

Q. Why is delegations capped at \$25K? This creates significant admin to OGDs as order value is kept low.

For the time being, SSC has limited Delegations to \$25K for items on the Microcomputer NMSO. SSC determined through analysis that the vast majority of call-up transactions are for \$25K and under. As such, these transactions represent high volume, low value, and are low complexity call-ups from an existing Standing Offer. The benefits from faster processing times for these orders outweigh the benefits from savings when orders are consolidated and competed. To obtain larger savings on procurements, SSC recommends that departments and agencies bundle orders internally prior to sending them to SSC in order to qualify for Requests for Volume Discount.

Q. Does the current NMSO allow for Acquisition Card payments?

As the commodity managers for Microcomputer goods, SSC requires that all NMSO orders are submitted through the IT PRO webstore, including the Call-ups delegated under Phase 2. If exercising delegation, departments and agencies are permitted under the terms of the Standing Offer to follow-up with the vendor and use an Acquisition Card as a method of payment.

Q. Can orders be placed via acquisition card outside of IT PRO and reports of items bought can be sent to SSC at a later date? This way would further streamline operations as it will prevent double entry of the data in the system (i.e. SSC's system and the client department's system).

All departments will be required to submit all orders in IT PRO. The orders and data need to be reported, and will be useful to us as part of SSC's commodity management role. However, you are not required to use the integrated call up form. Departments and agencies can use your own call-ups forms as long as it contains all elements of a 942 and must include an IT Pro number.

Q. Why not consider OGD procurement units to do their own Request for Volume Discounts (RVDs)?

There are several benefits and reasons for SSC holding onto RVDs. One of the greatest benefits is the optional quantities (SSC IT PRO Inventory Options) posted on the IT PRO. These optional quantities have aggressive pricing and allow client departments to quickly process large orders which would normally fall into RVD territory. Another benefit is that the Technical Authority and Standing Offer Authority reside within SSC, making it easier to manage problems and escalations pertaining to RVDs. Delays in RVD processing time are often related to commodity specifications or the client's requirement to test units. Standard lead time for delivery of NMSO devices is 30 federal government working days.

Q. What kind of savings can be estimated by bundling orders? What quantities would be recommended for a 25 or 30% volume discount?

For elevated call ups (falling below the \$400k threshold for a RVD) the savings are in the range is 5% 15%. For RVDs, approximately 300-400 systems), savings are around approximately 30% but can be as high as 40% savings.

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

If the order is a standard requirement and no testing is required, it takes between 3-5 weeks for contract award; higher complexity requirement can take up 6-8 weeks for the contract to be awarded. These processing times would be standard to all government departments, regardless of who is

processing (SSC or OGD), as with any procurement there is time required to develop solicitation documentation, a solicitation period (5 working days for RVDs), a period of time required to evaluate the bids, prepare contract documentation, have this reviewed and signed by the appropriate authorities. SSC has received positive feedback on our RVD process, specifically concerning the added value of the optional quantities (SSC IT PRO Inventory Options) posted on the e-store, which provides better pricing and quicker processing time for large orders which would normally have to go through the RVD process. SSC recommends departments and agencies bundle orders internally before submitting them to SSC for procurement in order to achieve the greatest savings. If an order quantity or value is below the \$400k threshold for a RVD, SSC will combine requests from multiple parties if they are of similar technical specification and either process as an elevated call-up with a discount or compete this amongst suppliers to the NMSO via RVD. These requirements are bundled on a continuous 10-day schedule. The competition resulting from batching enables SSC to achieve cost savings of approximately 25-30% from the list price otherwise available through a Call-up as well as add optional quantities with the same or better pricing to the e-store for quicker transactions. Through delegating Call-ups on the Microcomputer NMSO under \$25K, SSC can devote additional capacity to RVDs and increase service standards during increased demand such as Fiscal Year End.

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

Some departments and agencies have coordinated with SSC a single point of contact to control account management in IT PRO. If your department or agency wishes to limit who has access to IT PRO, please contact our IT PRO Team and a departmental administrator role can be arranged with your organization.

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

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

Q. How do we research specs for computers?

Specifications are listed with each system, as well, a link to the Intertek benchmark site is available in IT Pro. <http://canada.nstl.com/SipssWebSites/Report/>

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

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

Q. Have old IT Pro accounts been deleted?

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

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

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

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

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

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

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

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

Yes, there is at least one indigenous supplier listed in each category.

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

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

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

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

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

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

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

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

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

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

Q. How many characters on the financial reference section?

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

For requirements within your delegation (ie NMSO components and systems under \$25000) clients will be able to sign and submit the call up directly to the vendor. But each contract must reference an ITPro order number

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

If the components is listed in IT Pro you may buy it in IT Pro otherwise you must submit a Technical Exception which will be processed by SSC.

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

If it's the same system simply check the multiple delivery locations button found on the check-out page. Once you've submitted your order SSC will contact you to request a copy of the multiple addresses. Note that EHF's and taxes will have to be calculated manually.

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

The NMSO Terms and Conditions are available in IT Pro. [Click Here](#)

Q. How does this work for urgent orders?

Time sensitive orders are submitted in the Time Sensitive section and will be processed almost immediately.

Q. You referenced the Serving Government site, can you please provide the url?

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

Q. For file uploads what formats do you recommend?

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

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

Continue to use RAS for those requirements

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

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

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

Answer: Yes, submit a request to ssc.itpro-approti.spc@canada.ca