



SSC IT Pro Frequently Asked Questions

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1: Delivery timelines, fees, and locations

Question 1

Does the \$25k limit for non-NMSO items include tax?

Answer 1

Yes, it is tax inclusive.

Question 2

Is there a maximum delay client departments must tolerate before they simply cancel the call-up?

Answer 2

Contractors are bound to the terms and conditions of the call-up (standard is 30 federal government working days), or any agreed upon delivery date made in writing after the call-up is awarded. If the supplier does not deliver by the agreed upon date, the client can cancel their order. If there is a need to cancel before the delivery date has been reached, please reach out to wtdhardware-materielatmt@ssc-spc.gc.ca and we can work with you on a solution.

Question 3



Is there a penalty to the vendor for unreasonable delivery delay?

Answer 3

Yes, there are "late delivery discounts" (See the [Terms and Conditions](#)) that can be applied to the call-up if items on a call-up are not delivered on or before the agreed upon delivery date. With that said, SSC has been considerate given that late deliveries are beyond the control of many suppliers due to the pandemic. If you feel the delay is unreasonable, please contact wtdhardware-materielatmt@ssc-spc.gc.ca and we will work with you to address the concern.

Question 4

Regarding shipping fees, they not included in the pricing of our order however we often get invoices and shipping is added by the vendor, is there a way to confirm the shipping fees prior to invoice receipt?

Answer 4

When ordering inventory and client-specific options, shipping may be charged. To account for shipping beforehand contact the vendor before placing the order as shipping charges will depend on the quantity ordered and delivery address. The vendor contact information is located on the product page.

Question 5

Can you have more than one place of delivery for a single order?

Answer 5

Yes, there is a check box for multiple locations on the check-out page. Once you've submitted the order SSC or the vendor will contact you for the addresses.

Question 6

If there are multiple delivery points in different provinces are we able to have the cart reflect the different environmental handling fees (EHFs) and taxes?

Answer 6

There is a check box for multiple locations on the check-out page. Once you've submitted the order SSC or the vendor will contact you for the addresses. EHF's and taxes would have to be calculated manually. Include a website link for different EHF's fees for provinces & products.

For more information on EHF's, see: <https://epra.ca/what-is-a-steward/product-definitions-fees-clarification-protocols>

Question 7

Are we still limited to multiple delivery addresses for only 10+ addresses?

Answer 7

Yes. In the meantime, clients are required to submit separate requests.

Question 8

Can you please explain how we would process an order with multiple delivery point. i.e 300 laptops 100 to Alberta, 100 to Ontario and 100 to Quebec?



Answer 8

If it's the same system simply check the multiple delivery locations button found on the check-out page.

Once you've submitted your order SSC will contact you to request a copy of the multiple addresses.

Note that EHF and taxes will have to be calculated manually.

<https://epra.ca/what-is-a-steward/product-definitions-fees-clarification-protocols>

2: Items unavailable from ITPRO (non-NMSO)

Question 9

For orders less than \$25K with no non-NMSO items, why do we need to enter the order in IT Pro?

Answer 9

This is to ensure SSC has full visibility on all orders processed and to ensure the rules of the NMSO are followed, all orders must be placed through IT Pro. This allows us to report on the NMSO more accurately, to plan our categories for future refreshes based on purchasing data.

Question 10

Can the non-NMSO item that was added to the cart be unrelated to the parent product? For example: another laptop that isn't on the NMSO?

Answer 10

No, the non-NMSO item must only be a peripheral, upgrade, or component related to the NMSO system. You cannot purchase another system using the non-NMSO addition feature.

Question 11

Do you need to add the price of the non-NMSO upgrades when placing the order or leave the value as zero?

Answer 11

Because non-NMSO pricing varies from order to order, the default value is \$0.00. Procurement officer will process these orders and add the value accordingly. Please ensure your Total Sec 32 covers the total net cost.

Question 12

For hardware that is not available on IT Pro site and has no alternatives on IT Pro, what is the procurement procedure? Do we need to contact WTD hardware to ask permission to procure on our own?

Answer 12

The procurement procedure would be to purchase on IT Pro through the [technical exceptions](#) process. You must provide a quote from a vendor with the exact requirement, a detailed technical justification explaining why the products on the NMSO cannot satisfy your requirement, as well as ensuring you have sufficient Section 32.

Question 13

Can we buy low dollar non-NMSO items like one ergo keyboard without going through IT Pro?

Answer 13



Keyboards and mice can be purchased as office supplies without going through IT Pro. Order value must be under \$500.00 fees and tax inclusive.

Question 14

Will the 25K limit possibly be increased?

Answer 14

The \$25K limit for non-NMSO "peripherals and components" coincides with the limit for non-competitive procurements. Since non-NMSO peripherals and components are not pre-competed, the limit cannot be increased.

3: Inventory

Question 15

For inventory orders can delivery fees be already included in the price just as for NMSO orders? Or shown on the IT Pro site if possible.

Answer 15

Shipping has not been agreed to be included on inventory orders. Shipping is charged at-cost and will fluctuate depending on multiple factors so the charges cannot be shown on the site. Please contact the vendor using the contact information shown on the product page.

Question 16

Can you explain why there is a category for stock in "inventory" , but that does not appear to be the case since the stock is not physically in inventory?

Answer 16

Virtual Inventory reflects the number of available optional quantities left on an SSC Contract. SSC does not hold physical items. Computer Hardware Manufacturers generally do not keep inventory in Canada and most products are built to order. The benefits of, "IT Pro inventory" - Competitive price, no call up limitations, faster processing and turn around time.

Question 17

Why don't we see Inventory on IT PRO?

Answer 17

Inventory items are added continually to the Inventory section of IT PRO. As there are a finite number of items available for each product on the Inventory, there are times that no products are available. SSC includes optional quantities on RVDs to populate the Inventory on IT PRO. Depending on the time of the year, SSC will run several RVDs a month for different categories to have a variety of options. Also, depending on the time of the year, we are proactive by adding larger quantities to the Inventory in the RVD to ensure enough products are available. When an item stock is depleted, it will be removed from Inventory.

Question 18

Will a new generic account be created for manager to browse client inventory?

Answer 18



That decision will be left to each department. We recommend creating a departmental (Branch, Business Line etc.) generic account that several clients can use, otherwise share your account information with your manager.

4: Delegation and Financial Questions

Question 19

Why is delegations capped at \$25K

Answer 19

Shared Services Canada (SSC) has limited delegations to \$25K for items on the Microcomputer National Master Standing Offer (NMSO). SSC determined through analysis that the vast majority of call-up transactions are for \$25K and under. As

such, these transactions represent high volume, low value, and are low complexity call-ups from the existing Standing Offer. The \$25K delegation cap benefits departments and agencies when placing orders, as the processing time outweigh the benefits

from savings when orders are consolidated and competed. Potential discounts can be provided to orders above \$25K, therefore SSC would process this request as the savings can potentially outweigh the processing time. To obtain larger savings on procurements,

SSC recommends that departments and agencies bundle orders internally prior to sending them to SSC

in order to qualify for Requests for Volume Discount. For more information on Call-up Limitations, please see:

<https://www.sscitpro-spcapproti2.com/category-s/285.htm>

Question 20

Does the current NMSO allow for Acquisition Card payments?

Answer 20

SSC requires that all NMSO orders are submitted

through the IT PRO webstore, including the Call-ups delegated under Phase 2. If exercising delegation, departments and agencies are permitted under the terms of the Standing Offer to follow-up with the vendor and use an Acquisition Card as a method of payment.

Question 21

Will all departments be able to prepare their own 942's or is this directed only to SSC?

Answer 21

For requirements within your delegation (ie NMSO components and systems under \$25,000) clients will be able to sign and submit the call up directly to the vendor. But each contract must reference an ITPro order number.

There are three options for processing a call-up once the order number is generated.

- 1- Process the order using your own system (eg. SAP) and email it directly to the vendor. The IT PRO order number must be entered on the 942 Form.
- 2- Go to My Account/Review Orders and follow the instructions to print the call up (942) and email it directly to the vendor. The IT PRO order number must be entered on the 942 Form.*
- 3- Request SSC to create the call up and SSC will process the order.

* Certified pursuant to subsection 41 of the Financial Administration Act, you must have delegated authority to sign the contract.

Question 22

Does the current funding include taxes & fees or not?

Answer 22

The Current funding section at the Checkout Page must reflect your Section 32 Approval amount, which should includes environmental fees, but not taxes.

Question 23

How many characters on the financial reference section?

Answer 23

50

5: ITPRO Ordering procedure Clarifications

Question 24

How can the requestor indicate that the purchase should be a set aside for AB vendor ?

Answer 24

For non-NMSO orders submitted through the exceptions page, you can request in the “Order Comments of the order page to place order with an aboriginal reseller.

ORDER COMMENTS: (OPTIONAL)



We also have aboriginal-only categories in the Notebook section. However all NMSO catalogues have at least three Aboriginal Resellers as a selectable option. The following page also indicates which reseller is aboriginal.

<https://www.sscitpro-spcapproti2.com/category-s/288.htm>

Question 25

In case a non-NMSO supplier offers a lower price than a NMSO supplier, how should we process the order of the NMSO product? As a technical exception?

Answer 25

You can submit a [technical exception](#).



Question 26

Must we use the 942 call-up document on IT Pro if our department has it's own system to create 942 documents?

Answer 26

All departments will be required to submit all orders in IT Pro. The orders and data needs to be reported and will be useful to us as part of our commodity management role. However, you are not required to use the integrated call up form. You can still use your own version as long as it contains all elements of a 942 and must include an IT Pro number.

Question 27

Once we add to cart will we get an SSC order number?

Answer 27

You get the order number only after the order is placed/submitted. And if you are processing your own call up for systems and components that are within your delegation, the contract must reference an SSC IT Pro number.

There are three options for processing a call-up once the order number is generated.

- 1- Process the order using your own system (eg. SAP) and email it directly to the vendor. The IT PRO order number must be entered on the 942 Form.
- 2- Go to My Account/Review Orders and follow the instructions to print the call up (942) and email it directly to the vendor. The IT PRO order number must be entered on the 942 Form.*
- 3- Request SSC to create the call up and SSC will process the order.

* Certified pursuant to subsection 41 of the Financial Administration Act, you must have delegated authority to sign the contract.

Question 28

How are the orders batched? By department, or by all departments?

Answer 28

Orders are batched by all departments as necessary to achieve best value for the Crown.

Question 29

If I need to purchase RAM for 2 different systems I currently have can I purchase the Ram on IT Pro or do I need to get it outside IT Pro ?

Answer 29

If the components is listed in IT Pro you may buy it in IT Pro otherwise you must submit a Technical Exception which will be processed by SSC. In order for SSC to process a Technical exception, you will need to provide a valid quote for the item(s) and a detailed technical explanation as to why similar NMSO products will not meet your requirements as defined by the nature of the application software being deployed. Requests, if granted, will be on a one-time basis.

Question 30



How does this work for urgent orders?

Answer 30

Time sensitive orders are submitted in the Time Sensitive section (found under the “Exceptions” section), <https://www.sscitpro-spcapproti2.com/category-s/143.htm> , and will be processed almost immediately. When you place a new Time Sensitive order, you MUST add, as attachments, a detailed time justification document describing the Department’s urgency (major organizational project affected, consequences for the Department if the procurement is not completed on time, why this procurement wasn’t planned to avoid urgency, etc.) and, in most cases to avoid further delays, a valid vendor quote. Please be advised that failure to provide the requested information above may result in the cancellation of your order.

Question 31

Can we still suggest a supplier with a procurement business number (PBN)?

Answer 31

Submit a request to ssc.itpro-approti.spc@canada.ca

Question 32

For file uploads what formats do you recommend?

Answer 33

Most formats will work, however, we recommend PDF or any MS Office documents.

Question 33

If one regularly orders a particular mouse that is not in the catalog, do you have a process to add to your catalog?

Answer 33

Submit a request to ssc.itpro-approti.spc@canada.ca to inquire about adding new products.

Question34

Can an NMSO item be bought (value \$33) under the technical exception under \$5K sub section urgent request?

Answer 34

If your order is under \$500, you can procure it yourself using an acquisition card. If you do not have delegated authority, urgent orders should be placed as Time Sensitive orders; you can use our Technical Exception page, [Time Sensitive Exceptions](#).

Question 35

What about quotes from Amazon? Does SSC buy from Amazon? If not why?

Answer 35

WTD-HW does not accept quotes or purchase products from Amazon or similar online retailers that do not conform to the terms and conditions set out in the Canadian federal government’s contract. For orders under \$5K, clients can purchase non-NMSO products from Amazon or similar online retailers using their acquisition card by if approved by SSC after submitting a request via the [Technical Exceptions under \\$5K](#) page.

Question 36

Is there a template for technical justifications?



Answer 36

No, there is no longer a specific template, please use the form of your choice as long as it explains and provides a valid justification for needing said product.

6: Miscellaneous

Question 37

Is the software category page where we can see what clients have the delegation to purchase themselves still valid/something Procurement Officers need to consult before purchasing software products?

Answer 37

The following page can be consulted:

<http://gcintranet.tpsgc-pwgsc.gc.ca/app-proc/parcourir-browse/logiciels-software/lgcl-ctgr-eng.html>

For follow-up questions on software, please contact:

softwareprocurement-appvisionnementlogiciels@ssc-spc.gc.ca

Question 38

Which email address do we send requests to join the mailing list for these update notices?

Answer 38

To be added to the IT Pro WTD-HW email list you can contact the WTD-HW inbox wtdhardware-materielatmt@ssc-spc.gc.ca.

Question 39

Is there a cut off time for IT Pro submissions for end of fiscal.

Answer 39

The cut-off date for guaranteed procurement contract award is December 1st, 2021. Please have orders in before beforehand for best chance of delivery before fiscal year end.

Question 40

**Do you have any written service standards somewhere that tells us the average time for processing requests?
And where can I get those for software that are submitted by IT PRO?**

Answer 40

For service standards please consult: <https://service.ssc-spc.gc.ca/en/services/mat-log/micro-ordinateurs/approv>

Or click the link below to navigate specific service standards for software and printing products:

<https://service.ssc-spc.gc.ca/fr/services/mat-log>

Please note that Servicing government website is currently being updated, for example the standard time for RVD is 60 business days, although changes are currently being made to change this to 90 days.

Question 41

For follow-ups on our orders to SPC? We rarely get follow-ups from your agents



Answer 41

For hardware products (microcomputers), if it is submitted to SSC via IT Pro and the request is being processed by SSC, the first step would be to check the [Weekly Order Status Report](#) page, because you can find the procurement officer's email and contact them directly. If your order number (IT Pro number) does not appear in the Order Status page, then you must contact the SSC Provisioning Service provisioningservice-serviceapprimentation@ssc-spc.gc.ca

For software: please contact softwareprocurement-appriementationlogiciels@ssc-spc.gc.ca

For printers: wtdprintingproducts-produitsimpressionatmt@ssc-spc.gc.ca

For all other business lines, contact the procurement officer assigned to your P2P Requisition.

Question 42

What is the service standards for RVD? How much time should we allow for this to be processed?

Answer 42

If the order is a standard requirement and no testing is required, it takes between 3-5 weeks for contract award; higher complexity requirement can take up 6-8 weeks for the contract to be awarded.

These processing times would be standard to all government departments, regardless of who is processing (SSC or OGD), as with any procurement there is time required to develop solicitation

documentation, a solicitation period (5 working days for RVDs), a period of time required to evaluate the bids, prepare contract documentation, have this reviewed and signed by the appropriate authorities.

SSC has received positive feedback on our RVD process, specifically concerning the added value of the optional quantities (SSC IT PRO Inventory Options) posted on the e-store, which provides better pricing and quicker processing time for large orders which would normally have to go through the RVD process. SSC recommends departments and agencies bundle orders internally before submitting them to SSC for procurement in order to achieve the greatest savings. If an order quantity or value is below the \$400k threshold for a RVD, SSC will combine requests from multiple parties if they are of similar technical specification and either process as an elevated call-up with a discount or compete this amongst suppliers to the NMSO via RVD. These requirements are bundled on a continuous 10-day schedule. The competition resulting from batching enables SSC to achieve cost savings of approximately 25-30% from the list price otherwise available through a Call-up as well as add optional quantities with the same or better pricing to the e-store for quicker transactions. Through delegating Call-ups on the Microcomputer NMSO under \$25K, SSC can devote additional capacity to RVDs and increase service standards during increased demand such as Fiscal Year End.

Question 43

Is there any kind of departmental administrator role to limit who can have an account in IT PRO?

Answer 43

Some departments and agencies have coordinated with SSC a single point of contact to control account management in IT PRO. If your department or agency wishes to limit who has access to IT PRO, please



contact our IT PRO Team and a departmental administrator role can be arranged with your organization.

Question 44

Have old IT Pro accounts been deleted?

Answer 44

Yes, a new account will have to be requested. Our objective is to clean up thousands of inactive accounts.

Question 45

The "Add to cart" to add just the vendor is a bit confusing. Could we just write "Select vendor" ?

Answer 45

Unfortunately, as of right now, it's a limitation of the system.

Question 46

Can you order more than 1 item in a single order?

Answer 46

Yes, but it must be from the same components list (i.e. under the same system and same vendor. You will not be able to combine multiple standing offers on one call up.

Question 44

When can we expect to see the standing offer documentation where we can see all the term and conditions and not just a list of the products available?

Answer 47

The NMSO Terms and Conditions are available in IT Pro. Click Here:

<https://www.sscitpro-spcapproti2.com/category-s/156.htm>

Question 49

Can you please provide the URL to the Serving Government site?

Answer 49

<https://www.canada.ca/en/shared-services.html>

Question 50

Will the purchases for the networks, servers and routers still be submitted in RAS or it submitted to IT Pro?

Answer 50

Orders for networks servers and routers are to be submitted through P2P.