



Procurement Lifecycle Document for Anabelle Bits Pty Ltd trading as ASI Solutions

CUACMD2021 – Common Use Arrangement for Computing and Mobile Devices

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Company Details

Anabelle Bits Pty Ltd Trading as ASI Solutions

ABN: 40 068 649 972

ACN: 068 649 972



Contact information

General enquiries

Phone	1300 368 010
Email	sales@asi.com.au
Websites	https://www.asi.com.au/
Admin hours	Monday to Friday 8.00am to 4.00pm

CUA Account Manager

Name	Paul Dahlke
Contact:	0413 703 588
Email	pdahlke@asi.com.au

Offered Brands and Minimum Discounts

Brands

Brand	Product Type Minimum Discounts										
	Desktops	Notebooks	Hybrids	Workstations	Tablet/Phablet	Smartphones	Chromebook	Thin & Zero Clients	Components	Peripherals	Accessories
Apple	12.04%	12.04%	X	X	7.4%	3%	X	X	X	15%	15%
Microsoft	X	15.29%	X	X	15.29	X	X	X	X	30%	30%

Offered Ancillary Services

The following Ancillary Services are available. Please refer to [Services](#) for further information:

- Warranty
- Pre-Deployment Imaging
- Delivery
- Installation
- Asset Management Tools
- Takebacks
- Trade-Ins
- Collection
- Sanitisation
- Disposal

Buying methods

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 ASI Solutions. 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@asi.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 multiple suppliers. This ensures compliance with the CUA Buying Rules and to determine value for money options.

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

STEP 1: Contact ASI Solutions 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 ASI Solutions via email to: sales@asi.com.au.

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

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

Delivery

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.	7			

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 .	7			
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			

Services

Pre-Deployment /Installation Services

Device Preparation/Onboarding – White Glove Service

ASI will prepare each newly procured device for use by completing the following tasks:

- Unboxing the device and accessories.
- Asset tagging the device.
- Installing a protective sleeve on the device (optional).
- Register the device in the Customer's Windows Autopilot and Microsoft Endpoint Manager tenant.
- Power up the device and confirm all hardware is operational.
- Confirm device enrolment into the Customer's Microsoft Endpoint Manager environment and execution of White Glove related configuration tasks.
- Pair accessories with the device.
- Package up device and accessories ready for shipment.

ASI will ship the prepared devices to the designated location for distribution to users. Upon receiving a device, the user will power it on and sign in using their credentials. Any user-specific configurations will then be applied, including the deployment of application packages from Microsoft Endpoint Manager that are restricted to certain users.

Warranty and Maintenance

Device Warranty Service

ASI will coordinate all facets of warranty support for in-scope devices per our established support procedure as follows:

1. The end user reports an issue to an authorised representative, who logs a support ticket with ASI.
2. ASI will work with Department of Treasury and Finance to validate if the support issue is a valid warranty claim.
3. ASI will coordinate the transfer of existing warranty from the original device to the swapped-out device.
4. ASI will then repair the faulty device if the fault is caused by an approved field replacement item or will coordinate a warranty replacement with the relevant vendor.

Please refer to **Annexures 1 and 2** for further details.

Out of Warranty Service

Any claims for devices no longer covered by the manufacturer's warranty are not covered by ASI's Warranty Service and will attract additional charges. This includes devices that may be covered by a third-party warranty. In this instance, ASI will provide a quote for repair or device replacement, and the client will need to provide written authorisation before ASI proceeds with repairing the device.

Please refer to **Annexures 1 and 2** for further details.

Takeback Services

You can engage with ASI Solutions 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 ASI Solutions via **sales@asi.com.au** or **1300 368 010** to request takeback services.

1 - Collection (optional)

Collection can be arranged and included in overall takeback offer. It is preferred collection is from a central location no more than 60km from the CBD however alternative arrangements can be made for multiple locations in both metro and regional locations.

2 – Data Sanitisation (optional)

Certified data erasure to DoD 5220.22-M or NITS 880:88 standards utilising ISO27001 accredited services. All bios passwords and remote management will need to be removed so devices are not locked. Alternatively, if bios passwords are provided around the time of collection, they can be removed during inspection. Upon completion ASI will provide a Data Erasure Certificate.

3 – Disposal

ASI will provide both an Asset Report of hardware and Sustainability Certificate. Hardware will either be repurposed or recycled in accordance with Responsible Recycling Standard (R2) for Electronic Recyclers.

4 – Credits

Asset purchase pricing/credits offered is based on assets being in grade A condition. Asset purchase pricing/credits is valid until the defined validity date of quotation, based on the date of collection. If assets are found to be faulty, damaged or missing components asset purchase pricing/credits will be adjusted accordingly. Assets collected after the validity date of quotation may incur a monthly reduction of 4%.

Disposal and recycling

As “client name” elects to retire devices, ASI will coordinate the disposal of these devices, including:

- Coordinating collection of the device and related peripherals/accessories.
- Completing data sanitisation of the device.
- Certified data erasure to DoD 5220.22-M or NITS 880:88 standards utilising ISO27001 accredited services.
- All BIOS passwords and remote management will need to be removed so devices are not locked. Alternatively, if BIOS passwords are provided around the time of collection, they can be removed during inspection.
- On completion, ASI will provide a Data Erasure Certificate.
- Depending on the age and condition of the device, ASI will determine if a device buy-back option is available that would see the device being repurposed or donated, or if the device needs to be disposed. ASI will provide both and Asset.
- Report of hardware and Sustainability Certificate.
- Hardware will either be repurposed or recycled in accordance with Responsible Recycling Standard (R2) for Electronic Recyclers.

Note: For existing devices that were not supplied by ASI, there may be additional costs to complete collection and data sanitisation of these devices. Where a buy-back option is available for these devices, we will offset this cost.

Account management and invoicing

Payment of Invoices

EFT/Direct Deposit

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

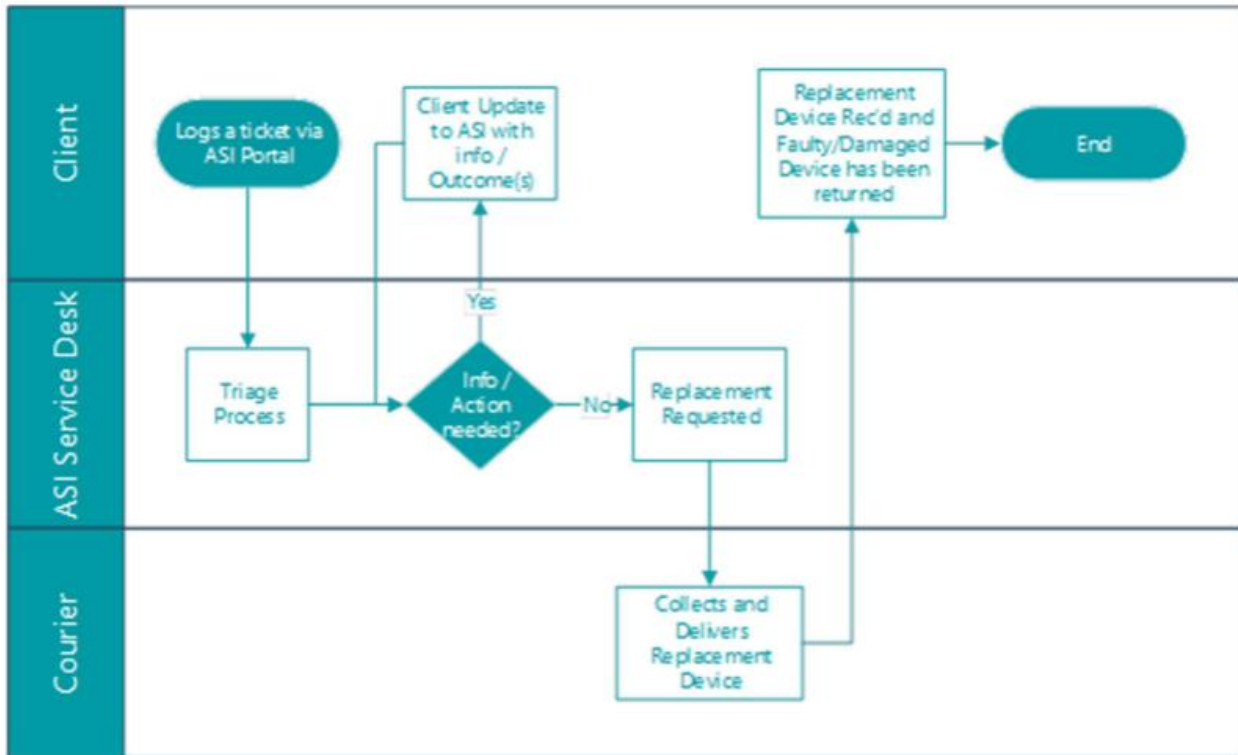
Credit Card/Payment Portal

Note: Credit card surcharges are not applicable under CUACMD2021. Contact ASI Solutions via ar@asi.com.au or **1300 368 010** to arrange payment via Credit Card.

Account Payment(s) / Invoicing Contact Details

Name	Accounts Receivable
Phone	1300 368 010
Facsimile	
Email	ar@asi.com.au
Websites	

Annexure 1: Warranty and Maintenance, products within warranty.



Annexure 2: Warranty and Maintenance, products with no warranty

