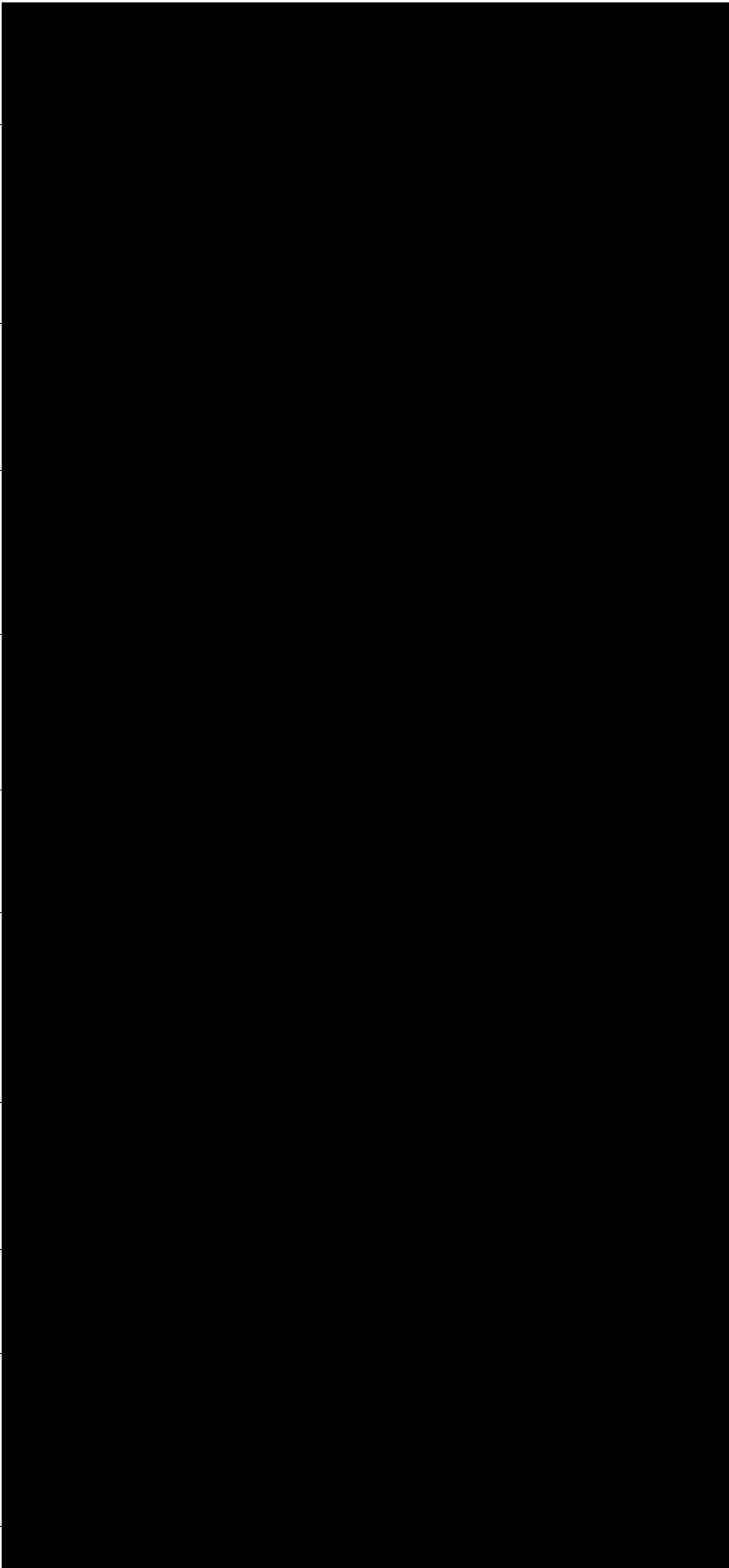


Submission	Question	Measure	User:	User:	User:	Moderated Comment	Moderated Score
Supplier_A [TQ.2.2.1]	Customer Support	Score (Acceptability)					
Supplier_A [TQ.2.2.1]	Customer Support	Rationale (Formatted Text)					
Supplier_A [TQ.2.2.2]	Product Selection	Score (Acceptability)					
Supplier_A [TQ.2.2.2]	Product Selection	Rationale (Formatted Text)					
Supplier_A [TQ.2.2.3]	Delivery	Score (Acceptability)					
Supplier_A [TQ.2.2.3]	Delivery	Rationale (Formatted Text)					
Supplier_A [TQ.2.3.1]	Social and Environmental	Score (Acceptability)					
Supplier_A [TQ.2.3.1]	Social and Environmental	Rationale (Formatted Text)					
Supplier_A [TQ.2.3.2]	Socio Economic	Score (Acceptability)					
Supplier_A [TQ.2.3.2]	Socio Economic	Rationale (Formatted Text)					
Supplier_E [TQ.2.2.1]	Customer Support	Score (Acceptability)					
Supplier_E [TQ.2.2.1]	Customer Support	Rationale (Formatted Text)					
Supplier_E [TQ.2.2.2]	Product Selection	Score (Acceptability)					
Supplier_E [TQ.2.2.2]	Product Selection	Rationale (Formatted Text)					
Supplier_E [TQ.2.2.3]	Delivery	Score (Acceptability)					
Supplier_E [TQ.2.2.3]	Delivery	Rationale (Formatted Text)					
Supplier_E [TQ.2.3.1]	Social and Environmental	Score (Acceptability)					
Supplier_E [TQ.2.3.1]	Social and Environmental	Rationale (Formatted Text)					
Supplier_E [TQ.2.3.2]	Socio Economic	Score (Acceptability)					

Supplier_E [TQ.2.3.2] Socio Economic	Rationale (Formatted Text)
Supplier_H [TQ.2.2.1] Customer Support Supplier_H [TQ.2.2.1] Customer Support	Score (Acceptability) Rationale (Formatted Text)
Supplier_H [TQ.2.2.2] Product Selection Supplier_H [TQ.2.2.2] Product Selection	Score (Acceptability) Rationale (Formatted Text)
Supplier_H [TQ.2.2.3] Delivery Supplier_H [TQ.2.2.3] Delivery	Score (Acceptability) Rationale (Formatted Text)
Supplier_H [TQ.2.3.1] Social and Environmental Supplier_H [TQ.2.3.1] Social and Environmental	Score (Acceptability) Rationale (Formatted Text)
Supplier_H [TQ.2.3.2] Socio Economic Supplier_H [TQ.2.3.2] Socio Economic	Score (Acceptability) Rationale (Formatted Text)
Supplier_K [TQ.2.2.1] Customer Support Supplier_K [TQ.2.2.1] Customer Support	Score (Acceptability) Rationale (Formatted Text)
Supplier_K [TQ.2.2.2] Product Selection Supplier_K [TQ.2.2.2] Product Selection	Score (Acceptability) Rationale (Formatted Text)
Supplier_K [TQ.2.2.3] Delivery Supplier_K [TQ.2.2.3] Delivery	Score (Acceptability) Rationale (Formatted Text)
Supplier_K [TQ.2.3.1] Social and Environmental Supplier_K [TQ.2.3.1] Social and Environmental	Score (Acceptability) Rationale (Formatted Text)
Supplier_K [TQ.2.3.2] Socio Economic	Score (Acceptability)



Supplier_K [TQ.2.3.2] Socio Economic	Rationale (Formatted Text)					
Supplier_N [TQ.2.2.1] Customer Support Supplier_N [TQ.2.2.1] Customer Support	Score (Acceptability) Rationale (Formatted Text)					
Supplier_N [TQ.2.2.2] Product Selection Supplier_N [TQ.2.2.2] Product Selection	Score (Acceptability) Rationale (Formatted Text)					
Supplier_N [TQ.2.2.3] Delivery Supplier_N [TQ.2.2.3] Delivery	Score (Acceptability) Rationale (Formatted Text)					
Supplier_N [TQ.2.3.1] Social and Environmental Supplier_N [TQ.2.3.1] Social and Environmental	Score (Acceptability) Rationale (Formatted Text)					
Supplier_N [TQ.2.3.2] Socio Economic Supplier_N [TQ.2.3.2] Socio Economic	Score (Acceptability) Rationale (Formatted Text)					
Supplier_O [TQ.2.2.1] Customer Support Supplier_O [TQ.2.2.1] Customer Support	Score (Acceptability) Rationale (Formatted Text)	Confidence Response provides a good level of detail.	Confidence The robust response covered all areas adequately, despite going over the page count and part of the supplier's response redacted. Assurance was provided on account and customer management, listing qualifications of staff, for example. Pre sales and technical advice was provided to a good standard; the pre-sales element was adequate, despite going over the page and not available for review. There was a thorough response on complaints management. The supplier's response gave assurances that the requirements could be fully	Absolute Confidence Supplier meets all that is required within the Customer Service document	The response provided sufficient and relevant evidence, to give confidence the question criteria would be met. The response provided evidence to support the suppliers process for Customer Support services, detailing account management provision and a good section on complaints handling. The response provided evidence relating to the process for pre-sales advice and technical advice, detailing individual staff accreditations.	Confidence
Supplier_O [TQ.2.2.2] Product Selection Supplier_O [TQ.2.2.2] Product Selection	Score (Acceptability) Rationale (Formatted Text)	Moderate Concerns Lack of specific details provided within response.	Confidence The supplier has provided a good response that evidences they can meet the requirement. They have accreditations with key vendors, an approach that supports customers' current and future needs, technology expertise and service excellence. Environmental factors and considerations are not listed, despite which, confidence a confidence mark is awarded, due to the overall	Absolute Confidence Product selection met	The response provided sufficient and relevant evidence, to give confidence the question criteria would be met. The response detailed a range of OEM and remanufactured products, supported by accreditations with key vendors. The response provided evidence to support how the supplier would meet the customers requirements, with a good focus on current and future customer needs. The response provided sufficient evidence on how the supplier would ensure value for money. Overall the response covered all criteria, it would have benefitted from more specific details in order to score higher.	Confidence
Supplier_O [TQ.2.2.3] Delivery Supplier_O [TQ.2.2.3] Delivery	Score (Acceptability) Rationale (Formatted Text)	Moderate Concerns Lack of specific details provided within response.	Absolute Confidence A very thorough response that fully assures the requirement can be fully met. Delivery, environmental awareness and protocols and DOA / reverse logistics are satisfactorily presented in the response. They are ISO14001 accredited, with a plan to reduce carbon emissions by 2025. The response also details carbon smart GOLD certification through their carbon saving initiatives and are part of the ESOS (the Energy Savings Opportunity Scheme); an energy assessment and energy saving scheme. The supplier's environmental acumen warrants an absolute	Absolute Confidence Supplier meets what is required	The response provided sufficient and relevant evidence, to give confidence the question criteria would be met. The response provide evidence of the suppliers process for deliveries, with a commitment to next day deliveries. The response evidences the suppliers process for Defective on Arrival and reverse logistics, there was a strong response relating to the environmental impact and addressed the circular economy through the return and reuse of cartridges. Returns and environmental element of the question supported by ISO14001 accreditation. Further detail on delivery to desktop was required to score higher.	Confidence
Supplier_O [TQ.2.3.1] Social and Environmental	Score (Acceptability)	Confidence	Minor Concerns	Absolute Confidence	The response provided sufficient and relevant evidence, to give confidence the question	Confidence

Supplier_O [TQ.2.3.1] Social and Environmental	Rationale (Formatted Text)	Response provides a good level of detail.	The supplier provided a thorough and adequate response that covered the requirement in most areas. They are ISO:14001 accredited and comply with sections 3.37 - 3.40 of the requirement. However, although the supplier has committed to following and adhering to Welsh Minister's future policies, standards and guidance, there was no specific evidence presented on complying with the Well-being of Future Generations Act, hence the mark of minor concerns. This	Supplier meets what is required under Social and environment	criteria would be met. The response detailed the suppliers approach to recycling and re-use and decarbonisation, detailing carbon emission monitoring using Carbon Smart. The environmental element of the question was underpinned by the suppliers ISO14001 accreditation. The response demonstrated how the supplier ensures an ethical supply chain and committed to the Welsh Governments policies in this area.	
Supplier_O [TQ.2.3.2] Socio Economic Supplier_O [TQ.2.3.2] Socio Economic	Score (Acceptability) Rationale (Formatted Text)	Confidence Response provides a good level of detail.	Confidence The response covered all areas of the requirement to provide assurance the supplier can deliver. There is a commitment to the Well-being of Future Generations Act, Digital Inclusion, the Welsh Language and sourcing via local SMEs, where possible.	Absolute Confidence All requirements are met	The response provided sufficient and relevant evidence, to give confidence the question criteria would be met. The response detailed the suppliers approach to providing supply chain opportunities to Welsh SMEs, committing to use Welsh SMEs where possible. The response provided evidence on how the supplier would invest in the Welsh economy and demonstrated how the supplier will provide employment opportunities in Wales, with an office in Wales to support job creation in the area. Overall the response covered the criteria and was specific to Wales, more detail was required to score higher.	Confidence
Supplier_P [TQ.2.2.1] Customer Support Supplier_P [TQ.2.2.1] Customer Support	Score (Acceptability) Rationale (Formatted Text)					
Supplier_P [TQ.2.2.2] Product Selection Supplier_P [TQ.2.2.2] Product Selection	Score (Acceptability) Rationale (Formatted Text)					
Supplier_P [TQ.2.2.3] Delivery Supplier_P [TQ.2.2.3] Delivery	Score (Acceptability) Rationale (Formatted Text)					
Supplier_P [TQ.2.3.1] Social and Environmental Supplier_P [TQ.2.3.1] Social and Environmental	Score (Acceptability) Rationale (Formatted Text)					
Supplier_P [TQ.2.3.2] Socio Economic Supplier_P [TQ.2.3.2] Socio Economic	Score (Acceptability) Rationale (Formatted Text)					

Technical Evaluation and Scoring	Page Count	Available Points
Total Technical Points Available		300
Technical		210
<p>[TQ.2.2.1] Customer Support</p> <p>The Supplier must have a methodology for managing the pre-sales support and ongoing support services to Customers.</p> <p>Your response will demonstrate your process for ensuring;</p> <ul style="list-style-type: none"> • Customer support services; and • pre-sales advice. <p><i>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 4.1 – 4.16, 6.23</i></p>	2 Pages Maximum	60
<p>[TQ.2.2.2] Product Selection</p> <p>The Supplier must be able to provide a range of products, including:</p> <ul style="list-style-type: none"> • Original Equipment Manufacturers (OEMs); and • Remanufactured products. <p>Your response will demonstrate your processes for maintaining vendor relationships, ensuring your scope products and services:</p> <ul style="list-style-type: none"> • Match Customers changing requirements; and • offer value for money. <p><i>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 6.1 – 6.2</i></p>	2 Pages Maximum	60
<p>[TQ.2.2.3] Delivery</p> <p>The Supplier must have a process to ensure that Customer orders are delivered in line with the Customers requirements.</p> <p>Your response will demonstrate your process for:</p> <ul style="list-style-type: none"> • Deliveries; • Defective on Arrival; and • Reverse logistics. <p><i>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 4.30, 4.44 – 4.46, 4.47 – 4.52, 6.13 – 6.17</i></p>	2 Pages Maximum	90
Sustainability and Social Value Criteria		90
<p>[TQ.2.3.1] Social and Environmental</p> <p>The Supplier must have a methodology in place to mitigate the social and environmental impact of delivering the Products to the Customer.</p> <p>The Supplier should detail their process, accreditations and membership of any organisations for addressing the following areas:</p> <ul style="list-style-type: none"> • Recycling and Reuse; • Decarbonisation; and • Ethical Supply Chains. <p><i>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 3.16 – 3.24, 3.30 – 3.58</i></p>	2 page maximum	60
<p>[TQ.2.3.2] Socio Economic</p> <p>The Welsh Government, through policies such as The Future Generations Act and Prosperity for All policy, is aiming to further strengthen the Welsh Economy for this and future generations.</p> <p>The Supplier must have a methodology in place to ensure that the provision of products and services through this Agreement supports the Welsh Ministers' objectives.</p> <p>Your response should detail:</p> <ul style="list-style-type: none"> • Supply Chain opportunities; • Inward investment; and • Employment opportunities. <p><i>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 3.16 – 3.29, 4.28</i></p>	2 page maximum	30

Remark	Capability	Evidence	Remark	Scores (%)
Absolute Confidence	Bidder is likely to be able to meet the needs of the Authority.	Evidence is consistent, comprehensive, compelling, directly relevant to the project in all respects and highly credible (by being substantiated by independent sources where possible.)	Absolute Confidence	100
Confidence		Evidence is sufficient (in qualitative terms), convincing, and credible.	Confidence	80
Minor Concerns	Small risk that bidder will not be able to meet the needs of the Authority.	Evidence has minor gaps, or to a small extent is unconvincing, lacks credibility or irrelevant to the project.	Minor Concerns	60
Moderate Concerns	Moderate risk that the bidder will not be able to meet the needs of the Authority	Evidence has moderate gaps, is unconvincing.	Moderate Concerns	40
Major Concerns	Significant risk that the bidder will not be able to meet the needs of the Authority.	Evidence has major gaps, is unconvincing in many respects, lacks credibility, or largely irrelevant to the project.	Major Concerns	20

Submission Question
Supplier_A [TQ.2.2.1] Customer Support

Moderated Comments

Score

Supplier_A [TQ.2.2.2] Product Selection

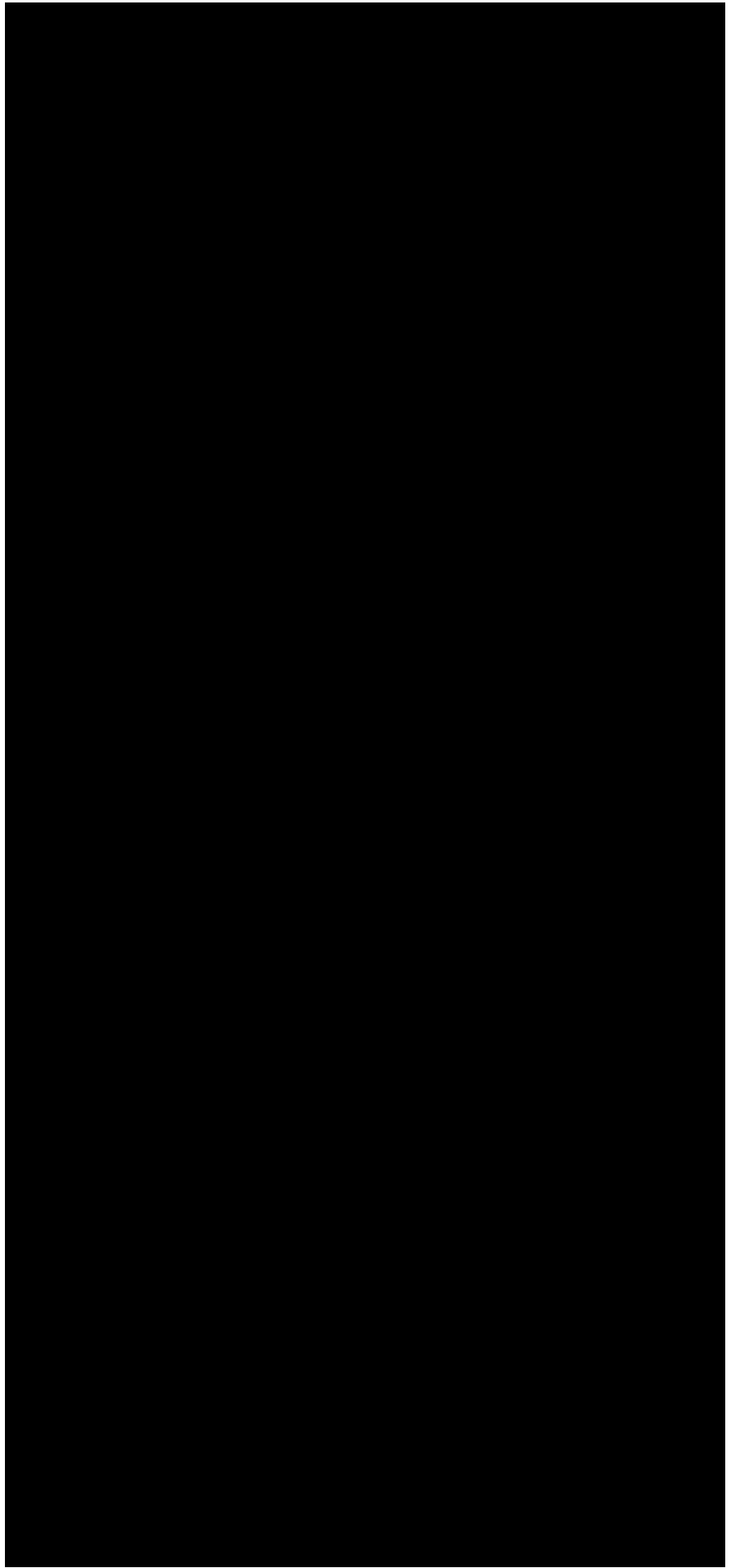
Supplier_A [TQ.2.2.3] Delivery

Supplier_A [TQ.2.3.1] Social and Environmental

Supplier_A [TQ.2.3.2] Socio Economic

Supplier_E [TQ.2.2.1] Customer Support

Supplier_E [TQ.2.2.2] Product Selection



Supplier_E [TQ.2.2.3] Delivery

Supplier_E [TQ.2.3.1] Social and Environmental

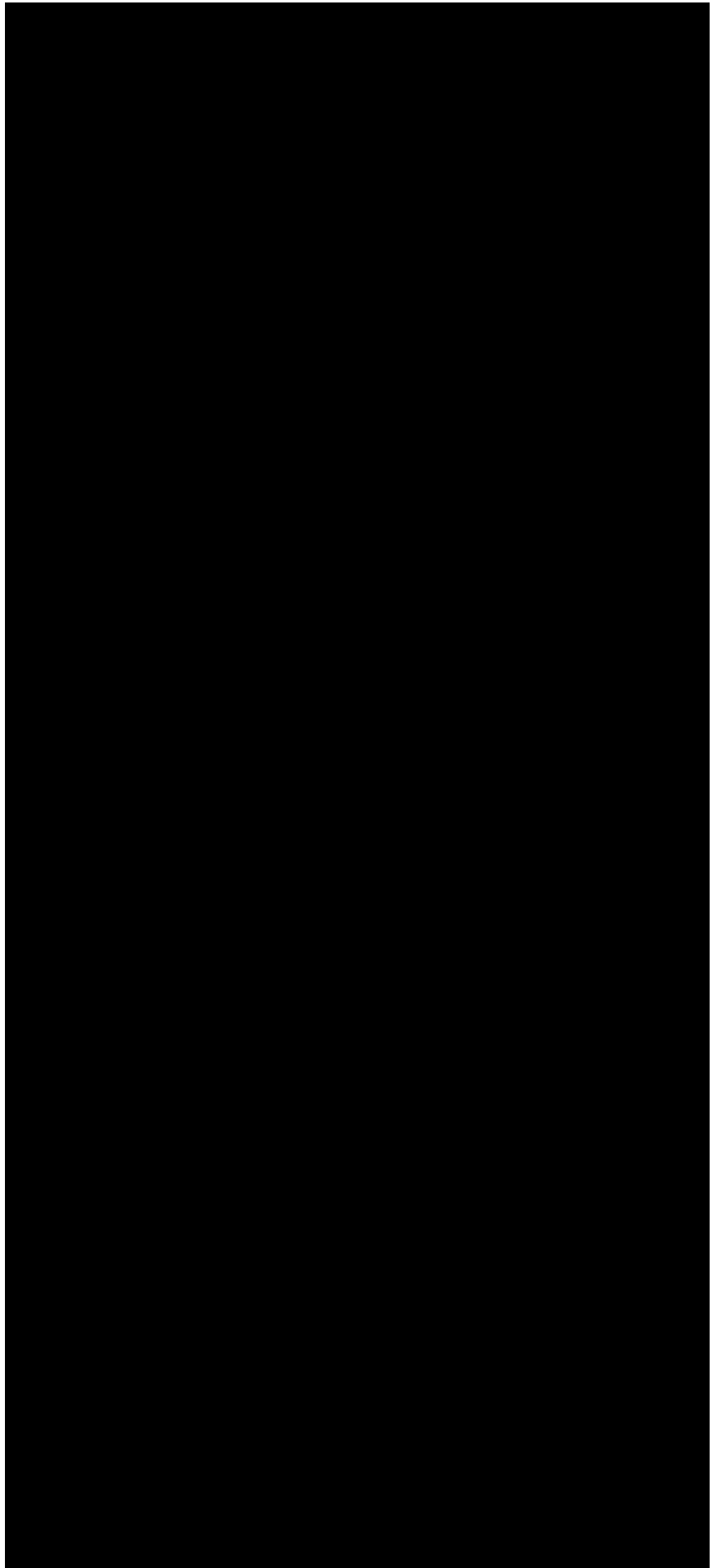
Supplier_E [TQ.2.3.2] Socio Economic

Supplier_H [TQ.2.2.1] Customer Support

Supplier_H [TQ.2.2.2] Product Selection

Supplier_H [TQ.2.2.3] Delivery

Supplier_H [TQ.2.3.1] Social and Environmental



Supplier_H [TQ.2.3.2] Socio Economic

Supplier_K [TQ.2.2.1] Customer Support

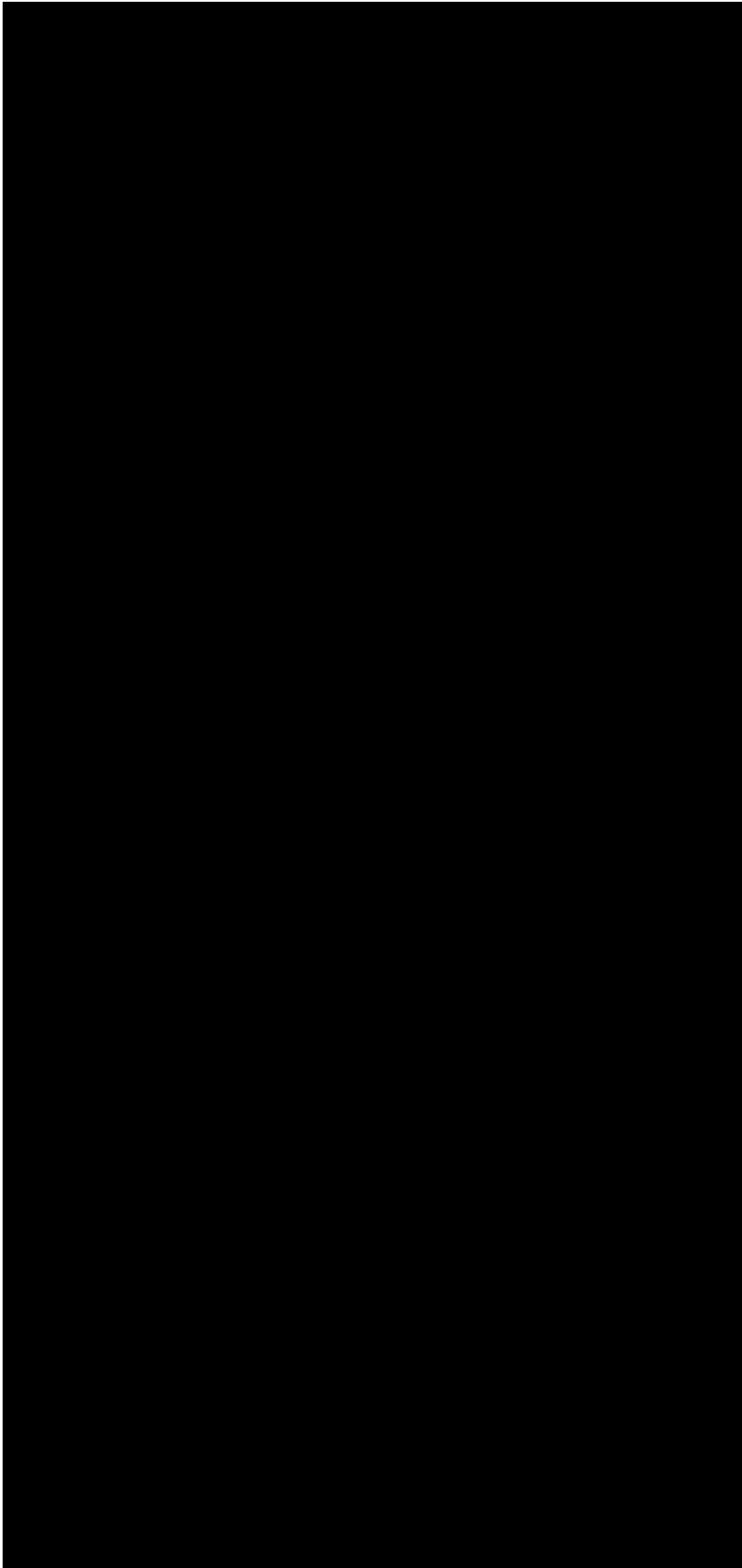
Supplier_K [TQ.2.2.2] Product Selection

Supplier_K [TQ.2.2.3] Delivery

Supplier_K [TQ.2.3.1] Social and Environmental

Supplier_K [TQ.2.3.2] Socio Economic

Supplier_N [TQ.2.2.1] Customer Support

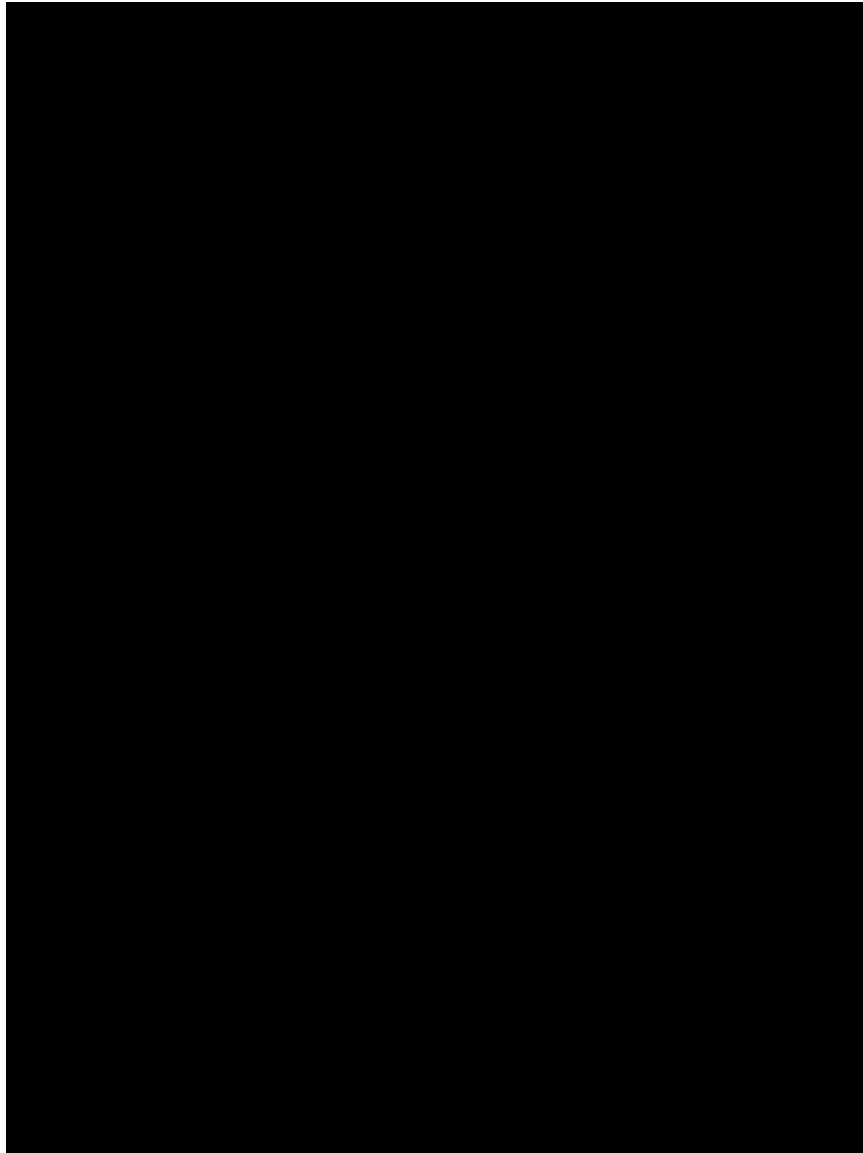


Supplier_N [TQ.2.2.2] Product Selection

Supplier_N [TQ.2.2.3] Delivery

Supplier_N [TQ.2.3.1] Social and Environmental

Supplier_N [TQ.2.3.2] Socio Economic



Supplier_O [TQ.2.2.1] Customer Support

The response provided sufficient and relevant evidence, to give confidence the question criteria would be met. Confidence

The response provided evidence to support the suppliers process for Customer Support services, detailing account management provision and a good section on complaints handling.

Supplier_O [TQ.2.2.2] Product Selection

The response provided evidence relating to the process for pre-sales advice and technical advice, detailing individual staff accreditations. The response provided sufficient and relevant evidence, to give confidence the question criteria would be met. Confidence

The response detailed a range of OEM and remanufactured products, supported by accreditations with key vendors.

The response provided evidence to support how the supplier would meet the customers requirements, with a good focus on current and future customer needs. The response provided sufficient evidence on how the supplier would ensure value for money.

Overall the response covered all criteria, it would have benefitted from more specific details in order to score higher.

Supplier_O [TQ.2.2.3] Delivery

The response provided sufficient and relevant evidence, to give confidence the question criteria would be met. Confidence

The response provide evidence of the suppliers process for deliveries, with a commitment to next day deliveries.

The response evidences the suppliers process for Defective on Arrival and reverse logistics, there was a strong response relating to the environmental impact and addressed the circular economy through the return and reuse of cartridges. Returns and environmental element of the question supported by ISO14001 accreditation.

Further detail on delivery to desktop was required to score higher.

Supplier_O [TQ.2.3.1] Social and Environmental

The response provided sufficient and relevant evidence, to give confidence the question criteria would be met. Confidence

The response detailed the suppliers approach to recycling and re-use and decarbonisation, detailing carbon emission monitoring using Carbon Smart. The environmental element of the question was underpinned by the suppliers ISO14001 accreditation.

The response demonstrated how the supplier ensures an ethical supply chain and committed to the Welsh Governments policies in this area.

Supplier_O [TQ.2.3.2] Socio Economic

The response provided sufficient and relevant evidence, to give confidence the question criteria would be met. Confidence

The response detailed the suppliers approach to providing supply chain opportunities to Welsh SMEs, committing to use Welsh SMEs where possible.

The response provided evidence on how the supplier would invest in the Welsh economy and demonstrated how the supplier will provide employment opportunities in Wales, with an office in Wales to support job creation in the area.

Overall the response covered the criteria and was specific to Wales, more detail was required to score higher.

Supplier_P [TQ.2.2.1] Customer Support

Supplier_P [TQ.2.2.2] Product Selection

Supplier_P [TQ.2.2.3] Delivery

Supplier_P [TQ.2.3.1] Social and Environmental

Supplier_P [TQ.2.3.2] Socio Economic

