

CUA Number: CUACMD2021  
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# CUACMD2021 PANEL 1 - DEVICES

## Procurement Lifecycle Document

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# CDM Australia PTY LTD

## Trading as CDM Australia

**ABN:** 68 009 592 965

**ACN:** 009 592 965



## Contact information

### Martin Eyer- Primary Contact

General Manager

**Phone:** 9202 4477

**Mobile:** 0416 100 990

**Email:** [martine@cdmaust.com.au](mailto:martine@cdmaust.com.au)

### Noeleen Sonogo - Secondary Contact

Divisional Manager

**Phone:** 9202 4444

**Mobile:** 0433 724 849

**Email:** [noeleens@cdmaust.com.au](mailto:noeleens@cdmaust.com.au)

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

### Business Hours:

8.30am - 5pm Monday to Friday AWST

### Orders Via:

Email: [cuaorders@cdmaust.com.au](mailto:cuaorders@cdmaust.com.au)

### Help Desk Enquiries:

Helpdesk can be contacted via email and phone

Email: [helpdesk@cdmaust.com.au](mailto:helpdesk@cdmaust.com.au)

Phone: (08) 9202 4431 – if contacting via phone, following the menu system, once main no. dialled then press '2'.

# Offered Hardware and Services

## Offered Brands and Minimum Discounts

CDM Australia 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 |
| Asus      |                          | 25%       | 22%     |              |                 |                 | 35%        |                    |            |             |             |
| CDM       | 31%                      |           |         | 31%          |                 |                 |            |                    |            | 25%         | 25%         |
| Dell      | 59%                      | 58%       | 58%     | 46%          | 58%             |                 |            | 36%                |            | 46%         | 40%         |
| Dynabook  |                          | 14%       | 16%     |              |                 |                 |            |                    |            |             |             |
| HP        | 32%                      | 32%       | 25%     | 33%          | 25%             |                 | 25%        | 32%                |            |             |             |
| Lenovo    | 23.5%                    | 23.3%     | 12%     | 20%          |                 |                 |            |                    |            |             |             |
| LG        |                          |           |         |              |                 |                 |            | 30%                |            |             |             |
| Microsoft |                          | 19%       | 18%     | 17%          | 15%             |                 |            |                    |            |             |             |
| Samsung   |                          |           |         |              | 18%             | 12%             |            |                    |            |             |             |

## Offered Ancillary Services:

The following Ancillary Services are offered by CDM Australia

- 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 CDM Australia. 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 [cuainquiries@cdmaust.com.au](mailto:cuainquiries@cdmaust.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 CDM Australia. This ensures compliance with the CUA Buying Rules and to determine value for money options.

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

**STEP 1:** Contact CDM Australia 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 CDM Australia via email to: [cuorders@cdmaust.com.au](mailto:cuorders@cdmaust.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**

CDM can set up an Online Portal for individual Departments.

Please call/email CDM Australia's primary and secondary contacts to set up the individual Departments confidential Customer Online Portal.

This will enable the customer to obtain quotes and order the preferred equipment online under CUACMD2021.

The portal can be customised to the individual Departments requirements. CUACMD2021.

**STEP 1:** Contact CDM Australia to discuss the setting up on the individual Departments confidential online Portal.

**STEP 2:** CDM Australia will customise the portal to the individual Department to suit their requirements ie: preferred method of accessing the portal with username/s and password/s, list of preferred products and pricing under CUACMD2021.

**STEP 3:** Once the portal has been set up to the specified requirements, customers can then generate quotes and place orders for equipment purchased under CUACMD2021.

## **3. Pre-Deployment Services**

CDM Australia currently employs 220 Full time staff throughout their Perth Headquarters and Offices. We have 15 in-house full-time service technician and 8 full time mobile technicians. Production and testing employ a further 10 who all covered under our ISO9001 standard, ensuring the highest and consistent level of service.

CDM has a local ISO 9001 state of the art assembly and commissioning line for the CDM branded PCs and Tier 1 imaging and Q/A testing. The CDM Assembly Imaging and Testing line has since been modified to incorporate testing and quality assurance checks for all hardware proposed in this tender document. CDM Production is the final checkpoint for all of the proposed hardware, ensuring that quality, hardware contractual compliance, SOE loading and affixing asset stickers to each product proposed in this tender. The facility is ISO 9001 certified and, as such, is fully compliant.

## **4. Installation**

CDM Australia has a team of Onsite Installation technicians who perform our Onsite Technical Deployments. This includes:

- Unloading of the delivery vehicle at site - this is done by co-ordinating the onsite resources arrival with the nominated courier delivery or by CDM utilising its own vehicle to deliver the goods where certain delivery restrictions were in place.

- Placing the devices into the location required by the Customer and where necessary, placing them at the individual end-user desks in preparation for the installation.
- Unpacking of the devices at location and then removing the packaging to a designate area to await collection by CDM.
- Minor assembly of the devices by means of placing the device on the desktop, attaching the monitor, keyboard and mouse and any other peripherals (if required), plugging in cables to ensure that when the end-user is ready to start, the unit is essentially "plug-and-play", ie: ready to simply turn on and start working.
- Testing the device in situ, to ensure that the device powers up and is in working order and ready for the Customer to begin using.
- Removal of packaging from Customers' site and disposal of the packaging in accordance with environmentally sustainable methods.

## 5. Delivery

The following delivery timeframes apply:

| Geographic Location   | Definition of Location   | Delivery Time (Business Days) |             |
|---|--|-------------------------------|-------------|
|   |  | Local                         | Distributor |
| 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           |
| 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           |
| 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           |

Please Note: Delivery times relating to OEM Air Freight or OEM Sea Freight do not impact the deliveries to end users. CDM Australia keeps components in stock locally or with Distributors across Australia.

### Perth metropolitan area

Couriers in the Metropolitan area are free into store for all Customers.

All deliveries will be labelled clearly with the end-user details and/or job reference no. clearly on the packaging.

Should there be any issues with any deliveries, please contact CDM Australia and all couriers used by CDM Australia are required to provide proof of delivery for any items on request by CDM Australia on the Customer's behalf.

Any delivery issues can be escalated to the nominated CDM Australia contacts in this document.

## Regional Deliveries

Couriers in the Regional areas are based on the zone requirements as specified under CUACMD2021.

Customers can also request the use of their own Courier's and associated account numbers, and CDM will arrange the courier at their Perth Warehouse to the nominated regional location.

All deliveries will be labelled clearly with the end-user details and/or job reference no. clearly on the packaging.

Should there be any issues with any deliveries, please contact CDM Australia and all couriers used by CDM Australia are required to provide proof of delivery for any items on request by CDM Australia on the Customer's behalf.

Any delivery issues can be escalated to the nominated CDM Australia contacts in this document.

## 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:** CDM Australia Pty Ltd

**BSB:** 306-031

**Account:** 4588-178

Email remittances: [accrec@cdmaust.com.au](mailto:accrec@cdmaust.com.au)

### Credit Card

Please call 08 9202 4444 and as for accounts receivable or email the details to [accrec@cdmaust.com.au](mailto:accrec@cdmaust.com.au)

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

### Cheque

Please post a cheque to:

CDM Australia



PO BOX 109  
Osborne Park WA 6916

## **7. Warranty and Maintenance**

Warranty for proposed devices would be undertaken by either CDM Australia or the Brand Manufacturer. CDM Australia are also Authorised Warranty Repair Agents for Hewlett Packard, Asus, LG and Dynabook.

The warranty period is the stated Manufacturer Warranty unless otherwise stated.

## 8. Trade-in or Takeback Services

A Contractor may offer certain products as part of a Trade-in or Takeback service. Trade-in services allows you to Trade-in the device at the end of its use, the credit from the Trade-in will go towards another transaction. A Takeback option allows you purchase the device and take it back once it has reached the end of its use. The Contractor then credits the customer's account. Takeback services are not dependant on an additional sale like the Trade-in service. You must specify if you would like a Trade-in or Takeback service at the time of obtaining quotes. All Trade-in and Takebacks are required to be returned to the same Contractor.

### Option A – Takeback Services

You can engage with CDM Australia 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 CDM Australia and you nominated account representative or email [cuainquiries@cdmaust.com.au](mailto:cuainquiries@cdmaust.com.au) to request takeback services. The equipment will be collected sanitised and disposed as per world best practise. Any credits will be issued back to the department in their nominated format.

### Option B – Using Contractor Portal

You can engage with CDM Australia for optional trade-in services to seek a trade-in for old Hardware devices. Should a portal for decommissioning and trading services become required, CDM Australia has a capacity to build a custom-made portal for CUA trade-ins.

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

## 9. Disposal and recycling

You can engage with CDM Australia 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.

CDM will organise the take back and disposal of trade-in devices in an environmentally friendly manner and can arrange for the secure deletion of hard drives.

## 10. Return of rejected goods

You can engage with CDM Australia for the return of rejected goods through the nominated account representative or email [cuainquiries@dcdmaust.com.au](mailto:cuainquiries@dcdmaust.com.au) to request the return on nominated goods. Once approved by CDM Australia, the goods can be sent via standard courier, Australia Post or in person. Any associated cost regarding the return of rejected goods can be discussed with CDM Australia, in relation to the reason for the rejection.

## 11. Account management and invoicing

| Who              | Service             | Contact Details  |
|------------------|---------------------|--|
| Martin Eyer      | Contract Management | <a href="mailto:Martine@cdmaust.com.au">Martine@cdmaust.com.au</a>   |
| Racheal Makene   | Invoicing           | <a href="mailto:rachealm@cdmaust.com.au">rachealm@cdmaust.com.au</a> |
| Serina McClellan | CUA Admin           | <a href="mailto:serinam@cdmaust.com.au">serinam@cdmaust.com.au</a>   |
|                  |                     |  |

# Contact information

## General enquiries

### Administration

**Phone:** (08) 9202 4444

**Fax:** (08) 9202 4466

**Email:** [cuainquiries@cdmaust.com.au](mailto:cuainquiries@cdmaust.com.au)

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

### Postal Address

PO Box 109

Osborne Park WA 6917

### Orders

[cuaorders@cdmaust.com.au](mailto:cuaorders@cdmaust.com.au)

### Hours

Monday to Friday 8.30am to 5:00pm AWST