



Procurement Lifecycle Document for Datacom Systems (AU) Pty Ltd

CUACMD2021 – Common Use Arrangement for Computing and Mobile Devices

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Contact information

Datacom Systems (AU) Pty Ltd

Trading as Datacom

ABN: 39 135 427 075

ACN: 135 427 075



General enquiries

Admin

Phone	0457 371 758
Email	Aaron.cowdery@datacom.com
Websites	https://datacom.com.au
Postal Address	Level 11 66 St Georges Tce PERTH, WA, 6000
Orders	Please see Place an Order
Hours	Monday to Friday 8.00am to 5:00pm AWST

CUA Contact(s)

Contact 1

Name	Aaron Cowdery - Account Executive WA Government
Mobile	0457 371 758
Email	aaron.cowdery@datacom.com

Contact 2

Name	Anji Brennan - General Manager WA & SA Product Solutions Group
Mobile	0402 197 000
Email	anji.brennan@datacom.com

Offered Hardware and Services

Offered Brands and Minimum Discounts

Datacom Offers the following Brands and minimum discounts by Product Type:

Brand	Product Type (Discounts)										
	Desktops	Notebooks	Hybrids	Workstations	Tablet/Phablet	Smartphones	Chromebook	Thin & Zero Clients	Components	Peripherals	Accessories
Apple	10%	11%		9%	9%	4%			12%	9%	9%
Asus	24%	24%	24%				29%		29%	42%	42%
Dell	61%	60%	60%	42%	60%		50%	38%	40%	42%	32%
HP	34%	36%	36%	35%	31%		35%	36%	40%	32%	32%
Microsoft		18%		12%	20%				34%	17%	17%
Panasonic	27%		27%		26%				17%	17%	17%

Offered Ancillary Services

Datacom Offers the following Ancillary Services:

- Warranty
- Pre-Deployment Imaging
- Delivery
- Installation
- Asset Management Tools
- Takebacks
- Trade-Ins
- Collection
- Sanitisation
- Disposal

Buying methods

Obtaining Quotes

In the first instance the Customer must seek quotes from the Panel. You can use the **CUACMD2021 – Quote and Order Form** or your organisation's own quote form to seek quotes from Datacom. 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 wa.clientservices@datacom.com.au via email.

OR send the CUA Order Form or your agency's order form.

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

STEP 4: Evaluate quotes and if you determine that Datacom has suitable Goods and/or Services, then proceed to [Place an Order](#).

Place an Order

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 Datacom Price Schedule. Please ensure you reference the CUA number "CUACMD2021".

STEP 1: Contact Datacom wa.clientservices@datacom.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 Datacom via email to: wa.clientservices@datacom.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.

Option B – Using Contractor Portal

Datacom offers a generic buying portal for all agencies.

STEP 1: navigate to the Datacom Portal:

<https://store-au.datacom.com/team/customer/account/login/> and sign on using secure sign on services.

STEP 2: Select Goods and/or additional services you require.

STEP 3: Select purchase method including credit card or purchase order.

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 C – Using Agency Specific Portal

Datacom offers Customer specific buying portals as requested by each Agency (or other approved CUA User). This allows controlled purchasing via a select number of devices and peripherals authorised by each agency based on their requirements and policies.

Generally, the process will be the same as the standard contractor portal with provision for the below restrictions based on the requirements of each agency.

These portals can be customised to the requirements of each agency with the following features available:

- Selected products only – product options limited to agency standard equipment
- Automated approvals process with multiple stacked approvals available depending on department policy
- End user self-service with thresholds on value
- Mandatory asset tagging, reporting to asset management systems and other post sale requirements.
- Order, order with authorisation and quote only options
- Multiple order options including purchase order and credit card.

Datacom will work with each agency to create and develop a buying portal to the needs of each department. Please contact wa.clientservices@datacom.com.au to initiate a specific buying portal.

Option D – Trade-in/Take back with purchase

If an agency would like to engage our asset recovery option, Agencies can follow the above processes for purchase and follow the process in [Take Back Services](#). A quotation will be generated including both the purchase and the estimated credit value (if any) of returned devices.

Quote/Order Details

Email	wa-sales@psg.datacom.com
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Services

Pre-Deployment /Installation Services

Datacom can offer a range of imaging solutions with pre-deployed software (depending on deployment requirements and licensing). Datacom can also help with licencing software requirements (except for those covered by the current licencing CUA's).

Datacom offer a range of pre-deployment services that agencies can access at the time or purchase. Please talk to our staff regarding pricing of these services.

- Asset Tagging –asset tagging with barcodes, either our own or pre-purchased by the agency. Agencies should discuss their requirement with our staff.
- Imaging –both imaging and hash numbers for physical imaging or Intune / MDM imaging zero touch options.
- Unboxing and packing (metro only) –unbox, bag with accessories for at desk deployment. Packaging waste is reduced and recycled.
- Stock holding –hold buffer stock or consolidate orders from a range of suppliers.

Warranty and Maintenance

Customer to receive the benefits of all manufacturer warranties. Datacom will pass through all manufacturer warranties in accordance with specific Warranty Details.

Datacom will help the client with any issues regarding warranties & maintenance.

Agencies are encouraged to contact the manufactures warranty services directly in the first instance, or they may ask Datacom to complete the claim for them where the manufacturer allows a third party to make the claim on the clients' behalf.

If the agency does not get the service they expect in the warranty SLA, the agency is encouraged to contact Datacom Client services at wa.clientservices@datacom.com.au this will be answered within **24 hrs**.

Datacom will then contact the manufactures on the client's behalf to escalate for a resolution. Please note that in many cases Agencies must have made a claim via the manufacturers system before we are able to assist.

Datacom offers additional warranties at the point of purchase and agencies are encouraged to discuss their warranty options with our staff. Each device and manufacturer will have a range of additional warranties available. Each warranty will be recorded by Datacom.

Datacom uses the warranty onsite repair services of each manufacturer and will assist in the coordination of these resources where appropriate. In most cases the manufacturer will contact the agency directly to organise time and location.

Out of warranty repair services can be engaged through our client services team depending on age and condition of the device.

Takeback Services

Option A – Takeback/Trade in Services via Email

You can engage with Datacom 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 Datacom wa.clientservices@datacom.com.au to request takeback services. Client will be required to list items and serial numbers of devices to be returned. Devices must include originally supplied accessories such as power supplies and stylus/pen.

1 - Collection

Equipment should be available for pick up at a specific point that is easy for the service to remove (e.g. loading dock), including any peripherals, powers supplies and cables that came with the original purchase.

De installation is not included in the service and will incur additional charges.

2 – Data Sanitisation

Where devices are locked (e.g. iPhone and iPad devices) – these devices must be reverted to factory settings and passwords removed. Any devices that cannot be unlocked may incur addition fees or will not be credited.

It is highly recommended that devices with confidential data be decommissioned on site according to privacy and security protocols of the agency. This service can be added to the takeback service as required.

Sanitisation certificates will be provided at the completion of the process. All devices are 3 stage wiped using industry standard protocols. Please see [Disposal and Recycling](#) for details on wiping, reuse and recycling.

3 – Disposal

Datacom will provide disposal services – Devices will be securely wiped, assessed and then either reused, donated or recycled. Datacom will certify the disposal including Serial Number and asset tag where available.

4 – Credits

Once the value of the returns has been evaluated, wiped and disposed, Datacom will apply credit to the customers' account.

Option B – Using Contractor Portal

You can engage with Datacom for optional trade-in services to seek a trade-in for old Hardware devices through our portal. 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: Use the DARS page on the portal to request trade-in. User will be asked to upload a list of devices.

1 - Collection

Equipment should be available for pick up at a specific point that is easy for the service to remove (e.g. loading dock), including any peripherals, powers supplies and cables that came with the original purchase.

De installation is not included in the service and will incur additional charges.

2 – Data Sanitisation

Where devices are locked (e.g. iPhone and iPad devices) – these devices must be reverted to factory settings and password removed. Those devices that cannot be unlocked may incur addition fees or will not be credited.

It is highly recommended that devices with confidential data be decommissioned on site according to privacy and security protocols of the agency. This service can be added to the takeback service as required.

Sanitisation certificates will be provided at the completion of the process.

3 – Disposal

Datacom will certify the disposal including SN and asset tag where available.

4 – Credits

Datacom will credit the value of the trade-in against the purchase of new products purchased from Datacom.

Minimum Order Thresholds

The following Minimum Order Thresholds apply:

- Minimum Order Threshold Product Conditions = **Not applicable**

Delivery

Perth Metropolitan Area

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

Note: Some minor differences to Dell timeframes are outlined in the [CMD2021 Product Catalogue](#).

Large order requiring specialised transport such as tail lift and palletisation may incur additional cost and time. Delivery timeframes are subject to stock availability.

Regional Deliveries

The following delivery timeframes apply:

Geographic Location	Definition of Location	Delivery Time (Business Days)			
		Local	Distributor	OEM Air Freight	OEM Sea Freight
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

Note: Some minor differences to Dell timeframes are outlined in the [CMD2021 Product Catalogue](#).

Large order requiring specialised transport such as tail lift and palletisation may incur additional cost and time. Delivery timeframes are subject to stock availability.

Disposal and recycling

Datacom offer disposal and recycling services - please reference trade-in / takeback section for the process.

We use BLANCCO® software for data destruction for all assets that we purchase. We provide 3 pass wipe method, with the ability to provide 7 pass wipes upon request according to Customer requirements. All data wipes come with a certificate of data destruction.

Datacom in conjunction with our Asset Recovery Partners have a zero-landfill requirement.

The best form of recycling is to reuse, assets are securely wiped and refurbished for sale both in Australia and overseas markets. Some units will also be donated as part of our community engagement programs.

If assets are too old for reusing, then we will responsibly recycle your equipment using green e-waste guidelines. Datacom and its asset recovery partners do not dispose of equipment via landfill, all plastics and metals are separated, granulated and reused.



Return of rejected goods

Faulty, damaged and or Dead-on Arrival (DOA) devices will be managed in accordance with Datacom and manufacturer Warranty process.

Within 48 hrs customer must contact Datacom Client support and depending on manufacturer the following steps depending on the reason for return.

Damage in transit – immediate reporting to client services (Phone: 08 6466 6850 or Email: wa.clientservices@datacom.com.au) with photos of damage and reference to the signed received as damage POD with courier. Client services will then escalate with vendor. This is essential for a successful outcome.

Faulty Goods and DOA – Immediate reporting to Datacom client services. Client services will advise the agency on the required steps to take with the Manufacturer to get a DOA or Authority to return ticket. In most cases the manufacturer will require the agency to log this ticket and Datacom may not be able to escalate until this has been completed. In some cases, Datacom can raise a ticket on the agency's behalf.

In most cases the manufacturer will provide a replacement or credit and courier facilities to return the damaged or DOA device at no cost to the agency. Datacom will support the agency and escalate where required.

Account Management

Payment of Invoices

EFT/Direct Deposit

Pay on your Account via EFT – For account details please refer [Invoicing Contact Details](#).

Credit Card

Via portal purchasing using our secure payment system

Or via Telephone only – please do not email Credit Card Details.

Credit Card is only over the phone we don't keep the details on record.

Invoicing Contact Details

Email	ar@datacom.com.au
Websites	https://datacom.com.au