



# WTPS FREQUENTLY ASKED QUESTIONS

General/ITPro/Hardware/Software/Print



Shared Services  
Canada

Services partagés  
Canada

Canada

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# 1. GENERAL

## Who can I speak to if I have questions about procurement?

The SSC Account executive team is available to assist you with your procurement needs and should be your first point of contact. To find out who your SSC Account Executive is, please consult the list of representatives that can be found here: ([Client Executives - Contact Us | Serving Government \(ssc-spc.gc.ca\)](#))

## Where can I find general information about procurement and services that are offered?

The [Serving Government \(ssc-spc.gc.ca\)](#) website found here provides information on the procurement services offered by Shared Services Canada. For specific information on procurement related to the use of ITPRO please visit <https://www.sscitpro-spcaprofi2.com>

## What does the Workplace Technology Provisioning Services (WTPS) team do?

Shared Services Canada (SSC) procures software, hardware and managed print services on behalf of the Government of Canada [partner organizations](#) and clients covered by SSC's mandate, using a client funded model. The team is the "front end" of ordering and looks after sourcing, ordering and managing orders on behalf of clients and partners.

WTPS works closely with the Procurement and Enterprise IT Procurement (EIP) team who are responsible for centralized contract administration and acquiring IT goods and services.

## What does the Enterprise IT Procurement (EIP) team do?

The Enterprise IT Procurement (EIP) team are responsible for centralized contract administration and the acquisition of IT goods and services. The EIP team works closely with WTPS and looks after the financial and contractual areas like invoicing, vendor relations and contracts.



## **How can I contact the Workplace Technology Provisioning Services (WTPS) team?**

If you would like to contact the WTPS team, please sent an email to our general SSC Provisioning Services email account: [provisioningservice-serviceapprovisionnement@ssc-spc.gc.ca](mailto:provisioningservice-serviceapprovisionnement@ssc-spc.gc.ca)

You will receive an auto reply acknowledging your email was successfully received. We do our best to respond to emails within 4 hours during regular business hours.

## **I have an urgent need and would like to contact management within Workplace Technology Provisioning Services (WTPS), how can I escalate?**

There are some cases that do require an urgent response from the Workplace Technology Provisioning Team (WTPS), if you do feel that you require immediate assistance from senior management to resolve an issue that is time sensitive, please email our general email [provisioningservice-serviceapprovisionnement@ssc-spc.gc.ca](mailto:provisioningservice-serviceapprovisionnement@ssc-spc.gc.ca). This email is monitored continually during regular working hours. Please note each request will be reviewed by the WTPS to ensure the appropriate response is provided.

## **Where can I provide feedback on the services I have received?**

The WTPS always appreciates any feedback provided by clients and partners. If you would like to provide feedback on the service you received from the Workplace Technology Provisioning Service (WTPS) team, please email the SSC Provisioning Service [provisioningservice-serviceapprovisionnement@ssc-spc.gc.ca](mailto:provisioningservice-serviceapprovisionnement@ssc-spc.gc.ca) with your comments.



## 2.ITPro

### Is there training available on how to use ITPRO?

You can find videos on the ITPRO site [ITPro Training](#) which will provide you with the procurement information you need to get started.

- Microcomputers Help here: [Microcomputers-How To](#)
- Software Help and training is found here: [Software Help](#)
- Printers & Scanners Help available here: [Printers and Scanners Help](#)

### How do I create an ITPRO Account?

To create an ITPRO account, please follow these steps:

<https://www.sscitpro-spcaproti2.com/register.asp>

- 1) Click the " Login/Register " link at the top left side of our site.
- 2) Start by Entering your email address and filling in the required fields.
- 3) Select " Submit Registration".

Then simply follow the prompts to complete setting up your account and contact the ITPRO helpdesk at: [itpro-approti@ssc-spc.gc.ca](mailto:itpro-approti@ssc-spc.gc.ca)

### How do I get help with my ITPRO account?

You can contact the ITPRO help desk: contact the ITPRO helpdesk at: [itpro-approti@ssc-spc.gc.ca](mailto:itpro-approti@ssc-spc.gc.ca)

### How do I track my order in ITPRO?

To track your order in ITPRO, please follow these steps:

Click the "My Account" link at the top left-hand side of the site to track your order.

- Next, from the My Orders section, click "Review orders / track packages".

### In ITPRO, what do the different types of order status (*New/ Pending/ Processing/ Shipped*) mean?

Order Status is described in ITPRO using the following terminology:

- **New** - Your request has been received by SSC and in queue for review by an SSC technical authority
- **Pending** - Your request is under review by an SSC technical authority.
- **Processing** - Your order has been assigned to an SSC procurement officer and will be processed in priority
- **Shipped** - A contract has been awarded to a vendor and you will receive your copy of the contract shortly



## **In ITPRO, how do I change quantities or cancel an item in my order?**

To change quantities or cancel an item in your order, please follow these steps:

- 1) Click the "My Account" link at the top left-hand side of our site to view orders you have placed.
- 2) Then click the "Change quantities / cancel orders" link to find and edit your order.
- 3) Please note that once an order has begun processing or has shipped, the order can no longer be changed.

## **I forgot my IPro password, how do I reset it?**

If you have forgotten your ITPRO password and need to reset it, please complete the following steps:

- 1) Click the " Login/Register " link at the top left-hand side of the ITPRO site.
- 2) Under the login box you'll see a link that says "Forgot your password? Click here". By clicking this link, an email will be sent to you that contains your password information.

Please contact: IPro GD mailbox [itpro-approfi@ssc-spc.gc.ca](mailto:itpro-approfi@ssc-spc.gc.ca)



# 3. HARDWARE

## How does WTPS help with hardware procurement?

For SSC [partner organizations](#) and clients, WTPS provides technical and procurement services for computers (and computing devices) as well as hardware accessories, including:

- Desktop/Workstations
- Microcomputer Mobile Devices (Notebooks, 2-in-1s, Tablets, Ruggedized laptops)
- Monitors
- Docking Stations
- Computer peripherals (keyboards, mice, etc.)

## Where can I get learn more about ordering microcomputers?

[Microcomputers Help - Microcomputers Help \(sscipro-spcaproti2.com\)](http://sscipro-spcaproti2.com)

## What is the status of my hardware order?

For any inquiries regarding ITPRO order status/updates, please see the Weekly Order Status Report section on the ITPRO website: [Weekly Order Status Report \(sscipro-spcaproti2.com\)](http://sscipro-spcaproti2.com)

Once an ITPRO order has been assigned you will find the Officer's name associated to it. Inquiries should be directed to the assigned Officer. Orders on the report without an Officer assigned can be directed to: [wtdhardware-materielatmt@ssc-spc.gc.ca](mailto:wtdhardware-materielatmt@ssc-spc.gc.ca) to request an update.

## Why are hardware Client delegations capped at \$25K?

For the time being, SSC has provided client delegations up 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 Elevated Call up Discounts and or Requests for Volume Discount.



## **What is the overall rule for the Component call up limit and what are other options?**

The rule for system components states anything over \$150K should be returned to the client and take other steps to procure. Before rejecting any order above \$150k, the WTPS team must ensure whether potential volume discounts can be applied, which would allow the order to be processed rather than rejected. Volume discounts are calculated using the current NMSO published prices, excluding GST/QST/HST and any Provincial Disposal Fees. For more info on Call up limitations and Discounts see Call up Limitations page. <https://www.sscitpro-spcaproti2.com/category-s/285.htm>

## **An item is missing from my shipment. How can I resolve this?**

Please contact the Contractor directly, if the issue cannot be resolved, contact [wtdhardware-materielatmt@ssc-spc.gc.ca](mailto:wtdhardware-materielatmt@ssc-spc.gc.ca)

## **My product is missing parts. What do I do?**

Please contact the Contractor directly, if the issue cannot be resolved, contact [wtdhardware-materielatmt@ssc-spc.gc.ca](mailto:wtdhardware-materielatmt@ssc-spc.gc.ca)





## 4. SOFTWARE

### How does WTPS help with software procurement?

WTPS Software Provisioning provides an end-to-end request fulfillment process for [Workplace Technology Devices](#) software. We:

- Serve as a single point of contact for base software (link to this list found here: [Base Software \(sscipro-spcaproti2.com\)](#))
- Support the end-to-end process, from request to order fulfillment (create new orders, view existing orders, search orders).
- Provide access to enterprise software agreements which:
  - allows volume pricing;
  - reduces partner and client operating costs associated with independent contracts; and,
  - provides enhanced support services, making sure your organization gets maximum value from its IT investments.

### Where can I get training and support for ordering software?

You can learn more about ordering software here: [Software Help \(sscipro-spcaproti2.com\)](#)

### What are the different categories of software?

Here is a link to the different types of categories: Base Software List: [WTD Base Software \(sscipro-spcaproti2.com\)](#)

If the requested title not found under the WTD Base Software, click the [SLSA In-Scope Software](#) to select the best described category for the requested software title. Note: Some SLSA categories fall outside SSC's mandate and therefore, if you are able, you will purchase under your departmental authority, and if not, please submit your request to PSPC.

### Where do I find the Base Software List?

You can find the list here: [WTD Base Software \(sscipro-spcaproti2.com\)](#)

### When is a sole source justification required for software purchase?

Sole Source Justification is required for orders over \$10k. Please consult the procurement guidelines



## What is the link to SLSA?

The Software Licensing Supply Arrangement list is here: <https://www.tpsgc-pwgsc.gc.ca/app-acq/cral-sarc/gnrx-gnrl-eng.html>

## What is the cloud brokering request link and where can I find other information on cloud services?

You can find the link here: [GC Cloud FA \(canada.ca\)](#)

The Serving Government site also has a link to more information on cloud brokering: [Government of Canada Cloud Services | Serving Government \(ssc-spc.gc.ca\)](#) and there is also a Cloud Brokering portal: [GC Cloud Services \(canada.ca\)](#)



# 5.PRINT

## How does WTPS assist with printing procurement?

For SSC [partner organizations](#) and clients, we provide imaging hardware and related consumables – the products you would be most familiar are industrial and personal printers and scanners, as well as multi-function devices that combine printing, scanning, faxing and photocopying. This includes:

- Device deployment
- Fleet monitoring and management
- Provisioning and replenishment of all consumables (such as toner), excluding paper
- On-site hardware break-fix services
- Ongoing preventative maintenance, operational management and fleet optimization
- Device removal services at end of lease
- Professional Services for Managed Content Services (Business Process Automation & re-engineering)
- Multi-functional devices
- Scanners

## Where can I learn more and get training and support for ordering printers?

More information, including how to videos, Frequently Asked Questions and How To documents can be found here: [Printers and Scanners Help \(sscipro-spcaprofi2.com\)](https://sscipro-spcaprofi2.com)

## What is the current Government of Canada printing procurement situation?

The legacy National Master Standing Offer expired March 2020, and the new NMSO requires purchase from top ranked Standing Offer Holders only who wish to purchase, lease, or rent printing services and devices. The catalogue includes 17 printing/4 scanner devices included. There is a call up limit.

## What is the NMSO?

The Printing Products National Master Standing Offer (NMSO) is the procurement vehicle for SSC's partner organizations and clients covered by SSC's Workplace Technology Devices mandate for imaging hardware and related consumables.



## What does the NMSO include?

currently lists and categories offered by three vendors at quarterly updated competitive prices. Any purchase, lease or rent must be acquired from the top ranked vendor. For this catalogue, departmental call-up delegations are up to \$100K.

## What are the steps to have a printer ordered and shipped directly to an employee?

First, determine your device selection, the link to the current print NMSO catalogue: [Print Catalogue \(sscitpro-spcapproti2.com\)](https://www.sscitpro-spcapproti2.com) Next, you can order top ranked device from each category directly from ITPro. You can arrange for delivery to a specific address with the supplier.

If the top ranked devices do not meet your requirement, a technical exception request can be raised with detailed justification. Link for technical exception request is <https://www.sscitpro-spcapproti2.com/category-s/292.htm>

## Can we order a device that is not on the current NMSO catalogue?

If there is a technical requirement that a NMSO device does not satisfy a "" request can be submitted via ITPro.

## What is a DISO?

The DISO is a Departmental Individual Standing Offer, which Departments and Agencies can leverage to deploy printing products managed printer services within their respective environment.

## What is Managed Print Service (MPS)?

A managed approach to a print environment removes the burden of desktop printer maintenance from IT's support while helping to control the costs of supplies over time. Managed Print Services (MPS) is INCLUDED in the DISO and can be implemented at any point through its lifecycle. You can add it on when you are ready.

## How secure are the printing devices?

Devices are certified by a global organization based on criteria set forth by the Government of Canada's Communications Security Establishment (CSE).

