CUA Number: CUACMD2021

Last Updated: 4 June 2024

CUACMD2021 PANEL 1 - DEVICES
Procurement Lifecycle Document

ANABELLE BITS PTY LTD TRADING AS ASI SOLUTIONS

Last updated: 9 June 2022

ASI Solutions

Trading As ASI Solutions

ABN: 40 068 649 972

ACN: 068 649 972

Contact information

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Sales Director

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Please refer to General Enquiries for general contact details.

Business Hours:

6:00am to 8:00pm Monday to Friday

Orders Via:

Email: cua@asi.com.au

Help Desk Enquiries:

Email: assist@asi.com.au

Offered Hardware and Services

Offered Brands and Minimum Discounts

ASI Solutions Offers the following Brands and minimum discounts by Product Type:

Brand	Product Type (Discounts)										
	Desktops	Notebooks	Hybrids	Workstations	Tablet / Phablets	Mobile Handsets	Chromebook	Thin & Zero Client	Components	Peripherals	Accessories
Apple	12%	12%			7.4%					9%	9%
Microsoft		15%								17%	17%

Offered Ancillary Services:

The following Ancillary Services are offered by ASI Solutions:

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

Buying methods

In the first instance the Customer must seek quotes from the Panel, preparing a Request for Quotation (RFQ), such as the **CUACMD2021 – Quote and Order Form** or other appropriate methodology.

1. Obtain Quotes

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 cua@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 at least one other CUA Contractor in addition to ASI Solutions 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 **2 – Place an Order.**

2. Place an Order for Hardware

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: cua@asi.com.au

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

STEP 5: The Contractor will supply an invoice to the Customer upon delivery of Goods.

3. Pre-Deployment 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 then ship the prepared devices to location for issuing to users.

When a device is issued to a user, the user will power up the device and sign in with their Service Victoria credentials. Any user-specific device configuration will then take place, such as deployment of any application packages from Microsoft Endpoint Manager that are restricted to specific users.

4. Installation

Basic Installation

As part of this service, goods are:

- Unpacked
- Placed on a desk or elsewhere as required
- Set up to the point where the operating system is operational (or, if no operating system is supplied, then to the point of power-up

Extended Installation

This service includes the complete set-up and installation of the Goods. The extended installation service includes all of the steps set out as part of the basic installation service above and, unless specified otherwise.

- installation of application and system software
- installation of additional items of equipment
- network connection
- transfer of data from existing equipment to the new Goods
- testing the operability of the Goods within the Purchaser's environment.

5. Delivery

The following delivery timeframes apply:

Geographic Location	Definition of Location	Delivery Time (Business Days)
		Local
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 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

6. Payment of invoices

Pay on your account via the following options:

EFT / Direct Deposit

Pay on your Account via EFT

Email remittances: ar@asi.com.au

Credit Card

Note: Credit card surcharges are not applicable under CUACMD2021.

Contact ASI Solutions cua@asi.com.au or **1300 368 010** to arrange payment via Credit Card.

7. Warranty and Maintenance

Device Warranty Service

ASI will coordinate all facets of warranty support for in-scope devices per our established support procedure which is described below:

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 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 see end of document Annexure 1 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 see end of document Annexure 2 for further details.

8. Takeback Services

Option A – 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 cua@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.

On completion ASI will provide a Data Erasure Certificate.

3 – Disposal

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.

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%.

9. Disposal and recycling

As "client name" elects to retire devices, ASI will coordinate the disposal of these devices. This will include:

• 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.

11. Account management and invoicing

Who	Service	Contact Details
Sales	Quotes and enquires	1300 368 010
ASI Helpdesk	Warranty Support	1300 368 010
Accounts	Account enquires	1300 368 010

Contact information

General enquiries

Administration

Phone: 1300 368 010

Email: cua@asi.com.au

Website: asi.com.au

Postal Address

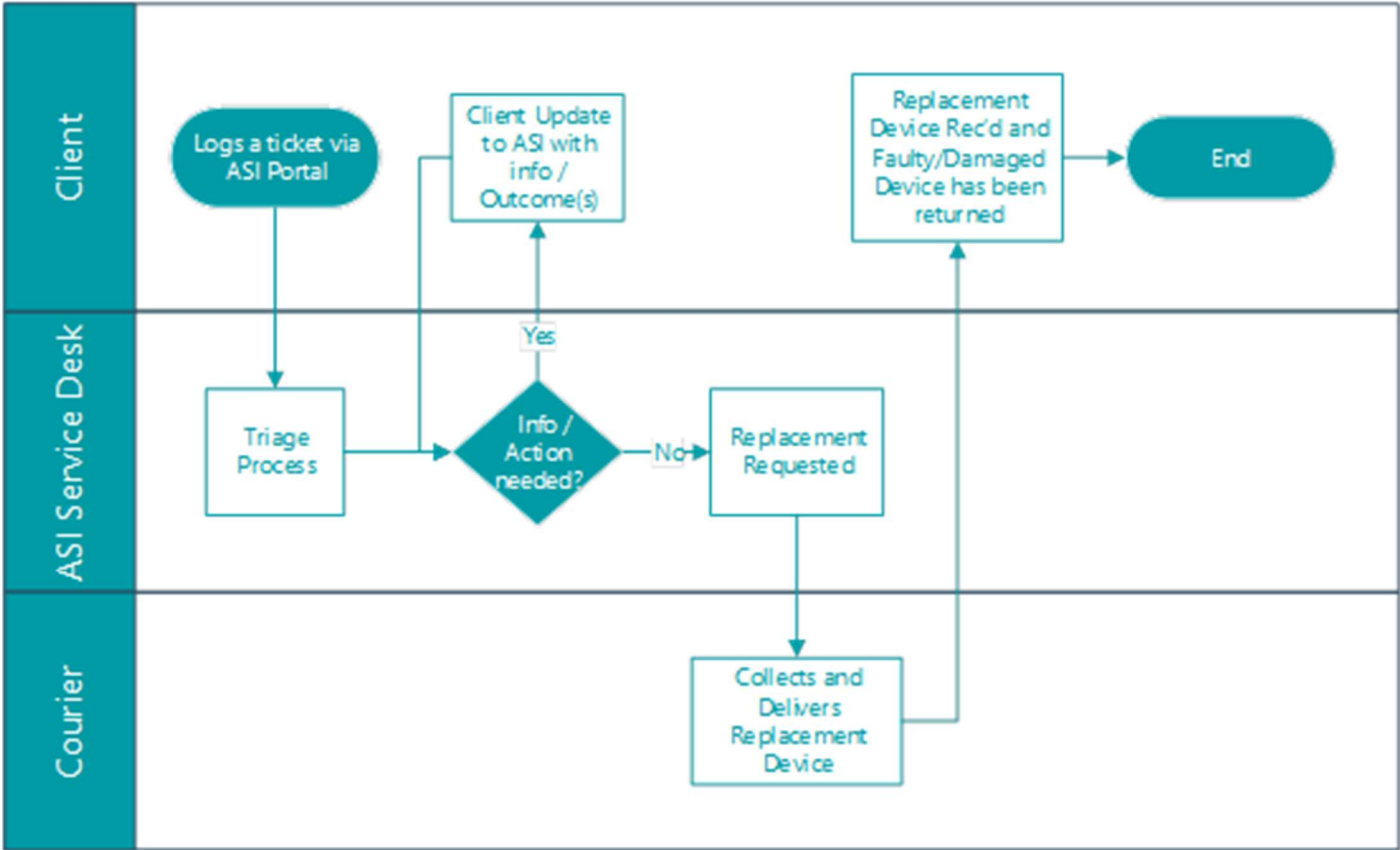Level 3, IBM Building, 1060 Hay Street PERTH WA 6000

Orders

Please see Buying Process Outline

Hours

6.00am to 8:00pm Monday to Friday

Annexure 1. Warranty and Maintenance, products within warranty

Annexure 2. Warranty and Maintenance, products with no Warranty.