

HOW TO ORDER EVERYTHING RELATED TO WTD PRINTING PRODUCTS

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Introduction

Hello everyone and welcome to the Printing Products how-to document.

In this document you will find a step by step guide on how to submit orders for all Printing Products under SSC's mandate. It will also include helpful notes and answers to some frequently asked questions.

If there are still questions that you have or some of the steps or processes are unclear, please contact the Print Team at the email below, we are always here to help.

WTDPrintingProducts / ProduitsImpressionATMT (SSC/SPC) ssc.wtdprintingproducts-produitsimpressionatmt.spc@canada.ca

Print Overview

In 2013, an Order in Council (OiC) added the procurement of Workplace Technology Devices (WTD) to SSC's mandate; this included Microcomputers (hardware), Software, and Printing Products. In 2015, SSC launched the requirement and procurement strategy for the replacement of the legacy print vehicle. In May 2019, the New Printing Products NMSOs were awarded to 3 Original Equipment Manufacturers (OEM vendors): Konica Minolta Business Solutions Canada, Ricoh Canada, and Xerox Canada. The NMSO is split into two streams, Catalogue and Departmental Individual Standing Offer (DISO).

This new NSMO differs from the previous Imaging hardware and Scanner NMSO's in a few key ways:

- Clients must purchase the top ranked product within each category when ordering from the catalogue
- All orders from the New NMSO must first be placed in ITPro, and then sent to the vendor if using your departmental delegation. All New NMSO call-ups MUST include an ITPro or SSC # on the call-up to be accepted by the vendor.
- Client Delegation is \$100K (including taxes and environmental fees) when ordering from the catalogue and \$400k when ordering from a DISO. Call-ups over \$100K are to come through to SSC for processing.
- Call-ups only go to the OEM (OEMs can engage resellers to fulfill orders but the management and billing is OEM's responsibility)
- Comprehensive Land Claims Agreement Areas (CLCA areas) requirements are covered in the NMSO
- Ranking in the catalogue is based on Vendor Performance, Small and Medium Enterprise Program and Price
- Managed Print Services, and additional software & services are available in a DISO

In addition to this new NSMO, the Legacy Toner RMSO is still active and can be ordered under the departmental delegation or through the ITPro store.

SSC will continue to process non-NMSO printing products such as plotters/large format printers, production devices, and speciality devices as part of the technical exception process.

Delegation

Departments and agencies with delegated authority to procure directly from the Printing Products NMSO can prepare and send call-ups directly to vendors after the order is placed in ITPro. All call-ups using delegated authority must contain the IT Pro # (with the exception of toner). Contact your departmental procurement team to obtain further information on delegated authorities within your organization. Departments and agencies may issue their own imaging hardware and document scanner call-ups up to \$100K (including taxes and environmental fees) and up to \$25K (including taxes) for toner.

Departments and agencies with delegated authority that do not have the capacity to procure directly may come to Shared Services Canada for the procurement of their print requirement.

Accounts

In order to place an order in ITPro, you will need an ITPro account. You can request an account here: <https://www.sscitpro-spcapproti2.com/register.asp>

Please read all instructions before and after submitting your registration.

Accounts for some departments are restricted at the request of the departments. This might mean there is a list of approved users or that there is a contact (Gatekeeper) that must approve all accounts for the department. This can lead to a slightly longer time in getting the account approved. Not all departments have a set up like this.

There are read only accounts available which will allow users to see all the Pricing on ITPro, but will not allow them to actually place an order.

New NMSO

Orders can only be submitted for the #1 ranked device.

For all new NMSO orders placed in ITPro, if it is within the \$100K delegated limit, you will receive an email from SSC's Provisioning Team asking how you want to proceed with the ordering process, whether you want to use your delegation or have SSC process the order. If the order is above \$100k, then it will automatically be sent to SSC procurement for processing.

Printers

1. Log onto ITPro.
2. Go to: Home > Printers and Scanners > NMSO Catalogue (Print) > Print Catalogue.
3. Choose the device category that you want to order from (the categories give a description of the industry average recommended number of users and Monthly Impressions per Device (MIPD). These are only recommendations to help guide you to the correct category).
4. Once the device is chosen (it must be the top ranked device), select the ordering option (Purchase, 24mth lease, 36mth lease, 48mth lease, 60mth lease) and click on the hyperlink.
5.
 - a. For purchases:
 - i. CPI start & end dates are optional. If you choose to use this option, you need to include the CPI Term (24mth, 36mth, 48mth, 60mth) via the start and end dates. The start date need to start on the first day of the month.
 - ii. Select the quantity of units you want to order and add the device to Cart and continue shopping.
 - iii. Select any additional items you wish to purchase - place a checkmark in the Add column, enter the quantity and click Add to Cart at the bottom of the page. *If you are including the CPI program on the purchase please ensure you include estimated usage.*
 - iv. Proceed to check-out
 - b. For leases:
 - i. CPI start date should start on the first of a month and take into consideration that it is required to allow the vendors 10 Federal Government work days delivery. If the order is to be processed by SSC, you should also allow for additional time for SSC to process the order. It is recommended that requirements be sent in 2-3 months ahead of requested start date.
 - ii. Select the quantity of units you want to order and add the device to Cart and continue shopping.
 - iii. Select any additional items you wish to purchase - place a checkmark in the Add column, enter the quantity and click Add to Cart at the bottom of the page. *It is best practice to always input the CPI first so you don't forget it.*
 - iv. Proceed to check-out.
6. Once everything is in your Cart, you should double check the items, and that the Environment Fee (EHF) is the correct one for the delivery address of your order.
 - a. If the EHF's are not correct, then you will need to update it by clicking on the **Yellow highlighted text** on the bottom of the Cart, it will open up additional fields to allow the change in delivery address, hit "recalculate". This should update to the correct EHF for the province of delivery.
 - b. Click 'Proceed to Checkout'.
7. On the Checkout page, fill out all the fields:
 - a. ITPro saves the billing and shipping addresses that are inputted, the names of the saved addresses are pulled from the Top Department and Address field.
 - b. Payment Method will always be Pay By Invoice.

- c. Order Comments – the items put in this section will show up in “Special Instructions” field on the call-up; this should be used for notes to SSC and the vendor.
 - d. Requestor – this should be the person placing the order.
 - e. Section 32 – Name of Section 32 Authority that has approved this request Pursuant to sub-section 32(1) of the FAA, that funds are available.
 - f. Current Funding – this is the amount of funding that the Section 32 Authority signed off on (it should be at least the Pre-tax total).
 - g. Funds FY – Leases should always be Multiple funding Years; Purchases would be the FY of choice.
 - h. Client Ref – this is your internal reference number that you want to show up on the invoices.
 - i. Security classification and SRCL – Please choose the correct option from the drop-down. If there is an SRCL, please see Notes.
 - j. Multiple Shipping – check if there are multiple shipping addresses for the devices on the call-up.
 - k. Alternate Contact – Name, Email and Telephone Number - this is a back-up in case we cannot reach the requestor with urgent questions.
 - l. Technical Authority Contact - Name, Email and Telephone Number
 - m. Invoice options – pick an option from the drop-down.
8. Place order.
 9. Once the order is placed, it will take you to an order confirmation page that will give the ITPro # for the order as well a link that will take you to a completed 942 form. An email receipt will also be sent to the email address on the submitter’s account. See note #1.

Scanners

1. Log onto ITPro.
2. Go to: Home > Printers and Scanners > NMSO Catalogue (Print) > Scan Catalogue.
3. Choose the device category that you want to order from.
4. Once the device is chosen (it must be the top ranked device), click on the Product Name.
5. Choose the Advance Exchange Warranty if required, and add device to cart.
6. Optional: Select additional items you wish to purchase - place a checkmark in the Add column, enter the quantity and click Add to Cart at the bottom of the page.
7. Once in your Cart you should double check the items, and the Environment Fee (EHF) is the correct one for the delivery address of your order.
 - a. If the EHF’s are not correct, then you will need to update it by clicking on the **Yellow highlighted text** on the bottom of the Cart, it will open up additional fields to allow the change in delivery address, hit “recalculate”. This should update to the correct EHF for the province of delivery.
 - b. Hit ‘Proceed to Checkout’.
8. On the Checkout page, fill out all the fields:
 - a. ITPro saves the billing and shipping addresses that are inputted, the names of the saved addresses are pulled from the Top Department and Address field.
 - b. Payment Method will always be Pay By Invoice.
 - c. Order Comments – the items put in this section will show up in “Special Instructions” field on the call-up; this should be used for notes to SSC and the Vendor.
 - d. Requestor – this should be the person placing the order.
 - e. Section 32 – Name of Section 32 Authority that has approved this request Pursuant to sub-section 32(1) of the FAA, Funds are available.
 - f. Current Funding – this is the amount of funding that the Section 32 Authority signed off on (it should be at least the Pre-tax total).

- g. Funds FY – Leases should always be Multiple funding Years; Purchases would be the FY of choice.
 - h. Client Ref – this is your internal reference number that you want to show up on the invoices.
 - i. Security classification and SRCL – Please choose the correct option from the drop-down. If there is an SRCL please see Notes.
 - j. Multiple Shipping – check if there are multiple shipping addresses for the devices on the call-up.
 - k. Alternate Contact – Name, Email and Telephone Number - this is a back-up in case we cannot reach the requestor with urgent questions.
 - l. Technical Authority Contact - Name, Email and Telephone Number
 - m. Invoice options – pick an option from the drop-down.
9. Place order.
10. Once the order is placed, it will take you to an order confirmation page that will give the ITPro # for the order as well a link that will take you to a completed 942 form. An email receipt will also be sent to the email address on the submitter's account.

Notes

1. It is best practice to make note of the ITPro # in your file, or print out the emailed receipt and include that in your file.
2. When you place a New NMSO order in ITPro, a call-up is created by the programme. This is the call-up that SSC will send to the vendor. However, a completed Purchase Requisition (PReq), or equivalent document should be obtained before the order is placed to secure funds (at checkout you are required to certify that there are funds and who the S32 Authority is).
3. A call-up will also need to be created in you're financial system in order to pay invoices. This call-up should include most of the information that is on the ITPro/SSC call-up (see list below) but can be broken down into FY or however else you want to break it down.
 - The SSC/ITPro #;
 - The device being ordered;
 - The additional features (besides mainframe) being ordered;
 - The CPC rates being paid;
 - The lease dates; and
 - Make sure that the totals all match the ITPro/SSC call-up (subtotal, tax and overall total).
4. For the New NSMO, to get the pricing, there are 2 methods:
 - a. You can request a quote from the vendor for pricing for the device. You will need to go into ITPro and check with top ranked vendor in the category that you wish to purchase/lease from requesting a quote for that device. It is important to check which vendor is top ranked in the category first, as you can only order the top ranked device.
 - b. The other way to get the pricing is to build the device that you're looking for, and have it all in your cart, but don't proceed to checkout and take a screenshot or snip of the cart and use that as your quote. All the pricing on the ITPro site is the binding NMSO price. Once you have captured the totals and description you can then empty your cart., This does mean that you'll have to build the device twice in your cart.
5. Prices are refreshed on a quarterly basis on January 1, April 1, July 1, October 1. On the month before the Quarterly Price Refresh, the departmental technical team should strive to get their order in to their procurement team by mid-month in order for their procurement team to submit the ITPro order before the end of the month to avoid potential issues for the order having to be re-done if the refresh changes rankings.
6. Ensure your ITPro # is included on your call-up form if you are using your delegated authority

Legacy NMSO

On April 01, 2020 the Legacy Imaging Hardware & Scanner NMSOs (EZ107-120003 & EZ107-120005) expired. New call-ups can no longer be placed against either NMSOs, however, amendments to call-ups previously placed under these NMSOs can be submitted under the Contract Amendment section on ITPro as long as the call-up has not expired. The remaining Legacy NMSO (EZ107-120002) for Toner is still active until February 28, 2021.

If your department has been sending the toner call-ups to vendors directly, then you can continue to operate as such.

Toner RMSO

Pricing for the Toner RMSO can be 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.

How to

1. Log onto ITPro.
2. Go to: Home > Printers and Scanners > RMSO Toner - EZ107-120002/xxx/VAN (Print)
3. Click on the image; pick the RMSO (toner is the only option); enter the contract start date (i.e. the delivery date) and description (optional); enter the total Estimated Cost. Please keep the Qty field equal to 1, the requested order quantity should be send via the call-up. Add to Cart.
4. Once in your Cart, you should double check the items (there should be no Environment Fees (EHF) in the cart).
5. Click 'Proceed to Checkout'.
6. On the Checkout page fill out all the fields:
 - a. ITPro saves the billing and shipping addresses that are input, the names of the saved addresses are pulled from the Top Department and Address field.
 - b. Payment Method will always be Pay By Invoice.
 - c. Order Comments – the items put in this section will show up in “Special Instructions” of the call-up; this should be used for notes to SSC and the Vendor.
 - d. Requestor – this should be the person placing the order.
 - e. Section 32 – Name of Section 32 Authority that has approved this request Pursuant to sub-section 32(1) of the FAA, Funds are available.
 - f. Current Funding – this is the amount of funding that the Section 32 Authority signed off on (it should be at least the Pre-tax total).
 - g. Funds FY – Purchases would be the FY of choice.
 - h. Client Ref – this is your internal reference number that you want to show up on the invoices.
 - i. Security classification and SRCL – Please choose the correct option from the drop-down.
 - j. Multiple Shipping – check if there are multiple shipping addresses on the call-up.
 - k. Alternate Contact – Name, Email and Telephone Number - this is a back-up in case we cannot reach the requestor with urgent questions.
 - l. Technical Authority Contact - Name, Email and Telephone Number
 - m. Invoice options – pick an option from the drop-down.
7. You **MUST** attach documents (completed call-up, quote (optional), any additional documentation (optional) before you are able to submit the order. This can either be done by combining all your order documents into a single PDF before submitting the order and attaching that one, or by hitting the ctrl key and highlighting multiple documents and attaching those.

8. Place order.
9. Once the order is placed, it will take you to an order confirmation page that will give the ITPro # for the order. An email receipt will also be sent to the email address on the submitter's account.

Non-NMSO Products

Before submitting an exception request, please review the devices listed on the current NMSO catalogue (<https://www.sscitpro-spcaproti2.com/category-s/290.htm>). You must order the top-ranked device in a category.

In order for an exception to be granted, the exception request must contain a justification. Exception requests without a justification will be automatically rejected. Please upload your justification in the “required documents to complete your order” section of the checkout page.

Exception requests, if granted, will be on a one-time basis.

Two Types of Exceptions

1. **Technical Exceptions** are requirements that fall within SSC Print scope but does not fall under the NMSO. This can include large format printers/plotters, mobile printers, speciality scanners, and production devices. Technical exceptions for devices that are not on the catalogue, but similar in specifications to devices in the catalogue will be closely reviewed and likely rejected.

Quotes will be required to be submitted with the request:

- 1 quote for requests under \$1K, taxes included; and
- 3 quote for requests that range from \$1k-\$25K, taxes included.
- For requirements over \$25k, a comprehensive Statement of Requirement will need to be provided and SSC will solicit for quotes.

The justification supplied with your order must be technical in nature (e.g. missing features) and explained in detail, with evidence, the reason(s) why the top-ranked catalogue device does not meet your requirements.

2. **Time Sensitive Exceptions** are requirements needed in a very quick turnaround. Normal Service Levels for NMSO catalog orders is 30 days and the minimum required time to process a Technical Exception order is approx. 3 weeks based on it's complexity.

Examples could include:

- Duty to accommodate
- Device replacement for VIP users (example: Minister's office)
- Immediate impact to operations
- Urgent requirement for high visibility projects that impacts the Department's mission.

The justification must also contain:

- consequences for the Department if the procurement is not completed in a timely manner;
- reasons why this procurement wasn't planned to avoid urgency; and
- a valid vendor quote, to avoid further delays.

Note: Lease renewal/extension requests do not qualify as Time Sensitive in most cases as this exception should not be used to compensate for lack of proper planning.

How to

1. Log onto ITPro.
2. Go to: Home > Printers and Scanners > Exceptions (Print).
3. Select the type of Exception that you want to submit Technical or Time Sensitive.
 - a. Technical – Pick the Reason for the exception from the list; enter the requested delivery date; and Total Order Estimated Cost. Please keep the Qty field equal to 1, the requested order quantity should be send via the quote. Add to Cart.
 - b. Time Sensitive – Pick the Reason for the exception from the list; enter the preferred supplier and requested delivery date; and Total Order Estimated Cost. Please keep the Qty field equal to 1, the requested order quantity should be send via the quote. Add to Cart.
4. Once in your Cart, you should double check the items (there will be no Environment Fee (EHF) in the cart as they should be included on the quotes).
5. Click 'Proceed to Checkout'.
6. On the Checkout page, fill out all the fields:
 - a. ITPro saves the billing and shipping addresses that are input, the names of the saved addresses are pulled from the Top Department and Address field.
 - b. Payment Method will always be Pay By Invoice.
 - c. Order Comments – the items put in this section will show up in “Special Instructions” of the call-up; this should be used for notes to SSC and the vendor.
 - d. Requestor – this should be the person placing the order.
 - e. Section 32 – Name of Section 32 Authority that has approved this request Pursuant to sub-section 32(1) of the FAA confirming that funds are available.
 - f. Current Funding – this is the amount of funding that the Section 32 Authority signed off on (it should be at least the Pre-tax total).
 - g. Funds FY – Leases should always be Multiple funding Years; Purchases would be the FY of choice.
 - h. Client Ref – this is your internal reference number that you want to show up on the invoices.
 - i. Security classification and SRCL – Please choose the correct option from the drop-down. If there is an SRCL please see Notes.
 - j. Multiple Shipping – tick if there are multiple shipping addresses for the devices on the call-up.
 - k. Alternate Contact – Name, Email and Telephone Number - this is a back-up in case we cannot reach the requestor with urgent questions.
 - l. Technical Authority Contact - Name, Email and Telephone Number.
 - m. Invoice options – pick an option from the drop-down.
7. You must attach documents before you are able to submit the order, this can either be done by combining all your order documents into a single PDF before submitting the order and attaching that one, or by hitting the ctrl key and highlighting multiple documents and attaching those.
8. Place order.
9. Once the order is placed, it will take you to an order confirmation page that will give the ITPro # for the order. An email receipt will also be sent to the email address on the submitter's account.

Examples of what's in and out of SSC Print scope

Please note that this is not an exhaustive list, just one for reference.

Item	In Scope	Out of Scope (PSPC)	Item	In Scope	Out of Scope (PSPC)
2D or 3D Printers		•	Maintenance and Support on Scanners and Printers	•	
Archival Book Scanners	•		Managed Print Services	•	
Barcode, RFID scanners/readers or Portable Data Entry Units		•	Microfiche		•
Business card scanners		•	Network connected printers	•	
Business scale non-network scanners and printers	•		Network connected scanners	•	
Departmental Print Shops		•	Plotters/wide format Printer/Scanners	•	
DISC Publisher		•	Printers for international locations	•	
Disk printers		•	Production Scale Printers or Scanners	•	
Flatbed Scanners (i.e. LAC)	•		Reprographics		•
High Speed Scanners (i.e. RCMP)	•		Residential scale non-network scanners and printers **if the computer is connected to the network, then the printer is connected to the network		•
ID or passport printers		•	Scanning as a service		•
Image Point Server		•	Specialized scanning equipment		•
Inventory scanner and bar code printer		•	Stand-alone Fax		•
Label Printers (including thermal)		•	Toner / Ink	•	
Laser or jet ink printers	•				

Amendments

This section of the ITPro store is where any amendments are submitted, this included New NMSO, undelegated Legacy NMSO amendments, and all non NMSO amendments. Amendments to the New NMSO orders must be submitted through ITPro even if the order was sent to the vendor under a department's delegation; Once the order is placed, if the amendment and contract value does not exceed \$100K delegation level, you will receive an email from our Provisioning Team asking how you want to proceed with the ordering process, if you want to use your delegation or have SSC process the amendment. All other amendments will automatically be sent to SSC procurement for processing.

ITPro will not create a call-up for any type of amendment, this must be done manually outside the system, either in your financial system or using a PDF template.

How To

1. Log into ITPro.
2. Go to Home > Printers and Scanners > Contract Amendment (Print)
3. Click on the image:
 - a. Choose the correct options from the drop-down based on the amendment that you are submitting.
 - b. Fill in the sections with the required information.
 - c. For Legacy NMSO (EZ107-120003/xxx/VAN) – you will need to attach a completed call-up amendment at the end of the check-out. SSC will review, sign, and send this document to the vendor. This type of order automatically comes to SSC for procurement.
 - d. For New NMSO amendments (2BP-9-10047402/F/xxx), you will need to carefully detail what it is that you want amended in the order, and supply a copy of the previous/original contract at the end of the check-out page. Again, once the order is placed, if it is below the \$100K delegation level, the person who placed the order will receive an email from our Provisioning Team asking how you want to proceed with the ordering process and if you want to use your delegation or not, you choose the appropriate option.
 - e. For non-NMSO amendments you will need to carefully detail what it is that you want amended in the order, and supply a copy of the previous/original contract at the end of the check-out page.
 - f. The quantity should always be one, we are only amending a single contract regardless of how many devices are on that one contract.
 - g. Add to cart.
4. Once in your Cart, you should double check the items (there will be no Environment Fee (EHF) in the cart as they should be included on the quotes).
5. Click 'Proceed to Checkout'.
6. On the Checkout page, fill out all the fields:
 - a. ITPro saves the billing and shipping addresses that are inputted, the names of the saved addresses are pulled from the Top Department and Address field.
 - b. Payment Method will always be Pay By Invoice.
 - c. Order Comments – the items put in this section will show up in "Special Instructions" of the call-up; this should be used for notes to SSC and the Vendor.
 - d. Requestor – this should be the person placing the order.
 - e. Section 32 – Name of Section 32 Authority that has approved this request Pursuant to sub-section 32(1) of the FAA, Funds are available.
 - f. Current Funding – this is the amount of funding that the Section 32 Authority signed off on (it should be at least the Pre-tax total).
 - g. Funds FY – Leases should always be Multiple funding Years; Purchases would be the FY of choice.

- h. Client Ref – this is your internal reference number that you want to show up on the invoices.
 - i. Security classification and SRCL – Please choose the correct option from the drop-down. If there is an SRCL, please see Notes.
 - j. Multiple Shipping – check if there are multiple shipping addresses for the devices on the call-up.
 - k. Alternate Contact – Name, Email and Telephone Number - this is a back-up in case we cannot reach the requestor with urgent questions.
 - l. Technical Authority Contact - Name, Email and Telephone Number.
 - m. Invoice options – pick an option from the drop-down.
7. You must attach documents before you are able to submit the order, this can either be done by combining all your order documents into a single PDF before submitting the order and attaching that one, or by hitting the ctrl key and highlighting multiple documents and attaching those.
 8. Place order.
 9. Once the order is placed, it will take you to an order confirmation page that will give the ITPro # for the order. An email receipt will also be sent to the email address on the submitter's account.

DISO

Considerations to implement a DISO.

- Call-ups will be issued to one Offeror
- Higher call-up limits up to \$400k
- Enable Standardization
- Higher discounts than the NMSO

How to Request a DISO

- Contact Standing Offer Project Authority (Email: SSC.provisioningservice-serviceapprovisionnement.SPC@canada.ca).
- Accept the attached [SSC Letter](#) as open invitation to request for a DISO.
- [DISO request letter](#) to be signed by client print team lead at least director approval or CIO. Templated text attached, please paste on your organization's letter head and forward signed copy to Standing Offer Project Authority ([WTD Provisioning generic mailbox SSC.provisioningservice-serviceapprovisionnement.SPC@canada.ca](#)) and copy to Standing Offer Authority (ssc.wtdprintingproducts-produitsimpressionatmt.spc@canada.ca),

FAQ

Please see the FAQ document on ITPro. It can be found here: <https://www.sscitpro-spcapproti2.com/category-s/339.htm>

The Fine Print

ITPro is only to be used by government employees who have the authority from their organization to order the goods and services available on the portal (procurement authorities and certain IT groups)

Customers remain financially responsible for acquiring and providing printing products and related support services to their own organization.