



## **SSC IT Procurement**

How-To Submit an Order for  
Microcomputers on IT Pro

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## Purpose

This guide was developed to provide step by step instructions for departments and agencies on how to submit orders using Shared Services Canada's (SSC) Information Technology (IT) Procurement (SSC IPro) e-store. SSC IPro is an ordering portal developed to assist Clients to easily submit orders against existing procurement vehicles.

## Background

The Government of Canada announced an Order-in-Council (OIC), effective on September 1, 2015, that establishes Shared Services Canada (SSC) as the sole provider of information and communications technology (ICT) goods and services to all federal departments and agencies. The OIC requires that most departments and agencies submit their requests to SSC for [Workplace Technology Devices \(WTD\)](#) related hardware to achieve the following objectives:

- Increase security by implementing supply chain integrity (SCI) checks and validation; and
- Leverage the buying power of the government of Canada (GC) to achieve savings.

To achieve these objectives, SSC has changed the process to submit an order against the Microcomputer National Master Standing Offer (NMSO) which is one of the standing offers on the IPRO site.

## Key Elements of the Current Business Process

SSC IT Pro was developed to allow SSC to meet the increased business volumes while also adding value through increased security and leverage the government buying power to achieve savings. In order to achieve these outcomes, SSC has developed mandatory set of business rules to assist in the consolidation and standardization efforts to expedite Clients' orders.

1. Phase 2 Delegation, initiated in April 2019, delegated purchasing authority to Ministers of client departments to purchase up to \$25,000.00 (tax included) of systems, monitors, and accessories on the NMSO directly through IT Pro. Clients should confirm the authority has been sub-delegated to their level before issuing a call-up under \$25K directly to an NMSO supplier.
2. All orders for NMSO systems, monitors, peripherals and components that exceed \$25,000.00 (tax included), which is currently the call-up limitation for clients, must be processed by SSC.
3. Any NMSO orders exceeding the respective SSC call-up limitations (ranging up to \$400K) of each device, must be competed by SSC using the Request for Volume (RVD) process and may be competed by SSC using a Request for Quote (RFQ) process. Requirements should be genericized to increase competition.

4. Orders for brand-specific products not listed in the IT Pro site require technical justifications, and brand-specific, no substitute requirements will not be admissible for any requirement within [Trade Agreement Thresholds](#).

## Contract Administration

The following information is helpful to Clients for managing their requirements after SSC has processed the order:

1. The Client is accountable to provide the original approval by their Section 32 authority in the case of an audit;
2. Suppliers will continue to deliver and invoice Client departments and agencies directly;
3. Standard delivery timeline is for NMSO devices is 30 federal government working days; otherwise, it will be noted on the contract document.
4. If there are any contracting issues that cannot be resolved by the department or agency, contact the SSC contracting authority listed on the contract/call-up;
5. For all regular [NMSO Catalogue](#) and [Exception](#) orders, SSC will provide a copy of the original contract to the Client when issuing the contract to the Supplier by email;
6. For all SSC IT Pro Inventory orders, the original contract can be downloaded from the [IT Pro Inventory Contracts](#) page by inputting the IT Pro order number associated with the order.
7. Environmental Handling Fees (EHFs/eco fees) may be applicable to your order and must be paid if applicable (see the [Electronic Products Recycling Association \(EPRA\)](#) for more background and up-to-date fees). Clients are responsible for taking the additional fees into consideration when certifying section 32. EHFs are automatically calculated for NMSO catalogue. For [SSC IT Pro Inventory Options](#) and [Client-Specific Options](#), EHFs are only calculated for systems, any EHFs for associated peripherals must be calculated separately from IT Pro. IT Pro cannot pre-calculate any EHFs for Technical Exceptions orders, so clients must refer to quotes or the [EPRA](#) website when estimating fees for section 32.
8. Shipping fees may be applicable to [SSC IT Pro Inventory Products](#) and [Client-Specific Options](#), and if they apply, they will be charged at cost and shown as a separate line item on your final invoice from the vendor. Contact the vendor in advance for shipping cost estimates;

## Setting up an IT Pro user account

An IT Pro account is required to access the full features of the site including purchasing, status updates, viewing prices, etc. Register [here](#).

Visit the "[How to create an account](#)" page on IT Pro for a step-by-step guide.

Some departments and agencies have set restrictions on who can have access to SSC IT Pro based on organizational structures. Your account will be validated by SSC and, if applicable, your individual department or agency may review user accounts on a continual basis.

Before placing an order, please ensure to read:

- The Terms and Conditions of using the site: <https://www.sscitpro-spcaprofi2.com/terms.asp>
- The Terms and Conditions pertaining to the Microcomputer NMSO: <https://www.sscitpro-spcaprofi2.com/category-s/156.htm>
- The business rules contained in this entire document to ensure that your order is in the proper format for SSC to process otherwise your order may be cancelled and you will have to resubmit.

## Ordering Options

Breaking down the ordering process, there are several sub-category options available for ordering:

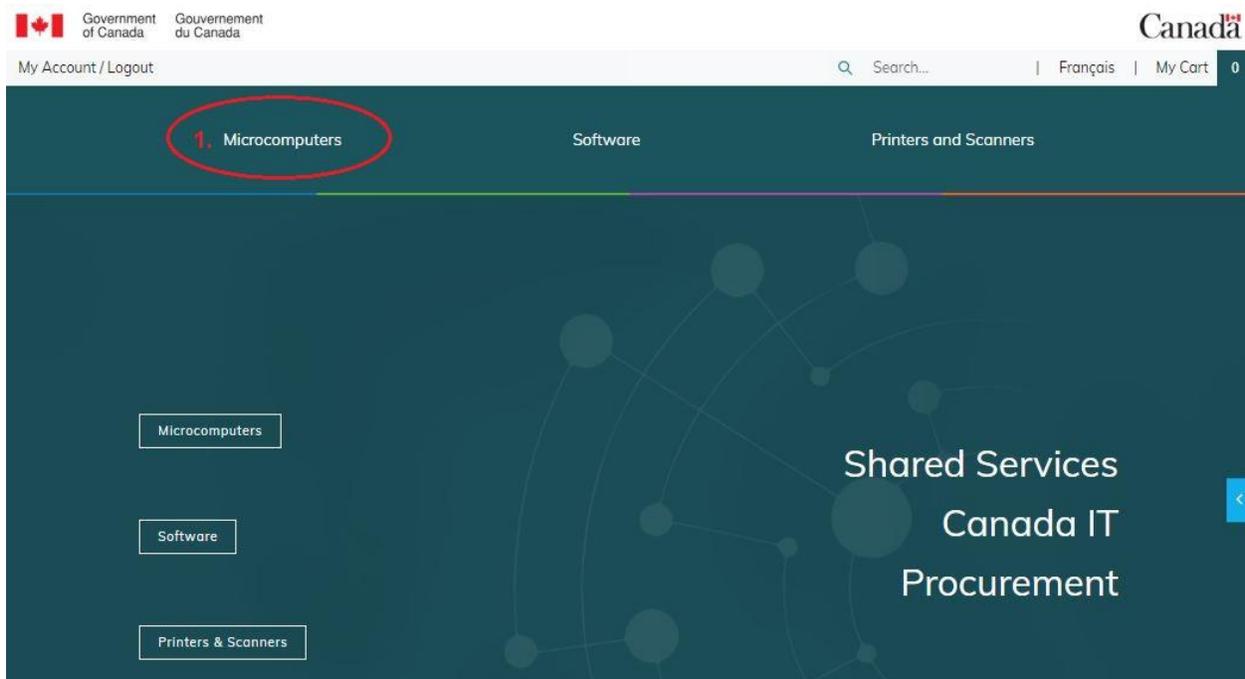
1. NMSO Catalogue Purchasing
  - a. Call-ups;
  - b. Elevated Call-ups;
  - c. Generic Orders; and
  - d. Buying Components Only.
2. RVD Portal
3. SSC IT Pro Inventory Options
4. Client-Specific Options (Result of previously completed RFQ and RVD contracts);
5. Exceptions
  - a. Technical Exceptions
  - b. Time Sensitive Exceptions
6. Additional Information and Functions
  - a. IT Pro Inventory Contracts
  - b. Weekly Order Status Report
  - c. Additional General Site Info
  - d. NMSO-related Information

# 1. NMSO Catalogue Purchasing

The NMSO catalogue consists of thousands of hardware systems and peripherals available to purchase. Delivery times for our NMSO catalogue are within 30 federal government working days from contract award as per the NMSO terms and conditions.

Ordering microcomputers from ITPRO consists of a few short steps. We'll go through the basic steps of ordering via call-ups while highlighting the different nuances in the ordering options. Once you have created your account, have narrowed down your requirement, and logged into the ITPRO site you are ready and able to create your order. Client departments are able to purchase up to \$25,000.00 of NMSO products on their own without having this order redirected to SSC. Orders above the \$25,000.00 threshold will be processed by SSC.

## a. Call-ups



**Step 1:** Once you are logged in make sure to select **Microcomputers** at the top.

You can find the sub-categories for purchasing options from the main Microcomputers page. Purchasing from these options are described below in greater detail:

[Microcomputers](#)      [Software](#)      [Printers and Scanners](#)

Home > Microcomputers

**Choose a sub-category:**

- 1 • Inventory Products
- 2 • NMSO Catalogue
- 3 • Client-Specific Options
  - Weekly Order Status Report
- 4 • RVD Submission
- 5 • IT Pro Inventory Contracts
  - Accessibility
- 6 • Exceptions

- Microcomputers Help
- Benchmark Testing Report
- Condensed Technical Specifications
- SSC WTD Update

**Step 2:** Select the proper sub-category. The sub-category will depend on your requirement and availability of products. For this example, we will use the NMSO as this is where majority of orders would be placed.

**Choose a sub-category:**

- Desktops/Workstations **3.**
- Microcomputer Mobile Devices
- Thin Clients
- Monitors (generic)
- Peripherals/Components/Accessories

- Call-up Limitations
- Terms and Conditions
- List of Offerors
- List of Resellers
- Publishing Schedule

For faster delivery, please check INVENTORY items first before placing an order for a generic item. SSCITPro reviews and processes inventory items every 2 business days.

**Step 3:** Depending on the product required you can select your sub-category and view the available items on our standing offer. Choose the sub-category of the type of

hardware you are looking to purchase. The NMSO has Desktops, Mobile devices, Thin Clients, Monitors, and other peripherals.

- 1.0N - Thin and Light Notebook - Windows 10 Pro
- 2.0N - Ultra Thin and Light Notebook - Windows 10 Pro
- 3.0N - 15 Inch Notebook - Windows 10 Pro
- 4.0N - 12 inch Detachable 2-in-1 Device - Windows 10 Pro (Fulfilled by Authorized Aboriginal Resellers)
- 5.0N - 12 inch Advanced Detachable 2-in-1 Device - Windows 10 Pro
- 6.0N - 12 Inch Convertible 2-in-1 notebook - Windows 10 Pro
- 7.0N - 10 Inch Slate Tablet - Windows 10 Pro, Android Knox, Apple iOS 11 (Fulfilled by Authorized Aboriginal Resellers)
- 8.0N - 15 Inch Mobile Engineering Workstation - Windows 10 Pro (Fulfilled by Authorized Aboriginal Resellers)
- 9.0N - 15 Inch Thin and Light Mobile Workstation - Windows 10 Pro
- 10.0N - 17 inch Mobile Engineering Workstation - Windows 10 Pro (Fulfilled by Authorized Aboriginal Resellers)
- 11.0N - Ruggedised Notebook - Windows 10 Pro
- 12.0N - Ruggedised Detachable 2-in-1 Device - Windows 10 Pro
- 13.0N - 10 Inch Ruggedised Slate Tablet - Windows 10 Pro
- 14.0N - Semi-Ruggedised Notebook - Windows 10 Pro.

**7.0N - 10 Inch Slate Tablet - Windows 10 Pro, Android Knox, Apple iOS 11 (Fulfilled by Authorized Aboriginal Resellers)**

**7.0N**

Offeror	Product Name	Price	Evaluation Price	Call-Up Limitation Identified Users	Call-Up Limitation SSC
ACT Inc. <b>4.</b>	Apple iPad 10.2 inches	\$735.00	\$691.60	\$25,000.00	\$400,000.00
PureSpirit Solutions.	Microsoft Surface Go 2	\$858.00	\$818.04	\$25,000.00	\$400,000.00
Samsung Electronics Canada Inc.	Samsung Galaxy Tab Active Pro	\$918.00	\$934.52	\$25,000.00	\$400,000.00
Samsung Electronics Canada Inc.	Samsung Galaxy Tab S6	\$918.00	\$934.52	\$25,000.00	\$400,000.00
ACT Inc.	Apple iPad Air 10.5 inches	\$1,039.00	\$965.40	\$25,000.00	\$400,000.00

More info

**8.0N - 15 Inch Mobile Engineering Workstation - Windows 10 Pro (Fulfilled by Authorized Aboriginal Resellers)**

**8.0N**

Offeror	Product Name	Price	Evaluation Price	Call-Up Limitation Identified Users	Call-Up Limitation SSC
Dell Canada Inc.	Dell Precision 7550	\$2,558.00	\$3,055.60	\$25,000.00	\$400,000.00
HP Canada Co.	HP ZBook 15 G6	\$3,122.42	\$3,098.74	\$25,000.00	\$400,000.00

**Step 4:** Find the category of system you are looking to purchase by clicking on the category at the top or scroll down to find the corresponding category. On this page, we can see the different sub-categories that list the authorized of systems under each Category, specifying the associated Offeror, Price, Evaluated Price and Call-up Limits.



Actual product may not be exactly as shown.

Larger Photo

## Apple iPad Air 10.5 inches

Click here to buy only components

**DEFAULT SYSTEM**  
System: Apple iPad Air 10.5 inches, MUUQ2VC/A  
Processor: Apple A12 Bionic  
RAM: N/A  
Storage: 256GB SSD, Apple  
Screen: 10.5 inches, Retina Display+B63, 2224 x 1668, 265 ppi, 500 Nits, Apple  
Operating System: Apple iOS  
Warranty: 3yr Advanced Replacement Warranty (incl 3yr Battery Warranty), Apple+Compugen, S6539Z/A+TSV-2285/2

**Base system configuration**

**Standing Offer No:** E60EJ-11000C/015/E) **Standing Offer Number**

**Product Code:**HW-50-N-70N-AL1IPADAR  
**Product Price:**\$1,039.00  
**Evaluated Price:**\$965.40  
**Client Call-up Limitation:**\$25,000.00

**Operating System:**  
Operating System: Apple iOS ▼

**Warranty:**  
3 year Return-to-Depot Warranty (incl 3yr Battery Warranty), Apple+Compugen, S6539Z/A+TSV ▼

**System Upgrades**

**5. Supplier\*:**  
Please make a selection ▼

**Dropdown menu with asterisk must be selected.**

Qty:  
- 1 +

**6. Add To Cart**

**Add system to cart**

Add To Wishlist

Download Product

**Step 5:** Systems in the NMSO catalogue can be configured with upgrades from the base configurations. There are numerous configurations available to meet your needs. On this page you will be able to configure your system by using the dropdown menus. Any dropdown menus that have an asterisk next to them are mandatory.

You may be able to select additional upgrades and peripherals, which you find in a list below the systems within the same page.

You must select a supplier for your purchase. You must select an option on all upgrades with an asterisk or you will not be able to proceed to Step 6.

*Note: If an additional product is required that is in a different sub-category, a second request is required. (e.g. If you are ordering a product from 1.0D you can have different variations to the options requested however if you are ordering a product from 1.0D and also 2.0D, a separate request is required).*

**Step 6:** After building the system and selecting the quantity, you can add it to your cart. This will only add the system to your cart. If you would like to add peripherals you can

scroll down and select the required peripheral or component upgrade. Once you find the item you are looking for, enter the desired quantity, and click the checkbox.

If you are not ready to place the order, or if you need a preview of the configuration to share with your TA or manager prior to finalizing the order, you can also select "**Download Product**", and then select "**Save to Computer**" for a downloadable PDF version of your order.



Actual product may not be exactly as shown.  
[Larger Photo](#)

### Apple iPad Air 10.5 inches

[Click here to buy only components](#)

**DEFAULT SYSTEM**  
System: Apple iPad Air 10.5 inches, MUUQ2VC/A  
Processor: Apple A12 Bionic  
RAM: N/A  
Storage: 256GB SSD, Apple  
Screen: 10.5 inches, Retina Display+B63, 2224 x 1668, 265 ppi, 500 Nits, Apple  
Operating System: Apple iOS  
Warranty: 3yr Advanced Replacement Warranty (incl 3yr Battery Warranty),  
Apple+Compugen, S6539Z/A+TSV-2285/2

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Standing Offer No: E60EJ-11000C/015/EJ  
Product Code:HW-SD-N-7.0N-ACT/IPADAR  
Product Price:\$1,039.00  
Evaluated Price:\$965.40  
Client Call-up Limitation:\$25,000.00

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**Operating System:**  
Operating System: Apple iOS ▼

**Base System Upgrade:**  
Base: No Upgrades ▼

**Warranty:**  
3 year Return-to-Depot Warranty (incl 3yr Battery Warranty), Apple+Compugen, S6539Z/A+15 ▼

**Supplier\*:**  
ACT Inc 802 Nesbitt Place Ottawa ON K2C 0K1 613-237-6820 ipads@chippewa.ca ▼

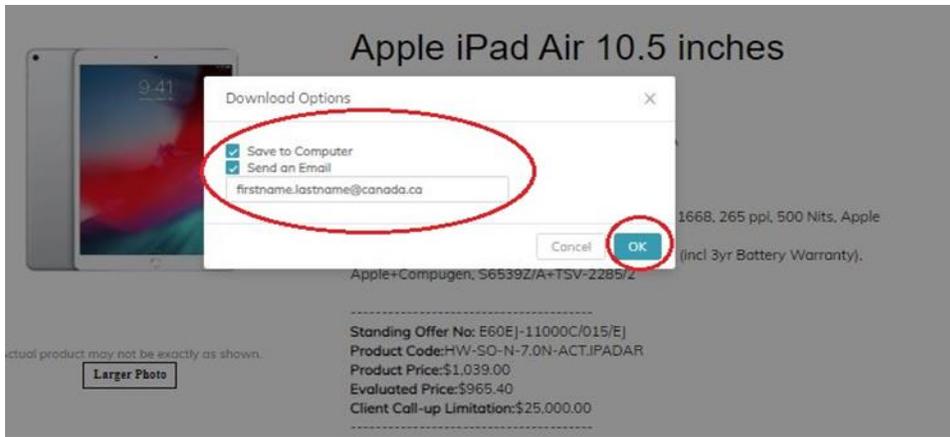
Qty:  
- 1 +

[Add To Cart](#)

[Add To Wishlist](#)

[Download Product](#)

You have the option to either download a pdf file of the product or have it emailed. Check the box of the option you would like and press "OK".



Once you are satisfied with the system upgrades that you've chosen you must add this system to the cart.

When purchasing the system, you can scroll down to purchase components and peripherals with the system as well. Find the description of the peripheral you would like to add, then insert the quantity you would like and tick the box for each component you would like to purchase. Once that is done you would click "Add to Cart" at the bottom of the components list. This will only add the components, and not the system. If you would like to purchase the system as well you must make sure to hit "Add to Cart" underneath the system upgrades. If you would like to buy components only, without a system skip to page 17.

HW-SO-U-TAB-ACT.AIPAD.13	12.9" iPad Pro, 128GB WiFi + Lte, Space Grey, Apple, MY3J2VC/A	\$1,499.00	<input type="text" value="1"/>	<input type="checkbox"/>	Product Code, Description, and Price
HW-SO-U-TAB-ACT.AIPAD.14	12.9" iPad Pro, 256GB WiFi + Lte, Space Grey, Apple, MXFX2VC/A	\$1,629.00	<input type="text" value="1"/>	<input type="checkbox"/>	
HW-SO-U-TAB-ACT.AIPAD.15	12.9" iPad Pro, 512GB WiFi + Lte, Space Grey, Apple, MXG02VC/A	\$1,889.00	<input type="text" value="1"/>	<input type="checkbox"/>	Type in desired quantity and check the box to select the item.
HW-SO-U-TAB-ACT.AIPAD.16	12.9" iPad Pro, 1TB WiFi + Lte, Space Grey, Apple, MXG22VC/A	\$2,149.00	<input type="text" value="1"/>	<input type="checkbox"/>	
HW-SO-U-PEN-ACT.AIPAD.17	Apple Pencil (2nd Gen) for iPad Pro 11"/12.9, Apple, MU8F2AM/A	\$169.00	<input type="text" value="1"/>	<input type="checkbox"/>	
HW-SO-U-WARU-ACT.AIPAD.18	2yr RTD AppleCare+ for iPad Pro, Apple, S6540Z/A	\$149.00	<input type="text" value="1"/>	<input type="checkbox"/>	
HW-SO-U-KEY-ACT.AIPAD.19	Magic Keyboard 11" iPad Pro, Apple, MXQT2LL/A	\$399.00	<input type="text" value="1"/>	<input type="checkbox"/>	
HW-SO-U-KEY-ACT.AIPAD.20	Magic Keyboard 12.9" iPad Pro, Apple, MXQU2LL/A	\$449.00	<input type="text" value="1"/>	<input type="checkbox"/>	

Check the items you wish to purchase, then click

**Add To Cart**

This button will only add the component if its box was checked.

Fill out all of the required information on the following page and click place order.

me > Microcomputers > NMSO Catalogue > Microcomputer Mobile Devices > 7.0N - 10 Inch Slate Tablet - Windows 10 Pro, Android Knox, Apple iOS 11 filled by Authorized Aboriginal Resellers) >



## Apple iPad 10.2 inches

**Step 7:** Click “My Cart” to view your cart and make sure that all the items you've selected are in the basket

Before proceeding to checkout, please ensure the environmental handling fees match your shipping destination, if not change the shipping address below and re-calculate.

[Shop For More Items](#)

## Your Cart

[Download Cart](#)

	ITEM DESCRIPTION	EACH	QTY	TOTAL
8.	 Apple iPad 10.2 inches [+] View list of options I selected Warranty: 3 year Advance Replacement Warranty (incl 3yr Battery Warranty), Apple + Compugen, S6530Z/A+TSV-2285 [\$0.00] Supplier: ACT Inc 802 Nesbitt Place Ottawa ON K2C 0K1 613-237-8820 ipads@chippewa.ca [\$0.00]	\$2,075.00	1	\$2,075.00
	 Environment Fees - Notebooks/2 In 1/Tablet Devices - Ontario	\$0.00	1	\$0.00

Click  to remove an item from your cart [Empty My Entire Cart](#)

CALCULATE SHIPPING (optional)

Shipping Rates:

(Change Address - ensure your shipping address matches the Environmental Handling Fees display in the cart. Otherwise click on this text and change your Province and Postal code and recalculate)

9.

Canada, ON, K1G 3W4

Tax (13%): \$269.75

Total: \$2,344.75

10.

11.

## Step 8:

View your cart to make sure that all the items you've selected are in the basket. Ensure that Environmental Handling Fees are calculated correctly for the delivery address by comparing them with the most up to date fees on the official [Electronic Products Recycling Association \(EPRA\) site](#).

Please be aware that your section 32 must cover the cost of the products and EHF's. The province on this line item should match the location where the item is being shipped. If this does not accurately represent the shipping province proceed to step 9. If this does represent the correct shipping province go straight to step 11.

**Step 9:** Enter the postal code for where the order is being shipped.

**Step 10:** Hit recalculate to get accurate EHF pricing.

**Step 11:** Once all the information in the line items is accurate, click "Proceed To Checkout".

## Checkout

12.

The screenshot displays a checkout form with two main sections: Billing Information and Shipping/Invoice options. The Billing Information section includes fields for My Saved Billing Addresses (a dropdown menu), First Name, Last Name, Email Address, Department and Address (with a note: "\*\*(Must include a civic address, not just a P/O box)\*"), City, Country (pre-filled with Canada), Province (pre-filled with Ontario), Zip / Postal Code (pre-filled with K1P 0B6), and Phone Number. The Shipping/Invoice options section includes a Security classification and SRCL\* dropdown (pre-filled with Protected-B and below (Including Unclassified)), a checkbox for Multiple Shipping (Do you require multiple shipping addresses? (Min 3 separate addresses required)), Alternate Contact\* (Name, Email and Telephone Number), Technical Authority Contact\* (Name, Email and Telephone Number), and Invoice options\* (pre-filled with Invoices to be submitted by email only). A red circle highlights the "13. Place Order" button at the bottom right of the form.

**Step 12:** Fill out the billing, shipping, payment, and order information. All of the boxes that include asterisks must be filled out or you would not be able to proceed.

**Step 13:** Once all of the information is filled out you may hit "Place Order".

## b. Elevated Call-ups

Placing an elevated call-up order is the same as placing an order for a regular NMSO call-up. The only difference being the cost of the order.

All NMSO products have call-up limitations. This means that at a certain dollar value they will be eligible for a discount. The amount of the [Elevated Call-up Discounts](#) are based on how the systems or products are ranked in their respective categories, which considers how its Evaluated Price compares to its competitors' Evaluated Price.

IT Pro site calculates the Call-up Limitations and are posted for every system in each category.

Evaluated Price is the weighted average of a system's price, hardware features and, if applicable, battery life. The devices' relative score reflects value-added features that could not be part of the minimum, mandatory specifications. The related benefits being credited include: features that help mitigate of the Total Cost of Ownership (TCO); elevated security features; environmental stewardship; performance enhancements; portability (mobile devices); battery rundown (mobile devices); connectivity; and accessibility (mobile devices).

SSC, on behalf of a client, is permitted to place Call-ups for specific systems up to the value shown in this column in each category. This Call-up value, including taxes and any environmental handling fees (EHF), cannot exceed the Call-up Limitation.

Call-ups placed by SSC are subject to a minimum discount as described by the table below. When a volume discount applies to a Call-up, the discount is applied to the current NMSO prices (meaning the NMSO price published on IT Pro on the day of the Call-up). Any environmental handling fees (EHF) and Goods and Services Tax (GST)/Harmonized Sales Tax (HST) must be added **after the discount has been applied**.

**Call-up Volume Discounts**

All Call-up Volume Discounts are calculated using the current NMSO published prices, excluding GST/QST/HST and any Provincial Disposal Fees.

Product	Rank	Call-up Volume Discount Percentage		
		5%	10%	15%
Systems	1	\$100,000.01-\$150,000.00	\$150,000.01-\$200,000.00	\$200,000.01-\$400,000.00
	2	\$50,000.01-\$100,000.00	\$100,000.01-\$150,000.00	\$150,000.01-\$200,000.00
	3	\$25,000.00-\$50,000.00	\$50,000.01-\$100,000.00	\$100,000.01-\$150,000.00
	4	\$10,000.01-\$25,000.00	\$25,000.01-\$50,000.00	\$50,000.01-\$100,000.00
Components	-	\$25,000.01-\$50,000.00	\$50,000.01-\$100,000.00	\$100,000.01-\$150,000.00
Unevaluated Options	-	\$25,000.01-\$50,000.00	N/A	N/A

For an Elevated Call-up of Rank 1 systems with a total price of \$200,000.01 or more (excluding all Environmental fees and taxes), this system would qualify for a 15% discount. However, if the price for the Rank 1 system totaled over \$400,000.00 (excluding all Environmental fees and taxes), and after applying the applicable discount (15%) and adding Environmental fees and taxes it still exceeded \$400K, then this would not be eligible for an elevated discount as it would exceed the call-up limitation for Rank 1 systems.

Ex. 1

Rank	Product	Price	Quantity
Rank 4	System X	\$1600	60

Total = \$96,000.00 before EHF and Taxes

Applicable discount for Rank 1 between \$50,000.01 and \$100,000.00 is 15%.

$$\$96,000.00 - 15\% = \$81,600$$

$$\text{Applicable EHF in QC } (\$0.80/\text{unit}) = \$48$$

$$\text{Applicable Taxes in QC} = 14.975\%$$

Total = \$93,874.79 --> this is below the Call-up Limitation for Rank 4 (\$100K), so the discount can be applied to the call-up and it can be processed.

Ex. 2

Rank	Product	Price	Quantity
Rank 4	System X	\$1600	<b>80</b>

Total = \$128,000.00 before EHF and Taxes

Applicable discount for Rank 1 between \$50,000.01 and \$100,000.00 is 15%.

$\$128,000.00 - 15\% = -\$108,800$  (already over call-up limit for Rank 1)

Applicable EHF in QC ( $\$0.80/\text{unit}$ ) =  $\$64$

Applicable Taxes in QC = 14.975%

Total =  $\$125,166.384$  --  $\rightarrow$  this is over the Call-up Limitation for Rank 4 ( $\$100\text{K}$ ), so the discount cannot be applied to the call-up cannot be processed. Next option is to select a system with a higher Rank or decrease quantity of systems.

### c. Generic Orders

The Generic Categories are:

- 1.0D, 2.0D, 3.0D in Desktops
- 1.0N, 2.0N, 3.0N in Notebooks
- 24" and 27" monitors

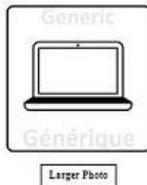
Generic orders are orders that are not placed for a specific system in the categories above. Generic orders not mandatory and clients can now place orders for specific products up to their call-up limitations for SSC to process.

**Reminder!** Clients have delegation to order up to \$25K (tax and EHF applied) of NMSO products, which can then be submitted directly to the supplier after acquiring an IT Pro order.

The ordering process for generic systems is similar to ordering a system from the NMSO Catalogue. You are required to select the specifications required for the system you need. Once you have selected all of your upgrades and components you will select your supplier, your quantity, and add the system to your cart. The ceiling price is indicated for Section 32 certification with actual prices being updated once the contract is awarded.



Home > Microcomputers > NMSO Catalogue > Microcomputer Mobile Devices > 1.0N - Thin and Light Notebook - Windows 10 Pro >



#### Thin and Light Notebook

**DEFAULT SYSTEM**

Processor: Intel Core i5-8350U or AMD Ryzen 5 PRO 3500U  
Operating System: Microsoft Windows 10 Professional (64 bit)  
Display: 13.3" to 14", 1920x1080(FHD) touchscreen  
RAM: 16GB of DDR4 2400 MHz. or LPDDR3  
Storage: User selectable  
Keyboard: User Selectable  
Warranty: 3 year On-Site Warranty or 3 year Advanced Replacement Warranty (including 3-year Battery Warranty)

Price: \$1,607.00

[Update Price](#)

Environmental Fee Category L

Product Code: HW-GEN-N-1.0N

**CPU:**  
Intel Core i5- 8350U or AMD Ryzen 5 Pro 3500U

**Storage:**  
256B PCIe NVMe SSD

**Native Keyboard\*:**  
No Selection

**External Keyboard:**  
No Selection

**Mouse:**  
No Selection

**Warranty:**  
 3 year On-Site Warranty or 3 year Advanced Replacement Warranty(include 3-year Battery Warranty) ▼

**Asset tagging:**  
 No Selection ▼

**Image Option:**  
 No Selection ▼

Qty:  
 - 1 +

**Add To Cart**

Add To Wishlist

Download Product

### d. Buying Components Only

You can use the NMSO purchasing method for components that is described below to purchase components without the system as well. You will need to select a supplier on the parent product page and add the system to the cart with system quantity being "0".

You can also purchase monitors, accessories, and other peripherals using the NMSO catalogue sub-category menu. Following the sub-category menus should make your ordering process fairly straightforward.

**Step 1:** We start in the NMSO sub-category page. We click the "Peripherals/Components/Accessories" tab.

Home > Microcomputers > NMSO Catalogue

Choose a sub-category:

- Desktops/Workstations
- Microcomputer Mobile Devices
- Thin Clients
- Monitors (generic)
- Peripherals/Components/Accessories

**Components and Peripherals Section**

**Step 2:** Click the product type that fits your requirement. In this example we will be selecting a monitor, but the process is the same for all of the product types

Home > Microcomputers > NMSO Catalogue > Peripherals/Components/Accessories

Choose a sub-category:

- 2 Port KVM
- 4 Port Secure KVM
- **Additional Monitor**
- Carrying Case
- Encrypted External Hard Drive
- External Optical Drive
- Internal Hard Drive
- Mounts
- Removable HDD Carrier
- USB Smart Card Reader
- 2 Port Secure KVM
- 8 Port KVM
- Cable Lock
- Charging Case
- Encrypted USB Key
- Fibre NIC Card
- Keyboard
- Mouse
- Speakers
- Various Adapters
- 4 Port KVM
- 8 Port Secure KVM
- Cables
- Docking Station / Port Replicator
- External Hard Drive
- Headphone
- KVM Cable
- Power
- USB Key
- Webcam

Under Phase 2 Delegation, client departments have been given the delegation to prepare call-ups in IT PRO for NMSO peripherals, components and accessories up to \$25,000.

**Step 3:** Scroll down through the various items until you find the one you are looking for to best suit your needs.



HP Canada Co

Specialty Display S340C, HP, V4G46A8#ABA

Price: \$1,238.88



DELL Canada Inc.

Dell UltraSharp 38 Curved Monitor: U3818DW, Dell, 210-AMRC

Price: \$1,350.00



DELL Canada Inc.

Dell UltraSharp 49 Curved Monitor: U4919DW, Dell, 210-ARNW

Price: \$1,630.00



Ciara Technologies Inc.

Philips 49" Dual Quad HD SuperWide Curved, 5120x1440, DP/HDMI/USB-C, Philips, 499P9H

Price: \$1,745.00



Lenovo (Canada) Inc.

Lenovo P44W-10, Lenovo, 61D5RAR1US

Price: \$1,749.00

**Step 4:** You must first select a supplier and add them to the cart. This will take the place of the parent product in your cart. Please note that you will not be ordering the parent product (e.g. Dell Optiplex in image below), it will only be for the components or peripherals selected (see Step 5).

Home > Microcomputers > NMSO Catalogue > Desktops/Workstations > 1.0D Ultra Small Form Factor Desktop (USFF) - Windows 10 Professional >



Actual product may not be exactly as shown.

## Dell Optiplex 5070 MFF (SYSTEM COMPONENTS ONLY)

(BUY ONLY COMPONENTS)

Standing Offer No: E60EJ-11000C/005/EJ  
Component Call-up Limitation:\$25000.00

**Step 1 - Choose Supplier**

Supplier\*:

Please make a selection
▼

**Step 2 - Add Supplier to cart (Qty remains at 1)**

Qty:

-

+

**Add To Cart**

**Add To Wishlist**

Step 3 - Select item 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.

**Step 5:** Back on the item page we can scroll down to find the component we are looking for. Type in the quantity, check the box, and click add to cart.

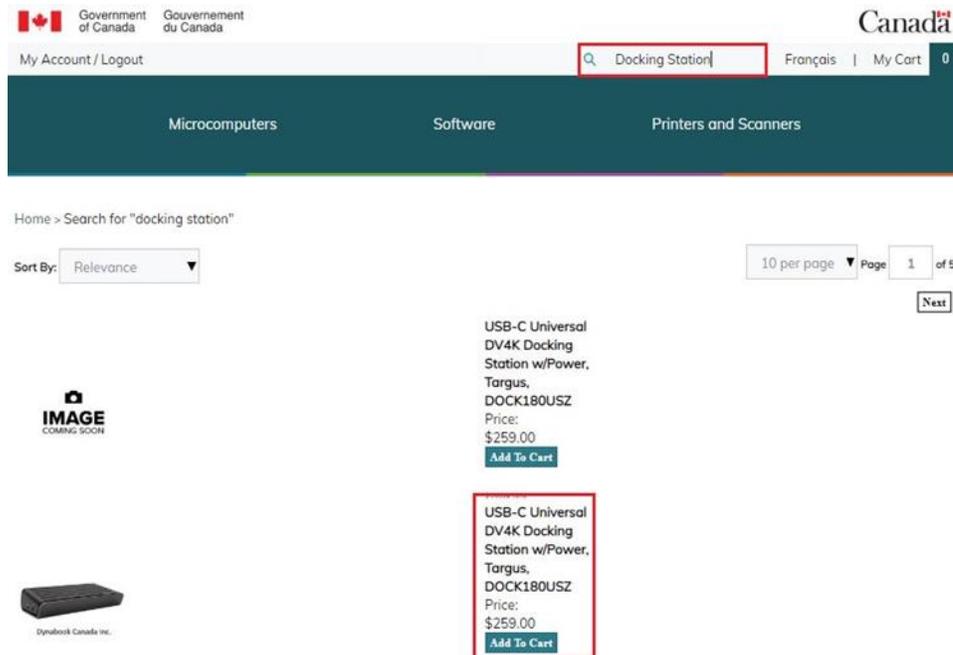
HW-SO-U-ADPT-DEL.5070MF.13.C	Dell Adapter - DisplayPort to DVI (Single-Link), Dell, 470-AANH	\$29.00	<input style="width: 40px; text-align: center;" type="text" value="1"/>	<input type="checkbox"/>
HW-SO-U-AMON-DEL.5070MF.14.C	Dell UltraSharp 38 Curved Monitor: U3818DW, Dell, 210-AMRC	\$1,350.00	<input style="width: 40px; text-align: center;" type="text" value="1"/>	<input type="checkbox"/>
HW-SO-U-AMON-DEL.5070MF.15.C	Dell UltraSharp 49 Curved Monitor: U4919DW , Dell, 210-ARNW	\$1,630.00	<input style="width: 40px; text-align: center;" type="text" value="1"/>	<input type="checkbox"/>
HW-SO-U-SSND-DEL.5070MF.16.C	Stereo Soundar - AC511M, Dell, 520-AAOT	\$45.00	<input style="width: 40px; text-align: center;" type="text" value="1"/>	<input type="checkbox"/>

Check the items you wish to purchase, then click
**Add To Cart**

**Final steps:** you must make sure a parent product (supplier) has been added to your cart before you can proceed to the **Checkout** page.

You can also search for components and peripherals using the **Search Tool Bar**

When looking for a specific item type you can use the search bar at the top of every page. You can type the product name or part number of the item you are looking for as in the image below.



The search results will pull up items with a matching description that contains the exact wording that was searched. The search bar will not pull results with only part of the search entry and it will also not pull related or similar results to the exact keywords currently. For instance, if a client searches "Dell Dock" it will only filter products containing both words, not products containing only dell or only dock. Further, if a typo is made the search function will not filter "related words". For instance, "Dall Dock" will yield no results.

Clicking the description of the item will take you to the page with the parent product and component listing. You will then need to follow **Steps 5 and 6** described above.

To recap:

- Select a supplier and add to cart on the parent product;
- Find the component in the listing;
- Enter required quantity and tick the box; and
- Click add to cart in the component section

## 2. Request for Volume Discount (RVD) Submission

The RVD process is for requirements that exceed the Call-up Limitations, SSC will issue a Request for Volume Discount ("RVD"). SSC will process RVDs for Systems and Monitors only. The Request for Volume Discount process allows Offerors to confirm to SSC their best and final offer in respect of a specific requirement. The RVD will be sent by SSC to all Offerors who hold a Standing Offer in the relevant Category(ies). The specifications (taken as a whole) in any given RVD will be sufficiently generic that a minimum of 50% of the Offerors in each of the relevant Category(ies) are able to submit an RVD Response. SSC may also, in its discretion, consider alternative procurement strategies.

The screenshot shows the Government of Canada website's RVD Submission portal. At the top, there are logos for the Government of Canada and the word "Canada". Below this is a navigation bar with "My Account / Logout", a search bar, and language options for "Français" and "My Cart". A dark teal header contains three menu items: "Microcomputers", "Software", and "Printers and Scanners". The main content area has a breadcrumb trail: "Home > Microcomputers > RVD Submission". Below this, there is a welcome message and several paragraphs of text explaining the RVD process, including instructions on how to use the RVD process and what to do if a technical exception is needed. At the bottom, there are two numbered steps: "1. Instructions" with a "HOW TO" icon, and "2. RVD Submission" with a hexagonal "RVD" icon.

For the RVD technical requirements the client must start with the generic specification template provided in the downloadable **RVD package** which are specific to the category intended. In the RVD Submission portal it is important to first review the instructions and download the RVD submission package, which contains the Specifications and List of Deliverables template required for submission.

In the generic specification, the client may modify such items as drive capacity, RAM capacity, authentication method or any special deployment or configuration requirements. The client is encouraged to use the NMSO Benchmark Report as a reference to determine feature availability.

Clients must also fill in a *List of Deliverables spreadsheet* included in the RVD package. Clients are requested to input required peripherals and components and respective quantities. Clients must complete the SSC forms in the RVD downloadable package.

Home > Microcomputers > Instructions

Step 1:

Select your Category of System for the RVD. Please note that if you have a requirement for more than one Category of systems, select Multiple Category RVD.

Step 2:

Download and review the Category System Specifications. If you have exceptional technical requirements in addition to what is noted, please modify the document accordingly and include it with your submission package to SSC Provisioning.

Download RVD Package



Note: some additional technical requirements may be denied if they preclude competition.

Step 3:

Complete the List of Deliverables Spreadsheet. Please include any upgrades or components that are in addition to the base specifications. Please indicate quantities for each line item. If you have additional requirements, insert a new row.

Step 4:

Do you require delivery to multiple shipping locations?

If yes, please fill out the address and quantity columns in the Multiple Delivery Locations Spreadsheet and attach it with your submission package to SSC provisioning.

Step 5:

Do you have Security Requirements?

Please ensure you have contacted your Contracting Security Officer and have acquired a completed SRCL and attach any applicable clauses pertaining security requirements with your submission package to SSC provisioning.

Step 6:

Do you have additional requirements?

Before submitting any additional requirements, please consult the NMSO Terms & Condition for all applicable contracting clauses which will already apply to your RVD. Please submit any additional clauses or delivery instructions in MS Word (.doc) with your submission package to SSC provisioning. DO NOT submit duplicate information. DO NOT include additional technical specifications in this separate document.

Step 7:

Proceed to order here.



Follow each of the steps in order and make sure that you have all necessary documents (Specifications, LOD, and if applicable, multi-ship locations, SRCL, etc) before clicking the proceed to order link. This will bring you to the RVD submission page. Missing information and incomplete documents will delay the RVD process.



Larger Photo

## Request for Volume Discount

Requires Documentation Yes

Product Code: HW-RVD-K-XX-SSC

Select Category\*:

1,00 ▼

Category Technical Specifications\*:

I Did Not Review The Downloadable Category Specifications ▼

List of Deliverables\*:

I Did Not Complete The Downloadable LOD Spreadsheet ▼

Require multiple location delivery?\*

No I Will Complete My Single Delivery Location At The Order Checkout Page ▼

Security Requirements?\*

No ▼

Do you require Asset Tagging?\*

No ▼

Req. Warranty Information Stickers?\*

No ▼

Qty required for benchmark testing?\*

Number of Systems Required for RVD?\*

Requested Delivery Date\*:

Total Order Estimated Cost\*:

Price should represent the total cost for the order including all fees.

Qty:

Add To Cart

Add To Wishlist

Download Product

As with all orders, all menu options with an asterisk must be selected before proceeding to the next page. Once you have answered all questions and have the RVD package documents ready you may add the product to your cart. After submitting the order you will be contacted by provisioning to submit the remaining documents necessary to process the RVD.

### 3. SSC IT Pro Inventory Options

Our selection of **SSC IT Pro Inventory Options** (“virtual inventory”) products consists of both NMSO and non-NMSO hardware systems and peripherals that have been competed over the past year. It is important note that these “SSC IT Pro Inventory” products are virtual and not necessarily physically in stock in Canada, rather the products are actually additional optional quantities included on SSC contracts competed for different departments, but made available to purchase for any of SSC’s partners and clients. Inventory products will regularly have discount pricing that is much lower than in our NMSO Catalogue. This should be the first place you search when looking to fulfill requirements as you will benefit from the cost savings and quick processing time. Please note that inventory products are processed on a first-come and first-serve basis, and there is no dollar value limitation.

When making inventory purchases your order will not be directed to any Procurement Officer in WTD Hardware. Your order is sent directly to the vendor, and invoices will be sent to you directly from the vendor. Processing times for inventory products are between 1-2 days. Delivery times for inventory products can vary based on quantity ordered and the terms of the contract. For accurate delivery times and shipping costs regarding an inventory order you can contact the vendor on the listing by email. For more information regarding the specifications of a particular inventory product, you can contact [ssc.wtdhardware-materielatmt.spc@canada.ca](mailto:ssc.wtdhardware-materielatmt.spc@canada.ca).

From the Microcomputers page you can click the link to go directly to the [Inventory Products](#) categories. From there you can click the link to take you to Desktops, Notebooks, Peripherals, etc. All items currently available in that category will be displayed as in the below screenshot.

Home > Microcomputers > Inventory Products

Choose a sub-category:

- Desktops/Workstations - (Inventory)
- Notebooks/2 in 1/Tablet Devices - (Inventory)
- Thin Clients - (Inventory)
- Monitors - (Inventory)
- Peripherals/Components/Accessories - (Inventory)

For IT PRO virtual inventory, shipping costs are not included in the SSC IT Pro Order Form, but may be invoiced by the vendor. If you have any questions for estimated shipping costs or estimated delivery date, you may contact the vendor, whose information can be found under "Vendor Information" on the inventory product page.

Home > Microcomputers > Inventory Products > Notebooks/2 in 1/Tablet Devices - (Inventory)

Sort By: Price: Low to High ▼

30 per page ▼ Page 1 of 1



1.0N - Dynabook - Tecra A40-E

Price:



1.0N - Dynabook - Tecra A40-E

Price:



3.0N - Dell Latitude 5510

Price:



4.0N-DynaBook-Portege x30t-E

Price:



4.0N - DynaBook Portege X30T-E

Price:



MS Surface Pro 5 8GB RAM

Price:



5.0N - HP Elite X2 G4

Price:



5.0N - HP Elite X2 G4

Price:



5.0N - HP Elite X2 G4

Price:

*\*Note prices were intentionally removed in the picture above.*

You can select your sub-category to view the available items in that category as per the screenshot above.

If you are selecting a configurable system, you can make the necessary upgrade adjustments using the drop-down menus before adding the item to your cart.

Some systems, such as the one below, may have a minimum and maximum order quantity (MOQ) when purchasing. This is specific to SSC IT Pro Inventory Options and Client-Specific Options.

**MS Surface Pro 5 8GB RAM**

Microsoft Surface Pro 5  
CPU: Intel Core i5-7300U MS-57300  
Ram: 8GB RAM MS-8GB  
Storage: 256GB PCIe NVMe SSD MS-256GB  
Native Keyboard: English Keyboard, Type Cover Microsoft FMN-00001  
Stylus Pen: Stylus Pen Microsoft EYV-00001  
LTE: Available For Upgrade  
Operating System: Microsoft Windows 10 Professional (64Bit)  
Warranty: 3 year Advanced Replacement Warranty Microsoft NMHWZYRMSOAR

Max order Qty:500

Price: \$  
Max Value 0  
Competitive Category N  
Environmental Fee Category L  
(Minimum order: 25)

Quantity in Stock:2000  
Product Code: HW-NV-NJ-5.8N

SSC Inventory available for an inter-departmental transfer. Any systems ordered will be cost recovered.  
SSC provisioning service - service provisionnement.SPC@canada.ca

Larger Photo

**Base system specs**

**LTE Cellular Modem:**  
Base: No Selection

Available upgrades for this product

Qty: 25

Add To Cart  
Add To Wishlist  
Download Product

Once configured, add the product to your cart and view your cart to ensure the product is there in the correct configuration. Ensure that the Environmental Handling Fees are correct for the province you are shipping to. Environmental Handling Fees are only calculated for the system for Client-Specific and Inventory options. Clients are responsible for making sure that your Section 32 covers the cost of the product and any environmental fees or shipping charges (contact the vendor in advance for an estimate).

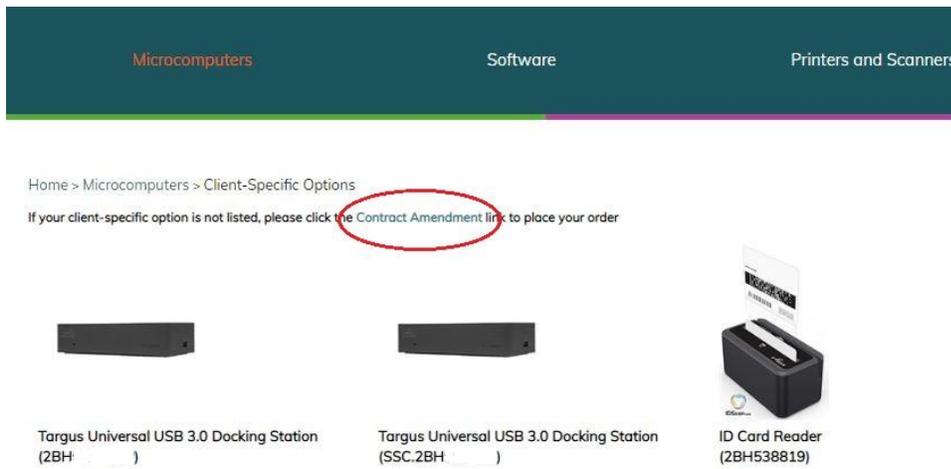
When you proceed to checkout, fill out all the required information on the final page before submitting the order.

Currently, you will not be able to place an order for multiple items from different contracts. To do this you must place multiple orders.

#### 4. Client-Specific Options

Client-Specific Options function similarly to Inventory products but are available and visible for departments that were the original client (original IT Pro account used to place the order) to the applicable RVD or RFQ contract. Like IT Pro inventory, after completing the checkout page, your order will not be directed to any Procurement Officer at SSC. Your order is sent directly to the vendor, and invoices will be sent to you directly from the vendor. Processing times for inventory products are between 1-2 days.

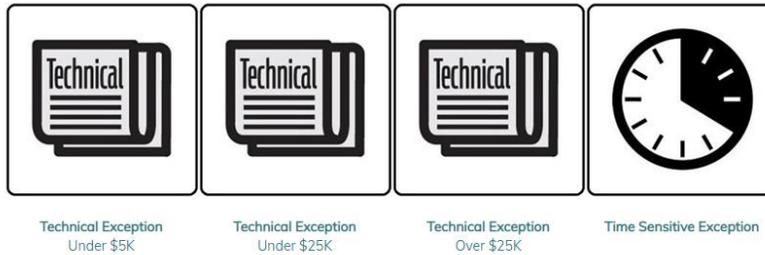
If you have not requested client options for a contract then they would not show up when you click Client-Specific Options on the Microcomputers homepage. Some contracts with complex lists of deliverables may require a written contract amendment. To place an order for optional quantities that do not appear on the Client-Specific Options page, select the Contract Amendment link at the top of the page. Once your order is completed, provided you have followed the instructions and the required documentation, your order will be directed to a Procurement Officer at SSC to be processed. Processing time is approximately one week, depending on the availability of the options.



Delivery times for Client Options (inventory and contract amendments) can vary based on quantity ordered and the terms of the contract. For accurate delivery times and shipping fees regarding an inventory order you can contact the vendor on the listing by email. For more information regarding the specifications of a particular inventory product, you can contact the Procurement Officer that completed this order or the [ssc.wtdhardware-materielatmt.spc@canada.ca](mailto:ssc.wtdhardware-materielatmt.spc@canada.ca) email.

## 5. Exceptions

There are two main types of exception categories: Technical and Time-sensitive. Technical Exceptions are divided into three sub-categories based on the value of the requirement. All are placed using a similar ordering window as the NMSO Catalogue, Contract Amendments, and Inventory products with an "Add to Cart" feature, following by a Cart review and Checkout page.



The checkout page for exceptions has a small difference from the typical orders. Exception requests require attachments, such as a copy of a quote, justification, and any other additional paperwork necessary to process the requirement.

On the checkout page you will have to fill out all of the required information. At the bottom of the checkout page you will see the button available to select files. This will allow you to submit a quote for the items that are required as well as any other pertinent documents. Once you've added your required files You will upload and submit your final order.

The screenshot shows a checkout page with two main sections: Shipping Information and Payment. The Shipping Information section includes fields for Name, Address, and Contact details. The Payment section includes a 'Pay By Invoice' option. The right side of the page contains a 'Please provide required documents to complete the order.' section with a 'Select Files' button and a 'Start Upload' button. The 'Start Upload' button is highlighted with a red circle.

**Shipping Information**

Copy Billing to Shipping :

My Saved Shipping Addresses:

Shared Services Canada, ON

remove selected

First Name\*: test

Last Name\*: test

Email Address: test@canada.ca

Department Name\*: Shared Services Canada

Department Address\*: 13-180 Kent St.

City\*: Ottawa

Country\*: Canada

Province\*: ON

Zip / Postal Code\*: K1P 0B6

Phone Number\*: 123-456-7890

Rates Unavailable. We will conta

**Payment**

Payment Method\*: Pay By Invoice

Name of Section 32 Authority that has approved this request Pursuant to sub-section 32(1) of the FAA, Funds are available

Current Funding\*: money

Current Funding of Requirement (Including Eco Fees and Delivery Charges):

Funds FY\*: FY 20/21 Only

Client Ref\*: test

Your Internal Financial Cnt#, Reg, 0200, etc:

Security classification and SRCL\*: Protected-B and below (Including Unclassified)

Multiple Shipping:  Do you require multiple shipping addresses? (Min 3 separate addresses required)

Alternate Contact\*: test

Name, Email and Telephone Number:

Technical Authority Contact\*: test

Name, Email and Telephone Number:

Invoice options\*: Invoices to be submitted by email only

Please provide required documents to complete the order.\*

Select Files

FW\_Order\_20200625155025Received.msg

2BH069462 (TPRO# 61561 ELEVATED SCLJPG)

Start Upload

## a. Technical Exceptions

Technical exceptions are placed for requirements that are not listed in the NMSO catalogue and there are three sub-categories to place orders:

### (1) Technical Exception Under \$5K

Orders under \$5K taxes included will be vetted by SSC. Once approved by SSC Provisioning, clients can request to process themselves under client delegation, or request SSC to process on their behalf.

Clients must specify whether they require SSC to process the order or not at the [Product page](#)

Do you require SSC to process\*:

Please make a selection

### (2) Technical Exception Under \$25K

Orders between \$5K and \$25K, taxes included will be processed by SSC. Technical exceptions must include attachments and valid justification.

**Note:** We now require clients to enter their preferred supplier's PBN number:

Procurement Business Number\*:

\*Note PBN Number can be found here: <https://sriclient.contractsCanada.gc.ca/>

### (3) Technical Exception Over \$25K

Orders exceeding \$25K will be reviewed and processed by SSC. All orders above \$25,000.00 would be considered a Request for Quotation (RFQ) order. It is imperative that clients submit their orders promptly once all required information is gathered as all RFQ orders will be posted solicited on buyandsell.gc.ca for a minimum 10 federal government working days. RFQ attachments should include a detailed justification document, a Statement of Requirement with generic technical specs, Security Requirements Checklist (SRCL) (if applicable), and multiple delivery address (if applicable). Please consult the [Message about orders over \\$25K](#) for more details.

## **Important Information about Technical Exceptions :**

A technical exception will not be granted if the following factors are involved:

1. Devices that do not meet Canadian Security Establishment Canada's defined security baselines;
2. Devices that do not carry two certifications required by law; Industry Canada ICES-003 and the Canadian Electrical Code Part 1.0 (e.g. CSA approval);
3. A reflex prejudice for low-end Intel Core i7 or AMD Ryzen 7 Pro processors which cost significantly more yet deliver a minimal performance gain;
4. Minor esthetic differences (slight variations on device weight, size, colour, etc.); and
5. Specific I/O ports that exclude other devices offering functional equivalents.

Technical exceptions must include attachments and valid justification. Technical exceptions which are under \$25,000.00 are considered Low Dollar Value (LDV) orders. LDV attachments should include three (3) currently valid vendor quotes for the product requested (if over \$5K) and a detailed justification document. Online links or screenshots of websites will generally not be accepted and may delay your order.

The justifications must include a detailed technical explanation as to why similar NMSO products will not meet your requirements as defined by the needs of the application software being deployed. Approvals, if granted, will be on a one-time basis.



Larger Photo

## Technical Exception \$5K to \$25K

Requires Documentation Yes

Product Code: HW-TECH-X-XX-SSC,H

### Exception Reason\*:

NMSO products do not meet the hardware requirements needed for client operations ▼

\*Note All Exception orders must contain a justification document and Valid Quote attached in the order.

### Procurement Business Number\*:

\*Note PBN Number can be found here: <https://sriclient.contractsCanada.gc.ca/>

### Preferred Supplier:

### Requested Delivery Date:

### Product QTY:

Please enter the product quantity of the main item requested.

### Total Order Estimated Cost\*:

Price should represent the total cost for the order including all fees.

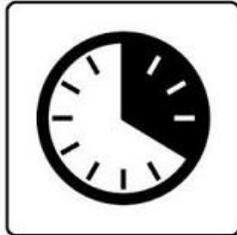
You must select a reason for submitting your technical exception.

- NMSO products do not meet the hardware requirements needed for client operations:
- Duty to Accommodate (Including Accessibility or Assistive Technology requirements):  
This is a directive with the objective of developing an inclusive, barrier-free workplace that gives all people equal access to opportunities. The Duty to Accommodate is a request for products that are necessary for an employee or employees to be able to participate fully. In the context of microcomputers, this would typically be products that assist with assistive devices for peoples with disabilities.
- Other **(Must attach a Technical justification document at Checkout):**  
Use if your requirement does not fit in with either of the categories suggested above.

## a. Time Sensitive Exceptions

Time-Sensitive Exceptions are for urgent requests. These requests are expedited to a Procurement officer within 24 hours to start processing. Your urgent requests must fall into one of the following Exception reasons. Orders that are deemed non-urgent will be denied.

- COVID-19  
Orders in relation to the ongoing coronavirus pandemic.
- Operational Requirements Affecting Departmental Priority
- Ministerial Urgent Request
- Major Canadian Unforeseeable Event or Natural Disaster
- Duty To Accommodate
- Other



Larger Photo

### Time Sensitive Exception

Requires Documentation Yes

Product Code: HW-TIME-X-XX-SSC

Exception Reason\*:

COVID-19 Planning

Preferred Supplier:

Requested Delivery Date:

Total Order Estimated Cost\*:

Price should represent the total cost for the order including all fees.

QTY:

Please keep the Qty field equal to 1, the requested order quantity should be send via the quote.

Qty:

Add To Cart

Add To Wishlist

Download Product

Should a requirement fall under the Time Sensitive Exception orders, a justification and a quote must be provided to SSC along with other details regarding the requirement.

Examples could include:

- Tablet replacement for VIP users (example: Minister's office)
- Mobile hardware required for task force operations overseas
- Any immediate impact to operations
- Operational Requirements Affecting the following Departmental Priority.
- Urgent requirement for High Visibility Projects that impacts the Department's mission.

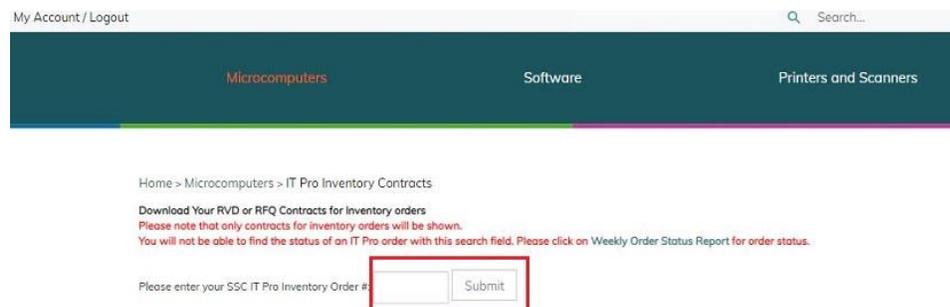
**Time sensitive exception justifications will be verified by SSC's technical authority to ensure the information is valid. SSC may contact you or your organization to further validate the justification.**

## 6. Additional Information and Functions



### a. IT Pro Inventory Contracts

You can easily locate the contract for any Inventory order that has been submitted. The contracts for each of our current and past inventory products are accessible if you have an order number. The contract comes in a downloadable PDF file. You will also be able to view and download the invoice information for your order. This page will not provide you with a status update on your order.



Type your order number into the red-highlighted box and click submit. On the next page the contract and invoice will be available for viewing and download.

## b. Weekly Order Status Report

The weekly status report gives weekly updates on the status on different orders. Weekly Order Status can be accessed via the [Microcomputers](#) main page. On this page there are two PDF documents. You will need to have your order number and both documents open to best understand the status of your order.

Once you open both documents you will be able to see the list of the status of orders and the Descriptions of the statuses.

Description of Statuses / Définition des statut de commandes

Status/Statut	English	Français
In queue / En attente	The RAS has been printed and will be processed within the next few days by a procurement officer.	Le DSA a été imprimé et sera traité dans les prochains jours par un agent d'acquisition.
In progress with officer / En cours avec un Agent	A procurement officer is currently assigned to the file.	Un agent d'acquisition est présentement assigné au dossier.
Solicitation to vendors in progress / Demande de soumissions auprès des vendeurs en cours	The procurement officer is currently in the Solicitation process with the vendors.	L'agent d'acquisition est présentement en demande de soumission auprès des vendeurs.
Ready to close / Prêt à fermer	The contract has been sent to the reseller and is awaiting confirmation from the reseller.	Le contrat a été envoyé au revendeur et nécessite son acceptation du contrat.
Completed / Complétée	The contract was issued and was completed in both the RAS and ITPRO Systems.	Le contrat est émis et a été téléchargé dans le système DSA ainsi que ITPRO.
New / Nouvelle	The order is awaiting review by SSC's technical team.	La commande est en attente de révision par l'équipe technique de SPC.
Pending	SSC's technical team is in discussion with the client on the order.	L'équipe de SPC est en discussion avec le client au sujet de la commande.
Cancelled / Annulée	The order has been cancelled by the client and will not be processed.	La commande a été annulée et ne sera pas complétée.

Procurement Services Standards / Normes de services en approvisionnement

### Description of Statuses

Contract Number	ITPRO #	Status	Officers Email Address
2BH067651	50475	Completed / Complété	Colin.McKinnirey@canada.ca
2BH067719	50516	Completed / Complété	Michael.Boualavong@canada.ca
2BH067741	50576	Completed / Complété	Sorn.Prak@canada.ca
2BH067773	50573	Completed / Complété	Michael.Boualavong@canada.ca
2BH067748	50556	Completed / Complété	Tara.Halajko@canada.ca
2BH067755	50586	Signed / Signé	Colin.McKinnirey@canada.ca
2BH067752	50561	Completed / Complété	Michael.Boualavong@canada.ca
2BH067840	50594	Completed / Complété	Michael.Boualavong@canada.ca
2BH067822	50629	Completed / Complété	Colin.McKinnirey@canada.ca
2BH067862	50642	Completed / Complété	Tara.Halajko@canada.ca
2BH067722	50540	Completed / Complété	Alyssa.Brook@canada.ca
2BH067586	50613	Sent to Vendor / Envoyé au fournisseur	Alyssa.Brook@canada.ca
2BH067794	50550	Sent to Vendor / Envoyé au fournisseur	Alyssa.Brook@canada.ca
2BH067826	50623	Cancelled / Annulé	Sorn.Prak@canada.ca
2BH067827	50624	Completed / Complété	Sorn.Prak@canada.ca
2BH067690	50567, 50568	Completed / Complété	Colin.McKinnirey@canada.ca
2BH067940	50660	Sent to Vendor / Envoyé au fournisseur	Dusan.Adamov@canada.ca
2BH067975	50691	Completed / Complété	William.Addy@canada.ca
2BH068015	50714	Completed / Complété	Michael.Boualavong@canada.ca
2BH067999	50670	Completed / Complété	Colin.McKinnirey@canada.ca
2BH068025	50703	Completed / Complété	William.Addy@canada.ca

### Weekly Status Report

To check the status of your order you must:

1. Locate your order number in the second column of the Weekly Status Report using the find function on your keyboard (Ctrl + F) and type in your IT Pro Order Number (five-digit number).
2. In the corresponding 3<sup>rd</sup> column you will see the status of the order
3. Use the Description of Statuses to decipher what the status means.

For more specific information on the order, you can contact the procurement officer listed in the 4th column of the Weekly Status Report.

## c. Accessibility

The [Accessibility](#) page features the background on SSC's support of a government-wide initiative to improve the delivery of "modern digital tools that are inclusive by design and accessible by default." The Accessibility, Accommodation and Adaptive Computer Technology (AACT) team at SSC has been leading this initiative. This page features testing reports that highlight accessibility and assistive technology features for the NMSO Mobile Microcomputer Device Catalogue. One testing report was completed by AACT and a second more comprehensive benchmark report, which includes accessibility and

assistive technologies features, is included on the [Intertek](#) website, which hosts detailed reports on all the NMSO devices.

## d. Additional General Site Info

\*See descriptions in red

- [Microcomputers Help](#)
- [Benchmark Testing Report](#)
- [Condensed Technical Specifications](#)
- [SSC WTD Update](#)

• [Microcomputers Help](#) This page will take you to the FAQs and How-To documents.

• [Benchmark Testing Report](#) This will take you out of the ITPRO site. This site offers a detailed breakdown on each system's specifications. This site also offers a breakdown of how each system on the NMSO is rated and their respective scores. This breakdown includes scores on performance, features, usability, etc.

• [Condensed Technical Specifications](#) This page will take you to a document that shows a condensed breakdown of the technical specifications.

• [SSC WTD Update](#) You can find a document of updates to the client side of the ITPRO site

- [Microcomputers Help](#)
- [Benchmark Testing Report](#)
- [Condensed Technical Specifications](#)
- [SSC WTD Update](#)

## e. NMSO-related Information

\*See descriptions in red.

- [Call-up Limitations](#)
- [Terms and Conditions](#)
- [List of Offerors](#)
- [List of Resellers](#)
- [Publishing Schedule](#)

• [Call-up Limitations](#) The callup limitation is the maximum priced callup that can be awarded under the NMSO. This page shows the charts of the system's, components, unevaluated options, and non-NMSO products. There is also a table that displays the discounts available for some categories of NMSO

• [Terms and Conditions](#) This page will lead you to the document of the Terms and Conditions applicable to the NMSO available in both official languages.

• [List of Offerors](#) This page will lead to our list of NMSO OEM standing offer holders. This page will include Standing offer Numbers, company address, and contact information of each Offeror.

• [List of Resellers](#) This will provide a list of resellers/suppliers for each Offeror. This list will include contact information and address for each place of business.

• [Publishing Schedule](#) This page gives the dates that changes to listings will be made on the NMSO

## f. Contact Information

- For Technical site-related issues like password issues, or if the website links or buttons are not working, contact: [ssc.itpro-approti.spc@canada.ca](mailto:ssc.itpro-approti.spc@canada.ca)
- For procurement advice, scope or delegation inquiries, clarification on business rules, contact: [ssc.wtdhardware-materielatmt.spc@canada.ca](mailto:ssc.wtdhardware-materielatmt.spc@canada.ca)
- For order status updates, visit:  
<https://www.sscitpro-spcapproti2.com/category-s/284.htm>  
For questions regarding accessibility or assistive technology, contact:  
[aaact-aatia@ssc-spc.gc.ca](mailto:aaact-aatia@ssc-spc.gc.ca)