably, to assume the Master Agreement (including new Customer-Supplier Agreements with Customers) or enter into such a new Master Agreement.

[Insert name of OEM]

By: _____

I have authority to bind the OEM

Name: _____

Title: _____

Date: _____