

CUA Number: CUACMD2021

Last Updated: 08 January 2024

CUACMD2021 PANEL 1 - DEVICES

Procurement Lifecycle Document

Stott Hoare

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S&H Investments Pty Ltd

Trading as Stott Hoare

ABN: 55 009 146 516

ACN: 009 146 516



Contact information

Brian Hawkins - Primary Contact

Group Sales Manager

Phone: (08) 9244 0000

Mobile: 0417 904 626

Email: bhawkins@stotthoare.com.au

Robby Meyer - Secondary Contact

Sales Team Manager

Phone: (08) 9244 0000

Mobile: 0400 507 080

Email: rmeyer@stotthoare.com.au

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

Business Hours:

8.30am to 5pm Monday to Friday AWST

Orders Via:

Email: sales@stotthoare.com.au

Help Desk Enquiries:

Email: servicedesk@stotthoare.com.au

Offered Hardware and Services

Offered Brands and Minimum Discounts

Stott Hoare 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		25.04%					37.86%				
Dell	59.05%	58%	58%	39.10%	58%		47.5%				
Getac		21.46%			15.69%						
HP	26.45%	34.61%	35.27%	31.15%	29.92%		33.16%	34.22%			
Lenovo	24.03%	24.50%	22.71%	21.90%	22.70%		8%				
Microsoft		11.61%	16.43%		11.61%						
Panasonic		32.12%			30.30%						
Samsung					10%	15%					

Offered Ancillary Services:

The following Ancillary Services are offered by Stott Hoare:

- Warranty
- Pre-Deployment
- 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 Stott Hoare. 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 bhawkins@stotthoare.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 Stott Hoare. This ensures compliance with the CUA Buying Rules and to determine value for money options.

STEP 4: Evaluate quotes and if you determine that Stott Hoare 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 Stott Hoare's Price Schedule. Please ensure you reference the CUA number "CUACMD2021".

STEP 1: Contact Stott Hoare's Sales Manager, Brian Hawkins 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 Stott Hoare via email to: sales@stotthoare.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.

Please note: If you require Trade-In/Takeback services with your hardware order please notify us with the quote request and provide the following information:

- The number of items requested for Trade-in/Takeback
- Description of device model and specifications as applicable from this list:
 - Model name (designation)
 - Screen size
 - Processor
 - RAM
 - Storage type/size
 - GPU
 - Approximate purchase date
 - Serial number (if possible)

Option B – Using Contractor Portal

Stott Hoare can provide e-commerce ordering facilities via a customised portal to agencies where the service has been requested. To find out if your agency has a custom portal or to enquire about having one implemented, please contact the Sales Manager, Brian Hawkins at bhawkins@stotthoare.com.au.

Each customer portal will be created based on agency specific requirements. Once the portal has been requested and created, agency specific instructions for use will be provided to the agency contact/requestee.

Please note: if requesting Takeback or Trade-In Services, please refer to section 8 below. These services must be quoted at the time of purchasing the related hardware.

3. Pre-Deployment Services

Stott Hoare can provide a range of pre-deployment services including:

- Asset tagging
- Hardware upgrades (RAM, GPU etc)
- SOE Image deployment
- Eco Delivery (removed packaging and delivered in crates to minimise space and packaging waste onsite)
- Electrical Test and Tag

We can also assist with Intune/Autopilot environment consulting and configuration as well as SOE development and software pre-loads.

4. Installation

Stott Hoare provide comprehensive deployment services, including:

- Drop to desk services
- User migration
- Intune and Autopilot Configuration
- Tech Café services
- Desktop Support and Helpdesk services during deployments
- Stock holding and delivery logistics

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) ³ + 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 ² (excluding City of Mandurah) and 3 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 ³ .	4	9	20	30
Remote Locations: Buy Local Policy Zones 2 ³ and 3 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) ³ .	7	9	20	30

Stott Hoare will work with customers and suppliers to meet and exceed delivery timeframes wherever possible but acknowledge that some factors may be outside of our control in terms of freight logistics.

Where Local Stock is held, it will be by negotiation with individual agencies or as part of an overarching contractual requirement as required by a specific agency.

Perth metropolitan area

Where possible, Perth Metro area deliveries will be completed by Stott Hoare's own delivery driver and van. In some cases, where it is judged to be quicker or more suitable, we will engage couriers for deliveries.

Stott Hoare can offer tailored delivery services to meet specific site entry restrictions/limitations and requirements.

Regional Deliveries

Stott Hoare will make every effort to deliver to regional locations free of charge but in some instances may need to pass on some freight charges.

We will always look to do so in the cheapest and efficient manner to reduce costs for the end customer.

Our standard Regional Freight rates are as found in the Delivery and Warranty Details 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: Stott & Hoare

BSB: 306-051

Account: 532-7557

Email remittance: ajackson@stotthoare.com.au

Credit Card

Please contact Stott Hoare on ajackson@stotthoare.com.au to arrange for payment to be taken by credit card.

Note: Credit card surcharges are not applicable under CUACMD2021.

7. Warranty and Maintenance

Although warranty terms and conditions will vary by specific vendor product, Stott Hoare can provide the following warranty support assistance:

- Call logging with the vendor on your behalf
- Assistance with coordinating vendor engineer visits to site
- Manage tickets through to resolution with the vendor
- Loan devices for devices where repair times exceed SLA
- We are an Accredited Warranty Service Provider for Lenovo and can use our own trained engineers to provide break fix services for this vendor
- We can facilitate device pickup and return to either vendor break-fix locations or our own service department where vendor engineers can perform repairs

Please contact sales@stotthoare.com.au for further information on how we can assist with warranty repairs or contact service@stotthoare.com.au to log a ticket on an existing device.

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 and/or Trade-In Services

You can engage with Stott Hoare for optional Trade-in or Takeback Services where it originally supplied the Hardware devices. The Contractor shall offer 'Takeback Credits' (interchangeable for Trade-in) to the Customer for eligible Hardware commensurate to market value at a minimum.

STEP 1: Contact Stott Hoare's Sales Manager, Brian Hawkins to request Trade-in/Takeback services.

Stott Hoare will request a list of the hardware devices that should be considered for Trade-in/Takeback services. To provide the most accurate value for the credit, it helps to have as much of the following information as possible:

- Brand and model name
- Unique model number/part number
- Serial number

- Processor, RAM, storage details
- Screen size for laptops
- Location of devices
- Age and state (poor, fair, good, excellent)

Based on this information, Stott Hoare will provide an estimate for a Takeback Credit value. This estimate is subject to the items being as described, in good order with relevant power supplies/adapters.

1 - Collection (optional)

Stott Hoare will include collection of the items as part of the calculation for Takeback Services Credits.

2 – Data Sanitisation (optional)

Stott Hoare will include disk sanitisation as part of the calculation for Takeback Services Credits.

3 – Disposal

Stott Hoare will include disposal as part of the calculation for Takeback Services Credits.

4 – Credits

Once the products have been collected, wiped and disposed of (either via remarketing services or environmentally sound recycling), the final Takeback Credit amount can be allocated to the customer.

9. Disposal and recycling

Stott Hoare is committed to reducing the environmental impact of disposed items. We do this in the following ways:

- Partner with reputable and reliable recycling partners with ISO 9001:2015 and AS/NZS 5377: 2013 accreditations
- Equipment is initially assessed for resell both in Australia and in global markets
- Where resell options are unavailable, equipment will either be broken down into constituent component elements for sale/environmentally safe disposal or donated
- Ensure that disk sanitisation is NIST 800-88 compliant with all data erasure processes adhering to the Australian Government Information Security Manual (AGISM) using Single Pass, Three Pass or Seven Pass overwrite via Blancco or White Canyon Erasure Software

10. Return of rejected goods

Please contact sales@stotthoare.com.au (or your specific Stott Hoare Account Manager if you have one) to discuss returns on specific orders. Depending on the specific situation, we will work with you to organise collection of the items and arrange for credit/replacement devices at minimal or no additional cost.

11. Account management and invoicing

Who	Service	Contact Details
Brian Hawkins	Strategic Relationship Management	Phone: (08) 9244 0000 Email: bhawkins@stotthoare.com.au
Robby Meyer	General Sales	Phone: (08) 9244 0000 Email: rmeyer@stotthoare.com.au
Tim Holmes	General Sales	Phone: Email: tholmes@stotthgoare.com.au
Karen Wright	Order Management and ETAs	Phone: Email: kwright@stotthoare.com.au
Jamie McGinnis	Service Desk Manager	Phone: Email: service@stotthoare.com.au
Aimee Jackson	Credit Controller	Phone: Email: ajackson@stotthoare.com.au

Contact information

General enquiries

Administration

Phone: (08) 9244 0000

Email: sales@stotthoare.com.au

Website(s): www.stotthoare.com.au

Postal Address

Herdsmen Business Park,

86 Walters Dr

Osborne Park WA 6017

Orders

Please see Buying Process Outline

Hours

8.30am to 5:00pm Monday to Friday AWST