Government of Western Australia
Department of Finance
Government Procurement

Contract Number: CUAPCS2018
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CUAPCS2018 – Procurement Lifecycle Document

Kyocera

This Contractor is qualified to sell:

- Panel 1 – Multifunction devices (MFDs)
- Panel 2 – Printers (SFPs)
- Panel 3 – Managed Print Services (MPS)

Contact Person for Customer Queries

Kyocera

ABN No: 77 003 852 444 ACN No: 003 852 444	**Zoe Rignall or Rhonda Lewis** **T:** (08) 6444 7000 **M:** NA **F:** (08) 9444 5306 **E:** WA.Sales@dau.kyocera.com **Website:** www.kyoceradocumentsolutions.com **Postal Address:** 404 Scarborough Beach Road, OSBORNE PARK WA 6017 **Orders Via:** Please see Buying Process Outline **Hours:** 8.00am to 5.00pm Monday to Friday

Kyocera Dealers

1. CDM Australia Pty Ltd Provides: • Sales, installation, service, maintenance, training. Areas served: • Perth Metropolitan.	Mr Craig Hulley T: (08) 9202 4499 M: NA F: NA E: CraigH@cdmaust.com.au Website: www.cdmaust.com.au Postal Address: 251-257 Scarborough Beach Road, MT HAWTHORN WA 6016 Orders Via: Please see Buying Process Outline Hours: 8.00am to 5.00pm Monday to Friday

2. The Country Copiers Trust Provides: • Sales, installation, service, maintenance, training. Areas served: • Regional, Northam and surrounding areas.	Mr Rudy Kocis T: (08) 9622 5472 M: NA F: NA E: **Copiers2@westnet.com.au** Website: NA Orders Via: Please see Buying Process Outline Hours: 8.00am to 5.00pm Monday to Friday
3. SOS Office Equipment Provides: • Sales, installation, service, maintenance, training. Areas served: • Regional, Bunbury and surrounding areas.	Mr Quintin Whitcher T: (08) 9721 2211 M: NA F: NA E: **Qwhitcher@sosoffice.com.au** Website: **www.sosoffice.com.au** Postal Address: Unit 3, Station Complex, Picton Road, BUNBURY WA 6230 171A York Street, ALBANY WA 6330 Orders Via: Please see Buying Process Outline Hours: 8.00am to 5.00pm Monday to Friday
4. Esperance Communications Provides: • Sales, installation, service, maintenance, training. Areas served: • Regional, Esperance and surrounding areas.	Mr Craig Johnson T: (08) 9071 3344 M: NA F: NA E: **Craig@ec.com.au** Website: **www.ec.com.au** Postal Address: 28 Norseman Road, ESPERANCE WA 6450 Orders Via: Please see Buying Process Outline Hours: 8.00am to 5.00pm Monday to Friday

5. Office National Broome Provides: • Installation, service, maintenance, training. Areas served: • Regional, Broome and surrounding areas.	Mr Roly Hutcheson T: (08) 9191 2354 M: NA F: NA E: **Roly@onbroome.com.au** Website: **www.onbroome.com.au** Postal Address: 27 Clementson Street, BROOME WA 6725 Orders Via: Please see Buying Process Outline Hours: 8.00am to 5.00pm Monday to Friday
6. Office National Kununurra Provides: • Sales, installation, service, maintenance, training. Areas served: • Regional, Kununurra and surrounding areas.	Mr Roly Hutcheson T: (08) 9169 3725 M: NA F: NA E: **Roly@onbroome.com.au** Website: **www.onbroome.com.au** Postal Address: 58 Bandicoot Drive, KUNUNURRA WA 6743 Orders Via: Please see Buying Process Outline Hours: 8.00am to 5.00pm Monday to Friday
7. Five Star Business Equipment & Communications Provides: • Sales, installation, service, maintenance, training. Areas served: • Regional, Geraldton and surrounding areas.	Mr Daniel Streatfield T: (08) 9965 0000 M: NA F: NA E: **Manager@fivestaronline.com.au** Website: **www.fivestaronline.com.au** Postal Address: 268 Place Road, GERALDTON WA 6530 Orders Via: Please see Buying Process Outline Hours: 8.00am to 5.00pm Monday to Friday

8. Five Star Business Equipment & Communications Provides: • Sales, installation, service, maintenance, training. Areas served: • Regional, Northam and surrounding areas.	Mr Daniel Streatfield T: (08) 9622 3600 M: NA F: NA E: **Manager@fivestaronline.com.au** Website: **www.fivestaronline.com.au** Postal Address: Unit 1, 18 Fitzgerald Street, NORTHAM WA 6401 Orders Via: Please see Buying Process Outline Hours: 8.00am to 5.00pm Monday to Friday
9. Pilbara Copy Service Provides: • Sales, installation, service, maintenance, training. Areas served: • Regional, Karratha and surrounding areas.	Mr Nick Sakaris T: (08) 9144 4744 M: NA F: NA E: **Nick@pilbaracopy.com.au** Website: **www.pilbaracopy.com.au** Postal Address: Unit 2, 2876 Augustus Drive, KARRATHA WA 6714 Orders Via: Please see Buying Process Outline Hours: 8.00am to 5.00pm Monday to Friday
10. Pilbara Copy Service Provides: • Sales, installation, service, maintenance, training. Areas served: • Regional, Port Hedland and surrounding areas.	Mr Nick Sakaris T: (08) 9173 4111 M: NA F: NA E: **Nick@pilbaracopy.com.au** Website: **www.pilbaracopy.com.au** Postal Address: 3 Wedge Street, PORT HEDLAND WA 6721 Orders Via: Please see Buying Process Outline Hours: 8.00am to 5.00pm Monday to Friday

11. Coastal Business Equipment Provides: • Sales, installation, service, maintenance, training. Areas served: • Regional, Mandurah and surrounding areas.	Mr Michael Lightfoot T: (08) 9582 0123 M: NA F: NA E: **Mikel@coastalbusiness.com.au** Website: **www.coastalbusiness.com.au** Postal Address: Unit 2, 24 Rouse Road, MANDURAH WA 6210 Orders Via: Please see Buying Process Outline Hours: 8.00am to 5.00pm Monday to Friday
12. On-Line Business Equipment Pty Ltd Provides: • Sales, installation, service, maintenance, training. Areas served: • Regional, Kalgoorlie and surrounding areas.	Mr Warren Moffatt T: (08) 9091 4544 M: NA F: NA E: **Warren@obe.net.au** Website: NA Postal Address: 14 Wilson Street, KALGOORLIE WA 6430 Orders Via: Please see Buying Process Outline Hours: 8.00am to 5.00pm Monday to Friday

Buying Process Outline

Placing an Order – Panel 1 MFDs & Panel 2 SFPs

OPTION A

Use CUA Order Form or Agency Order Form for Product Catalogue Items.

You can use the CUA Order Form or your organisation's own order form to make a purchase from Kyocera's Product Catalogue. Please make sure that you cite the CUA number "CUAPCS2018".

STEP 1 (if required): Use telephone, email or fax to communicate with the Contact Persons for Customer Orders – Zoe Rignall or Rhonda Lewis – via the contact details on page 2 to set up a CUAPCS2018 Account.

STEP 2: Browse the Product Catalogue, and consult with the ICT or relevant technical team in your agency to make sure that the product you wish to purchase with be compatible with your network.

STEP 3: Complete the CUA Order Form or your organisation's own order form with the products and/or additional services you require.

AND (if required), consult with Zoe Rignall or Rhonda Lewis via the contact details on page 2 to make sure that the product will meet your requirements.

STEP 4: To obtain a Quote for a Product Catalogue item, send the CUA Order Form or your agency's order form to Zoe Rignall or Rhonda Lewis via email or fax,

OR send the CUA Order Form or your agency's order form to an Authorised Dealer listed on pages 2 to 6 of this document.

STEP 5 (if required): If the estimated value of your order will exceed $250,000 then you are also required send the CUA Order Form (or your agency's order form) to at least one other supplier in addition to Kyocera. This will allow you to determine whether there are close substitutes that other qualified Contractors con provide via their product catalogues.

STEP 6: If STEP 3 and STEP 4 (if applicable) are successful in determining that Kyocera has suitable products and/or additional services, then inform Zoe Zignall or Rhonda Lewis or an Authorised Dealer via email or fax that you wish to finalise the purchase.

OPTION B

Contact the Account Manager for Non-Product Catalogue Items.

STEP 1 (if required): Use telephone, email or fax to communicate with the Contact Persons for Customer Orders – Zoe Zignall or Rhonda Lewis – via the contact details on page 2 to set up a CUAPCS2018 Account.

STEP 2: Verify with your agency's ICT (or other relevant technical team) that none of the product catalogue items will meet your business needs, and document this finding on file. If the estimated value of your purchase will exceed $250,000 then you are also required send the CUA Order Form (or your agency's order form) to at least one other supplier in addition to Kyocera to determine whether they can provide close substitutes.

STEP 3: Work in collaboration with your agency's ICT or technical team to determine a suitable non-product catalogue product,

OR contact Zoe Rignall or Rhonda Lewis from Kyocera via the details on page 2 for assistance in determining a suitable non-product catalogue product,

OR (if estimated value of your purchase will exceed $250,000) then contact Zoe Rignall or Rhonda Lewis from Kyocera and at least one other supplier for assistance in determining a suitable non-product catalogue product.

STEP 4: If the Customer-driven process in STEP 3 is successful in determining a suitable Kyocera product, then:

Complete the CUA Order Form or your agency's order form with the products and/or additional services you require and send to Kyocera via email or fax,

OR

Send the CUA Order Form or your agency's order form to an Authorised Dealer listed on pages 2 to 7 of this document.

Placing an Order – Panel 3 MPS

OPTION A

Use CUA Order Form or Agency Order Form to obtain an "Assessment" (intended for organisations that do not have the internal capability to perform this).

You can use the CUA Order Form or your organisation's own order form to make a purchase of MPS Assessment services from Kyocera. These Assessment services are meant to provide you with an optimisation roadmap and a review of your printing and copying infrastructure. Please make sure that you cite the CUA number "CUAPCS2018".

STEP 1 (if required): Use telephone, email or fax to communicate with the Contact Persons for Customer Orders – Zoe Rignall or Rhonda Lewis – via the contact details on page 2 to set up a CUAPCS2018 Account.

STEP 2: Complete the CUA Order Form or your organisation's own order form specifying the Assessment services you require.

STEP 3: Regardless of estimated value, you are required to send the CUA Order Form or your agency's order form to all qualified MPS Contractors. Therefore, send the CUA Order Form or your agency's order form to Zoe Rignall or Rhonda Lewis via email or fax,

AND send the CUA Order Form or your agency's order form to all other Contractors qualified for MPS under the CUA.

STEP 4: If STEP 3 is successful in determining that Kyocera has suitable Assessment services, then inform Zoe Rignall or Rhonda Lewis or an Authorised Dealer via email or fax that you wish to finalise the purchase.

OPTION B

Use CUA Order Form or Agency Order Form to obtain Optimisation and Maintenance.

You can use the CUA Order Form or your organisation's own order form to make a purchase of MPS Optimisation and Maintenance services from Kyocera. These services can to provide you with a term contract of up to five years where you pay a Cost-Per-Copy, or other similar fee-for-service, for the right to use the Contractor's printing and copying machines on your premises.

Ideally your organisation's internal staff members, or one of the qualified MPS Contractors, would have already performed an "Assessment" of your agency's site(s). Please make sure that you cite the CUA number "CUAPCS2018".

STEP 1 (if required): Use telephone, email or fax to communicate with the Contact Persons for Customer Orders – Zoe Rignall or Rhonda Lewis – via the contact details on page 2 to set up a CUAPCS2018 Account.

STEP 2: Complete the CUA Order Form or your organisation's own order form specifying the Assessment services you require.

STEP 3: Regardless of estimated value, you are required to send the CUA Order Form or your agency's order form to all qualified MPS Contractors, unless you have already done so previously for an "Assessment" service. Therefore, send the CUA Order Form or your agency's order form to Zoe Rignall or Rhonda Lewis via email or fax,

AND (unless you have previously requested quotes for "Assessment" services from MPS Contractors) send the CUA Order Form or your agency's order form to all other MPS Contractors.

STEP 4: If STEP 3 is successful in determining that Kyocera has suitable Optimisation and Maintenance services, then inform Zoe Rignall or Rhonda Lewis or an Authorised Dealer via email or fax that you wish to finalise the purchase.

Payment of Invoices

Pay on your account via:

- Credit Card payment – contact Kyocera Admin direct on 6444 7000.
- Direct Deposit as per details on the invoice and email remittance to **Accounts@dau.kyocera.com**

Delivery

The following delivery timeframes apply to Panel 1 and Panel 2:

Geographic Location	Definition of Location	Required Delivery Time
Perth Metropolitan Area: Buy Local Policy (Zone 1)	All locations within the Perth metropolitan area as defined by the Buy Local Policy, and the Department of Planning, Lands and Heritage.	Within 10 Business Days
Regional Locations: Buy Local Policy Zones 2 and 3	All regions within the State of Western Australia outside the Metropolitan Area as described by Buy Local Policy, and the Department of Planning, Lands and Heritage.	Within 15 Business Days
Remote Locations: Buy Local Policy Zones 2 and 3	All Remote locations that are more than 80kms from a town with a population of 1000 or more (and including the external territories of Cocos/Keeling and Christmas Islands).	Within 20 Business Days

Order processing:

1. Direct orders are received by the Sales Department after quotes have been accepted and processed for delivery.
2. If the order is for a SFP, the order is processed and the SFP sent directly to the customer site for installation.
3. Orders requiring installation by Kyocera or an agent are processed with the completed installation documentation, provided by the customer, to assist with the delivery and technical installation.
4. Orders are entered into the Kyocera sales system and goods transferred to one of appointed couriers, PFM or Marand Transport, to unbox, run-up, test and deliver to the customer.
5. The Customer is contacted prior to delivery to confirm a date and time for the delivery & installation to occur.

6. Once the device is on site and in place a Kyocera technician attends site to complete the set-up and training. The IT Networking is completed in conjunction with the customers IT support; either an independent IT provider or through the Government Department's IT support.
7. Dealer orders for Regional & Metro customers are sent to Kyocera for processing with a copy of the customer order. The goods are shipped directly to the Dealer who then arrange the delivery & installation with the customer utilising their own personnel or contracted courier.
8. The Dealer is responsible for contacting the customer to organise the delivery and installation to suit the customer's needs.
9. The Dealers also works in conjunction with the customers IT Support to ensure networking is configured to the required standards.

Warranty and Maintenance

Kyocera will give the Customer the benefit of a minimum one-year product warranty, which covers all materials, parts, labour, toner, and travel. The contact person for warranty and maintenance issues is the WA Service team – **Service.wa@dau.kyocera.com** or can be contacted via the details on page 2.

When a MFD or SFP has a fault/issue, the Customer can report it in several ways.

1. Via telephone – 13 59 62 – where you can speak to a person who will log the call.
2. Via email – **PrinterSupport@dau.kyocera.com** – which will be logged by a person in the Service Support team.
3. Via the Kyocera website where it will be logged by the Service Support team – **https://www.kyoceradocumentsolutions.com.au/support/technicalsupport/Pages/SupportRequest.aspx**.

The service jobs are allocated to technician's job queue who is responsible for the respective area. The technician will attend within the required response time and attend to the fault.

If the fault cannot be fixed at the time, the technician will advise the customer and order any parts required which are shipped overnight from Sydney if not available locally. If available locally he will return as soon as practicable to complete the repair. Once parts arrive from Sydney, usually within 2 days depending on order time, the technician collects the part from a local drop off depot and return to complete the job.

If it is a more serious issue the technician will escalate to our local Product Specialist for assistance and find a suitable fix as soon as they can. The Customer will be kept advised.

Regional & Metro Dealers have their own Service logging systems and the contact details are provided to the customers when devices are supplied. SFP covered under warranty are logged through Kyocera and the service job is allocated to the relevant Dealer to attend.

The parts supply and Product Specialist support process is managed in the same way as the Direct Support.

Disposal and Recycling

Kyocera provides a service which enables the convenient disposal of MFDs and SFPs through a pick-up service for Customers in the Perth Metropolitan area. The contact person for disposal and recycling issues is Zoe Rignall or Rhonda Lewis who can be contacted via the details on page 2. Please note the points below.

1. If a customer has a SFP or MFP that they would like to be recycled Kyocera can arrange this.
2. The device can be collected and recycled by a Kyocera appointed Freight company, either PFM or Marand Transport. The hard drive can be removed if requested. The device is taken to a recycling company to be broken down. Additional Charges may apply for this service.
3. Kyocera has an agreement with Cartridges 4 Planet Ark who have a toner cartridge recycling program. The customer can register through our website: **https://www.kyoceradocumentsolutions.com.au/environment/Pages/Recycling.aspx** and a toner cartridge recycling kit will be sent out. There are instructions for the pick-up of the full bag included with the kit. Planet Ark recycles all brands of cartridges and uses them to product a range of products.

Account Management and Invoicing

Kyocera can provide invoicing in specific formats as agreed with the Customer, especially for Panel 3 – MPS. The Account Manager for Customer queries and invoicing is Zoe Rignall or Rhonda Lewis who can be contacted via the details on page 2. Please note the points below.

1. Kyocera has a standard invoice format for the purchase of products and is generated once the goods have been processed in our warehouse. The customer will receive the invoice via email, or by standard mail if preferred.
2. Monthly copy invoices have 2 formats dependent on customer requirements – whether each device needs to be invoiced separately or multiple devices can be invoiced on one invoice with serial numbers and/or location names identifying them. These are emailed out for most accounts.
3. If an error is found, either by the Customer or Kyocera, a credit is created and a copy of the credit note is sent to the customer. The Credit Note identifies the invoice that the credit has been applied to.
4. A monthly statement is sent out to customers which they can use to check all invoices have been received, credits allocated and payment owing.