

**CUA Number:** CUACMD2021

**Last Updated:** 4 June 2024

# **CUACMD2021 PANEL 1 - DEVICES**

## **Procurement Lifecycle Document**

### **Lenovo Australia & New Zealand**

#### **Contractor Name**

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Approved Dealers

#### **Offered Hardware and Services**

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Offered Ancillary Services:

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Return of rejected goods

Account management and invoicing

#### **Contact information**

General enquiries

# Lenovo Australia & New Zealand

**Trading as Lenovo Australia**

**ABN:** 70 112 394 411

**ACN:** 112 394 411



## Contact information

### Julia Sinton - Primary Contact

Account Executive WA

**Mobile:** 0405 561 566

**Email:** [jsinton@lenovo.com](mailto:jsinton@lenovo.com)

### David Chan - Secondary Contact

Key Account Manager WA

**Phone:** (02) 8205 1720

**Email:** [dchan@lenovo.com](mailto:dchan@lenovo.com)

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

### Business Hours:

8:30am - 5pm AWST

### Orders Via:

[dchan@lenovo.com](mailto:dchan@lenovo.com)

[jsinton@lenovo.com](mailto:jsinton@lenovo.com)

[lenovossanz@lenovo.com](mailto:lenovossanz@lenovo.com)

### Help Desk Enquiries:

1800 402 583

# Offered Hardware and Services

## Offered Brands and Minimum Discounts

Lenovo Australia Offers the following Brands and minimum discounts by Product Type:

Brand	Product Type (Discounts)											
	Desktops	Notebooks	Hybrids	Workstations Desktop	Workstations Notebook	Tablet / Phablets	Mobile Handsets	Chromebook	Thin & Zero Client	Components	Peripherals	Accessories
Lenovo	41.49 %	39.14 %	46.09 %	46.91 %	62.59 %	0% Tablet 45.46% Phablet	0%	43.96 %	52.57 %	7.6%	19.76 %	19.76 %

## Offered Ancillary Services:

The following Ancillary Services are offered by Lenovo Australia:

- 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 Lenovo Australia 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 Julia Sinton ([jsinton@lenovo.com](mailto:jsinton@lenovo.com)) & David Chan ([dchan@lenovo.com](mailto:dchan@lenovo.com)) 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 supplier in addition to Lenovo Australia This ensures compliance with the CUA Buying Rules and to determine value for money options.

**STEP 4:** Evaluate quotes and if you determine that Lenovo Australia 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 Lenovo Australia & New Zealand, Price Schedule. Please ensure you reference the CUA number "CUACMD2021".

**STEP 1:** Contact Lenovo Australia, Account Executive Julia Sinton & Key Account Manager David Chan 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 Lenovo Australia via email to: [jsinton@lenovo.com](mailto:jsinton@lenovo.com) & [dchan@lenovo.com](mailto:dchan@lenovo.com).

**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 – Using Contractor Portal**

### **3- Trade-in or Takeback Services**

#### **Option A – Takeback Services**

You can engage with Lenovo Australia 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 Lenovo Australia Account Executive Julia Sinton & Key Account Manager David Chan to request takeback services.

Quote will be provided to agencies once the requirements are jointly scoped

**1 - Collection (optional)**

**2 – Data Sanitisation (optional)**

**3 – Disposal**

**4 – Credits**

#### **Option B – Using Contractor Portal**

You can engage with Lenovo Australia & New Zealand for optional trade-in services to seek a trade-in for old Hardware devices.

Trade-in quotes are valid for a minimum of 14 days. There is no obligation for the Customer to accept quoted trade-in offers.

Quote will be provided to agencies once the requirements are jointly scoped

**STEP 1:** Contact Lenovo Australia & New Zealand Account Executive Julia Sinton & Key Account Manager David Chan to request trade-in

**1 - Collection (optional)**

**2 – Data Sanitisation (optional)**

**3 – Disposal**

**4 – Credits**

## Payment of invoices

Pay on your account via the following options:

### EFT / Direct Deposit

Pay on your Account via EFT

Email remittances to [lenovoanzar@lenovo.com](mailto:lenovoanzar@lenovo.com)

Please contact Julia Sinton on [jsinton@lenovo.com](mailto:jsinton@lenovo.com) for process.

### Purchase Order

Purchase Order

Please contact Julia Sinton on [jsinton@lenovo.com](mailto:jsinton@lenovo.com) for process.

## Delivery

The following delivery timeframes apply:

Geographic Location	Definition of Location	Delivery Time (Business Days)	
		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.	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> .	20	35
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> .	30 Case by case	40 Case by case

Please note that lead times will be subject to change and can vary due to various unforeseen market conditions. For example, in current market conditions (due to COVID19 Pandemic), there are limited international and domestic flights, which can impact lead times. Lead times may also be affected by component shortages and product availability.

## **Perth metropolitan area**

Please refer to Delivery table on previous page, and for any further question please contact Julia Sinton at [jsinton@lenovo.com](mailto:jsinton@lenovo.com)

## **Regional Deliveries**

Please refer to Delivery table on previous page, and for any further question please contact Julia Sinton at [jsinton@lenovo.com](mailto:jsinton@lenovo.com)

## **Discounting**

All Discounts are based on Minimum Discount off List price per CUA Catalogue. Further Discounting is not applicable

## **Settlement discount**

Not applicable

## **Warranty and Maintenance**

For All Warranty queries please contact [jsinton@lenovo.com](mailto:jsinton@lenovo.com) & [dchan@lenovo.com](mailto:dchan@lenovo.com)

## **Disposal and recycling**

Contact [jsinton@lenovo.com](mailto:jsinton@lenovo.com) & [dchan@lenovo.com](mailto:dchan@lenovo.com)

# Contact information

## General enquiries

### Admin

**Phone:** (02) 8205 1720 or 0405 561 566

**Fax:** N/A

**Email:** [jsinton@lenovo.com](mailto:jsinton@lenovo.com) & [dchan@lenovo.com](mailto:dchan@lenovo.com)

**Website:** [www.lenovo.com.au](http://www.lenovo.com.au)

### Postal Address

12 Help Street

Chatswood

NSW

2067

### Orders

Please contact [jsinton@lenovo.com](mailto:jsinton@lenovo.com) & [dchan@lenovo.com](mailto:dchan@lenovo.com)

### Hours

Monday to Friday 8.00am to 5:00pm