

CUA Number: CUACMD2021

Last Updated: 4 June 2024

CUACMD2021 PANEL 1 - DEVICES

Procurement Lifecycle Document

PAL Assembly PTY LTD T/as

EDsys Computers

Contractor Name

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Last updated: 23rd May 2022

PAL Assembly Pty LTD

Trading as EDSys Computers

ABN: 44 117 396 951

ACN: 117 396 951



Contact information

Steve Mitchell - Primary Contact

Sales Manager

Phone: (08) 6424 8416

Mobile: 0400 472 244

Email: Steve.Mitchell@edsys.com.au

Simon Gronow - Secondary Contact

Sales Executive

Phone: (08) 6424 8416

Mobile: 0419 674 488

Email: Simon.Gronow@edsys.com.au

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

Business Hours:

Monday to Friday 8:30am To 5:00pm



Orders Via:

Orders@edsys.com.au

Help Desk Enquiries:

Support@edsys.com.au

Approved Dealers

Areas Serviced:	<u>ADTECH Computers (Dealer Code) ADTECH</u>
	(Trading as ADTECH Computers)
<ul style="list-style-type: none">• Perth Metro;• South West	ABN 92 547 885 766
	ACN 114 694 610
	Brad Taylor – General Manager
	T: (08) 9527-7926
	E: btaylor@adtech.com.au
	Orders Via: Direct to EDsys nominating dealer. EDsys will bill and deliver directly
	Provides:
	Quotation, Service and Supply
	<u>Pivital (Dealer Code) PIVITAL</u>
People Solutions Technology	(Trading as Pivital)
Mobile: +61 427 027 455 Tel: +61 8 9192 1719 Email: nicola.walters@pivital.com.au Website: www.pivital.com.au	ABN 16 137 975 707
	ACN 137 975 705
Areas Serviced:	Nicola Walters – General Manager
<ul style="list-style-type: none">• Port Hedland, Broome, Derby, Fitzroy Crossing and surrounding areas, Kununurra and surrounding areas.	T: (08) 9192 1719 M: 0427 027 455
	E: nicola.walters@pivital.com.au
	Orders Via: Direct to EDsys nominating dealer. EDsys will bill and deliver directly
	Provides:
	Quotation, Service & Supply



Areas Serviced:

Geraldton, Dongara,
Mid West, Wheatbelt
and surrounding areas.

Norris & Hyde It (Dealer Code) NORHYD

(Trading as Norris & Hyde It)

ABN 70 152 746 640

ACN 152 746 640

Travis Hyde – General Manager

T: (08 9964 6448) M:

E: Sales@nh-it.com.au

Orders Via: Direct to EDsys nominating dealer. EDsys will bill and deliver directly

Provides:

Quotation, Service & Supply



Areas Serviced:

Kalgoorlie, Boulder,
Goldfields, and
surrounding areas.

IC Touch PTY LTD (Dealer Code) ICTOUCH

(Trading as IC Touch IT)

ABN 56 095 987 107

ACN 095 987 107

Colin Lock – General Manager

T: (08 6324 3300) M:

E: Sales@ictouch.com.au

Orders Via: Direct to EDsys nominating dealer. EDsys will bill and deliver directly

Provides:

Quotation, Service & Supply



Areas Serviced:

Esperance, Norseman,
and Great Southern.

Esperance Communications (Dealer Code) ESPCOM
(Trading as Esperance Communications)

ABN 17 082 198 285

ACN 082 198 285

David Green – General Manager

T: (08 9071 3344) **M:**

E: dave@ec.com.au

Orders Via: Direct to EDsys nominating dealer. EDsys will bill and deliver directly

Provides:

Quotation, Service & Supply



Areas Serviced:

Albany, Denmark,
surrounding regions
and Great Southern.

Multigroup Computers (Dealer Code) MULTCOM
(Trading as Multigroup Computers)

ABN 51 618 473 998

ACN 618 473 998

Wayne Saville – General Manager

T: (08 9842 1474) **M:**

E: sales@multigroupcomp.com.au

Orders Via: Direct to EDsys nominating dealer. EDsys will bill and deliver directly

Provides:

Quotation, Service & Supply



Areas Serviced:

Bunbury, Busselton,
Collie, Albany,
Denmark & South West
Region.

SOS Office Equipment (Dealer Code) SOSOFF
(Trading as SOS Office Equipment)

ABN 81 482 156 717

ACN 482 156 717

Quintin Whitcher – General Manager

T: (08 9721 2211) M: 0417 931 441

E: qwhitcher@sosoffice.com.au

Orders Via: Direct to EDsys nominating dealer. EDsys will bill and deliver directly

Provides:

Quotation, Service & Supply

Offered Hardware and Services

Offered Brands and Minimum Discounts

EDsys Computers 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
Asus	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%
Edsys	18%	18%	18%	18%	18%	18%	18%	18%	18%	18%	18%
Panasonic	27%	27%	27%	27%	27%	27%	27%	27%	27%	27%	27%

Offered Ancillary Services:

The following Ancillary Services are offered by EDsys Computers:

- Warranty
- Pre-Deployment
- 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 EDSys Computers 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 Steve.Mitchell@edsys.com.au via email.

OR send the CUA Order Form or your agency's order form to an Authorised Dealer listed on pages 3 to 6 of this document.

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 PAL Assembly PTY LTD TA/s EDSys Computers. This ensures compliance with the CUA Buying Rules and to determine value for money options.

STEP 4: Evaluate quotes and if you determine that PAL Assembly PTY LTD TA/s EDSys Computers 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 PAL Assembly PTY LTD TA/s EDSys Computers Price Schedule. Please ensure you reference the CUA number "CUACMD2021".

STEP 1: Contact PAL Assembly PTY LTD TA/s EDSys Computers Steve.Mitchell@edsys.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 PAL Assembly PTY LTD TA/s EDsys Computers via email to: Steve.Mitchell@edsys.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. A Packing Slip is supplied with the delivery of all goods

Option B – Using Contractor Portal

All invoices will be available via EDsys Web Portal. Credentials available for each customer on request.

Option C – Upon Delivery

Invoices will be emailed on delivery to customers specified accounts email address specified accounts email address.

3. Trade-in or Takeback Services

Option A – Takeback Services

You can engage with EDsys Computers 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. Takeback services are not exclusive to previously supplied EDsys Hardware.

STEP 1: Contact EDsys Computers – Steve Mitchell – Sales Manager to request takeback services.

These services may be available for hardware previously supplied by other vendors.

1 - Collection (optional)

Secure collection is provided to all metropolitan customers at no charge, for regional customers collections fees may be waived depending on the quantity and quality of goods being returned. A cost neutral solution is almost always available.

EDsys upon receipt of any consignment we verify and certify in writing that all the Customer Products have been received. Any discrepancies will be notified to the Customer within 10 business days, we will work with the Customer to identify the cause of the discrepancy or locate the missing products. This of course requires the Customer to provide accurate details in advance of the goods being returned.

2 – Data Sanitisation (optional)

EDsys have a dedicated Data Sanitisation facility at our Malaga facility. This is secure and separated from our production facility. It can only be accessed by authorised staff. We can sanitise all Microsoft Windows & Apple devices. We use Blancco Design Erasure (BDE) to ensure all devices are sanitised to NIST SP 800-88 standards.

3 – Disposal

Our Data Sanitation process is as follows:

- Collection from site and delivery directly to our facility.
- Check and compare assets to the list provided by the Customer.
- Data sanitation to the device using Blancco Drive Eraser Software.
- De-Asset device. Including the removal of all identifying labels asset tags and or engraving.
- Provide Summary certificate and or individual reports on customers preference.
- Disposal of device.

4 – Credits

Payment can be processed by either offset to planned purchase at an agreed upfront value. Via credit to the customers account or refund via EFT.

Option B – Using Contractor Portal

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

Trade-in quotes are valid for a minimum of 30 days. There is no obligation for the Customer to accept quoted trade-in offers.

STEP 1: Contact EDsys Computers – Steve Mitchell – Sales Manager to request trade-in

At this stage EDsys Computers is developing an online portable capable of capturing processing information for incoming trade in PC's. This is expected to be completed Q322.

Payment of invoices

Pay on your account via the following options:

EFT / Direct Deposit

Pay on your Account via EFT

Email remittances to Email address, Admin@edsys.com.au

Credit Card

Via online secure portal or via telephone. Card numbers are not recorded.

Note: Credit card surcharges are not applicable under CUACMD2021.

Cheque

Payment can be made via EFT (preferred) Cheque payable to “EDsys Computers” and posted to 3 Yeeda Way, Malaga WA 6090 or Online using our secure payment portal.

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 (and including the external territories of Cocos/Keeling and Christmas Islands) ³ .	7	9	20	30

Metropolitan, Peel and many regional deliveries to centres such as Bunbury, Busselton, Albany, Northam and Geraldton are carried out via our own delivery vehicles. Deliveries outside these locations are carried out via Star Track Express with full online tracking.

Warranty and Maintenance

Warranty is as per the product schedule and generally next business day onsite for all service areas. Regional areas are covered by onsite warranty within a 50KM radius from the nearest service centre.

Disposal and recycling

Detailed information on our “Take-Back” / “Buy-Back” facilities is listed above and further information is available by contacting Steve Mitchell – Sales Manager.

Return of rejected goods

To be processed through our online portal

Account management and invoicing

Account management is assigned as required for each customer.

Contact information

General enquiries

Admin

Phone: (08) 6424 8416

Fax: N/A

Email: Steve.mitchell@edsys.com.au

Website: www.edsys.com.au

Postal Address

3 Yeeda Way, Malaga WA 6090

Orders

Please see Buying Process Outline

Hours

Monday to Friday 8.00am to 5:00pm,