

Buyers Guide



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

Supply of IT Servers

Contract No. 38204

Through this CUA, you are able to access the following categories of IT servers:

- Tower servers;
- Rack servers; and
- Blade servers.

1 February 2006 to 30 April 2011



[⇒ About the Contract](#)

[⇒ How do I use this Contract?](#)

[⇒ What's on Offer?](#)

[⇒ Who are the Contractors?](#)

[⇒ Need more Information?](#)

ABOUT THE CONTRACT

Contract Number	CUA 38204
Contract Term	From 1 February 2006 to 31 January 2011 Contract extended to the 30 April 2011
Status	Mandatory in the Perth region
Categories	Tower servers; Rack servers; and Blade servers
Key Features and Benefits	<ul style="list-style-type: none">• Sufficient number of quotations submitted to Dealers for a preferred brand for requirements under \$100,000.• Quotations to all Contractors or their Nominated Dealer in each category for requirements over \$100,000.• Agencies need not establish procurement plans for any purchase made on this Contract.• Agencies must always quote the Contract number - 38204 - and identify themselves as an approved buyer to receive the contract prices.

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:

Eddie Rusiecki

Contract Manager

Tel: (08) 6551 1431

Email: Eddie.Rusiecki@dtf.wa.gov.au

Government Procurement

Department of Treasury and Finance

Optima Centre

16 Parkland Road

OSBORNE PARK WA 6017

Supporting Documents

The following contract documents and other relevant information can be sourced from <http://www.gem.wa.gov.au/>

⇒ [Price Schedule](#)

⇒ [Buying Smarter brochure](#)

⇒ [Exemption form](#)

⇒ [Quotation form](#)

HOW DO I USE THIS CONTRACT?

CUA 38204 for the supply of IT servers is **MANDATORY** for all Western Australian public authorities in the Perth region.

Step

1

What's on Offer?



Click [here](#) to choose which products best meet your needs.

Step

2

Who are the Contractors?



Click [here](#) to discover which Contractors are supplying the products under this contract.

Step

3

How much will it cost?



Use the Price Schedule to compare prices and brands before deciding on which Contractor to buy from. (Price schedule can be found [here](#))

Step

4

Buy it!



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

WHAT'S ON OFFER?

There are three main categories of IT servers available on the CUA. Courses not listed here may be obtained from the open market. The categories are:

Tower Servers

Various models of x86 Tower Case or Pedestal Servers.

Standard specification (detailed in [Appendix 2](#)) available for Entry-Level, Mid-Range, and High-End configurations.

Rack Servers

Various models of x86 Rack Intensive (Standard 19 inch Rack) Servers.

Standard specification (detailed in [Appendix 2](#)) available for Entry-Level, Mid-Range, and High-End configurations.

Blade Servers


Various models of x86 Blade Servers.

Standard specification (detailed in [Appendix 2](#)) available for Entry-Level, Mid-Range, and High-End configurations.

WHO ARE THE CONTRACTORS?

Contractor	Tower Servers	Rack Servers	Blade Servers
CDM Australia		✓	
Dell Australia Pty Ltd	✓	✓	✓
Hewlett Packard Australia Pty Ltd	✓	✓	✓
IBM Australia	✓	✓	✓

CDM Australia Pty Ltd

	<p>Matt Lim – General Manager T: (08) 9202 4488 F: (08) 9202 4466 E: mattl@cdmaust.com.au Website: www.cdmaust.com.au Postal Address: 251-257 Scarborough Beach Road, Mt Hawthorn WA 6017</p>
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CDM Metropolitan Dealers

'ALL' in the "Dealer Type" column equals a) sales, b) delivery, c) warranty and d) services work.

ND = Nominated Dealer

Dealer and Address	Dealer Type	Telephone	Fax/Email	P Card Accepted
CDM Australia Pty Ltd 251-257 Scarborough Beach Rd MT HAWTHORN WA 6017	All ND	9202 4488	9202 4466 mattl@cdmaust.com.au	N/A


CDM Regional Dealers

'ALL' in the "Dealer Type" column equals a) sales, b) delivery, c) warranty and d) services work.

Dealer and Address	Dealer Type	Telephone	Fax/Email	P Card Accepted
T4 Technology 222 Chester Road ALBANY WA 6330	All	9842 9660	9842 9664	
Chisson Network Support Services 3 Shepherds Turn BODDINGTON WA 6390	All	9883 9300	colin.hogg@chisson.com.au	N/A
Office Star Unit 2, 34 Frederick St BROOME WA 6725	All	9193 5757	9193 5755	N/A
West Country Office Machine 37 Spencer Street BUNBURY WA 6230	All	9721 9599	9791 3312	N/A
Esperance IT Services 1 Albany Close ESPERANCE WA 6450	All	0438 372 889	dave@esperanceit.com.au	N/A
Mitchell & Brown 180 Chapman Road GERALDTON WA 6530	All	9965 9965	9965 9966	
Magill's Computer Solutions 142 Dugan Street KALGOORLIE WA 6430	All	9091 3844	9091 3854	N/A
Pan Solution 10 Prymn Court KARRATHA WA 6714	All	042 911 420	peterh@kisser.net.au	N/A
Media Byte 23 Egerton Street NARROGIN WA 6312	All	9881 4672	admin@mediabyte.com.au	N/A
Black Frog 9 Matheson Drive PORT HEDLAND WA 6721	All	9173 1282	blackfrog@kisser.net.au	N/A
Watts In Computing 77 Blackwood Road AUGUSTA WA 6290	b, c, d Do not place orders on these dealers.	9757 0712		
Gascoyne Computer System 24 Robinson Street CARNARVON WA 6701		9941 3366	gascom@wa.com.au	
Derby IT Services Shop 1, 68 Clarendon Street DERBY WA 6728		9192 936	9191 2936	
Tarcoola Computers Shop 12 Tarcoola Centre, Paringa St GERALDTON WA 6530		9921 8899	9921 8099	

Dealer and Address	Dealer Type	Telephone	Fax/Email	P Card Accepted
Gunn Technical Services Cotton Ave KUNUNURRA WA 6743		0417 853 914	9169 2311	
Gooroo Computers Lot 868, Marmont St MEEKATHARRA WA 6642		9980 1505	9191 2936	
Life Line Data 22 Lansell St MUKINBUDIN WA 6479		9047 1999	9467 6214	
Avon Computech 98 Fitzgerald St NORTHAM WA 6401		9622 5190	9622 5780	
Oliver Rural IT Solutions 43 Grey St YORK WA 6302		9641 2390	9641 2772	

Dell Australia Pty Ltd

	<p>Glenn Irwine – Account Executive WA Government T: (08) 9272 4483 F: (08) 9272 2903 E: glenn_irwine@dell.com Website: www.dell.com Postal Address: Level 28, 140 St Georges Terrace, Perth WA 6000</p>
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Dell Metropolitan Dealers

'ALL' in the "Dealer Type" column equals a) sales, b) delivery, c) warranty and d) services work.

ND = Nominated Dealer

Dealer and Address	Dealer Type	Telephone	Fax/Email	P Card Accepted
Dell Australia Pty Ltd L28, 140 St Georges Tce PERTH WA 6000	All ND	9272 4483	9272 2903 glenn_irwine@dell.com	N/A

Dell has no Regional Dealers

Hewlett Packard Australia Pty Ltd



David Ang

T: 0448 246 417

Ian Murray

T: 0417 325 862

F: (08) 9226 4623

Quote requests: E: cuaserversales@hp.com

Orders: E: au_directorders@hp.com

Website: www.hp.com

Postal Address:

Level 12, 2 Mill Street, Perth WA 6000



WA Govt Support Line: 13 16 47 (post sales & order tracking)

Hewlett Packard Metropolitan Dealers

'ALL' in the "Dealer Type" column equals a) sales, b) delivery, c) warranty and d) services work.

ND = Nominated Dealer.

Note: All orders for HP Servers are to be made out to Hewlett Packard itself.

Dealer and Address	Dealer Type	Telephone	Fax/Email	P Card Accepted –
Hewlett-Packard Australia Pty Ltd 2 Mill Street, Level 12 PERTH WA 6000	All ND	08 9483 3333	(02) 8003 7918 au_directorders@hp.com	N/A
CDM Corporate Solutions 251-257 Scarborough Beach Road MT HAWTHORN WA 6016	a	9202 4421	9202 4478 hpsales@cdmaust.com.au	N/A
Synergy Plus Operations 578 Murray Street WEST PERTH WA 6005	a	9424 4444	9322 1092 sales.admin@computercorp.com.au	
Corporate Express 23 Miles Road KEWDALE WA 6105	a	9365 5200	9353 1228 itswa@ce.com.au	
Datacom System Pty Ltd 29 Oxford Close, WEST LEEDERVILLE WA 6007	all	9210 0806	9380 4226 Barbara.Dean@datacom.com.au	N/A
Fujitsu Australia L15, 191 St Georges Tce PERTH WA 6000	a	9212 5000	9212 5111	N/A
Stott & Hoare Business Computers 28 Hasler Road OSBORNE PARK WA 6017	a	9244 0000	9445 7604 jloader@stotthoare.com.au	N/A
Winthrop Australia L1, Guild Commercial Ctr CRAWLEY WA 6009	a	6488 2777	6488 1049	N/A

Dealer and Address	Dealer Type	Telephone	Fax/Email	P Card Accepted –
WJ Moncreif Pty Ltd 2 Oswald St VICTORIA PARK WA 6100	a	9473 3888	9473 3860	N/A

Hewlett Packard Regional Dealers

'ALL' in the "Dealer Type" column equals a) sales, b) delivery, c) warranty and d) services work.

Note: All orders for HP Servers are to be made out to Hewlett Packard itself.

Dealer and Address	Dealer Type	Telephone	Fax/Email	P Card Accepted
Corporate Express 71 Albert Road BUNBURY WA 6230	a	9781 4300	9791 2578 itswa@ce.com.au	N/A

IBM Australia



Vasanth Kuhluri (Vas), IBM Sales Specialist Modular Business WA

T: (08) 9261 8760

F: (08) 9261 8536

E: kuhaluri@au1.ibm.com

Website: www.ibm.com.au



Postal Address:

Level 11, 1060 Hay Street, West Perth WA 6005

IBM Metropolitan Dealers

'ALL' in the "Dealer Type" column equals a) sales, b) delivery, c) warranty and d) services work.

ND = Nominated Dealer.

Dealer and Address	Dealer Type	Telephone	Fax/Email	P Card Accepted
IBM Australia Level 1, 1060 Hay Street WEST PERTH WA 6005	All ND	9261 8760	9261 8536 kuhaluri@au1.ibm.com	N/A
Alphwest Services Pty Ltd L3, 1260 Hay Street WEST PERTH WA 6005	All	9429 6000	9429 6030 salesupport@alphwest.com.au	N/A
Synergy Plus Level 1, Puccini Court Stirling WA 6021	All	9424 4444	0412 169 373 Joe.Arcuri@synergy.com.au	
CorporateExpress Australia 23 Miles Road KEWDALE WA 6105	All	9365 5200	9353 1228 steven.mackenzie@ce.com.au	

Dealer and Address	Dealer Type	Telephone	Fax/Email	P Card Accepted
Datacom Systems WA Pty Ltd 29 Oxford Close WEST LEEDERVILLE WA 6007	ALL	9210 0806	9380 4226 paul.henry@datacom.com.au	N/A
Fujitsu Australia Limited L15, 191 St Georges Tce PERTH WA 6000	All	9212 5000	9212 5111	N/A
Moncrieff 2 Oswald Street VICTORIA PARK WA 6100	All	9470 3877	9470 2620 bill@moncrieff.com.au	N/A
Silverfern IT 3 Somerville Street PERTH WA 6000	A, b, d	9328 8788	9328 8168 liong@silverfern.com.au	N/A
Stott & Hoare Business Computers 28 Hasler Road OSBORNE PARK WA 6017	All	9244 0000	9445 7604 jloader@stotthoare.com.au	N/A

IBM Regional Dealers

'ALL' in the "Dealer Type" column equals a) sales, b) delivery, c) warranty and d) services work.

Dealer and Address	Dealer Type	Telephone	Fax/Email	P Card Accepted
Corporate Express 92 King Road BUNBURY WA 6230	All	9721 9322	9791 2578	N/A

Buying Rules

Government agencies located in the Perth region must purchase from the contract as outlined below. Other approved users may use these buying rules to guide their purchasing decisions. Agencies can purchase goods supplied on each panel as follows:

Purchases under \$100,000 Agencies can source a preferred brand of equipment (if available under the CUA) up to the value of \$100,000. In accordance with the Open and Effective Competition Policy, a sufficient number of quotes shall be requested from Dealers approved under the CUA to supply the preferred brand. The Exemption Form Proforma attached at [Appendix 4](#) may be used to support the internal decision.

Customers not wanting to source a preferred brand of equipment shall request quotations from all Contractors or their Nominated Dealer.

Purchase requirements under \$100,000 under this Contract can be met by completing the Specification Proforma.

The Specification Proforma is attached at [Appendix 3](#).

Compare prices offered for your agency's expected range and volume of product to be purchased.

Purchases over \$100,000 For purchases of \$100,000 and above, Customers must issue Requests for Quotation to all Contractors or their Nominated Dealer.

Purchase requirements over \$100,000 under this Contract can be met by completing the Specification Proforma, forwarding it to all of the Contractors or their Nominated Dealer for quotes, and comparing prices offered for your agency's expected range and volume of product to be purchased.

The Specification Proforma is attached at [Appendix 3](#).

Customers wanting to source a preferred brand of equipment above \$100,000 or not available under this CUA, must seek a waiver from the Contract Authority. Contact the Contract Manager for details of the information required in the application.

Value for Money

Contractors and their Dealers selected to support this Contract provide the best value for money to the Western Australian government. Individual agencies can gain maximum value when purchasing goods available on this contract by considering the following guidelines.

A table of the minimum discount offered by the Contractors on this Contract is available at [Appendix 1](#). This represents the minimum discount available off the Recommended Retail Price (RRP), and is indicative of the savings that agencies are likely to achieve using this CUA.

If any agency receives a quote from a Contractor or Dealer that they believe does not meet the guaranteed minimum discounts, they should contact the DTF Contract Manager to follow up on the matter.

Placing orders

Agencies should make formal contact, by phone, e-mail or fax, with the Contractors or their Dealers. Agencies should check with individual Contractors or Dealers which communication method is preferred for placing orders.

Delivery

Entry-level, Mid-range and High-end servers shall be delivered within 20 working days from receipt of formal purchase order.

Returns

The Contractor is obliged to pay all costs, including freight costs, incurred by the agency as a result of incorrectly supplied goods.

Warranty

Standard manufacturer warranties will apply, with a minimum of 12 months onsite required for equipment purchased under this CUA.

Three (3) year support and maintenance may be offered as an option, where not included in the standard warranty.

The following onsite warranty repair service provisions for all warranty period options shall apply:

- a) Response times:
 - i. 24 x 7, 15-minute response and onsite support within 4 hours;
 - ii. 8 x 5, 15-minute response and next business day onsite support; from the receipt of the fault call;
- b) The supplier must maintain procedures that will ensure that when a fault occurs, each server is restored to good order and operating condition.

Customers should not be expected to diagnose the cause of the fault, but will provide as much information as possible to assist the engineer with remote diagnosis.

No travel costs are to be charged for metropolitan based Customers.

For regional Customers, travel costs may be charged (for both directions) if the Customer site is beyond a 50km land radius from the Contractor's service department, or from the offices of its nominated Service Agent.

For locations greater than 50km land radius from the Contractor's nearest service agent, the service technician must be on site, when required, within 2 business days of the submission of the service request.

Exemption from using this CUA

The DTF is responsible for processing and approving all requests from public authorities seeking exemption from using a mandatory Common Use Arrangement (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 directed to either the Director Strategic Sourcing or 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.

Complaints Resolution

DTF 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 DTF's online complaints handling facility at http://www.dtf.wa.gov.au/cms/pro_content.asp?ID=682.

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







Under the section heading: “Please detail what the issue is, when it occurred and who was involved”

Provide information on the following:




- nature of the complaint;
- when the complaint was made;
- to whom the complaint was made;
- the issues involved;
- the contractor's response; and
- any other relevant details.

NEED MORE INFORMATION?

Appendices

-  [Appendix 1: Fixed Discount](#)
-  [Appendix 2: Server Notional Basket](#)
-  [Appendix 3: Specification Proforma](#)
-  [Appendix 4: Exemption form](#)
-  [Appendix 5: Frequently Asked Questions](#)
-  [Appendix 6: Accessing CUA information online](#)

Forms and Tools

-  [Buying Smarter brochure](#)
-  [Contractors Details](#)
-  [Exemption form](#)
-  [Quotation form](#)

Links to CUA information

-  [Government Contracts Directory ebook](#)

Still need more information?

-  [Contact the Contract Manager](#)

APPENDIX 1: FIXED DISCOUNTS

Tower Servers

Discounts offered for Tower Servers (exclusive of GST)

Contractor	Configuration	Minimum Discounts off RRP	Costs for 3 Years Support – On Site			
			8x5 Next Business Day		24x7	4 hour
			Price	Min Disc	Price	Min Disc
Dell	Entry-Level	52%	-\$195 (Rebate)	Inc *	Inc *	Inc *
	Mid-Range	56%	-\$175 (Rebate)			
	High-End	47%	Inc *			
Hewlett Packard	Entry-Level**	45%	Inc *	Inc *	\$722	30%
	Mid-Range				\$1,047	45%
	High-End				\$2,687	
IBM	Entry-Level	50%	\$167	30%	\$511	30%
	Mid-Range		Inc *	Inc *	\$1,337	
	High-End					
	Mid-Range					
	High-End					

* Included in the cost of the Server.

Dell include 24x7 support as standard. If an agency only requires 8x5 NBD support, they will receive a rebate.

IBM offer a reduced discount of 45% for External Storage Support. All other options attract the minimum discount.

**** Note: HP ML150/310 are not to be purchased under this CUA.**

Rack Servers

Discounts offered for Rack Servers (exclusive of GST)

Contractor	Configuration	Minimum Discounts off RRP	Costs for 3 Years Support – On Site			
			8x5 Next Business Day		24x7	4 hour
			Price	Min Disc	Price	Min Disc
Dell	Entry-Level	55%	-\$141 (Rebate)	Inc *	Inc *	Inc *
	Mid-Range	60%	-\$153 (Rebate)			
	High-End	56%	Inc *			
Hewlett Packard	Entry-Level	34%	Inc *	Inc *	\$502	30%
	Mid-Range	43%			\$1,047	45%
	High-End	50%			\$2,687	
IBM	Entry-Level	50%	\$237	30%	\$595	30%
	Mid-Range		Inc*		\$1,337	
	High-End					
	Mid-Range					
	High-End					

* Included in the cost of the Server.

Dell include 24x7 support as standard. If an agency only requires 8x5 NBD support, they will receive a rebate.

HP offer a reduced discount of 45% for Tape Support, External Storage Support and Remote Management Capability. All other options attract the minimum discount.

IBM offer a reduced discount of 40% for Tape Support and 45% for External Storage Support. All other options attract the minimum discount.

Blade Servers

Discounts offered for Blade Servers (exclusive of GST)

Contractor	Configuration	Minimum Discount off RRP	Costs for 3 Years Support – On Site			
			8x5 Next Business Day		24x7	4 hour
			Price	Min Disc	Price	Min Disc
CDM	Entry-Level	40%	Inc*	Inc*	\$5,000	40%
	Mid-Range					
	High-End					
	Chassis					
Dell	Entry-Level	47%	N/A	N/A	Inc*	Inc*
	Mid-Range					
	High-End					
	Chassis					
Hewlett Packard	Entry-Level	45%	Inc*	Inc*	\$379	45%
	Mid-Range					
	High-End					
	Chassis				\$1,873	
IBM	Entry-Level	55%	Inc*	Inc*	\$552	30%
	Mid-Range					
	High-End					
	Chassis	50%			\$1,337	

* Included in the cost of the Base Model Server.

IBM offer a reduced discount of 40% for Expansion Slots and External Storage Support. All other options attract the minimum discount.

APPENDIX 2: SERVER NOTIONAL BASKET

Notional Basket

The information in this table is provided for information only. Users may create their own specifications.

CATEGORY	Tower case			Rack intensive [Standard 19" rack]			Blade		
	Entry level	Mid-range	High end	Entry level	Mid-range	High end	Entry level	Mid-range	High end
Processor	Intel P4 or equivalent x86 compatible	Intel P4, Xeon or equivalent x86 compatible	Intel P4, Xeon or equivalent x86 compatible	Intel P4 or equivalent x86 compatible	Intel P4, Xeon or equivalent x86 compatible	Intel P4, Xeon or equivalent x86 compatible	Intel P4 or equivalent x86 compatible	Intel P4, Xeon or equivalent x86 compatible	Intel P4, Xeon or equivalent x86 compatible
Backplane/Chassis	N/A	N/A	N/A	N/A	N/A	N/A	Required	Required	Required
Number of processors supported	1	2	4	1	2	4	1	2	4
Clock rate [Minimum]	2.8 GHz	3.0 GHz	3.2 GHz	2.8 GHz	3.0 GHz	3.2 GHz	2.8 GHz	3.0 GHz	3.2 GHz
System bus	533 MHz	800 MHz	800 MHz	533 MHz	800 MHz	800 MHz	533 MHz	800 MHz	800 MHz
Memory	1GB	2GB	4GB	1GB	2GB	4GB	1GB	2GB	4GB
Memory type	DDR-2 ECC 400MHz or equivalent	DDR-2 ECC 400MHz or equivalent	DDR-2 ECC 400MHz or equivalent	DDR-2 ECC 400MHz or equivalent	DDR-2 ECC 400MHz or equivalent	DDR-2 ECC 400MHz or equivalent	DDR-2 ECC 400MHz or equivalent	DDR-2 ECC 400MHz or equivalent	DDR-2 ECC 400MHz or equivalent
Cache	N/A	512KB L2	1MB L2	N/A	512KB L2	1MB L2	N/A	512KB L2	1MB L2
NIC	Single GB Ethernet	Dual GB Ethernet	Dual GB Ethernet	Single GB Ethernet	Dual GB Ethernet	Dual GB Ethernet	Single GB Ethernet	Dual GB Ethernet	Dual GB Ethernet
Internal HDD	7.2K rpm Serial ATA	10.0K rpm Ultra 320 SCSI Hot Pluggable	10.0K rpm Ultra 320 SCSI Hot Pluggable	7.2K rpm Serial ATA	10.0K rpm Ultra 320 SCSI Hot Pluggable	10.0K rpm Ultra 320 SCSI Hot Pluggable	7.2K rpm Serial ATA	10.0K rpm Ultra 320 SCSI Hot Pluggable	10.0K rpm Ultra 320 SCSI Hot Pluggable
RAID Controller	N/A	1 Onboard	1 Onboard	N/A	1 Onboard	1 Onboard	N/A	1 Onboard	1 Onboard
Power Supply	Standard	Redundant Hot-swappable	Redundant Hot-swappable	Standard	Redundant Hot-swappable	Redundant Hot-swappable	Redundant	Redundant Hot-swappable	Redundant Hot-swappable
Cooling	Standard	Redundant Hot-swappable	Redundant Hot-swappable	Standard	Redundant Hot-swappable	Redundant Hot-swappable	Redundant	Redundant Hot-swappable	Redundant Hot-swappable
Certification	Certification is required for a range of operating systems eg. Windows 200x Server, Red Hat and SuSE Linux, Netware 6 and above, Unix variants (Solaris, AIX etc). All drivers to be provided as part of delivery.								
Compliance	Compliance with Microsoft's hardware compatibility list for Windows operating systems is mandatory.								

Server Notional Basket (Options)

The information in this table is provided for information only. Users may create their own specifications.

	Tower Case	Rack intensive [Standard 19" rack]	Blade
Expansion Slots	Onboard	Onboard	Onboard/Expansion Card
FDD	Onboard	Onboard	Onboard/Expansion Card
CD-ROM/ CD-RW	Onboard	Onboard	Onboard/Expansion Card
Tape Support	Onboard [DLT, SDLT, LTO, AIT, DAT]	Onboard/ Offboard [DLT, SDLT, LTO, AIT, DAT]	Onboard/Expansion Card [DLT, SDLT, LTO, AIT, DAT]
I/O Ports	Onboard [keyboard, video, mouse, USB]	Onboard/Switchable [keyboard, video, mouse, USB]	Via Chassis/Backplane [keyboard, video, mouse, USB]
Systems Management Software	Included	Included	Included
Hardware Failure Monitoring	Optional	HDD, Processors, Cooling, Memory	HDD, Processors, Cooling, Memory
External Storage Support	SAN, NAS [eg. HBA, iSCSI, etc.]	SAN, NAS [eg. HBA, iSCSI, etc.]	SAN, NAS [eg. HBA, iSCSI, etc.]
Pre-Installed Operating System	Include/Exclude	Include/Exclude	Include/Exclude
Remote Management Capability	Include	Include	Include
Mounting Kit/Rails	N/A	Include	N/A
Support and Maintenance	24 x 7 access to technical support. Flexible support arrangements, e.g. 24x7x4 hrs onsite, 8x5 next business day, onsite.	24 x 7 access to technical support. Flexible support arrangements, e.g. 24x7x4 hrs onsite, 8x5 next business day, onsite.	24 x 7 access to technical support. Flexible support arrangements, e.g. 24x7x4 hrs onsite, 8x5 next business day, onsite.
Warranty	3 years parts and onsite labour Option for extended warranty	3 years parts and onsite labour Option for extended warranty	3 years parts and onsite labour Option for extended warranty

APPENDIX 3: SPECIFICATION PROFORMA

This Request for Quotation is in accordance with the CUA 38204.

RFQ Number (if applicable)		Date	
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Agency Details:

Agency Name	
Agency Contact Person	
Agency Contract Number	
Required Date	

Demographic/Infrastructure Information:

Delivery Location			
Operating System			
Application			
Type	Web-based <input type="checkbox"/>	Client/Server <input type="checkbox"/>	Other[Specify] <input type="checkbox"/>
Users	Maximum <input type="checkbox"/>	Concurrent <input type="checkbox"/>	
External Storage	SAN <input type="checkbox"/>	NAS <input type="checkbox"/>	Other [Specify] <input type="checkbox"/>

Specification:

Form Factor Tower Rack Blade

Configuration Entry-Level Mid-Range High-End

Processors Type [Inc Chipset] _____ Number [Specify] _____

Memory Specify _____

NIC Single Dual Either

Internal HDD RPM [Specify] _____ Interface _____ Hot-swappable
Size _____ Number [Specify] _____

Power Supply Redundant Hot-swappable

Cooling Redundant Hot-swappable

OS Certification Specify _____

Keyboard Type [Specify] _____ Number [Specify] _____

Mouse Type [Specify] _____ Number [Specify] _____

Monitor Type [Specify] _____ Number [Specify] _____

CD Drive CD-ROM CD-RW Other [Specify] _____

Tape Required Specify _____

Operating System Name _____ Version _____ SP _____

SOE Installation Required Version [Specify] _____

Support Required 24x7x4 8x5 NBD Other [Specify] _____

Warranty Standard Extended Period [Specify] _____

Other _____

Quantity Required: _____

Note: The Supplier must include in its response to this RFQ - RRP, discount off RRP and resultant quoted price. If it does not – request the RRP and discount off RRP be provided immediately after closing. No revised pricing can be submitted.

APPENDIX 4: EXEMPTION FORM

Exemption – Pro-forma

Agency seeking preferred brand:

Contractor you wish to purchase from:

Reasons for seeking preferred brand:

1. Purchasing from the above panel member will reduce overall support costs such as technical support costs and maintenance costs.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2. Purchasing from the above panel member will reduce training costs since we are already using similar equipment.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3. Equipment from the above panel member is compatible with our standard operating environment (SOE).	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4. There is a high risk of compatibility issues, which could affect the agency's capacity to meet its core business deliverables if it does not use the above panel member.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5. Using another panel member will seriously impact on this agency's ability to mix and match components in an emergency situation.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6. The incremental cost of upgrading the equipment would be reduced if the agency continues to use the same brand.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Please note: To be eligible for consideration to seek a preferred brand, 'YES' to all criteria must be recorded. Agencies can include additional information if they wish to further support their case.

Name of authorised delegate: _____

Signature of authorised delegate: _____

Date: _____

Note: This form is for internal use by Customers when purchasing under \$100,000.

APPENDIX 5: FREQUENTLY ASKED QUESTIONS

What response times are required for support services?

Contracted standard response times are On Site Next Business Day for 8 x 5, and On Site 4 hour for 24 x 7. Refer to Appendix 1.

Are Sun's range of servers covered under the CUA?

This Server CUA 38204 covers x86 architecture only (which includes Intel/AMD). Sun's x64 range (AMD Opteron) of servers fall under the x86 architecture. Therefore agencies cannot purchase from this range without seeking an exemption from SSC.

The Sun Sparc range (running Solaris) is considered to be outside of the scope of the CUA (i.e. proprietary processor), so agencies may purchase these types of servers in accordance with SSC policies.

Can I purchase components under this CUA?

No . This CUA is for whole units only.

Does this CUA cover SAN Servers / Solutions?

No.

APPENDIX 6: ACCESSING CUA INFORMATION ONLINE

The options available to you to access CUA information including contracted prices, Contractor details and order forms will depend on the procurement system used in your Public Authority. Systems available to you could include Oracle or SAP.

If you experience any difficulties locating CUA information, please call the Service Centre on 9222 5468 or 1800 22 5468 for regional buyers. Alternatively, you may wish to email gem@dtf.wa.gov.au.

Public Authorities with No Dedicated Procurement System

If your Public Authority has no dedicated online procurement system, or uses a system other than through the Office of Shared Services, access the CUA information on the Office of Government Procurement (OGP) website at www.ogp.wa.gov.au. Click on the Buyers Guide link for a list of all Buyers Guides and select the relevant CUA.

Public Authorities within Office of Shared Services

If your Public Authority uses the Office of Shared Services Oracle system, you can view CUA information using Oracle iProcurement. Click on the Whole of Government store, browse the contracts and click on the relevant CUA title and the Buyers Guide.

APPENDIX 7: AMENDMENT LOG (OFFICE USE ONLY)

This amendment log was commenced from 21 December 2009. Changes were not logged prior to this date.

21/12/2009	Updated Contract Manager from Raymen Znaor to Connie Honczarenko
01/02/2010	Updated details to reflect name change from Computer Corp to Synergy Plus
16/02/2010	Updated Contract Manager from Connie Honczarenko to Raymen Znaor