

# **Update on the Partnership Between OECM and Ontario's Development Services Agencies**

**Presentation to OASIS BRG and Financial Group**

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**October 20, 2014**



Savings | Choice | Service

# Why We're Here

## Tell you about...

- Our progress to date in creating and delivering value to the DS Sector (since June 5 and 6!)
- Some real DS agency savings numbers – how your success is our success
- What's new in OECM's Marketplace – products and services you might be interested in

## Learn about...

- Broader Public Sector Procurement Directive ... did you know?
- DS sector-specific procurement requests – what we are hearing from YOU

## Explore...

- Additional opportunities for sector engagement and collaboration

## Tell you about...

- Moving forward: OECM's Vision 2020 Strategy

# About OECM... a quick recap

## Who We Are

A Broader  
Public Sector  
not-for-profit  
Group  
Procurement  
Organization

## What We Offer

Access to a  
Marketplace of  
products and  
services plus  
other value add  
services.

## Our Value

- Savings
- Choice
- Service

## Our Customers

Ontario's  
publicly funded  
BPS  
organizations:

- Education sector
- **Developmental Services Agencies!**
- Municipal sector
- Libraries
- Not-for-Profits
- Healthcare agencies
- And more ...

# What We've Learned from Our Outreach

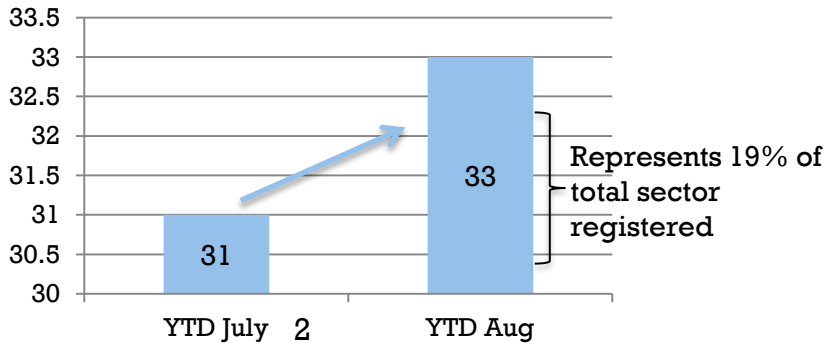
- Lack of awareness of OECM and savings to be had
- Lack of perceived need of OECM providing value to their organization
- Unclear how to integrate buying practices of “autonomous” group homes
- Preference for local/regional supply sources
- Buying by price (per product) vs. potential overall savings and value
- The “process” of procurement not simple for many agencies

# How OECSM is Engaging the DS Sector

Objective	Activities	Timeline (2014)
<b>Get to know sector</b>	<ul style="list-style-type: none"> <li>Initial consultation with OASIS Business Resources Group</li> <li>Reviewed all agency websites and annual reports</li> <li>Meet with Chris Beesley, CEO of CLO</li> </ul>	June 4/5 June/July October (TBD)
<b>Assess the opportunity</b>	<ul style="list-style-type: none"> <li>Identify agency business needs through face to face meetings</li> </ul>	Ongoing
<b>Create Awareness of OECSM</b>	<ul style="list-style-type: none"> <li>OECSM's President/CEO outreach to ED's of 19 agencies who in the project to leverage contracts through OECSM" (see appendix A for</li> <li>Introduction to OECSM (webinar)</li> <li>Individual meetings with DS agencies – 20 to date (end goal = face to agencies )</li> <li>Introduction to BPS Procurement Directive (Pilot with VITA CL)</li> <li>CLO Conference: Sponsor, presentation and trade show</li> <li>Brief ADM, MCSS and Executive Team</li> <li>Toronto Developmental Services Alliance (TDSA) presentation</li> <li>OASIS 2015 R.E.S.P.E.C.T Conference</li> <li>OASIS newsletter promotion</li> </ul>	June  July 15 ongoing  September 24 September 25 October 10 November 6 May 6-8 (2015) TBD
<b>Follow-up customers</b>	<ul style="list-style-type: none"> <li>Email to delegates who visited OECSM's CLO booth as a reminder to account to access OECSM's Marketplace</li> <li>Outbound visits/telecons with customers from initial outreach</li> </ul>	Completed  Ongoing
<b>Stay in Touch</b>	<ul style="list-style-type: none"> <li>Report back on success to OASIS BRG and FG re: participation, spend, requests, issues etc.</li> <li>"Marketplace Update", OECSM's e-newsletter promoting new products OECSM's Marketplace</li> </ul>	October 20 & quarterly  Monthly

# Success to Date

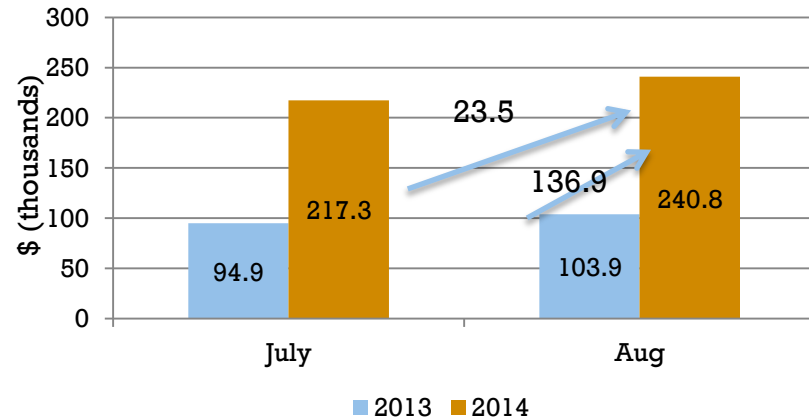
### Number of Agencies Registered for Marketplace



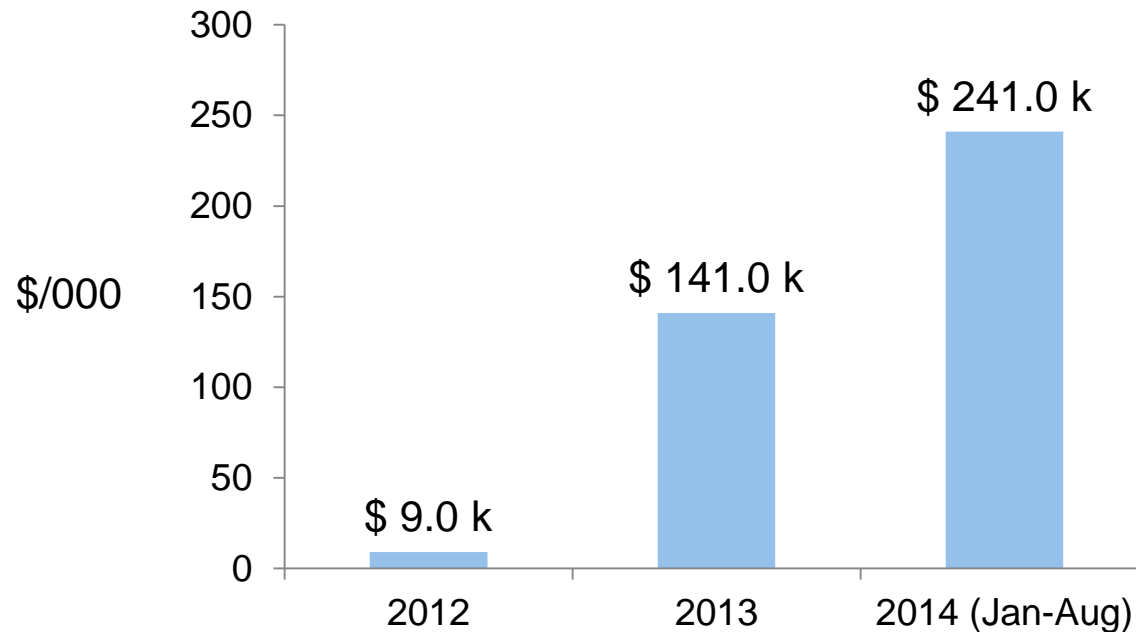
**Registrations increasing every month!**

**More spend = more savings for YOU!**

### Total Sector Spend



# Success To Date (cont'd): Increased Spending Through OECM's Marketplace



**71%** increase in spend (and growing!) compared to 2013

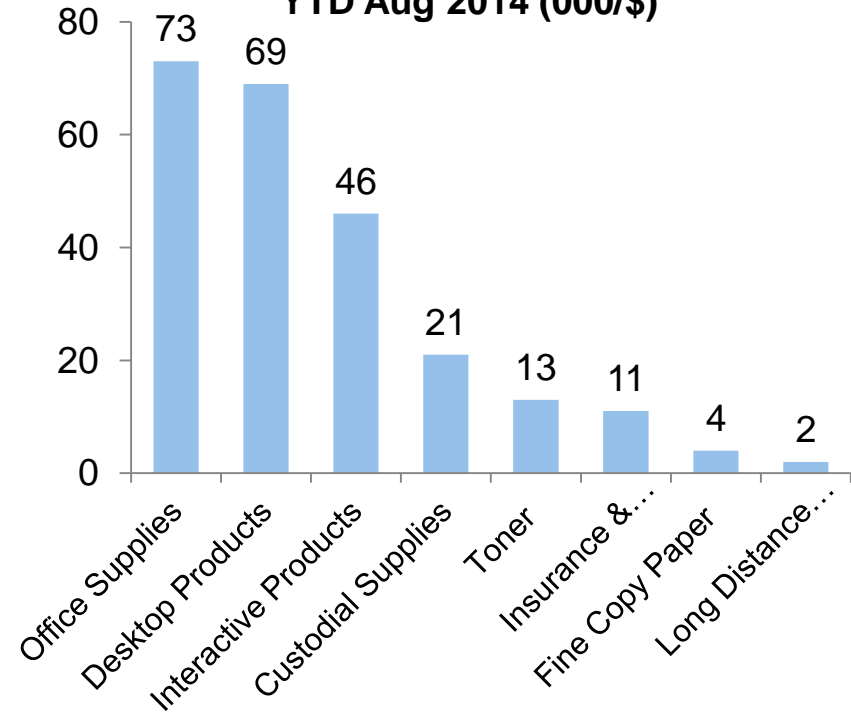
**16 agencies** bought 12 categories of products and services

# What DS Agencies Are Buying Through OECCM's Marketplace

Developmental Services Agencies use  
**only 20%**  
of our Marketplace offerings



DS Sector Spend on Top 8  
Products/Services  
YTD Aug 2014 (000/\$)





# OECM's Marketplace – A Choice of Thousands of Products and Services\*

## Finance, HR and Marketing

- AODA Related Services
- Banking Services (for Colleges)
- Collection Agency Services
- **Commercial Print**
- Credit and Debit Card Processing Services
- Insurance Consulting Services
- **Insurance Broker Services**
- **Office Supplies (2014)**
- Payment Recovery Services
- Promotional Items
- **Purchasing Card Program**
- Translation, Interpretation and American Sign Language Services

## Information Technology

- Chrome Devices & Services
- Crestron Products & Services
- **Desktop, Laptops and Related Products and Services**
- **Interactive Learning Products and Services**
- **Long Distances Services**
- Multi- Function Devices
- Projectors and Related Accessories
- Small Office and Multi-Function Printers
- SMARTnet® Equivalent Support Services
- **Toner Cartridges and Related Services**

## Facilities and Operations

- Classroom Furniture
- Courier Services
- **Custodial Supplies and Equipment**
- Customs Brokerage and Related Services
- Employee Uniforms
- **Fine Copy Paper**
- Hand Tools
- Laboratory/Science Supplies
- Natural Gas Management & Advisory Services
- Sports Products

*Products and services being bought by DS agencies through OECM's Marketplace.*

*\*As of October 1, 2014*

# OECM's Marketplace: What's Coming Soon That DS Agencies are Interested In\*

## Finance, HR and Marketing

- Health Coverage for International Students – May/15

## Information Technology

- **Cloud Technology – Feb/15**
- **Long Distances Services – Dec/14**
- IT Professional Services – Feb/15
- IT Technical Support Services – Dec/2014
- **Mobile Device Management – Mar/15**
- Switches, Routers, Firewall and Related Services – Jan/15
- Software Licensing – Early/15

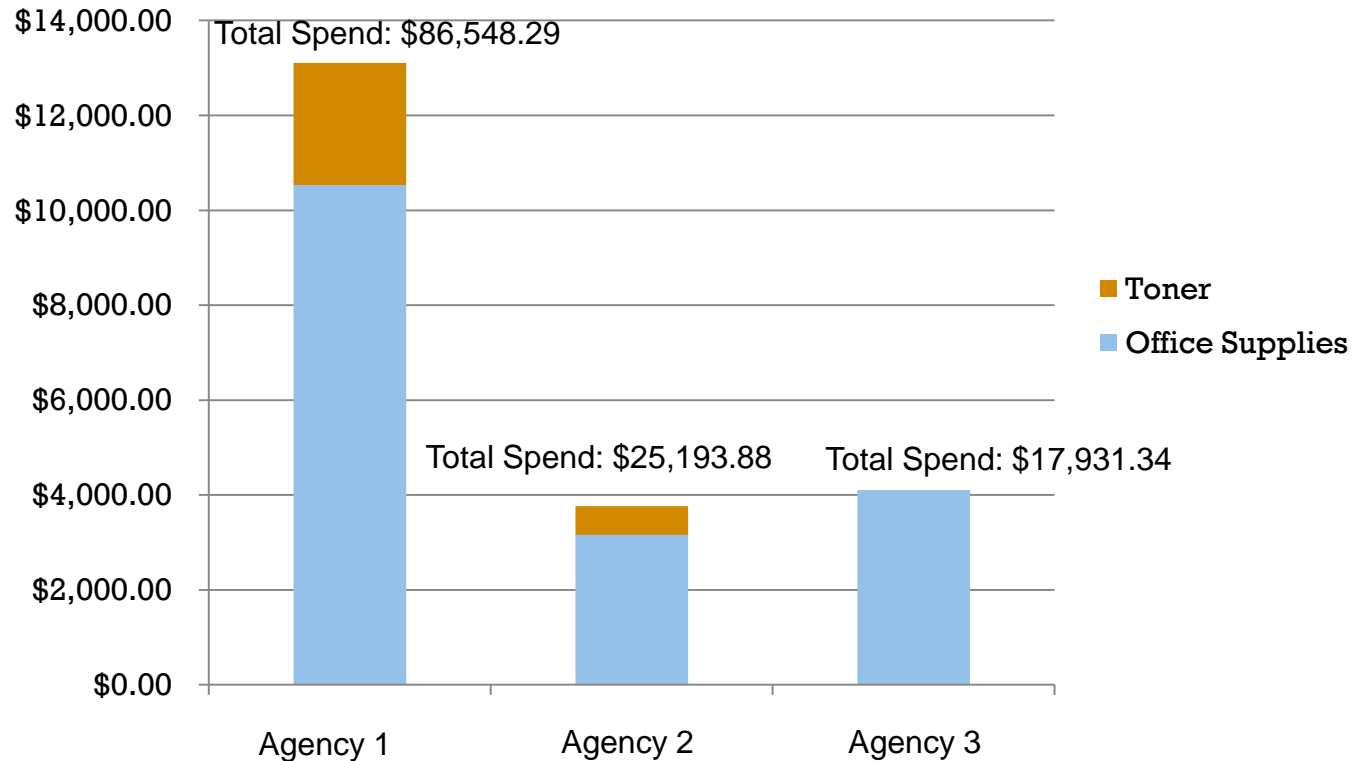
## Facilities and Operations

- Apparel – Jan/15
- Coach Services – Aug/15
- Electrical Supplies – May/15
- Evacuation Chairs and Public Access Defibrillators – Oct/14
- Furniture and Related Services – Jan/15
- **Plumbing and Heating Products – Jan/15**
- **Residence Furniture and Mattresses – Jan/15**

*Products generating interest with the DS sector*

*\* Anticipated Launch Date*

# How DS Agencies are Saving Through OECM: Three Examples\*



\* July 1, 2013 to June 30, 2014

# How to Get Started

## Access OEMC's Marketplace



## It's as easy as...

1. Register at [oecm.ca](http://oecm.ca)
2. Check out our "Marketplace", supplier partners' products and services, competitive pricing and term and conditions
3. Call our our supplier partners
4. Sign a Client-Supplier Agreement.
5. Get in touch with [John.Schenk@oecm.ca](mailto:John.Schenk@oecm.ca) or 416-847-1393 for more information

**Place your order!**

# Requests for DS-Related Products & Services (suggestions collected to date)

Product and Service Requests	Available Through OEMC's Marketplace	More Investigation Required
<b>Appliances</b>		Potential supply source through ONPHA; Issue - ONPHA mandate and membership requirements
<b>Contractor Supplies</b>	<ul style="list-style-type: none"> <li>✓ Hand tools</li> <li>✓ Plumbing and heating products</li> <li>✓ Electrical supplies</li> </ul>	
<b>Contractor Services</b> (repairs, electrical, plumbing, etc.)		Potential opportunity through regional Purchasing Co-ops (PCs). OEMC could connect agencies to a PC in their area (if one exists)
<b>Groceries</b>		Further investigation required re sector spend and % commitment, feasibility of supply models.
<b>Incontinence products</b>		Potential supply source through health sector GPOs, SSOs; Issue – mandates and membership requirements
<b>In-house elevators /Lifts &amp; servicing</b>		Further investigation required re volume of sector spend and % commitment.
<b>Landscaping</b> (grass cutting, snow plowing etc.)		DS Agencies could contact regional purchasing co-ops for access to their contracts. Develop checklist for acquiring services and standard templates for RFQs aligned with BPS Procurement Directive
<b>Latex gloves</b>	<ul style="list-style-type: none"> <li>✓ Lab Supplies</li> <li>✓ Office Supplies</li> </ul>	Investigation into other potential supply sources required
<b>Long distance services</b>	<ul style="list-style-type: none"> <li>✓ Long distance services</li> </ul>	
<b>Sprinkler systems and inspections</b>		OEMC may consider in 2015 based on volume requirements, sector spend and % sector commitment
<b>Supplementary Staffing</b>		OEMC may consider in 2015 based on volume requirements, sector spend and % sector commitment
<b>Vehicles:</b> • Conversion kits, Gas cards, Lease, Purchase		Potential supply source through MGCS VOR Program: <ul style="list-style-type: none"> <li>• OSS-075539 - Fleet Management Services / Fleet Cards</li> <li>• OSS-00163907 - Vehicle Acquisitions</li> </ul>

# Opportunity : Access the DS Employment and Modernization Fund!

## Collaborative Sourcing and Procurement Project for the DS Sector

### Issue

- DS sector does not have formalized collaborative procurement processes
- OECM's BD Manager has collected requests for DS-specific products and services (reference preliminary list on page 13) as part of sector outreach; BUT, the TPA with MGCS does not include resources to undertake collaborative procurements on behalf of the DS sector
- OECM does not have the capacity to undertake these procurements

### Opportunity

- Sector has a need for DS sector-specific products and services to sustain effective program delivery
- OECM's core competence is collaborative sourcing and procurement
- Acquire funding for procurement resources for two years (starting April 1/2015) dedicated to managing collaborative sourcing and procurement requirements for DS sector; resources would be managed by OECM

### Proposed Project Activities (2015/16 and 2016/17)

- Acquire procurement resources (to be managed by OECM) (in place by April 1, 2015)
- Consolidate requests for specific products and services from DS agencies
- Develop sourcing strategy (includes procurements to be undertaken and partnerships with BPS supply sources)
- Complete procurements/partnerships
- Communicate availability through OECM's Marketplace

### Proposed Funding for Two-year Project

- To be determined

### Lead Agency

- Community Living Toronto (on behalf of the DS sector)

### Next Steps:

- Submit application by October 24, 2014.

# BPS Procurement Directive ... test your knowledge

1. The Procurement Directive is Mandatory for agencies with > 10M in government funding.
2. Agencies <10M in funding do not need to adhere to the Directive.
3. The Procurement Directive introduces multiple procurement processes based on threshold.
4. The Procurement Directive has 10 mandatory requirements you must follow.
5. For procurements of goods, non-consulting services and construction valued at > 100K an approval authority schedule (AAS) must be approved by your Board of Directors or equivalent.
6. Organizations **are not required to** competitively procure consulting services irrespective of \$ value.
7. The Procurement Directive requires all agencies have a Supply Chain Code of Ethics.

True or  
False?

# BPS Procurement Directive ... test your knowledge

1. The Procurement Directive is Mandatory for agencies with > 10M in funding. **True**
2. Agencies <10M in funding do not need to adhere to the Directive. **True**
3. The Procurement Directive introduces multiple procurement processes based on threshold. **True**
4. The Procurement Directive has 10 mandatory requirements you must follow. **False**
5. For procurements of goods, non-consulting services and construction valued at > 100K an approval authority schedule (AAS) must be approved by your Board of Directors or equivalent. **True**
6. Organizations **are not required to** competitively procure consulting services irrespective of \$ value. **False**
7. The Procurement Directive requires all agencies have A Supply Chain Code of Ethics. **True**



# BPS Procurement Directive Webinar

## Learn about:

- Context for the legislation
- Key elements of the Broader Public Sector Accountability Act
- Overview of the BPS Procurement Directive

WEBiNAR



**COMING SOON!**

# OECD-DS Sector Partnership – the Key to Our Success in the Next 20 Months

## OECD

- ✓ Create awareness of OECD's Marketplace of products and services
- ✓ Increase participation of DS agencies in OECD's marketplace of products and services
- ✓ Recommend the products and services that will provide the greatest benefit to DS agencies
- ✓ Track DS-related opportunities and categories that OECD does not currently have in the marketplace
- ✓ Document business needs and collaborative procurement opportunities for the DS sector.

## Mutual Goals

- ✓ Savings
- ✓ Process Efficiencies
- ✓ Collaboration
- ✓ Compliance

## Developmental Services Agencies

- ✓ Be an ambassador for OECD within the DS sector
- ✓ Help us understand your business and outreach opportunities
- ✓ Leverage your influence with your colleagues to spread the word
- ✓ Help us build relationships within the sector
- ✓ Provide constructive feedback to make sure we're meeting your needs and ensuring the relevancy of OECD's products and services

# Looking Forward: Our Vision 2020 Strategy

Now	<p><b>Vision 2020</b> Be a premier supply partner</p> <p><b>Mission</b> Create and deliver value through collaboration</p> <p><b>Values</b> Instill public confidence through:</p> <ul style="list-style-type: none"> <li>• Collaboration</li> <li>• Innovation</li> <li>• Integrity</li> <li>• Responsiveness</li> <li>• Respect</li> </ul>	Strategic Priorities	2020	
Marketplace selection limited by OECM's capacity			<b>Premier Product and Supply Leadership</b>	✓ Broader scope of products and services through collaboration with other BPS supply organizations
Customer commitment – none Cumulated Savings: \$18.5M			<b>Outstanding Customer Benefits</b>	✓ Service Partnerships ✓ \$160M
Customer business processes and analytics - “spread-sheet driven”			<b>Unparalleled Service</b>	✓ E-enabled processes and tools that drive growth, develop new offerings, create value and strengthen relationships with customers, suppliers and partners , e.g., reduce customer effort and support buyer and seller interactions
Revenue Stream: vulnerable People: difficult to attract and retain talent			<b>Optimized Resource Management</b>	✓ Steady, predictable, multiple funding partners ✓ Highly desirable employer with high employee engagement and retention

# Staying Connected...



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# Appendix A: DS Agencies Who “committed to participate in the project to leverage contracts through OECM”

Community Living	Others
<p>Algoma            Brant            Chatham Kent            Clarington/Oshawa  <b>Elgin*</b>  <b>Mississauga*</b>  <b>North Halton*</b>            Oakville  <b>St. Catharines*</b>            Thunder Bay            Windsor            York South            Toronto</p> <p><b>*current OECM customers</b></p>	<p>Christian Horizons  <b>Geneva Centre for Autism*</b>  <b>Kerry’s Place Autism Services*</b>            Muki Baum Association  <b>Operation Springboard*</b>            Woodgreen Community Services</p>