



Procurement Lifecycle Document for Dell Australia Pty Ltd

CUACMD2021 – Common Use Arrangement for Computing and Mobile Devices

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Company Details

Dell Australia Pty Ltd

ABN: 1234567890

ACN: 1234567890



Contact information

General enquiries

Phone	0459 509 901
Email	Aaron.Rodrigues@Dell.com
Website(s)	https://www.dell.com/en-au
Admin hours	Monday to Friday 9.00am to 5.00pm
Operations	24/7 Support and Contractor Portal

CUA Account Manager

Name	Aaron Rodrigues
Direct Phone	0459 509 901
Mobile	0459 509 901
Email	Aaron.Rodrigues@Dell.com

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
Dell	40%	40%	58%	40%	58%		48%	36%		46%	40%

Offered Ancillary Services

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

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 Dell Australia Pty Ltd. 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 Dell Australia Pty Ltd 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 Dell Australia Pty Ltd 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 Dell Australia Price Schedule. Please ensure you reference the CUA number "CUACMD2021".

STEP 1: Contact Dell 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 Dell Australia via email to: Aaron.Rodrigues@Dell.com.

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

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

Option B – Using Contractor Portal (if Applicable)

<https://www.dell.com/en-vn/lp/dell-premier>

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.	NA	NA	15	NA

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 .	NA	NA	20	NA
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 .	NA	NA	20	NA

Services

Pre-Deployment /Installation Services

<https://www.dell.com/en-vn/lp/dt/deployment-services>

Warranty and Maintenance

<https://www.dell.com/support/home/en-vn>

Trade-in or Takeback Services

Please email Aaron.Rodrigues@Dell.com

Disposal and recycling

<https://www.dell.com/en-vn/lp/recovery-recycling-consumer-solutions>

Return of rejected goods

Please email Aaron.Rodrigues@Dell.com

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.

Please email Aaron.Rodrigues@Dell.com

Discounts

Non-Standard Product Discounts

Please email Aaron.Rodrigues@Dell.com

Account Payment(s) / Invoicing Contact Details

Name	Dell Australia Pty Ltd - ODTD
Phone	0459 509 901
Facsimile	(02) 8972 6000
Email	au_remittance@dell.com
Websites	https://www.dell.com/en-au