

**CUA Number:** CUACMD2021

**Last Updated:** 4 June 2024

# **CUACMD2021 PANEL 1 - DEVICES**

## **Procurement Lifecycle Document**

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# Data#3 Limited

## Trading as Data#3

ABN: 31 010 5452 67

ACN: 010 545 267



## Contact information

### Craig Ellis – Primary Contact

Enterprise Services and Infrastructure Solutions Manager

**Phone:** 1300 232 823

**Mobile:** 0418934002

**Email:** [craig\\_ellis@data3.com.au](mailto:craig_ellis@data3.com.au)

### WA Customer Service Team – Secondary Contact

General Enquiries (Quotes and Orders)

**Phone:** +61 8 9420 0546

**Email:** [wacuaenquiries@data3.com.au](mailto:wacuaenquiries@data3.com.au)

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

### Business Hours:

Monday to Friday 9am to 5pm (AWST)

### Orders Via:

**Email:** [wacuaenquiries@data3.com.au](mailto:wacuaenquiries@data3.com.au)

Orders can be received via customer portal, ServiceNow integration or Ariba if setup with specific agency.

### Help Desk Enquiries:

**Email:** [wacuaenquiries@data3.com.au](mailto:wacuaenquiries@data3.com.au)

**Phone:** +61 8 9420 0546

# Offered Hardware and Services

## Offered Brands and Minimum Discounts

Data#3 Limited 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		6.5%		6.5%	2%						
Dell	59%	58%	58%	39%	58%		47.5%	34.5%			
HP	23%	27.5%	27.5%	21%	27.5%		31%	11%			
Lenovo											
Microsoft		6.5%	20%	8%	8.5%						
Panasonic		24%	20%								
Samsung					15%						

## Offered Ancillary Services:

The following Ancillary Services are offered by Data#3:

- 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 Data#3 Limited. 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 [wacuaenquiries@data3.com.au](mailto:wacuaenquiries@data3.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 Data#3 Limited. This ensures compliance with the CUA Buying Rules and to determine value for money options.

**STEP 4:** Evaluate quotes and if you determine that Data#3 Limited has suitable Goods and/or Services, then proceed to [2 – Place an Order](#).

# 2. Place an Order for Hardware

## Using Order Form

You can use the **CUACMD2021 – Quote and Order Form** or your organisation’s own order form to make a purchase from Data#3 Limited’s Price Schedule. Please ensure you reference the CUA number “CUACMD2021”.

**STEP 1:** Contact Data#3 Limited 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 Data#3 Limited via email to: [wacuaenquiries@data3.com.au](mailto:wacuaenquiries@data3.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.

## Option B

Data#3 can provide e-commerce ordering facilities via the D3 Commerce customised portal. To request use of the D3 Commerce Portal, please contact your Account Manager at Data#3. Each D3 Commerce customer portal is configured based on agency specific requirements. User training is provided to users by Data#3.

### 3. Pre-Deployment Services

You can access customised imaging and asset tagging services from Data#3, including:

**Asset Tagging** – Barcoded labels supplied by you or by Data#3 can be affixed to your new hardware and recorded.

**Serial Number Reporting** – Customised reports can be provided based on an agreed frequency containing serial and asset numbers and other required fields so you can track your assets.

**Pre-Deployment Imaging** – Data#3 offers SOE deployment and hosted image solutions. You can access a range of image load options for base SOE loads including MDT servers, SCCM, Bootable USB drives, Windows Autopilot (white glove).

For hosted image solutions, the image can be loaded on the Data#3 server for zero touch deployments. Data#3 can also work with distributors and manufacturers to preimage devices at the OEM level where required.

### 4. Installation

Data#3 provides installation services to streamline your deployment process, including:

- Project management services for large scale deployments
- Stock holding and warehousing of buffer stock
- Door to door delivery on specified dates
- Delivery across multiple locations
- Pre-staging including deployment of SOE images
- On site installation via Data#3 or our agents including unpacking, assembly of device and accessories, testing, packing the old device (if required) and removal in accordance with environmentally sustainable methods
- Provision of tracking consignment details and direct contact with the carrier partner to streamline the delivery

## 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) <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 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	9	20	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> .	7	9	20	30

- Apple excluded from OEM delivery timeframes.
- Timelines subject to availability of stock

### Perth metropolitan area

Free delivery for all Zone 1 and City of Mandurah delivery.

### Regional Deliveries

All regional deliveries are passed through at +5% on cost to cover administration costs.

## 6. Payment of invoices

Pay on your account via the following options:

### EFT / Direct Deposit

Pay on your Account via EFT

Swift Code: CTBAAU2S

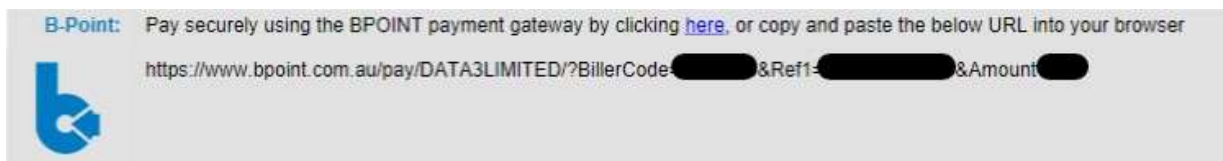
Email remittances: Accounts\_receivable@data3.com.au

### Credit Card

Pay on your Account via Credit card.

Credit Card payments are received using BPOINT gateway. The link including details to pay your invoice will be on the invoice.

Example:



Or call Accounts Receivable over the phone on 1300 23 28 23

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

## 7. Warranty and Maintenance

Warranty terms and conditions vary by vendor product. Warranty is provided by the brand manufacturer. You can lodge warranty claims directly with the brand manufacturer using the links below. If you need assistance, contact your account manager at Data#3.

- Dell: <https://www.dell.com/support/contents/en-au/category/warranty>
- Microsoft: <http://www.microsoft.com/surface/warranty>
- HP: <http://www8.hp.com/h20195/v2/GetPDF.aspx/4AA5-7718EEE.pdf>
- Panasonic: [https://business.panasonic.com.au/computerproduct/sites/default/pssap-files/computer-product/node\\_file\\_uploads/PSSOC\\_Warranty\\_Computer\\_3Year\\_RevJul21.pdf](https://business.panasonic.com.au/computerproduct/sites/default/pssap-files/computer-product/node_file_uploads/PSSOC_Warranty_Computer_3Year_RevJul21.pdf)
- Apple: <https://www.apple.com/legal/warranty/products/non-ios-ipod-warrantyapac-english.html>
- Samsung: <https://www.samsung.com/au/support/warranty/>

## 8. Trade-in or Takeback Services

A Contractor may offer certain products as part of a Trade-in or Takeback service. Trade-in services allows you to Trade-in the device at the end of its use, the credit from the Trade-in will go towards another transaction. A Takeback option allows you purchase the device and take it back once it has reached the end of its of its use. The Contractor

then credits the customer's account. Takeback services are not dependant on an additional sale like the Trade-in service. You must specify if you would like a Trade-in or Takeback service at the time of obtaining quotes. All Trade-in and Takebacks are required to be returned to the same Contractor.

You can engage with Data#3 Limited for optional Trade-in or Takeback Services where it originally supplied the Hardware devices. The Contractor shall offer Trade-in or Takeback credits to the Customer for eligible Hardware commensurate to market value at a minimum.

**STEP 1:** Contact Data#3 Limited via [wacuaenquiries@data3.com.au](mailto:wacuaenquiries@data3.com.au) to request takeback services. Agencies can contact Data#3 through WA their Account Executive, our 1300 number or the dedicated WA government email address with the request.

**STEP 2:** Data#3 will discuss options of the Trade-in or Takeback Services and provide a quotation if required.

**STEP 3:** Data#3 will arrange the Collection, Data Sanitisation, Disposal and Credits associated with the quoted services.

**Overview of the process**



**About our service:**

The takeback or trade-in service can include Collection and Data Sanitisation. Disposal of devices is included in the service.

Prior to collection/receipt of the devices, a quote will be provided based on the fair market value to the customer outlining the valuation and agreement of included services. Each quote provided will be valid for 30 days and will be subject to the devices being in Good/Functional order unless otherwise noted. Devices are then inspected, tested and validated against the quote for processing according to the Takeback or Trade-in credits quoted.

**1 - Collection (optional)**

Process:

- Step 1:** Upon confirmation of the request;
- Step 2:** We will arrange personal collection or pre-paid collection negotiated with the agency based on the quantity of devices and location.
- Step 3:** We will collect the equipment and will note a brief overview of the equipment collected with the agency receiving an Asset Collection Certificate upon departure to initiate the transfer of ownership of the goods.
  - a. We can offer onsite packing of the equipment or can organise for the prepacked equipment to be uplifted. For customers located outside of Zone 1 and City of Mandurah, the above will still apply, however, the collections may be subject to scheduled runs and availabilities.



**Step 4:** We will verify and certify in writing to the agency upon receipt of these goods if there are any discrepancies within the 10-day period.

About our service:

- Our Collection services is free for zone 1 metro locations.
- For areas outside zone 1, we have included pricing of collection but depending on the Trade-in or Takeback value, this will be deducted from the credit amount on the quotation provided.

## **2 – Data Sanitisation (optional)**

Process:

Upon receiving and assessing devices specified in our collection service, we will begin the Data Sanitisation process.

About our service:

Our Data Sanitisation is compliant with the Data Sanitisation specification including stored securely until the device media is sanitised.

We can offer a Single Pass, Three Pass or Seven Pass overwrite. The default method used is NIST 800-88 with all data erasure processes adhering to the Australian Government Information Security Manual (AGISM). This is fully compliant with the State Records Act 2000 – State Records Office of Western Australia (SRO).

Warranty of Data Sanitisation is limited to that provided by our partners Renew IT and APCD.

## **3 – Disposal**

Process:

Once devices have been collected and data sanitised, we will dispose of the devices as agreed with the agency.

About our service:

Our Disposal Services is compliant with the Disposal Services of the CUA panel. Devices are sanitised and refurbished as a preference and agreed with the agency. Where a device cannot be refurbished, will be dispose of using the ISO 14001:2015 standards or as specified by the agency.

## **4 – Credits**

Process:

**Step 1:** Prior to collection/receipt of the devices, a quote will be provided based on the fair market value to the customer outlining the valuation. Each quote provided will be valid for 30 days and will be subject to the devices being in Good/Functional order unless otherwise noted. The agency can elect for Takeback or Trade-In credits.

**Step 2:** Post Collection and Data Sanitisation, devices are then inspected, tested and validated against the quote for processing of payment as quoted.

**About our service:**

There are two options for takeback services:

- Takeback credits- Credit applied to the agencies account.

- Trade-in credits – Used to offset the new device purchase price. This will be applied to the quotation of new devices.

## 9. Disposal and recycling

Data#3 offers both disposal and recycling as per section 8- Trade-in or Takeback Services. The disposal phase includes the option of refurbish or disposal using the ISO 14001:2015 standards.

Overview of the process



Please refer to [Section 8](#) on the previous pages for more information.

## 10. Return of rejected goods

You can contact your Account Manager at Data#3 to discuss the return of any rejected goods.

**STEP 1:** Contact your Account Manager via email or phone to discuss the return of the rejected goods.

**STEP 2:** Data#3 will liaise with suppliers for collection of rejected items and any replacement devices or credit.

**STEP 4:** You box the rejected goods ready for collection.

**STEP 5:** Data#3 will arrange for collection of the rejected goods.

## 11. Account management and invoicing

Our flexible and simple procurement model allows agencies to bundle multiple vendor's items for best value for money and flexibly change vendors in the event of shortages without changing the procurement model- Data#3 removes this complexity. Data#3's three step process shows how we work with agencies to deliver on their computing and mobile devices needs.

### Complaints and resolutions

If there are any complaints, the first contact is the agency's Account Executive otherwise we provide the below direct contact details to the management team supporting this contract:

Position	Who	Phone	Email	Available
<b>Customer Service Representatives</b>	CSR Team Leader - Roxanne Claes	+618 9420 0555	Roxanne_Claes@data3.com.au	8:00 – 4:00 AWST M-F
<b>Account Management / General</b>	Enterprise Services and Infrastructure Solutions Manager – Craig Ellis	0418 934 002	craig_ellis@data3.com.au	9:00 – 5:00 AWST M-F
<b>Second level Escalation</b>	State General Manager - Kingsley McGarrigle	0400 049 365	Kingsley_McGarrigle@data3.com.au	9:00 – 5:00 AWST M-F

# Contact information

## General enquiries

### Admin

**Phone:** +61 8 9420 0546

**Email:** [wacuaenquiries@data3.com.au](mailto:wacuaenquiries@data3.com.au)

**Website(s):** [www.data3.com](http://www.data3.com)

### Postal Address

Level 1, 11 Mounts Bay Road

PERTH, WA 6000 Australia

### Orders

Please see Buying Process Outline

### Hours

Monday to Friday 9.00am to 5:00pm (AWST)