

# **CUAOFP2023 PANEL B – JANITORIAL & PERSONAL ITEMS**

## **Procurement Lifecycle Document**

### **ABCO Products Pty Ltd**

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**Last updated: 2 May 2023**

# ABCO Products Pty Ltd



## General Enquiries

### Administration

**Phone:** 1800 177 399

**Email:** [customer.service@abcopro.com.au](mailto:customer.service@abcopro.com.au)

**Website(s):** [www.abcopro.com.au](http://www.abcopro.com.au), [www.abconet.com.au](http://www.abconet.com.au)

**Postal Address:** PO Box 200, Bentley WA 6982

### Orders

[www.abconet.com.au](http://www.abconet.com.au)

[orders@abcopro.com.au](mailto:orders@abcopro.com.au)

Refer to [Buying methods](#) section for further information.

### Hours

**5am to 12am AWST Monday- Friday**

# Offered Products

## Offered Brands

Complete list of CUA offered products can be found in the Product Catalogue - [Office and Facility Products CUAOFP2023 \(www.wa.gov.au\)](#).

**Consumables:** [https://issuu.com/abcopro.com.au/docs/20220809\\_-\\_abco\\_consumable\\_catalogue\\_5th\\_edition](https://issuu.com/abcopro.com.au/docs/20220809_-_abco_consumable_catalogue_5th_edition)

**Machinery:**

[https://issuu.com/abcopro.com.au/docs/abco\\_machinery\\_catalogue\\_090622](https://issuu.com/abcopro.com.au/docs/abco_machinery_catalogue_090622)

**Enviroplus:** [https://issuu.com/abcopro.com.au/docs/enviroplus\\_catalogue\\_20220609](https://issuu.com/abcopro.com.au/docs/enviroplus_catalogue_20220609)

## Sustainability:

The Enviroplus Solution allows us to offer an extensive range of chemical-free natural cleaning solutions as a compelling alternative to chemical usage in the cleaning process.

Our aim with the Enviroplus range is to provide customers with a comprehensive environmental solution that delivers:

- Reduced transportation weight
- Reduced delivery frequency
- 90% bio-degradable within 28 days
- Reduced plastic waste (Post-Consumer Recycled/PCR and super concentrate)
- Reduced overall CO2 emissions.

Enviroplus X Range cleaning products is widely recognized as the leading sustainable natural green cleaning products provider specializing in the development of products based on microbial, antimicrobial, plant extract and enzyme technology. With ongoing investment in break-through, we are at the forefront of the sustainable movement by turning to natural ingredients and resources to formulate a range of organic, non-toxic, sustainable & eco-friendly or green cleaning products. By partnering with international biological labs, we provide unrivalled technical support and innovative, eco-friendly cleaning products to a wide range of sectors, ensuring that we have the capacity to respond to the ever-changing demands of our customers in the commercial cleaning, facilities management and general waste management.

The Enviroplus products are certified against all relevant standards including Good Environment Choice Australia (GECA), Australasian Bioplastics Association (Home Compostable Logo), ECM Biodegradable plastic products, Green Seal and Global Green Tag. Abco Products will therefore fully support the agencies in satisfying the WA Government sustainability objectives, including the WA Plan for Plastics.

## **Social Responsibility:**

One of the key drivers for our investment in and development of Enviroplus is our strong commitment to being an ethical, socially aware and socially responsible business. In line with our Corporate Social Responsibility (CSR) principles, Abco Products proudly supports the following programs and initiatives:

- Indigenous Literacy Foundation – books for children in Indigenous communities
- Made Blue program – help supply clean water in developing countries
- Rapid Relief Team (RRT) – volunteering/donations
- Greenfleet program – large scale tree planting/re-forestation
- Good Environment Choice Australia (GECA) certification
- Supply chain transparency and capacity building including:
  - Supporting local as a priority
  - Collecting data from suppliers to monitor CSR alignment
  - Regularly auditing suppliers for compliance
  - Proactively providing a Modern Slavery Act statement

## **Further Discounts**

### **Bulk Orders**

Abco Products has offered CUA a competitive edge for pricing across the basket of requested goods. However, for all bulk orders, please reach out to your Account Manager who will be able to assist with providing any further discounts.

### **Non-CUA Items**

For all Non-CUA Items, please reach out to your Account Manager who will be able to assist with providing an equivalent product, pricing & information for sourcing any additional items.

# Buying methods

Abconet, our online customer order management portal will provide CUA Customers with a range of functions that simplify ordering and management of customer stock. The portal includes a product catalogue, shopping cart, ordering templates, multi-level order approvals, order tracking, proof of delivery (POD), invoicing and customised and automated reporting. Please refer to Attachment- Abconet Customer Portal Overview for further information.

**View Stock Levels When Ordering** – when ordering products, WA Government CUA customers will be able to view in real-time on Abconet the available stock levels for each of their products.

**Alternate Products** – if a product item is out of stock, our Customer Service Team can assist the customer to determine an alternate product of similar or better quality and effectiveness. Abco Products has the benefit of being a direct importer of most types of cleaning equipment and consumables as well as a distributor of major brands. This places us in the unique position of being able to offer, compare and advise across a range of comparable products to find the best alternative for each customer requirement. Alternatively, you can also view the Show Alternatives section under each product which WA Government CUA customers will be able to proceed with an available equivalent product, instead of waiting for the backorder.

The Abconet portal will provide CUA Customers with the following features:

- Convenient online shopping cart
- Ordering templates by site
- Multi-level order approvals
- Order tracking and management
- Stock and rechargeable management
- Invoices and budget reports
- Multi-site management and budgets.

Abconet automatically processes all approved orders, including customer instructions, to determine warehousing, packaging, dispatch and delivery instructions for each day's order fulfilment.

Customer email alerts can be set up as required, for example confirming when an order is received, dispatched and/or invoiced.

# Delivery

## Timeframes and Fees

Delivery Fee/Lead Time by Location				
Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery	
			CUA Cost (\$)	Lead Time (Business Days)
<b>Perth Metropolitan Region &amp; City of Mandurah</b>	All Perth Metro and City of Mandurah (6180, 6210, 6212) Postcodes	YES	Free	1 - 2 Day
<b>Gascoyne Region: Shire of Carnarvon LGA (within 20km of Carnarvon town)</b>	6701 (where deemed Regional, not Remote)	Yes	At Courier Cost	4 Days
<b>Gascoyne Region: All Other Locations</b>	All Gascoyne except listed in 2.1	Yes	At Courier Cost	4 Days
<b>Goldfields-Esperance: Shire of Esperance LGA (Only within 20km of Esperance Town)</b>	6450 (where deemed Regional, not Remote)	Yes	At Courier Cost	3 Days
<b>Goldfields-Esperance: City Kalgoorlie-Boulder LGA (specified postcodes only)</b>	6430, 6431. 6432	Yes	At Courier Cost	3 Days
<b>Goldfields-Esperance: All Other Locations</b>	All Goldfields-Esperance except listed in 3.1 & 3.2	Yes	At Courier Cost	3 Days

<b>Delivery Fee/Lead Time by Location</b>				
<b>Region / Location</b>	<b>Postcodes / Areas Included</b>	<b>Deliverable Location (Yes/No)</b>	<b>Delivery</b>	
			<b>CUA Cost (\$)</b>	<b>Lead Time (Business Days)</b>
<b>Great Southern: City of Albany LGA</b>	6327, 6328, 6330	Yes	At Courier Cost	2 - 3 Days
<b>Great Southern: All Other Locations</b>	All Great Southern except listed in 4.1	Yes	At Courier Cost	2 - 3 Days
<b>Kimberley: Shire of Broome LGA (Only within 20km of Broome town required)</b>	6725 (where deemed Regional, not Remote), 6726	Yes	At Courier Cost	4 Days
<b>Kimberley: Shire of Wyndham-East Kimberley LGA (Only within 20km of Kununurra town)</b>	6740 (where deemed Regional, not Remote)	Yes	At Courier Cost	4 Days
<b>Kimberley: Other Locations</b>	All Kimberley except listed in 5.1 and 5.2	Yes	At Courier Cost	4 Days
<b>Mid-West: City of Greater Geraldton LGA (specified postcodes)</b>	6530, 6532	Yes	At Courier Cost	3 Days
<b>Mid-West: All Other Locations</b>	All Mid-West except listed in 6.1	Yes	At Courier Cost	3 Days
<b>Peel: All Locations Except City of Mandurah</b>	All Peel except City of Mandurah (6180, 6210, 6212)	Yes	At Courier Cost	2 Days
<b>Pilbara: Town of Port Hedland LGA including Port Hedland, South Hedland and Wedgefield.</b>	6721, 6722	Yes	At Courier Cost	4 Days

<b>Delivery Fee/Lead Time by Location</b>				
<b>Region / Location</b>	<b>Postcodes / Areas Included</b>	<b>Deliverable Location (Yes/No)</b>	<b>Delivery</b>	
			<b>CUA Cost (\$)</b>	<b>Lead Time (Business Days)</b>
<b>Pilbara: City of Karratha LGA</b>	6713, 6714, 6718, 6720	Yes	At Courier Cost	4 Days
<b>Pilbara: All Other Locations</b>	All Pilbara except listed in 8.1 & 8.2	Yes	At Courier Cost	4 Days
<b>South West: City of Bunbury LGA and surrounds (including Australind)</b>	6230, 6231, 6232, 6233	Yes	At Courier Cost	2 Days
<b>South West: City of Busselton LGA</b>	6280, 6281, 6282	Yes	At Courier Cost	2 Days
<b>South West: All Other Locations</b>	All South West except listed in 9.1 & 9.2	Yes	At Courier Cost	2 Days
<b>Wheatbelt: Shire of Northam LGA</b>	6401, 6403, 6560, 6562, 6564	Yes	At Courier Cost	2 Days
<b>Wheatbelt: All Other Locations</b>	All Wheatbelt except listed in 10.1	Yes	At Courier Cost	3 Days

All deliveries typically arrive between 7 AM and 5 PM unless otherwise requested.

## Minimum Orders

Minimum Order Threshold Product Conditions	Threshold	Volume Threshold (e.g. Cartons)	Orders Below Threshold Accepted (YES/NO)	Delivery Fee (for orders below Threshold)
All Products ordered for Metro and Mandurah	\$150.00	Any	YES	\$30.00 for Metro and Mandurah
All regions except Perth Metro and Mandurah	\$750.00	Any	YES	At Cost

### Perth metropolitan area

Abco Products offers CUA Customers a target 24-hour dispatch for all orders. We measure and track all orders as they move through our systems until final dispatch to ensure we maintain our 24-hour dispatch promise.

Customer email alerts can be set up as required, for example confirming when an order is received, dispatched and/or invoiced.

A key Abco Products' strength is delivering goods on time and as per instructions. Our distribution system is extensive and covers all areas of Australia. We have our own delivery drivers for servicing the metro areas of each capital city. This will enable us to provide WA Government CUA customers with peace of mind that their goods are delivered within Perth metro and Mandurah with an extra 'care factor'.

This additional care includes providing urgent same day delivery, delivering goods directly into a site's cleaning storeroom and having an agreement with a customer to hold keys for a site delivery room so that deliveries can be made even if a customer representative is not available on site.

For deliveries to regional and remote customers, we use major freight carriers including TNT, Foxline, CRL Express, Allied Express and Toll.

Abco Products will provide WA Government CUA customers with 24-hour dispatch for all orders. This will include delivery the next day in the Perth Metro and City of Mandurah areas if ordered before 3pm. Similarly for all WA regional orders when ordered by 3pm, we will provide next day dispatch.

We measure and track all orders as they move through our systems until final dispatch. This is all displayed on dispatch dashboards which provide the team with constant visibility.

WA Government CUA customers will also be able to view a standard Abconet DIFOT (Delivered In Full On Time) report to check and confirm the delivery dispatch is met for their individual orders.

## Regional Deliveries

Please refer to the above process as per the Perth Metropolitan Area.

## 6. Payment of invoices

Pay on your account via the following options:

### EFT / Direct Deposit

Pay on your Account via EFT – Account details as follows:

**Account Name: Abco Products**

**BSB:** 306 089

**Account:** 2746866

Email remittances: [debtors@abcopro.com.au](mailto:debtors@abcopro.com.au)

### Credit Card

If you would rather process via credit card, you can process payment at the time of the order or you can process payment via credit card for all outstanding invoices through Abconet. Abco accept all credit card types, however a 1.75% surcharge will be charged.

## 7. Takeback Services

N/A

## 8. Disposal and recycling

N/A

## 9. Return of rejected goods

Abco Products provides a “100/100 Easy Returns” process, i.e., 100% credit for all stocked products in new condition within 100 days. If a WA Government CUA customer orders a product and no longer requires it, they will be able to simply contact our Customer Service Team to organise the return.

Please call 1800 177 399 or email [customer.service@abcopro.com.au](mailto:customer.service@abcopro.com.au) detailing the rejected goods you would like to return & one of our Customer Success agents will investigate and assist the CUA customer with their enquiry.

## 10. Account management and invoicing

Please include general information.

Who	Service	Contact Details
Customer Service Team	General ordering enquiries, stock enquiries, delivery tracking, product information	<a href="mailto:customer.service@abcopro.com.au">customer.service@abcopro.com.au</a> 1800 177 399
Tim Jenyns	CUA Account Manager-samples, equivalent products, pricing, site issues/problems	<a href="mailto:tim.jenyns@abcopro.com.au">tim.jenyns@abcopro.com.au</a> 0437 391 899
Leighton Bagshaw	CUA Account Manager-samples, equivalent products, pricing, site issues/problems	<a href="mailto:leighton.bagshaw@abcopro.com.au">leighton.bagshaw@abcopro.com.au</a> 0438 715 937
Myles Kirkpatrick	National Sales Manager	<a href="mailto:myles.kirkpatrick@abcopro.com.au">myles.kirkpatrick@abcopro.com.au</a> 0400 787 530

# Contractor information

**ABN:** 33 147 347 019

**ACN:** 147 347 019

## Contractor Details

### Contact Information

**NAME:** Leighton Bagshaw

**Position:** CUA Account Manager

**Phone:** 1800 177 399

**Mobile:** 0438 715 937

**Email:** [leighton.bagshaw@abcopro.com.au](mailto:leighton.bagshaw@abcopro.com.au)

**NAME:** Tim Jenyns

**Position:** CUA Account Manager

**Phone:** 1800 177 399

**Mobile:** 0437 391 899

**Email:** [tim.jenyns@abcopro.com.au](mailto:tim.jenyns@abcopro.com.au)

### Business Hours:

Monday- Friday: 5am to 12am AWST

**Orders Via:** [www.abconet.com.au](http://www.abconet.com.au)