

General:

Q. Help, why can I only see NMSO Catalogue?

A. If you are not logged into IT Pro, you can only view the NMSO Catalogue. You must be logged into IT Pro to be able to view all ordering options.

If you do not have an ITPro account please register for one here <https://www.sscitpro-spcaproiti2.com/register.asp>

Q. How does it work for urgent orders?

A. Urgent orders must be submitted as time sensitive orders in the Time Sensitive section and will be processed as high priority. Please note that time sensitive orders are subject for review and approval. For more information please see How To.

Q. We don't see Inventory on the IT Pro ?

A. Unlike Microcomputers, Printers & Scanners does not carry Inventory.

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

A. A client will get an IT Pro order number only after the order is placed. If you are processing your own call-up for printers and components that are within your delegation, the call-up must reference an IT Pro number.

Q. How do I submit a Security Requirement Check List (SRCL) with my order?

A. If you are ordering off the new Print Products NSMO, on the checkout page:

- You will need to indicate in the order comments section that there is a Security Requirement.
- You will need to select the correct option in the dropdown for SRCL & Classification.
- If you are not using your delegation, once you place the order, send the SRCL along with the IT Pro # in the subject line to this email box: WTDPrintingProducts / ProduitsImpressionATMT (SSC/SPC) ssc.wtdprintingproducts-produitsimpressionatmt.spc@canada.ca. SSC will include it along with the call-up when SSC sends it to the vendor.

If you are ordering a Non-NMSO exception:

- You will need to select the correct option in the dropdown for SRCL & Classification.
- You will include the SRCL along with the completed call-up on the checkout-page.

New Printing Products NMSO:

Q. If my department has its delegation for print items why do I need to use IT Pro?

A. All departments using their delegation or not will be required to submit all orders in IT Pro. The orders and data are tracked and reported.. Once the order is placed in IT Pro, you can send the call-up directly to the vendor.

Q. Why can I only add the top ranked device to my cart?

A. The Top Ranked device in the category is what has been assessed to be the best value to Canada. Therefore departments can only select the Top Ranked device.

Q. The vendor/device I want is ranked 3rd what do I do?

A. You must choose the top ranked vendor in the category. It has been assessed as the best valued device to Canada. If there is a Technical Justification, an exception request may be submitted to be assessed by SSC's Technical Authority., The requirement will be considered a Sole Source Procurement and not an NMSO procurement.

Q. Can you define CPI and CPC and the field where I would put the information?

A. CPI = Cost Per Impression, CPC = Cost per copy, or copy charges.

They are a fee that is paid per page printed that covers both maintenance/repairs and consumables for the device for the duration of the lease/contract. If you are leasing a device, this is a mandatory inclusion in the lease call-up. If you are purchasing a device it is optional, but it is the only way that you can have consumables provided as part of a package.

This is ordered on the IT Pro page as you are configuring your device, and based on a usage estimate. You order per 1000 sheets for the entire lease/CPI term length, for the total quantities of devices that you are ordering.

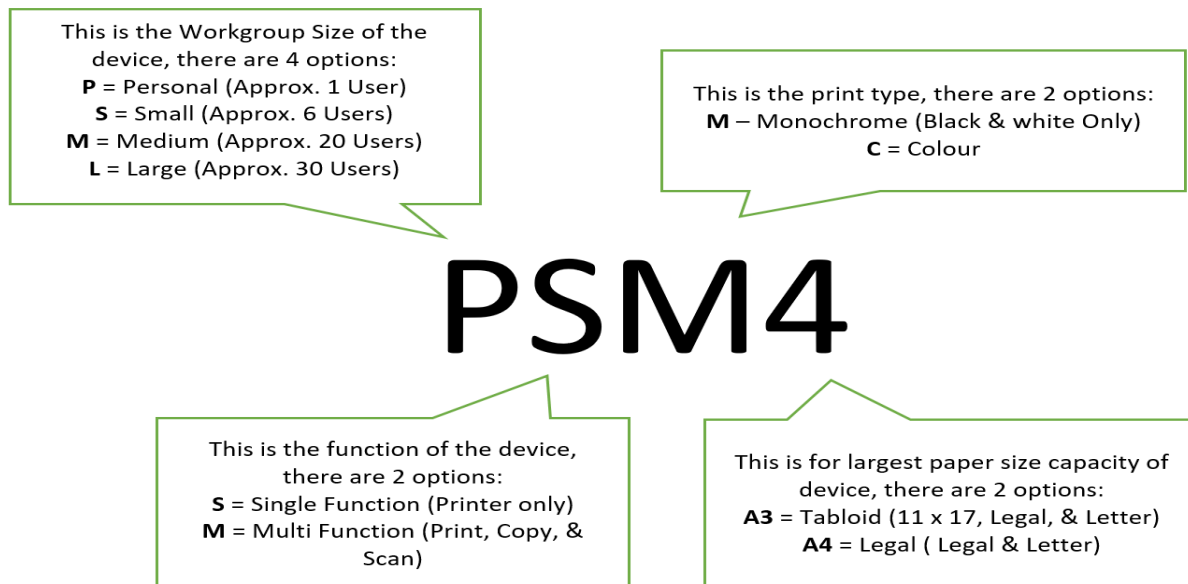
PP-SO-AO-CPI-RI.4520DN.B.L60	CPI - Black & White Per 1000 Sheet (estimated usage)	\$7.69	1	<input type="checkbox"/>
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Q. Are all supplies (e.g. toner) and maintenance included in the pricing?

A. This would be similar to the legacy NMSO, in order to include supplies and maintenance, you will need to include CPI. This can be done on both purchases and leases.

Q. What are the letter number combinations on the New NMSO Catalogue?

A. On the catalogue page in IT Pro, the letter number combinations are the categories names, and describe the devices in that category. They are all in the same format:



Q. Why is a device in more than one category?

A. 2 reasons:

- Look carefully to make sure that the model numbers are exactly the same, some devices have a B&W version that labeled a little differently than the colour (i.e. Altalink **B8055** vs. Altalink **C8055**, or the bizhub **558e** vs. bizhub **C558**).
- The vendors can provide the same device in multiple categories, so long as the device met or exceeded the required specifications of that category. This occurs most often in A3 & A4 cases, where the A3 (tabloid) device is offered in A4 Category, as it meets/exceeds the required specs.

Q. Help, I cannot add printer to cart.

A. There might be a couple of reasons why:

- Please ensure that you are logged into your account on IT Pro in order to add items to the cart.
- You can only have one parent item in the cart at one time, if there is something else in the cart then you can't add a new item.
- You must add the device to your cart and then add additional features.

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

A. Yes, but it must be the same device (i.e. under the same system and same vendor). You will not be able to combine multiple categories or standing offers on one call-up.

Q. Must we use the 942 call-up document on IT Pro if our department has our system to create 942 documents? Or for tracking purposes must we use the 942 call-up document on IT Pro?

A. If clients are using their delegation, then they are not required to use the integrated call-up form on IT Pro. Clients can use their own version as long as it contains all the elements of a 942 and include an IT Pro number. Clients will be able to sign and submit the call-up directly to the vendor.

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

A. For requirements within your delegation (i.e. NMSO Catalogue call-ups under \$100k or DISO call-ups up to \$400k) clients will be able to sign and submit the call-up directly to the vendor. Each contract must reference an IT Pro order number.

Q. Why can't I print the amended call-up from IT Pro?

A. When preparing an amendment to the New NSMO a call-up will not automatically be created by IT Pro, amendment call-ups must be prepared manually.

Q. What to do if the request goes over the NMSO category device call-up limitation?

A. If the request is over the call-up limitation, the SSC Print Team will process the request. If there is a high volume of devices, the team will look into processing a Departmental Individual Standing Offer (DISO) against the NMSO.

Q. Are any indigenous providers identified in supplier lists on IT Pro?

A. No, all call-ups must be directed to the OEM.

Q. 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?

A. All documents have been uploaded in English. The French version will be uploaded shortly.

NMSO documents can be found here: <https://www.sscitpro-spcapproti2.com/category-s/342.htm>

IT Pro:

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

A. Some departments and agencies have coordinated with SSC on 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 at itpro / approti (SSC/SPC) ssc.itpro-approti.spc@canada.ca and a departmental administrator role can be arranged with your organization.

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

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

Q. For file uploads what formats do you recommend?

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

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

A. 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.

Q. If there are multiple delivery points in different provinces are we able to have the cart reflect the different enviro fees and taxes?

A. 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.

Q. How many characters on the financial reference section?

A. 50

Legacy NMSO:

Q. How do we amend call-ups off the Legacy NSMO (EZ107-120003/xxx/VAN)?

A. Call-up from the Legacy NMSO can be submitted in the Contract Amendment section. For further information please see the How To document.

Q. What to do if a contract has already expired and need to renew it?

A. At this time, SSC is not accepting renewals for expired devices. These devices will need to be replaced with a new device from the New NMSO and any unpaid invoices paid via the client department's confirming order process.

Q: What is the process for ordering toner:

A: Please see the How To document for more information. Please use the Toner Standing Offer found here: <https://qcconnex.gc.ca/file/group/20305797/all#21157988>. If the toner you require is not on the NMSO, please contact the Toner Standing Offer Authority for approvals.

Non NMSO Devices/Items:

Q: What is the process for Non-NMSO items?

A. Please submit requests for non NMSO items as a Technical Exception. Please see the How To document for more information.

DISO:

Q. What is a DISO?

A. A DISO is a Departmental Individual Standing Offer. It includes the service catalogue for the WTD Printing Products at a discount from the NMSO and in addition includes options for Managed Print Services (MPS), Print Management Software (PMS) services and Managed Content Services (MCS) professional services.

Upon clients request to establish a DISO, SSC will issue a Request for DISO to be competed among the NMSO holders based on the NMSO and client specific requirements. Once a DISO is issued, clients can issue call-up up to \$400k and can enable standardization without further competition for the life of the DISO.

Request for DISO's should be received from the departmental CIO or Print Lead and sent to the Standing Offer Project Authority at SSC.provisioningservice-serviceapprovisionnement.SPC@canada.ca and to the Standing Offer Authority at ssc.wtdprintingproducts-produitsimpressionatmt.spc@canada.ca.