



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

Contract Number: CUAPCS2018

Last Updated: 28 March 2023

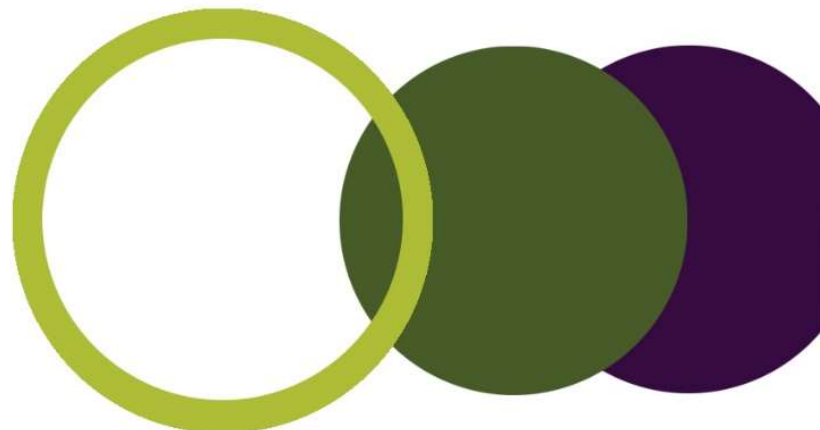
Document number: 03002254

CUAPCS2018 – Procurement Lifecycle Document

Ricoh

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

Ricoh

ABN No: 30 000 593 171

ACN No: 000 593 171

Mr Troy Anderson

T: (08) 9347 0444 **M:** 0419 772 313

F: (08) 9347 0400

E: Tanderson@ricoh.com.au

Website: www.ricoh.com.au

Postal Address:

3 Teakle Road, OSBORNE PARK WA 6017

Orders Via:

Please see Buying Process Outline

Hours:

8.00am to 5.00pm Monday to Friday

Ricoh Dealers

1. Ace Copiers

Provides:

- Sales, installation, service, maintenance, training.

Areas served:

- Rockingham and surrounding areas.

Mr Tony Paul

T: (08) 9528 5002 **M:** 0417 025 000

F: NA

E: Tonyp@acecopiers.com.au

Website: www.acecopiers.com.au

Postal Address:

Unit 3, 19 Beale Way, ROCKINGHAM WA 6168

Orders Via:

Please see Buying Process Outline

Hours:

8.00am to 5.00pm Monday to Friday

<p>2. Winc Australia</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"> • Geraldton and surrounding areas. 	<p>Mr Tony Rebola</p> <p>T: (08) 9923 4812 M: 0447 645 968</p> <p>F: (08) 9223 4824</p> <p>E: GeraldtonMPSSales@winc.com.au</p> <p>Website: www.winc.com.au</p> <p>Postal Address:</p> <p>42 Chapman Road, GERALDTON WA 6530</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. Best Office Systems</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"> • Narrogin, Albany and surrounding areas. 	<p>Mr Phil Shilcock (Narrogin)</p> <p>T: (08) 9881 4785 M: NA</p> <p>F: NA</p> <p>E: Phil@bestoffice.com.au</p> <p>Ms Michelle Gray (Albany)</p> <p>T: (08) 9842 1333 M: NA</p> <p>F: NA</p> <p>E: Michelle@bestoffice.com.au</p> <p>Website: www.bestoffice.com.au</p> <p>Postal Address:</p> <p>51 Federal Street, NARROGIN WA 6312</p> <p>Shop 6, 29 Campbell Road, 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. Esperance Communications</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"> • Esperance and surrounding areas. 	<p>Mr Craig Johnson</p> <p>T: (08) 9071 3344 M: NA</p> <p>F: NA</p> <p>E: Craig@ec.com.au</p> <p>Website: www.ec.com.au</p> <p>Postal Address:</p> <p>33 Norseman Road, ESPERANCE WA 6450</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 Office Equipment</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 and surrounding areas. 	<p>Mr Kevin O'Brien</p> <p>T: (08) 9941 3898 M: NA</p> <p>F: NA</p> <p>E: Admin@goequip.com.au</p> <p>Website: www.goequip.com.au</p> <p>Postal Address:</p> <p>1/6 Robinson Street, CARNARVON WA 6701</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. Office Star</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 and surrounding areas. 	<p>Mr Robert McGregor</p> <p>T: (08) 9193 5757 M: 0419 422 416</p> <p>F: NA</p> <p>E: Officestar@westnet.com.au</p> <p>Website: NA</p> <p>Postal Address:</p> <p>4 Clemenston Street, BROOME WA 6725</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. Office National Kalgoorlie</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"> • Kalgoorlie and surrounding areas. 	<p>Mr Warren Moffatt</p> <p>T: (08) 9080 8777 M: NA</p> <p>F: NA</p> <p>E: Wmoffat@onk.com.au</p> <p>Website: www.onk.com.au</p> <p>Postal Address:</p> <p>72 Brookman Street, KALGOORLIE WA 6430</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. Office National Kununurra</p> <p>Provides:</p> <ul style="list-style-type: none"> • Service, maintenance. <p>Areas served:</p> <ul style="list-style-type: none"> • Kununurra and surrounding areas. 	<p>[Jean Dennehy]</p> <p>T: (08) 9169 3725 M: NA</p> <p>F: NA</p> <p>E: Techonk@onkun.com.au</p> <p>Website: www.onkun.com.au</p> <p>Postal Address:</p> <p>55 Bandicoot Drive, KUNUNURRA WA 6743</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. Scope Business Imaging</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"> • Karratha, Port Hedland and surrounding areas. 	<p>Mr Brad Morgan</p> <p>T: (08) 9172 2256 M: 0413 053 903</p> <p>F: NA</p> <p>E: brad.morgan@scopebi.com.au</p> <p>Website: www.scopebi.com.au</p> <p>Postal Address:</p> <p>Unit 1/985 Woodbrook Rd, KARRATHA LIA WA 6714</p> <p>4 Iron Ore St, Wedgefield, PORT HEDLAND WA 6721</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>10. RBC Bunbury</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"> • Bunbury and surrounding areas. 	<p>Mr Doug Matthews</p> <p>T: (08) 9721 9311 M: 0419 040 229</p> <p>F: NA</p> <p>E: Doug@rbcunbury.net.au</p> <p>Website: www.rbcunbury.com.au</p> <p>Postal Address:</p> <p>116 Blair Street, BUNBURY WA 6230</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>11. Ricoh Business Central Rural</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"> • Mount Nasura and surrounding areas. 	<p>Mr John Campbell</p> <p>T: (08) 9575 1139 M: NA</p> <p>F: NA</p> <p>E: Rbcrural@arach.net.au</p> <p>Website: NA</p> <p>Postal Address:</p> <p>10 Malbec Place, MOUNT NASURA WA 6112</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>12. Smith Solution Services</p> <p>Provides:</p> <ul style="list-style-type: none"> • Service, maintenance. <p>Areas served:</p> <ul style="list-style-type: none"> • Christmas Island and surrounding areas. 	<p>Mr Peter Smith</p> <p>T: 0419 644 277 M: 0419 644 277</p> <p>F: NA</p> <p>E: Airbp.xch@outlook.com</p> <p>Website: NA</p> <p>Postal Address:</p> <p>PO Box 535, CHRISTMAS ISLAND WA 6798</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>13. West Coast Office Equipment</p> <p>Provides:</p> <ul style="list-style-type: none"> • Service, maintenance. <p>Areas served:</p> <p>Avon Region, Northam and surrounding areas.</p>	<p>Mr Darryn Westlund</p> <p>T: (08) 9021 0300 M: NA</p> <p>F: NA</p> <p>E: Darryn@westcoast.net.au</p> <p>Website: NA</p> <p>Postal Address:</p> <p>Unit 11/55 Howe Street, OSBORNE PARK WA 6017</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>
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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 Ricoh'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 – Troy Anderson – 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 Troy Anderson 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 Troy Anderson 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 Ricoh. 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 Ricoh has suitable products and/or additional services, then inform Troy Anderson 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 – Troy Anderson – 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 Ricoh 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 Troy Anderson from Ricoh 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 Troy Anderson from Ricoh 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 Ricoh 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 Ricoh 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 Ricoh. 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 – Troy Anderson – 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 Troy Anderson 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 Ricoh has suitable Assessment services, then inform Troy Anderson 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 Ricoh. 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 – Troy Anderson – 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 Troy Anderson 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 Ricoh has suitable Optimisation and Maintenance services, then inform Troy Anderson or an Authorised Dealer via email or fax that you wish to finalise the purchase.

Payment of Invoices

Pay on your account via:

Accounts Payable:

Phone: 13 RICOH (13 74264)

Email: accounts@ricoh.com.au

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

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

Warranty and Maintenance

Ricoh will give the Customer the benefit of a minimum one-year product warranty, which covers all materials, parts, labour, toner, and travel. In addition, up to five years of extended warranty is applicable for MFDs or SFPs that are covered by a Cost-Per-Copy maintenance plan. The contact person for warranty and maintenance issues is Troy Anderson who can be contacted via the details on page 2.

Disposal and Recycling

Ricoh provides a service enables the convenient disposal of MFDs and SFPs through collecting and recycling process for Customers in the Perth Metropolitan area. The contact person for disposal and recycling issues is Troy Anderson who can be contacted via the details on page 2.

Account Management and Invoicing

Ricoh 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 Troy Anderson who can be contacted via the details on page 2.