



AGREEMENT HIGHLIGHTS

IT Help Desk Services

OECM #2025-469

Item	Description
Agreement Term	<p>Effective Date: August 22, 2025</p> <p>Expiry Date: August 21, 2033</p> <p>Optional Extension(s): This agreement has no extension options.</p>
Products and Services Available Through This Agreement	<p>This agreement is a re-tender of the IT Help Desk Support Services agreement. OECM's IT Help Desk Services agreement provides you with access to trusted, expert suppliers who deliver reliable 24/7 IT support. With enhanced bilingual service options (English and French), a wider selection of suppliers, and multi-tiered support ranging from quick fixes to advanced technical solutions, this agreement is designed to maximize value, boost efficiency, to keep organizations running smoothly at all times.</p> <p>Two (2) Service Categories:</p> <ul style="list-style-type: none">• Category A – Deliverables provided in English• Category B – Deliverables provided in French <p>Deliverables:</p> <ul style="list-style-type: none">• For both categories, suppliers will provide services including, but not limited to:<ul style="list-style-type: none">○ 24/7/365 Help Desk Support through multiple channels○ Multi-Tiered Services Levels (L1, L2, L3):<ul style="list-style-type: none">▪ Level 1: Password resets, software installation assistance, basic hardware troubleshooting, general inquiries, ticket creation for escalation, and more▪ Level 2: Advanced technical issues and software/hardware diagnostics, configuration changes, and performance troubleshooting, complex access issues, and more▪ Level 3: High-impact and specialized technical problems, system architecture, database, and server-level issues, coordination with vendors or developers for deep troubleshooting

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	<ul style="list-style-type: none">○ Flexible Delivery Models offering both onsite and remote services○ IT Service Management (ITSM) Integration with platforms such as ServiceNow and BMC Helix and supporting API-based integration and custom workflows○ AI driven self-help options○ Training and knowledge management○ Adherence to data protection standards and policies○ Performance reporting, including tracking of issues and resolutions, issue updates, dashboard tracking, and more
Awarded Supplier Partners	All three (3) suppliers have been awarded to provide both Categories A and B.