



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

Contract Number: CUASta2014

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Document number: 01785171

Office Stationery and Consumables

1 June 2015 to 31 May 2020

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- [What's on Offer?](#)
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ABOUT THE CONTRACT

Contract Number	CUA2014
Contract Term	1 June 2015 to 31 May 2020
Status	<p>Mandatory in the Perth metropolitan area excluding the Office Kitchen Provisions category.</p> <p>In accordance with State Supply Commission policy, agencies can buy outside of this CUA and directly source from an Australian Disability Enterprise (ADE) or Aboriginal Business in full.</p> <p>For more information and to connect with an ADE or Aboriginal Business, please see the following links.</p> <p><u>Australian Disability Enterprise</u></p> <p><u>Aboriginal Business</u></p>
Categories	<p>Office Stationery & Office Kitchen Provisions</p> <p>Copy Paper</p> <p>Envelopes</p>
Key Features and Benefits	<p>The CUA is applicable state wide and is:</p> <ul style="list-style-type: none"> • <u>Mandatory</u> for Public Authorities located in the Perth metropolitan area for Category A (subcategory Office Stationery), Category B (Copy Paper) and Category C (Envelopes). • <u>Optional</u> for Public Authorities located in the Perth metropolitan area for Category A (subcategory Office Kitchen Provisions). • <u>Not mandatory</u> for Public Authorities located in Western Australia regional areas where they may purchase outside the CUA, in accordance with the provisions of the 'Buy Local' policy. • <u>Optional</u> for other <u>CUA Approved Users</u>. <p>Quotes are not required.</p> <p>'Pick and buy' from your supplier of choice based on a published price list.</p> <p>Free in store delivery for all purchases in the Perth metropolitan area and a number of free delivery options are available for WA regional areas.</p> <p>Contracted suppliers offer discounts off their wholesale/retail price on office stationery related items not in the price schedule.</p> <p>In the case of a Panel arrangement, Customers reserve the right to choose any supplier, and can change suppliers at any time during the term of the arrangement. The tendered rates will be provided in the Buyers Guide to enable Customers to make an informed decision.</p> <p>Customers have the option of using the <u>Service Level Agreement</u> (SLA) form to negotiate their specific agency requirements with the suppliers.</p>

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@finance.wa.gov.au

Government Procurement

Department of Finance

Optima Centre

16 Parkland Road

OSBORNE PARK WA 6017

Postal Address:

Government Procurement

Department of Finance

Locked Bag 11, Cloisters Square

PERTH WA 6850

Supporting Documents

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

- Online Price Schedules for [Office Stationery](#), [Office Kitchen Provisions](#), [Copy Paper](#) and [Envelopes](#)
- Supplier Service Level Agreement templates for [Australian Paper](#), [Complete Office Supplies](#), [Lyreco](#), and [Winc Australia Pty Limited \(formerly Staples\)](#)
- Additional Envelope Documentation
 - [Envelope Guide for Australian Paper](#)
- Order Forms for [Australian Paper](#)

HOW DO I USE THIS CONTRACT?

Step 1

What's on offer?

Choose products that best meet your needs.

Step 2

Who are the Suppliers?

A list of the contracted Suppliers.

Step 3

How much will it cost?

Compare prices and brands before deciding on which Supplier to buy from.

Online Price Schedules for Office Stationery, Office Kitchen Provisions, Copy Paper and Envelopes are hosted on Contracts WA.

Step 4

Buy it!

Buy directly from Suppliers through their online catalogues or contact the Suppliers directly.

Choose to establish a Service Level Agreement (SLA) with a Supplier of choice.

WHAT'S ON OFFER?

Defined items – items in scope of the CUA and that are listed in the Price Schedule.

Office Stationery

A wide range of office stationery can be found in the Price Schedule and includes:

- adhesives, tapes and dispensers
- binding machines and supplies
- book ends and magazine holders
- books and pads
- calculators
- cash boxes and key accessories
- conference and presentation
- cutters and trimmers
- desk and office accessories
- diaries and planners
- electrical supplies
- media and computer accessories
- filing and storage
- labelling and labelling tapes
- laminating machines and supplies
- mailing, packaging and stamp supplies
- paper rolls and refills
- shredders
- stamps
- staplers and fasteners
- technology – disks
- torches and batteries
- writing instruments



Office Kitchen Provisions

A range of office kitchen consumables for **non-bulk purchases** can be found in the Price Schedule and includes:

- cleaning wipes
- confectionery and biscuits
- dishwashing liquid and cleaners
- kitchen utensils and containers
- paper towels, facial tissues, napkins
- tea, coffee, sugar and beverages
- waste bins and bin liners



Copy Paper

A range of 80gsm A4, A3 and A5 copy paper in white, recycled, carbon neutral, Australian Made, pastel colours and bright colours can be found in the Price Schedule.

See [Appendix 3](#) for information on paper sustainability and tips on reducing paper wastage.



Envelopes

A range of unprinted, overprinted and interoffice envelopes in a variety of sizes and seals including:

- white, gold and craft minimum 80gsm paper
- banker, wallet and pocket envelopes
- plain-faced and window-faced options
- secretive and non-secretive options
- A draw down facility for management of envelopes stock.

See appendices 4, 5 & 6 for further information relating to Envelopes.



Non Defined items – items in scope of the CUA but that are not listed in the Price Schedule.

In addition to items available in the Price Schedule, Customers can source items from CUA Suppliers that are within the scope of the CUA but are not in the defined list of items available in the Price Schedule.

Suppliers have agreed to provide a discount off the wholesale/retail price as listed in the table below:

Supplier	Office Stationery & Office Kitchen Provisions	Copy Paper	Envelopes
<u>Australian Paper</u>	N/A	N/A	Up to 25%
<u>Complete Office Supplies</u>	Up to 45%	Up to 35%	N/A
<u>Lyreco</u>	37%	19%	N/A
<u>Winc Australia Pty Limited (formerly Staples)</u>	Average 25%	Average 25%	N/A

Exclusions from the CUA scope

The following products are considered “out of scope” of the CUA due to their inclusion on other whole of government arrangements or agency specific contracts:

- school stationery* (e.g. classroom and teaching materials)
- printed stationery (e.g. business cards, letterheads and short run copying services)
- office furniture requirements
- computer hardware (eg. PCs and Notebooks)
- software requirements
- telecommunications equipment
- photocopiers, printers & multifunction devices
- toners & ink cartridges
- digital and audiovisual equipment
- bulk groceries
- bulk cleaning, kitchen & bathroom products.

** Schools will still access the CUA for their office administrative requirements and for copy paper and envelopes.*

There is no CUA for Printed Stationery such as business cards, letterheads and short run document copying services. Printed Stationery is not included within the scope of the Office Stationery CUA.

Other Useful Contracts

The following products are not within the scope of CUA2014 as they are available through other CUAs. If you wish to purchase these products, please follow the links below:

- **CUAFRN2017 - Office and Classroom Furniture**
 - office furniture requirements
 - whiteboards
 - classroom furniture requirements
 - furniture for Fit-Out projects
- **CUAPCS2013 Printing and Copying Machines and Solutions**
 - managed print services
 - multifunction devices, printers & faxes
 - toner and ink cartridges
- **CUAREC2015 – Storage, Retrieval, Destruction and Digitisation of Paper and Electronic Records**
 - storage, lodgement, retrieval, collection, delivery, digitisation and destruction of paper and electronic records
- **CUA GRO2014 – Bulk Groceries**
 - bulk groceries
- **CUACKB2015 – Cleaning, Kitchen and Bathroom Products**
 - bulk cleaning, kitchen & bathroom products.
- **CUA CMD2014 – Computing and Mobile Devices**
 - computer hardware (eg. PCs and Notebooks)
 - telecommunications equipment
- **CUA150910 – Microsoft Licenses – Whole of Government**
 - Government Open Licenses Program (GOLP)
 - Microsoft Open Value for Government Program (OVG)
 - Microsoft Enterprise Agreement Program
 - Microsoft Whole of Government Enterprise Agreement Program
- **CUA150910D – Microsoft Licenses - Education & Training Sector**
 - Microsoft Enrolment for Education Solutions (EES) - Department of Education
 - Microsoft Enrolment for Education Solutions (EES) - Department of Training and Workforce Development (including State Training Providers)
 - Select Plus for Academic
 - Open License for Academic

WHO ARE THE SUPPLIERS?

The matrix below lists all Suppliers on the CUA and the goods/services they have been contracted to provide. All Suppliers will accept the WA Government's Purchasing Card as a quick and efficient payment tool.

Please refer to the previous section "[What's on Offer?](#)" for categories.

Supplier	Office Stationery & Office Kitchen Provisions	Copy Paper	Envelopes
Australian Paper			✓
Complete Office Supplies	✓	✓	
Lyreco	✓	✓	
Winc Australia Pty Limited (formerly Staples)	✓	✓	

Australian Paper



CUASTA2014:

- **Envelopes**

ACN: 061 583 533



Milton James

T:(08) 9279 6860 F:(08) 9379 3392

E:milton.james@australianpaper.com.au

Brendon Kelly

T: (08) 9279 6860

E:brendon.kelly@australianpaper.com.au

Adam Crooke

M:0449 802 888

Website:

www.australianpaper.com.au

Postal Address:

7b Hanwell Way
BassendeanWA 6054

Orders Via:

Online: <https://shop.australianpaper.com.au>

Email: orderswa@australianpaper.com.au

Phone: 9279 6860

Fax: 9379 3392

Hours of operation:

7:30am to 4:30pm Monday to Friday

- ✓ Australian made
- ✓ Online registration
- ✓ Online registration & Training available on request
- ✓ Metropolitan orders delivered Free Into Store
- ✓ Regional clients Free on Board via designated carriers
- ✓ Management and cost centre reporting available
- ✓ Perth based customer support team
- ✓ Training available on request
- ✓ Consolidated invoicing on request.
- ✓ Free Artwork generation from PDF Files.
- ✓ Overprinting services for envelopes
- ✓ Artwork assistance: artworkwa@australianpaper.com.au
- ✓ Draw-down storage facility available for bulk envelope purchases.

Complete Office Supplies (COS)



Maryann Gannon

T: (08) 6188 3800 **M:** 0412 760 320

E: maryanng@cos.net.au

Paul Kaye

T: (08) 6188 3800 **M:** 0403 904 366

E: paulk@cos.net.au

CUASTA2014:

- **Office Stationery**
- **Office Kitchen Provisions**
- **Copy Paper**

Website:

www.cos.net.au

Postal Address:

PO Box 1509

Canning Vale BC WA 6970

Orders Via:

Online: www.cos.net.au

Email: perthcustomerservice@cos.net.au

Phone: 9444 8039

Fax: 6253 8315

Hours of operation:

7:30am to 5:00pm Monday to Friday



Local Customer Service Department based in Perth 6:30am to 5:00pm AWST

- ✓ Local Account Management and Support
- ✓ Free Desktop delivery within the Perth Metro Area.
- ✓ Next day delivery within Perth metro area for orders placed before 5pm
- ✓ COS employed Drivers within Perth Metro Area.
- ✓ Free Delivery outside the Perth Metro Area, subject to minimum order requirements.
- ✓ Range of products from indigenous suppliers available
- ✓ Consolidated invoicing on request.
- ✓ Quarterly Business Reviews
- ✓ COSnet training available on request.
- ✓ Detailed customised reporting
- ✓ System integration specialists

Lyreco



CUASTA2014:

- Office Stationery
- Office Kitchen Provisions
- Copy Paper

ACN: 088 164 872



Chris Isaia

M:0438 122 493

F:1300 36 36 18

E:chris.isaia@lyreco.com

Website:

www.lyreco.com.au

Postal Address:

Unit 12, 2-8 South Street

Rydalmere NSW 2116

Orders Via:

Online: www.lyreco.com.au

Email: au.orders@lyreco.com

Phone: 1300 36 36 08

Lyreco App: Available at the App Store

Fax : 1300 36 36 18

Hours of operation:

8.00am to 5.00pm Monday to Friday

- ✓ All products ordered through Lyreco will be 100% Carbon Neutral –
- ✓ Advanced Corporate Social Responsibility funded by Lyreco
- ✓ After hours support is available from: Chris Isaia, M: 0403 122 493
- ✓ Lyreco Welcome Packs for all new users
- ✓ Achieve further savings by buying Lyreco High Quality Branded Products
- ✓ Fully stocked catalogue delivered next day in full to your location
- ✓ Online Webshop ordering with training on request
- ✓ Lyreco “Smartphone” App available at the iTunes or Play Store
- ✓ Dedicated drivers for delivery to multiple points in one agency
- ✓ Enhanced Management Reporting
- ✓ Online Reporting through Lyreco WebShop
- ✓ Electronic Ordering, Billing and Payment available including EDI
- ✓ Free deliveries with the exception of urgent/same day orders
- ✓ Consolidated Invoicing is available on request

Winc Australia Pty Limited (formerly Staples)



Karin Douglas – Sales Manager

T: (08) 9365 5124

E: karin.douglas@winc.com.au

Website:

www.netxpress.biz

CUASTA2014:

- **Office Stationery**
- **Office Kitchen Provisions**
- **Copy Paper**
-

Postal Address:

23 Miles Road

KewdaleWA 6105

Orders Via:

Online: <https://netxpress.biz>

Email: customerservice@winc.com.au

ACN: 000 728 398

Phone: 13 26 44

Hours of operation:

8.00am to 5.00pm Monday to Friday



- ✓ Customer service is available from 6:30am-5:00pm AWST Monday to Friday
- ✓ Local Account Management and Sales Support team
- ✓ Free delivery to Perth metro locations including nominated freight carriers for Regional deliveries
- ✓ Next day delivery within Perth metro area for orders placed before 3pm
- ✓ Free Delivery to Bunbury and Geraldton. These Regional sites will be next day delivery
- ✓ Free delivery to Regional Western Australia with a minimum order value of \$75ex GST
- ✓ Consolidated invoicing on request
- ✓ Detailed customised reporting
- ✓ Range of sustainable products available
- ✓ Corporate Social Responsibility/ Reconciliation Action Plan
- ✓ Management Reporting
- ✓ Quarterly Business Reviews
- ✓ Electronic Billing
- ✓ Online training available

BUYING RULES

Buying Direct

Buyers can pick and buy the specified products from the Suppliers without calling quotes or tenders. Price Schedules are available through Contracts WA at <https://www.contracts.wa.finance.wa.gov.au/>

Buyers should view the **Price Schedule** to obtain prices for the items they require. Where more than one Supplier is appointed to a category or sub category, buyers can evaluate which Supplier represents best value for money for their needs, then contact the Supplier to make their purchase.

Orders should be placed directly with Suppliers or through an agency's procurement system, if applicable. Buyers should **check each individual supplier's details** as to which communication method is preferred for placing orders.

If you are using a Supplier for the first time, it is likely you will be required to establish a new account. Please advise the Supplier that you are a Western Australian CUA contract user.

Purchasing from registered Aboriginal businesses or Australian Disability Enterprises

Did you know that Public Authorities can now buy directly from a registered **Aboriginal business** or **Australian Disability Enterprise (ADE)**, without undertaking a competitive process, even where a mandatory Common Use Arrangement exists?

An **exemption template** and **guides** are available from the Finance website to progress this option.

Please note where the total estimated contract value exceeds \$250,000, Department of Finance involvement in the purchasing process is required, as per the **Open and Effective Competition policy**.

For more information please contact spi@finance.wa.gov.au or visit the **Social Procurement Initiative webpage**.

Pricing

Office Stationery and Office Kitchen Provisions pricing may be varied on an annual basis by Perth All Groups Consumer Price Index (CPI)

Pricing for Copy Paper and Envelopes may fluctuate according to market conditions. Every six months, Copy Paper and Envelope suppliers have the opportunity to vary their prices to enhance their competitive edge within the CUA.

Any updates to pricing will be communicated through a Circular and will be reflected in the Price Schedule and on the Supplier's website.

It may be possible to negotiate prices with individual suppliers should you find a product that is cheaper elsewhere. Suppliers will examine your request on a case by case basis.



Savings Tip:

- Set printer defaults to double-sided printing. This option can reduce your paper usage by approximately 30%.
- Consolidate overprinting orders as it costs more to overprint smaller quantities of envelopes.
- Agencies are encouraged to purchase from the nominated 'Best Value' range of office stationery.

Other Policy Requirements

Buyers should be aware of the following requirements under State Supply Commission policies and Treasurer's Instruction 820, and whether or not they are applicable to purchases from this CUA:

Requirement	Applicable to purchases made under this CUA?
Buyers must publish details of their purchase, or any variation to any purchase under this CUA, on TendersWA.	No, not required for purchases made under this CUA.
Buyers must record the purchase on the agency's contract register, as instructed within the buying agency's financial management manual.	No, not required for purchases made under this CUA.
Buyers must submit a procurement plan, an evaluation report, a contract management plan or any variation to the State Tender Review Committee.	No, not required for purchases made under this CUA.
Buyers must involve the Department of Finance	No, buyers do not need to involve the Department of Finance when purchasing from this CUA.
Buyers must obtain approval from an authorised officer of the Department of Finance to purchase through an alternative arrangement to this mandatory CUA.	Yes, at all values, if the delivery location is in the Perth metropolitan region. Please note that public authorities are not required to request advice or approval from the Department of Finance, regardless of value, when seeking an exemption from the minimum requirements of the Open and Effective Competition Policy and the use of mandatory Common Use Arrangements for a purchase from an ADE or an Aboriginal Business.

Payment by Purchasing Card

The Government Purchasing Card offers a quick and convenient method of payment allowing many goods and services to be efficiently purchased.

Always remember to inform the supplier that you will be paying by Government Purchasing Card, at the time of ordering the product or service, and ensure they clearly understand that they must send the tax invoice directly to you, the cardholder.

Establishing Service Level Agreements

Entering a [Service Level Agreement](#) (SLA) with a CUA supplier can allow you to negotiate additional services through the contract or may assist with attracting a greater discount on CUA products. For example, some suppliers may be willing to offer a further discount to the CUA price should you enter an agreement to purchase from that supplier as a sole supplier.

When intending to enter a SLA, it is recommended to seek a response from all suppliers on the relevant panel in order to make an informed decision.

All SLAs should be established within the boundaries of the CUA. This means that the SLA will fall under the CUA terms and conditions and within the timeframe of the CUA. Do not agree or sign any alternative terms and conditions and do not agree to enter into a contract with the supplier beyond the term of the contract.

Each Supplier has a customised SLA template available on [Contracts WA](#). The [Contract Manager](#) is available to provide advice on how to complete the form.

Vendor Refill Services

A solution to your office stationery restocking requirements is available through the CUA. All three Office Stationery Suppliers can provide a vendor refill service if required. Should you wish to go down this path, you will need to negotiate your requirements directly with the CUA Suppliers. Please note that this service may be subject to meeting ongoing volume and quantity of orders as well as other administrative set up costs.

The following CUA Suppliers provide vendor refill services:

Supplier	Frequency	Costs	Minimum Usage
Complete Office Supplies	Fortnightly stocktake Restock within 2 days	Upfront cost per cupboard: \$600 Restocking charge: \$10 per order, per cupboard	\$1000 spend per month
Lyreco	Weekly, Fortnightly or Monthly stocktake negotiable	No costs Cabinets can be supplied at no charge	N/A
Winc Australia Pty Limited (formerly Staples)	2 or 4 weekly stocktake Restock within 2 days	Varies by customer, contact Winc Australia Pty Limited (formerly Staples)	Based on volume

Exemption from using this CUA

Government Procurement 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 directed to the Director, Strategic Sourcing through an email to the [Contract Manager](#) 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](#).

Delivery Charges and Product Lead Times

Supplier	Charges and Fees	Metro Lead Time	Regional Lead Time	Cut off times for placing orders
<u>Australian Paper</u>	Free Into Store to Perth metro and free delivery to regional WA.	Plain envelopes: 2 days. Printed Envelopes: 5 to 7 days. Urgent deliveries may be accommodated. Contact the supplier to discuss.	Plain Envelopes: 2 days. Free On Board to carrier of choice. Printed Envelopes: 5-7 days. Free On Board.	Same day delivery for plain envelopes is generally not available. Contact supplier for further information on urgent orders. Next day delivery for plain envelopes Perth metro: 10:00am.
<u>Complete Office Supplies</u>	Free Into Store to both Perth metro and regional WA. A small order fee of \$7.50 may apply to regional deliveries with orders valued below \$50.	Next day delivery.	Next day delivery.	For urgent orders requiring same day delivery Perth metro: 2:00pm. For next day delivery Perth metro: 5:00pm. Regional WA orders: 2:00pm.
<u>Lyreco</u>	Free Into Store and Free to Desktop Delivery in the Perth metro area. Free Into Store to regional WA. Nominal courier fees apply to urgent same day delivery orders to Perth metro and regional WA.	Next day delivery.	Next day delivery.	Same day delivery Perth metro: 3:00pm. Next day delivery Perth metro: 5:00pm via Lyreco Customer Service or 5:30pm via Lyreco's Webshop. Regional WA orders: 4:00pm.

Supplier	Charges and Fees	Metro Lead Time	Regional Lead Time	Cut off times for placing orders
<u>Winc Australia Pty Limited (formerly Staples)</u>	Free Into Store to both Perth metro and regional WA.	Next business day	2 working days	<p>Same day delivery Perth metro: By arrangement</p> <p>Next day delivery Perth metro: 3:00pm</p> <p>Regional WA orders: 3:00pm</p> <p>Winc Australia Pty Limited (formerly Staples) can provide next day delivery to any nominated freight carrier within the Perth metropolitan area for orders placed prior to 3:00pm. There will then be a 2-5 days delivery turnaround for Regional WA areas.</p>

Returns

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

Buyers wishing to return products incorrectly ordered, incorrectly supplied or due to change of mind must ensure the product is in its original packaging, unopened and in a resalable condition. Agency specific products such as overprinted envelopes cannot be returned. Other exemptions may also apply. Please contact the Supplier directly for further information.

Supplier	Damaged or Incorrectly Supplied Products	Buyer Change of Mind or Incorrectly Ordered Products	Return Process or Queries
<u>Australian Paper</u>	Supplier will pay all costs including freight for returns. Replaced at no charge.	Please contact the Supplier directly for further information	Client to advise problem via phone 08 9279 6860 or email orderswa@australianpaper.com.au A credit authorisation number is raised should the goods need to be returned or replaced.
<u>Complete Office Supplies</u>	Supplier will pay all costs including freight for returns Replaced at no charge.	Accepts the return of goods and provide full credit if advised within 14 days of delivery, goods are unused and in original packaging. Specially sourced products are non-refundable.	Returns can be completed online www.cos.net.au or with customer service by phone 08 9444 8039. CUA customers are provided with the option of product exchange or full credit. Specially sourced products are non-refundable.

Supplier	Damaged or Incorrectly Supplied Products	Buyer Change of Mind or Incorrectly Ordered Products	Return Process or Queries
<u>Lyreco</u>	Supplier will pay all costs including freight for returns. Replaced at no charge.	Advise of return within 30 days. Items must be in original state with undamaged packaging. Lyreco will pick up the goods within 48 hours at no charge. Specially sourced products are non-refundable.	Call the Lyreco customer service department on 1300 36 36 08. Specially sourced products are non-refundable.
<u>Winc Australia Pty Limited (formerly Staples)</u>	Supplier will pay all costs including freight for returns. Replaced at no charge.	Customers can return and obtain a credit for goods in their original packaging, unopened and in saleable condition within 30 days of delivery. Returns are made at the customer's expense.	Call the Winc Australia Pty Limited (formerly Staples) customer service team on 13 26 44 to obtain a return authorisation or online at www.netxpress.biz

Tracking of Order

Customers can track their orders from time of order to delivery through online tracking systems. Check the supplier's website for tracking details.

Back Orders / Product Substitution

Suppliers should not substitute brands ordered by agencies unless express permission is obtained from the agency to supply a substitute product.

Where a back order is required, then the Supplier must:

- give prior notice to the agency, with an anticipated delivery date;
- provide a substitute product of equal or superior quality;
- supply the substitute product at no higher cost than the originally ordered brand;
- deliver the substitute product free of charge to the agency located in the metropolitan area; and
- provide a sample of the substitute product to the agency, if requested.

Access Requirements

Where applicable, Customers will provide the supplier with the necessary information needed on access requirements to the Customer's premises, including any security passes etc which the supplier may require to perform the service.

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 Supplier(s) performance. If you are dissatisfied with the goods and/or service provided by the Supplier or have any specific concerns, these should be discussed in the first instance directly with the Supplier.

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: Frequently Asked Questions](#)
- ⇒ [Appendix 2: Defined Perth Metropolitan and Regional Areas](#)
- ⇒ [Appendix 3: Accessing CUA Information Online](#)
- ⇒ [Appendix 4: Copy Paper - Sustainable Procurement](#)
- ⇒ [Appendix 5: Envelopes - Postage Paid](#)
- ⇒ [Appendix 6: Envelopes - Draw Down Facility](#)

Forms and Tools

- ⇒ [Price Schedule](#)
- ⇒ [Service Level Agreement](#)
- ⇒ [Australian Paper Envelope Order Form](#)
- ⇒ [Australian Paper Envelope Guide](#)

Links to CUA information

- ⇒ [Government Contracts Directory](#)
- ⇒ [Government Contract Directory: Education Edition](#)

Still need more information?

- ⇒ [Contact the Contract Manager](#)

APPENDIX 1: FREQUENTLY ASKED QUESTIONS

I work in a School. Do I need to use the CUA?

Schools are required to use the CUA to purchase Copy Paper and Envelopes.

Schools are required to use the mandatory Office Stationery and Consumables CUA if the stationery purchased is for administration (office) use from within the Perth metropolitan area.

Schools are not required to use this CUA if the stationery is for use in the classroom. For stationery requirements for use in the classroom, schools have the ability to utilise the Department of Education's non-mandatory [ETT1602/2009 – Curriculum Materials](#) contract or they may elect to shop around using the current procurement thresholds to achieve the best value for money.

Can I use recycled rather than standard A4 paper?

Yes. Recycled paper is available in A4 and A3 size. However, the State Records Office of Western Australia (SRO) recommends that recycled paper not be used for the creation of any government record which will be State archived or for records which need to be retained for the long term.

If I purchase a rare/unique stationery item (e.g. Gold plated fountain pen) do I have to buy this from the stationery Supplier?

No. If you require a rare/unique item of stationery not listed in the price schedule for this CUA, you are free to obtain sufficient quotes from other suppliers not on the CUA. Please be aware that this does not apply to standard stationery items. If there is a suitable alternative to the product you require that is available on the CUA, you must purchase this alternative product. If you repeatedly purchase stationery that is unique to your agency please notify the Contract Manager of the item, as it may be considered for inclusion on the contracted product range.

Can I use copy paper in all photocopiers, fax and other printing machines?

No. Not all copy paper is suitable for the range of office machines available in an agency, particularly coloured paper. A copy paper fact sheet can be requested through the [Contract Manager](#).

Do I have to buy from this contract if I am purchasing from a regional location?

No. This CUA is only mandatory for Public Authorities in the Perth metropolitan area. If you are outside this region, you can apply regional purchasing discretion in accordance with the Government's Buy Local Policy. Details of this policy can be found on the [SSC Other Government Policies page](#).

Do I need to get quotes?

No. This CUA offers fixed prices for all products and services. Simply contact the noted contracted suppliers for the products/services you wish to order.

What happens if I need to purchase products/services that are not available on the Price Schedule but still fall within scope of the CUA?

You can purchase all standard products from this contract. As such it should not be necessary to purchase any additional items. In this instance suppliers may provide a discount for non-defined items. See the [non defined](#) discount table for rates.

What happens if I need to purchase products/service that are not in scope of the CUA?

If the product/service is not available on the CUA then buyers must purchase in accordance with relevant State Supply Commission Policy. Details of these policies can be found on the [State Supply Commission Procurement Policies webpage](#).

What do I do if I am unhappy with the service of a Supplier?

Contact the Supplier and request a meeting to resolve the matter. Clearly outline the issue, ask the Supplier to explain and together resolve the matter.

If the problem or issue is not resolved to your satisfaction, please log your complaints via the Department of Finance's [online Feedback Management System](#). The Contract Manager will then be notified and if need be, the Department of Finance will follow-up the matter with the Supplier.

How does the Department of Finance manage the contract?

The Supplier at the end of every quarter reports to the Department of Finance on a range of fields to enable the Department of Finance to monitor the performance of the Supplier against the Key Performance Indicators and compliance with the terms and conditions of the contract.

Can I receive updates about this contract, including any price changes?

Yes. Email your contact details to the [Contract Manager](#) to receive updates.

Am I required to use the Contractor's terms and conditions?

No. The Contractor has agreed to the Department of Finance's Request Conditions and General Conditions of Contract (August 2012). Do not agree or sign any alternative terms and conditions. There are minor agreed amendments to Winc Australia Pty Limited (formerly Staples) terms and conditions. Please contact the Contract Manager should you require further information.

How are Intellectual Property Rights managed under this CUA?

For this CUA, the Intellectual Property Rights in the New Material will be owned by the State unless you agree otherwise in your Order/Customer Contract. For further information, please contact the [Contract Manager](#).

APPENDIX 2: DEFINED PERTH METROPOLITAN AND REGIONAL AREAS

PERTH METROPOLITAN SUBURBS DEFINED

For the purpose of this CUASta2014, the following suburbs have been defined as forming part of the Perth metropolitan area. Please note that this is different to the Perth Metropolitan Area defined in the [Buy Local Policy](#) (*Map C Zone One (Perth Region)*). The suburbs highlighted in red make up the boundary between the Perth metropolitan area and Regional WA, refer to the map.

Perth metropolitan area - suburbs		
Airport - domestic	Graylands	North Beach
Airport - international	Greenfields	North Coogee
Alexander Heights	Greenmount	North Fremantle
Alfred cove	Greenwood	Northlake
Alkimos	Guildford	North Perth
Anketell	Gwelup	North Yunderup
Applecross	Hacketts Gully	Northbridge
Araluen	Halls head	Nowergup
Ardross	Hamilton hill	Oakford
Armadale	Hammersley	Ocean reef
Ascot	Hammond Park	O'Connor
Ashby	Harrisdale	Oldbury
Ashendon	Haynes	Orange Grove
Ashfield	Hazelmere	Orelia
Attadale	Heathridge	Osborne Park
Atwell	Helena Valley	Padbury
Aubin Grove	Henderson	Palmyra
Aveley	Henley brook	Parkerville
Avon Valley National Park	Herdsmen	Parklands
Balcatta	Herne hill	Parkwood
Baldivis	High Wycombe	Parmelia
Balga	Highgate	Paull's valley
Ballajura	Hilbert	Pearsall
Balup	Hillarys	Peppermint Grove
Banjup	Hillman	Peron

Banksia Grove	Hilton	Perth
Barragup	Hocking	Piara Waters
Baskerville	Hope Valley	Pickering Brook
Bassendean	Hopeland	Piesse brook
Bateman	Hovea	Pinjarra
Bayswater	Huntingdale	Port Kennedy
Beaconsfield	Illawarra	Postans
Beckenham	Iluka	Queens Park
Bedford	Inglewood	Quinns Rock
Bedforddale	Innaloo	Red Hill
Beechboro	Jandabup	Redcliffe
Beechina	Jandakot	Reservoir
Beeliar	Jane brook	Ridgewood
Beldon	Jarrahdale	Riverton
Belhus	Jervoise Bay	Rivervale
Bellevue	Jindalee	Rockingham
Belmont	Jolimont	Roleystone
Bentley	Joondalup	Rossmoyne
Bertram	Joondanna	Safetybay
Bibralake	Kalamunda	Salter point
Bickley	Kallaroo	Samson
Bicton	Karawara	San remo
Booragoon	Kardinya	Sawyers Valley
Boya	Karnup	Scarborough
Brentwood	Karragullen	Secret Harbour
Brigadoon	Karrakatta	Serpentine
Brookdale	Karrakup	Seville Grove
Bullcreek	Karrinyup	Shelley
Bullsbrook	Kelmscott	Shenton Park
Burns	Kensington	Shoalwater
Burswood	Kenwick	Silver sands
Butler	Keralup	Sinagra
Byford	Kewdale	Singleton
Calista	Keysbrook	Sorrento
Camillo	Kiara	South Coogee
Canning mills	Kingsley	South Fremantle
Cannington	Kinross	South Guildford
Canning Vale	Koondoola	Southlake

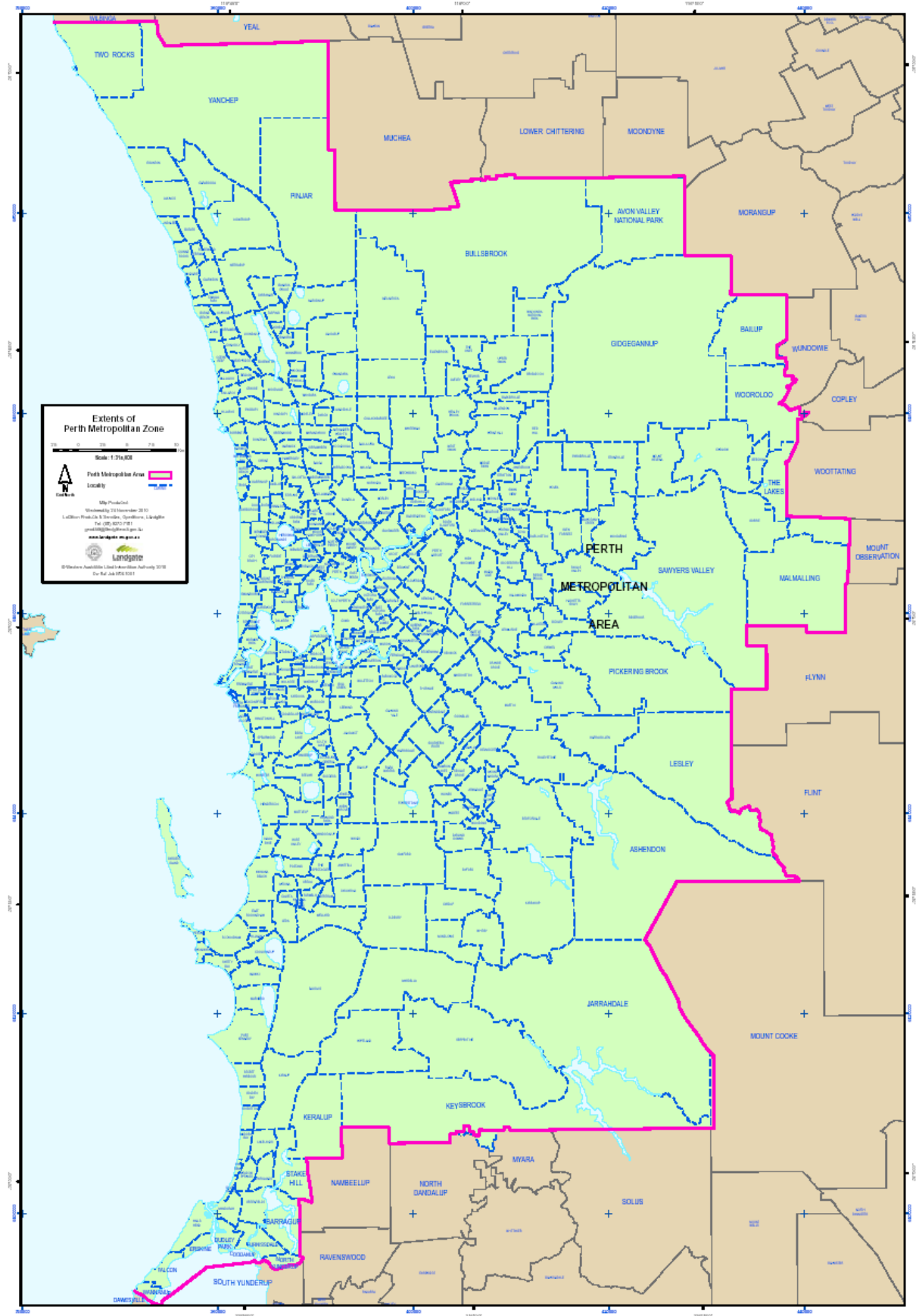
Carabooda	Koongamia	South Perth
Cardup	Kwinana	Southern River
Carine	Lakelands	Spearwood
Carlisle	Landsdale	St James
Carmel	Langford	Stake Hill
Carramar	Lathlain	Stirling
Casuarina	Leda	Stoneville
Caversham	Leederville	Stratton
Champion Lakes	Leeming	Subiaco
Chidlow	Lesley	Success
Churchlands	Lesmurdie	Swan View
City beach	Lexia	Swanbourne
Claremont	Livingston	Tamala Park
Clarkson	Lockridge	Tapping
Cloverdale	Lynwood	The Lakes
Cockburn	Maddington	The Vines
Como	Madeley	Thornlie
Connolly	Madora	Trigg
Coodanup	Mahogany Creek	Tuart Hill
Coogee	Maida Vale	Two Rocks
Coolbellup	Malaga	Upper Swan
Coolbinia	Malmalling	Victoria Park
Cooloongup	Mandogalup	Viveash
Cottesloe	Mandurah	Waikiki
Craigie	Manning	Walliston
Crawley	Marangaroo	Wandi
Cullacabardee	Mardella	Wangara
Currambine	Mariginiup	Wannanup
Daglish	Marmion	Wanneroo
Dalkeith	Martin	Warnbro
Darch	Maylands	Warwick
Darling downs	Meadow springs	Waterford
Darlington	Medina	Waterman
Dianella	Melaleuca	Wattle Grove
Doubleview	Melville	Wattleup
Dudley Park	Menora	Wellard
Duncraig	Merriwa	Welshpool
East Fremantle	Middle Swan	Wembley

East Perth	Midland	Wembley Downs
East Victoria Park	Midvale	West Leederville
Eden hill	Millendon	West Perth
Edgewater	Mindarie	West Swan
Eglinton	Mirrabooka	Westfield
Ellenbrook	Morley	Westminster
Embleton	Mosman Park	Whitby
Erskine	Mount Claremont	White Gum Valley
Falcon	Mount Hawthorn	Whiteman
Ferndale	Mount Helena	Whitfords
Floreat	Mount Lawley	Willagee
Forrestdale	Mount Nasura	Willetton
Forrestfield	Mount Pleasant	Wilson
Fremantle	Mount Richon	Winthrop
Furnissdale	Mullaloo	Woodbridge
Garden Island	Mundaring	Woodlands
Gidgegannup	Mundijong	Woodman Point
Girrawheen	Munster	Woodvale
Glen forrest	Murdoch	Wooroloo
Glendalough	Myaree	Wungong
Gnangara	Naval base	Yanchep
Goldenbay	Nedlands	Yangebup
Gooseberry Hill	Neerabup	Yokine
Gorrie	Nollamara	
Gosnells	Noranda	

REGIONAL WA AREAS

Regional WA consists of regions identified which fall outside the defined Perth metropolitan area suburbs.

PERTH METROPOLITAN AREA MAP



APPENDIX 3: ACCESSING CUA INFORMATION ONLINE

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

If you experience any difficulties locating CUA information, please call the Service Centre on 6551 2020.

Public Authorities with No Dedicated Procurement System

If your agency has no dedicated online procurement system, access the CUA information via [Contracts WA](#).

APPENDIX 4: SUSTAINABLE PROCUREMENT

Copy Paper

The copy paper available on this CUA has been selected in accordance with sustainable procurement practices. All contracted copy paper has met sustainability requirements regarding virgin fibre content, recycled fibre content and fibre bleaching processes. These requirements ensure the products available enable Buyers to adopt sustainable procurement practices. The following information will help Buyers understand the impacts and benefits of their copy paper purchases.

Virgin Fibre Content

The CUA only provides virgin fibre copy paper that has been certified as legally harvested from a sustainably managed forest or timber source.

For any virgin fibre copy paper products available to buyers through the CUA, suppliers have provided documentary evidence verifying the legality and sustainability of paper pulp fibres through forestry scheme chain of custody certification, e.g. Forest Stewardship Council (FSC), Australian Forest Certification Scheme (AFCS) or any equivalent chain of custody recognised by the Programme for the Endorsement of Forest Certification (PEFC) Council.

Recycled Fibre Content

A number of recycled copy paper products have been made available to Buyers through this CUA. The recycled content copy papers available through this contract range in fibre composition from a minimum of 50% recycled content.

Fibre Bleaching Process

The use of chlorine in the manufacture of copy paper has been associated with health and environmental concerns. As a requirement of this contract, all suppliers are required to provide paper products that are processed chlorine free (PCF), totally chlorine free (TCF) or elemental chlorine free (ECF).

Monitoring Paper Certification

The Suppliers' certification regarding virgin fibre content, recycled fibre content and fibre bleaching processes will be monitored by the Contract Manager to ensure sustainable procurement options are upheld throughout the life of the contract.

Reduce

Before ordering copy paper, consider which product will suit your agency's needs best.

Produce only double-sided documents, thereby cutting paper consumption by approximately 30%. All A4 and A3 paper available on this CUA is suitable for doubled-sided printing.

Design letter and memo formats that minimise unused space on each page e.g. narrow margins or resize page layouts, line spacing and font size to maximise the information on each page.

Edit documents on screen and use email to distribute documents.

Only print the emails you need to have a hard copy of.

Use routing slips to share publications and documents rather than copying them.

Use electronic media to reduce paper use:

- submit purchase orders electronically;
- process payments online;
- use a fax-modem where available; and
- submit leave, time and attendance forms electronically.

Minimise misprints by posting a diagram on how to load special paper like letterhead so it will be printed correctly.

Practice efficient copying – use the size reduction feature offered on copiers. Two pages of a book or periodical can often be printed onto one standard sheet.

Practice efficient printing – set your print options for double sized printing and/or prints two pages on each single page. Use Spell Check and Print Preview functions to check spelling, layout and page breaks before printing.

Re-use

If you cannot use double sided printing, reuse paper that's already printed on one side. Applications include:

- printing internal documents like drafts and short-lived items such as meeting agendas or temporary signs;
- feed into plain paper fax machines – they only need one clean side; and
- use for internal memos, notepads, rough calculations etc.

Recycle

Recycle more than just copy paper. Types of paper that can be recycled include:

- photocopy paper;
- office pads/paper;
- manila folders (all colours);
- post-it notes;
- note paper;
- envelopes (all sizes, colours and window faced);
- newspapers, magazines and brochures; and
- telephone books.

The State Government has in place a mandatory CUA 13005 for recycling of all office waste paper generated by its agencies across the metropolitan area.

APPENDIX 5: POSTAGE PAID ENVELOPES

If you experience any difficulties in purchasing Postage Paid envelopes or other postage related queries please contact Lorraine McGann from Australia Post on (08) 6217 2914 or lorraine.mcgann@auspost.com.au.

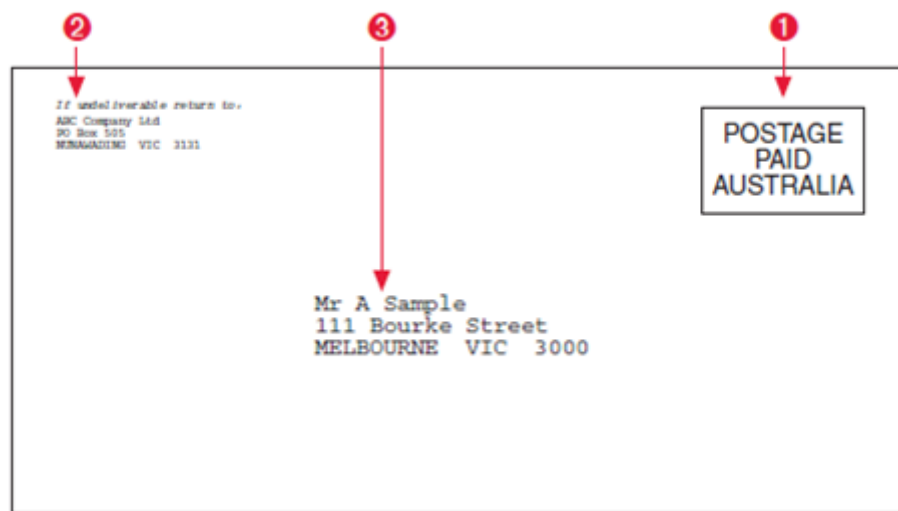
How do I purchase Postage Paid envelopes and Reply Paid envelopes?

Please contact Australia Post to establish an account with them for posting prepaid envelopes at the negotiated postal prices under CUA 15605 – Supply of Postal Article Services.

The CUA suppliers under CUA2014 – Supply of Envelopes will then print your envelopes for you.

Postage Paid Envelope Requirements

The Clean Mail service guide on the Australia Post website states that the “Postage Paid Australia” indicia must be used in order to receive a Clean Mail Rate. Please read the guide for further information on how to customise your envelope template to ensure you are receiving the Clean Mail rate.



2.4.1 Postage Paid Imprint

All articles that are not metered should bear a Postage Paid imprint.

The words POSTAGE PAID AUSTRALIA need to be printed in a rectangular box within the following dimensions:

- maximum: 26 x 40mm (see illustration)
- minimum: 19 x 25mm.



APPENDIX 6: ENVELOPE DRAW DOWN FACILITY

Agencies have the ability to access the supplier's facilities for envelope storage.

The draw down arrangement is to be structured as follows:

- Envelopes and overprinting costs are to be paid upfront by the Customer.
- The envelope suppliers will warehouse envelopes on behalf of the Customer.
- The Customer may nominate a threshold for the replenishment of warehoused stock.
- Customers will be charged a nominal picking fee when warehoused stock is drawn down. The Customer will be invoiced the nominal picking fee.
- Drawn down stock is subject to free into store delivery for the Perth metropolitan area.
- Warehoused stock is owned by the Customer at all times. The Customer is responsible for the transfer or withdrawal of stocks if the service is no longer required or the Respondent is no longer a preferred supplier.

The following are Australian Paper conditions in regards to the Draw Down Facility use and applies to all lines:

- The initial line item order must be a minimum of \$500.
- A minimum of one third of the initial order quantity must be taken upon completion of printing.
- Customers are allowed a maximum of two further Draw Downs only (minimum quantity of one third of original order quantity), with the final Draw Down no later than 95 days from initial order date.
- The Draw Down charge would not apply to the initial quantity despatched upon completion of overprinting.

See the Envelopes Price Schedule for details relating to pricing for draw down facility.