



Government of **Western Australia**
Department of **Finance**
Government **Procurement**

Contract Number: CUAPCS2018

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CUAPCS2018 – Procurement Lifecycle Document

Fujifilm Business Innovation Australia

This Contractor is qualified to sell:

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



Contact Person for Customer Queries

Fujifilm Business Innovation Australia

ABN No: 63 000 341 819	Mr Dennis Duran
ACN No: 000 341 819	T: (08) 9365 9630 M: 0428 881 441
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	Website: www-fbau.fujifilm.com
	Postal Address:
	59 Belmont Avenue, BELMONT WA 6104
	Orders Via:
	Please see Buying Process Outline
	Hours:
	8.00am to 5.00pm Monday to Friday

Fujifilm Business Innovation Australia Dealers

1. Esperance Communications Provides: <ul style="list-style-type: none">• Installation, service, maintenance, training. Areas served: <ul style="list-style-type: none">• Esperance and surrounding areas.	Mr Colin Gallop T: (08) 9071 3344 M: NA F: NA E: Colin@esperancecomms.com.au Website: www.esperancecomms.com.au Postal Address: 33 Norseman Road, ESPERANCE WA 6450 Orders Via: Please see Buying Process Outline Hours: 8.00am to 5.00pm Monday to Friday
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<p>2. Geraldton Fuji Xerox Direct</p> <p>Provides:</p> <ul style="list-style-type: none"> • Installation, service, maintenance, training. <p>Areas served:</p> <ul style="list-style-type: none"> • Geraldton and surrounding areas. 	<p>Mr Lee Hendry</p> <p>T: (08) 9365 9583 M: NA</p> <p>F: NA</p> <p>E: lee.hendry@aus.fujixerox.com</p> <p>Website: www.fujixerox.com.au</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>
<p>3. SOS Office Equipment</p> <p>Provides:</p> <ul style="list-style-type: none"> • Sales, installation, service, maintenance, training. <p>Areas served:</p> <ul style="list-style-type: none"> • Augusta, Beverley, Boddington, Bridgetown, Bunbury, Busselton, Cowaramup, Dunsborough, Dwellingup, Harvey, Mandurah, Manjimup, Margaret River, Nannup, North Bannister, Pingelly, Pinjarra, Wandering, Yallingup, Donnybrook, Mt Barker, Albany, Corrigin, Hyden, Karridale, Kojonup, Kondinin, Lake King, Walpole, Williams, Katanning. 	<p>Mr Quintin Whitcher</p> <p>T: (08) 9721 2211 M: NA</p> <p>F: NA</p> <p>E: Qwhitcher@sosoffice.com.au</p> <p>Website: www.sosoffice.com.au</p> <p>Postal Address:</p> <p>Unit 3, Station Complex, Picton Road, BUNBURY WA 6230</p> <p>171A York Street, ALBANY WA 6330</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>
<p>4. Best IT & Business Solutions</p> <p>Provides:</p> <ul style="list-style-type: none"> • Sales, installation, service, maintenance, training. <p>Areas served:</p> <ul style="list-style-type: none"> • Broome, Derby, Fitzroy Crossing and surrounding areas, Kununurra and surrounding areas. 	<p>Mr Matthew Sear</p> <p>T: (08) 9193 7254 M: NA</p> <p>F: NA</p> <p>E: Manager@bestcomputing.com.au</p> <p>Website: www.bestcomputing.com.au</p> <p>Postal Address:</p> <p>91A Guy Street, BROOME WA 6725</p> <p>Shop 3, 1 Ebony Street, KUNUNURRA WA 6743</p> <p>98 Crane Circle, KARRATHA WA 6714</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>

<p>5. Gascoyne Fuji Xerox Direct</p> <p>Provides:</p> <ul style="list-style-type: none"> • Installation, service, maintenance, training. <p>Areas served:</p> <ul style="list-style-type: none"> • Carnarvon, Shark Bay, Coral Bay. 	<p>Mr Lee Hendry</p> <p>T: (08) 9365 9583 M: NA</p> <p>F: NA</p> <p>E: lee.hendry@aus.fujixerox.com</p> <p>Website: www.fujixerox.com.au</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>
<p>6. Wheatbelt Office and Business</p> <p>Provides:</p> <ul style="list-style-type: none"> • Sales, installation, service, maintenance, training. <p>Areas served:</p> <ul style="list-style-type: none"> • East to Coolgardie, Kalgoorlie, North to Leinster, South to Norseman, Northam, Merredin, Gingin. 	<p>Mr Phil Gardner</p> <p>T: (08) 9622 5531 M: NA</p> <p>F: NA</p> <p>E: Accounts@wobm.com.au</p> <p>Website: www.wobm.com.au</p> <p>Postal Address:</p> <p>246-248 Fitzgerald Street, NORTHAM WA 6401</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>
<p>7. WC&E IT</p> <p>Provides:</p> <ul style="list-style-type: none"> • Installation, service, maintenance, training. <p>Areas served:</p> <ul style="list-style-type: none"> • Tom Price, Brockman, Channer, Paraburdoo. 	<p>Mr David Fingers</p> <p>T: (08) 9189 2232 M: NA</p> <p>F: NA</p> <p>E: It@wceservices.com.au</p> <p>Website: NA</p> <p>Postal Address:</p> <p>PO Box 322, TOM PRICE WA 6751</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>

<p>8. Karratha Fuji Xerox Direct</p> <p>Provides:</p> <ul style="list-style-type: none"> Sales, installation, service, maintenance, training. <p>Areas served:</p> <ul style="list-style-type: none"> Port Hedland, South Hedland, Karratha. 	<p>Mr Lee Hendry</p> <p>T: (08) 9365 9583 M: NA</p> <p>F: NA</p> <p>E: lee.hendry@aus.fujixerox.com</p> <p>Website: www.fujixerox.com.au</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>
<p>9. Newman Fuji Xerox Direct</p> <p>Provides:</p> <ul style="list-style-type: none"> Sales, installation, service, maintenance, training. <p>Areas served:</p> <ul style="list-style-type: none"> Newman and surrounding areas. 	<p>Mr Lee Hendry</p> <p>T: (08) 9365 9583 M: NA</p> <p>F: NA</p> <p>E: lee.hendry@aus.fujixerox.com</p> <p>Website: www.fujixerox.com.au</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>

Buying Process Outline

Placing an Order – Panel 1 MFDs

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 Fujifilm Business Innovation Australia'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 Person for Customer Orders – Dennis Duran – 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 will 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 Dennis Duran 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 Dennis Duran 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 Fujifilm Business Innovation Australia. This will allow you to determine whether there are close substitutes that other qualified Contractors can provide via their product catalogues.

STEP 6: If STEP 3 and STEP 4 (if applicable) are successful in determining that Fujifilm Business Innovation Australia has suitable products and/or additional services, then inform Dennis Duran 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 Person for Customer Orders – Dennis Duran – 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 Fujifilm Business Innovation Australia 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 Dennis Duran from Fujifilm Business Innovation Australia 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 Dennis Duran from Fujifilm Business Innovation Australia 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 Fujifilm Business Innovation Australia 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 Fujifilm Business Innovation Australia 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.

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 Fujifilm Business Innovation Australia. 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 Person for Customer Orders – Dennis Duran – 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 Dennis Duran 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 Fujifilm Business Innovation Australia has suitable Assessment services, then inform Dennis Duran 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 Fujifilm Business Innovation Australia. These services can 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 Person for Customer Orders – Dennis Duran – 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 Dennis Duran 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 Fujifilm Business Innovation Australia has suitable Optimisation and Maintenance services, then inform Dennis Duran or an Authorised Dealer via email or fax that you wish to finalise the purchase.

Payment of Invoices

Pay on your account via:

By Cheque: Please make cheque payable to Fujifilm Business Innovation Australia Pty Limited and send it with your Remittance Advice.

By Credit Card: Please go to payonline.fujixerox.com.au to make a credit card payment using your corporate credit card.

By Direct Deposit: Your payments can be directly deposited into our ANZ Bank account.

BSB: 014-002 Account Number: 775394025.

Please quote your 6 digit Fuji Xerox Account Number and email your payment details to

payments@aus.fujixerox.com

For Account enquiries please ph: (02) 9154 6374 or fax: (02) 9856 5003

Delivery

The following delivery timeframes apply to Panel 1:

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

The contact person for delivery issues is Dennis Duran who can be contacted via the details on page 2.

Warranty and Maintenance

Fujifilm Business Innovation Australia will give the Customer the benefit of a minimum one-year product warranty, which covers all materials, parts, labour, toner, and travel. In addition, MFDs are provided with a minimum of 5-years warranty, provided that the device(s) is/are under a valid Fujifilm Business Innovation Australia Cost-Per-Copy maintenance agreement. The contact person for warranty and maintenance issues is Dennis Duran who can be contacted via the details on page 2.

Disposal and Recycling

Fujifilm Business Innovation Australia has a zero waste to landfill commitment for devices, parts and consumables collected from our customers and is achieving over 99.5% resource recovery. Fujifilm Business Innovation Australia provides a service that includes delivery and replacement of cartridge recovery boxes. This enables the convenient disposal of used consumable items at no additional charge. This service is available to all Perth Metropolitan Customers. Please contact the Account Manager via the details on page 2 for help with arranging a recover box pick up services – confirming there is no charge for this arrangement within the Perth Metropolitan area. Should you have any questions, please ring 1800 028 962 for further assistance.

Account Management and Invoicing

Fujifilm Business Innovation Australia 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 Dennis Duran who can be contacted via the details on page 2.