



Procurement Lifecycle Document for Acer Computer Australia Pty Ltd

CUACMD2021 – Common Use Arrangement for Computing and Mobile Devices

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Contact information

Acer Computer Australia Pty Ltd

Trading as Acer Computer Australia

ABN: 78 003 872 768

ACN: 003 872 768



General enquiries

Admin

Phone	(08) 6466 6888
Facsimile	Click or tap here to enter text.
Email	Aaron.primrose@acer.com
Websites	www.acer.com.au
Postal Address	Locked Bag 189 SILVERWATER BC NSW 1811
Orders	Please see Place an Order
Hours	7:00am to 9:00pm Monday to Friday AEST 9:00am to 6:00pm Saturday and Sunday AEST

CUA Contact(s)

Contact 1

Name	Aaron Primrose – WA State Manager
Mobile	0421 137 502
Email	aaron.primrose@acer.com

Contact 2

Name	Diana Chung – Senior Sales Support Manager (Commercial)
Mobile	0413 018 177
Email	diana.chung@acer.com

Offered Hardware and Services

Offered Brands and Minimum Discounts

Acer Computer Australia offers the following Brands and minimum discounts by Product Type:

Brand	Product Type (Discounts)										
	Desktops	Notebooks	Hybrids	Workstations	Tablet/Phablet	Smartphones	Chromebook	Thin & Zero Clients	Components	Peripherals	Accessories
Acer	40%	30%	30%	40%	10%		30%	40%	10%	30%	30%

Offered Ancillary Services


Acer Computer Australia offers the following Ancillary Services:

- Warranty
- Pre-Deployment Imaging
- Delivery
- Installation
- Asset Tagging Services
- Collection
- Sanitisation
- Disposal

Buying methods

Approved Dealers

 <p>Areas Serviced:</p> <ul style="list-style-type: none"> Perth (Metro) 	<p>JH Computer Services Pty Ltd (<i>Trading as JH Computer Services</i>) – (Dealer Code 10041054)</p> <p>ABN 14 008 861 676 / ACN 008 861 676</p> <p>Tim Sargent – General Manager</p> <p>T: (08) 9367 9499 M: 0413 842 244</p> <p>E: tim@jhcs.com.au</p> <p>Orders Via: www.jhcs.com.au</p> <p>Provides: Acer Sales & Service Centre</p>
 <p>Areas Serviced:</p> <ul style="list-style-type: none"> Perth (Metro) WA Regional 	<p>Pacific Paper Industries Pty ATF Della Maddalena Family Trust No 3 (<i>Trading as Winthrop Australia</i>) - (Dealer Code 10564523)</p> <p>ABN: 74 043 852 709 / ACN: 009 060 084</p> <p>Cedric Celestine – CEO</p> <p>T: (08) 6488 2777 M: 0417 927 950</p> <p>E: Cedric.celestine@winaust.com.au</p> <p>Orders Via: Sales.wa@winaust.com.au</p> <p>Provides: Acer Sales, Solutions & Services</p>
 <p>Areas Serviced:</p> <ul style="list-style-type: none"> Perth (Metro) WA Regional 	<p>Solutions IT Asia Pacific Pty Ltd t/as Solutions IT</p> <p>ABN: 83 086 175 671 / ACN: 086 175 671</p> <p>Justin Cantrill – CEO</p> <p>T: (08) 6241 2550 M: 0422 863 217</p> <p>E: jcantrill@solutionsit.com.au</p> <p>Orders Via: sales@solutionsit.com.au</p> <p>Provides: Acer Sales, Solutions & Services</p>

 <p>Areas Serviced:</p> <ul style="list-style-type: none"> Perth (Metro) 	<p>Computers Now Pty Ltd (<i>Trading as CompNow</i>) - (Dealer Code 10818453)</p> <p>ABN 48 592 886 118 / ACN 592 886 118</p> <p>Laura Dowd – WA State Manager</p> <p>T: (08) 6255 4401 M: 0415 468 169</p> <p>E: laura.dowd@compnow.com.au</p> <p>Orders Via: www.compnow.com.au</p> <p>Provides:</p> <p>Acer Sales, Solutions & Services</p>
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Obtaining Quotes

In the first instance the Customer must seek quotes from the Panel. You can use the **CUACMD2021 – Quote and Order Form** or your organisation's own quote form to seek quotes from Datacom. 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 [INSERT](#) via email.

OR send the CUA Order Form or your agency's order form.

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

STEP 4: Evaluate quotes and if you determine that Acer Computer Australia has suitable Goods and/or Services, then proceed to [Place an Order](#).

Place an Order

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 Datacom Price Schedule. Please ensure you reference the CUA number "CUACMD2021".

STEP 1: Contact Acer Computer Australia INSERT EMAIL 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 Acer Computer Australia via email to: INSERT EMAIL

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

You can use **Acer Connect** or your organisation's own order form to make a purchase from Acer Computer Australia Price Schedule. Please ensure you reference the CUA number "CUACMD2021".

STEP 1: Requires Registered Government Email address and password for security purposes URL: <https://connect.acer.com.au>, to request a login, please email: connect.aca@acer.com

STEP 2: The site is formatted into two main sections, the product catalogue banner and the My Account main frame. These menus are profiled based on your user level. Complete the online order process 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: Browse Acer Product Catalogue to select products and services for WA CUA Whole of Government. View pricing and stock availability, create carts and place orders.

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 C – Trade-in/Take back

You can use the **Trade-In/Takeback Services Quote Form** and attach your organisation's own order form to make a purchase from Acer Computer Australia. Please ensure you reference the CUA number "CUACMD2021".

Send the signed Order Form including any attachments to Acer Computer Australia via email to: aca.pmd@acer.com

Quote/Order Details

Name	Wendy Sclosa - Key Account Co-Ordinator
Phone	(02) 8762 3675
Email	wendy.sclosa@acer.com aca.waorders@acer.com (authorised users only) To request a login, please email connect.aca@acer.com
Websites	https://connect.acer.com.au

Services

Pre-Deployment /Installation Services

Pre-Deployment

Acer has an integration centre based in Sydney that can provide the preliminary imaging and BIOS configuration in a controlled environment and as an integral part of the unit assembly.

Acer will provide pre-delivery SOE imaging services and has the capacity to image Desktop and Notebook equipment at the volume levels required by the contract and assist in the development and testing of images. Acer has established processes for SOE imaging and testing, in particular quality assurance processes and security processes. Acer will apply SOE images prepared by the department in accordance with any mandated information security policy required. Standard services provided:

- Manage and control department image(s).
- Provide image version management.
- Device imaging (SCCM).
- Device and Application Deployment (SCCM).
- Load image onto device.

Additionally, services we can offer include link and service hosting facilities to:

- Join to domain.
- Name device & other config tasks.

Acer, as a build-to-configuration vendor, produces highly customised PC's and Notebook's for customers that require Acer to pre-install a customer supplied image. Acer has been providing this service for many years and has developed significant expertise in this area. When a customer image is provided to Acer, Acer's expert engineers in the Technical Service Division will qualify the image to confirm:

- The image is virus free.
- All installed software is fully licensed.
- The image is not corrupted.
- The image functions properly with the intended hardware.

Once the image has been verified by our Technical Services Division (TSD) the image is approved for use in the Acer Production facility. The image is then uploaded onto the TSD SAN and the Production Engineer is formally advised the

image is approved for use. The Production Engineer then copies the image across a private network LAN connection between TSD and Production and is stored on the Production Master Image Server.

Acer currently images devices, via a Gigabit speed LAN based download from the secure image server using the Symantec Ghost application. Over the years, Acer has developed a fully automated methodology for mass image deployment during manufacturing that is impervious to human error. When a PC or Notebook configuration has been created, the client's image is given a master image number. The master image number is represented within the work order bill of materials as a unique part number. The work order detail, including the image part number, is passed electronically by the AGBS ERP system into Acer's manufacturing environment (Shop Floor Control System). After assembly and before final test, Acer has an imaging process whereby the required image (as specified in the work order) is automatically selected and retrieved via LAN download from the Acer master image server.

Acer will provide a pilot device with the image and settings configured for evaluation and sign off by the client before imaging and releasing the rest of the order.

Acer can supply and affix asset labels plus burn in of asset number into BIOS for CUA which can be applied during local assembly and test operations in Australia. Acer will provide corresponding bar-coded asset labels to the external cartons of products (to match the asset number applied to the product within). Acer has and will use our robust and proven asset system to record, manage and control relevant information about the supplied equipment. Asset systems data can include:

- Asset number.
- Serial number.
- Component list.
- Date of manufacture.
- Date of equipment and/or service delivery.
- Delivery location.
- Price.
- Location of equipment (site, floor, room, desk).
- Warranty end date.

Installation

Acer is equipped to run through all the activities associated with the project such as identification of needs, solution scoping, pre-staging install of SOE, upgrade of hardware, the support activities and removal of old hardware.

Acer has a project team dedicated to this type of service. The team supports the project initiation including defining the scoping of activity and defining ownership and communications plans along with other standard project functions.

We can provide recommendations, based on years of experience, to make the process best of breed and document the requirements so that a consistent service is delivered.

Our project team will work closely with you to develop a plan for the transition of hardware. This can be based on a compelling event such as units coming out of warranty/lease or driven by a technology upgrade.

Acer will assign a Project Lead to manage all matters relating to the delivery of deployment services. This resource will interface with the client Project Manager/team and will be responsible for planning, execution and reporting on all deliverables. This resource will produce a deployment schedule that meets requirements and timelines.

Onsite Refresh

Our onsite installation services are customisable to suit your needs. From timed deliveries and simple unpack / power up, through to customised configuration and user acceptance testing. Our basic installation services consist of unpacking new PC and monitor, connecting to a power supply and switching the device on. Additional services can include:

- Onsite Asset Management.
- Software setup.
- Peripheral setup.
- Data migration.
- User familiarisation with new SOE/Hardware features.

We conduct a time and motion study and structure the individual activities so that units can be transitioned concurrently but we balance this against the potential to impact office locations and their functions.

As part of our standard processes, we will arrange for additional kit to be delivered over and above your order to ensure we can immediately deal with any DOA or hardware issues on the day with minimal impact to end users.

Special Deployments

We can provide specialised installations such as:

- VIP Installation Services – Senior Technician assistance, Ghosting the VIP's Hard Drive and leaving a copy with the VIP.

- End user assistance – specialised training / floor walking to trouble shoot issues.
- Kitted installs – sending a bundle of hardware to the site – printers, servers, networking gear, thin clients, pc's for install / refresh of a complete infrastructure.
- After hours installs – for minimal impact to end users.
- Specialised skill installs – Server, SAN, NAS, Networking Infrastructure, Point of Sale equipment.
- Monitor arm installations – drilling into desks and vacuuming up afterwards.

Warranty and Maintenance

During the warranty period, our onsite technicians will replace defective parts with new parts or serviceable parts that are equivalent to new parts in performance. Acer delivers break fix service via an extensive service network in partnership with AWA Technology Services and a small number of strategically located partners. Acer have been providing warranty services to our Western Australian customers for many years and are both aware but also have the necessary experience to take into account the challenges that need to be taken into account across such a vast state.

The service partner network has been designed to ensure Acer can deliver service to every postcode in Australia and its territories. Our active service network enables Acer to leverage a large pool of talent, resources and facilities to support government, corporate and education customers.

We are continually expanding our network to be strategically ahead of our competitors by ensuring we have the reach to meet our customer requirements. To support these onsite services, Acer has invested in industry leading systems that provide connected on-demand/real-time onsite support and service level management nationwide.

Zone 1

- Within 50km of a state capital city Acer Service Location.

Zone 2

- Within 100km of where there is an Authorized Acer Service Centre.

Zone 3

- Greater than 100km of where there is an Authorized Acer Service Centre.

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 Take-backs are required to be returned to the same Contractor.

Option A – Takeback Services

You can engage with Acer Computer 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 Acer Computer Australia - Marco Boucher, Project Leader - Managed Services to request takeback services.

Please refer to Appendix 1 (end of document).

1 - Collection (optional)

- Customer complete online collection form (provided by Acer) identifying collection information
- Acer arrange collection resources and advise customer contact person of collection date
- Complete collection from site and return equipment to processing facility
- Register in Acer's system, tracking serial number and asset tag (if affixed)
- Complete data erasure to required standards (NIST 880: 88 or DoD 5520.22-M, utilising ISO2700 accredited processes)
- Complete assessment of asset condition
- Provide takeback report to the customer including:
 - Asset details: serial, asset tag, CPU, HDD, RAM, screen size
 - Data erasure method: Certified wipe, HDD destruction
 - Asset fate: Remarketing, recycling
 - Asset condition, operability, completeness
 - Financials: Service cost (if applicable), asset buyback value
- Provide data erasure certificate
- Reporting pack accepted by the customer
- Acer Provide purchase order to the customer based on approved reporting pack
- Customer raises invoice as per purchase order
- Acer pay invoice within the agreed payment terms
- Provide consolidated job reporting as required

2 – Data Sanitisation (optional)

Complete data erasure to required standards (NIST 880: 88 or DoD 5520.22-M, utilising ISO2700 accredited processes

Acer partners with a market-leading IT Asset Disposition (ITAD) organisation, Industry Trading. Industry Trading's asset handling and data erasure program incorporates processes accredited to ISO9001 (Quality), ISO14001 (Environment), ISO27001 (Information Security), ISO45001 (Operational Health & Safety) and R2 (responsible recycling of eWaste). Industry Trading is a platinum partner of Blancco (highest level), offering both NIST 880: 88 and DoD 5220.22-M compliant wipe options to single, three and seven passes. Our internally developed system includes an inbuilt electronic quality assurance step to validate the data erasure process has been successfully completed on each HDD, mitigating the risks associated with human error.

3 – Disposal

Acer works in unison with Industry Trading with a particular focus on driving the best environmental outcomes along with maintaining strict adherence to management of client data. The most environmentally friendly solution for technology equipment that reaches the end of term or its useful life in a client environment, is to repurpose and extend the life of the device by finding a new home where the device will be used for years to come. Industry Trading specialises in handling, inspecting and repurposing technology hardware through various channels in USA, Europe, UK, Asia and UAE, with strict adherence to Basel Convention guidelines. If equipment doesn't pass the rigorous inspection process, it is allocated for eWaste recycling, then via Industry Trading's R2 accredited processes, each asset is machine-shred and commodities sorted and repurposed to build other products. Over 99% of the device can be repurposed and avoids landfill. Hazardous materials or components such as batteries have specific processes like having terminals taped, packaged in sand and processed to produce other batteries.

4 – Credits

- Provide takeback report to the customer including: -Asset details: serial, asset tag, CPU, HDD, RAM, screen size· Data erasure method: Certified wipe, HDD destruction· Asset fate: Remarketing, recycling· Asset condition, operability, completeness· Financials: Service cost (if applicable), asset buyback value.
- Provide data erasure certificate.
- Reporting pack accepted by the customer.
- Acer Provide purchase order to the customer based on approved reporting pack.
- Customer raises invoice as per purchase order.

- Acer pay invoice within the agreed payment terms.
- Provide consolidated job reporting as required.

Option B – Trade In Services

You can engage with Acer Computer Australia for optional trade-in services to seek a trade-in for old Hardware devices.

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

STEP 1: Contact Acer Computer Australia - Marco Boucher, Project Leader - Managed Services to request trade-in. Please refer to the attached high level process flow as Appendix 2 (at end of document).

1 - Collection (optional)

- Customer complete online collection form (provided by Acer) identifying collection information.
- Acer arrange collection resources and advise customer contact person of collection date.
- Complete collection from site and return equipment to processing facility.
- Register in Acer's system, tracking serial number and asset tag (if affixed).
- Complete data erasure to required standards (NIST 880: 88 or DoD 5520.22-M, utilising ISO2700 accredited processes).
- Complete assessment of asset condition.
- Provide takeback report to the customer including: -Asset details: serial, asset tag, CPU, HDD, RAM, screen size· Data erasure method: Certified wipe, HDD destruction· Asset fate: Remarketing, recycling· Asset condition, operability, completeness· Financials: Service cost (if applicable), asset buyback value.
- Provide data erasure certificate.
- Reporting pack accepted by the customer.
- Acer records credits for future hardware or services.
- Customer request to apply credits.
- Acer applies credits as required and provide a credit balance report monthly.

2 – Data Sanitisation (optional)

Complete data erasure to required standards (NIST 880: 88 or DoD 5520.22-M, utilising ISO2700 accredited processes).

Acer partners with a market-leading IT Asset Disposition (ITAD) organisation, Industry Trading. Industry Trading's asset handling and data erasure program incorporates processes accredited to ISO9001 (Quality), ISO14001 (Environment), ISO27001 (Information Security), ISO45001 (Operational Health & Safety) and R2 (responsible recycling of eWaste). Industry Trading is a platinum partner of Blancco (highest level), offering both NIST 880: 88 and DoD 5220.22-M compliant wipe options to single, three and seven passes.

Our internally developed system includes an inbuilt electronic quality assurance step to validate the data erasure process has been successfully completed on each HDD, mitigating the risks associated with human error.

3 – Disposal

Acer works in unison with Industry Trading with a particular focus on driving the best environmental outcomes along with maintaining strict adherence to management of client data. The most environmentally friendly solution for technology equipment that reaches the end of term or its useful life in a client environment, is to repurpose and extend the life of the device by finding a new home where the device will be used for years to come.

Industry Trading specialises in handling, inspecting and repurposing technology hardware through various channels in USA, Europe, UK, Asia and UAE, with strict adherence to Basel Convention guidelines. If equipment doesn't pass the rigorous inspection process, it is allocated for eWaste recycling, then via Industry Trading's R2 accredited processes, each asset is machine-shred, and commodities sorted and repurposed to build other products.

Over 99% of the device can be repurposed and avoids landfill. Hazardous materials or components such as batteries have specific processes like having terminals taped, packaged in sand and processed to produce other batteries.

4 – Credits

- Provide takeback report to the customer including:
 - Asset details: serial, asset tag, CPU, HDD, RAM, screen size.
 - Data erasure method: Certified wipe, HDD destruction.
 - Asset fate: Remarketing, recycling.
 - Asset condition, operability, completeness.
 - Financials: Service cost (if applicable), asset buyback value.
- Provide data erasure certificate.
- Reporting pack accepted by the customer.
- Acer records credits for future hardware or services.
- Customer request to apply credits.

- Acer apply credits as required and provide a credit balance report monthly.

Name	Acer Technical Services Hotline
Phone	1300 365 100
Facsimile	Click or tap here to enter text.
Email	Servicekac.Aca@acer.com
Websites	http://esupport.acer-apac.com/support

Minimum Order Thresholds

The following Minimum Order Thresholds apply:

- Minimum Order Threshold Product Conditions = **Not applicable**

Delivery

Acer provides delivery of goods to all Western Australian locations using a national delivery service agreement with Air Road which carries with it a strong contractual and working relationship tightly driven by Service Level agreements. Acer sees Air Road as a supremely reliable subject matter expert partner with a proven track record who is a perfect extension of Acer through jointly integrated systems to ensure a smooth flow of accurate information regarding deliveries.

Perth Metropolitan Area

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	N/A	N/A	N/A

Acer will be fulfilling the Western Australia Whole of Government (CUA) requirements through its Australian local operation. Our freight forwarding to the mentioned post codes/regions are via road freight or localised air freight, and the freight cost is incorporated in the device price.

Regional Deliveries

The following delivery timeframes apply:

Geographic Location	Definition of Location	Delivery Time (Business Days)			
		Local	Distributor	OEM Air Freight	OEM Sea Freight
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	N/A	N/A	N/A
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	N/A	N/A	N/A

Acer will be fulfilling the Western Australia Whole of Government (CUA) requirements through its Australian regional operation. Our freight forwarding to the mentioned post codes/regions are via road freight or localised air freight, and the freight cost is incorporated in the device price.

Disposal and recycling

Acer partners with a market-leading IT Asset Disposition (ITAD) organisation, Industry Trading, and works in unison with particular focus on driving the best environmental outcomes along with maintaining strict adherence to management of client data.

The most environmentally friendly solution for technology equipment that reaches the end of term or its useful life in a client environment, is to repurpose and extend the life of the device by finding a new home where the device will be used for years to come.

Industry Trading specialises in handling, inspecting and repurposing technology hardware through various channels in USA, Europe, UK, Asia and UAE, with strict adherence to Basel Convention guidelines. If equipment doesn't pass the rigorous inspection process, it is allocated for eWaste recycling, then via Industry Trading's R2 accredited processes, each asset is machine-shred, and commodities sorted and repurposed to build other products.

Return of rejected goods

Please refer to Material Return Procedure - DOA and RSA Policy Key Account_2022.docx.



Material
Return
Procedur
e - DOA
an

Account Management

Payment of Invoices

EFT/Direct Deposit

Pay on your Account via EFT – For account details please refer [Invoicing Contact Details](#).

Credit Card

Via portal purchasing using our secure payment system

Or via Telephone only – please do not email Credit Card Details.

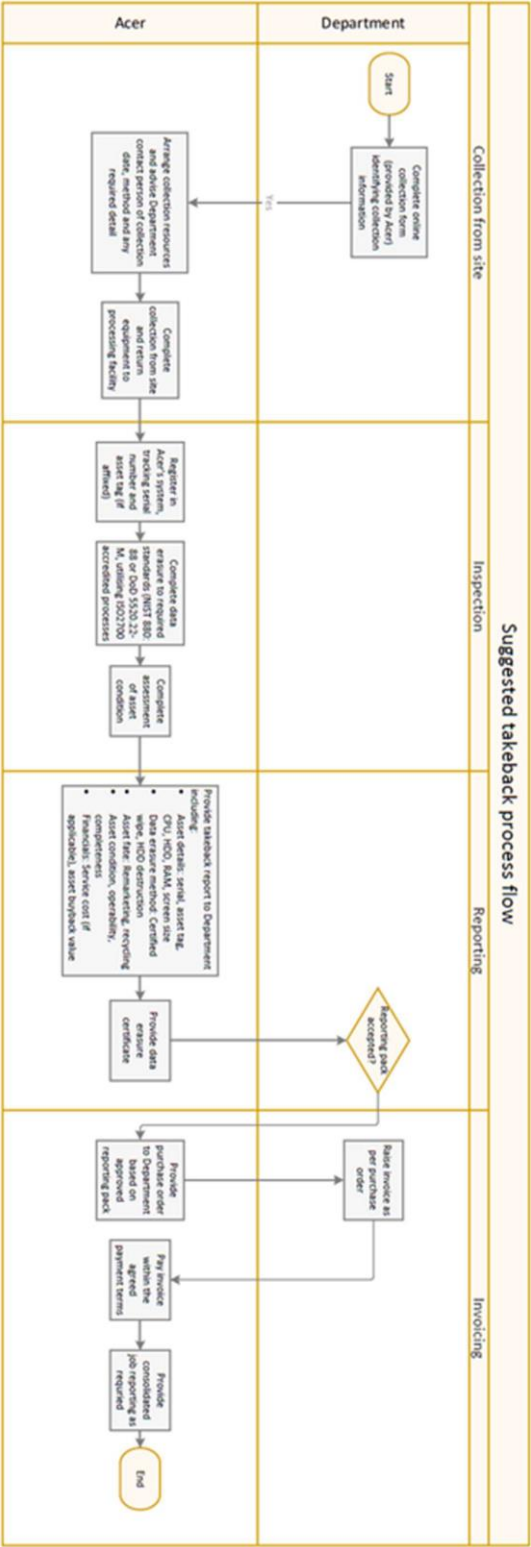
Credit Card is only over the phone we don't keep the details on record.

Invoicing Contact Details

Name	Abita Phaiju – Credit Controller
Phone	(02) 8762 3045
Facsimile	Click or tap here to enter text.
Email	ACAcredit@acer.com.au
Websites	https://connect.acer.com.au

Appendix

Appendix 1



Appendix 2

