

**CUA Number:** CUACMD2021

**Last Updated:** 4 June 2024

# **CUACMD2021 PANEL 1 - DEVICES**

## **Procurement Lifecycle Document**

### **Dell Australia Pty Ltd**

#### **Contractor Name**

Contact information

Approved Dealers

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

Offered Brands:

Offered Ancillary Services:

#### **Buying methods**

1- Obtain Quotes

2- Place an Order for Hardware

3- Trade-in or Takeback Services

Payment of invoices

Delivery

Discounting

Disposal and recycling

Return of rejected goods

Account management and invoicing

#### **Contact information**

General enquiries

**Last updated: 13 Jun 2022**

# Dell Australia Pty Ltd



**ABN:** 46 0038 555 61

**ACN:** 003 855 561

## Contact information

### Wayne Geddis - Primary Contact

Account Executive

**Mobile:** 0428 159 223

**Email:** [wayne.geddis@dell.com](mailto:wayne.geddis@dell.com)

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

### Business Hours:

8.30am-5.00pm Australian Western Standard Time

Dell Premier Online Portal available 24x7

### Orders Via:

[wayne.geddis@dell.com](mailto:wayne.geddis@dell.com) or via dedicated Dell Premier Online Portal

### Help Desk Enquiries:

**For all support related enquiries relating to your orders please utilise the below:**

Order Status                      Click [here](#) for online status or text +61 0407 045 656 (Omega Order# 87XXXXXXXX or Customer#, Customer PO#)

Order Support                      1300-303-270 [anz\\_care\\_corporate@dell.com](mailto:anz_care_corporate@dell.com) (delivery, invoice, returns issues and enquiries)

Online Ordering                      1800 457 489 [api\\_premier\\_helpdesk@dell.com](mailto:api_premier_helpdesk@dell.com)

Technical Support                      [Australia Contact Details](#)

Online Order Support                      [Order Status, Problems, Change & Returns](#)

## Approved Dealers

No Dealers

# Offered Hardware and Services

## Offered Brands and Minimum Discounts

Dell Australia Pty Ltd 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	59%	58%	58%	40%	58%	NA	48%	36%	*	35%**	35%**

\*Components minimum discount off list is exactly aligned to the respective Product Type therefore components for desktops are priced at 59% discount off list.

\*\*35% is the minimum DOL across all peripherals and accessories however we are able to commit to better discount of list percentages such as 46% DOL for all monitors and 40% DOL for all Dell branded carry bags and monitor stands.

## Offered Ancillary Services:

The following Ancillary Services are offered by Dell Australia Pty Ltd:

- 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 Dell Australia Pty Ltd. 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 Wayne Geddis via email [W.Geddis@Dell.com](mailto:W.Geddis@Dell.com).

**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 Dell Australia Pty Ltd. This ensures compliance with the CUA Buying Rules and to determine value for money options.

**STEP 4:** Evaluate quotes and if you determine that Dell Australia Pty Ltd 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 Dell Australia Pty Ltd Price Schedule. Please ensure you reference the CUA number "CUACMD2021".

**STEP 1:** Contact Dell Australia Pty Ltd Account Executive Wayne Geddis 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 Dell Australia Pty Ltd via email to: [W.Geddis@Dell.com](mailto:W.Geddis@Dell.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**

You can use Dell Premier portal.

**STEP 1:** Contact Dell Australia Pty Ltd Account Executive Wayne Geddis to discuss the generation of a Dell Premier portal for your organisation. Dell will provide a full demonstration on how to use and navigate a Dell Premier Portal.

**STEP 2:** Access and purchase the complete catalogue of Dell Technologies Client products and solutions. Quickly identify solutions to meet new requirements, configure them to your exact specifications. Access previously defined standard configurations for your organisation, making it easy to specify and purchase additional systems

**STEP 3:** Complete the Order via Dell Technologies Premier portal which will write frictionlessly to Dell Technologies order management system.

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

### **Option A – Takeback Services**

You can engage with Dell Australia Pty Ltd 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 Dell Australia Pty Ltd Account Executive Wayne Geddis to request takeback services.

#### **1 - Collection (optional)**

Dell will assign Dell's Logistics Provider for Pick Up and shipping of Equipment. Dell's Logistics Provider will contact the Customer to confirm Piece count and schedule each Site for Pick Up at a mutually agreeable date during Business Hours. Pick Up will generally be scheduled no earlier than three (3) business days after the date of contact.

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

Dell will contact the Customer to schedule the Data Sanitization at each Site for a mutually agreeable time during Business Hours. Data Sanitization will generally be scheduled no earlier than ten (10) business days after the date of contact.

#### **3 – Disposal**

Disposal of Equipment: All Equipment which is not eligible for reuse will be disassembled and either recycled, reused or disposed of by Dell in such a manner as to meet all applicable local country and state regulatory laws and requirements.

Dell shall deliver to the Customer within thirty five (35) business days from the date of Pick Up the following reports via email:

- a. Equipment Settlement Report; and
- b. Confirmation of Disposal which shall include the following provisions:
  - i. Verification that all other hard drives were sanitized or destroyed;
  - ii. Verification that all other Equipment was disposed/recycled in accordance with applicable local country and state regulatory requirements and guidelines
- c. Return to Lease Report if applicable.

#### **4 – Credits**

Dell will provide a full credit to the customer for confirmed residual value. An approximation of this value is provided in advance of collection/inspection and confirmed when collection/inspection is complete.

How to maximize and understand values-

Value is driven by three key areas, Grade or condition of equipment, components within equipment and timing of receipt of equipment

Condition and actual components we receive will impact the value of your equipment.

All equipment will be given a grade of C, D, or S. “C” grade should equal your indicated quoted value.

Class C = Used equipment, complete and functional with normal wear and tear

Class D = Used equipment missing components or with cosmetic damage that is in excess of normal wear and tear

Class S = Used equipment that must be recycled as the most economical method of disposition. Equipment is no longer marketable, is missing major components or is cosmetically damaged so that it cannot be resold.

All systems need to be complete, meaning that they must have certain components.

Complete notebooks include, but are not limited to, the system processor, system memory, system chassis with power supply, AC adapter, battery, one fixed disk drive, keyboard, video adapter/interface, floppy drive and an optical drive (if these drives were manufactured for the make and model of the system received).

Complete PCs include, but are not limited to, the system processor, system memory, system chassis with power supply, one fixed disk drive, video adapter/interface, floppy drive and an optical drive (if these drives were manufactured for the make and model of the system received).

Please be sure to take off any passwords and or locking mechanisms that will slow this process down

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

You can engage with Dell Australia Pty Ltd 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 Dell Australia Pty Ltd Account Executive Wayne Geddis to request access to Dell trade-in portal

### **1 - Collection (optional)**

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Please be sure to take off any passwords and or locking mechanisms that will slow this process down

## Payment of invoices

Pay on your account via the following options:

### EFT / Direct Deposit

Pay on your Account via EFT – Account details as follows:

EFT (Electronic Funds Transfer) - Make your EFT payment at your bank or via the internet.

Please send a remittance advice by email to: [au\\_remittance@dell.com](mailto:au_remittance@dell.com) or by facsimile to 02 8972 6000 clearly identifying your payment and detailing invoice information.

### Credit Card

All items can be purchased via credit card however it is important to state the preference to do so at the time of quote request and order confirmation.

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



## Cheque

Not applicable

## 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.	NA	NA	15	NA
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> .	NA	NA	20	NA
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> .	NA	NA	20	NA

### Perth metropolitan area

Dell Australia Pty Ltd can deliver to all Perth Metro locations without an additional charge

### Regional Deliveries

Dell Australia Pty Ltd can deliver to Regional locations without an additional charge

## Warranty and Maintenance

Dell is pleased to provide Dell ProSupport. The features of this Service include:

- Access on a 24x7 basis (including holidays) to the Dell Customer Service and Support organization for troubleshooting assistance of Dell Products and select Dell-branded OEM software issues.
- On-site dispatch of technician and/or replacement parts delivery to the Installation Site or other mutually agreed upon Customer's business location to address a Product problem.

## Disposal and recycling

We can help resell, recycle, or return to lease your excess computer equipment in a secure and environmentally conscious manner that complies with local regulatory guidelines.

To protect your organisations assets and reputation in this area, Dell Asset Resale & Recycling Services help ensure that sensitive information does not fall into the wrong hands while also achieving environmental stewardship.

- **Data security:** We sanitize\* the device in alignment with NIST SP 800-88 standard, or in the case of non functional devices, we shred the drives to prevent data recovery.
- **Environmental stewardship:** Systems with no value are recycled in adherence with local regulatory guidelines such as the EPA and WEEE legislation and waste regulations.
- **Brand protection:** We can help you avoid the negative publicity that comes from a disposal process that goes wrong.
- **Realize the potential value:** Your aging asset may have more value than you think. Our resale service provides an assessment of the residual value of all your old assets and on receipt we finalize the value which we will return to you.
- **Retire multi-vendor assets:** Our services can be applied to all IT assets regardless of brand.

If you wish to recycle your end of life assets choose the Dell recycling offer. Dell will handle the logistics of properly disposing your excess equipment in an environmentally sensitive way. During the recycling process, IT components are broken down into primary parts with materials separated into groups of ferrous metals, precious metals, and plastics. Once divided, these materials are then sent to specific partners who specialize in the disposal of each unique material.

We provide a detailed status report on the data sanitization and outcome of each retired system. We can also provide a Confirmation of Disposal to verify that the sanitization was successful or that the drive was shredded to prevent data recovery in the case of a non-functioning drive and that all recycling met or exceeded all local regulatory guidelines. In addition for all equipment disposals, we provide a settlement

report which lists the resell value of each piece of resold hardware and documents any other disposed equipment.

# Contact information

## General enquiries

### Admin

**Phone:** 0428 159 223

**Email:** [W.Geddis@Dell.com](mailto:W.Geddis@Dell.com)

**Website:** <https://www.dell.com/en-au>

### Postal Address

207 Pacific Highway St Leonards NSW

### Orders

Please see Buying Process Outline

### Hours

Monday to Friday 8.30am to 5:00pm Australian Western Standard Time