

# **CUACMD2021 PANEL 1 - DEVICES**

## **Procurement Lifecycle Document**

### **Pacific Paper Industries Pty (Winthrop)**

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# Pacific Paper Industries Pty ATF Della Maddalena Family Trust No 3

## Trading as Winthrop Australia

**ABN:** 74 043 852 709

**ACN:** 009 060 084



## Contact information

### **Cedric Celestine: Primary Contact**

CEO

**Phone:** (08) 6488 2777

**Mobile:** 0417 927 950

**Email:** [Cedric.celestine@winaust.com.au](mailto:Cedric.celestine@winaust.com.au)

### **Andrew Butcher: Secondary Contact**

Head of Customer Service

**Phone:** (08) 6488 2777

**Mobile:** 0449 946 456

**Email:** [Andrew.butcher@winaust.com.au](mailto:Andrew.butcher@winaust.com.au)

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

### **Business Hours:**

8:45AM to 5:00PM Monday to Friday AWST

### **Orders Via:**

Email: [Sales.wa@winaust.com.au](mailto:Sales.wa@winaust.com.au)

### **Help Desk Enquiries:**

Email: [Sales.wa@winaust.com.au](mailto:Sales.wa@winaust.com.au)

Phone: 08 6488 2777

## Approved Dealers



### Areas Serviced:

- Perth Metro;
- Southwest
- Regional WA

### Renew IT

**ABN** 91 970 459 452

**ACN** 631 281 091

Jordan Streeter – GM of WA

**M:** 0403 831 397

**E:** [j.streeter@renew-it.com](mailto:j.streeter@renew-it.com)

**Orders Via:** Email

### **Provides:**

IT Asset Buyback, Data Sanitisation, eWaste Disposal

# Offered Hardware and Services

## Offered Brands and Minimum Discounts

Winthrop 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
Apple	10%	10%			5%	1.39%			3.3%	8%	8%
Asus	23%	16%	17%				19%		17%	10%	10%
Dell	60%	59%	59%	41%	59%		49%	37%		47%	41%
Lenovo	20.95%	20.7%	9.37%	16.84%					14.89%	6.38%	6.38%
Microsoft	8%	14%	11%						20.64%	20%	20%
Panasonic		20%	18%		18%					9.98%	9.98%

## Offered Ancillary Services:

The following Ancillary Services are offered by Winthrop 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 Winthrop 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 [sales.wa@winaust.com.au](mailto:sales.wa@winaust.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 Winthrop 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 Winthrop 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 Winthrop Australia Price Schedule. Please ensure you reference the CUA number "CUACMD2021".

**STEP 1:** Contact Winthrop Australia Customer Service Representatives 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 Winthrop Australia via email to: [sales.wa@winaust.com.au](mailto:sales.wa@winaust.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

**STEP 1:** Contact Winthrop Australia Customer Service Representatives to discuss setting up an online account for CUACMD2021.

**STEP 2:** Visit our online portal at <https://shop.winaust.com.au/page/cuacmd2021> and sign in using credentials provided by Winthrop's Customer Service Representatives. Navigation is menu and picture driven, and very simple to use.

**STEP 3:** Browse and add desired orders to cart.

**STEP 4:** Check out providing a PO number (Purchaser Account), reference number or credit card.

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

## 3. Pre-Deployment Services

Winthrop Australia can provide our clients with a tailored end to end solution for all deployment requirements. Some of the services offered include:

- Asset tagging.
- Unpacking and on desk installation.
- Package disposal.
- Data transfers.
- Connection to network.
- Imaging / MDM deployments.
- Software installs.

## 4. Installation

Winthrop Australia can provide our clients with a tailored end to end solution for all deployment requirements. Some of the services offered include:

- Asset tagging.
- Unpacking and on desk installation.
- Package disposal.
- Data transfers.
- Connection to network.
- Imaging / MDM deployments.
- Software installs.

## 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	4	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	6	15	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> .	4	6	15	30

All deliveries typically arrive between 8:30 AM and 3:00 PM. For larger orders, Winthrop will contact your site contact to arrange a suitable time and date for delivery. Please ensure you check all packaging for damage and confirm the number of boxes you receive matches the consignment note before signing for goods.

### Perth metropolitan area

Once an order has been processed through our ERP system, it is then passed onto our logistics team to manage the final stage of the process. If the goods in question are available from Winthrop's local stock, they are then picked, invoiced, and delivered. If the goods are coming from distributors, they are tracked internally, and updates provided to customers. Because we drop-ship orders directly from distributors to customers, orders will arrive with a delivery docket. This docket clearly outlines the customer's name, address, PO number, and contact person. Our logistics team also arrange for invoices to be delivered via email when goods are on board for delivery to end customers.

Please ensure you check all packaging for damage and confirm the number of boxes you receive matches the consignment note before signing for goods.

## Regional Deliveries

Couriers may deliver to local drop off locations for extremely remote areas. Please contact [sales.wa@winaust.com.au](mailto:sales.wa@winaust.com.au) or call 08 6488 2777 for clarification.

For larger orders, Winthrop will contact your site contact to arrange a suitable time and date for delivery. Please ensure you check all packaging for damage and confirm the number of boxes you receive matches the consignment note before signing for goods.

## 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:** Winthrop Australia

**BSB:** 306-031

**Account:** 555-9011

Email remittances: [reception@winaust.com.au](mailto:reception@winaust.com.au)

### Credit Card

Please give us a call at 08 6488 2777 and speaks to our accounts department.

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

## 7. Warranty and Maintenance

For warranty and maintenance service please call 08 6488 2777 or email [sevice.wa@winaust.com.au](mailto:sevice.wa@winaust.com.au)

Should you have a warranty issue with your device, please contact or email the above number/email. Our service team will discuss your issue, create a case in our service management tool and assign a technical resource to resolve any fault. This will be done onsite for machines with onsite warranties or details provided for return to base warranties. Once your job is in our system, you will receive email updates on the status of your repair.

## 8. Takeback Services

### Option A – Takeback Services

You can engage with Winthrop 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 Winthrop Australia Customer Service Representatives at [sales.wa@winaust.com.au](mailto:sales.wa@winaust.com.au) to request takeback services.



**1 - Collection (optional)** Via email request to sales.wa@winaust.com.au advising on address, onsite contact, preferred date/time, and rough count on what's to be collected.

**2 – Data Sanitisation (optional)**

Please include in email request if this service is required.

**3 – Disposal**

Post return from collection, all assets will undergo a serialised asset report prior to being data sanitised or disposed of through eWaste channels.

**4 – Credits**

Post reporting, if any buyback funds are applicable for the return, we will confirm amount and they will be applied to your account for your next purchase.

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

You can engage with Renew IT for optional trade-in services to seek a trade-in for old Hardware devices.

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:** Contact Jordan Streeter at Renew IT to request trade-in.

**1 - Collection (optional)**

Via email request to Jordan Streeter, advising on address, onsite contact, preferred date/time and rough count on what's to be collected.

**2 – Data Sanitisation (optional)**

Can be included on the collection request.

**3 – Disposal**

Post return from collection, all assets will undergo a serialised asset report prior to being data sanitised or disposed of through eWaste channels.

**4 – Credits**

Post reporting, if any buyback funds are applicable for the return, they will be paid to Winthrop and applied to your account for your next purchase.

## **9. Disposal and recycling**

Please refer to section 8 of this document.

Winthrop Australia has partnered with Renew-IT to ensure minimal impact on the environment when of products. Renew-IT embraces the belief, "The best form of recycling is to reuse, but if your assets are too long in the tooth for reusing, then we will responsibly recycle your equipment using green e-waste guidelines".

They also confirm all equipment is its data wiped and the de-installations is completed on every device they manage.

## 10. Return of rejected goods

Please call 08 6488 2777 or email [sales.wa@winaust.com.au](mailto:sales.wa@winaust.com.au) .

We would encourage all clients to reject any deliveries that appear to be damaged in transit and contact our support team using the contact information above. Likewise, should you receive goods that are incorrect or not as described, don't hesitate to contact our support team using the above contact information for resolution.

Our team will be able to confirm the best way for us to get the goods back and confirm replacement items or credits.

## 11. Account management and invoicing

Please include general information.

Who	Service	Contact Details
		Phone: (08) 6488 2777 Email: <a href="mailto:sales.wa@winaust.com.au">sales.wa@winaust.com.au</a>
Andrew Butcher	Enquiries, orders, follow up, pricing,	Phone: (08) 6488 2777 Email: <a href="mailto:sales.wa@winaust.com.au">sales.wa@winaust.com.au</a>
Benjamin Bennett	Enquiries, orders, follow up, pricing,	Phone: (08) 6488 2777 Email: <a href="mailto:sales.wa@winaust.com.au">sales.wa@winaust.com.au</a>
Renae Chmielewski	Invoicing, accounts, logistics	Phone: (08) 6488 2777 Email: <a href="mailto:Reception@winaust.com.au">Reception@winaust.com.au</a>

# Contact information

## General enquiries

### Administration

**Phone:** (08) 6488 2777

**Fax:** (08) 6488 1049

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

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

### Postal Address

Hackett Entrance #2 Level 1,

Guild Commercial Centre

Crawley, WA 6009

### Orders

Please see Buying Process Outline

### Hours

8.00am to 5:00pm Monday to Friday AWST