

**CONTRACT GUIDE**

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**Contract 1006**  
**Workplace Supplies**

**CONTRACT PERIOD: Three (3) years from 9 February 2010 with two (2) twelve month extension options**

**08/11**

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# Contract Summary

The Workplace Supplies Contract (c1006) has 21 different lots and sub-lots that provide core workplace supplies such as paper, stationery, toner and inkjet cartridges, janitorial items, kitchen and canteen items, and office and educational furniture. Specific educational items are also included such as general education items, scientific, and arts and crafts items.

## **NSW Procurement**

McKell Building 2-24 Rawson Place Sydney NSW 2000

T 1800 NSW BUY (1800 679 289)

E [nswbuy@commerce.nsw.gov.au](mailto:nswbuy@commerce.nsw.gov.au)

I [www.nswbuy.com.au](http://www.nswbuy.com.au)

Always ensure you obtain the latest version of the Contract guide.

**Enquiries to 1800 NSW BUY (1800 679 289) or visit the website [www.nswbuy.com.au](http://www.nswbuy.com.au)**

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# Introduction

This Contract guide is designed to provide customers with all the necessary information needed to use the Workplace Supplies Contract (c1006).

NSW Procurement provides a full range of procurement services for government agencies and other clients. Services include contract management of common use contracts. These are state contracts on a rolling one to five year renewal cycle for the supply of products and services in common use across many agencies.

This Contract is for Workplace Supplies encompassing office and other consumables, a range of furniture and associated services for a term of three (3) years expiring on 8 February 2013.

# Section 1 – Accessing the Contract

State contracts are established under the authority of the State Contracts Control Board and administered by NSW Procurement, an office of the Department of Services, Technology & Administration.

A list of the categories of organisations eligible to purchase from the state contracts is given in Section 5 of this Guide. Most eligible organisations have already registered with NSW Procurement, in which case they have immediate access to the contracts.

## New Customers

To register as a new customer, please complete an online application form available from [www.nswprocurement.com.au](http://www.nswprocurement.com.au). Once approved, you will be advised of your NSWBUY Identification Number and will then be eligible to use any of the state contracts administered by NSW Procurement.

## Placing an Order direct with supplier

Registered state contract users can order goods and services direct with the suppliers on contract.

By placing an order, an organisation is entering into a contract with the supplier and, as a minimum the following information should be included in the official order:

- Contract Number and Name
- Name and address of Supplier and Customer
- NSWBUY Identification Number
- Customer's Order Number
- Date of Order and Date of Delivery
- Item, product code, contract price, quantity and any accessories

You need to quote your NSWBUY Identification Number each time you purchase from state contracts. If you are unsure of your NSWBUY Identification Number, please contact NSW Procurement Client Support Centre on 1800 NSW BUY (1800 679 289).

## Placing an Order through smartbuy®

Registered customers have the advantage of signing up as a smartbuy® user and browsing catalogues, or, if your agency has purchasing and workflow control, you can order through smartbuy®.

To get access to smartbuy®, depending on your situation, you can do one of the following;

1. If your organisation *does not* have smartbuy® access or a smartbuy® administrator, go to [http://ebseforms.commerce.nsw.gov.au/smartbuy\\_Browse](http://ebseforms.commerce.nsw.gov.au/smartbuy_Browse).
  - a. Click on smartbuy® and choose “Search & Browse Account” (to view products, prices, and suppliers); or
  - b. If your organisation would like purchasing and workflow control to occur within smartbuy®, choose “Change smartbuy® Administrator”.
2. If your organisation *does* have smartbuy® access, contact your smartbuy® administrator and request a login.
3. If you are unsure whether your organisation has smartbuy® access or an administrator, contact the NSW Procurement Client Support Centre on 1800 NSW BUY (1800 679 289).

## Accessing smartbuy® nswbuy catalogue

The Workplace Supplies catalogue will be hosted on our smartbuy® nswbuy catalogue. Once you have access to smartbuy®, follow these steps:

- Log onto smartbuy® TRADE
- Click “Catalogues” on the left hand side menu
- An External Catalogues box will show centre page, click on the “NSWBUY Catalogue” link

## smartbuy® nswbuy catalogue

The smartbuy® nswbuy catalogue provides a single place to compare pricing and products of suppliers on this contract. By doing so it offers the following benefits;

- Improved mitigation of compliance risk by showing

users contract-compliant products in the one place

- Administration efficiencies by reducing the need to compare across multiple supplier catalogues
- Improved search functionality
- More images to help users identify exactly what they are after

smartbuy® training is available online or by phoning 1800 NSW BUY (1800 679 289)

### **Pricing**

Prices may change in accordance with the price variation conditions of the contract, if there are any. Regular users of state contracts should consider using smartbuy® for latest pricing if applicable.

For further information, please contact NSW Procurement Client Support Centre on telephone 1800 NSW BUY (1800 679 289).

# Section 2 – Range of Products/Services

The range of products available under the Workplace Supplies contract includes:

Lot number	Lot name	Sub-lots name	Example of items available (not limited to these)
Lot 1	General Office Supplies		Files; Filing Accessories & Storage; First Aid Supplies; Food & Beverages; Labels & Labelling Machines; Office Machines, Electronics & IT Supplies; Other Office Paper Products; Other Stationery; Personal Hygiene; Tape & Adhesives; Writing Instruments
Lot 2	Copy Paper		Less than 150gsm; Greater than or equal to 150gsm; A1, A2, A3, A4, A5
Lot 3	Toner & Inkjet Cartridges		Inkjet: CD/DVD Printer, Fax, Inkjet Printer. Toner: Fax, Laser: Mfd, Printer Or Copier
Lot 4	Educational	General Scientific Arts & Crafts	Adhesives, Arts books, Drawing equipment, Food dyes, Paints, Needle-craft sewing & textiles, Corrugated board, Craft & crepe paper, Dictionaries and maps, Laboratory glassware, Restricted chemicals, Scientific tools.
Lot 5	Janitorial		Clean & Care Products; Cleaning Utensils; Food Services Area Cleaning Products; Laundry Service Products; Washroom Consumables
Lot 6	Kitchen and Canteen		Disposables; Food-Service And Catering Products; Kitchen Equipment (other than Refrigerators and Freezers)
Lot 7	Environmentally Friendly Products	Office Supplies Copy Paper Toner & Inkjet Cartridges Janitorial Kitchen & Canteen	Environmentally Friendly Product options for Copy Paper; General Office Supplies; Janitorial Products; Kitchen & Canteen; Toner & Inkjet Cartridges
Lot 8	Office Furniture	Chairs Steel Furniture General Workstations	Chairs; Steel Furniture (safes, lockers, filing cabinets, shelving); General (Desks, Accessories, Storage, Tables)
Lot 9	DET Furniture	Wooden and associated Workstations and associated Seating Steel, Display and others	Wooden and Associated; Workstations and Associated; Seating; Steel, Display and Other

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# Section 3 – Key Features

This section contains the key features of the contract that may be of interest to customers.

- An aggregated category solution with projected overall savings
- A Best Price Contract – a single price per supplier per item. This means that all clients will receive the same pricing, for items bought under similar circumstances
- Continuous Best Price and Benchmarking provisions work to facilitate improved pricing during the life of the contract
- A single place to compare pricing and products of suppliers on this contract, via the smartbuy® nswbuy catalogue
- A dedicated Environmentally Friendly Product (EFP) lot. The specifications for this lot were developed in consultation with the Department of Environment, Climate Change and Water, and may help agencies achieve environmental targets. Some suppliers may also offer environmental options within the main lots in addition to the items available in the specific EFP Lot
- Users can choose generic items over branded items, which may offer cheaper pricing and the opportunity for further savings to be realised
- A fully priced catalogue, unlike the previous contracts and arrangements it replaces. This minimises risks related to unpriced items and facilitates the reporting available under this contract
- Full coverage of metro, regional and rural NSW.
- Performance management elements include a requirement on suppliers to report both on- and off-contract spend, allowing transparency of the demand patterns of clients. This also facilitates disclosure of 'Lot Creep' where suppliers may be providing items outside their contracted lots
- Ability for NSW Government agencies to request some reports directly from the contractors on a regular basis. Reporting will assist agencies to realise efficiency savings over the life of the contract. Reports include order source reporting; generic sales reporting; order size reporting and warranties, refunds and replacements reporting
- Minimum order requirement – COS and Serrata have minimum order requirements. For other suppliers customers need to plan their orders so that orders are not placed too frequently or the order value is not lower than the delivery cost
- Delivery Times (Lot 1-7)
  - Delivery will be the same day for orders received by 10:00am and the next day (before close of business) for any order received by 5:00pm, to the Sydney, Newcastle and Wollongong areas.
  - The guaranteed maximum delivery time from the receipt of an order to a Customer in a regional area will be 48 hours.
  - The guaranteed maximum delivery time from the receipt of an order to a Customer in a rural area will be 72 hours.
  - For products in Lots 1-7, some suppliers can provide emergency deliveries in the metropolitan areas on the same day, for orders of any value, if requested by the Customer. However, if there are clear instances of abuse of this provision by a customer, it will be immediately reported by the contractor to NSW Procurement for action
- Delivery Times (Lot 8)
  - For guaranteed maximum delivery times please see Supplier Details in Section 4 – Suppliers page 9
- Delivery Times (Lot 9)

The Guaranteed Delivery Times for Lot 9 are determined by the entity issuing the order and/or the value of the order, as follows:

  - For all Product ordered by DET Asset Management Units, the Contractor will complete delivery within 6 weeks of the date of the

purchase order.

- For all Product ordered by DET Capital and Infrastructure, the Contractor will complete delivery within 12 weeks of the date of the purchase order
  - For Customer orders not received from DET Asset Management Units or Capital and Infrastructure, the Contractor will complete delivery within 6 weeks of the date of the purchase order where the value of the order is less than or equal to \$75,000
  - For Customer orders not received from DET Asset Management Units or Capital and Infrastructure, the Contractor will complete delivery within 12 weeks of the date of the purchase order where the value of the order is greater than \$75,000
  - As it may not be possible to make deliveries to schools during the Christmas and New Year periods, the supplier and customer should negotiate an alternative guaranteed delivery time.
- All deliveries for Lot 9 to DET buildings will be limited to between the hours of 8.30am to 3.30pm, during normal NSW School Terms unless prior specific arrangements have been made for the delivery of items
  - Delivery arrangements for Lot 9 are to be confirmed with the nominated person on the order, no later than three (3) working days prior to delivery
  - Pricing Options (Lot 1-7)  
There are three delivery pricing options, including;
    - Free To Desktop (FTD) – the price includes a delivery charge for delivery to the desktop
    - Free Into Store (FIS) – the price includes a delivery charge for delivery to the client’s dock or reception.
    - Non Free in Store (NFIS or “ex-works”) – the price does not include a delivery charge. A client may elect to pick up goods from supplier’s warehouse, or pay delivery charge itemised separately, or use another delivery method
  - Pricing Options (Lot 8 & 9)
    - For delivery of items available under Lots 8-9 only FIS and NFIS pricing is available and there

is separate pricing for the Sydney, Newcastle and Wollongong areas compared to regional and rural NSW.

**The price listed in the smartbuy® nswbuy catalogue is the FIS price.**

# Section 4 – Suppliers

The following Suppliers have been appointed to the Workplace Supplies contract - c1006 (in alphabetical order).

Suppliers can only supply products from the lots and /or sub lots that they have been awarded to. Please refer to table of Supplies and Lots, overleaf, to ensure you purchase contract compliant items.

- Bevisco Commercial Interiors
- Bunzl Outsourcing Services
- Complete Office Supplies
- Corporate Express Australia
- Diami Australia
- Direct Ergonomics
- InServis
- Maxton Fox Furniture Systems
- OfficeMax Australia
- OFD
- Sebel Furniture
- Serrata
- Sturdy Framac
- Watts Commercial Furniture
- Workspace Commercial Furniture

# Suppliers and Lots

Supplier / Lot	General Office Supplies Lot 1	Copy Paper Lot 2	Toners & Ink Cartridges Lot 3	Educational (General) Lot 4 (a)	Educational (Scientific) Lot 4 (b)	Educational (Arts & Crafts) Lot 4 (c)	Janitorial Lot 5	Kitchen & Canteen Lot 6	Environmental (General Office Supplies) Lot 7 (a)	Environmental (Copy Paper) Lot 7 (b)	Environmental (Toner & Ink Cartridges) Lot 7 (c)	Environmental (Janitorial) Lot 7 (d)	Environmental (Kitchen & Canteen) Lot 7 (e)	Office Furniture (Chairs) Lot 8 (a)	Office Furniture (Steel Furniture) Lot 8 (b)	Office Furniture (General) Lot 8 (c)	Office Furniture (Workstations) Lot 8 (d)	DET Furniture (Wooden) Lot 9 (a)	DET Furniture (Workstations) Lot 9 (b)	DET Furniture (Seating) Lot 9 (c)	DET Furniture (Steel) Lot 9 (d)
Complete Office Supplies	✓	✓	✓				✓		✓	✓	✓										
Corporate Express Australia	✓	✓		✓	✓	✓		✓		✓		✓	✓					✓			✓
OfficeMax Australia	✓	✓	✓	✓		✓				✓	✓										
Serrata					✓																
Bunzl Outsourcing Services							✓	✓				✓	✓								
Sebel Furniture														✓				✓	✓	✓	✓
Watts Commercial Furniture														✓	✓	✓	✓		✓		
Bevisco Commercial Interiors														✓	✓	✓	✓				
Direct Ergonomics														✓	✓		✓				
Sturdy Framac														✓		✓					
Diami Australia														✓							
OFD														✓							
InServis															✓						
Workspace Commercial Furniture																✓	✓				
Maxton Fox Furniture Systems																	✓				

# Supplier Details

(Alphabetical Order)

## Bevisco Commercial Interiors

Contact: Nic Galassi  
ABN: 17 073 604 434  
Site address: Level 2 80 Clarence Street Sydney NSW 2000  
Post address: Level 2 80 Clarence Street Sydney NSW 2000  
Telephone: 02 9279 2244  
Facsimile: 02 9279 2288  
E-mail: nic.galassi@bevisco.com.au  
Internet: www.bevisco.com.au

- Bevisco will conduct warranty services either on site or at factory as required. The factory is located at 15-18 Enterprise Avenue, Padstow NSW
- Bevisco will provide these services after the expiration of the period of guarantee at standard rates

## Supplier Notes

### Products

- Lot 8 – Office Furniture:
  - Sub-lot a. Chairs
  - Sub-lot b. Steel Furniture
  - Sub-lot c. General
  - Sub-lot d. Workstations

### Warranties/Guarantees

Bevisco Commercial Interiors Pty Ltd will warrant that its products are free from defects in material and workmanship. Bevisco will repair or replace with comparable product, free of charge, any product, part or component that fails under normal use as a result of such defect for a period, detailed below, from date of installation.

Bevisco shall, upon written notice, repair or replace, at its option and costs, the affected part or parts.

Details of Warrantee:

- Period of warranty: 10 Years for workstations systems and 7 years for chairs
- Inclusions: Work tops, Screens, Frames, Mechanisms (height adjustable) and Storage & Accessory items manufactured by Bevisco
- Exclusions: Lighting, Screen Fabric and Accessories not manufactured by Bevisco as per original equipment manufacturer warranty

## Bunzl Outsourcing Services

Contact: Averil Smith  
ABN: 99 007 286 133  
Site address: 203 Rookwood Road Chullora NSW  
Post address: PO Box 262 Regents Park NSW 2143  
Telephone: 02 9794 9030  
Facsimile: 02 9796 3541  
E-mail: averil.smith@bunzl.com.au  
Internet: www.bunzl.com.au

### Supplier Notes

#### Products

- Lot 5 – Janitorial Products
- Lot 6 – Kitchen and Canteen Products
- Lot 7 – Environmentally Friendly Products:
  - Sub-lot d. Janitorial Products
  - Sub-lot e. Kitchen and Canteen Products

#### Goods on consignment

Bunzl will not provide a 'Goods on Consignment' System

#### Warranties/Guarantees

As an aggregator Bunzl will assume the responsibilities of the manufacturer's warranties only.

In the event of defective goods within the warranty period, Bunzl will refer the user to the manufacturer for resolution and/or service.

Contact to be made in the first instance to:

- Abhijit Choudhry (Sales Order Contact)
  - T: (02) 9794 9032
  - M: 0414 299 585
  - E: abhijit.coudhry@bunzl.com.au

#### Other Locations

- Newcastle Branch

9 Rural Drive  
Sandgate, NSW 2304  
- T: (02) 4967 2955  
- F: (02) 4967 2140

## Complete Office Suppliers

Contact: Chris Colbert  
ABN: 92 001 634 715  
Site address: 23 Pike Street Rydalmere NSW 2116  
Post address: PO Box 502 Rydalmere NSW 2116  
Telephone: 1300882244  
Facsimile: 02 8832 6311  
E-mail: sales@cos.net.au  
Internet: www.cos.net.au

### Supplier Notes

#### Products

- Lot 1 – General Office Supplies
- Lot 2 – Copy Paper
- Lot 3 – Toner and Inkjet Cartridges
- Lot 5 – Janitorial Products
- Lot 7 – Environmentally Friendly Products:
  - Sub-lot a. Office Supplies
  - Sub-lot b. Copy Paper
  - Sub-lot c. Toner and Inkjet Cartridges

#### Discount

If payment is made within 14 days from the receipt of invoice Complete Office Supplies will offer a discount of 1%

#### Minimum order

COS requires orders to be a minimum of \$75

#### Goods on consignment

COS will not provide a 'Goods on Consignment' System

#### Warranties/Guarantees

COS will guarantee against all defects arising from faulty workmanship and materials for a period of at least twelve months after delivery and acceptance. This does not apply to consumables that have received repetitive use in less than twelve months.

Additional warranty periods will be applicable if so guaranteed by the manufacturer/importer/master wholesaler of the product. They will be supported by

COS for the life of the warranty. As part of the COS supplier service level agreements the maximum possible warranty periods are negotiated and diligently enforced. As the products contained within contract 1006, are many and varied, the specific details of the applicable warranty by product type can be discussed further if required.

Any warranty or replacement claim will be facilitated by COS arranged transport to an applicable manufacturer, agent or COS location. Warranty repairs are conducted by authorised agents. The agent listing is of an exhaustive nature and represents a comprehensive geographic spread throughout NSW.

Service is available beyond warranty expiration at the same service locations. Prices would be quoted at the time of requirement.

Faulty consumables will be replaced immediately to the client. A replacement product will be despatched at full charge and delivered at no cost to the client. The faulty item is credited upon receipt and inspection at the closest COS warehouse after collection by COS and, in the instance of print consumables, acknowledgment from the manufacturer.

In the instance of a low dollar item, that is not deserving of collection and return, the item is immediately replaced at no cost.

Faulty machines within warranty may, in some instances, be inspected on site by a COS representative and/or the manufacturer's representative to qualify the extent of the fault and what may have caused it. In other instances, the machine would be returned to COS for despatch to the manufacturer or immediate replacement. A COS Customer Service representative will affirm which process is to be followed depending on what the machine is.

If the machine is outside of warranty COS will support the client with the provision of new spare parts and return to the manufacturer/master wholesaler for servicing requirements. A nominal charge may apply for the handling and service cost depending on what the machine is and the accessibility to the manufacturer/master wholesaler's location.

The COS warranty guarantee is available to all locations, including country areas.

# Corporate Express Australia

Contact: Fiona Paterson  
ABN: 94 000 728 938  
Site address: Level 5, 163 O'Riordan Street Mascot  
NSW 2020  
Post address: Locked Bag 16 Alexandria 1435  
Telephone: 02 9335 0361 / 0411 405 355  
Facsimile: 02 9335 0785  
E-mail: fiona.paterson@ce.com.au  
Internet: www.ce.com.au

## Supplier Notes

### Products

- Lot 1 – General Office Supplies
- Lot 2 – Copy Paper
- Lot 4 – Educational Supplies:
  - Sub-lot a. General
  - Sub-lot b. Scientific
  - Sub-lot c. Arts and Crafts
- Lot 6 – Kitchen and Canteen Products
- Lot 7 – Environmentally Friendly Products:
  - Sub-lot b. Environmental (copy paper)
  - Sub-lot d. Janitorial Products
  - Sub-lot e. Kitchen and Canteen Products
- Lot 9 – DET Furniture:
  - Sub-lot a. Wooden and Associated
  - Sub-lot d. Steel, Display and Other

### Discount

If payment is made within 14 days from the receipt of invoice Corporate Express will offer a discount of 1.5%

### Refunds/Returns

Refunds/returns are dealt with in accordance with the 'Returns Policy' of Corporate Express (CE). The Customer may otherwise return products to CE and obtain a credit:

- except for specially purchased products, products specifically tailored for the Customer's requirements, IT consumables, computer hardware, furniture and canteen products which may not be returned;
- provided that it does so within 14 days of delivery and a return authorisation is obtained from CE;

- provided that the Products are in their original packaging, unopened, of a current make and model, and otherwise as new and in a saleable condition;
- at the Customer's own expense, or to the Customer's account; and
- on the basis that risk in the Products remains with the Customer until the Products are received by CE, and that a restocking or return fee may be charged.

### CE Returns Address:

CE has a returns process that returns faulty or damaged goods to CE. CE's main distribution warehouse is at Erskine Park. Machine servicing is offered at a majority of regional locations across NSW, as outlined below:

- Sydney – Australia Group Office  
163 O'Riordan Street  
Mascot NSW 2020  
T: (02) 9335 0555  
F: (02) 9313 8519

- Bathurst  
47 Keppel Street  
Bathurst NSW 2795  
T: (02) 6332 6500  
F: (02) 6332 6511

- Dubbo  
104-110 Talbragar Street  
Dubbo NSW 2830  
T: (02) 6882 0000  
F: (02) 6884 2471

- Lismore  
27 Glasgow Lane  
Lismore NSW 2480  
T: (02) 6621 9922  
F: (02) 6621 9068

- Newcastle  
Unit C1, 77 Munibung Road  
Newcastle NSW 2285  
T: (02) 4924 0550  
F: (02) 4924 0556

- Orange  
190 Lord's Place  
Orange NSW 2800  
T: (02) 6362 0900  
F: (02) 6361 3644
- Tamworth  
451 Peel Street  
Tamworth NSW 2340  
T: (02) 6766 6666  
F: (02) 6766 8122
- Wagga Wagga  
170 Hammond Avenue  
Wagga Wagga NSW 2650  
T: (02) 6926 8100  
F: (02) 6921 2732
- Erskine Park – Regional Distribution Centre  
24-66 Lockwood Road  
Erskine Park NSW 2759  
T: (02) 9335 0555  
F: (02) 9335 0782

#### **CE Help Desk**

- Hours: 8am - 6pm Monday to Friday
- Contact details:
  - T: 132644
  - F: (02) 9335 0789
  - E: Enquiries@ce.com.au

#### **Warranties/guarantees**

CE will ensure that the Customer has the benefit of all warranties/guarantees provided by the manufacturer or suppliers. All CE Private Brand products include a lifetime warranty against manufacturing defects. In the event of a breach of warranty, CE will:

- if the breach relates to goods:
  - replace the goods or supply equivalent goods
  - repair the goods
  - pay the cost of replacing the goods or acquiring equivalent goods
  - pay the cost of having the goods repaired
- If the breach relates to services :
  - supply the services again
  - pay the cost of having the services supplied again

# Diami

Contact: Michael Antunes  
ABN: 88 064 012 808  
Site address: 12-14 Amour Street Milperra NSW 2214  
Post address: 12-14 Amour Street Milperra NSW 2214  
Telephone: 02 9773 0599  
Facsimile: 02 9773 1869  
E-mail: michael@diami.com.au  
Internet: www.diami.com.au

## Supplier Notes

### Products

- Lot 8 – Office Furniture:
  - Sub-lot a. Chairs

### Discount

- If payment is made within 7 days from the receipt of invoice Diami will offer a discount of 1% off the invoice net total
- If payment is made within 14 days from the receipt of invoice Diami will offer a discount of 1.5%
- Purchases of more than 100 chairs will attract a percentage discount of:
  - 1% for 100 to 200 Chairs/Items
  - 2% for 200 to 300 Chairs/Items
  - 3% for 300 to 400 Chairs/Items
  - 4% for 400 to 500 Chairs/Items
  - 5% for 500 plus Chairs/Items

### Warranties/Guarantees

All chairs are covered by a 7 year warranty backed by the individual component manufacturer's warranty of 7 years also. All chairs proved to be defective due to faulty components and workmanship will have the faulty component replaced in most cases on site with a new component.

In cases where chairs are required to be taken away Diami will supply loan chairs for the duration of the repair period should it be required until the chair is returned.

Diami's NSW service centre for all chair repair processing and dispatch of parts is at 12-14 Amour Street Milperra NSW.

For repairs outside the greater Sydney area Diami partner with specialised chair repairers in most major cities and towns throughout Australia. In larger centres such as Tamworth, Bathurst and Wagga Wagga, Diami have formed an alliance with master dealers in that area by sending replacement parts to them so they action the repairs on site. The innovative design of the products Diami offer enable onsite repairs to be conducted very swiftly.

For NSW regional areas Diami can action repairs from the following sites:

- 10-12 Hawker Road, Tamworth NSW
- 5 Bradwardine Road, Bathurst NSW
- 20 Nagle St, Wagga Wagga NSW

Please contact Rick (6764 1800) to organise repairs in Regional NSW.

# Direct Ergonomics

Contact: Donna Jason  
ABN: 76 003 840 220  
Site address: 2/9 Hume Road Smithfield  
Post address: 2/9 Hume Road Smithfield  
Telephone: 02 9609 7811  
Facsimile: 02 9609 6933  
E-mail: donna@denet.com.au  
Internet: www.directergonomics.com.au

Generally all furniture will be fixed within 5 working days from the service call being logged.

Our factory is based at Smithfield, however Direct Ergonomics will service products throughout NSW, including regional and rural areas.

Outside of warranty or for misuse or abuse of products, Direct Ergonomics will charge the client an hourly rate for the repairs.

## Supplier Notes

### Products

- Lot 8 – Office Furniture:
  - Sub-lot a. Chairs
  - Sub-lot b. Steel Furniture
  - Sub-lot d. Workstations

### Discount

- If payment is made within 7 days from the receipt of invoice Direct Ergonomics will offer a discount of 1%
- If payment is made within 14 days from the receipt of invoice Direct Ergonomics will offer a discount of 0.5%
- If payment is made during the month following that in which the invoice has been rendered Direct Ergonomics will offer a discount of 0.5%

### Warranties/Guarantees

Direct Ergonomics offer a ten year warranty on their furniture including furniture not made by Direct Ergonomics.

Direct Ergonomics will log the call or email within 24 hours and the client will be advised of the Job Service Number. It is company policy that a site evaluation of the nominated product is done within 1-5 working days of that period.

The repairs will either be done on the spot or in the event that it has to be taken away, Direct Ergonomics will provide the user with a 'loan' product to eliminate their inconvenience. The loan product will be the same or similar quality / type as that the product being repaired.

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# Inservis

Contact: Peter Letton  
ABN: 46 112 283 333  
Site address: Suite 12 1 Box Rd Caringbah 2229  
Post address: PO Box 288 Caringbah 1495  
Telephone: 02 9524 5177  
Facsimile: 02 9524 2066  
E-mail: [inservis@csm-office.com.au](mailto:inservis@csm-office.com.au)  
Internet: [www.inservis.com.au](http://www.inservis.com.au)

## Supplier Notes

### Products

- Lot 8 – Office Furniture:
  - Sub-lot b. Steel Furniture

### Discount

- If payment is made within 14 days from the receipt of invoice Inservis will offer a discount of 2%
- If payment is made during the month following that in which the invoice has been rendered Inservis will offer a discount of 1%

### Warranties/Guarantees

Standard warranty unless otherwise agreed in writing covers workmanship for a maximum period of 5 – 10 years for CSM Manufactured Steel Furniture depending on CSM Product. Subject to fair wear and tear and the product being used, loaded and maintained within design constraints and according to operating instructions in this manual.

The warranty on runner slides, locking mechanism, powder coat, plating and plastic products cannot exceed that of the original manufacturer. The warranty on such components is limited to no more than 12 months.

### Warranty details:

- Warranty repairs will be carried out at no charge to the client on the condition service staff are given immediate and free access to the units.
- Warranty repairs will only apply if all warranty conditions have been met.
- The service technician will determine if the repair is to

be carried out under warranty or if a service charge is to apply.

### Service Charge details:

- The call out rate will be charged from the time the Service technicians arrive at the site. The rate also covers the technicians first 15 minutes on site. Thereafter a charge of \$35.00 per half will apply.
- Your call our rate will be \$80.00 Plus 10% GST.
- Rates will be charged to the completion of the nearest half hour.
- All new parts (materials) will be charged additionally to the service charge.
- Parts costs in excess of \$50.00 will be advised to the client prior to proceeding. If the client does not wish the Service technician to proceed, the call out rate and time charges will still apply.
- If the Service technician is required to revisit the client a second call out fee will apply.
- If the client has an account with InServis they will be invoiced in accordance with their account terms. If there is no account in place, the client is to settle the amount in full, paying COD to the Service technician.

# Maxton Fox Furniture Systems

Contact: Linda Dodd  
ABN: 43 057 344 724  
Site address: 87 Bay Street Glebe NSW 2037  
Post address: 87 Bay Street Glebe NSW 2037  
Telephone: 02 9692 0033  
Facsimile: 02 9660 1191  
E-mail: linda@maxtonfox.com.au  
Internet: www.maxtonfox.com.au

## Supplier Notes

### Products

- Lot 8 – Office Furniture:
  - Sub-lot d. Workstations

### Discount

If payment is made within 14 days from the receipt of invoice Maxton Fox Furniture Systems will offer a discount of 2.5%

### Guarantee

Maxton Fox will provide a ten (10) year guarantee for workstations and loose furniture.

Items of a faulty standard would be either replaced at no cost and or a service team would be deployed to rectify the problem.

Service is available from the Sydney Head Office at 87 Bay Street Glebe NSW 2037

# OFD

Contact: Barry Wyatt  
ABN: 65 001 544 252  
Site address: 56 Sunny Bank Road Lisarow NSW 2250  
Post address: 56 Sunny Bank Road Lisarow NSW 2250  
Telephone: 02 4329 5599 / 0417 698 909  
Facsimile: 02 4329 5678  
E-mail: barry@ofd.com.au  
Internet: www.ofd.com.au

## Supplier Notes

### Products

- Lot 8 – Office Furniture:
  - Sub-lot a. Chairs

### Warranties/Guarantees

Chairs have a seven (7) year Warranty for Faulty Workmanship and Fair Wear and Tear.

Service will be conducted at the OFD factory, located at 56 Sunny Bank Road, Lisarow NSW 2250

After Warranty, service is available at the Lisarow factory with a cost of \$50 plus parts and delivery.

# OfficeMax

Contact: Steve Curtis  
ABN: 26 064 777 224  
Site address: 20 Watt Street, Chullora NSW 2190  
Post address: Private Bag 28 Mulgrave VIC 3170  
Telephone: 02 8732 0563/0437 255 344  
Facsimile: 02 9642 3954  
E-mail: [steve.curtis@Officemax.com.au](mailto:steve.curtis@Officemax.com.au)  
Internet: [www.officemax.com.au](http://www.officemax.com.au)

## Supplier Notes

### Products

- Lot 1 – General Office Supplies
- Lot 2 – Copy Paper
- Lot 3 – Toner and Inkjet Cartridges
- Lot 4 – Educational Supplies:
  - Sub-lot a. General
  - Sub-lot c. Arts and Crafts
- Lot 7 – Environmentally Friendly Products:
  - Sub-lot b. Environmental (copy paper)
  - Sub-lot c. Toner and Inkjet Cartridges

### Returns

OfficeMax allows returns for any reason. Returns are collected free of charge and once receipted, the full credit is refunded.

To make a return there are two methods:

- Online through the ServiceMax portal. Users simply fill out the 'request return authority' form and a return advice is emailed promptly back to the buyer
- Client contacts customer service who will facilitate the return to ensure it is collected promptly and credit is received

The returned product must be:

- Returned within 14 days of invoice date
- Returned in the original packaging
- Returned in a resalable condition
- Accompanied by a registered credit reference number

As OfficeMax delivers to all metropolitan, regional and

remote locations in NSW, OfficeMax will pick up returns from any location within NSW. However, returns valued under \$20.00 are not picked up as the mutual cost of handling is generally around this figure. OfficeMax simply issues a full credit or replaces the product at no charge.

### Warranties/Guarantees

OfficeMax makes it a priority to partner with manufacturers who provide a minimum 12 month warranty for their products.

All OfficeMax Private Labelled products are accompanied with a lifetime quality guarantee and are guaranteed against faulty manufacture under normal use. All products found to be defective are replaced or repaired. In the unlikely event the product is found to be repeatedly faulty, OfficeMax will offer product alternatives to serve the same purpose.

When a product is found to be faulty outside of the prescribed warranty period, OfficeMax facilitates - with the manufacturer - to return or replace the product. While any costs under these circumstances are the responsibility of the client, OfficeMax customer service provides a pragmatic approach to ensure a positive service experience.

# Sebel Furniture

Contact: Chris Gordon  
ABN: 23 000 378 996  
Site address: 92 Gow Street, Padstow NSW 2211  
Post address: PO Box 225 Bankstown NSW 2200  
Telephone: 02 9780 2209  
Facsimile: 02 9793 3152  
E-mail: cgordon@sebelfurniture.com  
Internet: www.sebelfurniture.com

## Help Desk

- Hours: 8.30am to 5pm Monday to Friday
- T: 1300 664 732

## Supplier Notes

### Products

- Lot 8 – Office Furniture
  - Sub-lot a. Chairs
- Lot 9 – DET Furniture
  - Sub-lot a. Wooden and Associated
  - Sub-lot b. Workstations and Associated
  - Sub-lot c. Seating
  - Sub-lot d. Steel, Display and Other

### Discount

Sebel will offer a 3% discount when more than 120 workstations are ordered.

### Guarantee

Sebel Furniture guarantees the deliverables against any defect or fault which may arise from faulty workmanship and materials for a period of five (5) years from the date of manufacture. Not covered by the warranty are defects or damage which in the opinion of the company have been caused by neglect, misuse, vandalism or poor handling. Sebel Furniture will respond to a warranty claim within ten (10) working days of the warranty issue being raised. Where goods are to be returned they are to be returned to the factory (Bankstown Site) carriage free.

All warranty service (metro and country) is supplied from the head office at Bankstown.

Where the need arises for service after the expiration of the period of guarantee or warranty, a specific quotation will be supplied by Sebel.

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# Serrata

Contact: Maxwell Scrimegour  
ABN: 84 300 358 154  
Site address: 51 Cranstons Road Dural NSW 2158  
Post address: PO Box 73 Galston NSW 2159  
Telephone: 02 9651 3033  
Facsimile: 02 9651 2031  
E-mail: max.s@serrata.com.au  
Internet: www.serrata.com.au

equipment and give an honest appraisal.

Goods are returned at the customer's expense.

## Supplier Notes

### Products

- Lot 4 – Educational Supplies:
  - Sub-lot b. Scientific

### Minimum order

Serrata requires orders to be a minimum of \$100. A fee will apply to all orders under \$100. This fee is variable depending on the goods ordered. Customers should note that for orders of dangerous goods under \$100 an added dangerous goods fee may also apply.

### Delivery times

In regional and rural areas Serrata may require up to a maximum of 8 days for delivery, if oxidising or dangerous chemicals are included in the order

### Emergency deliveries

Serrata will not provide emergency deliveries

### Goods on consignment

Serrata will not provide a 'Goods on Consignment' System

### Warranties/Guarantees

All of Serrata's equipment is covered by a comprehensive warranty. Most equipment is covered for 12 months. Microscopes and VideoFlex have a five (5) year warranty. All warranty claims must be assessed as deliberate misuse of any equipment is not covered.

Equipment covered by warranty will be sent back to the original manufacturer. For equipment out of warranty, Serrata have trained personnel who will access the

## Sturdy Framac

Contact: Brad Denny  
ABN: 69 000 624 984  
Site address: 95 Gow Street Padstow NSW 2211  
Post address: PO Box 4635 Milperra NSW 1891  
Telephone: 02 9790 3500  
Facsimile: 02 9707 1081  
E-mail: bdenny@sturdy.com.au  
Internet: www.sturdy.com.au

### Supplier Notes

#### Products

- Lot 8 – Office Furniture:
  - Sub-lot a. Chairs
  - Sub-lot c. General

#### Warranties/Guarantees

Sturdy Framac warrants for a period of five years (seven for chairs), two years in 24 hour centres, from the date of purchase that the product hereby sold shall be free from all defects in parts or workmanship under normal use. This warranty is limited to and only extends to the original purchaser of this product.

For warranty service, the defective product must be returned together with proof of purchase to Sturdy Framac at 95 Gow Street, Padstow and all freight and insurance charges must be prepaid by the owner.

This warranty does not cover a product which has been subject to misuse, abuse, neglect, accidental damage or in circumstances where the defect arises from the purchaser not using the product in accordance with the instructions contained in the operation handbook.

## Watts Commercial Furniture

Contact: Richard Pryor  
ABN: 54 064 557 893  
Site address: 350a Edgar Street Bankstown NSW 2200  
Post address: PO Box 275 Condell Park NSW 2200  
Telephone: 02 9771 3966  
Facsimile: 02 9771 6824  
E-mail: sales.watts@wcf.com.au  
Internet: www.wcf.com.au

### Supplier Notes

#### Products

- Lot 8 – Office Furniture:
  - Sub-lot a. Chairs
  - Sub-lot b. Steel Furniture
  - Sub-lot c. General
  - Sub-lot d. Workstations
- Lot 9 – DET Furniture:
  - Sub-lot b: Workstations and Associated

#### Discount

If payment is made within 14 days from the receipt of invoice Watts Commercial Furniture will offer a discount of 2.5%

#### Guarantee

Watts Commercial Furniture guarantees all general office furniture products for a period of ten (10) years from the date of purchase within the following terms:

- This warranty applies only for Australia and does not cover any service consequent upon accident, alterations, misuse, fire, floods or change of ownership
- The company reserves the right to determine whether or not fault is due to workmanship or material or that any part is defective
- During the warranty period the company will pay for the cost of repairing or replacing all parts that are defective
- It does not apply to normal wear and tear, or any service which is needed after accident, negligence, alterations or misuse

- It also does not apply to damage caused if the product is repaired or serviced by any person not authorised by the company
- All warranty enquiries to be directed to:  
Watts Commercial Furniture  
350a Edgar Street, Bankstown NSW  
PO Box 275, Condell Park NSW 2200  
Ph: 9771 3966 Fax: 9771 6824  
Email sales.watts@wcf.com.au
- Free service during the Warranty period is offered on site, as well as at the Watts Commercial Furniture factory at 350a Edgar Street, Bankstown, NSW 2200
- Outside of the warranty period, service is available on a parts and labour basis for areas within a 200 kilometre radius from Sydney CBD. Outside of this zone there would be a remote location travel component, POA
- All chair products are guaranteed for seven (7) years from the date of purchase
- All steel furniture is guaranteed for five (5) years from the date of purchase

## Workspace Commercial Furniture

Contact: Peter Byrnes  
 ABN: 50 121 862 486  
 Site address: Unit 4 Harcourt Estate 809-821 Botany Road Rosebery 2018  
 Post address: Unit 4 Harcourt Estate 809-821 Botany Road Rosebery 2018  
 Telephone: 02 9381 2300  
 Facsimile: 02 9669 6509  
 E-mail: pbyrnes@workspace.com.au  
 Internet: www.workspace.com.au

### Supplier Notes

#### Products

- Lot 8 – Office Furniture:
  - Sub-lot c. General
  - Sub-lot d. Workstations

#### Discount

- If payment is made within 7 days from the receipt of invoice Workspace Commercial Furniture will offer a discount of 5%
- If payment is made within 14 days from the receipt of invoice Workspace Commercial Furniture will offer a discount of 3%

#### Warranties/Guarantees

All Workspace manufactured items have a 10 year warranty. Outsourced items will carry the manufacturer's warranty which will be a minimum of five (5) years.

Refunds, replacements and repairs will be dealt with on a case by case basis and decisions will be made in conjunction with the client's wishes and what would be considered commercially acceptable practice.

Support and servicing arrangements will be provided to every area of NSW and products will continue to be serviced after the warranty period, which may attract a charge.

# Section 5 – Contract Conditions

## Organisations Eligible to Purchase from the Contract

The following organisations are eligible to purchase from the Contract:

- a) Any department, agency or office of the Commonwealth including any Statutory Authority constituted under Commonwealth legislation
- b) Any department, agency or office of any State or Territory of the Commonwealth, including any Statutory Authority constituted under State/Territory legislation
- c) Any council of a city, municipality or shire constituted by a State or Territory
- d) Any other organisation constituted by or subject to an Act of Parliament either Commonwealth or State or by a Regulation there under
- e) Any body or association, other than a trading, commercial or industrial firm or corporation, which conducts a service, not being a trade, business or industry followed or carried on for profit, at the request of the Government, in respect of such service
- f) Any authority, person, body, corporation, association or organisation, whether incorporated or not, to which permission has been given by the Minister for the Department of Services, Technology & Administration, or an official delegate of the Minister, to issue orders for supplies comprised in that agreement.

For the purpose of parts (d) and (e) examples of typical organisations include, but are not limited to:

- Government Schools and Private Schools
- TAFE Colleges
- Public Hospitals and Area Health Services
- Trustees of Public Parks
- Boards
- Tribunals
- Commissions
- Registries.

For the purposes of part (f) authorities to which permission has been given generally have:

- Charitable or benevolent status
- Non-profit objective
- Level of government subsidy/support.

Examples are:

- Non-Government Schools
- Pre-Schools/Kindergartens and Child Care Centres
- Child Care Centres (excluding privately owned)
- Family Day Care Administrations
- Nursing Homes (excluding privately owned)
- Other community based service providers
- Student support groups which are established under the auspice of the relevant school or education institution
- Arts based groups sponsored by the Ministry for the Arts.

## Operation of Nominee Purchasing

### Introduction

The Nominee Purchaser Arrangement was created under REG 18 of the Public Sector (Goods and Services) Regulation 2000 (NSW). The Regulation allows the State Contracts Control Board (“SCCB”) to provide access to suppliers of public sector agencies to SCCB standing offer agreements for the provision of goods and services. These suppliers are known as Nominee Purchasers. The public sector agencies making the nominations are known as Nominating Agencies.

### What is a Nominee Purchaser?

“Nominee Purchaser” means a supplier to a public sector agency, nominated by the public sector agency to be authorised to place Orders under Standing Offer Agreements for works done as such a supplier and registered by NSW Procurement. Access of nominee purchasers to SCCB standing offer agreements:

- Is limited to standing offer agreements relevant to the contract between the nominating agency and the nominee purchaser, and which are specifically listed in the nominee purchaser’s registration; and
- Is for a fixed period of registration, usually ending on the completion of the term of the contract between the nominating agency and the nominee purchaser.
- A nominee purchaser must not purchase goods or services under a SCCB standing offer agreement, unless they are related to its obligations under a contract with a public sector agency and are used during the term of such a contract or included or incorporated in works, goods or services to be provided to the public sector agency.

If you have any further enquires, or are interested in using this facility please call NSW Procurement

Client Support Centre:

**T** 1800 NSW BUY (1800 679 289)

**F** (02) 9372 8077

**E** [nswbuy@services.nsw.gov.au](mailto:nswbuy@services.nsw.gov.au)

**W** [www.nswbuy.com.au](http://www.nswbuy.com.au)

## Code of Behaviour – Protection of Children and other Vulnerable People

The Contractor must, in carrying out this Agreement, comply with the codes, policies and guidelines and Standards listed in the Contract, which includes the Code of Behaviour for the Protection of Children and other Vulnerable People.

### Risk and Title

Title in the Deliverables shall pass to the Customer on satisfactory delivery to the Customer, as evidenced by the signature on the delivery docket of a duly authorised representative of the Customer. Such signature is not an acknowledgement of the acceptability of the Deliverables. Notwithstanding that the Customer has taken delivery, the Contractor will remain liable for any loss or damage to the Deliverables, which may have occurred prior to delivery, and for any non-compliance of the Deliverables with the Order and Customer Contract.

### Insurance

The Supplier has arranged with a reputable insurance company:

- a. Public Liability Insurance,
- b. Product Liability Insurance, and
- c. Workers Compensation Insurance.

# Section 6 – Frequently Asked Questions

## **What types of products are available under the Workplace Supplies contract?**

The Workplace Supplies contract will offer items categorised into nine Lots, providing core workplace supplies such as paper, stationery, toner and inkjet cartridges, janitorial items, kitchen and canteen items, and office and educational furniture. To see the range of product available under each lot, go to Section 2 of this document.

We will be hosting the Workplace Supplies catalogue on our smartbuy® nswbuy catalogue. To view the contract catalogue in one place, you will need access to the nswbuy catalogue.

## **Can I still use my current supplier?**

Under the Workplace Supplies contract, suppliers are contracted to supply items according to lots and sub lots. Some suppliers may be contracted to provide the same items as they have supplied under previous State Contracts, however, in many cases there will be a change of supplier required for agencies.

## **Will users see much change in the products they receive?**

The new contract offers almost all of the items available under previous contracts and arrangements. The contract offers both branded and generic product. All items selected to be in the contract have been chosen by a panel of procurement experts across a range of government departments to ensure goods on contract meet the needs of NSW Government Agencies.

The contract has provision to remove products that have a low demand, to facilitate a rationalised catalogue of items for NSW Government workplace supply needs.

## **What if the supplier on contract doesn't have the product I need?**

The Workplace Supplies contract will offer almost all of the items available from current State Contracts and

arrangements. However, you may find some items are provided by a different supplier.

If you are certain a product you require is not offered by the contract, including no generic alternative, you can request that the product be added to the contract. Keep in mind this contract seeks to deliver efficiencies to government throughout the supply chain. This includes rationalising the items available, throughout the life of the contract. You will need a strong case for an item to be added.

Contact the NSW Procurement Client Support Centre on 1800 NSWBUY (1800 679 289) for information on how you make this request.

## **What is a best price contract?**

A "Best-Price" contract provides a single price, per supplier, per item. This means that all clients will receive the same price, for items bought under similar circumstances.

## **Are there discounts available under this contract?**

The contract has a provision for negotiating discounts once tendered volume thresholds have been achieved by total whole of government expenditure. Expenditure reviews and discount negotiations will be conducted by NSW's Vendor Management Unit at the anniversary of the contract. The key to this is Whole of Government use of the contract drives the NSW's ability to negotiate discounts.

Also, some suppliers have offered discounts related to early payment ("settlement" discounts). Please see Section 4 – Suppliers, for further details or contact the supplier directly.

## **Can I negotiate discounts?**

Product and price negotiations can only be conducted by the SCCB or its delegates. Clients cannot negotiate a price or product. Clients can negotiate value added services with their chosen supplier/s.

## **How do the prices of EFPs compare to standard products?**

Comparison between standard products and Environmentally Friendly Product (EFP) equivalents will be at the discretion of the client. We will be hosting the



Workplace Supplies catalogue on our smartbuy® nswbuy catalogue. To view the contract catalogue in one place, you will need access to the smartbuy® nswbuy catalogue.

**Is there a cheaper alternative to the branded items I bought under previous contracts?**

The new contract will offer both branded and generic products. To realise the majority of the savings available from this contract, users can choose generic items over branded items, which may offer cheaper pricing.

Price comparison between branded products and generic equivalents will be at the discretion of the client. We will be hosting the Workplace Supplies catalogue on our smartbuy® nswbuy catalogue. To view the contract catalogue in one place, you will need access to the smartbuy® nswbuy catalogue.

**Am I required to use this contract?**

Yes. As directed in Premier’s Memorandum M2006-11 NSW Procurement Reforms: “All agencies, other than State Owned Corporations, must use SCCB whole-of-government contracts, where they are available, when procuring goods and services.”

**Who do I contact if I need further information?**

NSW Procurement Client Support Centre  
McKell Building 2-24 Rawson Place Sydney NSW 2000  
T 1800 NSW BUY (1800 679 289)  
F (02) 9372 8077  
E [nswbuy@services.nsw.gov.au](mailto:nswbuy@services.nsw.gov.au)  
W [www.nswbuy.com.au](http://www.nswbuy.com.au)

# Section 7 – Contract Administration & Supplier Performance Survey

To help us maintain a high level of service and to meet agencies' obligations under NSW Government Service Provider Performance Management Guidelines, we seek your feedback concerning suppliers' performance under contracts established by NSW Procurement (an office of the Department of Services, Technology & Administration) on behalf of NSW government agencies.

Information on "Service Provider Performance Management" is available on the NSW Procurement website at <http://www.nswprocurement.com.au/PDF/Policy/Service-Provider-Performance-Reporting-Guideline.aspx>

For more information on supplier performance feedback please call the NSW Procurement Client Support Centre on 1800 NSW BUY (1800 679 289)

## NSW Procurement Contact Numbers

The contract has been arranged and is administered by NSW Procurement. If you have any questions relating to the operation of the contract then contact:

### NSW Procurement Client Support Centre

McKell Building 2-24 Rawson Place Sydney NSW 2000

**T** 1800 NSW BUY (1800 679 289)

**F** (02) 9372 8077

**E** [nswbuy@commerce.nsw.gov.au](mailto:nswbuy@commerce.nsw.gov.au)

**W** [www.nswbuy.com.au](http://www.nswbuy.com.au)