



Procurement Lifecycle Document for S&H Investments Pty Ltd trading as Stott Hoare

CUACMD2021 – Common Use Arrangement for Computing and Mobile Devices

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Company Details

Stott Hoare

ABN: 55 009 146 516

ACN: 009 146 516



Contact information

General enquiries

Phone	08 9244 0000
Email	cua@stotthoare.com.au
Website(s)	www.stotthoare.com.au
Admin hours	Monday to Friday 8.30am to 5.00pm AWST
Operations	Business Hours AWST

CUA Account Manager

Name	Brian Hawkins
Direct Phone	Click or tap here to enter text.
Mobile	0417 904 626
Email	bhawkins@stotthoare.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	7.98%	7.98%			6.45%	3.00%					
ASUS		25.04%					37.86%				
Dell	40.00%	40.00%	58.00%	39.10%	58.00%		47.50%	36.00%		38.10%	38.10%
Getac		21.46%			15.69%					13.79%	
HP	26.45%	34.61%	35.27%	31.15%	29.92%		33.16%	34.22%		28.62%	37.28%
Lenovo	24.03%	24.50%	22.71%	21.90%	22.70%		8.00%			24.01%	14.24%
Microsoft		11.61%	16.43%		11.61%					30.35%	30.36%
Panasonic		23.33%			23.33%					21.00%	
Samsung					10.00%	15.00%					

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 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 Stott Hoare via email to: cua@stotthoare.com.au

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 Stott Hoare has suitable Goods and/or Services, then proceed to [Place an Order](#).

Place an Order

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 at cua@stotthoare.com.au 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: cua@stotthoare.com.au

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

STEP 5: Stott Hoare 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)

E-Commerce 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

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, 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 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.

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.

Services

Pre-Deployment /Installation Services

Stott Hoare can offer a range of pre-deployment and installation services including the following:

- Upgrades (RAM/GPU etc)
- SOE load
- Intune #ID load
- Pre-delivery preparation (box inserts, apply screen protectors, accessory bundles etc)
- Eco-Friendly delivery
- Delivery logistics
- Drop to desk services
- Tech Café deployments
- End User Acceptance Testing and Handover services
- End User training and knowledge transfer

Warranty and Maintenance

Stott Hoare is a service agent for Lenovo, Dell and Microsoft Surface and provides warranty management services under the CUA from our headquarters in Osborne Park.

For warranty services, please contact the Service Desk at:

servicedesk@stotthoare.com.au

Or contact us by phone at: 08 9244 0000

Please have the following information available to assist with logging your ticket:

- Make or model of device
- Serial Number
- Brief Description of the issue/fault

Trade-in or Takeback 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 at cua@stotthoare.com.au 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.

Collection

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

Data Sanitisation

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

Disposal

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

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.

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



Return of rejected goods

Faulty, damaged and or Dead-on Arrival (DOA) devices will be managed in accordance with Stott Hoare and the relevant manufacturer's Warranty process.

Please contact cua@stotthoare.com.au (or your specific Stott Hoare Account Manager if you have one) to discuss returns on individual 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.

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: 066 000

Account#: 1722 8115

Credit Card/Payment Portal.

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

Please contact Stott Hoare by phone or contact ajackson@stotthoare.com.au to arrange for payment to be taken by credit card – please do not email Credit Card Details.

Note: Credit card surcharges are not applicable under CUACMD2021.

Discounts (if applicable)

Settlement discount

Stott Hoare will work to provide competitive pricing upfront for each order and as such will not be offering settlement discounts.

Non-Standard product discounts

Stott Hoare will work to provide competitive pricing upfront for each order that are at least in line with standard product equivalents.

Account Payment(s) / Invoicing Contact Details

Name	Aimee Jackson
Phone	08 9244 0000
Facsimile	N/A
Email	ajackson@stotthoare.com.au
Websites	www.stotthoare.com.au