

CUAOFP2023 PANEL B – JANITORIAL AND PERSONAL GOODS

Procurement Lifecycle Document

Bunzl Outsourcing Services Ltd (Trading as Bunzl Australia)

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Last updated: 8 August 2023

Bunzl Australia



CONTACT INFORMATION General Enquiries

Administration

Phone: (08) 6116 6888

Email: banzperth.customerservice@bunzl.com.au

Website(s): <https://www.bunzl.com>

Postal Address: 15 Orion Road, Jandakot WA 6154

Orders

EMAIL: banzperth.customerservice@bunzl.com.au

Website: <https://www.bunzl.com.au>

Hours: 8.00am – 4.30pm

Refer to [Buying methods](#) section for further information.

Offered Products

Offered Brands

Complete list of CUA offered products can be found in the Product Catalogue - [Office and Facility Products CUAOFP2023 \(www.wa.gov.au\)](#).

Our focus is on adding value to our B2B customers through simplifying the procurement of every day essential consumables across the key categories of:

- Cleaning & Hygiene
- Healthcare
- Catering & Hospitality
- Food Processing & Packaging
- Industrial & Safety

What this means to you is that, instead of having numerous suppliers to deal with resulting in numerous invoices and deliveries, you deal with one.

In order to ensure we understand your business, you will be allocated an experienced Account Manager who will work with you to ensure you have access to the best possible products at the best possible price, which invariably also results in saving you time, which you can re-invest in managing your business, not the inventory.

Also supporting you are our dedicated Customer Service, Product, Operations, Digital and IT teams, who are constantly striving for continuous improvement and our ongoing commitment to Digital Transformation also means that it will be easier than ever for you to help yourself through easy-to-use Self-Service features.

Sustainability:

Sustainability is core to how Bunzl does business. We understand our role in the transition to a more sustainable and equitable future. From sourcing sustainable product and packaging solutions in an ethical and responsible way, to consolidating them in an environmentally efficient operating model, our approach helps us to minimise social and environmental impact while maximising value.

- Bunzl Personnel and Delivery staff with Police Clearance
- Various forms of ordering; EDI, Bunzl Online Store, phone and email
- Customised Sales, QBR (quarterly business reviews) and Sustainability reporting
- Monthly consolidated invoicing
- After hours support
- Dedicated Account Management and specialisation
- Training and education (sector specific)
- Provision of sustainable and responsible solutions
- Value added service, category expertise with the support of Bunzl Specialists
- Efficiencies provided through consolidation of supply

- Analytical support to improve efficiencies.
- Resources such as fact sheets, sustainability calculators and information on recycling best practice.
- In-house sustainability experts who partner with our customers to find the most suitable products and services.

(a) Head Agreement Level

Contractor Representative

Nicola Vanni
State Manager WA
Mobile: 0417568411
Email: Nicola.vanni@bunzl.com.au

Vikki Passmore
Internal Account Manager (WA Government & WA Health)
Ph: 6116 6888
Email: vikki.passmore@bunzl.com.au

Sales Reporting

Bunzl has the capability to provide a suite of reports and we will work with contract authorities and assist with additional customised reporting.

Insurances

Bunzl adheres to the contract insurance requirements. Current insurance certificates are available on request.

Contract Management Meetings

Bunzl will meet with the Contract Authority a minimum of twice per annum or on as needed basis.

Bunzl Representatives are available to meet with individual CUA Customers to review business requirements, sustainability KPI's and reporting analysis as requested.

(b) Orders

Bunzl operates our Customer Service Centre at the Jandakot facility, located at 15 Orion Road, Jandakot. Provision of next day delivery is provided to CUA customers in the metropolitan area.

Orders for next business day delivery are required by 12pm (Monday – Friday).

Customer Service hours of Operation

Monday – Friday: 8.00am - 5.00pm (sales) Orders

Ability to place orders 24 hours per day/7 days a week online.

Customers may place orders via, EDI, phone, email and through our digital platform, Bunzl online store.

Orders can be placed using the following:

Phone: (08) 6116 6888

Email: banzperth.customerservice@bunzl.com.au

Bunzl Online Store: shop.bunzl.com.au

All Bunzl ordering platforms including EDI, email, Bunzl Digital platform are processed via Customer Service. All orders are processed by 12pm for next day delivery (metro area). The Bunzl team aim to always offer a high level of service and customer support. Our goal is to provide solutions for our customers and a seamless experience.

Payment/Invoicing

Billing and invoicing are managed by our main central Accounts Payable team. The team manage customer billing and invoicing across all sectors of the business.

The team are highly trained in conversing and supporting our customers. Emphasis is placed on account knowledge. A dedicated Credit Controller is assigned to accounts to ensure one point of contact.

Email: bunzlar@bunzl.com.au

Delivery

Bunzl has engaged a fleet of dedicated vehicles that are currently servicing the Perth metropolitan and regional and remote areas.

Orders for next business day metro delivery are required by 12pm (Monday – Friday).

Disposal of Packaging

Bunzl is keen to work with customers to provide the necessary information to maximise the recycling and disposal of products and packaging.

Return of Rejected Goods

It is the intention of Bunzl to provide our customers with product of an acceptable quality & fit for their intended purpose in good order and condition and accurate in the agreed price, quantity, account, and documentation.

Please contact the Bunzl Customer Service team with regard to return of faulty, damaged and incorrect goods.

Bunzl Customer Service

Phone: 6116 6888

Email: banzperth.customerservice@bunzl.com.au

Bunzl will also return stock under the following conditions:

- Product is a current stocked item
- Bespoke items not accepted for return
- The product is in good order and re-saleable

Bunzl return policy is 7 days from invoice however we will always work with customers to find a solution.

Account Management

Our dedicated team of Account Managers are available to support and offer guidance to CUA customers. Our goal is to ensure we deliver essential business solutions that create long term sustainable value for the benefit of all stakeholders. Our specialist knowledge, strong supply chain and our logistical capabilities ensures our customers can focus on our core business.

The Bunzl In-house sustainability experts' partner with our customers to find the most suitable. products and services. We will constantly review and transition your range to meet your packaging sustainability values, packaging and waste targets.



Non-Standard Items

Non-Standard Goods Minimum Discounts			
Category	Sub-Category Level 1	Sub-Category Level 2	% Minimum
Cleaning	Chemicals	General Cleaning	20%
Cleaning	Chemicals	Toilet & Urinal Cleaning	20%
Cleaning	Janitorial Supplies	Bin Liners	20%
Cleaning	Janitorial Supplies	Buckets	20%
Cleaning	Janitorial Supplies	Cleaning Wipes	20%
Cleaning	Janitorial Supplies	Miscellaneous	20%
Cleaning	Janitorial Supplies	Mops & Brooms	20%
Cleaning	Washroom Supplies	Cleansing & Washing	20%
Cleaning	Washroom Supplies	Facial Tissue	20%
Cleaning	Washroom Supplies	Hand Towel	20%
Cleaning	Washroom Supplies	Toilet Tissue	20%
Hospitality	Food Packaging	Food Packaging	20%
Hospitality	Food Service Disposables	Disposable Cups	20%

Non-Standard Goods Minimum Discounts			
Category	Sub-Category Level 1	Sub-Category Level 2	% Minimum
Hospitality	Food Service Disposables	Disposable Cutlery	20%
Hospitality	Food Service Disposables	Disposable Napkins	20%
Hospitality	Food Service Disposables	Disposable Plates	20%
Personal Goods	Accoutrements	Gloves	20%
Personal Goods	Accoutrements	Masks	20%
Personal Goods	Accoutrements	Infection Control	20%
Personal Goods	Personal Care	Oral Care	20%
Personal Goods	Personal Care	Personal Hygiene	20%
Personal Goods	Personal Care	Personal Wipes	20%
Safety Goods	Eye & Face Protection	Safety Glasses	20%

Buying methods



Bunzl offer CUA customers the following options to order:



Bunzl Online Ordering Platform	Training is available through dedicated Account Managers, via Teams or via phone. Bunzl E-Commerce Store: shop.bunzl.com.au	Bunzl provides internet ordering capability through the Bunzl E-commerce store, delivering a quick, easy, and convenient online shopping experience. CUA customers are provided with an individual log in, which links the customer to their specific account and ship to (site address and/or department). Our online ordering system has the ability to link cost centres to individual sites and apply budgetary constraints within an accounting period to provide cost controls and aid financial disciplines. Features include: <ul style="list-style-type: none">• Accept Credit Card Payments• Personalised catalogue of products (tailored to CUA customers)• Enable authority limits and levels• Utilise the Imprest system; inventory management tool• Budget Monitoring system• Savings prompts• Perform stocktakes• View Order history• Favourite product lists for quick re-ordering• Order status and history Please contact our Customer Service team on (08) 6116 6888 for further details.
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Email	banzperth.customerservice@bunzl.com.au	All email orders are sent to the Bunzl Customer Service email address. Orders are entered by Customer Service representatives between the hours of 8.30am – 4.00pm. We have a dedicated trained team to process daily orders.
Phone	Bunzl Customer Service phone contact: (08) 6116 6888	Bunzl operates our Customer Service Centre at our Jandakot facility located at 15 Orion Road, Jandakot. The Bunzl Customer Service team comprises of dedicated Customer Service representatives, fully trained and conversant with all aspects of the order receipt and processing procedure.
EDI & Punchout		Bunzl facilitates and supports a full range of integration methods with our Trading Partners systems. Bunzl's Electronic Data Interchange (EDI) module supports multiple document formats: XML (preferred), CSV, Excel, Text. Bunzl systems also fully supports Punchout integrations with a choice of cXML or OCI protocols. Punchout – integrates Bunzl E-Commerce store pages into your own business environment.



Delivery

Timeframes and Fees

Delivery Fee/Lead Time by Location					
Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery		Details/Exceptions
			CUA Cost (\$)	Lead Time (Business Days)	
Perth Metropolitan Region & City of Mandurah	All Perth Metro and City of Mandurah (6180, 6210, 6211) Postcodes	YES	Free	1	n/a
Gascoyne Region: Shire of Carnarvon LGA (within 20km of Carnarvon town)	6701 (where deemed Regional, not Remote)	YES	Refer to CTI documents:  CTI Regional Rate Card - Zones.pdf  CTI Regional Rate Card.pdf		
Gascoyne Region: All Other Locations	All Gascoyne except listed in 2.1	YES			
Goldfields-Esperance: Shire of Esperance LGA (Only within 20km of Esperance Town)	6450 (where deemed Regional, not Remote)	YES			
Goldfields-Esperance: City Kalgoorlie-Boulder LGA (specified postcodes only)	6430, 6431. 6432	YES			

Delivery Fee/Lead Time by Location					
Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery		Details/Exceptions
			CUA Cost (\$)	Lead Time (Business Days)	
Goldfields-Esperance: All Other Locations	All Goldfields-Esperance except listed in 3.1 & 3.2	YES			<p>Refer to CTI documents:</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  CTI Regional Rate Card - Zones.pdf </div> <div style="text-align: center;">  CTI Regional Rate Card.pdf </div> </div>
Great Southern: City of Albany LGA	6327, 6328, 6330	YES			
Great Southern: All Other Locations	All Great Southern except listed in 4.1	YES			
Kimberley: Shire of Broome LGA (Only within 20km of Broome town required)	6725 (where deemed Regional, not Remote), 6726	YES			
Kimberley: Shire of Wyndham-East Kimberley LGA (Only within 20km of Kununurra town)	6740 (where deemed Regional, not Remote)	YES			
Kimberley: Other Locations	All Kimberley except listed in 5.1 and 5.2	YES			
Mid-West: City of Greater Geraldton LGA (specified postcodes)	6530, 6532	YES			

Delivery Fee/Lead Time by Location					
Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery		Details/Exceptions
			CUA Cost (\$)	Lead Time (Business Days)	
Mid-West: All Other Locations	All Mid-West except listed in 6.1	YES			<p>Refer to CTI documents:</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  CTI Regional Rate Card - Zones.pdf </div> <div style="text-align: center;">  CTI Regional Rate Card.pdf </div> </div>
Peel: All Locations Except City of Mandurah	All Peel except City of Mandurah (6180, 6210, 6211)	YES			
Pilbara: Town of Port Hedland LGA including Port Hedland, South Hedland and Wedgefield.	6721, 6722	YES			
Pilbara: City of Karratha LGA	6713, 6714, 6718, 6720	YES			
Pilbara: All Other Locations	All Pilbara except listed in 8.1 & 8.2	YES			
South West: City of Bunbury LGA and surrounds (including Australind)	6230, 6231, 6232, 6233	YES			
South West: City of Busselton LGA	6280, 6281, 6282	YES			
South West: All Other Locations	All South West except listed in 9.1 & 9.2	YES			

Delivery Fee/Lead Time by Location					
Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery		Details/Exceptions
			CUA Cost (\$)	Lead Time (Business Days)	
Wheatbelt: Shire of Northam LGA	6401, 6403, 6560, 6562, 6564	YES	Refer to CTI documents: <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  CTI Regional Rate Card - Zones.pdf </div> <div style="text-align: center;">  CTI Regional Rate Card.pdf </div> </div>		
Wheatbelt: All Other Locations	All Wheatbelt except listed in 10.1	YES			

All deliveries typically arrive between 7.00AM and 5.00PM.

Minimum Orders

Minimum Order Threshold Product Conditions	Threshold	Volume Threshold (e.g. Cartons)	Orders Below Threshold Accepted (YES/NO)	Delivery Fee (for orders below Threshold)
N/A	N/A	N/A	Yes	N/A Metro

Perth metropolitan area

Provision of next day delivery is provided to CUA customers in the metropolitan area; metro delivery is free of charge.

Orders for next business day delivery are required by 12pm (Monday – Friday).

Customer Service hours of Operation

Monday – Friday: 8.00am – 4.30pm (sales) Orders

Ability to place online orders 24 hours per day/7 days a week online.

Customers may place orders via, EDI, phone, email and through our digital platform, Bunzl online store.

Regional Deliveries

Provision of next day delivery to your nominated regional freight carrier is provided to CUA customers in regional areas. FOB delivery to your nominated regional freight carrier depot in the Perth metro area.

Orders for next business day delivery are required by 12pm (Monday – Friday).

Customer Service hours of Operation

Monday – Friday: 8.00am – 4.30pm (sales) Orders

Ability to place online orders 24 hours per day/7 days a week online.

Customers may place orders via, EDI, phone, email and through our digital platform, Bunzl online store.

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: Bunzl Australia

BSB: 082-001

Account: 4614 60798

Email remittances: bunzlar@bunzl.com.au

Credit Card:

Please contact Bunzl Customer Service on (08) 6116 6888 to place an order via credit card. Alternatively, you may place an order via the Bunzl Online store and pay by credit card at the time of order shop.bunzl.com.au

7. Takeback Services

A take back offer isn't included in this contract at present however Bunzl are working on various initiatives.

8. Disposal and recycling

Bunzl is keen to work with customers to provide the necessary information to maximise the recycling of products and packaging available. Please contact your Bunzl Account Manager to discuss further.

9. Return of rejected goods

Please phone: (08) 6116 6888 or banzperth.customerservice@bunzl.com.au

10. Account management and invoicing

Who	Service	Contact Details
Vikki Passmore	Internal Account Manager (WA Health & WA Government), Regional hospitals	Phone:(08) 6116 6888 Email: Vikki.passmore@bunzl.com.au
David Rankin	Key Account Manager	Mobile: 0408 949 602 Email: david.rankin@bunzl.com.au
Holly Cobain	Account Manager	Mobile: 0438 344 507 Email: holly.cobain@bunzl.com.au
Customer Service Centre	General enquiries, orders, deliveries and invoice queries	Phone: (08) 6116 6888 Email: banzperth.customerservice@bunzl.com.au

Contractor information

ABN: 99 007 286 133

ACN: 007 286 133

Contractor Details - Bunzl

Contact Information

NAME: Vikki Passmore

Position: Internal Account Manager – WA Government & WA Hospitals

Phone: (08) 6116 6888

Email: vikki.passmore@bunzl.com.au

NAME: Nicola Vanni

Position: State Manager WA

Phone: (08) 6116 6888

Mobile: 0417 568 411

Email: nicola.vanni@bunzl.com.au

Business Hours:

8.00 – 5.00pm

Orders Via:

Phone: (08) 6116 6888

Email: banzperth.customerservice@bunzl.com.au

Bunzl Online Store: shop.bunzl.com.au