Procurement Lifecycle Document for Solutions IT Asia Pacific Pty Ltd trading as Solutions IT

CUACMD2021 – Common Use Arrangement for Computing and Mobile Devices

Contents

Company Details

Solutions IT Asia Pacific Pty Ltd trading as Solutions IT

ABN: 83 086 176 671

ACN: 086 175 671

Contact information

General enquiries

Phone	+61 8 6241 2550
Email	info@solutionsit.com.au
Website(s)	www.solutionsit.com.ai
Admin hours	Monday to Friday 8.00am to 5.00pm
Operations	24 hours, 7 days a week

CUA Account Manager

Name	Justin Cantrill
Direct Phone	0422 863 217
Mobile	
Email	jcantrill@solutionsit.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
Asus		26%	23%				35%				
Apple	10.3%	10.3%		8%	8%	3.3%				8%	
Lenovo	9%	9%		13%						14%	
Microsoft		14%	16%	14%	9%	3.5%				19%	14%
Motorola						11%					
Nokia						14%					
Panasonic		20%	20%		20%					7%	

Offered Ancillary Services

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

- Warranty
- Pre-Deployment
- Installation
- Takebacks
- Trade-ins
- Collections
- Data 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 Solutions IT. 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@solutionsit.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 Solutions IT 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 Solutions IT Price Schedule. Please ensure you reference the CUA number "CUACMD2021".

STEP 1: Contact Solutions IT 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 Solutions IT via email to: sales@solutionsit.com.au

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

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

Option B – Contact Sales via email or phone

The customer can contact sales at Solutions IT to obtain a quote for the required products.

STEP 1: Contact sales via email or phone to discuss and/or request a quotation for the required products.

STEP 2: Sales will respond via email with a quotation for the required products

STEP 3: The customer can order and pay for the required products based on the quotation via email to sales by providing a purchase order and if paying via credit card contacting Sales Administration on (08) 6241 2550 to complete the payment

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.	2	7	15	30

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,	4	9	20	30

	Lands and Heritage[3].				
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

Services

Pre-Deployment /Installation Services

Solutions IT delivers a wide range of deployment services to ensure your technology roll-out is seamless and efficient. Below are just some of the services we offer to make installation and deployment as straightforward as possible:

Onsite Installation & Technical Setup

- **Coordinated Delivery & Unloading**
  Aligning onsite resources with courier schedules or using Solutions IT vehicles where delivery restrictions apply.

- **Device Placement**
  Positioning equipment in designated customer locations and, where required, at individual end-user desks.

- **Unpacking & Staging**
  Unpacking devices and moving packaging to a designated area for later collection.

- **Minor Assembly**
  Setting up devices with monitors, keyboards, mice, and peripherals, ensuring a "plug-and-play" experience.

- **Testing & Verification**
  Powering up and confirming devices are operational and ready for use.

- **Environmentally Responsible Disposal**
  Removing and disposing of packaging in line with sustainable practices.

Pre Deployment Services

- **Device Enrolment**
  Streamlined enrolment for devices, ensuring they are automatically configured and managed through your Mobile Device Management (MDM) solution.

- **Asset Tagging**
  Labelling each device with an asset tag and barcode, and logging details into your asset database.

- **Test and Tag**
  Ensuring electrical equipment meets AS/NZS standards before delivery, including testing existing equipment.

- **Serial Number Reporting**
  Customised reporting for easier asset tracking and user assignment.

- **Screen Protector Application**
  Applying screen protectors and cases on bulk devices prior to dispatch for day-one protection.

- **Data Migration**
  Seamless migration of data between devices to simplify rollouts, especially during upgrades.

- **Packaging Disposal**
  Arranging collection and environmentally responsible disposal of all packaging and waste.

- **Cover Printing** *(optional)*
  For an additional fee, Solutions IT can print supplied logos or branding on device cases.

Warranty and Maintenance

The standard warranty for business grade products is 3 years and for consumer grade products is 1 year. In addition, extended warranties can be purchased, and the length of these extended warranty periods varies depending on the vendor.

All warranty and support related enquires for any products purchased using this CUA can made to the Solutions IT service desk on 086 241 2550 or via email support@solutionsit.com.au

Depending on the nature of the equipment fault and the particular manufacturer's warranty the Solutions IT service desk will arrange either on-site support, off site repairs and/or equipment replacement / swap out. Response times and repair times vary depending on location and manufacturer's service level agreements

Trade-in or Takeback Services

You can engage with Solutions IT for optional Takeback or Trade-in Services. The Contractor shall offer takeback credits to the Customer for eligible Hardware commensurate to market value at a minimum.

Trade-in quotes are valid for up to 14 days and carry no obligation for the customer to accept. If a device has no trade-in value, Solutions IT can arrange eco-friendly recycling to ensure safe and responsible disposal

STEP 1: Trade-in Request

- Customer to submit a trade-in request to sales@solutionsit.com.au. Details should include the following details

    a. Qty

    b. Make

    c. Model

    d. Location to be collected

- Solutions IT will provide customer with an estimated valuation for the equipment. Valuation is based on devices being in a good condition.

- Once agreed hardware will be collected

STEP 2 - Collection

- Solutions IT will arrange collection of devices at agreed time with the customer

STEP 3 - Assessment

- After receiving the equipment, we will verify it against the provided details. If everything matches data sanitisation will commence, if there is discrepancy, a revised quote will be issued.

STEP 4 – Data Sanitisation

- Data sanitisation – all hard drives will be securely processed by degaussing, a three-pass Blancco wipe, or physical destruction, in line with departmental protocols. A record of the hard drive serial number and a certificate of data destruction will be emailed to the customer.

STEP 5 – Data Sanitisation

- Solutions IT will provide an agreed value (including any trade-in service fees), which can be paid into a verified bank account or applied as a credit towards a new purchase

Disposal and recycling

Customers can contact the Solutions IT Service Desk via email support@solutionsit.com.au or via phone on (08) 6241 2550 to request information or a quote for the equipment disposal service.

Equipment for disposal will be collected by TADWA. Where applicable equipment is refurbished and recycled to charitable organisations and causes.

Data sanitisation will be conducted using Blancco wipe, or physical destruction, in line with departmental protocols.

Return of rejected goods

To request a return, please contact Solutions IT on (08) 6241 2550 or via email sales@solutionsit.com.au.

Once approved by Solutions IT, goods can be returned via standard courier, Australia Post, or in person. Any costs associated with returning rejected goods will be discussed with Solutions IT based on the reason for the rejection.

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

Pay on your Account via EFT – Account details as follows:

BSB: 082 001

Account: 465456059

Email remittances to accounts@solutionsit.com.au

Credit Card/Payment Portal.

Invoices include links for making online payments by credit card

Account Payment(s) / Invoicing Contact Details

Name	Accounts
Phone	+61 8 6241 2550
Facsimile	
Email	accounts@solutionsit.com.au
Websites	www.solutionsit.com.au