

# **CUACMD2021 PANEL 1 - DEVICES**

## **Procurement Lifecycle Document**

### **Datacom Systems (AU) Pty Ltd**

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# Datacom Systems (AU) Pty Ltd

**Trading as Datacom**

**ABN:** 39 135 427 075

**ACN:** 135 427 075

# DATACOM

## Contact information

### Hall Jackson - Primary Contact

Client Executive

**Phone:** (08) 6466 6854

**Mobile:** 0439 517 343

**Email:** [hall.jackson@datacom.com.au](mailto:hall.jackson@datacom.com.au)

### Tim Hurst - Secondary Contact

General Manager Sales – WA

**Phone:** (08) 6466 6843

**Mobile:** 0412 002 760

**Email:** [timothy.hurst@datacom.com.au](mailto:timothy.hurst@datacom.com.au)

Please refer to [General Enquiries](#) for general contact details.

### Business Hours:

8am to 5pm Monday to Friday AWST

### Orders Via:

Please contact [wa.clientservices@datacom.com.au](mailto:wa.clientservices@datacom.com.au) in accordance with [Buying Process](#)

### Help Desk Enquiries:

Email - [wa.clientservices@datacom.com.au](mailto:wa.clientservices@datacom.com.au)

# Offered Hardware and Services

## Offered Brands and Minimum Discounts

Datacom Offers the following Brands and minimum discounts by Product Type:

Brand	Product Type (Discounts)										
	Desktops	Notebooks	Hybrids	Workstations	Tablet / Phablets	Mobile Handsets	Chromebook	Thin & Zero Client	Components	Peripherals	Accessories
Apple	10%	11%		9%	9%	4%			12%	9%	9%
Asus	24%	24%	24%				29%		29%	42%	42%
Dell	61%	60%	60%	42%	60%		50%	38%	40%	42%	32%
HP	34%	36%	36%	35%	31%		35%	36%	40%	32%	32%
Microsoft		18%		12%	20%				34%	17%	17%
Panasonic	27%		27%		26%				17%	17%	17%

## Offered Ancillary Services:

The following Ancillary Services are offered by Datacom

- Warranty
- Pre-Deployment Imaging
- Delivery
- Installation
- Asset Management Tools
- Takebacks
- Trade-Ins
- Collection
- Sanitisation
- Disposal

# Buying methods

In the first instance the Customer must seek quotes from the Panel, preparing a Request for Quotation (RFQ), such as the **CUACMD2021 – Quote and Order Form** or other appropriate methodology.

## 1. Obtain Quotes

You can use the **CUACMD2021 – Quote and Order Form** or your organisation's own quote form to seek quotes from Datacom. Please ensure you reference the CUA number "CUACMD2021".

**STEP 1:** Browse the Product Catalogue and consult with the relevant ICT or procurement section of your agency to ensure that the proposed Goods and Services are suitable for your organisation.

**STEP 2:** Complete the CUA Quote Form or your organisation's own order form with the products and/or additional services you require.

**STEP 3:** To obtain a Quote for a Product Catalogue item, send the CUA Order Form or your agency's order form to [wa.clientservices@datacom.com.au](mailto:wa.clientservices@datacom.com.au) via email.

OR send the CUA Order Form or your agency's order form.

**Note:** Where the estimated value of the Order exceeds \$500K you are also required to send the CUA Quote Form to at least one other CUA Contractor in addition to Datacom. This ensures compliance with the CUA Buying Rules and to determine value for money options.

**STEP 4:** Evaluate quotes and if you determine that Datacom has suitable Goods and/or Services, then proceed to [2 – Place an Order](#).

## 2. Place an Order for Hardware

### Option A – Using Order Form

You can use the **CUACMD2021 – Quote and Order Form** or your organisation's own order form to make a purchase from Datacom Price Schedule. Please ensure you reference the CUA number "CUACMD2021".

**STEP 1:** Contact Datacom [wa.clientservices@datacom.com.au](mailto:wa.clientservices@datacom.com.au) to discuss the Customer Order and confirm if you need to setup a Customer account under CUACMD2021.

**STEP 2:** Complete the CUA Order Form or your organisation's own order form including any attachments, with the Goods and/or additional services you require. Obtain signoff from the relevant delegated authority within your organisation.

**STEP 3:** Send the signed Order Form including any attachments to Datacom via email to: [wa.clientservices@datacom.com.au](mailto:wa.clientservices@datacom.com.au)

**STEP 4:** The Contractor will issue a confirmation of the Order, including delivery date and other relevant information.

**STEP 5:** The Contractor will supply an invoice to the Customer upon delivery of Goods.

## Option B – Using Contractor Portal

Datacom offers a generic buying portal for all agencies.

**STEP 1:** navigate to the Datacom Portal:

<https://store-au.datacom.com/team/customer/account/login/> and sign on using secure sign on services.

**STEP 2:** Select Goods and/or additional services you require.

**STEP 3:** Select purchase method including credit card or purchase order.

**STEP 4:** The Contractor will issue a confirmation of the Order, including delivery date and other relevant information.

**STEP 5:** The Contractor will supply an invoice to the Customer upon delivery of Goods.

## Option C – Using Agency Specific Portal

Datacom offers Customer specific buying portals as requested by each Agency (or other approved CUA User). This allows controlled purchasing via a select number of devices and peripherals authorised by each agency based on their requirements and policies.

Generally, the process will be the same as the standard contractor portal with provision for the below restrictions based on the requirements of each agency.

These portals can be customised to the requirements of each agency with the following features available:

- Selected products only – product options limited to agency standard equipment
- Automated approvals process with multiple stacked approvals available depending on department policy
- End user self-service with thresholds on value
- Mandatory asset tagging, reporting to asset management systems and other post sale requirements.
- Order, order with authorisation and quote only options
- Multiple order options including purchase order and credit card.

Datacom will work with each agency to create and develop a buying portal to the needs of each department. Please contact [wa.clientservices@datacom.com.au](mailto:wa.clientservices@datacom.com.au) to initiate a specific buying portal.

## Option D – Trade-in/Take back with purchase.

If an agency would like to engage our asset recovery option, Agencies can follow the above processes for purchase and follow the process in [8 - Take Back Services](#). A quotation will be generated including both the purchase and the estimated credit value (if any) of returned devices.

## 3. Pre-Deployment Services

Datacom offer a range of pre-deployment services that agencies can access at the time of purchase. Please talk to our staff regarding pricing of these services.

- Asset Tagging – Datacom offer asset tagging with barcodes, either our own or pre-purchased by the agency. Agencies should discuss their requirement with our staff.
- Imaging – Datacom offer both imaging and hash numbers for physical imaging or Intune / MDM imaging zero touch options.
- Unboxing and packing – Datacom can unbox, bag with accessories for at desk deployment. Packaging waste is reduced and recycled.
- Stock holding – Datacom can hold buffer stock or consolidate orders from a range of suppliers.

## 4. Installation

Datacom can offer a range of imaging solutions with pre-deployed software (depending on deployment requirements and licensing). Datacom can also help with licensing software requirements (except for those covered by the current licensing CUA's).

Datacom can also supply at desk deployment including unboxing, setup and packaging removal on site (metro only).

## 5. Delivery

The following delivery timeframes apply:

Geographic Location	Definition of Location	Delivery Time (Business Days)			
		Local	Distributor	OEM Air Freight	OEM Sea Freight
Perth Metropolitan Area: Buy Local Policy (Zone 1) <sup>3</sup> + City of Mandurah	All locations within the Perth metropolitan area as defined by the Buy Local Policy, and the Department of Planning, Lands and Heritage.	2	7	15	30
Regional Locations: Buy Local Policy Zones 2 <sup>2</sup> (excluding City of Mandurah) and 3 <sup>3</sup>	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 <sup>3</sup> .	4	9	20	30
Remote Locations: Buy Local Policy Zones 2 <sup>3</sup> and 3 <sup>3</sup>	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) <sup>3</sup> .	7	9	20	30

**Note:** Some minor differences to Dell timeframes are outlined in the [CMD2021 Product Catalogue](#).

Large order requiring specialised transport such as tail lift and palletisation may incur additional cost and time. Delivery timeframes are subject to stock availability.

### Perth metropolitan area

Large order requiring specialised transport such as tail lift and palletisation may incur additional cost and time. Delivery timeframes are subject to stock availability.

### Regional Deliveries

Large order requiring specialised transport such as tail lift and palletisation may incur additional cost and time. Delivery timeframes are subject to stock availability.

## 6. Payment of invoices

Pay on your account via the following options:

### EFT/Direct Deposit

Pay on your Account via EFT – Account details as follows:

**Account Name:** Datacom Systems (AU) Pty Ltd

**BSB:** 012-327 (ANZ Bank)

**Account:** 835-484-883

Email remittances: [ar@datacom.com.au](mailto:ar@datacom.com.au)

### Credit Card

Via portal purchasing using our secure payment system

Or via Telephone only – please do not email Credit Card Details.

Credit Card is only over the phone we don't keep the details on record.

Please contact WA Client services - 08 6466 6850

**Note:** Credit card surcharges are not applicable under CUACMD2021.

## 7. Warranty and Maintenance

Customer to receive the benefits of all manufacturer warranties. Datacom will pass through all manufacturer warranties in accordance with specific Warranty Details.

Datacom will help the client with any issues regarding warranties & maintenance.

Agencies are encouraged to contact the manufactures warranty services directly in the first instance, or they may ask Datacom to complete the claim for them where the manufacturer allows a third party to make the claim on the clients' behalf.

If the agency does not get the service they expect in the warranty SLA, the agency is encouraged to contact Datacom Client services at [wa.clientservices@datacom.com.au](mailto:wa.clientservices@datacom.com.au) this will be answered within 24 hrs. Datacom will then contact the manufactures on the client's behalf to escalate for a resolution. Please note that in many cases Agencies must have made a claim via the manufacturers system before we are able to assist.

Datacom offers additional warranties at the point of purchase and agencies are encouraged to discuss their warranty options with our staff. Each device and manufacturer will have a range of additional warranties available. Each warranty will be recorded by Datacom.

Datacom uses the warranty onsite repair services of each manufacturer and will assist in the coordination of these resources where appropriate. In most cases the manufacturer will contact the agency directly to organise time and location.

Out of warranty repair services can be engaged through our client services team depending on age and condition of the device.



## 8. Takeback Services

### Option A – Takeback/Trade in Services via Email

You can engage with Datacom for optional Takeback Services where it originally supplied the Hardware devices. The Contractor shall offer takeback credits to the Customer for eligible Hardware commensurate to market value at a minimum.

**STEP 1:** Contact Datacom [wa.clientservices@datacom.com.au](mailto:wa.clientservices@datacom.com.au) to request takeback services. Client will be required to list items and serial numbers of devices to be returned. Devices must include originally supplied accessories such as power supplies and stylus/pen.

#### 1 - Collection

Equipment should be available for pick up at a specific point that is easy for the service to remove (eg. loading dock), including any peripherals, powers supplies and cables that came with the original purchase.

De installation is not included in the service and will incur additional charges.

#### 2 – Data Sanitisation

Where devices are locked (eg. iPhone and iPad devices) – these devices must be reverted to factory settings and passwords removed. Any devices that cannot be unlocked may incur addition fees or will not be credited.

It is highly recommended that devices with confidential data be decommissioned on site according to privacy and security protocols of the agency. This service can be added to the takeback service as required.

Sanitisation certificates will be provided at the completion of the process. All devices are 3 stage wiped using industry standard protocols. Please see [9 – Disposal and Recycling](#) below for details on wiping, reuse and recycling.

#### 3 – Disposal

Datacom will provide disposal services – Devices will be securely wiped, assessed and then either reused, donated or recycled. Datacom will certify the disposal including Serial Number and asset tag where available.

#### 4 – Credits

Once the value of the returns has been evaluated, wiped and disposed, Datacom will apply credit to the customers' account.

### Option B – Using Contractor Portal

You can engage with Datacom for optional trade-in services to seek a trade-in for old Hardware devices through our portal.

Trade-in quotes are valid for a minimum of 30 days. There is no obligation for the Customer to accept quoted trade-in offers.

**STEP 1:** Use the DARS page on the portal to request trade-in. User will be asked to upload a list of devices.

## 1 - Collection

Equipment should be available for pick up at a specific point that is easy for the service to remove (eg. loading dock), including any peripherals, powers supplies and cables that came with the original purchase.

De installation is not included in the service and will incur additional charges.

## 2 – Data Sanitisation

Where devices are locked (eg. iPhone and iPad devices) – these devices must be reverted to factory settings and password removed. Those devices that cannot be unlocked may incur addition fees or will not be credited.

It is highly recommended that devices with confidential data be decommissioned on site according to privacy and security protocols of the agency. This service can be added to the takeback service as required.

Sanitisation certificates will be provided at the completion of the process.

## 3 – Disposal

Datacom will certify the disposal including SN and asset tag where available.

## 4 – Credits

Datacom will credit the value of the trade-in against the purchase of new products purchased from Datacom.

# 9. Disposal and recycling

Datacom offer disposal and recycling services - please reference trade-in / takeback section for the process.

We use BLANCCO® software for data destruction for all assets that we purchase. We provide 3 pass wipe method, with the ability to provide 7 pass wipes upon request according to Customer requirements. All data wipes come with a certificate of data destruction.

Datacom in conjunction with our Asset Recovery Partners have a zero-landfill requirement.

The best form of recycling is to reuse, assets are securely wiped and refurbished for sale both in Australia and overseas markets. Some units will also be donated as part of our community engagement programs.

If assets are too old for reusing, then we will responsibly recycle your equipment using green e-waste guidelines. Datacom and its asset recovery partners do not dispose of equipment via landfill, all plastics and metals are separated, granulated and reused.



## 10. Return of rejected goods

Faulty, damaged and or Dead-on Arrival (DOA) devices will be managed in accordance with Datacom and manufacturer Warranty process.

Within 48 hrs customer must contact Datacom Client support and depending on manufacturer the following steps depending on the reason for return.

Damage in transit – immediate reporting to client services (Phone: 08 6466 6850 or Email: [wa.clientservices@datacom.com.au](mailto:wa.clientservices@datacom.com.au)) with photos of damage and reference to the signed received as damage POD with courier. Client services will then escalate with vendor. This is essential for a successful outcome.

Faulty Goods and DOA – Immediate reporting to Datacom client services. Client services will advise the agency on the required steps to take with the Manufacturer to get a DOA or Authority to return ticket. In most cases the manufacturer will require the agency to log this ticket and Datacom may not be able to escalate until this has been completed. In some cases Datacom can raise a ticket on the agency's behalf.

In most cases the manufacturer will provide a replacement or credit and courier facilities to return the damaged or DOA device at no cost to the agency. Datacom will support the agency and escalate where required.

## 11. Account management and invoicing

Invoicing will be based on the information given and unless otherwise requested invoicing will be sent to the nominated accounts payable contact within an agency or department. Invoicing will commence on delivery of goods and services.

Contact	Service	Contact Details
Hall Jackson	Sales	<b>Phone:</b> (08) 6466 6854 <b>Email:</b> <a href="mailto:Hall.jackson@datacom.com.au">Hall.jackson@datacom.com.au</a>
Client Services	Support	<b>Phone:</b> (08) 6466 6850 <b>Email:</b> <a href="mailto:wa.clientservices@datacom.com.au">wa.clientservices@datacom.com.au</a>
Hall Jackson	Account management	<b>Phone:</b> (08) 6466 6854 <b>Email:</b> <a href="mailto:Hall.jackson@datacom.com.au">Hall.jackson@datacom.com.au</a>
Accounts Receivable	Accounts Receivable	<b>Phone:</b> (08) 6466 6850 <b>Email:</b> <a href="mailto:ar@datacom.com.au">ar@datacom.com.au</a>
Client Services	General Queries	<b>Phone:</b> (08) 6466 6850 <b>Email:</b> <a href="mailto:wa.clientservices@datacom.com.au">wa.clientservices@datacom.com.au</a>

# Contact information

## General enquiries

### Administration

**Phone:** (08) 6466 6888

**Email:** [wa.clientservices@datacom.com.au](mailto:wa.clientservices@datacom.com.au)

**Website(s):** <https://datacom.com.au>

### Postal Address

Level 11, 66 St Georges Tce

Perth, WA, 6000

### Orders

Please see Buying Process Outline

### Hours

Monday to Friday 8.00am to 5:00pm AWST