



Government of **Western Australia**  
Department of **Finance**  
Government **Procurement**

**Contract Number:** CUAPCS2018

**Last Updated:** 6 September 2024

**Document number:** 03002251

# CUAPCS2018 – Procurement Lifecycle Document

## Konica Minolta

### **This Contractor is qualified to sell:**

- Panel 1 – Multifunction devices (MFDs)
- Panel 2 – Printers (SFPs)
- Panel 3 – Managed Print Services (MPS)



## Contact Person for Customer Queries

### Konica Minolta

ABN No: 50 001 065 096

ACN No: 001 065 096

**Mr Thomas Epple**

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F: (08) 9388 2849

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

**Ms Kimberley Marshall**

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**Mrs De-anne King**

T: (08) 6272 9301 M: N/A

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

**Postal Address:**

PO Box 8242, SUBIACO EAST WA 6008

**Orders Via:**

Please see Buying Process Outline

**Hours:**

8.00am to 5.00pm Monday to Friday

## Konica Minolta Dealers

<p><b>1. Best Office Systems</b></p> <p>Provides:</p> <ul style="list-style-type: none"> <li>Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>Albany and surrounding areas.</li> </ul>	<p>Mr Phil Shilcock</p> <p>T: (08) 9842 1333      M: NA</p> <p>F: NA</p> <p>E: <a href="mailto:Phil@bestoffice.com.au">Phil@bestoffice.com.au</a></p> <p>Website: <a href="http://www.bestoffice.com.au">www.bestoffice.com.au</a></p> <p>Postal Address:</p> <p>Unit 6, 20 Campbell Road, ALBANY WA 6330</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>
<p><b>2. The Boss Shop - Office National Broome</b></p> <p>Provides:</p> <ul style="list-style-type: none"> <li>Installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>Broome and surrounding areas.</li> </ul>	<p>Mr Roly Hutcheson</p> <p>T: (08) 9191 2354      M: NA</p> <p>F: NA</p> <p>E: <a href="mailto:Roly@onbroome.com.au">Roly@onbroome.com.au</a></p> <p>Website: <a href="http://www.onbroome.com.au">www.onbroome.com.au</a></p> <p>Postal Address:</p> <p>26 Clementson Street, BROOME WA 6725</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>
<p><b>3. Esperance Communications</b></p> <p>Provides:</p> <ul style="list-style-type: none"> <li>Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>Esperance and surrounding areas.</li> </ul>	<p>Mr Craig Johnson</p> <p>T: (08) 9071 3344      M: NA</p> <p>F: NA</p> <p>E: <a href="mailto:Craig@esperancecomms.com.au">Craig@esperancecomms.com.au</a></p> <p>Website: NA</p> <p>Postal Address:</p> <p>28 Norseman Road, ESPERANCE WA 6450</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>

<p><b>4. IQtech Solutions</b></p> <p>Provides:</p> <ul style="list-style-type: none"> <li>• Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>• Geraldton and surrounding areas.</li> </ul>	<p>Mr Daniel Streatfield</p> <p>T: (08) 9965 0000      M: NA</p> <p>F: NA</p> <p>E: <a href="mailto:sales@iq-tech-com.au">sales@iq-tech-com.au</a> / <a href="mailto:accounts@iq-tech-com.au">accounts@iq-tech-com.au</a></p> <p>Website: <a href="http://www.iq-techpos.com.au/">http://www.iq-techpos.com.au/</a></p> <p>Postal Address: 268 Place Road, GERALDTON WA 6530</p> <p>Orders Via: Please see Buying Process Outline</p> <p>Hours: 8.00am to 5.00pm Monday to Friday</p>
<p><b>5. IQtech Solutions</b></p> <p>Provides:</p> <ul style="list-style-type: none"> <li>• Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>• Northam and surrounding areas.</li> </ul>	<p>Mr Daniel Streatfield</p> <p>T: (08) 9622 3600      M: NA</p> <p>F: NA</p> <p>E: <a href="mailto:sales@iq-tech-com.au">sales@iq-tech-com.au</a> / <a href="mailto:accounts@iq-tech-com.au">accounts@iq-tech-com.au</a></p> <p>Website: <a href="http://www.iq-techpos.com.au/">http://www.iq-techpos.com.au/</a></p> <p>Postal Address: Unit 1, 18 Fitzgerald Street, NORTHAM WA 6401</p> <p>Orders Via: Please see Buying Process Outline</p> <p>Hours: 8.00am to 5.00pm Monday to Friday</p>
<p><b>6. Office National Kalgoorlie</b></p> <p>Provides:</p> <ul style="list-style-type: none"> <li>• Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>• Kalgoorlie and surrounding areas.</li> </ul>	<p>Mr Warren Moffatt</p> <p>T: (08) 9080 8777      M: NA</p> <p>F: NA</p> <p>E: <a href="mailto:Warren@obe.net.au">Warren@obe.net.au</a></p> <p>Website: NA</p> <p>Postal Address: 72 Brookman Street, KALGOORLIE WA 6430</p> <p>Orders Via: Please see Buying Process Outline</p> <p>Hours: 8.00am to 5.00pm Monday to Friday</p>

<p><b>7. Scope Business Imaging – Port Hedland</b></p> <p>Provides:</p> <ul style="list-style-type: none"> <li>• Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>• Port Hedland and surrounding areas.</li> </ul>	<p>Mr Dennis Bartulovic</p> <p>T: (08) 9201 3000      M: NA</p> <p>F: NA</p> <p>E: <a href="mailto:Dennisb@scopebi.com.au">Dennisb@scopebi.com.au</a></p> <p>Website: <a href="http://www.scopebi.com.au">www.scopebi.com.au</a></p> <p>Postal Address:</p> <p>4 Iron Ore Street, WEDGEFIELD WA 6721</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>
<p><b>8. Scope Business Imaging – Karratha</b></p> <p>Provides:</p> <ul style="list-style-type: none"> <li>• Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>• Karratha and surrounding areas.</li> </ul>	<p>Mr Dennis Bartulovic</p> <p>T: (08) 9201 3000      M: NA</p> <p>F: NA</p> <p>E: <a href="mailto:Dennisb@scopebi.com.au">Dennisb@scopebi.com.au</a></p> <p>Website: <a href="http://www.scopebi.com.au">www.scopebi.com.au</a></p> <p>Postal Address:</p> <p>Unit 1, 985 Woodbrook Road, KARRATHA WA 6714</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>
<p><b>9. Scope Business Imaging – Bunbury</b></p> <p>Provides:</p> <ul style="list-style-type: none"> <li>• Sales, installation, service, maintenance, training.</li> </ul> <p>Areas served:</p> <ul style="list-style-type: none"> <li>• Bunbury and surrounding areas.</li> </ul>	<p>Mr Dennis Bartulovic</p> <p>T: (08) 9201 3000      M: NA</p> <p>F: NA</p> <p>E: <a href="mailto:Dennisb@scopebi.com.au">Dennisb@scopebi.com.au</a></p> <p>Website: <a href="http://www.scopebi.com.au">www.scopebi.com.au</a></p> <p>Postal Address:</p> <p>100 Blair Street, BUNBURY WA 6230</p> <p>Orders Via:</p> <p>Please see Buying Process Outline</p> <p>Hours:</p> <p>8.00am to 5.00pm Monday to Friday</p>

## Buying Process Outline

### Placing an Order – Panel 1 MFDs & Panel 2 SFPs

#### OPTION A

##### **Use CUA Order Form or Agency Order Form for Product Catalogue Items.**

You can use the CUA Order Form or your organisation's own order form to make a purchase from Konica Minolta's Product Catalogue. Please make sure that you cite the CUA number "CUAPCS2018".

**STEP 1 (if required):** Use telephone, email or fax to communicate with the Contact Person for Customer Orders – Thomas Epple – via the contact details on page 2 to set up a CUAPCS2018 Account.

**STEP 2:** Browse the Product Catalogue, and consult with the ICT or relevant technical team in your agency to make sure that the product you wish to purchase will be compatible with your network.

**STEP 3:** Complete the CUA Order Form or your organisation's own order form with the products and/or additional services you require.

AND (if required), consult with Thomas Epple via the contact details on page 2 to make sure that the product will meet your requirements.

**STEP 4:** To obtain a Quote for a Product Catalogue item, send the CUA Order Form or your agency's order form to Thomas Epple via email or fax,

OR send the CUA Order Form or your agency's order form to an Authorised Dealer listed on pages 2 to 6 of this document.

**STEP 5 (if required):** If the estimated value of your order will exceed \$250,000 then you are also required send the CUA Order Form (or your agency's order form) to at least one other supplier in addition to Konica Minolta. This will allow you to determine whether there are close substitutes that other qualified Contractors can provide via their product catalogues.

**STEP 6:** If STEP 3 and STEP 4 (if applicable) are successful in determining that Konica Minolta has suitable products and/or additional services, then inform Thomas Epple or an Authorised Dealer via email or fax that you wish to finalise the purchase.

#### OPTION B

##### **Contact the Account Manager for Non-Product Catalogue Items.**

**STEP 1 (if required):** Use telephone, email or fax to communicate with the Contact Person for Customer Orders – Thomas Epple – via the contact details on page 2 to set up a CUAPCS2018 Account.

**STEP 2:** Verify with your agency's ICT (or other relevant technical team) that none of the product catalogue items will meet your business needs, and document this finding on file. If the estimated value of your purchase will exceed \$250,000 then you are also required send the CUA Order Form (or your agency's order form) to at least one other supplier in addition to Konica Minolta to determine whether they can provide close substitutes.

**STEP 3:** Work in collaboration with your agency's ICT or technical team to determine a suitable non-product catalogue product,

OR contact Thomas Epple from Konica Minolta via the details on page 2 for assistance in determining a suitable non-product catalogue product,

OR (if estimated value of your purchase will exceed \$250,000) then contact Thomas Epple from Konica Minolta and at least one other supplier for assistance in determining a suitable non-product catalogue product.

**STEP 4:** If the Customer-driven process in STEP 3 is successful in determining a suitable Konica Minolta product, then:

Complete the CUA Order Form or your agency's order form with the products and/or additional services you require and send to Konica Minolta via email or fax,

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.

## Placing an Order – Panel 3 MPS

### OPTION A

**Use CUA Order Form or Agency Order Form to obtain an “Assessment” (intended for organisations that do not have the internal capability to perform this).**

You can use the CUA Order Form or your organisation's own order form to make a purchase of MPS Assessment services from Konica Minolta. These Assessment services are meant to provide you with an optimisation roadmap and a review of your printing and copying infrastructure. Please make sure that you cite the CUA number “CUAPCS2018”.

**STEP 1 (if required):** Use telephone, email or fax to communicate with the Contact Person for Customer Orders – Thomas Epple – via the contact details on page 2 to set up a CUAPCS2018 Account.

**STEP 2:** Complete the CUA Order Form or your organisation's own order form specifying the Assessment services you require.

**STEP 3:** Regardless of estimated value, you are required to send the CUA Order Form or your agency's order form to all qualified MPS Contractors. Therefore, send the CUA Order Form or your agency's order form to Thomas Epple via email or fax,

AND send the CUA Order Form or your agency's order form to all other Contractors qualified for MPS under the CUA.

**STEP 4:** If STEP 3 is successful in determining that Konica Minolta has suitable Assessment services, then inform Thomas Epple or an Authorised Dealer via email or fax that you wish to finalise the purchase.

### OPTION B

**Use CUA Order Form or Agency Order Form to obtain Optimisation and Maintenance.**

You can use the CUA Order Form or your organisation's own order form to make a purchase of MPS Optimisation and Maintenance services from Konica Minolta. These services can provide you with a term contract of up to five years where you pay a Cost-Per-Copy, or other similar fee-for-service, for the right to use the Contractor's printing and copying machines on your premises.

Ideally your organisation's internal staff members, or one of the qualified MPS Contractors, would have already performed an “Assessment” of your agency's site(s). Please make sure that you cite the CUA number “CUAPCS2018”.

**STEP 1 (if required):** Use telephone, email or fax to communicate with the Contact Person for Customer Orders – Thomas Epple – via the contact details on page 2 to set up a CUAPCS2018 Account.

**STEP 2:** Complete the CUA Order Form or your organisation’s own order form specifying the Assessment services you require.

**STEP 3:** Regardless of estimated value, you are required to send the CUA Order Form or your agency’s order form to all qualified MPS Contractors, unless you have already done so previously for an “Assessment” service. Therefore, send the CUA Order Form or your agency’s order form to Thomas Epple via email or fax,

AND (unless you have previously requested quotes for “Assessment” services from MPS Contractors) send the CUA Order Form or your agency’s order form to all other MPS Contractors.

**STEP 4:** If STEP 3 is successful in determining that Konica Minolta has suitable Optimisation and Maintenance services, then inform Thomas Epple or an Authorised Dealer via email or fax that you wish to finalise the purchase.

## Payment of Invoices

Pay on your account via: [service.desk@konicaminolta.com.au](mailto:service.desk@konicaminolta.com.au).

## Delivery

The following delivery timeframes apply to Panel 1 and Panel 2:

Geographic Location	Definition of Location	Required Delivery Time
Perth Metropolitan Area: Buy Local Policy (Zone 1)	All locations within the Perth metropolitan area as defined by the Buy Local Policy, and the Department of Planning, Lands and Heritage.	Within 10 Business Days
Regional Locations: Buy Local Policy Zones 2 and 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.	Within 15 Business Days
Remote Locations: Buy Local Policy Zones 2 and 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).	Within 20 Business Days

The contact person for delivery issues is Thomas Epple who can be contacted via the details on page 2.



## **Warranty and Maintenance**

Konica Minolta will give the Customer the benefit of a minimum one-year product warranty, which covers all materials, parts, labour, toner, and travel. In addition, up to five years of extended warranty is applicable for MFDs or SFPs that are covered by a Cost-Per-Copy maintenance plan. The contact person for warranty and maintenance issues is Thomas Epple who can be contacted via the details on page 2.

## **Disposal and Recycling**

Konica Minolta provides a service enables the convenient disposal of MFDs and SFPs through collecting and recycling process for Customers in the Perth Metropolitan area. The contact person for disposal and recycling issues is Thomas Epple who can be contacted via the details on page 2.

## **Account Management and Invoicing**

Konica Minolta can provide invoicing in specific formats as agreed with the Customer, especially for Panel 3 – MPS. The Account Manager for Customer queries and invoicing is Thomas Epple who can be contacted via the details on page 2.