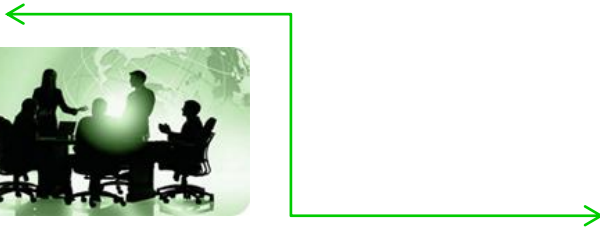
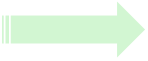
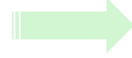
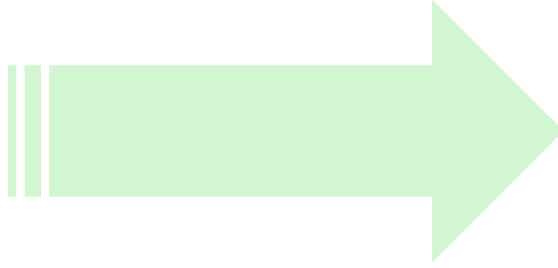
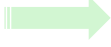


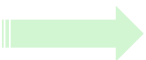
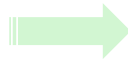
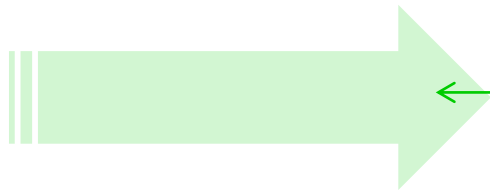


Ontario Education
Collaborative Marketplace

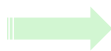
Marché Éducationnel
Collaboratif de l'Ontario



OECM Looking Ahead



October 2011



LOOKING AHEAD

LOOKING AHEAD

Table of Contents

Letter from Georgina Steinsky-Schwartz, Chair of OECEM's Board of Directors	3
OECEM Organizational Overview.....	5
OECEM's Values.....	6
Message from the CEO.....	7
Highlights from 2011 – How we serve the sector	10
Contracts Awarded.....	10
Sector Participation	10
Developing a Centre of Excellence	11
Connecting to the Classroom.....	11
Client and Supplier Satisfaction Survey results.....	11
Some of OECEM's upcoming sourcing events	13
Board of Directors	14
OECEM Staff	15

Letter from Georgina Steinsky-Schwartz, Chair of OECM's Board of Directors

Since 2008, it has been my honour to be Chair of OECM. I have worked with committed board members volunteering their time to build an organization that can meet the needs of the education sector and fulfill the broader public policy goal of creating strategic sourcing efficiencies to benefit OECM's stakeholder educational institutions.

One cannot look ahead without looking back at the challenges which we have met.

First, we have clarified how we will meet our mandate of generating efficiencies and savings that could be redeployed by the educational institutions who are our clients. OECM has gone through a number of organizational shifts which focused our ability to serve the sector. Looking ahead our purpose is clear: we have created an organization that gives an option for the education sector to benefit from the buying power of collective purchasing. OECM is now positioned to give stakeholders that choice and already has a number of contracts in place, with more to come. We are also well positioned to deal effectively with suppliers who choose to do business with OECM.

Second, we have built the organization to be responsive to the procurement requirements of the Government of Ontario. In 2010, these policies culminated in the Broader Public Sector Accountability Act. While OECM is an independent non-profit corporation, our mission is closely linked to assisting stakeholders who wish to work with us to meet the requirements of the Act. We operate OECM in compliance with this important legislation which ensures transparency and openness in the way goods and services are purchased with public funds.

Third, we have ensured the financial sustainability of OECM itself. Thanks to the support of the Ministry of Finance, and the endorsement of the Ministries of Education, and Training, Colleges and Universities, OECM has a Transfer Payment Agreement (TPA) which provides funding to enable OECM the time to put itself on a firm financial footing over the next four years. Underpinning the TPA is a strong business plan for achieving that goal.

Fourth, we have put in place strong executive leadership to implement the plan. As a Board our priority was to find a leader with impeccable integrity and strong roots in the education sector. We knew building trust and credibility was critical to our success. We believe that with Terry Kyritsis we have found that person.

Finally, we have promoted good governance at the Board level. In May 2008 we were fortunate to attract strong leaders to participate on the Board from the University, Community College, and Board of Education sectors. We were also fortunate to have as ex-officio members Assistant Deputy Ministers



from the Ministries of Education, and Training, Colleges, and Universities. Thanks to the Board's many hours of volunteer time, we now have a strong governance structure to be handed over to new Board members who will be succeeding some of the institutional members who will be leaving the Board. In particular, thanks to Gary Brewer, York University, Brandon Landon, Georgian College, Victor Simon, University of Ottawa, Carol McAulay, formerly from Simcoe County District School Board, and Rani Dhaliwal, Humber College for their loyal and faithful service during the past 3 years.

Appreciation is also due to the OECM management team and staff, as well as the former CEO Larry Loop who retired in March 2011. I look forward to the opportunity to continue the building of OECM working with Terry and our new Board members, Glenn Vollebregt, St Lawrence College, Carla Kisko, Peel District School Board, Caroline Davis, Queen's University, Jim Butler, Wilfred Laurier University, Arnie Strub, Independent, Leslie McGill, Independent, as well as continuing Board members from the education sector, John Sabo, York Catholic District School Board, and Eugene Harrigan, George Brown College and our government ex-officio members.

OECM Organizational Overview

OECM is a not-for-profit corporation which partners with Ontario's publicly funded education institutions to lead collaborative strategic sourcing initiatives.

OECM's collaborative sourcing initiatives are designed to maximize expertise and perspective from the education sector, and leverage buying power for gains in savings, service and quality.

Working with its education sector partners to identify priorities, OECM provides a strategic supplement to schools', colleges' and universities' individual procurement practices. Its common tendering and contracting approach facilitates product standardization and greater leverage, making it easier and less costly to procure goods and services. A crucial aspect of OECM's sourcing process are the Working Groups drawn from procurement professionals in the education sector who combine with OECM's Sourcing managers to develop the RFP and evaluate the responses before a contract is awarded by OECM. This ensures that sector input is taken into consideration throughout the sourcing cycle. Additionally, OECM provides expert analysis and contract management throughout the life of its contracts.

Many institutions in the education sector enjoy membership with existing regional buying groups and co-ops and OECM is open to working with these groups to enhance and expand their scope and value of its contracts. Participation in OECM contracts is open to the entire Broader Public Sector in Ontario.



OECM's mandate is also to support the adoption of Ontario's Broader Public Sector Procurement Directive and integrated supply chain management practices for all of Ontario's publicly funded education institutions.

OECM receives a cost-recovery fee through its contracts which will ultimately lead to OECM's revenue self-sufficiency.

OECM is governed by a Board of Directors which is made up of representatives from School Boards, Colleges, Universities, and the Ministries of Education, and Training, Colleges and Universities, as well as three independent Directors. The Board plays a key role in governance, policy formulation, and decision-making.

OECM's Values

OECM's Guiding Principles

- ⊕ Understand and advocate to meet the needs of stakeholders
- ⊕ Create additional capacity for Ontario's publicly funded educational institutions through cost-savings

Three Focus Areas of OECM

- ⊕ Strategic Sourcing
- ⊕ Contract Management
- ⊕ Stakeholder Engagement

Core Competencies

- ⊕ Professional and service-oriented OECM staff
- ⊕ Proactive business focus
- ⊕ Cross-sector and strategic perspective on sourcing
- ⊕ Ongoing two-way communication based on mutual respect



Message from the CEO

My first few months on the job as OECM's CEO have been an extremely exciting and rewarding experience. I have been so heartened by the welcome I have received from my colleagues in the education sector, and from the staff and Board at OECM. I started my work at OECM at the end of May with a presentation at the Council of Ontario Universities' Innovative Ideas Forum. Since then I have met with representatives of over 60 individual School Boards, Colleges, and Universities (SCUs) and sector associations. I have greatly appreciated the opportunity to hear ideas, concerns, and comments, and I've been humbled by the reception I've been given.



The Broader Public Sector Supply Chain Secretariat has been very supportive of OECM. We appreciate the trust they have placed in OECM to fulfill its mandate of working with the education sector through the new four-year Transfer Payment Agreement with the Ministry of Finance.

The purpose of my visits to OECM's stakeholders has been to learn as much as I can about the needs, concerns and ideas of the professionals working in education institutions operating in Ontario today. I have been gathering feedback and thinking carefully about what I have heard. Some of the key things I have learned are:

- ✓ **OECM** must be sector driven: a responsive partner that focuses on what the sector needs
- ✓ **OECM** must provide timely and accurate communication about the status of OECM's projects
- ✓ **OECM** must be a respectful partner that complements local expertise, and that works "sourcing professional to sourcing professional"
- ✓ **Our** partners know good value and want the best for their organizations! "Put a good contract in place that meets our needs, and we will use it" has been a common theme

All of the feedback has been critical to me in formulating a vision for excellence at OECM. I firmly believe that the key to OECM's success lies in the collaboration with the expertise in the sector. Sharing knowledge, building consensus, leadership based on listening, collaborative problem-solving, and shared recognition for success are the key factors that support OECM's model of collaboration.

Because of what our sector colleagues told me, I have been working with the OECM team and developed some guiding principles to take OECM forward. We are fully committed that OECM will earn its business through:

- ✓ **Trust:** OECM will earn business by respecting the starting point of each and every SCU and working with them in a fair and transparent manner.
- ✓ **Collaboration:** We will collaborate throughout the process and ensure that everyone is listened to, and that the results of the collaboration benefit the participants.
- ✓ **Relationships:** We will seek deeper advisory relationships through connections with existing professional associations in the sector.
- ✓ **Leverage:** OECM will leverage the expertise within the sector to complement and improve the services we provide.
- ✓ **Communication:** We are committed to keeping our stakeholders informed and engaged with all of our sourcing and corporate activities.

Building a solid relationship with the Supplier community is critical to OECM's success. Over these last few months, I have had the pleasure of meeting with a number of current OECM and education sector suppliers and I look forward to further outreach.

I am committed to establishing and maintaining a win-win-win relationship for SCUs, Suppliers, and OECM. On an ongoing basis, OECM will be:

- ✓ **Listening** carefully to Supplier perspectives on market forces that affect their products and services they provide.
- ✓ **Asking** for Supplier input into local and regional market issues.
- ✓ **Open**, fair, and transparent in our processes.

OECM is committed to being a responsive and responsible partner with the education sector. Accountability is not only through adherence to the BPS Procurement Directive, but also through close relationships with those organizations and associations that the sector has created for itself. To that end, OECM is seeking to establish advisory committees comprised of Sourcing professionals from the school boards, colleges, and universities sectors.

All institutions working in the education sector share a commitment to a common goal which is the education of the next generation. Within this publication you will see the ways in which OECM makes its contribution to this important purpose. The responsible use of taxpayer funds is a crucial value that OECM upholds. Working together with our SCU partners, we plan to do maximize the savings that we can collectively achieve. I welcome your comments and truly appreciate your ideas, and look forward to working with each of you.



Terry Kyritsis
President and CEO
Ontario Education Collaborative Marketplace

Highlights from 2011 – How we serve the sector

Contracts Awarded

- ⊕ Commercial Print – expires May 2014 *
- ⊕ Employee Uniforms & Chef Clothing – expires February 2014 *
- ⊕ Laboratory/Science Supplies – expires January 2013 *
- ⊕ Office Supplies – expires January 2013 *
- ⊕ AV/Educational Equipment – expires September 2012 *
- ⊕ Classroom Furniture – expires April 2012 *
- ⊕ Custodial Supplies – expires August 2012 *
- ⊕ Fine Copy Paper – expires October 2012 *
- ⊕ Multi-Functional Devices and Printers – expires June 2012 *
- ⊕ Natural Gas – expires June 2012 *
- ⊕ Energy Audits – expiration date varies by individual contract

*Possible extension for these contracts



Sector Participation

OECM is very proud of the levels of sector participation. To date, 77% of Ontario's public education sector institutions have joined one or more of our collaboratively-produced sourcing contracts.

- ⊕ School Boards: 73% (53 of 72)
- ⊕ Colleges: 88% (23 of 26)
- ⊕ Universities: 71% (15 of 21)

Developing a Centre of Excellence

In partnership with our stakeholders, OECM is developing several projects to support excellence in procurement.

OECM will provide an electronic library on its website with samples of Common Tendering and Contracting Templates as a resource for professionals in the sector.



Connecting to the Classroom

OECM is working with a number of educational institutions to identify opportunities for co-op placements at OECM for students in Supply Chain Management Programs. Currently OECM is hosting one student intern, and there are plans to develop this initiative further.

Client and Supplier Satisfaction Survey results

OECM undertook its first **Customer Satisfaction Survey** this summer. The survey was sent to the 82 SCUs who participate in one or more of the mature OECM contracts under analysis (Office Supplies, Fine Copy Paper, and Multi-Functional Devices). The response rate was 34% (28 SCUs responding) which was reasonable given that many stakeholders were less available during the summer. The analysis indicates a **high degree of satisfaction** with both the performance of the contracts, and with OECM staff with respect to these contracts. OECM is using the results of this survey in its quarterly meetings with Suppliers. Stakeholder surveys will be carried out twice a year to ensure that feedback on its services receives prompt and effective attention.



Stakeholder Response Rate and Distribution

Institution Type	Total Response Count	Percentage of Overall Total	Total Surveyed	Response Rate by Sector Surveyed
School Board	13	16%	46	28%
College	11	13%	22	50%
University	4	5%	14	29%
Overall	28	34%	82	n/a

OECD Supplier Performance Survey - Results Summary

Contract	Always Satisfied	Somewhat Satisfied	Never Satisfied
Office Supplies	80%	17%	3%
Fine Paper	78%	22%	0%
MFD/ Copiers	56%	36%	8%

OECD Performance Rating

Answer Options	Very Satisfied	Satisfied	Dissatisfied	Very dissatisfied	Response Count
OECD's services meet your expectations as to the management of your contracts?	7 (18%)	31 (82%)	0	0	38
OECD is responsive to your needs?	6 (17%)	30 (83%)	0	0	36
OECD contracts meet your needs?	7 (19%)	29 (78%)	1 (3%)	0	37

Looking Ahead to 2012 and Beyond

Some of OECM's upcoming sourcing events

OECM is working closely with the education sector on the following commodities with a view to having contracts available during the course of 2012.

Sourcing Events for the following categories are currently underway:

- ⊕ **Desktop Technology**
- ⊕ **Smart Boards**
- ⊕ **Long Distance and Local Phone Services**
- ⊕ **Copiers and MFD - renewal**
- ⊕ **Toner**
- ⊕ **Courier Services**

We are consulting with several education sector association advisory committees about developing events in the following categories:

- ⊕ **Classroom Furniture - Renewal**
- ⊕ **Software**
- ⊕ **Commercial Print VOR**
- ⊕ **Corporate Purchasing Cards**
- ⊕ **Insurance Broker Services (Colleges)**
- ⊕ **Travel**
- ⊕ **Merchant Services (Cashless School)**
- ⊕ **Sports Equipment**
- ⊕ **Audio-visual Equipment**
- ⊕ **Promotional Items**
- ⊕ **Customs Brokerage**

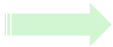


Board of Directors

OECM's Board of Directors is made up of the following members:

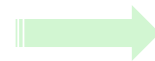
Education sector

- ⊕ Carla Kisko – Peel District School Board
- ⊕ Caroline Davis – Queen's University
- ⊕ Eugene Harrigan – George Brown College
- ⊕ Glenn Vollebregt – St Lawrence College
- ⊕ James Butler – Wilfred Laurier University
- ⊕ John Sabo – (*Vice-Chair*) York Catholic District School Board



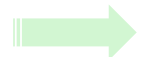
Independent

- ⊕ Arnie Strub – Independent
- ⊕ Georgina Steinsky-Schwartz (*Chair*) - Independent
- ⊕ Leslie McGill – Independent



Ontario Provincial Government

- ⊕ Gabriel Sékaly – Ministry of Education
- ⊕ Nancy Naylor – Ministry of Training Colleges and Universities



OECM

- ⊕ Len Scavuzzo (*Treasurer*) - OECM
- ⊕ Terry Kyritsis (*Secretary*) – OECM



OECM Staff

Staff Member	Title	Phone	Email
Agnes Tijet	Sourcing Analyst	416-847-1198	agnes.tijet@oecm.ca
Alec McIntosh	Senior Financial Analyst	416-847-1194	alec.mcintosh@oecm.ca
Chris Powell	Systems Administrator	416-847-0696	chris.powell@oecm.ca
Daniel Camara	Strategic Sourcing Manager	416-847-1068	daniel.camara@oecm.ca
Denise Jones	Executive Assistant	416-847-0698	denise.jones@oecm.ca
James Chang	Sourcing Analyst	416-847-0082	james.chang@oecm.ca
Karen Owen	Director, Strategic Sourcing	416-847-0674	karen.owen@oecm.ca
Len Scavuzzo	Director, Finance & Administration	416-847-1104	len.scavuzzo@oecm.ca
Lina Della Mora	Stakeholder Engagement Manager	416-847-0677	lina.dellamora@oecm.ca
Madeleine Abadir	Bookkeeper	416-847-1197	madeleine.abadir@oecm.ca
Michael Liaw	Sourcing Analyst	416-847-1079	michael.liaw@oecm.ca
Patti Greer	Strategic Sourcing Manager – Document Specialist	416-847-1109	patti.greer@oecm.ca
Rohit Jajoo	Communications Analyst	416-847-1082	rohit.jajoo@oecm.ca
Rhonda Suurd	Director, Human Resources	416-847-1193	rhonda.suurd@oecm.ca
Sam Campisi	Strategic Sourcing Manager	416-847-1105	sam.campisi@oecm.ca
Terry Kyritsis	President & CEO	416-847-0081	terry.kyritsis@oecm.ca
Tom Muriuki	Sourcing Analyst	416-847-1176	tom.muriuki@oecm.ca
Tony De Sciscio	Strategic Sourcing Manager	416-847-0086	tony.de.sciscio@oecm.ca