CUA Number: CUACMD2021

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CUACMD2021 PANEL 1 - DEVICES Procurement Lifecycle Document

Moncrieff Technology Solutions

Last updated: 8 July 2022

Moncrieff Technology Solutions

Trading as Moncrieff Technology Solutions

ABN: 57 072 961 150

ACN: 072 961 150

Contact information

Matthew Moncrieff - Primary Contact

Managing Director

Phone: 1300 482 774

Mobile: 0411 513 411

Email: request@moncrieff.com.au, and Cc matthew@moncrieff.com.au

Austen Moncrieff - Secondary Contact

Account Manager

Phone: 1300 482 774

Email: austen.moncrieff@moncrieff.com.au

Please refer to General Enquiries for general contact details.

Business Hours:

7:30 to 5:30 pm Monday to Friday (AWST)

Orders Via:

Email: orders@moncrieff.com.au

Help Desk Enquiries:

Phone: 1300 482 774

Email: itassist@moncrieff.com.au

Offered Hardware and Services

Offered Brands and Minimum Discounts

Moncrieff Technology 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
Dell	49%	9%	19%	32%	51%		41%	27%	18%	20%	
Microsoft		22%	12%		17%				20%	10%	18%

*Note: CTO means configuration to order and so a standardised discount cannot be determined based on a list price.

Offered Ancillary Services:

Moncrieff Technology Solutions offer the following Ancillary Services:

- 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 Moncrieff Technology Services. 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 requests@moncrieff.com.au via email.

Note: When you contact the Moncrieff Sales team using the requests@moncrieff.com.au email, you will receive an email with a ticket number. This ticket confirms receipt of the request and includes details of the Moncrieff Account Manager assigned to your quote request.

STEP 4: The Account Manager will use the ticket to communicate, clarify and confirm any details regarding the quote request. Please only reply to this ticket.

STEP 5: A quote will be produced and emailed to you as the organisation's requestor. The email will contain a link to a Quote Portal and a quote reference number. You may share this link with others in your organisation.

STEP 6: Once in the Quote Portal, you may see the pricing for the requested products and services; you may download this into a PDF format.

STEP 7: As your order is refined and new versions are created, the quote number will be appended with a version number.

Note: You may use the Quote Portal to communicate directly with your Account Manager to confirm details or new versions of the quote as required; this Portal may allow you to confirm your order electronically with Moncrieff.

STEP 8: Access the Moncrieff online client portal: https://moncrieffclientportal.myportallogin.com.au/

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 Moncrieff Technology Solutions. This ensures compliance with the CUA Buying Rules and to determine value for money options.

STEP 9: Evaluate quotes and if you determine that Moncrieff Technology Services has suitable Goods and/or Services, 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 Moncrieff Technology Solutions Price Schedule. Please ensure you reference the CUA number "CUACMD2021".

STEP 1: Contact Sandie Hall, Accounts & Finance Manager accounts@moncrieff.com.au, to discuss the Customer Order and confirm if you need to set up a Client 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 Moncrieff Technology Solutions via email to: orders@moncrieff.com.au

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

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

The Moncrieff account application form includes a request to provide contact details for the organisation's finance department to deliver invoices.

Option B – Using Contractor Portal

STEP 1: The quote produced and emailed to you will contain a link to a Quote Portal and a quote reference number. Follow this link to the Quote Portal.

STEP 2: Once in the Quote Portal, you may see the pricing for the requested products and services; you may download this into a PDF format.

STEP 3: As your order is refined and new versions are created, the quote number will be amended to include a version number.

Note: You may use the Quote Portal to communicate directly with your Account Manager to confirm details or new quote versions as required. You may also share this link with others in your organisation.

STEP 4: This Portal may allow you to confirm your order electronically with Moncrieff.

STEP 5: An order confirmation through the Portal should be followed up with an official order sent to orders@moncrieff.com.au

Moncrieff client portal: https://moncrieffclientportal.myportallogin.com.au/

Option C – Trade-in or Takeback

You can engage with Moncrieff Technology Solutions for Trade-in or Takeback Services of existing Hardware devices. Moncrieff can offer a credit for eligible Hardware commensurate to market value at a minimum. The credit can be used to offset the purchase of new equipment.

Contact Moncrieff Technology Solutions Account Manager via requests@moncrieff.com.au or 1300 482 774 to request takeback services. Please refer to section 8, Trade-in or Takeback Services, for additional details.

3. Pre-Deployment Services

Moncrieff optimises the value of your PC fleet investment by managing PC devices lifecycle. Moncrieff's experienced team develops a framework covering the entire lifecycle of your PC devices, from supply chain to deployment, management and disposal services.

The process starts before selecting the appropriate PC devices. Moncrieff works with your organisation to determine the current device needs and forecast requirements. Support includes
- Selection and provision of evaluation equipment
- Standard Operating Environment (SOE) development
- SOE testing
- Planning and procurement

Pre-deployment services
Delivering fully-configured systems ready for work ensures the productivity of PC users and the organisation. Moncrieff provides a matrix of pre-deployment services:
- Option installation
- Bios and driver updates
- Asset tagging
- Image/SOE loading
- Domain Join
- Registering vendors' warranties
- Over packing (bundling products)
- Warehousing & scheduled delivery

Pre-deployment services can be delivered from the Moncrieff workshop/warehouse or the vendor at the time of manufacturer. Device configuration and Domain Join services can be delivered via Microsoft Autopilot.

Customer Image	
Service	Tasks
Image Load	Create Checklist
	Configure Bios
	Install upgrades
	Run AIA Bios utility to update asset info
	Load Image
Join Domain	Join Domain
	Load Apps/Updates
Asset tag & recording	Desktop/Notebook
	Record serial number & MAC address
	Log warranty with the vendor
	Affix asset tag
Asset tag & recording	Monitor or other options
	Record serial number
	Log warranty with the vendor
	Affix asset tag

Discuss your requirements with the Moncrieff Account Manager; a quote or Statement of Work (SOW) will be provided for the services based on the information provided by the client. A Service Agreement will be developed for ongoing Business as usual requirements. A project will be initiated for more significant engagements. All engagements are managed through the Moncrieff ServiceDesk.

4. Installation

Moncrieff's services suite provides planning, setup and management of end-to-end deployments. Moncrieff offers a single-source solution to address basic and complex multi-location deployments. Services include:

- Warehousing & scheduled delivery
- Australia-wide deployments
- On-site PC replacement and user migration
- IMAC service (installation, moving, addition or change of PC systems)
- Consolidated delivery
- Waste removal
- Intergrade with disposal activities

Discuss your requirements with the Moncrieff Account Manager; a quote or SOW will be provided for the services based on the information provided by the client. A Service Agreement will be developed for ongoing Business as usual requirements. A project will be initiated for more significant engagements. All engagements are managed through the Moncrieff ServiceDesk

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.	1	5	20	48
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].	5	10	15	53
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].	8	14	28	55

The default delivery method is road freight within Australia and sea freight when shipping from the factory.

The client should make the Moncrieff Account Manager aware of delivery timeframe expectations or deadlines at quote request. Delivery ETA's provided are only valid at the time of quote and are subject to change daily.

The Moncrieff Account Manager can generally work with the Distributor to hold stock for up to two days; however, this is subject to change based on the current supply chain situations.

Default delivery for items shipped from the Distributor is drop ship, i.e. shipped directly from the distributor warehouse or factory to the point of delivery.

Equipment can be shipped to the Moncrieff Victoria Park warehouse for pre-deployment or scheduled field services. Additionally, this can be arranged with the Moncrieff Account Manager, where equipment must be shipped to multiple locations based on a schedule or held for a project.

Delivery location(s) will be taken from the client's Purchase Order or information communicated with the Account Manager via the ticket.

Perth metropolitan area

Moncrieff will arrange delivery from the appropriate courier at the point of order and provide the client with a connote and tracking information via email from the logistics manager: stores@moncrieff.com.au

COST: Delivery from Local Stock Moncrieff stock (warehouse stock) or a Distributor arranged by Moncrieff are free of charge to Zone 1 locations and the Mandurah locations.

Original Equipment Manufacturer: All Deliveries requiring OEM Air Freight will be shipped at cost. Costs will be provided Price on application (POA) (subject to location and relevant shipping rates).

Price on application (POA) for items listed in the Details/Exceptions columns are determined based on the Weight and Size of the goods.

Regional Deliveries

The client should communicate any special delivery arrangements or location-specific courier services with the Moncrieff Account Manager via the ticket system. Moncrieff will arrange delivery from the appropriate courier at the point of order and provide the client with a connote and tracking information via email from the logistics manager: stores@moncrieff.com.au

Local Moncrieff stock (warehouse stock) and stock sourced from the Distributor is a $40 flat fee per delivery.

Deliveries of 10 plus items (loose), pallet(s) or OEM Air Freight will be Price on application (POA).

Price on application (POA) for items listed in the Details/Exceptions columns are determined based on the Weight and Size of the goods.

6. Payment of invoices

Pay on your account via the following option:

EFT/Direct Deposit

Pay on your Account via EFT:

Ph: 1300 482 774

Fax: (08) 9473 3860

Email Remittance: accounts@moncrieff.com.au

Credit Card

Credit Card payments are accepted over the phone by calling 1300 482 774.

Cheque

Payment by cheque is accepted and should be sent to:

Postal Address:

PO Box 125

Victoria Park WA 6979

Client Portal

Invoices can be paid online via the Moncrieff Client Portal:
https://moncrieffclientportal.myportallogin.com.au/

Note: The client needs to be registered for the Portal for this option.

7. Warranty and Maintenance

A warranty request can be raised with the Service Administrator via email to itassist@moncrieff.com.au or by calling 1300 482 774.

Alternatively, if the client is set up, a warranty ticket can be raised from the client portal:

Moncrieff Client Portal: https://moncrieffclientportal.myportallogin.com.au/

A CUA warranty ticket template is available in the Portal; this method is the most expedient.

The ticket must have the required information about the incident, such as:

- SKU/Model No.
- Serial No
- Description of the issue

- Photos (preferably 4x) of different angles showing the issue

- End-User details, contact information and machine location

- Invoice No

The vendor's service team might require additional checks on the faulty device to find the root cause of the problem.

Once the problem is identified and known, a solution will be provided, and a technician (in most cases) will be sent to the site. The fix might require ordering replacement parts, and the technician will come to the site upon receiving the parts.

If the repair attempt fails and the vendor advises that the machine needs to be replaced/or to offer a Credit, an RMA will be raised.

Upon approval, a case No is provided with the instructions, resulting in one of the below options:

Replacement: The Distributor might offer a replacement unit for the faulty device subject to price match and stock availability.

Credit: a refund of the purchase cost is provided.

When you contact the Moncrieff ServiceDesk, you will receive an emailed service ticket with a ticket number. Please reply to this ticket when communicating with the Moncrieff ServiceDesk. Replying to the email will ensure that all information related to the service is contained in the service ticket and ensure the optimal and expedient outcome.

At the time of invoice, the device(s) information is recorded in the Moncrieff CMDB as a configuration item against the client. The CMDB contains information such as the device's configuration, including additional options and information such as serial numbers, asset tags and warranty information. When the client raises a ticket, it is matched against the configuration item in the Moncrieff CMDB.

Moncrieff registers devices sold to clients and any additional warranty uplifts with the manufacturer at the time of invoice.

Warranty Service:

Local

Remote Diagnosis and Onsite Support Next Business Day.

Regional

Remote Diagnosis next business day.

Return to base for repair within 2 to 5 Business Days depending on the specific location.

Any challenges providing on-site services to remote locations will be expedited case by case.

Remote

Remote Diagnosis next business day.

Return to base within 5 to 8 Business Days (depending on specific location).

Any challenges providing on-site services to a particularly remote location will be managed case by case.

Replacement of goods:

When required, Moncrieff will service replacement of goods from OEM for:

Local: 15 business days from OEM air- (excluding exceptional limitations).

Regional/Remote; 20 days from OEM air- (excluding exceptional limitation).

8. Trade-in or Takeback Services

A Contractor may offer certain products as part of a Trade-in or Takeback service. Trade-in services allow you to option value from a device at the end of its use; the credit from the Trade-in will go towards another transaction. A Takeback option allows you to purchase the device and take it back once it has reached the end of its use. The Contractor then credits the Customer's account. Takeback services are not dependent on an additional sale like the Trade-in service. You must specify if you would like a Trade-in or Takeback service when obtaining quotes. All Trade-in and Take-backs are required to be returned to the same Contractor.

Option A – Trade-in & Takeback Services

You can engage with Moncrieff Technology Solutions for Trade-in or Takeback Services of existing Hardware devices. Moncrieff can offer a credit for eligible Hardware commensurate to market value at a minimum. The credit can be used to offset the purchase of new equipment in the case of a Trade-in.

STEP 1: Contact Moncrieff Technology Solutions Account Manager via requests@moncrieff.com.au or 1300 482 774 to request takeback or trade-in services. If an agreed value is not required before collection, takeback services can be arranged via email or phone. Where an agreed value is required, a quote or SOW will be provided for the service based on the information provided by the client. This process will be simplified for clients who purchased the equipment from Moncrieff as the required equipment information will be available in our CMDB. A project will be initiated for more significant engagements. All engagements are managed through the Moncrieff ServiceDesk.

1 - Collection

Moncrieff will organise the collection of the client's redundant or surplus IT Hardware from an initial email request or via a phone call, SoW's or project. Once collection details have been provided, and a date has been agreed upon, the Contractor will collect the equipment and note a brief overview of the equipment collected—on-site packing or organising the pre-packed equipment to be uplifted. The client will receive an Asset Collection Certificate upon departure to initiate the transfer of ownership of the goods.

The above applies to customers outside of Zone 1 and the City of Mandurah; however, the collections may be subject to scheduled runs and availabilities.

2 – Data Sanitisation

Moncrieff's data sanitisation service is available and is outsourced to our sub-contractors. This service can be either an ad hoc engagement or an Asset Recovery Project.

NIST 800 - 88 Destruction Levels were used to destroy the information on the drives. The process guarantees any information on the disks to be irretrievable. The degaussing processes meet or exceed all AGISM, HIPAA and NAID requirements for magnetic media and data destruction.

The client is provided a letter and detailed report confirming the data erasure method for each device collected.

3 – Disposal

Where possible, PC devices will be sold for reuse. If a device is deemed no longer functional or not economically viable, it will be environmentally disposed of as e-waste. These devices will be identified in the report provided to the client.

Other options are available such as selling equipment back to the organisation's staff.

4 – Credits

The value derived from the service is provided as a credit on the client's account. The credit is available for the client to take up against purchasing future Hardware or services. A refund via bank transfer can be arranged if this is preferred.

Option B – Using Contractor Portal

You can engage with Moncrieff Technology Solutions for trade-in & takeback services for used Hardware devices.

If the client is set up, a ticket can be logged from the client portal: https://moncrieffclientportal.myportallogin.com.au/

A ticket template for this service will take the requestor through a series of questions.

Information required to provide a quote:

- Site Address(es)
- Number of devices per site
- Detailed device list (If estimated Trade-in/Takeback value is required before collection)
- Invoice details if the equipment was originally purchased from Moncrieff
- Additional services required, i.e. removing from desks, on-site packaging
- Data sanitisation

When these details have been finalised, the Moncrieff Account manager will be able to provide a quote.

Contact Moncrieff Technology Solutions Account Manager via requests@moncrieff.com.au or 1300 482 774.

9. Disposal and recycling

Contact Moncrieff Technology Solutions Account Manager via requests@moncrieff.com.au or 1300 482 774 to organise the disposal and recycling of surplus IT equipment.

STEP 1: Contact Moncrieff Technology Solutions Account Manager via requests@moncrieff.com.au or 1300 482 774 to request disposal and recycling. If an agreed value is not required before collection, takeback services can be arranged via email or phone. Where an agreed value is required, a quote or SOW will be provided for the service based on the information provided by the client. This process will be simplified for clients who purchased the equipment from Moncrieff as the required equipment information will be available in our CMDB. All engagements are managed through the Moncrieff ServiceDesk, with more significant engagements will be projects.

1 - Collection

Moncrieff will organise the collection of the client's redundant or surplus IT Hardware from an initial email request or via a phone call, SoW's or project. Once collection details have been provided, and a date has been agreed upon, the Contractor will collect the equipment and note a brief overview of the equipment collected—on-site packing or organising the pre-packed equipment to be uplifted. The client will receive an Asset Collection Certificate upon departure to initiate the transfer of ownership of the goods.

The above applies to customers outside of Zone 1 and the City of Mandurah; however, the collections may be subject to scheduled runs and availabilities.

2 – Data Sanitisation

Moncrieff's data sanitisation service is available and is outsourced to our sub-contractors. This service can be an ad hoc engagement or an Asset Recovery Project.

NIST 800 - 88 Destruction Levels were used to destroy the information on the drives. The process guarantees any information on the disks to be irretrievable. The degaussing processes meet or exceed all AGISM, HIPAA and NAID requirements for magnetic media and data destruction.

The client is provided a letter and detailed report confirming the data erasure method for each device collected.

3 – Disposal

Where possible, PC devices will be sold for reuse. If a device is deemed no longer functional or not economically viable, it will be environmentally disposed of as e-waste. These devices will be identified in the report provided to the client.

Other options are available such as selling equipment back to the organisation's staff.

4 – Credits

The value derived from the service is provided as a credit on the client's account. The credit is available for the client to take up against purchasing future Hardware or services. A refund via bank transfer can be arranged if this is preferred.

Option B – Using Contractor Portal

You can engage with Moncrieff Technology Solutions for the disposal and recycling services of surplus IT equipment.

If the client is set up, a ticket can be logged from the client portal: https://moncrieffclientportal.myportallogin.com.au/

A ticket template for this service will take the requestor through a series of questions.

Information required to provide a quote:

- Site Addresse(s)

- Number of devices per site

- Detailed device list (If estimated Trade-in/Takeback value is required before collection)

- Invoice details if the equipment was originally purchased from Moncrieff

- Additional services required, i.e. removing from desks, on-site packaging

- Data sanitisation

When these details have been finalised, the Moncrieff Account manager will be able to provide a quote.

Contact Moncrieff Technology Solutions Account Manager via requests@moncrieff.com.au or 1300 482 774

10. Return of rejected goods

Moncrieff will consider any request for the return of equipment. The request will be granted in the following cases:

- Moncrieff has supplied the incorrect products

- The equipment is dead on arrival (DOA)

- It is a common item, and the box is unopened

For an item to be considered DOA, it will need to be raised within 30 days of the invoice. Otherwise, it will need to go through the warranty process. The items will either be replaced or credited.

If the item is returned as it is no longer required. It will need to be a commonly sold item and still be in its unopened original packaging. A restocking fee may be applied; this will generally be around 20% of the invoiced value.

Contact Moncrieff Technology Solutions Account Manager via requests@moncrieff.com.au or on 1300 482 774. Please reference the invoice number of the devices to be returned and why. The following information will be required for the return request to be processed:

- Invoice the items were supplied on

- The model number of the item

- Serial number, if applicable

- Reason for the return

Alternatively, if the client is set up, they can access an RMA request ticket from the client portal: https://moncrieffclientportal.myportallogin.com.au/

Goods shipped back to the Moncrieff warehouse without an authorised RMA number will be rejected.

11. Account management and invoicing

Who	Service	Contact Details
Matthew Moncrieff	Quoting	requests@moncrieff.com.au
Michael Cho	Quoting	requests@moncrieff.com.au
Austen Moncrieff	Orders/ETA's	orders@moncrieff.com.au
Sandie Hall	Invoicing/Accounts	accounts@moncrieff.com.au
Lucas Brookes	Warranty/DOA	itassist@moncrieff.com.au
Matt Burton	Logistics	stores@moncrieff.com.au
Harman Mangat	Take Back/Disposal	requests@moncrieff.com.au

Contact information

General enquiries

Administration

Phone: 1300 482 774

Fax: (08) 9463 6484

Email: requests@moncrieff.com.au

Website: https://www.moncrieff.com.au/contact-us/

Postal Address:

Moncrieff Technology Solutions

Po Box 125

Victoria Park WA 6100

Orders:

orders@moncrieff.com.au

Please see Buying Process Outline

Hours:

Monday to Friday, 7:30 am to 5:00 pm (AWST)