

One-Stop-Shop – Computer Equipment Purchases from Institutional Sales at LE JAMES

FAQ
September 8, 2020

Q1. Why did the University implement the “One-Stop-Shop for purchases of Computer Equipment through the Institutional Sales unit of LE JAMES”?

This program aims at attaining the following goals:

- a. Support the McGill faculty and staff with high level of customer service and save time and energy in their shopping experience for IT Equipment
- b. Leverage on the University’s overall volume of spend to secure suppliers contracts with attractive pricing and terms and conditions while ensuring flexibility in choice of products
- c. Facilitate the University’s IT asset management plans
- d. Last but not least, facilitate the University’s compliance with the following regulatory and granting agencies’ requirements:
 - ***Quebec’s Act Respecting Contracting by Public Bodies (the Act C65.1*** (<http://legisquebec.gouv.qc.ca/fr/ShowDoc/cs/C-65.1>) apply to all of the University’s procurement activities. This law and related regulatory requirements mandate public bidding for purchases above certain value thresholds. The value of the IT equipment purchases at McGill surpasses these thresholds.
 - In compliance with this Act, in Spring 2019, Procurement launched two calls for tenders which led to contracting with multiple distributors/manufacturers of computer products for makes such as Lenovo, HP, Toshiba and Dell, as well as several contracts with Apple resellers, for Apple products.
 - Adhering to these contracts throughout the term of the contracts is a requirement of the Law and the responsibility of all community members.
 - ***Quebec’s Act respecting the Governance and Management of the information Resources of Public Bodies and Government Enterprises (L.R.Q. c. G-1.103*** (<http://www2.publicationsduquebec.gouv.qc.ca/dynamicSearch/telecharge.php?type=1&file=2011F%2F56074.PDF>) requires that the University (more specifically the central IT services) ensure the longevity of its IT equipment. In compliance with this Act, the University adopted an IT Asset Management Regulation to optimize the lifecycle management of its IT Assets.
 - ***Quebec’s Bill no. 135, An act to reinforce the governance and management of the information resources of public bodies and government enterprises*** (<http://www2.publicationsduquebec.gouv.qc.ca/dynamicSearch/telecharge.php?type=5&file=2017C28F.PDF>) requires that the University (more specifically the central IT services) develops an IT Asset registry to track/inventory the University’s IT equipment. Given the size of the University (some 240 different buildings spread over 2 campuses), the number of incoming IT equipment (roughly 4000 computers/year), the University tasked the Institutional Sales of LE JAMES with the responsibility to

collect, record and track the information on the incoming IT equipment to the University.

➤ ***Granting Agency audits have recommended that McGill improve the overall management of its research assets (including research-funded IT equipment).***

- In response to these audits, McGill University adopted its first Research Asset Management Procedure, which mandates the tracking of certain research assets, including IT Equipment.
- The only way for us to gather this information is to capture it centrally at the time of acquisition, and hence through the Institutional Sales unit of LE JAMES.

Q2. What if I can obtain a better rate compared to LE JAMES's quote – do I still have to purchase from LE JAMES in spite of the possible price difference?

A2: Yes. The prices that the LE JAMES offers to its institutional customers are based on the contract prices resulting from the public tendering process. There are times where the contract price may not match a special promotional price being offered at a given time by a particular merchant. Additionally, this may also occur when a “retail consumer type” computer is being requested, as opposed to a corporate computer with higher quality components and a better guarantee. Institutional Sales respect the University's minimum standards when preparing a quote for McGill users.

It is important to note that:

1. By buying through LE JAMES, the IT Equipment can be recorded and tracked according to the University's IT Asset Management Regulation, Research Asset Management Procedure, and in compliance with the Tri-agency requirements.
2. Tri-Agencies respect the governmental regulations and the University's applicable policies, in this case being the Act Respecting Contracting by Public Bodies and the University Procurement Policy.

Q3. What are the University's Minimum Standards for the IT Equipment?

A3: McGill University follows the latest developments in IT technologies and requires the purchasing of equipment that is well built, comes with a warranty, has a minimal processing speed and memory, and meets particular sustainability criteria. The minimum standard requirements for University IT Equipment can be found on the McGill IT Knowledge base. McGill community members can purchase equipment that meet or exceed these standards, or other high-quality equipment when their research requires so.

Q5: Please define "computer purchases". What if my research team wants to purchase a mouse, keyboard, monitor, printer, or other peripherals without a computer? Is it still mandatory to go through Le James?

A5: "Computer purchases or IT Equipment" for the purpose of the University Program includes laptops, workstations/desktops, tablets, and monitors. Certain equipment such as servers and other IT equipment with complex configuration are not part of the scope of McGill contracts. That being said, the users are recommended to ask LE JAMES for a quote as they have competitive prices on a variety of products. If you are unclear as to if a type of equipment falls under the Program, please contact LE JAMES.

Q6: What if my team needs a specific model (or a specific combination hardware components) and LE JAMES does not carry that specific model? In this case, can I purchase it from another vendor?

A6: If you request a quote on a model or combination which is not available to purchase by LE JAMES, the Institutional Sales Manager will authorize the purchase to go external. The goal of this initiative is to ensure that all criteria regarding the spending of public funds are met, without limiting the choice of technological tools available to the McGill Community.

Q7. Why do I have to buy my Apple equipment from LE JAMES?

Q7. McGill community members are required to purchase their IT Equipment from LE JAMES in accordance with the commitment the University has made in the computer equipment supply contracts. The contracts were tendered and executed in compliance with Quebec's Act Respecting Contracting by public Bodies. The University launched a separate tendering process for the Apple products given this company's unique distribution model. The resulting contracts allows LE JAMES to purchase the required Apple products through the contracted Apple resellers.

In these contracts, LE JAMES is designated as the University's main point of contact to ensure, among other things, that every incoming asset is properly recorded and tracked regardless of the source of funding used to purchase it, a process set out by the Research Asset Management Procedure and the IT Asset Management Regulation. These documents are part of the University's overall commitment to best practice in Asset Management and strategy to be compliant with granting agency programs and the Quebec Treasury board's requirements.

Q8. Would LE JAMES charge me extra for Apple purchases in order to recover costs when dealing with their suppliers?

A8. LE JAMES adds a very small cost recovery margin to sale prices; but in general, LE JAMES does not make money on the sale of Apple products. Often LE JAMES quoted after tax prices for Apples products are comparable, if not slightly lower than the prices obtained from Apple online or in-store. Where there is a price gap, it could be due to a number of factors, including; Apple's unique distribution channels which oblige the University to purchase Apple products through

resellers who may mark up product costs, the fact that Apple does not offer its Educational Discount to LE JAMES, and because some orders may involve a Custom To Order (CTO) equipment, etc.

Q9. What is LE JAMES's return policy for Apple products? and other products?

A9. LE JAMES's return policy for a base model of an Apple product is set at 10 days with internal clients to ensure that LE JAMES has enough time to act on behalf of the internal client in order to meet the Apple 15-day return policy. Apple DOES NOT accept returns of any Custom to Order (CTO) products. Under very exceptional cases for defective returns, Apple's return policy may extend to 30 days, but only at Apple's discretion. As for other brands, LE JAMES policy for return of goods is the same as above - 10 days for unopened product, as well as for DOA (dead on arrival) products. Please note a DOA product will be exchanged, not reimbursed.

Q10. What is the procedure for buying an Apple product?

A10. Members of the University community who wish to purchase an Apple product should work with LE JAMES. LE JAMES, in furtherance of its mission, and in compliance with the University's contractual commitments, must bring the request to its Apple resellers to negotiate a solution that best meets the client's needs.

Q11. What does LE JAMES provide as services?

A10: LE JAMES provides upfront product consultation and works directly with McGill's IT Services to ensure that the University's minimum standards (i.e. warranty, memory, processing speed, sustainability criteria) are built into price quotes. LE JAMES also provides the following services: the recording of incoming IT assets, installing images and tags, delivering orders to the specified location on the requisition, and assisting with after-sale concerns, whenever necessary.