

CUA Number: CUACMD2021

Last Updated: 4 June 2024

CUACMD2021 PANEL 1 - DEVICES

Procurement Lifecycle Document

Computers Now Unit Trust t/a CompNow

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Last updated: 5 July 2022

COMPUTERS NOW UNIT TRUST

Trading as Computers Now Pty Ltd (CompNow)

ABN: 48 592 886 118

ACN: 064 837 743



Contact information

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WA State Manager

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Ben Heald - Secondary Contact

Business Development Manager (Commercial and Government)

Phone: (08) 6255 4400

Mobile: 0422 298 737

Email: ben.heald@compnow.com.au

Please refer to [General Enquiries](#) for general contact details.

Business Hours:

Monday to Friday 8.00am to 5:00pm AWST

Orders Via:

Contacting dedicated Account Manager, Client Dashboard, or email sales@compnow.com.au

Help Desk Enquiries:

Email: servicedesk@compnow.com.au

Offered Hardware and Services

Offered Brands and Minimum Discounts

CompNow 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
Acer	25.52%	14.67%	18.93%	25.52%			17.25%	25.52%	8.31%	13.99%	13.99%
Apple	6.94%	10.01%			4.24%	0.38%			21.11%	7.27%	7.27%
HP	23.96%	28.12%		21.87%	28.12%		32.29%	28.12%	20.77%	6.68%	6.68%
Microsoft		6.85%	8.43%		6.84%				7.40%	3.34%	3.34%
Samsung					4.76%	9.12%				4.66%	4.66%

Offered Ancillary Services:

The following Ancillary Services are offered by CompNow:

- Warranty
- Pre-Deployment Imaging
- Delivery
- Installation
- Asset Management Tools
- 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 CompNow. 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@compnow.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 CompNow. This ensures compliance with the CUA Buying Rules and to determine value for money options.

STEP 4: Evaluate quotes and if you determine that CompNow 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 CompNow Price Schedule. Please ensure you reference the CUA number "CUACMD2021".

STEP 1: Contact CompNow Inside Sales Team at sales@compnow.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 CompNow via email to: sales@compnow.com.au

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

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

Option B – Using Contractor Portal (Client Dashboard)

The CompNow Account Manager will work with the individual Customer to create a bespoke Price Book which will be uploaded to the Client Dashboard with an agreed list of products that they require on a regular basis (all Customers are given a Client Dashboard as part of CompNow's onboarding process). Individual client portals will be created at time of onboarding with each client. The products will vary depending on client requirements.

Price Book Ordering:

STEP 1: Open Client Dashboard and select "Price Book".

STEP 2: Select "Place Order".

STEP 3: Search for the items required to filter out other items. Select the quantity of a particular item you want to order.

STEP 4: Confirm your order details. Add any notes (eg Cost Centre, PO number, recipient details).

STEP 5: "Send for Approval" if sign off required or "Place Order" if authorisation granted to place orders.

3. Pre-Deployment Services

Below are just some of the services CompNow provide to make the deployment process as streamlined and simple as possible.

- Asset Tagging - Labelling each device with an asset tag and barcode, and logging this into your asset database.
- Test and Tag - Making sure electrical equipment is up to AS/NZS standard, before delivering your devices. We can also test and tag equipment that is already in use.
- Serial Number Reporting - Customised reporting on end user devices, allowing easier tracking of which devices are in use and who each device is assigned to.
- Screen Protector Application - Applying screen protectors and cases on bulk devices prior to dispatch to your organisation, for day one protection.
- Data Migration - Handling the migration of data between devices, simplifying the roll-out process, particularly for device upgrades.
- Packaging Disposal - We can arrange for pick up and disposal of all packaging and rubbish after delivery of your devices.
- Cover printing – for an additional fee, CompNow can print supplied logos or branding to device cases.

4. Installation

CompNow support an array of education, government and corporate settings in Australia and can cater to a wide variety of installation and delivery requirements. Some examples of special arrangements we make on a regular basis are:

- Door to door delivery on specific dates and times (particularly relevant for education deployments),
- Delivery across multiple locations if required,
- Delivery to alternate locations where required (e.g. Loading dock accessed by a different street entrance),
- Pre-staged delivery – for example deployment services to include asset tagging, SOE loading, electrical test and tag, Apple DEP & MDM enrolment, BIOS updates and more.
- Onsite installation services to include unpacking and set up of new device.
- Point to point couriers can be utilised for large deliveries, allowing us to better advise on delivery times (for example, morning or afternoon).
- All couriers used require signatures upon delivery and proof of delivery documents can be provided promptly upon request,

5. Delivery

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 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	7	9	20	30
	Territories of Cocos/Keeling and Christmas Islands 3 ³	7-14	14-21		

The above delivery timeframes are based on stock being on hand at the time of order and no unforeseen supply chain disruption (eg. natural disasters).

Perth metropolitan area

CompNow will work with its suppliers to ensure all metro deliveries meet required timelines. Tracking numbers are provided allowing for end user delivery visibility. Prices are inclusive for all deliveries to the Perth metropolitan area.

Regional Deliveries

CompNow will work with its suppliers to ensure all regional deliveries meet required timelines. This includes providing tracking numbers for end user delivery visibility. A flat rate applies to all regional deliveries (please note, all freight charges are 'passed through' to the Customer at CompNow cost).

Freight transit to the Cocos/Keeling and Christmas Islands occurs once per week. Costs vary and are dependent on weight. Freight costs are quoted at the time of the request.

6. Payment of invoices

Pay your account via the following options:

EFT / Direct Deposit

Please directly deposit funds to the following account:

Email remittances: accounts.receivable@compnow.com.au

Credit Card

For credit card payments, please contact the CompNow Accounts Receivable team on 03 9684 3600 or email accounts.receivable@compnow.com.au, and one of our team members will assist in securely processing your payment.

Cheque

Please post cheques to:

Computers Now Pty Ltd

Unit 1/6 Colin Jamieson Drive

Welshpool WA 6106

7. Warranty and Maintenance

A minimum of three (3) years manufacturer warranty has been proposed on all Business Grade Product Types listed in the Upgrade Components tab, Attachment D – Pricing Panel.

CompNow will triage warranty service requests for the equipment supplied by it and allocate repair to the CompNow Service Centre and/or relevant Vendor. Services performed will be a blend of OEM and CompNow depending on location of device and brand.

All warranty claims and maintenance requests lodged with CompNow are acknowledged by it within four (4) business hours.

The same process applies to non-business grade products (standard warranty).

- Please contact CompNow on (08) 6255 4400:
- email servicewa@compnow.com.au for all warranty claims; OR
- lodge and track warranty claims using the CompNow customer dashboard set up during each Customer's onboarding.

Please note, the terms of warranty coverage vary between vendors.

8. Trade-in Services

Option A – Trade-in Services

You can engage with CompNow for optional trade-in services to seek a trade-in for old Hardware devices.

Trade-in quotes are valid for a maximum of 14 days. There is no obligation for the Customer to accept quoted trade-in offers. Where a device has no value, CompNow can offer to use eco-friendly recycling services to safely dispose of the device.

Contact your CompNow Account Manager to request trade-in. Trade-ins cannot be lodged via CompNow's customer portal.

1 – Trade-in Request

1. Customer to submit equipment collection request to the dedicated CompNow Account Manager or sales@compnow.com.au. Include details of equipment and location for CompNow to capture.
2. CompNow IT End of Life Team will then provide customer with an estimated valuation of hardware. Estimate is based on all devices being in good condition.
3. Valuation with terms and conditions agreed by both parties, hardware ready for collection.

2 – Collection

1. CompNow IT End of Life Team will arrange logistics of collection

OR

2. Customer to drop off at CompNow's Perth office (dependent on requirements and security protocols)

3 – Data Sanitisation

1. Device to be quarantined for 7-21 days (optional and dependent on Customer requirements)
2. Data sanitisation – any hard drives will be degaussed, three-pass Blancco Data sanitisation wiped, or physical destruction undertaken (contingent upon department protocols). Record of hard drive serial number and certificate of data destruction emailed to Customer.

Irrespective of whether a customer undertakes the data sanitisation of its hardware before returning to CompNow, any storage media will be sanitised by our EOL Program Team again before reuse or resale.

CompNow can also provide the Data Sanitisation Services on behalf of the Customer after a consignment of the hardware.

4 – Disposal

CompNow's EOL Program Team offer device disposal and refurbishment for:

- Customer re-use;
- donation;

- resale to the wholesale market; or
- recycled by a certified technology waste disposal partner.

5 – Credits

CompNow will provide an agreed value (including trade-in service fees) that can be paid into a verified bank account, or a credit applied to offset a new purchase.

9. Disposal and recycling

CompNow's dedicated technology end of life (EOL) repurposing initiative, Sustain IT, offers device disposal and refurbishment for:

- Customer re-use;
- donation;
- resale to the wholesale market; or
- recycled by a certified technology waste disposal partner.

Sustain IT, focuses on reuse before recycling, and also provides an avenue for reusing recyclable packaging for shipping this equipment.

Customers can opt for an obligation-free buyback estimation before any equipment collection.

Sustain IT's service including collection, shipping, device assessment and data destruction is offered at no cost to CompNow's clients.

Please contact your CompNow Account Manager to discuss and arrange your device EOL options.

Please also refer to point 3, trade-in section.

10. Return of rejected goods

Please contact CompNow on (08) 6255 4400, your dedicated Account Manager, or email sales@compnow.com.au for all returns.

CompNow will arrange any necessary courier(s) for return of rejected goods at its own cost within 48 hours of notice. When received by CompNow, damaged or non-functioning (DOA) goods will be assessed by CompNow's technical service centre, and a replacement or a credit of original invoice will be offered to the client.

11. Account Management and invoicing

Who	Service	Contact details
Ben Heald Business Development Manager, Commercial and Government	Account Manager (pricing and quoting, order placement, ongoing service delivery)	Mobile: 0422 298 737 Email: ben.heald@compnow.com.au
Travis Vallance Business Development Manager, Tertiary & Higher Education	Account Manager (pricing and quoting, order placement, ongoing service delivery)	Mobile: 0438 456 357 Email: travis.vallance@compnow.com.au
Vickie Plumbley Business Development Manager, K-12 (Government, Private & Independent)	Account Manager (pricing and quoting, order placement, ongoing service delivery)	Mobile: 0400 415 791 Email: vickie.plumbley@compnow.com.au
Marian Drummond Business Development Manager, K-12 (Government, Private & Independent)	Account Manager (pricing and quoting, order placement, ongoing service delivery)	Mobile: 0431 311 998 Email: marian.drummond@compnow.com.au
Al Martin Business Development Manager, K-12 (Government Private & Independent)	Account Manager (pricing and quoting, order placement, ongoing service delivery)	Mobile: 0429 615 464 Email: al.martin@compnow.com.au

Contact information

General enquiries

Administration

Phone: (08) 6255 4400

Fax: (03) 9545 5775

Email: sales@compnow.com.au

Website: www.compnow.com.au

Postal Address

Unit 1/6 Colin Jamieson Drive

Welshpool WA 6106

Orders

Please see Buying Process Outline

Hours

Monday to Friday 8.00am to 5:00pm AWST