



# Procurement Lifecycle Document for XYZ Pty Ltd trading as XYZ

## CUACMD2021 – Common Use Arrangement for Computing and Mobile Devices

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## Company Details

# COMPANY NAME Trading as...

**ABN:** 68 009 592 965

**ACN:** 009 592 965



## Contact information

### General enquiries

Phone	08 9202 4444
Email	cuainquiries@cdmaust.com.au
Website(s)	www.cdmaust.com.au
Admin hours	Monday to Friday 8.30am to 5.00pm AWST
Operations	

### CUA Account Manager

Name	Martin Eyer
Direct Phone	08 9202 4444
Mobile	
Email	martine@cdmaust.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
<b>CDM</b>	31%			31%						30%	25%
<b>HP</b>	32%	32%	25%	33%	25%		25%	32%			
<b>Asus</b>		25%	25%				35%				
<b>LG</b>								30%			
<b>Dell</b>	59%	58%	58%	40%	58%		48%	36%		46%	40%
<b>Microsoft</b>			5%								
<b>Panasonic</b>		20%			8%						
<b>Dynabook</b>		14%	16%								
<b>Apple</b>						2%					
<b>Samsung</b>					18%	12%					
<b>Lenovo</b>	12%	12%	12%	20%							

## Offered Ancillary Services

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

- Warranty
- Pre-Deployment Imagin
- 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 CDM 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 CDM Australia 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 CDM 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 CDM Australia Price Schedule. Please ensure you reference the CUA number "CUACMD2021".

**STEP 1:** Contact CDM Australia 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 CDM Australia via email to: [cuaorders@cdmaust.com.au](mailto:cuaorders@cdmaust.com.au)

**STEP 4:** CDM Australia will issue a confirmation of the Order, including delivery date and other relevant information.

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

## Option B – Using Contractor Portal (if Applicable)

CDM can set up an Online Portal for individual Departments.

Please contact CDM Australia's primary and secondary contacts via phone or email arrange the creation of a secure, department-specific Customer Online Portal. This portal will allow your team to obtain quotes and place orders for preferred equipment online under CUACMD2021.

The portal can be customised to meet the requirements of each Department.

**STEP 1:** Contact CDM Australia to discuss the setting up a secure, department-specific Online Portal.

**STEP 2:** CDM Australia will customise the portal to meet your department's requirements, including:

- Preferred method of accessing the portal with username/s and password/s
- List of preferred products
- Pricing under CUACMD2021.

**STEP 3:** Once the portal has been set up to the specified requirements, customers can generate quotes and place orders online under CUACMD2021.

## 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) <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	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 <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	7	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	7	15	30

# Services

## Pre-Deployment /Installation Services

Asset tagging and pre deployment imaging, installation services

## Warranty and Maintenance

Warranty for proposed devices would be undertaken by either CDM Australia or the Brand Manufacturer. CDM Australia are also Authorised Warranty Repair Agents for Hewlett Packard, Asus, LG and Dynabook. The warranty period is the stated Manufacturer Warranty unless otherwise stated.

## Trade-in or Takeback Services

A Contractor may offer certain products as part of a Trade-in or Takeback service. Customers must specify whether they require Trade-in or Takeback services when requesting quotes, and all returns must be made to the same Contractor.

### Trade-in Services

Trade-in allows you to return a device at the end of its use, with the credit applied toward another transaction. CDM Australia offers optional Trade-in services for old hardware devices and, if required, can develop a custom portal for decommissioning and trade-ins under CUACMD2021. Trade-in quotes are valid for a minimum of 30 days, and there is no obligation for the Customer to accept quoted offers.

### Takeback Services

Takeback enables you to purchase a device and return it once it has reached the end of its life, at which point the Contractor will credit the Customer's account. Unlike Trade-in, Takeback services are not dependent on an additional purchase. CDM Australia offers optional Takeback services for hardware originally supplied by CDM, providing credits for eligible devices at a minimum commensurate with market value.

To request Takeback services, contact CDM Australia via your nominated account representative or email [cuainquiries@cdmaust.com.au](mailto:cuainquiries@cdmaust.com.au). Equipment will be collected, sanitised, and disposed of in accordance with world best practice, and any credits will be issued back to the department in the nominated format.



## **Disposal and recycling**

You can engage with CDM Australia for optional Takeback Services for hardware originally supplied by CDM. The Contractor shall offer takeback credits to the Customer for eligible hardware commensurate to market value at a minimum.

CDM will organise the take back and disposal of trade-in devices in an environmentally friendly manner and can arrange for the secure deletion of hard drives.

## **Return of rejected goods**

You can arrange the return of rejected goods by contacting CDM Australia through your nominated account representative or by emailing [cuainquiries@dcdmaust.com.au](mailto:cuainquiries@dcdmaust.com.au). Once CDM Australia approves the request, the goods may be returned via standard courier, Australia Post, or delivered in person.

Any costs associated with returning rejected goods can be discussed with CDM Australia, depending 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](#)

Account Name	CDM Australia Pty Ltd
BSB	306-031
Account Number	4588-178
Email Remittances	<a href="mailto:accrec@cdmaust.com.au">accrec@cdmaust.com.au</a>

#### Credit Card/Payment Portal

Please call 08 9202 4444 and ask for Accounts Receivable or email the details to [accrec@cdmaust.com.au](mailto:accrec@cdmaust.com.au).

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

### Account Payment(s) / Invoicing Contact Details

Name	Accounts Payable
Phone	08 9202 4444
Facsimile	N/A
Email	<a href="mailto:accrec@cdmaust.com.au">accrec@cdmaust.com.au</a>
Websites	<a href="https://www.cdmaust.com.au">https://www.cdmaust.com.au</a>