

**CUA Number:** CUACMD2021

**Last Updated:** 8 November 2023

# **CUACMD2021 PANEL 1 - DEVICES**

## **Procurement Lifecycle Document**

**Asia Pacific Pty Ltd T/A**  
**Solutions IT**

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**Last updated: 2 June 2022**

# Asia Pacific Pty Ltd T/A Solutions I.T.

**Trading as Solutions IT**

**ABN:** 83 086 175 671

**ACN:** 086 175 671



## Contact information

**Justin Cantrill - Primary Contact**

CEO

**Phone:** (08) 6241 2550

**Mobile:** 0422 863 217

**Email:** [jcantrill@solutionsit.com.au](mailto:jcantrill@solutionsit.com.au)

**Customer Service Team – Secondary Contact**

General Enquiries (Quotes and Orders)

**Phone:** (08) 6241 2550

**Email:** [sales@solutionsit.com.au](mailto:sales@solutionsit.com.au)

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

**Business Hours:**

8.00am to 5.00pm Monday to Friday AWST

**Orders Via:**

Please see Buying Process Outline

**Help Desk Enquiries:**

Phone: (08) 9621 2550

Email: [support@solutionsit.com.au](mailto:support@solutionsit.com.au)

# Offered Hardware and Services

## Offered Brands and Minimum Discounts

Solutions IT 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	10.3%	10.3%		8%	8%	3.3%				8%	8%
Lenovo	9%	9%		13%						14%	
Microsoft		14%	16%	18%	11%	3.5%				19%	14%
Motorola						11%					
Nokia						14%					
Panasonic		20%	20%		20%					7%	

## Offered Ancillary Services:

The following Ancillary Services are offered by Solutions IT:

- 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 Solutions IT. 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 [sales@solutionsit.com.au](mailto:sales@solutionsit.com.au) via email.

**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 Solutions IT. This ensures compliance with the CUA Buying Rules and to determine value for money options.

**STEP 4:** Evaluate quotes and if you determine that Solutions IT 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 Solutions IT Price Schedule. Please ensure you reference the CUA number "CUACMD2021".

**STEP 1:** Contact Solutions IT Farryl Webster (for Department of Education enquires) or Earl Menezes (for all other departments and agencies) 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 Solutions IT via email to: [sales@solutionsit.com.au](mailto:sales@solutionsit.com.au)

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

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

## **Option B – Using Contractor Portal**

The customer can use the CUA online ordering system provided by Solutions IT to obtain a quote and make a purchase of the required products.

**STEP 1 (If required):** To create a customer account for the online ordering system open a browser to the Solutions IT CUA online ordering system and click on the 'Sign Up' link. Fill in the required details and submit the request for a new login account. Once approved your account details will be emailed to you.

**STEP 2:** Login to the Solutions IT CUA online ordering system and browse the online product catalogue adding the required products to the shopping cart.

**STEP 3:** The customer can save the current shopping cart as a quote if required to purchase later.

**STEP 4:** The customer can purchase the products by clicking on the Cart and then Continue to Checkout. Ensure Your Details are filled out correctly and if paying via a Purchase Order add the PO number and continue to the delivery step. Ensure the delivery details for where the products need to be delivered are correct and add any special delivery instructions, then continue to the payment step. Click on Place Order to finalise.

## **Option C – Contact Account Manager via email or phone**

The customer can contact Farryl Webster (for Department of Education enquires) or Earl Menezes (for all other departments and agencies) at Solutions IT to obtain a quote for the required products.

**STEP 1:** Contact your account manager via email or phone to discuss and/or request a quotation for the required products.

**STEP 2:** The account manager will respond via email with a quotation for the required products.

**STEP 3:** You can then order and pay for the required products based on the email quotation from the account manager by providing a purchase order and if paying via credit card contacting Sales Administration on (08) 6241 2550 to complete the payment.

## **Option D – Take Back / Trade in**

The customer can contact Farryl Webster (for Department of Education enquires) or Earl Menezes (for all other departments and agencies) at Solutions IT to obtain a quote for the required products.

**STEP 1:** Contact your account manager via email or phone to discuss and/or request a quotation for the required products.

**STEP 2:** The account manager will respond via email with an estimated quotation for the required products

**STEP 3:** Send the signed Order Form including any attachments to Solutions IT via email to: [sales@solutionsit.com.au](mailto:sales@solutionsit.com.au)

**STEP 4:** Customer to box and make ready for collection of items

**STEP 5:** The account manager will arrange for collection of items

**STEP 6:** Once received and items inspected account manager will contact customer with final offer for trade in / take back

**STEP 7:** Customer to approve or reject if approved Solutions IT will apply credit or refund. If rejected Solutions IT will arrange return of items.

### 3. Pre-Deployment Services

Solutions IT provides a range of Pre-deployment Services directly and in partnership with Distributors and Vendors including:

- Asset tagging
- Pre-deployment imaging
- Device enrolment
- Other

Solutions IT provide asset tagging services directly and via distributors.

Asset Tagging services include:

- Asset Tag Creation including scannable barcode and serial number;
- Recording of Machine serial number, Order number and order date; and
- Asset management reporting for all deployed devices.

Solutions IT provides pre-deployment imaging services directly and via distributors.

Solutions IT has a team of Apple and Microsoft deployment specialists who can provide a variety of imaging services, including utilising tools such as Intune, Endpoint Manager, SCCM, WDS, MDT, Dism, Munki and MDMs to design, build and deploy customised images to large fleets of devices.

Solutions IT also work with manufacturers to pre-image devices at the OEM level and works with customers to:

- Provide test/demo devices ahead of a rollout to allow customers to create their own image;
- Work with customers (when requested) to fine tune a customised image;
- Prepare the image for deployment; and
- Work with manufacturers to preimage devices prior to shipment

### 4. Installation

Solutions IT provides a comprehensive installation service designed to streamline the rollout of devices with minimal disruption for the customer.

Resources can be provided to supplement your own deployment team or carry out an end-to-end deployment service including:

- Project management;
- Warehousing, logistics, delivery and unloading; and
- Onsite deployment services.

In conjunction with its agents, Solutions IT provides onsite installation services to:

- unpack devices and accessories and set up ready for use.
- Deployment of SOE images
- Enrolment into MDM for zero touch / low touch deployment
- Installation of software and applications
- Acceptance testing
- Removal of packaging
- Disposal of old equipment
- Secure data wipe

## 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

The contact point for deliveries is Sales Administration on (08) 6241 2550 or email [info@solutionsit.com.au](mailto:info@solutionsit.com.au).

Solutions IT offer project management services to plan the rollout, identify milestones, schedule deployment batches in accordance with your timeline (out of hours if required), choose and allocate staffing resources, plan and schedule delivery dates and times, manage logistics and oversee and manage the rollout from start to finish.

Solutions IT leverage their distributor relationships to store equipment (warehousing, logistics) securely and deliver to site in line with any pre-defined rollout schedule. Solutions IT can provide resources if required to assist with unloading of the delivery at the customer site.

### Perth metropolitan area

Deliveries to the metropolitan area are free.



## Regional Deliveries

Deliveries to regional areas for products over \$300 are free otherwise a \$55 shipping charge may apply.

## 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:** Solutions IT

**BSB:** 082-001

**Account:** 465-456-059

Email remittances: [accounts@solutionsit.com.au](mailto:accounts@solutionsit.com.au)

### Credit Card

Payment via credit card can be made by contacting Sales Administration on (08) 6241 2550

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

## Purchase Order

Customers can submit and authorised purchase order number when they order their equipment via the online ordering system or via email. A copy of the signed purchase order should also be submitted via email to [sales@solutionsit.com.au](mailto:sales@solutionsit.com.au) quoting the order number.

## 7. Warranty and Maintenance

The standard warranty for business grade products is 3 years and for consumer grade products is 1 year. In addition, extended warranties can be purchased, and the length of these extended warranty periods varies depending on the vendor.

All warranty and support related enquires for any products purchased using this CUA can made to the Solutions IT service desk on 086 241 2550 or via email [support@solutionsit.com.au](mailto:support@solutionsit.com.au)

Depending on the nature of the equipment fault and the manufacturer's warranty the Solutions IT service desk will arrange either onsite support, off site repairs and/or equipment replacement / swap out. Response times and repair times vary depending on location and manufacturer's service level agreements

## 8. Takeback Services

### Option A – Takeback Services

You can engage with Solutions IT 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 Solutions IT Service Desk to request takeback services.

#### 1 - Collection

Customer should contact the Solutions IT sales via email [sales@solutionsit.com.au](mailto:sales@solutionsit.com.au) and request a takeback service inventory form.

Once received, this form should be filled out with the relevant information about the equipment. The completed form can be returned to sales which will then evaluate the estimated market value of the equipment and provide a quote back to the customer.

If the customer wishes to proceed then they should notify the service desk via email and pack up the equipment and email the service desk with the packaging information so a consignment note can be raised and sent to the customer via email. Solutions IT will organise for the collection of the packaged equipment

Once Solutions IT receives the equipment it will be assessed against the information previously received and if no discrepancies are found the customer will be credited with the quoted amount via EFT. If there is a difference between the device information and the actual devices, then a secondary quote will be issued and if this is accepted the customer will be credit with the new amount via EFT.

#### 2 – Data Sanitisation

Data sanitisation services can be provided onsite or offsite by Solutions IT.

Customers can contact the Solutions IT Service Desk via email [support@solutionsit.com.au](mailto:support@solutionsit.com.au) or via phone on (08) 6241 2550 to request information or a quote for the data sanitisation service.

All data sanitisation conforms to the State Records Act and a certificate of data destruction will be provided upon completion of the work.

#### 3 – Disposal

Customers can contact the Solutions IT Service Desk via email [support@solutionsit.com.au](mailto:support@solutionsit.com.au) or via phone on (08) 6241 2550 to request information or a quote for the equipment disposal service.

Equipment for disposal will be collected by TADWA. Where applicable equipment is refurbished and recycled to charitable organisations and causes.

#### 4 – Credits

Where credits are available Solutions IT will apply these to any outstanding new or existing invoices, with the balance to be paid by the customer.

In situations where there are no invoices for credits to be applied to the customer can raise an invoice for the agreed value in which Solutions IT will make payment.

## 9. Disposal and recycling

Solutions IT have partnered with TADWA, who provide Technology for Ageing and Disabled West Australians. Through this partnership, Solutions IT will offer recycling and Take Back services at no cost for customers, with secure data wipe and free collection within the Perth metropolitan area offered, which TADWA is eligible under the CUA WAS2016 and the State Supply Commission's Disposal of Goods Policy to offer. Under CUA WAS2016, TADWA can offer either a 3 or 7 zero-pass data wipe of storage media and can provide a Certificate of Data Destruction which reports what media was wiped and what media was physically destroyed.

TADWA accepts almost all ICT equipment including PCs, tablets, phones, monitors, cables and other peripherals. TADWA is a Community Microsoft Registered Refurbish-er.

Donations are used to assist:

- People with disabilities;
- Older persons, and those who care for them across WA;
- Anyone who is experiencing financial hardship in WA;
- Community Service organisations, other not-for-profit and training centers; and
- Under-developed countries and humanitarian aid.

Any equipment that has reached end-of-life and cannot be refurbished is dismantled and recycled Components that have reached end of service life are dismantled and separated for materials recycling.

## 10. Return of rejected goods

The customer can contact Farryl Webster (for Department of Education enquires) or Earl Menezes (for all other departments and agencies) at Solutions IT to discuss the return of any rejected goods.

**STEP 1:** Contact your account manager via email or phone to discuss the return of the rejected unit(s)

**STEP 2:** The account manager will liaise with suppliers for collection of rejected items

**STEP 3:** The account manager will arrange for a replacement device.

- If there is no replacement device the account manager will provide an alternative model.
- If there is not a suitable replacement device Solutions IT will provide a credit or refund the amount

**STEP 4:** Customer to box up item(s) ready for collection

**STEP 5:** Solutions IT to arrange for collection of item(s)

**Note:** If the device is rejected due to a fault Solutions IT will cover the costs for courier. However, if the customer decides they no longer require the item, a 20% restocking fee will be incurred along with freight costs to have it shipped back. Item must be unopened and in original packaging.

For further information please contact accounts on 08 6241 2550 or via email [accounts@solutionsit.com.au](mailto:accounts@solutionsit.com.au)

## 11. Account management and invoicing

If required Solutions IT can provide consolidated reports of invoicing for the customer.

Who	Service	Contact Details
Mr Earl Menezes Senior Business Development Manager	Account Management	<b>Phone:</b> (08) 6241 2550 <b>Mobile:</b> 0414 555 479 <b>Email:</b> <a href="mailto:emenezes@solutionsit.com.au">emenezes@solutionsit.com.au</a>
Ms Farryl Webster	Account Management	<b>Phone:</b> (08) 6241 2550 <b>Email:</b> <a href="mailto:fwebster@solutionsit.com.au">fwebster@solutionsit.com.au</a>
Mr Paul Marshall	Professional Services	<b>Phone:</b> (08) 6241 2550 <b>Email:</b> <a href="mailto:pmarshall@solutionsit.com.au">pmarshall@solutionsit.com.au</a>
Mr Steve Payne	Support Manager	<b>Phone:</b> (08) 6241 2544 <b>Email:</b> <a href="mailto:support@solutionsit.com.au">support@solutionsit.com.au</a>
Mrs Lyn Goedecke	Accounts	<b>Phone:</b> (08) 6241 2550 <b>Email:</b> <a href="mailto:accounts@solutionsit.com.au">accounts@solutionsit.com.au</a>
Mrs Trina Holman	Procurement	<b>Phone:</b> (08) 6241 2550 <b>Email:</b> <a href="mailto:orders@solutionsit.com.au">orders@solutionsit.com.au</a>

# Contact information

## General enquiries

### Administration

**Phone:** (08) 6241 2550

**Email:** [info@solutionsit.com.au](mailto:info@solutionsit.com.au)

**Website:** [solutionsit.com.au](http://solutionsit.com.au)

### Postal Address

1 Whipple St

Balcatta WA 6021

### Orders

Please see Buying Process Outline

### Hours

Monday to Friday 8.00am to 5:00pm AWST