



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

Contract No. CUACMD2014

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# CUACMD2014 Computing and Mobile Devices

16 February 2015 to 15 February 2017

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# ABOUT THE CONTRACT

<b>Contract Number</b>	CUACMD2014
<b>Contract Term</b>	Two (2) years, with three (3) one-year extension options.
<b>Explanation</b>	Computing and Mobile Devices provides an efficient and effective framework for purchasing a wide range of computing products at competitive prices. Available products include desktops, notebooks, tablets, and workstations, as well as newer “cutting edge” devices such as phablets and chromebooks.
<b>Status</b>	Mandatory for the Perth Metropolitan Area for Western Australian Public Authorities.  Note: Please confirm internal agency buying rules within your organisation. Existing contracts will need to be fulfilled prior to transition to this CUA.
<i>Department of Education and Schools</i>	This CUA is mandatory in the Perth Metropolitan Area for Department of Education (DoE) and schools. However, some products are not available due to existing contractual arrangements. Buyers should read the relevant categories in the <a href="#">Government Contract Directory: Education Edition</a> to understand what is available to them; and access products, pricing and order forms via the DoE intranet site (not Contracts WA). In addition, to obtain support from DoE’s ICT Customer Service Centre (CSC), schools need to buy products approved by DoE. Schools should contact their ICT Customer Relationship Manager with any queries.
<b>Categories and product types</b>	There are fifteen (15) Product Types that apply to this CUA: <ul style="list-style-type: none"> <li>● <b>Business Grade Devices</b> <ul style="list-style-type: none"> <li>➤ Desktop</li> <li>➤ Notebook</li> <li>➤ Chromebook</li> <li>➤ Tablet/Phablet</li> <li>➤ Hybrid</li> <li>➤ Workstation</li> <li>➤ Other</li> </ul> </li> <li>● <b>Consumer Grade Devices</b> <ul style="list-style-type: none"> <li>➤ Desktop</li> <li>➤ Notebook</li> <li>➤ Chromebook</li> <li>➤ Tablet/Phablet</li> <li>➤ Hybrid</li> <li>➤ Other</li> </ul> </li> <li>● <b>Thin &amp; Zero Client Devices</b> <ul style="list-style-type: none"> <li>➤ Thin Client</li> <li>➤ Zero Client</li> </ul> </li> </ul>

**Key Features and Benefits**

- This CUA has replaced CUA25708 for Notebooks and Personal Computers.
- There is a wide selection of bundled operating systems including Windows, Apple OSX, Apple iOS, Chrome OS, and Android.
- Many brands and product types are available.
- This CUA has introduced minimum discount rates for each brand and product type.
- Consumer Grade Products are now available.
- Thin and Zero Clients have been introduced for agencies that wish to migrate to a virtualised desktop infrastructure (VDI).
- Warranty and service support can be upgraded for some models.
- Accessories can be purchased in a bundle with a computer, or on their own.
- There is a new streamlined quotation process.
- Buyers will also be able to browse for products on CUA specific sites set up by the suppliers.

**Ruggedized Computers**

Ruggedized computing and mobile devices are out of scope of this CUA.

**Other exclusions**

“Wearable” devices (such as smart watches) are currently out of scope of the CUA.

Tablets and phablets that are bundled with data plans are also out of scope.

**Computer Accessories (i.e. “peripheral” items)**

Purchase of computer accessories under CUACMD2014 is non-mandatory i.e. buyers may purchase these items through the CUA, **or** purchase them outside of the CUA providing that they adhere to **State Supply Commission policies**, including open and effective competition.

Finance recommends purchasing accessories from our CUA suppliers to ensure compatibility with CUA devices. The following items are available by sending quotes to qualified suppliers:

- Monitors
- Keyboard & Mouse combo's
- External webcams
- External hard drives
- USB hubs
- Y cables
- Docking stations
- Notebook Batteries
- Notebook Battery Charging Packs (AC adapters)
- Security locks
- Notebook Carry bags
- External Bluetooth (dongle)
- External speakers
- Memory sticks (USB)
- Anti-theft solutions and software
- Blu-Ray players
- Head phones
- Graphics Cards

## Contract Manager

A dedicated Contract Manager is available to help you to understand and get the most out of this contract. If you have any queries about this contract or this publication, please contact:

<b>Ivor Lee</b>	Government Procurement
<b>Contract Manager</b>	Department of Finance
<b>Tel: (08) 6551 1432</b>	4th Floor Optima Centre
<b>Fax: (08) 9481 0785</b>	16 Parkland Road
<b>Email: <a href="mailto:ivor.lee@finance.wa.gov.au">ivor.lee@finance.wa.gov.au</a></b>	OSBORNE PARK WA 6017

## Supporting Documents

The following contract documents and other relevant information can be sourced from [Contracts WA](#):

- The Quote Form (send this to suppliers to see what they can offer).
- A “Best Value” Model Tool (suppliers nominate their best value devices).
- Supplier Portals (browse for products via portals that suppliers have created for WA government).

NOTE: Pricing via the Best Value Model Tool and Supplier Portals is maximum pricing. Agencies may obtain better prices by seeking verbal or written quotes. In addition, suppliers must abide by minimum discount rates for each brand and product type that they are qualified to sell.

JB HI-FI Commercial’s CUA Portal will also automatically adjust pricing based on any promotional or special offers for any retail based products.

## Lost and Stolen Notebook Computers

Each year a number of notebook computers and tablets/phablets (as well as mobile phones) are lost or stolen. This number may increase as more of these devices are purchased to support a mobile workforce. Apart from the inconvenience and cost of replacement, there is the risk of losing government information. It is recommended that buyers of these devices consider the following:

1. Do not save documents or files locally on to the device. Only access files that are stored on secured systems and network drives unless encryption software is enabled to secure the information.
2. Make sure that the device has a robust password mechanism, and malware and virus scanning software installed. If additional security is required your departmental IT help desk will be able to assist.
3. Do not allow unauthorised use of your notebook computer by a third party.
4. Report the loss of the device immediately to your department IT help desk. The help desk will disable the logon. It may also be possible for a notebook to be wiped and/or disabled remotely.

# HOW DO I USE THIS CONTRACT?

CUACMD2014 Common Use Arrangement for the Supply of Computing and Mobile Devices is MANDATORY for all Western Australian public authorities in the Perth region.

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**Step  
1**

**Download the  
Quote Form**



The easiest way to buy a product is to specify what you want in the Quote Form. Please make sure you download the latest version.

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**Step  
2**

**Who are the  
Contractors and  
Dealers?**



Examine this Buyers Guide to see what Contractors and Dealers are able to sell computing and mobile devices, and the brands and product types that they are qualified to sell.

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**Step  
3**

**Buying Rules**



There are a few things you need to know before you buy. Please examine the Buying Rules in this Buyers Guide.

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**Step  
4**

**Buy it!**



Buy directly from contractors or buy online using the Government's ERP system.

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# WHAT'S ON OFFER?

There are currently fifteen (15) product types available under this CUA. Additional product types may be added over the term of the CUA as government requirements change.

For further information, please refer to the Glossary of Terms in Appendix 2 of this document or speak to the [Contract Manager](#).



## Business Grade Devices

These devices are also sometimes referred to as “Enterprise Grade” devices, as they have characteristics such as durable chassis, long product lifecycles, and remote access and diagnostics. Warranties can be extended beyond the default one-year period. The product types that apply to the Business Grade Devices are as follows:

- Desktops.
- Notebooks.
- Chromebooks.
- Tablets and Phablets.
- Hybrids.
- Workstations.
- Other.



## Consumer Grade Devices

By default, Consumer Grade Devices do not have the enterprise level features discussed above. For this reason, they tend to be cheaper. The product types that apply to Consumer Grade Devices are as follows:

- Desktops.
- Notebooks.
- Chromebooks.
- Tablets and Phablets.
- Hybrids.
- Other.

## Thin and Zero Client Devices



Thin and Zero Clients are devices that cost much less than a traditional computing and mobile device. They have either very limited or no processing power, storage, and memory. Despite this, they could be well suited to agencies that wish to move to a more “virtualised” environment in which servers provide the required processing power (rather than the device itself). The product types that apply are as follows:

- Thin Clients.
- Zero Clients.

## Brands Available

A total of 14 brands are currently available from the CUA:

- Acer.
- Apple.
- Asus.
- CDM.
- Dell.
- Dell Wyse.
- EDsys.
- Hewlett-Packard (HP).
- Lenovo.
- Lenovo VXL.
- LG.
- Microsoft.
- Samsung.
- Toshiba.



# WHO ARE THE CONTRACTORS?

The table below illustrates the nine contractors that are qualified for CUACMD2014 and the brands that they have access to.

## Qualified contractors

Contractor	Available Brands
<u><a href="#">Acer Computer Australia Pty Ltd (Acer Computer)</a></u>	Acer
<u><a href="#">CDM Australia Pty Ltd (CDM Australia)</a></u>	Asus, CDM, Hewlett-Packard, Lenovo, Lenovo VXL, LG, Microsoft, Samsung, Toshiba
<u><a href="#">Dell Australia Pty Limited (Dell Australia)</a></u>	Dell, Dell Wyse
<u><a href="#">EDsys IT Distribution Pty Ltd (EDsys)</a></u>	EDsys, LG
<u><a href="#">JB HI-FI Solutions (JB HI-FI)</a></u>	Apple, Dell, Hewlett-Packard, Lenovo, Lenovo VXL, LG, Microsoft, Samsung
<u><a href="#">Moncrieff Technology Solutions Pty Ltd</a></u>	Hewlett-Packard, Lenovo, Lenovo VXL, LG
<u><a href="#">Stott &amp; Hoare</a></u>	Dell, Dell Wyse, Hewlett-Packard, Lenovo, Microsoft, Samsung
<u><a href="#">Toshiba (Australia) Pty Ltd</a></u>	Toshiba
<u><a href="#">Winthrop Australia</a></u>	Apple, Lenovo, Lenovo VXL, Microsoft, Samsung

The following pages provide more detailed information on the brands and product types that each contractor is qualified to sell.

## Acer Computer Australia Pty Ltd (Acer Computer)

ABN No: 78 003 872 768	<p><b>Julia Sinton</b>  <b>Business Development Manager</b>  <b>M:</b> 0418 680 229  <b>E:</b> julia.sinton@acer.com  <b>Website:</b> <a href="http://www.acer.com.au">http://www.acer.com.au</a>  <b>Address:</b> 8 Bayswater Drive, WENTWORTH POINT NSW 2127  Refer to Appendix 1 for a List of dealers for this supplier.</p>	
BRANDS AVAILABLE	PRODUCT TYPES AVAILABLE	MINIMUM % DISCOUNT FROM CORPORATE RATE*
Acer	<ul style="list-style-type: none"> <li>• Business Grade Desktop</li> <li>• Business Grade Notebook</li> <li>• Business Grade Chromebook</li> <li>• Business Grade Tablet/Phablet</li> <li>• Business Grade Hybrid</li> <li>• Business Grade Workstation</li> <li>• Consumer Grade Desktop</li> <li>• Consumer Grade Notebook</li> <li>• Consumer Grade Hybrid</li> <li>• Consumer Grade Other</li> </ul>	<ul style="list-style-type: none"> <li>• 10.00%</li> <li>• 10.00%</li> <li>• 10.00%</li> <li>• 10.00%</li> <li>• 10.00%</li> <li>• 10.00%</li> <li>• 10.00%</li> <li>• 10.00%</li> <li>• 10.00%</li> <li>• 10.00%</li> </ul>
<p>* NOTE: "Corporate Rate" is defined as the reduced price given to enterprise customers. In most cases Finance receives a larger discount than "Corporate Rate".</p>		

## CDM Australia Pty Ltd (CDM Australia)

ABN No: 68 009 592 965	<p><b>Matt Lim / Martin Eyer</b>  <b>General Manager – CDM Computers / CDM Corporate Solutions</b>  <b>T: (08) 9202 4444 M: 0438 001 197 (Matt) / 0416 100 990 (Martin)</b>  <b>F: (08) 9202 4466 E: cuainquiries@cdmaust.com.au</b>  <b>Website: <a href="http://www.cdmaust.com.au">http://www.cdmaust.com.au</a></b>  <b>Address: PO Box 109, OSBORNE PARK WA 6017</b>  Refer to Appendix 1 for a List of dealers for this supplier.</p>	
BRANDS AVAILABLE	PRODUCT TYPES AVAILABLE	MINIMUM % DISCOUNT FROM CORPORATE RATE*
Asus	<ul style="list-style-type: none"> <li>• Business Grade Notebook</li> <li>• Business Grade Other</li> <li>• Consumer Grade Notebook</li> <li>• Consumer Grade Chromebook</li> <li>• Consumer Grade Tablet/Phablet</li> <li>• Consumer Grade Other</li> </ul>	<ul style="list-style-type: none"> <li>• 22.01%</li> <li>• 19.93%</li> <li>• 3.06%</li> <li>• 37.92%</li> <li>• 5.00%</li> <li>• 0.00%</li> </ul>
CDM	<ul style="list-style-type: none"> <li>• Business Grade Desktop</li> <li>• Business Grade Workstation</li> </ul>	<ul style="list-style-type: none"> <li>• 29.93%</li> <li>• 30.00%</li> </ul>
Hewlett-Packard (HP)	<ul style="list-style-type: none"> <li>• Business Grade Desktop</li> <li>• Business Grade Notebook</li> <li>• Business Grade Chromebook</li> <li>• Business Grade Tablet/Phablet</li> <li>• Business Grade Hybrid</li> <li>• Business Grade Workstation</li> <li>• Business Grade Other</li> <li>• Consumer Grade Desktop</li> <li>• Consumer Grade Notebook</li> <li>• Consumer Grade Tablet/Phablet</li> <li>• Consumer Grade Hybrid</li> <li>• Thin Client</li> <li>• Zero Client</li> </ul>	<ul style="list-style-type: none"> <li>• 32.01%</li> <li>• 32.01%</li> <li>• 10.13%</li> <li>• 7.04%</li> <li>• 22.01%</li> <li>• 32.01%</li> <li>• 10.00%</li> <li>• 7.00%</li> <li>• 7.00%</li> <li>• 7.38%</li> <li>• 7.09%</li> <li>• 32.11%</li> <li>• 32.05%</li> </ul>
Lenovo	<ul style="list-style-type: none"> <li>• Business Grade Desktop</li> <li>• Business Grade Notebook</li> <li>• Business Grade Chromebook</li> <li>• Business Grade Tablet/Phablet</li> <li>• Business Grade Hybrid</li> <li>• Business Grade Workstation</li> <li>• Business Grade Other</li> <li>• Thin Client</li> </ul>	<ul style="list-style-type: none"> <li>• 23.50%</li> <li>• 23.29%</li> <li>• 16.34%</li> <li>• 9.46%</li> <li>• 12.33%</li> <li>• 19.48%</li> <li>• 2.30%</li> <li>• 6.71%</li> </ul>
Lenovo VXL	<ul style="list-style-type: none"> <li>• Zero Client</li> </ul>	<ul style="list-style-type: none"> <li>• 6.63%</li> </ul>
LG	<ul style="list-style-type: none"> <li>• Zero Client</li> </ul>	<ul style="list-style-type: none"> <li>• 0.00%</li> </ul>
Microsoft	<ul style="list-style-type: none"> <li>• Consumer Grade Hybrid</li> </ul>	<ul style="list-style-type: none"> <li>• 4.20%</li> </ul>
Samsung	<ul style="list-style-type: none"> <li>• Consumer Grade Tablet/Phablet</li> <li>• Consumer Grade Hybrid</li> </ul>	<ul style="list-style-type: none"> <li>• 5.00%</li> <li>• 10.00%</li> </ul>

Toshiba	<ul style="list-style-type: none"> <li>• Business Grade Notebook</li> <li>• Business Grade Hybrid</li> <li>• Business Grade Workstation</li> <li>• Consumer Grade Notebook</li> <li>• Consumer Grade Chromebook</li> <li>• Consumer Grade Tablet/Phablet</li> </ul>	<ul style="list-style-type: none"> <li>• 14.26%</li> <li>• 14.29%</li> <li>• 14.31%</li> <li>• 4.00%</li> <li>• 4.00%</li> <li>• 4.00%</li> </ul>
<p>* NOTE: "Corporate Rate" is defined as the reduced price given to enterprise customers. In most cases Finance receives a larger discount than "Corporate Rate".</p>		

## Dell Australia Pty Limited (Dell Australia)

ABN No: 46 003 855 561	<p><b>Marius Peoples</b>  <b>Account Executive</b>  <b>M:</b> 0427 502 718  <b>E:</b> marius_peoples@dell.com  <b>Website:</b> <a href="http://www.dell.com.au">http://www.dell.com.au</a>  <b>Address:</b> PO Box 91, FRENCHS FOREST NSW 2086  Refer to Appendix 1 for a List of dealers for this supplier.</p>	
BRANDS AVAILABLE	PRODUCT TYPES AVAILABLE	MINIMUM % DISCOUNT FROM CORPORATE RATE*
Dell	<ul style="list-style-type: none"> <li>• Business Grade Desktop</li> <li>• Business Grade Notebook</li> <li>• Business Grade Chromebook</li> <li>• Business Grade Tablet/Phablet</li> <li>• Business Grade Hybrid</li> <li>• Business Grade Workstation</li> <li>• Consumer Grade Desktop</li> <li>• Consumer Grade Notebook</li> <li>• Consumer Grade Chromebook</li> <li>• Consumer Grade Tablet</li> <li>• Consumer Grade Hybrid</li> </ul>	<ul style="list-style-type: none"> <li>• 58.98%</li> <li>• 55.98%</li> <li>• 17.97%</li> <li>• 15.99%</li> <li>• 54.00%</li> <li>• 37.99%</li> <li>• 4.96%</li> <li>• 5.01%</li> <li>• 17.97%</li> <li>• 15.99%</li> <li>• 4.94%</li> </ul>
Dell Wyse	<ul style="list-style-type: none"> <li>• Thin Client</li> <li>• Zero Client</li> </ul>	<ul style="list-style-type: none"> <li>• 21.99%</li> <li>• 22.00%</li> </ul>
<p>* NOTE: "Corporate Rate" is defined as the reduced price given to enterprise customers. In most cases Finance receives a larger discount than "Corporate Rate".</p>		

## EDsys IT Distribution Pty Ltd (EDsys)

ABN No: 64 099 042 878	<p><b>Greg McDougall</b>  <b>General Manager</b></p> <p><b>T:</b> 1300 796 886 / 08 9441 1200</p> <p><b>E:</b> greg.mcdougall@edsys.com.au</p> <p><b>Website:</b> <a href="http://www.edsys.com.au">http://www.edsys.com.au</a></p> <p><b>Address:</b> PO Box 1582, OSBORNE PARK WA 6017</p> <p>Refer to Appendix 1 for a List of dealers for this supplier.</p>	
BRANDS AVAILABLE	PRODUCT TYPES AVAILABLE	MINIMUM % DISCOUNT FROM CORPORATE RATE*
EDsys	<ul style="list-style-type: none"> <li>• Business Grade Desktop</li> <li>• Business Grade Notebook</li> <li>• Business Grade Tablet/Phablet</li> <li>• Business Grade Hybrid</li> <li>• Business Grade Workstation</li> <li>• Thin Client</li> </ul>	<ul style="list-style-type: none"> <li>• 10.01%</li> <li>• 9.93%</li> <li>• 10.13%</li> <li>• 0.00%</li> <li>• 10.13%</li> <li>• 10.02%</li> </ul>
LG	<ul style="list-style-type: none"> <li>• Zero Client</li> </ul>	<ul style="list-style-type: none"> <li>• 20.00%</li> </ul>
<p>* NOTE: "Corporate Rate" is defined as the reduced price given to enterprise customers. In most cases Finance receives a larger discount than "Corporate Rate".</p>		

## JB HI-FI Solutions (JB HI-FI)

ABN No: 37 093 114 286	<p><b>Emma Alderson</b>  <b>WA Commercial State Manager</b>  <b>T:</b> (08) 9203 4652 <b>M:</b> 0418 611 985  <b>E:</b> emma.alderson@jbhifi.com.au <b>OR</b> cua.wa@jbhifi.com.au  <b>Website:</b> <a href="http://jbhifisolutions.com.au/">http://jbhifisolutions.com.au/</a>  <b>Address:</b> 501 Scarborough Beach Rd, OSBORNE PARK WA 6017  Refer to Appendix 1 for a List of dealers for this supplier.</p>	
BRANDS AVAILABLE	PRODUCT TYPES AVAILABLE	MINIMUM % DISCOUNT FROM CORPORATE RATE*
Apple	<ul style="list-style-type: none"> <li>• Business Grade Desktop</li> <li>• Business Grade Notebook</li> <li>• Business Grade Workstation</li> <li>• Consumer Grade Tablet/Phablet</li> </ul>	<ul style="list-style-type: none"> <li>• 7.95%</li> <li>• 7.98%</li> <li>• 7.99%</li> <li>• 4.21%</li> </ul>
Dell	<ul style="list-style-type: none"> <li>• Consumer Grade Desktop</li> <li>• Consumer Grade Notebook</li> </ul>	<ul style="list-style-type: none"> <li>• 8.83%</li> <li>• 7.91%</li> </ul>
Hewlett-Packard (HP)	<ul style="list-style-type: none"> <li>• Business Grade Desktop</li> <li>• Business Grade Notebook</li> <li>• Business Grade Tablet/Phablet</li> <li>• Business Grade Hybrid</li> <li>• Business Grade Workstation</li> <li>• Consumer Grade Hybrid</li> <li>• Thin Client</li> <li>• Zero Client</li> </ul>	<ul style="list-style-type: none"> <li>• 27.66%</li> <li>• 27.66%</li> <li>• 4.26%</li> <li>• 17.02%</li> <li>• 27.66%</li> <li>• 8.51%</li> <li>• 27.66%</li> <li>• 27.66%</li> </ul>
Lenovo	<ul style="list-style-type: none"> <li>• Business Grade Desktop</li> <li>• Business Grade Notebook</li> <li>• Business Grade Chromebook</li> <li>• Business Grade Tablet/Phablet</li> <li>• Business Grade Hybrid</li> <li>• Business Grade Workstation</li> <li>• Business Grade Other</li> <li>• Thin Client</li> </ul>	<ul style="list-style-type: none"> <li>• 22.19%</li> <li>• 21.56%</li> <li>• 14.49%</li> <li>• 7.47%</li> <li>• 10.35%</li> <li>• 17.74%</li> <li>• 2.21%</li> <li>• 9.35%</li> </ul>
Lenovo VXL	<ul style="list-style-type: none"> <li>• Zero Client</li> </ul>	<ul style="list-style-type: none"> <li>• 9.42%</li> </ul>
LG	<ul style="list-style-type: none"> <li>• Zero Client</li> </ul>	<ul style="list-style-type: none"> <li>• 8.21%</li> </ul>
Microsoft	<ul style="list-style-type: none"> <li>• Consumer Grade Hybrid</li> </ul>	<ul style="list-style-type: none"> <li>• 3.69%</li> </ul>
Samsung	<ul style="list-style-type: none"> <li>• Consumer Grade Tablet/Phablet</li> <li>• Consumer Grade Hybrid</li> <li>• Thin Client</li> <li>• Zero Client</li> </ul>	<ul style="list-style-type: none"> <li>• 5.00%</li> <li>• 10.00%</li> <li>• 10.00%</li> <li>• 10.00%</li> </ul>
<p>* NOTE: “Corporate Rate” is defined as the reduced price given to enterprise customers. In most cases Finance receives a larger discount than “Corporate Rate”.</p> <p>JB HI-FI Solution’s CUA Portal will also automatically adjust pricing based on any promotional or special offers for any retail based products.</p>		

## Moncrieff Technology Solutions Pty Ltd

ABN No: 57 072 961 150	<p><b>Yamini D’Roza</b>  <b>Client Executive</b></p> <p><b>T:</b> (08) 9473 3815 <b>M:</b> 0421 641 246</p> <p><b>E:</b> yamini.droza@moncrieff.com.au</p> <p><b>Website:</b> <a href="http://www.moncrieff.com.au">http://www.moncrieff.com.au</a></p> <p><b>Address:</b> PO Box 125, VICTORIA PARK WA 6979</p> <p>Refer to Appendix 1 for a List of dealers for this supplier.</p>	
BRANDS AVAILABLE	PRODUCT TYPES AVAILABLE	MINIMUM % DISCOUNT FROM CORPORATE RATE*
Hewlett-Packard	<ul style="list-style-type: none"> <li>• Business Grade Desktop</li> <li>• Business Grade Notebook</li> <li>• Business Grade Chromebook</li> <li>• Business Grade Tablet/Phablet</li> <li>• Business Grade Hybrid</li> <li>• Business Grade Workstation</li> <li>• Business Grade Other</li> <li>• Consumer Grade Desktop</li> <li>• Consumer Grade Notebook</li> <li>• Consumer Grade Hybrid</li> <li>• Thin Client</li> <li>• Zero Client</li> </ul>	<ul style="list-style-type: none"> <li>• 31.94%</li> <li>• 31.90%</li> <li>• 9.14%</li> <li>• 4.93%</li> <li>• 21.15%</li> <li>• 31.96%</li> <li>• 10.36%</li> <li>• 31.97%</li> <li>• 31.97%</li> <li>• 32.14%</li> <li>• 31.96%</li> <li>• 31.96%</li> </ul>
Lenovo	<ul style="list-style-type: none"> <li>• Business Grade Desktop</li> <li>• Business Grade Notebook</li> <li>• Business Grade Chromebook</li> <li>• Business Grade Tablet/Phablet</li> <li>• Business Grade Hybrid</li> <li>• Business Grade Workstation</li> <li>• Business Grade Other</li> <li>• Thin Client</li> </ul>	<ul style="list-style-type: none"> <li>• 21.43%</li> <li>• 21.13%</li> <li>• 14.07%</li> <li>• 6.94%</li> <li>• 9.93%</li> <li>• 17.29%</li> <li>• 0.00%</li> <li>• 8.83%</li> </ul>
Lenovo VXL	<ul style="list-style-type: none"> <li>• Zero Client</li> </ul>	<ul style="list-style-type: none"> <li>• 8.81%</li> </ul>
LG	<ul style="list-style-type: none"> <li>• Zero Client</li> </ul>	<ul style="list-style-type: none"> <li>• 0.00%</li> </ul>
<p>* NOTE: “Corporate Rate” is defined as the reduced price given to enterprise customers. In most cases Finance receives a larger discount than “Corporate Rate”.</p>		

## Stott & Hoare

ABN No: 55 009 146 516	<b>Brian Hawkins</b> <b>Sales Manager</b> <b>T:</b> 08 9244 0000 <b>E:</b> bhawkins@stotthoare.com.au <b>Website:</b> <a href="http://www.stotthoare.com.au">http://www.stotthoare.com.au</a> <b>Address:</b> 86 Walters Drive, OSBORNE PARK WA 6017 Refer to Appendix 1 for a List of dealers for this supplier.	
BRANDS AVAILABLE	PRODUCT TYPES AVAILABLE	MINIMUM % DISCOUNT FROM CORPORATE RATE*
Dell	<ul style="list-style-type: none"> <li>• Business Grade Desktop</li> <li>• Business Grade Notebook</li> <li>• Business Grade Chromebook</li> <li>• Business Grade Tablet/Phablet</li> <li>• Business Grade Hybrid</li> <li>• Business Grade Workstation</li> <li>• Consumer Grade Desktop</li> <li>• Consumer Grade Notebook</li> <li>• Consumer Grade Chromebook</li> <li>• Consumer Grade Tablet/Phablet</li> <li>• Consumer Grade Hybrid</li> </ul>	<ul style="list-style-type: none"> <li>• 49.02%</li> <li>• 45.88%</li> <li>• 7.05%</li> <li>• 4.95%</li> <li>• 43.79%</li> <li>• 28.04%</li> <li>• 3.33%</li> <li>• 3.38%</li> <li>• 17.05%</li> <li>• 14.95%</li> <li>• 3.33%</li> </ul>
Dell Wyse	<ul style="list-style-type: none"> <li>• Thin Client</li> <li>• Zero Client</li> </ul>	<ul style="list-style-type: none"> <li>• 16.21%</li> <li>• 16.13%</li> </ul>
Hewlett-Packard	<ul style="list-style-type: none"> <li>• Business Grade Desktop</li> <li>• Business Grade Notebook</li> <li>• Business Grade Chromebook</li> <li>• Business Grade Tablet/Phablet</li> <li>• Business Grade Hybrid</li> <li>• Business Grade Workstation</li> <li>• Business Grade Other</li> <li>• Thin Client</li> <li>• Zero Client</li> </ul>	<ul style="list-style-type: none"> <li>• 27.59%</li> <li>• 27.59%</li> <li>• 5.12%</li> <li>• 0.84%</li> <li>• 16.89%</li> <li>• 27.59%</li> <li>• 6.19%</li> <li>• 27.59%</li> <li>• 27.59%</li> </ul>
Lenovo	<ul style="list-style-type: none"> <li>• Business Grade Desktop</li> <li>• Business Grade Notebook</li> <li>• Business Grade Chromebook</li> <li>• Business Grade Tablet/Phablet</li> <li>• Business Grade Hybrid</li> <li>• Business Grade Workstation</li> <li>• Business Grade Other</li> </ul>	<ul style="list-style-type: none"> <li>• 22.07%</li> <li>• 21.19%</li> <li>• 13.33%</li> <li>• 8.63%</li> <li>• 10.09%</li> <li>• 14.26%</li> <li>• 2.30%</li> </ul>
Microsoft	<ul style="list-style-type: none"> <li>• Consumer Grade Hybrid</li> </ul>	<ul style="list-style-type: none"> <li>• 4.76%</li> </ul>
Samsung	<ul style="list-style-type: none"> <li>• Consumer Grade Tablet/Phablet</li> <li>• Consumer Grade Hybrid</li> <li>• Thin Client</li> <li>• Zero Client</li> </ul>	<ul style="list-style-type: none"> <li>• 3.00%</li> <li>• 8.00%</li> <li>• 8.00%</li> <li>• 8.00%</li> </ul>
<p>* NOTE: "Corporate Rate" is defined as the reduced price given to enterprise customers. In most cases Finance receives a larger discount than "Corporate Rate".</p>		



## Toshiba (Australia) Pty Ltd

ABN No: 19 001 320 421	<p><b>Richard Orme</b>  <b>Business Development Manager</b></p> <p><b>T:</b> 6272 4021    <b>M:</b> 0418 961 133</p> <p><b>E:</b> rorme@toshiba-tap.com</p> <p><b>Website:</b> <a href="http://www.isd.toshiba.com.au">http://www.isd.toshiba.com.au</a></p> <p><b>Address:</b> Unit 3A, 93 Francisco Street, BELMONT WA 6104</p> <p>Refer to Appendix 1 for a List of dealers for this supplier.</p>	
BRANDS AVAILABLE	PRODUCT TYPES AVAILABLE	MINIMUM % DISCOUNT FROM CORPORATE RATE*
Toshiba	<ul style="list-style-type: none"> <li>• Business Grade Notebook</li> <li>• Business Grade Hybrid</li> <li>• Business Grade Workstation</li> <li>• Consumer Grade Notebook</li> <li>• Consumer Grade Chromebook</li> <li>• Consumer Grade Tablet/Phablet</li> </ul>	<ul style="list-style-type: none"> <li>• 14.97%</li> <li>• 14.97%</li> <li>• 15.01%</li> <li>• 4.00%</li> <li>• 3.94%</li> <li>• 4.00%</li> </ul>
<p>* NOTE: "Corporate Rate" is defined as the reduced price given to enterprise customers. In most cases Finance receives a larger discount than "Corporate Rate".</p>		

## Winthrop Australia

ABN No: 74 043 852 709	<p><b>Cedric Celestine</b>  <b>General Manager</b></p> <p><b>T:</b> (08) 6488 2777</p> <p><b>E:</b> cedric@winaust.com.au</p> <p><b>Website:</b> <a href="https://www.winaust.com.au/">https://www.winaust.com.au/</a></p> <p><b>Address:</b> Hackett Entrance #2 Level 1, Guild Commercial Centre,  CRAWLEY WA 6009</p> <p>Refer to Appendix 1 for a List of dealers for this supplier.</p>	
BRANDS AVAILABLE	PRODUCT TYPES AVAILABLE	MINIMUM % DISCOUNT FROM CORPORATE RATE*
Apple	<ul style="list-style-type: none"> <li>• Business Grade Desktop</li> <li>• Business Grade Notebook</li> <li>• Consumer Grade Tablet/Phablet</li> </ul>	<ul style="list-style-type: none"> <li>• 1.00%</li> <li>• 1.00%</li> <li>• 1.00%</li> </ul>
Lenovo	<ul style="list-style-type: none"> <li>• Business Grade Desktop</li> <li>• Business Grade Notebook</li> <li>• Business Grade Chromebook</li> <li>• Business Grade Tablet/Phablet</li> <li>• Business Grade Hybrid</li> <li>• Business Grade Workstation</li> <li>• Business Grade Other</li> <li>• Thin Client</li> </ul>	<ul style="list-style-type: none"> <li>• 20.95%</li> <li>• 20.70%</li> <li>• 13.56%</li> <li>• 6.47%</li> <li>• 9.37%</li> <li>• 16.84%</li> <li>• 0.00%</li> <li>• 8.37%</li> </ul>
Lenovo VXL	<ul style="list-style-type: none"> <li>• Zero Client</li> </ul>	<ul style="list-style-type: none"> <li>• 8.44%</li> </ul>
Microsoft	<ul style="list-style-type: none"> <li>• Consumer Grade Hybrid</li> </ul>	<ul style="list-style-type: none"> <li>• 5.29%</li> </ul>
Samsung	<ul style="list-style-type: none"> <li>• Consumer Grade Tablet/Phablet</li> <li>• Consumer Grade Hybrid</li> <li>• Thin Client</li> <li>• Zero Client</li> </ul>	<ul style="list-style-type: none"> <li>• 5.00%</li> <li>• 10.00%</li> <li>• 10.00%</li> <li>• 10.00%</li> </ul>
<p>* NOTE: "Corporate Rate" is defined as the reduced price given to enterprise customers. In most cases Finance receives a larger discount than "Corporate Rate".</p>		

# BUYING RULES

## What to do with the Quote Form

Thresholds below are GST inclusive.

Buyers are required to seek quotes according to the following Buying Rules:

Monetary Threshold	Buying Rule
\$0 - \$500,000	Request written quotation(s) from at least one contractor or the nominated dealers (use the CUA Quote Form),  OR Select a product directly from the supplier's CUA specific web portal.  <i>**note, pricing via Contractor web portals is maximum pricing. Agencies may obtain higher discounts by seeking verbal or written quotes.</i>
\$500,001 and above	Request written quotations from more than one contractor or the nominated dealers.

The best way of using the Quote Form is to list the specifications and functionality that you need within it, and then send it qualified contractors according to the buying rules above.

The Quote Form can be downloaded from the Contracts WA site. Please visit: [www.contracts.wa.finance.wa.gov.au](http://www.contracts.wa.finance.wa.gov.au), click on "Contract List" and then "Computing and Mobile Devices". You will find the Quote Form downloadable in Word format.

Agencies must manage the quotation process in accordance with the terms and conditions detailed in the Agency's Partial Exemption, including documenting the Agency's Value-for-Money decision.

**NOTE:** The requirement to submit procurement plans, evaluation reports, contract management plans and variations to State Tenders Review Committee does not apply to this CUA.

Agencies are not required to publish contract details on Tenders WA where the contract value is \$50,000 or above or is varied by \$50,000 or more.

## Browsing for Products

There is no longer a mandatory price list of products for this CUA. So when buyers issue the Quote Form to CUA contractors, these suppliers are able to suggest any device that they are qualified to sell in terms of brand and product type.

However, there are two ways in which you can review the models suppliers have to offer. The first way is to use the "Best Value Model" tool hosted by the Department of Finance. This shows all the models that suppliers are currently recommending as "best value". To use the Best Value Model tool, visit [www.contracts.wa.finance.wa.gov.au](http://www.contracts.wa.finance.wa.gov.au) and then click on "Computing and Mobile Devices" and then "Best Value Model".

The other facility that will allow you to review products is the CUA specific web portals that are maintained by the qualified contractors. Please visit [www.contracts.wa.finance.wa.gov.au](http://www.contracts.wa.finance.wa.gov.au), and then click on "Computing and Mobile Devices" and then "Supplier CUA Web Portals". You can then select the name of the supplier that you are interested in to visit their CUA Web Portal.

## Total Cost of Ownership

Consider the total cost of ownership, not just the initial purchase price in your value for money decision. This includes:

Direct costs such as:

- Hardware and software acquisition;
- Installation;
- Maintenance; and
- Training and support.

Indirect costs:

- Overheads and upgrades of existing infrastructure to accommodate new systems.

Ways to reduce the total cost of ownership include:

- Standardising the PC and notebook fleet;
- Purchasing products with Energy Star/EPEAT certification; and
- Taking advantage of supplier take-back schemes where available.

## Additional Charges

Additional charges may apply to some CUACMD2014 purchases.

### **Mobile Network**

This CUA is mandatory in the Perth region for WA Public Authorities to procure computing and mobile devices, including tablets, phablets, and hybrid computers that are not bundled with data plans. If you buy one of these products from the CUA, and then subsequently need to connect it to a mobile network, then additional costs will apply.

In these cases, it is mandatory (Statewide) to procure mobile network (data plan for 3G or 4G) under **CUA 56808 Telecommunication Services, Category C – Mobile Network Services (Voice and Data), Sub-Category C1 – Mobile Network/Cellular Services (airtime services)** page 24. The Contractors are Optus Networks Pty Ltd, Telstra Corporation Ltd and Vodafone Australia Pty Ltd.

### **Note:**

Department of Education and schools: For enquiries, please ring (08) 9264 5555 (Metro) or 1800 012 828 (Regional), or email [customer.service.centre@education.wa.edu.au](mailto:customer.service.centre@education.wa.edu.au) or follow this link [Government Contract Directory: Education Edition](#).

## Placing your order

Orders can be placed directly with contractors by phone, or alternatively via e-mail or fax using the Quote Form.

## Delivery for Business Grade Devices, and Thin & Zero Clients

For both “Business Grade Devices” and “Thin & Zero Clients”, delivery will be free to any nominated delivery point located within the State Supply Commission Zone 1 Area (i.e. Perth Metropolitan Area).

The Contractor may fulfil deliveries through their own freight arrangements. The Customer can also arrange its own freight of the Products, and the Contractor shall cooperate fully with the Customer’s nominated hauler.

The Contractor may use their network of agents/resellers/supply chain partners to fulfil delivery.

## Generic Delivery Requirements (All Devices)

The required timeframe for delivery of all Products from receipt of order will be:

- Less than 11 working days from the receipt of the order for metropolitan purchases and less than 21 working days for purchases requiring regional delivery; or
- As agreed with the Customer.

If an order cannot be delivered in accordance with the Order, the Contractor must notify the Customer within 24 hours of the receipt of the Order.

## Generic Warranty Requirements (All Devices)

For all products sold under this CUA, the Respondent must give, or ensure the Contract Authority and Customer has the benefit of, the following warranties:

A minimum one (1) year manufacturer’s warranty.

## Warranty and Related Requirements for Business Grade Devices, and Thin & Zero Clients

In addition to the minimum warranty requirements for all devices stipulated above, qualified contractors must, in relation to all “Business Grade Devices” and “Thin & Zero Clients” offered, provide the option of a three year warranty (as a product upgrade) that has the following characteristics:

- Three (3) years onsite support next working day for SSC Zone 1 Perth Region on all parts and labour.
- Three (3) years return to base/depot within 5 working days for SSC Zone 2 and 3 on all parts and labour.
- Warranty must include all hardware and proprietary software associated with the Product, from the date of the invoice. The warranty must all include all costs associated with servicing the warranty, as detailed in the General Conditions.
- The Contractor must warrant that all Products supplied in the Order/Customer Contract will be free from deficiencies in design, performance, materials, or workmanship. All Products will be free from damage at acceptance of delivery.
- During the warranty period the supplier shall, without delay and at no cost to the Customer, correct all defects and omissions in the goods covered by the warranty by way of repair, replacement or modification of other means acceptable to the Customer. If the product cannot be repaired within three working days of the Contractor or their

nominated supplier/reseller gaining access to the equipment, the Contractor will provide a replacement Product for the duration of the repair. In the case of the faulty Product not being able to be repaired, the confidentiality of the data on the hard drive must be ensured and the disk must be purged. The Contractor must meet all costs incidental to the discharge of its warranty obligations, including any packing, freighting, reconfiguration and loading of software, disassembly and reassembly costs. Replacement parts shall be identical to, or supersede the components used in the original configuration.

- No restrictions are to be placed on the Customer's support staff opening the case and installing other compliant products procured from any source. Customer staff should not be expected to diagnose the cause of a fault but will provide as much information as possible to assist the technician with remote diagnosis.
- The Contractor must maintain a database of all computers supplied including a configuration list and a comprehensive repair and maintenance history. The database shall permit the recall of data and verification of warranty status using each computer's serial number without the need to provide any ordering data.
- The Contractor shall retain full control and responsibility for all warranty service. Where any third-party involvement occurs, either through the transmission of component manufacturers' warranties or through the use of sub-contractors, this must be conducted in a seamless and transparent manner.

NOTE: Many Contractors are able to provide extended warranties that are longer than the three (3) years stipulated above.

## Exemption from using this CUA

Government Procurement, Department of Finance, is responsible for processing and approving all requests from public authorities seeking exemption from using a mandatory CUA. Requests for an exemption are considered on a case-by-case basis, and a requesting agency must be able to demonstrate that a business need cannot be adequately met by the relevant CUA.

Exemption requests should be forwarded to the Contract Manager and addressed to the Director ICT Sourcing in the first instance. Requests for exemption may be received by posted letter or email, but must be in writing and provide sufficient explanation and background to enable the request to be considered. The requesting officer should be the Accountable Authority or delegate of the agency.

For guidelines on what to include in an exemption request, please refer to the [Procurement Practice Guide appendix on Exemptions](#).

## Complimentary Feedback and Complaints Resolution

Government Procurement aims to continuously improve the services it provides to customers and welcomes feedback on the level of satisfaction experienced under this contract or with the contractor(s) performance. If you are dissatisfied with the goods and/or service provided by the contractor or have any specific concerns, these should be discussed in the first instance directly with the contractor.

If the problem or issue is not resolved to your satisfaction, please log your complaints via Finance's [online Feedback Management System](#).

The online system provides for both complimentary feedback and complaint resolution considerations.

# NEED MORE INFORMATION?

## Appendices

- ⇒ [Appendix 1: Resellers, dealers and service agents](#)
- ⇒ [Appendix 2: Glossary of Terms](#)
- ⇒ [Appendix 3: Order form](#)

## Still need more information?

- ⇒ [Contact the Contract Manager](#)

# APPENDIX 1: NOMINATED DEALERS

## Acer Computer Australia Pty Ltd (Acer Computer)

DEALER NAME	DETAILS	LOCATIONS SERVICED
Acer Computer	8 Bayswater Drive Wentworth Point (NSW) 0418680229 julia.sinton@acer.com	Metropolitan and Regional Western Australia
JH Computer Services Pty Ltd	Please call Julia Sinton from Acer for access to this dealer 0418680229 julia.sinton@acer.com	Metropolitan and Regional Western Australia
Open Systems Supply	Please call Julia Sinton from Acer for access to this dealer 0418680229 julia.sinton@acer.com	Metropolitan and Regional Western Australia
Stott & Hoare	Please call Julia Sinton from Acer for access to this dealer 0418680229 julia.sinton@acer.com	Metropolitan and Regional Western Australia
Harvey Norman	Please call Julia Sinton from Acer for access to this dealer 0418680229 julia.sinton@acer.com	Metropolitan and Regional Western Australia
JB HI-FI Solutions	Please call Julia Sinton from Acer for access to this dealer 0418680229 julia.sinton@acer.com	Metropolitan and Regional Western Australia

## CDM Australia Pty Ltd (CDM Australia)

DEALER NAME	DETAILS	LOCATIONS SERVICED
CDM Australia	PO Box 109 Osborne Park 92024444 cuainquiries@cdmaust.com.au	Metropolitan and Regional Western Australia
Avon Computech	98 Fitzgerald St Northam 96225190 rob@avoncomputech.com	Northam
Computeq	Shop 2, 114 Anstruther Rd Mandurah 95829066 sales@computeq.com.au	Mandurah



Derby Computers	Shop 10, 8 Johnston St Derby 91932108 frosty@derbycomputers.com.au	Derby
Esperance IT Services	1 Albany Close Esperance 6450 0438372889 dave@esperanceit.com.au	Esperance
Jigneshkhumar Patel	Nickol West Karratha 0433997649 lt.jags@hotmail.com	Karratha
Knightline	115 Federal St Narrogin 98814834 vardeen@knightline.net.au	Narrogin
Market Creations	7 Chapman Road Geraldton 99208550 mc@marketcreations.com.au	Geraldton
Magill's Computer Solutions	142 Dugan Street Kalgoorlie 90931335 Harry.mcs@bigpond.com	Kalgoorlie
Mccays Home & Computer Centre	7 Giblett St Manjimup 97771403 topgun@mccays.com.au	Manjimup
Mitchell & Brown	180 Chapman Road Geraldton 99659999 sales@mitchellandbrown.com.au	Geraldton
Remote Media	Frederick St Broome 91922502 Remote.media@hotmail.com	Broome
South West Computable	54a Bussell Highway Cowaramup WA 6284 97555406 swc@computable.com.au	Margaret River and Cowaramup
T4 Technology	Shop 6, 69 Lockyer Ave Albany 98429660 service@t4.com.au	Albany
West Country Office Machines	37 Spencer Street Bunbury 97219599 Vicki.smith@westcountry.com.au	Bunbury

Wizard Electronics  
 Shop 4, 535 Hackney St  
 Kalbarri  
 99372070  
 Kevin@wizardelectronics.net.au  
 Kalbarri

## Dell Australia Pty Limited (Dell Australia)

DEALER NAME	DETAILS	LOCATIONS SERVICED
Dell Australia	PO Box 91 Frenchs Forest (NSW) 0427502718 maris_peoples@dell.com	Metropolitan and Regional Western Australia

Dell Australia Pty Ltd is its own dealer for all Metropolitan and Regional locations in Western Australia. It will process Quote Forms centrally and use its own network for distributing products.

## EDsys IT Distribution (EDsys)

DEALER NAME	DETAILS	LOCATIONS SERVICED
EDsys	PO Box 1582 Osborne Park WA 6017 94411200 greg.mcdougall@edsys.com.au	Metropolitan and Regional Western Australia
Adtech Computer Systems	Unit 7/14 Commodore Drive Rockingham WA 6168 95277926 service@adtechcomputers.com.au	Rockingham, Kwinana, Port Kennedy, Secret Harbour and surrounding areas
Arrowsmith Midwest 1	Shop 4&5 / 33 Moreton Terrace Dongara WA 6525 99272144 Donna@lecdongara.com.au	North to Kalbarri, east to Morawa, south to Perenjori
Arrowsmith Midwest 2	Unit 1/18 Anzac Terrace Geraldton WA 6530 99642225 Donna@lecdongara.com.au	North to Kalbarri, east to Morawa, south to Perenjori
Avon Computech	98 Fitzgerald Street Northam WA 6401 96225190 rob@avoncomputech.com	Central Wheatbelt
Bay of Isles Computers	63b Dempster Street Esperance WA 6450 90715542 paulw@boic.com.au	East to Baladonia, north to Norsman, west to Ravensthorpe
Bloodhound IT	3 Airey Street Manjimup WA 6258 98815336 dave@narrogintechology.com.au	Large area of Great Southern Western and some parts of Upper Great Southern

Computer Care Australia	Unit 8/21 Sholl Street Mandurah WA 6210 1300100919 or 0406454110 aaron.dosualdo@computercare.com.au	Perth Metropolitan, and Peel District to Kwinana and south to Bunbury
Computer West	50 Bussell Highway Busselton WA 6280 97542324 peterm@computerwest.com.au	Busselton and surrounding districts to Capel and Augusta
Hit Solutions	Unit 1-182 Brookman Street Kalgoorlie WA 6430 64677701 Support@hitsolutions.com.au	Goldfields and surrounding districts
Kimberley Computers	91b Guy Street Broome WA 6725 91937254 manager@lecbroome.com.au	Broome to Fitzroy Crossing and Port Hedland
Leading Edge Computers Carnarvon	322 Robinson Street Carnarvon WA 6701 99413366 carol@leadingedgecarnarvon.com.au	North to Exmouth and south to Denham
MGS Computer Services	44 Clive Street Katanning WA 6317 98214441 mgs@wn.com.au	Katanning (within 100km radius)
Montec Network Solutions	1/88 Anderson Street Port Hedland WA 6721 91731399 steve@montec.net.au	Pilbara Region
Multigroup Computers	Unit 3/89 Cockburn Road Albany WA 6330 98421474 sales@multigroupcomp.com.au	Albany, Denmark, Mount Barker, Jerramungup, Ongerup, and Katanning
Narrogin Technology Services	127 Federal Street Narrogin WA 6312 98815336 dave@narrogintechnology.com.au	Services large area of Great Southern Western Australia and some parts of upper Great Southern areas
Nerdism	Shop 8D Albert Lane Bunbury 6230 1300887513 support@nerdism.com.au	South West
Norris & Hyde IT	36 Chapman Street Geraldton WA 6530 99646448 support@nh-it.com.au	Midwest to Gascoyne
Norwest Communications	Shop 2/Lot 3912 Sherlock Crescent Karratha WA 6714 91431134 support@nwcomms.com.au	South to Exmouth, east to Tom Price, and north to Port Hedland

South West Computable	54a Bussell Highway Cowaramup WA 6284 97555406 swc@computable.com.au	Bunbury to Augusta, Margaret River, Dunsborough, Busselton and surrounds
Tom Price Computer Services	Shop 6 Tom Price Shopping Centre Tom Price WA 6751 91892232 tpcs@westnet.com.au	Tom Price and Paraburdoo
Wallis Computer Solutions	23 Johnston Street Dalwallinu WA 6609 99611803 sales@wcsdally.com.au	Dalwallinu (within 200km radius)

## JB HI-FI Group Pty Ltd (JB HI-FI Solutions)

DEALER NAME	DETAILS	LOCATIONS SERVICED
JB HI-FI Solutions	501 Scarborough Beach Road Osborne Park WA 6017 0418611985 or 92034652 emma.alderson@jbhifi.com.au OR cua.wa@jbhifi.com.au	Metropolitan and Regional Western Australia

JB HI-FI Group Pty Ltd is its own dealer for all Metropolitan and Regional locations in Western Australia. It will process Quote Forms centrally and use its own network for distributing products.

## Moncrieff Technology Solutions Pty Ltd

DEALER NAME	DETAILS	LOCATIONS SERVICED
Moncrieff Technology Solutions Pty Ltd	PO Box 125 Victoria Park WA 6979 94733832 kumar@moncrieff.com.au	Metropolitan and Regional Western Australia

Moncrieff Technology Solutions Pty Ltd is its own dealer for all Metropolitan and Regional locations in Western Australia. It will process Quote Forms centrally and use its own network for distributing products.

## Stott & Hoare

DEALER NAME	DETAILS	LOCATIONS SERVICED
Stott & Hoare	86 Walters Drive Osborne Park WA 6017 92440000 bhawkins@stotthoare.com.au	Metropolitan and Regional Western Australia

Stott & Hoare is its own dealer for all Metropolitan and Regional locations in Western Australia. It will process Quote Forms centrally and use its own network for distributing products.

## Toshiba (Australia) Pty Ltd

DEALER NAME	DETAILS	LOCATIONS SERVICED
Toshiba	Unit 3A, 93 Francisco Street Belmont WA 6104 62724021 rorme@toshiba-tap.com	Metropolitan and Regional Western Australia
Bay of Isles Computers	63B Dempster Street Esperance WA 6450 90715542 boic@boic.net.au	Esperance
CDM Australia	251-257 Scarborough Beach Road, Mt Hawthorn WA 6016 92024444	Perth Metro Zone 1 (sales & warranty), and Zone 2 & 3 (remote sales)
Computer West	50 Bussell Highway Busselton WA 6280 97542324	Busselton Area, Zone 2 (sales & warranty)

Hit Solutions Kalgoorlie	118A Brookman Street Kalgoorlie WA 6430 90919855	Kalgoorlie
Leading Edge Computers – Broome	Shop 2/154 Frederick Street Broome WA 6725 91923888	Broome
Leading Edge Computers – Carnarvon	322 Robinson St Carnarvon WA 6701 99413366	Carnarvon
Leading Edge Computers – Dongara	33 Moreton Terrace Dongara WA 6525 99272155	Dongara & Geraldton
Leading Edge Computers – Katanning	120 Clive St Katanning WA 6317 98211044	Katanning and Wheatbelt
Multi Group Computers Albany	Unit 3, 89 Cockburn Rd Albany WA 6330 sales@multigroupcomp.com.au	Albany
Nerdism	8 Albert Rd Bunbury WA 6230 97216116	Bunbury and Zone 2 (sales & warranty)
Northwest Communications & Computers	Unit 2/3912 Sherlock Court Karratha WA 6714 91431134	Karratha & Port Hedland
Pak-It	107 Throssell Street Collie WA 6225	Collie
Tom Price Computer Services	Shop 6 Tom Price Shopping Centre Tom Price WA 6751	Tom Price

## Winthrop Australia

DEALER NAME	DETAILS	LOCATIONS SERVICED
Winthrop Australia	Hackett Entrance #2 Level 1 Guild Commercial Centre CRAWLEY WA 6009 64882777 cedric@winaust.com.au	Metropolitan and Regional Western Australia

Winthrop Australia is its own dealer for all Metropolitan and Regional locations in Western Australia. It will process Quote Forms centrally and use its own network for distributing products.

## APPENDIX 2: GLOSSARY OF TERMS

Below are definitions of key terminology that is associated with CUACMD2014, including the product types. If you require any further explanations, that please consult the Contract Manager.

### Business Grade Device

Business grade devices are “enterprise level” computing or mobile devices that are suitable for use in corporate and office environments due to their durability, build quality, extended warranty options, and ability to integrate well with mainstream business and productivity applications. In addition, business grade devices are also known for the following characteristics:

- Fault tolerant.
- Scalable and expandable to large organisations.
- Longevity and stability in product availability and supply.
- Customisable to the organisation.
- High reliability.
- Enhanced security features and/or options.
- Capable of storing asset number (within the BIOS or equivalent).
- Genuine OEM Operating System License (often with “version downgrade” options).
- Battery life of at least three hours if it is a portable device.
- Encryption tools.
- Remote access and remote configuration capabilities.

Due to the qualities described above, business grade devices tend to be more expensive than consumer grade devices.

### Chromebook

Chromebooks are notebooks, hybrids, or other portable computing devices that run a Google operating system called “Chrome OS”. They are often many times cheaper than Windows or Apple OSX based computers, but they usually have minimal processing power, memory, and local storage. This is because Chromebooks are designed to operate whilst being connected to the Internet, with most of the applications and associated data residing in Google’s “cloud”.

### Computing and Mobile Device

Computing and mobile devices are defined as fixed or transportable products that can accept and analyse data, run applications, and serve as an “endpoint” that can be connected to a Local Area Network (LAN) or Wide Area Network (WAN). For the purposes of the CUA, this definition excludes wearable devices, ruggedised devices, and tablets and phablets that are bundled with data plans.

### Consumer Grade Device

Consumer grade devices are a type of computing or mobile device that are not “robust” enough to meet the “Business Grade Device” definition outlined above. Although these devices do not have the build quality, fault tolerance, longevity, or other enhanced features of business grade devices, they are usually much cheaper.

## Desktop

Desktops are the most common type of non-portable computing device that are used in office and home situations. They typically consist of a case (or “chassis”) that houses the motherboard, power supply, memory, storage, and other components; as well as a monitor, keyboard, and mouse.

## Hybrid

Hybrids combine the mobility and touch-screen display characteristics of a tablet with the ease of use that a conventional keyboard has in relation to typing. The keyboard input devices that are bundled with hybrid devices are sometimes detachable.

## Notebook

Notebooks are sometimes referred to as a “laptops”, and can be described as portable computing devices that combine a display and keyboard that can be closed in a “clamshell” manner for transport to another location. One of the newest and most popular variants are “ultrabooks”, which are very light and portable Windows-based notebooks that rely on fast “solid-state” storage instead of slower traditional hard drives. Macbook Air products are very similar to ultrabooks, but they are not regarded as ultrabooks because they run Apple’s OSX operating system.

## Phablet

Phablets are highly portable battery-operated computers that are almost as small as smartphones (“phablet” combines “phone” and “tablet” into the same word). Like tablets, phablet products have touch-screen displays that act as an alternative to using a keyboard or mouse. The most common operating system platforms are Apple iOS, Android, and Windows. However other platforms also exist.

## Tablet

Tablets are highly portable battery-operated computers, with touch-screen displays that act as an alternative using a keyboard or mouse. However they sometimes come with accessories that allow the user to connect a keyboard. The most common operating system platforms are Apple iOS, Android, and Windows. However other platforms also exist.

## Thin Client

Thin clients are computers that have very minimal processing power, memory, or storage, and have a reduced operating system (such as Windows Embedded). Instead, thin clients rely on the servers of a given organisation to provide the required processing power and computation. This means that they are much cheaper than more traditional computers, and may enable some organisations to save on cost by combining a fleet of thin clients within a “virtual desktop infrastructure” (VDI).

## Workstation

There are two types of workstations associated with the current CUA. The first type of “fixed workstations” are desktop computing devices that are not servers, but nonetheless have very



powerful CPU's and/or graphics cards, and a large amount of storage and memory. They are typically used for tasks that are very demanding in terms of computation, such as video and multimedia. This first type of workstation often uses high-end Intel Xeon or AMD Opteron microprocessors (but not always).

Portable versions of fixed workstations called “mobile workstations” are also covered by the CUA. Although they are typically less powerful and resemble very heavy laptops, the advantage of mobile workstations is that they can be transported from location to location. Like fixed workstations, these devices can be used for tasks that are very demanding in terms of computation.

## Zero Client

Zero clients are a type of thin client that do not have an operating system, but instead use efficient “dedicated hardware”. They also have no CPU, no memory, and no local storage. However, the value proposition of zero clients is similar to that of thin clients. Since they are much cheaper than traditional computers, they may enable some organisations to save on cost by combining a fleet of zero clients within a “virtual desktop infrastructure” (VDI).

# APPENDIX 3: QUOTE FORM

## Part A: Request To Contractor CUACMD2014 For Computing And Mobile Devices

TO: NAME OF CONTRACTOR and CONTACT NAME (if applicable)

(Check one only )

- Request for Price Confirmation / Quote:** This is in accordance with 'Customer Request for Quote' Schedule 6 Buying Rules of CUACMD2014. The Contractor is to complete all price details for the quantities of Products and Services indicated by the Customer. Please forward electronically to the Authorised Agency Purchaser the confirmed prices.
- Purchase Order:** This is in accordance with Schedule 1. It incorporates the Terms and Conditions, entered into by or on behalf of a Customer with the Contractor in accordance with CUACMD2014.

TO:	(NAME OF CONTRACTOR and CONTACT NAME)		
ORDER TYPE: (Check one only <input checked="" type="checkbox"/> )	Date of order:		
Purchase Order	<input type="checkbox"/>		
Request for Quote	<input type="checkbox"/>		
CUSTOMER DETAILS:			
Customer:	Name of Public Authority		
Customer's Representative:	Name:		
Contact Details:	Address:		
	Fax number: (08).... ..		
	Phone number: (08).... ..		
	E-mail:		
SIGNATURE OF AUTHORISING OFFICER	.....		
Name of Authorising Officer	Name		
Term of the Customer Contract: (Specify if different)	The Customer Contract will commence on the date specified in the purchase order and will expire upon delivery on the Products and Services.		
Reporting Requirements: (Specify if different)	N/A		
PRODUCT REQUIREMENTS:			
Requirement 1:			
CUA Category:		Quantity	Price (inc GST)
Product/Model (or specify your functionality or specification requirements):			
Optional	1.		

Variations:	2.		
Warranty			
Services			
TOTAL:			
CUSTOMER REQUIREMENTS: (Customer: List any additional requirements, service level agreements, customer requirements, service levels agreements any non-standard specifications if applicable.)			Price (inc GST)
1.			
2.			
TOTAL:			
SPECIAL CONDITIONS: (Specify any variations to standard terms and conditions, additional terms, any acceptance requirements etc, if applicable.)			Price (inc GST)
1.			
2.			
TOTAL:			
DELIVERY DETAILS: (Specify address and location, contact person, any delivery acceptance requirements, time requirements, installation requirements, packaging reclaim arrangements etc, if applicable.)			Price (inc GST)
1.			
2.			
REGIONAL SURCHARGE (IF APPLICABLE):			
TOTAL:			
PAYMENT / INVOICING DETAILS: (Advise payment method, invoicing instructions, etc).			Price (inc GST)
1.			

**Part B: Confirmation by Contractor**

TO: (NAME OF CUSTOMER / DEPARTMENT)

Purchase Order received.  Request for price confirmation– prices provided.  Other details for your information attached.

Name: [REDACTED]

Signature: [REDACTED]

Supplier: [REDACTED]

ATTACHMENTS TO THIS REQUEST:	Yes / No	Price (inc GST)
1.		
2.		
TOTAL PRICE:		
PRICES QUOTED ARE:		
<input type="checkbox"/> As per contracted prices	<input type="checkbox"/> As quoted: Reference#	<input type="checkbox"/> Other: Reference #