



y gwasanaeth caffael cenedlaethol

national procurement service

INVITATION TO TENDER (ITT)

All Wales Framework Agreement for Supply of IT Products and Services (ii).

NPS – ICT – 0094 – 19

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1 Definitions

1.1 Unless otherwise provided or the context otherwise requires the following expressions shall have the meanings set out below:

"Framework Agreement"	means the framework agreement including the clauses, appendices and annexes of the same, between the Welsh Ministers and the Supplier;
"Call-off Contract"	means a legally binding agreement (entered into pursuant to the provisions of the Framework Agreement) for the provision of the Services made between a Customer and the Supply Partner pursuant to Framework Schedule 4.2 (Call-off Procedure);
"CAPEX"	means the Suppliers capital expenditure to buy, maintain or improve their fixed assets;
"Community Benefits"	has the meaning detailed in section 4.6 of this ITT;
"Costs"	Means the MSR and: <ul style="list-style-type: none">a) the direct buy-in price from an external supply chain, excluding all internal expenditure, where the Supplier is acting as a reseller of a Vendors product; orb) the cost of manufacture where the Supplier is the OEM, including OPEX but excluding CAPEX;
"Customer"	means the NPS member organisations and those organisations and sectors named in the OJEU Contract Notice and the organisations listed in Annex H (Customer Organisations);
"Products and/ or Services"	means those services delivered by the Supply Partner as detailed under Schedule 2 (Products and Services Description) of the Framework Agreement;
"ITT"	means this Invitation to Tender;
"Management Information"	the management information specified in Framework Schedule 9.2 (<i>Management Information</i>) to be provided by the Supply Partner to the Welsh Ministers;
"Mandatory Supplier Rebate (MSR)"	has the meaning set out in Framework Clause 14 (Mandatory Supplier Rebate);
"Mark-up"	means the percentage applied to the Tenderer's Costs, to cover the Tenderers profit, and overheads, including the Welsh Ministers MSR;
"Most Economically Advantageous Tender" / "MEAT"	means that other criteria, such as quality or sustainability will be assessed together with price when making an award decision;

"OPEX"	means, the Suppliers operational expenses for the day to day functioning of the of the Suppliers business, such as sales, administration, and research and development etc.;
"Participating Organisations"	means the organisations listed in Annex H (Customer Organisations);
"Pass Through Mark-up"	Means the Mark-up applied to cover the costs associated with the Pass Through Services and the MSR;
"Pass Through Services"	means the Services detailed in paragraph 5.38 – 5.39 of Framework Schedule 2 (Products and Services Description);
"PCR 2015"	The Public Contracts Regulations 2015;
"Price Payable by Customer"	means the total price the Customer is to be charged including all costs and profit margin, excluding VAT;
"SME"	Small or medium sized enterprise, as defined by Companies' Act, requiring that two out of three characteristics are met – turnover (less than £25m), employees (less than 250), and gross assets (less than £12.5m);
"Standards"	means industry standards which are widely accepted requirements followed by the Digital and ICT Industry, including but not limited to: <ul style="list-style-type: none">a) British Standard Institution (BSI);b) International Organization for Standardization (ISO); andc) Open Standards for Government Data and Technology (https://www.gov.uk/government/collections/open-standards-for-government-data-and-technology)
"Supplier"	means the party which takes overall responsibility for fulfilling services under the Agreement and the Customer requirements;
"Supply Partner Costs"	means all costs, both direct and indirect, associated with delivering the Services to the Customer;
"Tender Award"	means the notification by the Welsh Ministers to the Tenderers of the outcome of the Tender;
"Tender"	means the Tenderers response, comprising of the offer to this Invitation to Tender;
"Tenderer(s)"	means the body submitting the Tender response to this ITT;
"Total Score"	means the score achieved for each evaluation criteria; and
"Welsh Ministers"	Means the representatives of the Welsh Government, with the National Procurement Service Wales (NPS) acting as their agent.

2 Instruction to Tenderers

2.1 Introduction

- 2.1.1 This procurement exercise is being conducted by the National Procurement Service for Wales (“**the NPS**”), which is hosted by the Welsh Government.
- 2.1.2 The purpose of this Invitation to Tender (“**the ITT**”) is to provide Tenderers with sufficient information to enable them to compile a comprehensive tender that meets the requirements of the procurement for a framework for the delivery of the Services set out in the Framework Schedule 2 (Products and Services Description).
- 2.1.3 This ITT has been issued in relation to the IT Products and Services (ii) Framework Agreement (**the “Agreement”**) and is to be conducted in accordance with the Public Contracts Regulations 2015 (as amended) (PCR 2015) for the procurement of the Agreement. Tenderers should refer to the contract notice dispatched for publication in the Official Journal of the European Union (“**the OJEU notice**”).
- 2.1.4 Nothing in this ITT shall be taken as constituting an offer, contract (whether implied or otherwise), investment advice or agreement between Welsh Ministers and any other party.
- 2.1.5 NPS reserves the right to cancel, amend or vary the tender process at any point prior to the award of any contract. Any award of contract is subject to all requisite public sector approvals.

2.2 Background

- 2.2.1 The NPS acts on behalf of the Welsh public sector to deliver value for money via the procurement of common and repetitive Products and Services 'once for Wales'. This procurement is being conducted on behalf of the Participating Organisations set out in the OJEU and Annex G (Customer Organisations) of this ITT.
- 2.2.2 The Agreement will be a second generation framework, with the previous iteration being let in January 2016 and running for 4 years.
- 2.2.3 The first generation of the Agreement was used by over 115 Customer (excluding individual schools), with an annual spend in excess of £40m per annum.

Objective

- 2.2.4 The objective of the Agreement is to:
- 2.2.4.1 create a 1-stop-shop for IT commodity products and related services, enabling IT service departments to meet all requirements from a single framework;
 - 2.2.4.2 reflect current technology, whilst ensuring sufficient flexibility to meet technology changes in the digital and IT market;
 - 2.2.4.3 achieve a diverse supply base, reflecting the broad and distinctive nature of WPS organisations;
 - 2.2.4.4 promote the WPS as an attractive market to Suppliers, increasing the level of service and inward investment into Wales; and
 - 2.2.4.5 embed Welsh Public Sector policies in the agreement, creating supply chain opportunities for Welsh SMEs and delivering wider benefits to Wales.

2.3 Customer Organisations

- 2.3.1 The organisations that can use the Agreement will be included in the OJEU Notice. Prospective Customers are included within Annex H.

2.4 The Agreement and Call-Off Contracts

- 2.4.1 The Agreement will enable Customers to place orders with the Suppliers for Goods and/ or Services via Call-Off Contracts.
- 2.4.2 The Agreement shall govern the legal relationship between the Welsh Ministers and the Suppliers.
- 2.4.3 The Call-off Contract shall govern the legal relationship between the Suppliers and each Customer.
- 2.4.4 The Agreement (including the Framework Schedules) and Call-Off Contract terms and conditions are available in the attachments area of the eTenderWales portal. Please review the Agreement and Schedules carefully to understand the rights and obligations they confer on the parties.
- 2.4.5 The Agreement terms are non-negotiable, whether during the procurement or post award. However, you may seek clarification of any points of ambiguity or apparent error in relation to the terms throughout the clarification period (see section 2.9).
- 2.4.6 Following the Welsh Ministers' decision to award, the Agreement will incorporate the Tender response. The NPS will manage the overall performance of the Agreement by the Supplier and collect Management Information and any Mandatory Supplier Rebate.
- 2.4.7 Being appointed to this Agreement does not confer an exclusive right to supply on the Supply Partner or guarantee that the Supply Partner will receive any business at all under the Agreement.
- 2.4.8 All orders placed by Customers will be subject to the Call-Off Contract terms and conditions contained within Framework Schedule 4.1 (Model Call-off Terms and Conditions) and shall be awarded in line with Framework Schedule 4.2 (Call-off Procedure).

2.5 Estimated Annual Quantity and Value

- 2.5.1 The Agreement will not be for any fixed quantity or value.
- 2.5.2 The estimated total Agreement value based on historic spend data for the NPS member organisations is:
- 2.5.2.1 Between £50,000,000 - £75,000,000 per annum; and
 - 2.5.2.2 a maximum spend of £300,000,000 for the entire contract.
- 2.5.3 It should be noted that the above values are estimates, based on historical information and cannot be guaranteed.
- 2.5.4 Nothing in this ITT or any Agreements awarded as a result of this ITT process shall place any obligation of any kind whatsoever on the NPS or any other potential Customer to purchase resource from the selected Tenderer to the exclusion of any other source of supply.

2.6 Duration of the Agreement

- 2.6.1 The Agreement will be for a maximum period of up to 4 years.

2.6.2 The initial term of the Agreement will be for a period of 2 years with the option to extend for further periods up to 2 years.

2.7 Estimated Timetable for Delivery

2.7.1 The timetable for this procurement is set out in the table below.

2.7.2 Dates provided in this timetable are indicative dates only and may be subject to change.

Deadline for questions on technical and contractual issues	12:00pm, 10 January 2020
Tender response deadline	15:00pm, 17 January 2020
Award of Agreement	w/c 8 June 2020
Agreement Start Date	1 July 2020

2.8 Tender Submission

2.8.1 Completed Tenders must be received by no later than 15:00pm on 17 January 2020. Any Tender received after this date may not be evaluated.

2.9 Clarifications

2.9.1 All clarifications relating to this ITT must be submitted through the messaging area of the eTenderWales portal.

2.9.2 Questions on technical and contractual issues must be received by no later than 12:00pm on 12 January 2020. Any question received after this date will not be responded to.

2.9.3 Please note no response will be given to any questions raised outside the eTenderWales portal.

2.9.4 Where appropriate, the response from the NPS, as well as the nature of the query, will be shared with all Tenderers, without disclosing the name of the Tenderer who initiated the query.

2.9.5 On no account before the Tender Award is the Tenderer to contact or communicate with any other person involved in work concerning this ITT unless the NPS redirects the enquiry.

2.9.6 If after viewing the Tender documentation the Tenderer decides not to submit a Tender, we would be grateful if the Tenderer would give reasons for rejection through the relevant area on the eTenderWales portal.

2.10 Submission of Tenders

Disclaimers

2.10.1 Whilst reasonable care has been taken in preparing the documentation provided by the NPS to the Tenderer during this procurement, the information within the documentation does not purport to be exhaustive or to have been independently verified.

- 2.10.2 The NPS does not accept liability or responsibility for the adequacy, accuracy or completeness of any information within the draft Agreement and associated documentation. It is the Tenderer's sole responsibility to undertake whatever investigation it considers to be appropriate in order to verify the accuracy of any information provided to it by the NPS and to clarify any ambiguity, whether actual or potential.
- 2.10.3 No claims for additional payment shall be allowed on the grounds of misinterpretation of any matter relating to the procurement on which the Tenderer could reasonably have satisfied itself by reference to the NPS, or such other sources as may have been appropriate, including undertaking due diligence.
- 2.10.4 The NPS will not be liable for any costs or expenses incurred by the Tenderer in connection with the preparation and submission of the Tender, including any required further clarification etc. (Please Note: the eTenderWales portal and helpdesk are provided free of charge to all Tenderers.)
- 2.10.5 You must not alter any of the NPS ITT documents.

Rejection and/or Disqualification of Tenders

- 2.10.6 The NPS reserves the right to reject or disqualify a Tenderer where:
- 2.10.6.1 the Tender is not received in accordance with the instructions in this document;
 - 2.10.6.2 the Tender, and any supporting documentation are submitted late, are completed incorrectly, or are incomplete;
 - 2.10.6.3 the Tenderer may be excluded under Article 57 of The Public Contracts Regulations 2015;
 - 2.10.6.4 the Tenderer is guilty of serious misrepresentation in relation to its application and the process; and
 - 2.10.6.5 there is a change of identity, control, financial standing, or other factor impacting on the selection and/or evaluation process affecting the Tenderer.
- 2.10.7 You shall ensure that your tender is completed legibly, in English, with all prices in Sterling (£) (exclusive of VAT).
- 2.10.8 You shall not tell anyone else, even approximately, what your tender price is or will be, before the date of contract award. The only exception is if you need an insurance quotation to calculate your tender price - in which case you may give your insurance company or brokers any essential information they ask for, provided that you do so in strict confidence.
- 2.10.9 Unless requested specifically to do so, you must not submit any other information. Please note that information that is not specifically requested **will** be disregarded.
- 2.10.10 Your responses to questions must comply with the page count where specified. Please note that information outside the scope of the page count **will** be disregarded.
- 2.10.11 Tender responses **must be anonymised**, with all reference to the Tenderers name and identifying information removed prior to the Tender responses being submitted. Failure to do so may result in the Tender being rejected.

2.10.12 You shall not try to obtain any information about anyone else's tender or proposed tender before the date of contract award.

Tender Validity

2.10.13 NPS will assume that your tender will remain open for acceptance for a minimum of 6 calendar months from the tender deadline.

Acceptance of Offers

2.10.14 You should note that:

- 2.10.14.1 the NPS reserves the right not to accept the lowest, or any, tender;
- 2.10.14.2 unless you make any formal statement to the contrary, the NPS reserves the right to accept any part of the tender without accepting the remainder;
- 2.10.14.3 acceptance of a tender/award of contract will be by written communication from the NPS; and
- 2.10.14.4 a mandatory 10 day standstill period will be applied between communicating the award decision to Tenderers and awarding of this Agreement.

2.11 Modification of Invitation to Tender

- 2.11.1 In so far as it is compatible with any relevant laws, NPS reserves the right, without prior notice, to change the basis of, or the procedures for, the competitive process for the award of the Agreement or to reject any or all Tenders. In no circumstances will NPS incur any liability in respect of the foregoing.
- 2.11.2 Any advice of a modification to the ITT shall be issued electronically by the NPS and all Tenderers will be alerted via eTenderWales messaging portal of the changes made.
- 2.11.3 In the event of changes being made after a Tenderer has published their Tender you will be duly alerted and will be required to republish your Tender to evidence that you have given due consideration to the changes made. All such changes shall be deemed to constitute part of, the ITT.
- 2.11.4 If necessary, the NPS shall revise the Tender date in order to comply with this requirement.

2.12 Tender Information

Confidentiality

- 2.12.1 The contents of this ITT must be treated as confidential. If you are unable or unwilling to comply with this requirement you are required to destroy this document and all associated documents immediately and not to retain any electronic or paper copies.
- 2.12.2 Confidential information means all information which is supplied by the NPS to a Tenderer whether in writing, orally or in any other form, directly or indirectly from or pursuant to discussions with such Tenderer or which is obtained through observations made by such Tenderer which is designated by the NPS as confidential or which is otherwise of a confidential nature.

- 2.12.3 Each Tenderer shall hold in confidence any confidential information, provided that such Tenderer shall not be restricted from passing such information to its professional advisers, its proposed sub-contractors (subject to obtaining appropriate confidentiality restrictions), but only to the extent necessary to enable it to prepare its Tender and participate in this procurement.

Access to Government Information

- 2.12.4 Tenderers are reminded that the NPS is subject to the requirements of the Freedom of Information Act 2000 ("FOIA") and the Environmental Information Regulations 2004 ("EIR).
- 2.12.5 Accordingly the NPS may be required to disclose, on request, information submitted to it by Tenderers in connection with this procurement exercise.
- 2.12.6 Information may be exempt from disclosure under FOIA where its disclosure would be likely to prejudice the commercial interests of any person; however, the NPS can give no assurances as to whether information received from Tenderers in connection with this Tender would be disclosed in response to a request made under FOIA.
- 2.12.7 In the event that such a request is received by the NPS, the NPS shall, in accordance with its obligations under the Code of Practice made under section 45 FOIA, consult with any party whose interests are likely to be affected by disclosure.
- 2.12.8 However, the NPS shall be solely responsible for determining at its absolute discretion whether any such information is exempt from disclosure in accordance with the provisions of the FOIA or the EIR and whether any such information is to be disclosed in response to an information request.

Copyright

- 2.12.9 Tenderers are reminded that the copyright to this ITT rests with the NPS and its appointed advisors.
- 2.12.10 This ITT may not either in whole or in part be copied, reproduced, distributed or otherwise made available to any other third party without the prior written consent of the NPS except in relation to the preparation of a Tender.
- 2.12.11 All documentation supplied by the NPS in relation to this ITT is, and shall remain the property of the NPS and must be returned on demand, without any copies being retained.

Conflict of Interest

- 2.12.12 The NPS reserves the right to disqualify Tenderers where there is an actual or potential conflict of interest.
- 2.12.13 A conflict of interest may arise in situations including but not exclusively where an owner, director or other person of significance in the Tenderers organisation, or a member of the Tenderers Personnel:
- 2.12.13.1 is related to someone in another tendering organisation; or
 - 2.12.13.2 has a business interest in another tendering organisation; or
 - 2.12.13.3 has received any information which could give or could be perceived to give the Tenderer or an affiliated company, an unfair advantage in bidding for this opportunity under this ITT process. This may include, but is not limited to:

- 2.12.13.3.1 having previously provided consultancy or advice relating to the project which is the subject of this ITT;
 - 2.12.13.3.2 having undertaken design or discovery work for the project which is the subject of this ITT; or
 - 2.12.13.3.3 having acted within a role with access to budgetary information for the project which is the subject of this ITT.
- 2.12.14 Where the Tenderer identifies a risk or a potential risk of a conflict of interest, it will inform the Welsh Ministers immediately of such conflict of interest and detail how it plans to mitigate the risk of the conflict arising. On receiving this notification, the Welsh Ministers, at their sole discretion, will consider whether the mitigation arrangements are sufficient to prevent any actual conflict of interest arising.
- 2.12.15 The NPS, at its sole discretion, reserves the right to exclude a Tenderer from the tendering process at any time if the risk of or a conflict of interest arises.
- 2.12.16 Tenderers should review carefully the prior or current involvement of the Tenderer with the NPS or potential Customers and to contact the NPS, prior to submission of the completed documentation.
- 2.12.17 The Tenderer shall discuss actual or potential conflicts they have with the NPS.

Improper Conduct

- 2.12.18 Any Tender submitted by a Tenderer who has directly or indirectly canvassed any member or official of the NPS or any Customer organisation concerning the award of the contract or who has directly or indirectly obtained or attempted to obtain information from any such member or official concerning any other Tenderer submitted by any other Tenderer shall not be considered for acceptance by the NPS.
- 2.12.19 Where someone fixes or adjusts the prices already shown in their Tender by or according to any agreement or arrangement with any other person, group or Tenderer; or where someone enters into any agreement or arrangement with any other person that such other person shall refrain from submitting a Tender or shall limit or restrict the prices to be shown by any other Tenderer in their Tender shall not be considered for acceptance by the NPS.
- 2.12.20 Where someone offers or agrees to pay or give, or does pay or give any sum of money inducement or consideration, whether directly or indirectly, to any individual or group for doing or having done, or having caused to be done or refraining from doing anything in relation to any other Tenderers or any other person's proposed Tender shall not be considered for acceptance by the NPS.
- 2.12.21 Where someone offers, gives or agrees to give any person any gift or consideration of any kind as an inducement or reward for doing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the NPS, or if the like acts shall have been done by any person employed by the Tenderer or acting on its behalf (whether with or without the Tenderer's knowledge) or if, in relation to any contract with the NPS, the Tenderer or any person employed by that Tenderer or acting for them shall have committed an offence under the Prevention of Corruption Act 1972 and shall not be considered for acceptance by the NPS.

Collusive Submissions

2.12.22 Any Tenderer who:

- 2.12.22.1 fixes or adjusts the Tender rates and prices quoted by it under or in accordance with any agreement or arrangement with any other person; or
- 2.12.22.2 communicates to any person other than the NPS the amount or approximate amount of its proposed Tender (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the Tender for insurance or similar activity); or
- 2.12.22.3 offers or agrees to pay or gives or does pay or give any sum of money inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to this or any other Tender or proposed Tender any act or omission; will be (without prejudice to any other civil remedies available to the NPS and without prejudice to any criminal liability which such conduct by a Tenderer may attract) disqualified.

2.12.23 The Tenderer warrants that its Tender shall be bona fide and shall be intended to be competitive and that it has not done and will not do at any time any of the acts set out in paragraph 2.12.22 above.

2.13 Consortia

- 2.13.1 Where a consortium, sub-contracting or third party approach is proposed, all information requested, including without limitation both financial and technical, should be given in respect of the proposed prime contractor or consortium leader. In addition, the elements of the service or supply being provided by consortium members, sub-contractors or third party providers must be clearly distinguished. Furthermore, relevant information should also be provided in respect of consortium members, sub-contractors or third party providers not operating through a sub-contract who will play a significant role in the delivery of the Agreement under any ensuing contract. For the purposes of this ITT, a significant role is where the economic and financial standing and the technical or professional ability of the consortium member, sub-contractor or third party is referred to or relied upon in response to the ITT.
- 2.13.2 Responses must enable the NPS to assess the overall service proposed. Tenderers should note that in the case of a consortium approach not involving a prime contractor, NPS will require that the liability of the consortium members shall be joint and several.
- 2.13.3 The NPS recognises that arrangements in relation to consortia and sub-contracting may (within limits) be subject to future change. Tenderers should therefore respond in the light of the arrangements as currently envisaged. Tenderers are reminded that any future change in relation to consortia and sub-contracting must be notified to the NPS so that they can make a further assessment by applying the criteria to the new information provided.
- 2.13.4 Without prejudice to paragraphs 2.13.1 – 2.13.3 above, the NPS needs to ensure that any entity with which an Agreement or Call-Off Contract is concluded meets the financial standing requirements in the ITT. Consequently where a Tenderer intends to rely on the financial standing of other entities (whether parent companies, group companies or otherwise), full information must be provided about those other entities.

2.14 Tendering Support

- 2.14.1 You may find it helpful to contact your regional business advisory network to seek general advice and guidance if you are considering tendering for this and future public sector contracts.
- 2.14.2 Potential SME Tenderers based in Wales can access services at:
<http://business.wales.gov.uk/growing-business/welsh-government-support-1/supplier-development-service-0>

3 The Tender

- 3.1.1 The Agreement terms and conditions, and Call-Off Contract terms and conditions are included in the e-tender documentation on the eTenderWales portal. You are advised to consider the documentation in conjunction with this ITT.

Division into Lots

- 3.1.2 Tenders are invited on the basis of the Lots set out below:

Lot	Maximum No. Suppliers
Lot 1: Commodity IT Hardware Catalogue	1
Lot 2: IT Hardware	15
Lot 3: Licensing and Subscriptions	5
Lot 4: Audio Visual	6
Lot 5: Solutions	26

- 3.1.3 Successful Tenderers on Lot 2 (IT Hardware), Lot 3 (Licensing and Subscriptions) and Lot 4 (Audio Visual) shall automatically be given the option to be appointed to Lot 5 (Solutions).
- 3.1.4 For avoidance of doubt, there will be no separate Tender exercise to appoint Tenderers to Lot 5 (Solutions).
- 3.1.5 Tenderers bidding for Lot 4 (Audio Visual) shall not be permitted to bid for any other Lots, with the exception of the option of being appointed to Lot 5.
- 3.1.6 The NPS have a broad and diverse Customer base, to ensure the supply base on the Framework Agreement reflects meets the varying requirements of the NPS Customer Organisations, Tenderers bidding against Lot 2 (IT Hardware) shall bid against the following sub-Lots, subject to paragraphs 3.1.7 to 3.1.13:

Lot	Maximum No. Suppliers	Definition
2 a: Small Customer Organisations	5	<p>For resellers with a primary target Customer organisation with a staff headcount of less than 1000, i.e. FE Colleges, housing associations etc.</p> <p>Successful Suppliers under this sub-Lot shall not be permitted to bid for Further Competitions valued £1,000,000 or above.</p>
2 b: Large Customer Organisations	5	<p>For resellers with a primary target Customer organisation with a staff head count of 1000 or more.</p> <p>There will be no restrictions on which further competitions Suppliers appointed to this sub-Lot can bid for at the Further Competition stage.</p>
2 c: Original Equipment Manufacturers (OEM)	5	<p>For Vendors selling Products they have manufactured themselves, direct to the Customer.</p> <p>There will be no restrictions on which further competitions Suppliers appointed to this sub-Lot can bid for at the Further Competition stage.</p> <p>Suppliers bidding under this Lot 2 shall bid for the following product sub-Categories:</p> <p style="padding-left: 40px;">End User Devices; and/ or Infrastructure Hardware.</p> <p>Customers may restrict Further competitions to OEM only, as per paragraph 3.1.12 below.</p>

Sub-Lots

- 3.1.7 Suppliers bidding as a reseller under Lot 2 of this Tender are only permitted to bid under one of either Lot 2(a) or 2(b).
- 3.1.8 Suppliers under Lot 2(a) shall not be permitted to respond to Further Competitions under the Framework Agreement that have a value of £1,000,000 or more.
- 3.1.9 In the event Suppliers bidding under Lot 2 (c) (OEM) also intends to resell products from other Manufacturers or Vendors, they are required to submit an additional tender under either:
- 3.1.9.1 Lot 2 a (Low Volume Customers): or

3.1.9.2 Lot 2 b (Large Organisation Resellers).

- 3.1.10 Suppliers shall not be permitted to resell third party Hardware under Lot 2 (c).
- 3.1.11 Following the award of the Framework Agreement the Suppliers in sub-Lots 2 (a), 2 (b) and 2 (c) will be amalgamated into a single Lot and Further Competitions will be open to all Suppliers under Lot 2, subject to the conditions outlined in paragraphs 3.1.6 to 3.1.10.
- 3.1.12 Notwithstanding the above paragraph 3.1.11, Customers may at their sole discretion opt to limit participation in a Further Competition to Suppliers in sub-Lot (c) (OEM), where:
- 3.1.12.1 the Further Competition is for Products only and there are no additional services required; and
 - 3.1.12.2 the requirement is for a large number of Products; and
 - 3.1.12.3 There is sufficient competition within Lot 2 (c) to determine that value for money is achieved; or
 - 3.1.12.4 Competition is absent for technical reasons.
- 3.1.13 Suppliers bidding under Lot 2 (c) (OEM) shall bid for the following product sub-Categories:
- 3.1.13.1 End User Devices; and/ or
 - 3.1.13.2 Infrastructure Hardware.

4 Evaluation of Tenders

4.1 Evaluation Stages

- 4.1.1 Tenders shall be awarded on the Most Economically Advantageous Tenders (MEAT) basis.
- 4.1.2 Evaluation for the tender will be a three stage process:

Stage	Description
Stage 1	Qualification Stage
Stage 2	Technical Evaluation
Stage 3	Commercial Evaluation

- 4.1.3 Unless otherwise instructed, information provided should relate directly to your own organisation and not a supply chain partner.
- 4.1.4 Where the Tenderer is relying on third party information this should be clearly identified.
- 4.1.5 Tenderers shall be required to pass **Stage 1** (Qualification) prior to progressing to the next stage (Stage 2), Stage 1 is a pass/ fail section with selected questions allowing for self-cleansing responses.
- 4.1.6 **Stage 2** (Technical) requires Tenderers to achieve a minimum of 50% of the total possible Technical score in order to progress to **Stage 3** (Commercial).
- 4.1.7 The Agreement will be awarded to the Tenderer with the highest Total Score.

4.2 Stage 1: Qualification

- 4.2.1 The objective of this 'Qualification' stage is to ensure Tenderers meet the minimum standards of both technical and professional ability as well as economic and financial standing prior to proceeding to the tender evaluation stage of the procurement.
- 4.2.2 The assessment will be conducted in accordance with the Open Procedure under the Public Contract Regulations 2015 ("the Regulations").
- 4.2.3 The information supplied will be checked for completeness and compliance before Tender responses are evaluated. Failure to provide a satisfactory response to any of the questions may result in the NPS not proceeding further with the supplier evaluation.
- 4.2.4 An initial financial stability assessment using the Company Watch financial analytics tool, shall be undertaken by the NPS prior to the completion of the qualification stage. Tenderers who obtain an H score of 25 or lower may, at the sole discretion of the NPS be excluded from further consideration.
- 4.2.5 The NPS reserves the right to clarify information or request additional information, where the information provided as part of the Qualification section is insufficient to make a decision on whether the Tenderer should progress to Stage 2 (Technical Evaluation).
- 4.2.6 Where, in the sole opinion of the NPS the response is inadequate, the Tenderer shall be excluded from further consideration.
- 4.2.7 Suppliers will identify which Lots and sub-Lots they intend to bid for at this stage.
- 4.2.8 The NPS will utilise the Value Wales Suppliers Qualification Information Database (SQulD) to generate the standard qualification questions, in order to ensure proportionate standards/ insurances are requested.

Verification of Information Provided

- 4.2.9 Qualification question responses will not require supporting documents at this stage (for example certificates within the Qualification envelope).
- 4.2.10 The NPS will require sight of all certificates upon the decision to award the contract to the successful Tenderer. The successful Tenderer will be required to provide all certificates and documents 72 hours following the notification of the decision to award the contract.
- 4.2.11 Failure to provide this information within the 72 hours may result in the contract award being withdrawn.

Financial Stability

- 4.2.12 Tenderers shall be required to submit audited accounts for the 2 most recently completed financial years.
- 4.2.13 Following the evaluation of the Tender and prior to the award of the contract the NPS will undertake a review of the submitted accounts in order to ascertain the financial stability of the Tenderer, as part of due diligence checks.
- 4.2.14 The NPS may request additional information to supplement the published accounts.

4.2.15 The NPS will take a risk based approach in assessing the financial stability of a Tenderer and it shall be at the sole discretion of the NPS as to whether the Tenderer shall be excluded from further consideration due to their financial stability.

Responses

4.2.16 The Qualification envelope is located within the e-tender portal (eTenderWales) and includes full details on the qualification standards required. Qualification is in 2 sections:

4.2.16.1 Stage 1 Qualification (generic section to be answered by all Suppliers);
and

4.2.16.2 Lot specific qualification questions located in individual ITTs.

4.2.17 The Tenderer must complete all relevant questions in the Qualification Envelope. Tenders that do not meet the requisite criteria will not progress to the next stage of the evaluation.

4.3 Technical and Commercial Evaluation

4.3.1 Stage 2 will be evaluated on the MEAT basis, on the following evaluation criteria:

4.3.1.1 Technical Criteria

4.3.1.2 Commercial Criteria

4.3.2 The Evaluation Criteria will be split between Technical and Commercial responses on the following basis:

Lot	Technical	Commercial
	%	%
Lot 1: Commodity IT Hardware Catalogue	50	50
Lot 2: Hardware	70	30
Lot 3: Licensing and Subscriptions	60	40
Lot 4: Audio Visual	70	30
Lot 5: Solutions		

4.3.3 Subject to the Tenderer meeting the 50% Technical threshold, the Tender Responses shall then be subject to the Commercial Evaluation process.

4.3.4 A further breakdown of the Evaluation Criteria can be found in:

4.3.4.1 Annex C: Lot 1: Commodity IT Hardware Catalogue

4.3.4.2 Annex D: Lot 2, Sub-Lots a and b: Hardware

4.3.4.3 Annex E: Lot 2, Sub-Lot c: Hardware

4.3.4.4 Annex F: Lot 3: Licensing and Subscriptions

4.3.4.5 Annex G : Lot 4: Audio Visual

- 4.3.5 Failure to provide a response to an evaluation question or criteria will result in the Tenderer being scored a zero for that element.
- 4.3.6 All scores will be calculated to 3 decimal places.

4.4 Stage 2: Technical Criteria Evaluation

- 4.4.1 Technical responses should demonstrate the Tenderers ability to meet the requirements as detailed in the Framework Agreement and specifically Schedule 2 (Products and Services Description) of the Agreement.
- 4.4.2 You must clearly indicate instances where you are relaying on Third Party services in your technical responses.
- 4.4.3 Your response document for each question **MUST** follow the following file name format (including the square brackets) and **ONLY** include the response for that specific question:
[Question Reference]_Question_Tenderer Name
For example:
[TQ.1.1]_Account Management_XYZ Technologies Ltd
- 4.4.4 All technical responses, **must be anonymised** and have been restricted in length; the maximum length of each response is provided in the question guidance note. Additional literature in excess of the allocation will not be evaluated, nor will web links or embedded documents.
- 4.4.5 Response restrictions are detailed for each question and must comply with the following format:
Font size: **12**
Font: **Arial**
Page size: **A4**
- 4.4.6 The Tender response **must** be provided as in Microsoft Word document format.
- 4.4.7 Diagrams may be included, however:
 - 4.4.7.1 diagrams will constitute part of your allocated response and will not be in addition to the response restriction; and
 - 4.4.7.2 Tenderers shall ensure that diagrams are legible and of sufficient size, diagrams which are not legible or sufficiently sized to enable evaluators to consider the content shall not be evaluated.
- 4.4.8 Tenderers shall not refer to their organisation name, employee names or include logos within their response text for the purpose of the evaluation, failure to comply with this requirement may result in the Tender being rejected.
- 4.4.9 Tender Responses will be screened prior to evaluation and:
 - 4.4.9.1 Tenderer technical responses shall be formatted to ensure they meet the criteria in 4.4.5;
 - 4.4.9.2 Information in excess of the page count shall be deleted; and
 - 4.4.9.3 identifying information, as detailed in 4.4.8 will be removed.
- 4.4.10 The Evaluation will be undertaken by a 'panel' comprising of NPS Customer organisation staff.

- 4.4.11 Scoring will be carried out individually, with a final moderation exercise to establish a single final score.
- 4.4.12 Tenderers will be required to obtain a minimum of 50% of the total overall available points in the technical evaluation section.
- 4.4.13 Failure to obtain at least 50% of the overall available points will result in the submission not proceeding to the Commercial evaluation.

Technical Scoring Mechanism

- 4.4.14 Tenderers responses to technical questions will be awarded a percentage (%) of the total possible technical points available for each question.
- 4.4.15 Technical Questions and the individual question weightings are detailed in Part A (Technical Evaluation) of Annexes B through to G.
- 4.4.16 Tenderers are provided guidance on areas they are to address, please note these are suggested areas and should be addressed as a minimum.
- 4.4.17 The scoring mechanism for the technical questions is detailed in Annex A (Technical Evaluation Matrix).

4.5 Stage 3: Commercial Criteria Evaluation

- 4.5.1 Prices submitted as part of the commercial envelope in the eTenderWales portal will be evaluated in accordance with the following process.
- 4.5.2 The Commercial criteria for each Lot are detailed in Part B (Commercial Evaluation) of Annexes B through to F.

Sustainable Pricing

- 4.5.3 The Commercial Criteria detailed in this section are the only charges permissible against the Products and Services purchased under this agreement.
- 4.5.4 The Welsh Ministers want to ensure that the charges under this Agreement are sustainable for the duration of the Agreement and Suppliers make sufficient profit to ensure providing Products and Services under the Agreement is viable.
- 4.5.5 Therefore, in light of the above paragraph 4.5.4 Tenderers will be required to provide evidence pertaining to the sustainability of commercial responses that are:
 - 4.5.5.1 Cost neutral (i.e. 0% mark-up or £0 rate card); or
 - 4.5.5.2 Negative Mark-up.

Mark-up

- 4.5.6 When referring to the 'Mark-up', we refer to percentage applied to the Tenderer's Costs associated with delivering the Products and Services, to cover the Tenderers profit, overheads and The Welsh Ministers MSR, therefore:

$$\text{Mark-up} = (\text{Profit (and overheads)} + \text{MSR}) / \text{total Cost} * 100$$

For example:

$$(\text{£143.25} + \text{£6.75}) / \text{£1,500} * 100 = 10\% \text{ Mark-up}$$

- 4.5.7 For avoidance of doubt, the Mark-up shall be applied to the Cost to the supplier, including any discounts such as education or deal registration discounts, but not rebates provided by Vendors to the Supplier.
- 4.5.8 Evaluation will be based on the % Mark-up range:

4.5.8.1 The lowest % Mark-up will score 100%;

4.5.8.2 The upper range is set at 10% and will score 0%, therefore any Mark-up in excess of 10% shall score zero (0) points.

4.5.9 Each submission will score in accordance with their relative position within the range, for example:

Possible points	45		
Supplier	Mark - up %	% Score	Points Scored
Supplier A	1.00%	64.286%	154.29
Supplier B	-4.00%	100.000%	240.00
Supplier C	0.00%	71.429%	171.43
Supplier D	-1.00%	78.571%	188.57
Supplier E	-0.50%	75.000%	180.00
Supplier F	11.00%	0%	0

Lot 2 c Mark-up

4.5.10 Tenderers bidding under sub-Lot 2 c (OEM) shall be required to indicate if they are bidding to supply Products and Services under the following product sub-categories:

4.5.10.1 End User Devices; and/ or

4.5.10.2 Infrastructure Hardware.

4.5.11 In the event a Supplier does not opt to bid for a sub-category during this Tender process, they will not be permitted to bid for the respective sub-category in subsequent Further Competitions under this Framework Agreement.

4.5.12 Tenderers shall be required to submit a Mark-up for the product sub-categories they are bidding for.

4.5.13 The submitted Mark-up's will be evaluated in accordance to the above paragraphs 4.5.6 to 4.5.9 to provide a score for each product category.

4.5.14 The mean average of the product sub-category scores shall then be calculated to provide the final Mark-up score for the commercial element, for example:

Supplier	End User Mark-up			Infrastructure Mark-up			Final Score
	Mark-up	% Score	Points	Mark-up	% Score	Points	
Supplier A	2.70%	97.33%	233	-	-	-	233
Supplier B	4.00%	80.00%	192	6.00%	66.67%	160	176
Supplier C	2.50%	100.00%	240	4.50%	91.67%	220	230
Supplier D	6.00%	53.33%	128	-	-	-	128
Supplier E	3%	93.33%	224	4.00%	100.00%	240	232

SFIA Rate-Card

- 4.5.15 Daily labour rates will be submitted using the Skills Framework for the Information Age (SFIA) competency framework and will be applicable to all call-off contracts. Further information: <https://www.sfia-online.org/en>
- 4.5.16 Prices submitted for SFIA Rate-card shall be inclusive of Travel and Subsistence.
- 4.5.17 For the purposes of this tender the responses shall be based on an 8 hour working day.
- 4.5.18 The SFIA Rate Card Template can be found within each Commercial Envelope within the eTenderWales portal for the following Lots:
- 4.5.18.1 Lot 2 (IT Hardware)
 - 4.5.18.2 Lot 3: Licensing and Subscriptions
 - 4.5.18.3 Lot 4: Audio Visual
- 4.5.19 The SFIA rate card submitted as part of the tender response for Lots 2, 3 or 4 shall be applied to Lot 5 (Solutions).
- 4.5.20 All competency areas which attract a score will be totalled together to provide an overall total labour rate.
- 4.5.21 For each item, the supplier's weighted score will be expressed as a comparative percentage with the most competitive price scoring 100% and all other prices weighted accordingly.
- 4.5.22 The total labour rate score will be expressed as a comparative percentage with the most competitive price scoring 100% and all other prices weighted accordingly, therefore:
- 4.5.23 Possible Score x ((Lowest Labour Rate / Tender Response) x 100) = Score

For example:

Possible Points	50		
Tenderer	Total Labour Rate	% Score	Points Scored
Tenderer A	£1,890.00	82%	41.005
Tenderer B	£2,000.00	78%	38.750
Tenderer C	£1,550.00	100%	50.000
Tenderer D	£1,900.00	82%	40.789

Pass Through Mark-up

- 4.5.24 When referring to the 'Pass Through Mark-up', we refer to percentage applied to the cost of a third party suppliers services, to cover the Pass Through Services, the Tenderers profit and The Welsh Ministers MSR, therefore:

$$\text{Mark-up} = (\text{cost of Pass Through Services} + \text{profit} + \text{MSR}) / \text{total Cost} * 100$$

For example:

$$(\text{£}100.00 + 43.25 + \text{£}6.75) / \text{£}1,500 * 100 = 10\% \text{ Pass Through Mark-up}$$

4.5.25 The Tenderers awarded score for Mark-up will be expressed as a comparative percentage with the most competitive price scoring 100% and all other prices weighted accordingly, therefore:

$$4.5.26 \text{ Possible Score} \times ((\text{Lowest Labour Rate} / \text{Tender Response}) \times 100) = \text{Score}$$

For example:

Possible Points	50		
Tenderer	Pass Through Mark-up %	% Score	Points Scored
Tenderer A	8.00%	50%	25.000
Tenderer B	5.00%	80%	40.000
Tenderer C	4.00%	100%	50.000
Tenderer D	6.50%	62%	30.769

4.6 Community Benefits

- 4.6.1 Welsh procurement policy, based on sustainable procurement principles, is a key mechanism for delivering sustainable development, influencing the ethos and practice of how, what and why we procure. Good sustainable procurement practice is therefore an integral part of the Welsh Government’s vision that sustainable development will be the central organising principle for Wales.
- 4.6.2 Welsh procurement policy aims to address and balance economic, social and environmental issues and impacts. Community Benefits policy is one strategy to address and balance these issues.
- 4.6.3 The tenderer must consider in their Tender a Community Benefits Proposal setting out what you are prepared to do and how they would go about delivering the benefits and delivering the Welsh Government’s vision for sustainable development.
- 4.6.4 Tenderers will be required to complete and upload a Community Benefit Method Statement on the eTenderWales portal. For reference a template and supporting information is attached to the specific question within the Community Benefit technical envelope (itt_79).
- 4.6.5 The Community Benefits Proposals will not be assessed either at selection or award stage, but will be addressed post contract award with winning Tenderers and the Community Benefit objectives or targets agreed will be made into conditions of contract.
- 4.6.6 Further information and examples of Community Benefits can be found at: <https://gov.wales/procurement-community-benefits>

Annex A: Technical Evaluation Matrix

Score	Description	% of Points Applied
Excellent Response	<p>To be issued by the evaluator when the question response is deemed to meet the following criteria:</p> <ul style="list-style-type: none"> • the response meets all 3 criteria required for a score of “Competent”; and • the response demonstrates substantial value adding benefits, above those that have been detailed in the question and that would significantly enhance the service provided to the Customer. 	100%
Good Response	<p>To be issued by the evaluator when the question response is deemed to meet the following criteria:</p> <ul style="list-style-type: none"> • the response meets all 3 criteria required for a score of “Competent”; and • demonstrates value adding benefits, above those that have been detailed in the question. 	90%
Competent Response	<p>To be issued by the evaluator when the question response is deemed to meet the following criteria:</p> <ul style="list-style-type: none"> • statements are substantiated by evidence providing full confidence the Tenderer can meet all requirements as expressed in the question and response guidance; and • the evidence is relevant and comprehensive to all areas being tested; and • the response evidences the Tenderers ability to meet the requirements in a well-defined and an unambiguous manner. 	80%
Minor Reservations	<p>To be issued by the evaluator when the question response is deemed to meet the following criteria:</p> <ul style="list-style-type: none"> • provides some evidence of the Tenderers ability to meet all of the requirements as expressed in the question and response guidance; or/ and • the response covers all question criteria, however the evidence provided fails to provide full confidence the Tenderer can meet all requirements as expressed in the question and response guidance, either through: <ul style="list-style-type: none"> ○ statements insufficiently substantiated for one of the question criteria; or ○ an ill-defined and ambiguous response to one of the question criteria; 	50%

<p>Reservations</p>	<p>To be issued by the evaluator when the question response is deemed to meet the following criteria:</p> <ul style="list-style-type: none"> • the evidence did not provide confidence the Tenderer can meet the requirements as expressed in the question and response guidance; and • the response <ul style="list-style-type: none"> ○ fails to address one element of the question criteria; or ○ statements are insufficiently substantiated with evidence, for more than one of the question criteria; or ○ is ill-defined and ambiguous in areas for more than one of the question criteria, failing to relate to the requirements as expressed in the question and response guidance. 	<p>30%</p>
<p>Major Reservations</p>	<p>To be issued by the evaluator when the question response is deemed to meet the following criteria:</p> <ul style="list-style-type: none"> • the evidence did not provide confidence the Tenderer can meet the requirements as expressed in the question and response guidance; and • The response: <ul style="list-style-type: none"> ○ fails to address more than one element of the question criteria; or ○ fails to provide evidence to substantiate statements across multiple question criteria; or ○ is ill-defined and ambiguous throughout, failing to relate to the requirements as expressed in the question and response guidance. 	<p>10%</p>
<p>Unacceptable</p>	<p>To be issued by the evaluator when the question response is deemed to meet the following criteria:</p> <ul style="list-style-type: none"> • no response was submitted; or • the response fails to provide any evidence the Tenderer can meet the requirements in the question; or • the response raised significant concerns over the Tenderers understanding of the requirement to the detriment of the service to the Customer; or • the response was incoherent or illegible. 	<p>0%</p>

Annex B: Evaluation Criteria – All Lots

The following technical evaluation criterion is applicable to all Lots:

Criteria	Points
	0
Account Management Criteria	Pass/ Fail
<p>[TQn.1.1] Account Management Structure Please provide the Account Management Structure, detailing the following:</p> <ul style="list-style-type: none"> • Name of Individuals; • Roles and Responsibilities; • Email Address; • Contact Telephone Number; and • Escalation Points 	Pass / Fail
<p>[TQn.1.2] Promotion of Agreement In order to demonstrate your commitment to promoting the Agreement to the Welsh Public Sector please attach your marketing plan. The Marketing plane should outline the following:</p> <ul style="list-style-type: none"> • Market Segmentation (Local Government, NHS, Emergency Services, Education etc.); • Communication Plan (New & Existing Customers); • Customer Engagements (internal/ external sales, events, e-marketing etc.); and • Date of intended action. 	Pass / Fail

Annex C: Lot 1 Commodity IT Hardware Catalogue Evaluation Criteria

Total Technical Points Available	500
Total Commercial Points Available	500

Part A: Technical Evaluation Criteria

	Page Count	Technical Points
Technical Expertise		425
<p>[TQ.1.1] Pre-Sales Support and Advice The Supplier must have a methodology for managing the pre-sales support and services to Customers. Your response will demonstrate your process for ensuring;</p> <ul style="list-style-type: none"> • Customer support services; and • pre-sales advice. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 5.1 – 5.11, 7.1 – 7.2, 7.5.</p>	2 pages	50
<p>[TQ.1.2] Supply Chain Continuity The Supplier must have robust processes for managing their supply chain to ensure Customer requirements are met, including delivery timescales. Your response will demonstrate your processes for ensuring the continuity of supply, such as:</p> <ul style="list-style-type: none"> • identifying suitable providers within the supply chain to meet demand, timescales and provide competitive pricing; and • identifying risks to the supply chain and mitigating actions through the durations of the Framework. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 5.46 – 5.48, 8.2</p>	2 pages	50
<p>[TQ.1.3] Logistics The Supplier must have methodologies in place to ensure that products can be delivered in a timely and efficient manner. You should detail your processes and timescales for:</p> <ul style="list-style-type: none"> • product delivery; and • reverse logistics. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 6.10 – 6.24, 6.39 – 6.44, 8.10 – 8.13</p>	2 pages	50
<p>[TQ.1.4] Catalogue The Supplier must have a dynamic web based catalogue to enable Customers to place orders. Your response should demonstrate that your catalogue:</p>	3 pages	105

<ul style="list-style-type: none"> • will be easy to use; • contain sufficient information to make a value for money decision; and • is maintained with up-to-date information. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 8.5 – 8.9</p>		
<p>[TQ.1.5] Product Availability The NPS has a broad and diverse Customer base with an equally varying set of requirements. The Supplier must have a methodology in place to ensure that the widest selection of products are made available to Customers. Your response should detail what processes you have in place to ensure that:</p> <ul style="list-style-type: none"> • there is a wide selection of products; • processes are in place to mitigate against the risk of stock shortages; and • access to sufficient volumes of products are available to Customers. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 8.2</p>	2 pages	85
<p>[TQ.1.6] Value for Money As a single supplier Lot, Customers are encouraged to undertake verification that the pricing available via the catalogue is competitive in relation to the open market. The Supplier is required to have a methodology to ensure the catalogue offering continues to offer value for money throughout the lifetime of the Agreement. Your response should detail your processes relating to:</p> <ul style="list-style-type: none"> • monitoring and benchmarking against market pricing; • obtaining and maintaining Vendor accreditations and partnership agreements; • ensuring continued compliance to the tendered commercial terms; and • enabling Customer make their own value for money judgement. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 5.45, 8.3</p>	2 pages	85
Sustainability		75
<p>[TQ.1.7] Environmental The Supplier must have a methodology in place to mitigate the social and environmental impact of delivering the Products to the Customer. The Supplier should detail their process, accreditations and membership of any organisations for addressing the following areas:</p>	2 page	75

<ul style="list-style-type: none"> • Recycling and Reuse; • Decarbonisation; and • Ethical Supply Chains. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 3.19 – 3.52, 6.10, 6.28 – 6.38</p>		
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Part B: Commercial Evaluation

Evaluation Criteria and Scoring		Commercial Points
Section 1: Tenderer Mark-up	[CQ.1.1] Single tendered Mark-up figure to be applied against all Products purchased under Lot 1.	500

Annex D: Lot 2 IT Hardware, Sub-Lots a and b Evaluation Criteria

Total Technical Points Available	700
Total Commercial Points Available	300

Part A: Technical Evaluation Criteria

Lot 2: Evaluation Criteria and Scoring	Page Count	Technical Points
Account Management		75
<p>[TQ.2.1] Further Competition Response Rates The Supplier must have a process for ensuring Further Competitions are responded to. Your response will demonstrate:</p> <ul style="list-style-type: none"> • monitor requests to participate in Further Competitions; • ensure Further Competitions are responded to; and • advise customers as to the reasons why you are unable to bid for a further competition. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 5.15 - 5.22</p>	2 pages	75
Technical Expertise		505
<p>[TQ.2.2] Pre-Sales Support and Advice The Supplier must have a methodology for managing the pre-sales support and services to Customers. Your response will demonstrate your process for ensuring;</p> <ul style="list-style-type: none"> • pre-sales advice; • product demonstrations; and • site surveys <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 5.1 – 5.11, 7.1 – 7.2, 7.5, 9.13.</p>	2 pages	55
<p>[TQ.2.3] Vendor Accreditations The Supplier must hold relevant Vendor accreditations for each product category. Your response should detail your Vendor accreditations for each product area, covering:</p> <ul style="list-style-type: none"> • the technical expertise offered to Customers; • the benefits made available to Customers from accreditations; and • how accreditations are maintained. <p>Relevant areas in the Agreement, Framework Schedule 2.1 (Services Description): 9.17 – 9.19</p>	3 pages	125

<p>[TQ.2.4] Managing Sub-contractors The Supplier must have a methodology in place for managing Sub-contractors. Your response should detail your processes for assessing Sub-contractors in the following areas:</p> <ul style="list-style-type: none"> • the technical capabilities to meet the Customers requirements; • value for money assessment; and • meets the financial, GDPR and compliance requirements. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 5.42, 5.48</p>	<p>2 pages</p>	<p>50</p>
<p>[TQ.2.5] Logistics The Supplier must have methodologies in place to ensure that products can be delivered in a timely and efficient manner. You should detail your processes for:</p> <ul style="list-style-type: none"> • product delivery; • ensuring product availability; and • reverse logistics. <p>Relevant areas in the Agreement, Framework Schedule 2.1 (Services Description): 6.10 – 6.24, 6.39 – 6.44</p>	<p>2 pages</p>	<p>75</p>
<p>[TQ.2.6] Close to the box Services The Supplier must have methodologies in place to ensure that close to the box services are available to Customers. You should detail your processes for providing:</p> <ul style="list-style-type: none"> • asset tagging; • imaging of hardware; and • installation services. <p>Relevant areas in the Agreement, Framework Schedule 2.1 (Services Description): 9.13 – 9.16</p>	<p>2 pages</p>	<p>75</p>
<p>[TQ.2.7] Technical Support The Supplier must have an established methodology to ensure that they maintain and develop the technical expertise of their staff, and that the benefit of that expertise is shared with Customer organisations. Your response will demonstrate your processes for maintaining and developing the technical expertise of staff and sub-contractors/partners delivering the services including processes for:</p> <ul style="list-style-type: none"> • ensuring staff servicing the Framework have technical expertise in their given field; • ensuring technical expertise is kept up-to date with market and product developments; • sharing the benefits of technical expertise with Customers; and 	<p>3 pages</p>	<p>125</p>

<ul style="list-style-type: none"> ensuring technical expertise across a range of manufacturers and products. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 7.1 – 7.5, 7.7 – 7.8 a, 9.9 – 9.10, 9.18</p>		
Sustainability		120
<p>[TQ.2.8] 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>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 3.19 – 3.52, 6.10, 6.28 – 6.38</p>	1 page	60
<p>[TQ.2.9] Economic and Social Benefits</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>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 3.10 – 3.31, 5.45.</p>	1 page	60

Part B: Commercial Evaluation

Evaluation Criteria and Scoring		Commercial Points
Section 1: Tenderer Mark-up	[CQ.2.1i] End User Hardware Mark-up Tendered Mark-up to be the maximum mark-up to be applied against end user products purchased under this Agreement.	130
	[CQ.2.1ii] Infrastructure Hardware Mark-up Tendered Mark-up to be the maximum mark-up to be applied against infrastructure hardware products purchased under this Agreement.	90
Section 2: SFIA Rate Card	[CQ.2.2] The Aggregated day rate for all competency areas that attract a score, as indicated in the commercial envelope.	60
Section 3: Pass Through Margin	[CQ.2.3] The Pass Through Margin to be applied against all Products and Services that are provided on a Pass Through basis.	20

Annex E: Lot 2 IT Hardware, Sub-Lot c Evaluation Criteria

Total Technical Points Available	700
Total Commercial Points Available	300

Part A: Technical Evaluation Criteria

Lot 2c: Evaluation Criteria and Scoring	Page Count	Technical Points
Account Management		50
<p>[TQ.2c.1] Further Competition Response Rates The Supplier must have a process for ensuring Further Competitions are responded to.</p> <p>Your response will demonstrate:</p> <ul style="list-style-type: none"> • monitor requests to participate in Further Competitions; • ensure Further Competitions are responded to; and • advise customers as to the reasons why you are unable to bid for a further competition. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 5.15 - 5.22</p>	2 pages	50
Technical Expertise		550
<p>[TQ.2c.2] Pre-Sales Support and Advice The Supplier must have a methodology for managing the pre-sales support and services to Customers.</p> <p>Your response will demonstrate your process for ensuring;</p> <ul style="list-style-type: none"> • pre-sales advice; • product demonstrations; and • site surveys <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 5.1 – 5.11, 7.1 – 7.2, 7.5, 9.13.</p>	2 pages	75
<p>[TQ.2c.3] Managing Sub-contractors The Supplier must have a methodology in place for managing Sub-contractors.</p> <p>Your response should detail your processes for assessing Sub-contractors in the following areas:</p> <ul style="list-style-type: none"> • the technical capabilities to meet the Customers' requirements; • value for money assessment; and • meets the financial and compliance requirements. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 5.42, 5.48</p>	2 pages	75

<p>[TQ.2c.4] Logistics The Supplier must have methodologies in place to ensure that products can be delivered in a timely and efficient manner. You should detail your processes for:</p> <ul style="list-style-type: none"> • product delivery; • ensuring product availability; and • reverse logistics. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 6.10 – 6.24, 6.39 – 6.44</p>	<p>2 pages</p>	<p>75</p>
<p>[TQ.2c.5] Close to the Box Services The Supplier must have methodologies in place to ensure that close to the box services are available to Customers. You should detail your processes for providing:</p> <ul style="list-style-type: none"> • asset tagging (including during manufacture); • imaging of hardware; and • installation services. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 9.13 – 9.16</p>	<p>2 pages</p>	<p>50</p>
<p>[TQ.2c.6] Technical Support The Supplier must have an established methodology to ensure that they maintain and develop the technical expertise of their staff, and that the benefit of that expertise is shared with Customer organisations.</p> <p>Your response will demonstrate your processes for maintaining and developing the technical expertise of staff and sub-contractors/partners delivering the services including processes for:</p> <ul style="list-style-type: none"> • Ensuring staff servicing the Framework have technical expertise in their given field. • Ensuring technical expertise is kept up-to date with market product developments. • Sharing the benefits of technical expertise with Customers • Ensuring technical expertise across a range of products. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 7.1 – 7.5, 7.7 – 7.8 a, 9.9 – 9.10, 9.19</p>	<p>3 pages</p>	<p>125</p>
<p>[TQ.2c.7] Product Availability The Supplier must have a methodology to identify what products Customers require, ensuring availability and minimising lead times. Your response should detail your processes for:</p> <ul style="list-style-type: none"> • meeting customer demand, particularly for high demand product lines; • minimising lead times, for off-the shelf and bespoke products; and 	<p>2 pages</p>	<p>100</p>

<ul style="list-style-type: none"> mitigating impact of component shortages in the supply chain. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 9.1 (a) – 9.1 (c) (i), 9.2</p>		
Sustainability		150
<p>[TQ.2c.8] Environmental</p> <p>The Supplier must have a methodology in place to mitigate the environmental impact of delivering the Products and Services 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"> decarbonisation; manufacturing; packaging; logistics; and recycling and reuse of equipment. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 3.19 – 3.52, 6.10, 6.28 – 6.38</p>	1 page	50
<p>[TQ.2c.9] Economic and Social Benefits</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>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 3.24 – 3.31, 3.53 – 3.56</p>	1 page	50
<p>[TQ.2c.10] Ethical Supply Chains</p> <p>The Supplier must have a methodology in place to monitor their supply chain, ensuring employees and sub-contractors are treated fairly.</p> <p>The Supplier should detail their process for addressing the following areas:</p> <ul style="list-style-type: none"> fair payment to sub-contractors and supply chain partners; and 	1 page	50

<ul style="list-style-type: none"> ethical employment. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 3.38 – 3.52</p>		
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Part B: Commercial Evaluation

Evaluation Criteria and Scoring		Commercial Points
Section 1: Tenderer Mark-up	[CQ.2c.1i] End User Device Mark-up Tendered Mark-up to be the maximum mark-up to be applied against End User products purchased under this Agreement.	240
	[CQ.2c.1ii] Infrastructure Hardware Mark-up Tendered Mark-up to be the maximum mark-up to be applied against infrastructure hardware products purchased under this Agreement.	
Section 2: SFIA Rate Card	[CQ.2c.2] The Aggregated day rate for all competency areas that attract a score, as indicated in the commercial envelope.	60
Section 3: Pass Through Margin	[CQ.2c.3] The Pass Through Margin to be applied against all Products and Services that are provided on a Pass Through basis.	0

Annex F: Lot 3 Licensing and Subscriptions Evaluation Criteria

Total Technical Points Available	600
Total Commercial Points Available	400

Part A: Technical Evaluation Criteria

Lot 3: Evaluation Criteria and Scoring	Page Count	Technical Points
Account Management		50
<p>[TQ.3.1] Further Competition Response Rates The Supplier must have a process for ensuring Further Competitions are responded to. Your response will demonstrate how you will:</p> <ul style="list-style-type: none"> • monitor requests to participate in Further Competitions; • ensure Further Competitions are responded to; and • advise customers as to the reasons why you are unable to bid for a further competition. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 5.15 - 5.22</p>	2 pages	50
Technical Expertise		550
<p>[TQ.3.2] Pre-Sales Support and Advice The Supplier must have a methodology for managing the pre-sales support and services to Customers, for a wide range of Products. Your response will demonstrate your process for ensuring;</p> <ul style="list-style-type: none"> • Customer support services; • first line pre-sales advice; and • specialist advice and support. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 5.1 – 5.11, 7.1 – 7.2, 7.5, 10.5.</p>	3 pages	125
<p>[TQ.3.3] Vendor Accreditations The Supplier must hold Vendor accreditations for a wide range of Products. Your response should detail your Vendor accreditations for:</p> <ul style="list-style-type: none"> • a wide range of licensing and subscription Products; • a wide range of Vendors; • ensuring technical expertise across a range of Vendors and products; and • the highest levels of accreditations for Vendors listed in paragraph 10.17 of Framework Schedule 2 (Products and Services Description). 	3 pages	125

<p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 10.1 – 10.2, 10.15 – 10.18</p>		
<p>[TQ.3.4] Value Added Services The Supplier must be able to provide a range of value adding services. Your response should detail your processes for:</p> <ul style="list-style-type: none"> • identifying what services the Customer would benefit from; • ensure the Customer achieves full-value from their assets; and • help mitigate the risk and impact to Customers due to Vendor audits. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 10.4 – 10.13, 10.19 – 10.21</p>	<p>3 pages</p>	<p>100</p>
<p>[TQ.3.5] Product Availability The NPS has a broad and diverse Customer base with an equally varying set of requirements. The Supplier must have a methodology in place to ensure that the widest selection of products are made available to Customers. Your response should detail what processes you have in place to ensure that:</p> <ul style="list-style-type: none"> • there is a wide selection of products; • processes are in place to for instances where you do not have direct Vendor partnership agreements in place; and • processes are in place to monitor new products and Vendors as they are made available. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 10.2</p>	<p>3 pages</p>	<p>100</p>
<p>[TQ.3.6] Value for Money The Supplier is required to have a methodology to ensure the Products recommended under the Agreement offer Value for Money throughout the lifetime of the Agreement. Your response should detail your processes relating to:</p> <ul style="list-style-type: none"> • understanding and recommending differing delivery and licensing models; • having sufficient product knowledge to make recommendations on alternative products where they offer greater value for money; • ensuring continued compliance to the tendered commercial terms; and • enabling the Customer to make their own value for money judgement. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 10.5 – 10.6</p>	<p>3 pages</p>	<p>100</p>

Part B: Commercial Evaluation

Evaluation Criteria and Scoring		Commercial Points
Total Commercial Points Available		400
Section 1: Tenderer Mark-up	[CQ.3.1i] Mark-up to be applied against Microsoft products;	175
	[CQ.3.1ii] Mark-up to be applied against all non-Microsoft products;	140
Section 2: SFIA Rate Card	[CQ.3.2] The Aggregated day rate for all competency areas that attract a score, as indicated in the commercial envelope.	60
Section 3: Pass Through Charge	[CQ.3.3] The Pass Through Margin to be applied against all Products and Services that are provided on a Pass Through basis.	25

Annex G: Lot 4 Audio Visual Evaluation Criteria

Total Technical Points Available	700
Total Commercial Points Available	300

Part A: Technical Evaluation Criteria

Lot 4: Evaluation Criteria and Scoring	Page Count	Technical Points
Account Management		75
<p>[TQ.4.1] Further Competition Response Rates The Supplier must have a process for ensuring Further Competitions are responded to. Your response will demonstrate how you will:</p> <ul style="list-style-type: none"> • monitor requests to participate in Further Competitions; • ensure Further Competitions are responded to; and • advise customers as to the reasons why you are unable to bid for a further competition. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 5.15 - 5.22</p>	2 pages	75
Technical Expertise		525
<p>[TQ.4.2] Pre-Sales Support and Advice The Supplier must have a methodology for managing the pre-sales support and services to Customers. Your response will demonstrate your process for ensuring;</p> <ul style="list-style-type: none"> • pre-sales advice; and • site surveys <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 5.1 – 5.11, 7.1 – 7.2, 7.5, 11.14.</p>	2 pages	75
<p>[TQ.4.3] Vendor Management and Selection The Supplier must have a process in place for ensuring they have Vendor partnership agreements in place in order to meet Customer requirements. Furthermore, the Supplier must have a methodology in place to ensure the optimum Vendor is selected to meet a Customer specific requirement as detailed at the Call-off stage. You should detail your processes for:</p> <ul style="list-style-type: none"> • identifying Vendors to partner with; • obtaining and maintaining Vendor accreditations; and 	2 pages	50

<ul style="list-style-type: none"> • choosing the best Vendor to work with for a specific Customer requirement. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 11.2</p>		
<p>[TQ.4.4] Installation</p> <p>The Supplier must have a methodology for managing the installation and integration of equipment at Customers premises.</p> <p>Your response will demonstrate your processes for managing the installation of equipment, including but not limited to;</p> <ul style="list-style-type: none"> • developing implementation plans; • identifying potential issues and mitigating actions; • project management capabilities; and • minimising disruption for the Customer. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 6.59 – 6.64, 7.5 – 7.6, 11.4, 11.7 – 11.13, 11.15.</p>	<p>3 pages</p>	<p>150</p>
<p>[TQ.4.5] Support and Maintenance</p> <p>The Supplier must have a methodology for managing the ongoing support and maintenance offered to Customers.</p> <p>You should detail your processes for providing support and maintenance services to Customers detailing:</p> <ul style="list-style-type: none"> • first point of contact for Customers; • remote support and assistance; • on-site support and maintenance; and • response times. <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 5.1 – 5.14, 6.52 – 6.58, 11.4 – 11.6</p>	<p>3 pages</p>	<p>125</p>
<p>[TQ.4.6] Technical Support</p> <p>The Supplier must have an established methodology to ensure that they maintain and develop the technical expertise of their staff, and that the benefit of that expertise is shared with Customer organisations.</p> <p>Your response will demonstrate your methodology for maintaining and developing the technical expertise of staff and sub-contractors/partners delivering the services including processes for:</p> <ul style="list-style-type: none"> • Ensuring staff servicing the Framework have technical expertise in their given field. • Ensuring technical expertise is kept up-to date with market and product developments. • Sharing the benefits of technical expertise with Customers 	<p>3 pages</p>	<p>125</p>

<ul style="list-style-type: none"> • Ensuring technical expertise across a range of manufacturers and products. • Supply partner accreditations <p>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 7.1 – 7.5, 7.7 – 7.8 a, 11.1.</p>		
Sustainability		100
<p>[TQ.4.7] 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>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 3.19 – 3.52, 6.10, 6.28 – 6.38</p>	1 page	50
<p>[TQ.4.8] Economic and Social Benefits</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>Relevant areas in the Agreement, Framework Schedule 2 (Products and Services Description): 3.10 – 3.31, 5.45.</p>	1 page	50

Part B: Commercial Evaluation

Evaluation Criteria and Scoring		Commercial Points
Total Commercial Points Available		300
Section 1: Tenderer Mark-up	[CQ.4.1] Mark-up Single tendered Mark-up figure to be applied against all Products purchased under Lot 4.	200
Section 2: SFIA Rate Card	[CQ.4.2.1] The Aggregated day rate for all competency areas that attract a score, as indicated in the commercial envelope.	75
	[CQ.4.2.2] The Aggregated day rate for out of normal working hours against all competency areas that attract a score, as indicated in the commercial envelope.	15
Section 3: Pass Through Mark-up	[CQ.4.3] The Pass Through Margin to be applied against all Products and Services that are provided on a Pass Through basis.	10

Annex H: Customer Organisations

- Welsh Minister, their agencies, sponsored and statutory bodies and other contracting authorities funded by them, whether or not they operate independently of Welsh Ministers[, including:
 - Arts Council of Wales
 - Care Council for Wales
 - Charity Commissioner for Wales
 - Children's Commissioner for Wales
 - Constructing Excellence in Wales (18/12/17)
 - Future Generations Commissioner
 - Higher Education Funding Council for Wales
 - Independent Remuneration Panel Wales
 - Local Democracy and Boundary Commission for Wales
 - National Library of Wales
 - National Museum Wales
 - Natural Resources Wales
 - Network to Promote Linguistic Diversity
 - Older Peoples Commissioner for Wales
 - Planning Inspectorate Wales
 - Public Service Ombudsman for Wales
 - Qualification Wales
 - Royal Commission on the Ancient & Historical Monuments of Wales
 - Sport Wales
 - Wales Audit Office
 - Wales Centre for Health
 - Welsh Dental Committee
 - Welsh Industrial Development Advisory Board
 - Welsh Language Commissioner
 - Welsh Local Government Association
 - Welsh Medical Committee
 - Welsh Nursing and Midwifery Committee
 - Welsh Optometric Committee
 - Welsh Pharmaceutical Committee
 - Welsh Revenue Authority
 - Welsh Scientific Advisory Committee
 - Welsh Therapies Advisory Committee
- The Welsh Assembly Commission;
- Any company, limited liability partnership or other corporate entity wholly or partly owned by or controlled (directly or indirectly) by Welsh Government[, including:
 - Design Commission for Wales (DC FW Ltd)
 - Wales Life Sciences Hub Ltd
 - Hybu Cig Cymru
 - Careers Wales (Career Choices Dewis Gyrfu Ltd)
 - Regeneration Investment Fund for Wales (LLP)
 - Cardiff International Airport
 - Student Loans Company Ltd
 - Finance Wales
 - Transport Wales
 - Innovation Point
 - International Business Wales

- Industry Wales (Sector Development Wales Partnership Ltd)
- WGC Holdco Ltd
- Welsh Development Management Ltd
- UK Government, their agencies, companies and limited liability partnerships or other corporate entities, wholly or partly owned by or controlled by departments of the UK Government and which operate in Wales[, including:
 - Royal Mint Ltd
 - Network Rail
 - DVLA
 - Intellectual Property Office
 - Companies House
- Non-ministerial governmental departments which operate devolved offices in Wales,[including:
 - Food Standards Agency
 - Office for National Statistics
- Local Authorities in Wales their agencies, companies and limited liability partnerships or other corporate entities wholly or partly owned by or controlled by and any county and county borough, city, community or other council or local authority in Wales[, including
 - Blaenau Gwent County Borough Council
 - Bridgend County Borough Council
 - Caerphilly County Borough Council
 - Cardiff Council
 - Carmarthenshire County Council
 - Ceredigion County Council
 - Conwy County Borough Council
 - Denbighshire County Council
 - Flintshire County Council
 - Gwynedd Council
 - Isle of Anglesey County Council
 - Merthyr Tydfil County Borough Council
 - Monmouthshire County Council
 - Neath Port Talbot County Borough Council
 - Newport City Council
 - Pembrokeshire County Council
 - Powys County Council
 - Rhondda Cynon Taf County Borough Council
 - City & County of Swansea Council
 - Torfaen County Borough Council
 - Wrexham County Borough Council
 - Vale of Glamorgan Council
 - North & Mid Wales Trunk Road Agency (NMWTRA) 2/3/18
 - South Wales Trunk Road Agent (SWTRA) 2/3/18
- Contracting authorities established for the provision of culture, media and sport in Wales[, including:
 - BBC Wales
 - S4C
- NHS Health Boards in Wales, NHS Trusts in Wales, Special Health Authorities in Wales, Community Health Councils in Wales, the NHS Wales Shared Services Partnership and Board of Community Health Councils and any other contracting authorities operating within or on behalf of the NHS in Wales, including:

- ABM University Health Board
- Aneurin Bevan Health Board
- Betsi Cadwaladr Health Board
- Cardiff and Vale University Health Board
- Cwm Taf Health Board
- Hywel Dda Health Board
- Powys Health Board
- Public Health Wales
- Velindre
- Welsh Ambulance Service Trust
- NHS Wales Shared Services Partnership
- Welsh Health Specialised Services Committee
- Mid Wales Healthcare Collaborative
- South Wales Health Collaborative
- Emergency Ambulance Services Committee
- NHS Wales Informatics Service
- Higher and further education bodies in Wales, including colleges, community colleges and universities, WEA Cymru and Colleges Wales, including:
 - Aberystwyth University
 - Bangor University
 - Cardiff MET University
 - Cardiff University
 - Glyndwr University
 - Swansea University
 - University of South Wales
 - University of Wales Trinity Saint David
 - University of Wales Registry
 - Bridgend College
 - Cardiff and Vale College
 - Coleg Cambria
 - Coleg Ceredigion
 - Coleg Gwent
 - Coleg Sir Gár
 - Coleg y Cymoedd
 - Gower College Swansea
 - Grwp Llandrillo Menai
 - NPTC Group
 - Pembrokeshire College
 - St David's Catholic College
 - The College Merthyr Tydfil
 - WEA Cymru
- Police and crime commissioners and police forces in Wales; national park, and fire and rescue authorities in Wales, including:
 - Dyfed Powys Police
 - Gwent Police
 - North Wales Police
 - South Wales Police
 - South Wales Fire & Rescue Service
 - Mid & West Wales Fire and Rescue Service
 - North Wales Fire & Rescue Service

- Brecon Beacon National Park
- Pembrokeshire Coast National Park
- Snowdonia National Park
- Police and crime commissioners and police forces in England: and fire and rescue authorities in England.
- Citizen Advice Bureaux in Wales;
- Registered social landlords on the register maintained by Welsh Government;
- Schools, sixth-form colleges, foundation schools and academies in Wales (but not independent schools);
- HM Inspectorate of Schools in Wales (Estyn);
- One Voice Wales (Town & Community Councils) and town & community councils in Wales;
- Tribunals administered by Her Majesty's Courts and Tribunals Service acting as the Executive Agency of the Ministry of Justice (and which operate in Wales);
- Tribunals listed under the Administrative Justice and Tribunals Council (Listed Tribunals) (Wales) Order 2007 and any other tribunals that deal with devolved subject matter or are sponsored by the Welsh Assembly Government or Welsh Local Authorities[,including:
 - Agricultural Land Tribunal
 - Adjudication Panel Wales
 - Residential Property Tribunal Wales
 - Valuation Tribunal Wales
 - Welsh Language Tribunal
- Where applicable, the above shall include subsidiaries of the contracting authority at any level and any holding company.
- Welsh Government and National Assembly for Wales.
- Housing associations, including:
 - Aelwyd Housing Association
 - Bro Myrddin Housing Association
 - Bron Afon Community Housing
 - Cadarn Housing Group & Subsidiary Newydd Housing
 - Cadwyn Housing Association
 - Cardiff Community Housing Association
 - Cartrefi Conwy
 - Cartrefi Cymunedol Gwynedd
 - Charter Housing Association
 - Clwyd Alyn Housing Association
 - Coastal Housing Group
 - Community Lives Consortium
 - CT Cantref
 - Cynon Taf Community Housing Group
 - Derwen Cymru
 - Family HA (Wales)
 - First Choice Housing Association
 - Grwp Cynefin (Nee Tai Clwyd and Cymdeithas Tai Eryri
 - Hafan Cymru Carmarthen
 - Hafod Care Association
 - Hafod Housing Association
 - Heart of Wales Property Services Ltd
 - Hendre Group
 - Linc Cymru Housing Association
 - Melin Homes

- Merthyr Tydfil Housing Association
- Merthyr Valley Homes
- Mid Wales HA
- Mill Bay Homes
- Monmouthshire HA
- Newport City Homes
- North Wales Housing Association
- NPT Homes
- Pembrokeshire Housing
- Pennaf Housing Group
- Pobl Group (Nee Grwp Gwalia & Seren Group)
- Polish Housing Association
- Reach Supported Living (Nee Gwent Homes)
- Rhondda Housing Association
- Soroptomist Housing Association Carmarthen
- Taff Housing Association
- Tai Calon
- Tai Ceredigion
- Tai Cymdogaeth Cyf
- Tai Tarian
- Tai Wales & West Housing
- Trivallis
- United Welsh
- Valleys 2 Coast
- In the event of merger, abolition or change of any of the contracting authorities listed or referred to above, the successors to those authorities or to their functions will also be able to enter into specific contracts under this framework during its duration.
- Wales Council for Voluntary Action, Councils for Voluntary Action and those charities and voluntary organisations listed at the following link (and below) <http://www.wcva.org.uk/>
- Third sector bodies that have already signed up to use the NPS agreements are as follows:
 - Cartrefi Cymunedol Gwynedd
 - Wales Co-operative Centre
 - Cynnal Cymru
 - Organisation
 - Association of Voluntary Organisations in Wrexham (AVOW)
 - Powys Association of Voluntary Organisations (PAVO)
 - Rhondda Cynon Taff - Interlink
 - Swansea Council for Voluntary Service (SVCS)
 - Voluntary Action Merthyr Tydfil (VAMT)
- Trusts that have already signed up to use the NPS agreements are as follows:
 - Merthyr Leisure Trust 21/3/18
 - Third sector bodies that may work with NPS in the future are as follows:

3Gs Development Trust, 4 Winds User Led Association, A Voice for You Ltd, Abbey Road Centre, Aberconwy Domestic Abuse Service, Aberconwy Mind, Abergorki Community Hall, Aberystwyth Group of the Ramblers, Aberystwyth University Guild of Students, ACE - Action in Caerau & Ely, ACEVO, Action on Elder Abuse Cymru, Action On Hearing Loss Cymru, ADHD Proactive, Adoption UK, Adult Learning Wales, Advance Brighter Futures Wrexham, Advice Mid Wales, Advocacy Matters (Wales), Advocacy Services North East Wales, Advocacy Support Cymru, Advocacy West Wales, Aelwyd Housing Association, Afasic Cymru, Africa Welsh News CIC, African Community Centre, After Adoption - South Wales, Age Connects Cardiff and the Vale, Age Connects Morgannwg, Age Connects Neath Port Talbot, Age Connects North East Wales, Age Connects Torfaen, Age Cymru, Age Cymru Ceredigion, Age Cymru Gwent, Age Cymru Gwynedd a Môn, Age Cymru Powys, Age Cymru Sir Gar, Age Cymru Swansea Bay, Age Well Hwyllog Mon, Agored Cymru, AgriTechTalk International CIC, Alcohol Concern Cymru, All Creatures Great And Small Animal Sanctuary, All Stars Gymnastics Club, All Wales Forum, All Wales People First, Alternatives to Violence Project Alzheimer's Society, Amelia Trust Farm, Angling Cymru, Anheddau Cyf, Animal Welfare Network for Wales, Antur Nantlle Cyf, Antur Stiniog Cyf, Antur Teifi, Antur Waunfawr, Arena Pontardawe, Artes Mundi Prize Ltd, Arthritis Care in Wales, Arts Care Gofal Celf, Arts Connection, Arts Factory, ASD Rainbows, ASH Wales, Association of Voluntary Organisations in Wrexham, Atal Y Fro, Ategi Ltd, Autism Puzzles, Autism Spectrum Connections Cymru, Awel Aman Tawe, Awen Cultural Trust, Bangor Students Union, Barbara Bus Gwynedd, Barnardo's Cymru, Barry College Students' Union, Barry Communities First Cluster, Barry Round Table, Barry YMCA, BAWSO Ltd, BBC Children in Need in Wales, BCA Independent Advocacy Services, Beacon Centre Trust Cardiff, Benefit Advice Shop, Benenden Healthcare Society - N Wales & Cheshire, Bethel Baptist Church, Beyond the Border Storytelling Festival, Bipolar UK, Black Mountain Centre / Canolfan y Mynydd Du, Blaenycwm Chapel, Blaina Heritage Action Group, Bleddfa Trust, Blind Veterans UK Llandudno Centre, Bobath Children's Therapy Centre Wales, Boston Centre-Stage, Boys' and Girls' Clubs of Wales, Bracken Trust Cancer Support Centre, Breaking Barriers Community Arts, Breast Cancer Care Cymru, Brecknock Wildlife Trust, Brecon Advice Centre, Brecon and District Disabled Club, Brecon and District Mind, Brecon Volunteer Bureau, BRfm Community Radio for Blaenau Gwent, Bridgend Association of Voluntary Organisations, Bridgend Carers Centre, Bridgend Citizens Advice Bureau, Bridgend College Students' Union, Bridgend Community Transport, Bridgend County Care and Repair, Bridgend Foodbank, Bridgend Lifesafers Credit Union Ltd, Bridgend YMCA, Bridges Community Centre, British Association of Social Workers Wales, British Heart Foundation, British Lung Foundation, British Red Cross Society - Cymru/Wales, Bro Radio, Brymbo Heritage Group, Brynawel Rehab, Bryncynon Community Revival Strategy, Brynmawr Scene, Building Blocks Family Centre, Building Communities Trust, Bullies Out, Business in the Community in Wales, Buttle UK (Wales), Buzz-AH, C.H.A.D., CAB Cylch Conwy District CAB, Cadarn Housing Group Ltd, CADMHAS, Cadwyn Housing Association, Cae Post Ltd, Caenarfon Town FC in the Community, Caer Las, Caerleon Arts Festival, Caerphilly Borough Mind, Caerphilly County Borough Citizens Advice Bureau, Caerphilly Miners Centre for the Community, Caia Park Partnership Ltd, CAIS - Cyngor Alcohol Information Services, Calan DVS, Campaign for the Protection of Rural Wales, Cancer Research Wales, Canolfan Felin Fach, Canolfan Gymdeithasol Llanbedr,, Cardiff and the Vale Parents Federation, Cardiff and Vale Action for Mental Health, Cardiff and Vale Citizens Advice Bureau, Cardiff Christian Healing Ministry, Cardiff City FC Community Foundation, Cardiff Community Housing Association, Cardiff Concern Counselling Service, Cardiff Foodbank, Cardiff Mind, Cardiff People First, Cardiff Third Sector

Council, Cardiff Transport Preservation Group, Cardiff University Students' Union, Cardiff Vale & Valleys Institute of Blind People, Cardiff YMCA, Cardiff YMCA (1910) Trust, Cardigan Playscheme, Cardigan Youth Project/Area 43, Care & Repair Caerphilly, Care & Repair Cymru, Care for the Family, Carers Trust – Wales, Carers Trust Carmarthenshire Crossroads Care, Carers Wales, Carmarthen Breakthro', Carmarthen Domestic Abuse Services, Carmarthen Mind, Carmarthen Youth Project, Carmarthenshire Association of Voluntary Services, Carmarthenshire Counselling Service, Carmarthenshire Youth & Childrens' Association, Cartrefi Conwy, Cartrefi Cymru, Cathays & Central Youth & Community Project, Cefn Community Council, Celf o Gwmpas, Celf-Able, Centre for Alternative Technology, Ceredigion Association of Voluntary Organisations, Ceredigion Care Society, CFIT Wales, CGWM, Chapter Arts Centre, Charities Aid Foundation, Charity Retail Association, Charter Housing, Chartered Institute of Housing Cymru, Chepstow and District Mencap, Chernobyl Children Cancer Care Cardiff (5Cs), Children in Wales - Plant yng Nghymru, Church Army, Chwarae Teg, CIL De Gwynedd, Citizens Advice Cymru, Citizenship Foundation, City Hospice, Clinks, Clwb Talhaiarn, Clwyd Alyn Housing Association, Clwyd Special Riding Centre, Clybiau Plant Cymru Kids' Club, Clydach Vale Community Centre, CMIG - Supporting Mental Health, Coalfields Regeneration Trust, Coed Cadw/Woodland Trust, Coed Lleol, Coleg Cambria Students' Association, Coleg Ceredigion Students' Union, Coleg Elidyr Camphill Centre for Special Educ, Coleg Glan Hafren Students' Union, Coleg Gwent Students' Union, Coleg Meirion Dwyfor Students' Union, Coleg Menai Students' Union, Coleg Morgannwg Students' Union, Coleg Powys Students' Union, Coleg Sir Gâr Students' Union, Colegau Cymru/Colleges Wales, Comic Relief, Commonwealth Business & Investment Council Wales, Communities First – Bridgend, Communities First - Caia Park and Hightown Cluster, Communities First - Gwynedd Cluster, Communities First - North Denbighshire Cluster, Communities First - Pembrokeshire Cluster, Communities First - STAR Cluster, Communities First - Taf West Cluster, Communities First - Upper Cynon Cluster, Communities First - West Flintshire Cluster, Communities First - Western Valleys Cluster, Communities First North East Cluster Office, Community and Voluntary Support Conwy, Community Arts Rhayader and District (CARAD), Community Development Cymru, Community Furniture Aid, Community House, Community Housing Cymru Group, Community Kickboxing, Community Music Wales, Community Transport Association Wales, Compton's Yard Charitable Trust, Contact the Elderly, Conwy Care and Repair, Co-ops and Mutuals Wales, Co-Options Ltd, Cornelly and District Development Trust, Cornerstone Church Project, Cornerstone Church Swansea Trust, Cotyledon, Council for British Archaeology, Council for Wales of Voluntary Youth Services, Craft of Hearts, Crafts For Everyone, Create Me Happy, Creating Chances, Creating Enterprise CIC, Credu, Crest Co-operative Ltd, Crisis UK, Crohn's And Colitis UK, Crossroads Caring for Carers – Porthcawl, Crossroads in the Vale (EMI) Ltd, Cruse Bereavement Care Cardiff, Cruse Bereavement Care Cymru, CULT Cymru, Cwm Harry Land Trust, Cwmbran Centre for Young People, Cwmni Cymunedol Cletwr Cyf., Cwmni Theatr Arad Goch, Cwmpark Community Association, Cyfannol Women's Aid, Cyfeillion Croesor, Cyfeillion Swtan, Cymdeithas Aberaeron Society, Cymdeithas Cyfieithwyr Cymru, Cymdeithas Tai Cantref, Cymorth Cristnogol / Christian Aid, Cymorth Cymru, Cymryd Rhan, Cymuned Artis Community, Cymunedau'n Gyntaf Ynys Môn Communities First, Cyngor ar Bopeth Ceredigion Citizens Advice Bureau, Cynllun Cyfeirio Gwynedd Referral Scheme, Cynnal Cymru - Sustain Wales, Cynon Taf Community Housing Group, Cytûn: Eglwysi Ynghyd yng Nghymru, Dance Blast, Dangerpoint Limited, Dawns I Bawb, Dawns TAN Dance, De Gwynedd Domestic Abuse Services, Deaf Association Wales, Deafblind UK, Denbigh Men's Shed Ltd, Denbighshire Citizens Advice Bureau, Denbighshire Voluntary

Services Council, Development Trusts Association Wales, Dewis Centre for Independent Living, Dewis Ltd, Diabetes UK Cymru, Digartref Ynys Mon Ltd, Dinas Powys Voluntary Concern, Diocese of Llandaff Bd for Social Responsibility, Diocese of St Asaph, Diocese of Swansea and Brecon, Disability Advice Project, Disability Arts Cymru, Disability Powys, Disability Wales, Discovery SVS, Diverse Cymru, Domestic Abuse Safety Unit, Dowlais Pony, Improvement Society, Down's Syndrome Association Wales, Drama Association of Wales, Drive, Drugaid Cymru, Duffryn Community Link, Dyfed & Glamorgan ACF, Dyfed Archaeological Trust, Dyfodol Powys Futures, Dynamic, Dynamix Ltd, East Vale Community Transport, Eiriol, Eisteddfod Genedlaethol Cymru, Electoral Reform Society Wales, ELITE Supported Employment Agency Ltd, Elysium Gallery, Engineering Education Scheme in Wales, Epilepsy Wales/Epilepsi Cymru, Esmee Fairbairn Foundation, Estyn Llaw, Every Link Counts, Everyman Theatre Cardiff, Eye to Eye Youth Counselling Service, EYST, Fair Treatment for Women of Wales, Family Contact, Family Housing Association (Wales) Ltd, Federation of City Farms and Community Gardens, Federation of Disability Sports Wales (FDSW), Fernhill Youth Project, Ffotogallery, FFT Education Ltd, Ffynnon Taf After School Club, Fir Tree Community Association, Firing Line - Museum of the Welsh Soldier, First Choice Housing Association Ltd, Fishguard & Goodwick Young Persons Trust Ltd Point, Flintshire and Wrexham Watch Association, Flintshire Citizens Advice Bureau – Mold, Flintshire Community Parents, Flintshire Disability Forum, Flintshire Local Voluntary Council, Flintshire Mind, Flying Start, FNF Both Parents Matter Cymru, Forest School Swansea, Neath and Port Talbot, Friends of Comin Infants, Friends of Monze, Friends Of Pedal Power Project Ltd, Friends of the Hill Ponies of Wales, Friends of the Young Disabled, Friends of Treborth Botanic Garden, G2G Communities CIC, Galeri Caernarfon, Garnsychan Partnership, Gateway Credit Union, GDCL, Gellideg Foundation Group, Gerddi Bro Ddyfi Gardens, Gibran UK, Gilfach Goch Community Association, Gingerbread Wales, Girlguiding Cymru, Girls Friendly Society, GISDA, Glamorgan Voluntary Services, Glamorgan-Gwent Archaeological Trust, Glandwr Cymru (Canal & River Trust in Wales), Glasbury Arts Ltd, Glyndwr Students' Guild, Glyndwr University Careers Centre, Glyndwr Women's Aid, Gofal Cymru - Central Office, Golygfa Gwydyr, Good Neighbours in North Cardiff, Gorseinon Development Trust, Governors Wales, Gower College Swansea, Goytre After School Club, Graig y Rhacca Resource Centre, Grassroots (Cardiff) Limited, Greek Cypriot Association of Wales, Green Links Community Interest Company, Greenhouse Ltd, Greenstream Flooring CIC, Greyhound Rescue Wales, Groundwork Wales, Groundwork Wrexham & Flintshire, Growing Space, Grwp Cynefin, Grwp Cynefin - Gwynedd, GTFM, Guide Dogs for the Blind Association, Gwalia Housing Group, Gwasanaeth Cynnal Gofalwyr, Gweini, Gwelfor Community Centre, Gwent Association of Voluntary Organisations, Gwent Defibbers, Gwent Wildlife Trust, Gwynedd & De Ynys Môn Citizens Advice, Gwynedd Hospice at Home, Gypsies & Travellers Wales, Hafal, Hafal Neath Port Talbot, Hafan Cymru, Hafod Care Association, Hafod Housing Association, Hanes Llandocho, Hanfod Cymru, Haverfordwest Town Council, Hay and District Dial-a-Ride, Hay Together, Hayaat Women Trust, Headway Cardiff, Healer Practitioner Association International, Healing The Wounds, Healthy Friendships, Hearing Link, Helpu Llaw Cymru, Home-Start, Home-Start BGSRE, Home-Start Caerphilly Borough, Home-Start Cardiff East, Home-Start Carmarthen - Llanelli, Home-start Ceredigion, Home-Start County Borough of Wrexham, Home-Start Denbighshire, Home-Start Dinefwr, Home-Start Flintshire, Hope GB, HOPE MS Therapy Centre, Hope Rescue, Horn Development Association, Hospice of the Valleys, Huggard, HYBU Limited, Hywel Dda Health Charities, Ieuenctyd Tysul Youth, Ihsaan Social Support Association Wales, Indian Society of South West Wales, Infertility Network UK, Innovate Trust, Inroads (Cardiff & the Vale Street Drugs

Project), Institute of Fundraising Cymru, Institute of Public Care, Institute of Welsh Affairs, Interlink, Introsport Trust, Islwyn Community Credit Union, Jolly Good Causes CIC, Josef Herman Art Foundation Cymru, Kaleidoscope Project, Keep Wales Tidy, KeyCreate, Keyring Living Support Networks, Kids Cancer Charity, KIM - Inspire, KINDA, Knighton and District Community Support, KPC Youth & Community, L'Arche Brecon, LawWorks Cymru, Leap To Learn Ltd, Learning Disability Wales, Leonard Cheshire - Danybryn Home, Leonard Cheshire Disability, Life for African Mothers, Linden Church Trust, Literature Wales, Llais Llanychaer, Llais y Goedwig, Llamau Ltd, Llandrillo College Students' Union, Llandudno FC in the Community, Llanharan Recreation Ground Trust, Llanhilleth Miners Institute, Llanover Hall Charitable Trust, Llanwrtyd Community Transport, Lloyds TSB Foundation, Lluest Horse and Pony Trust, Llyfrau Llafar Cymru, Local Aid for Children and Comm Special Needs, Localgiving, Macmillan Cancer Support, Mantell Gwynedd, Marie Curie Hospice, Penarth, Medrwn Môn, Melin Homes Limited, Menai Bridge Community Heritage Trust Ltd, Mencap Cymru, Mencap Cymru - Carmarthenshire Projects, MENFA, Meningitis Now, Men's Shed's Treorchy, Mental Health Advocacy Scheme, Mental Health Foundation - Wales, Mental Health Matters (Wales), Menter a Busnes, Menter Aberteifi, Menter Bro Dinefwr, Menter Caerdydd, Menter Cwm Gwendraeth, Menter Fachwen, Menter Gorllewin Sir Gar Cyf, Menter Iaith Abertawe, Menter Iaith Bwrdeistref Sirol Caerffili, Menter Iaith Maldwyn, Menter Iaith Rhondda Cynon Taf, Menter Iaith Sir Benfro, Menter Iaith Sir Ddinbych, Menter Iaith Sir y Fflint, Mentrau Iaith Cymru, Merched y Wawr, Merthyr and the Valleys Mind, Merthyr Tydfil Borough Credit Union Ltd, Merthyr Tydfil Citizens Advice Bureau, Merthyr Tydfil Housing Association, Mess Up The Mess Theatre Company, Mid Powys Mind, Mid Wales Rape Centre, Millennium Stadium Charitable Trust, Mind Aberystwyth, Mind Cymru, Mind in the Vale of Glamorgan, Mind Monmouthshire Ltd, Mindful Future, Mirus - Wales, Moelyci Environment Centre, Monmouthshire County Citizens Advice, Monmouthshire, Brecon and Abergavenny Canals, Montgomeryshire Community Regeneration Association, Montgomeryshire Family Crisis Centre, Montgomeryshire Wildlife Trust, Morlan, Motor Neurone Disease Association - S Wales, Mountain Training Trust, MS Society - Cardiff and Vale Branch, Mudiad Meithrin, Multiple Sclerosis Society Cymru, Music in Hospitals Cymru/Wales, National Autistic Society Cymru, National Botanic Garden of Wales, National Day Nurseries Association, National Energy Action Cymru, National Federation of Women's Institutes, National learning and Work Institute, National Training Federation for Wales, National Trust - Penrhyn Castle, National Youth Advocacy Service, Neath Port Talbot Carers Service, Neath Port Talbot College Students' Union, Neath Port Talbot Council for Voluntary Service, Neath Port Talbot MIND Assoc., Neuadd Goffa Criccieth Memorial Hall, Neuadd Goffa Llansilin Memorial Hall, Neuro Therapy Centre, New Hope - Llantwit Major, New Horizons, New Pathways, Newlink Wales, Newport & District Refugee Support Group, Newport Chinese Community Centre, Newport Citizens Advice Bureau, Newport Credit Union Ltd, Newport Mediation, Newport MIND, Newport People First, Newtown and District Dial a Ride, No Fit State, Noah's Ark Childrens Hospital Charity, North Denbighshire Dial a Ride, North Denbighshire Domestic Abuse Service, North East Wales Wildlife Ltd, North Montgomeryshire Volunteer Centre, North Wales Advice and Advocacy Association, North Wales Credit Union Ltd, North Wales Deaf Association, North Wales Housing Association, North Wales Mountain Rescue Association, North Wales Police and Community Trust (PACT), North Wales Regional Equality Network, North Wales Science, North Wales Training Ltd, North Wales Wildlife Trust (West), North Wales Women's Centre, Novo Jibon, NSPCC Cymru Wales, Oasis Cardiff, Ogmere Valley History & Heritage Society, Oxfam Cymru, PACT Cymru, PACTO, Pant 7 Dowlais Boys and Girls Club, Park in the Past CIC, Parkinson's UK -

Cymru, Partneriaeth Cymunedol Porthyfelin Cyf, Partneriaeth Maesgeirchen Partnership, Pembroke 21C Community Association, Pembrokeshire Association of Voluntary Services, Pembrokeshire CAB, Pembrokeshire Care and Repair 200 Ltd, Pembrokeshire Care Society, Pembrokeshire College Students' Union, Pembrokeshire Counselling Service, Pembrokeshire FRAME Ltd, Pembrokeshire Mind, Pen Y Cymoedd CIC, Penarth Arts and Crafts Ltd, Penarth Youth Project, Penley Rainbow Centre, Penparcau Community Forum, People and Work Unit, People's Health Trust, Person to Person Citizen Advocacy, Perthyn, Plaid Cymru, Planed - Pembrokeshire Local Action Network, Plantlife Cymru, Play Montgomeryshire, Play On The Move Ltd, Play Wales, Playworks Playcare Ltd, Ponthafren Association, Pontrobert Recreation Association, Pontypridd and Rhondda Round Table, Pontypridd Museum, Powys Association of Voluntary Organisations, Powys Citizens Advice Bureau, Powys Dance, Powys People First, Powys Samaritans in Llandrindod Wells, Presbyterian Church of Wales, Prestatyn Town Council, Presteigne and Norton Community Support, Pride Cymru, PRIME Cymru, Promo Cymru, PSS Cymru, R.A.B.I, Race Council Cymru, Race Equality First, Race Running Dragons Cardiff, Ramblers' Association, Rape And Sexual Abuse Support Centre, Rathbone Cymru, Raven House Trust, RAY Ceredigion, RCGP Wales, RCMA Social Enterprise, RCT 50+ Forum, Recovery Cymru Community, Re-Create, Red Dragon Manufacturing Ltd, Refurbs Flintshire, Regener8, Relate Cymru, Response-Plus, Rhayader and District Community Support, Rhieni Dros Addysg Gymraeg, Rhondda Community Development Association, Rhondda Cynon Taff People First, Rhondda Housing Association, Rhondda Taff Citizens Advice Bureau, Rhyl City Strategy Community Interest Company, Right from the Start, Ringland Community Association, RNIB Cymru, Roman Catholic Archdiocese of Cardiff, Round Table - Aberaeron, Round Table - Abergavenny and District, Round Table - Abergele and District, Round Table - Aberystwyth, Round Table - Blackwood and District, Round Table - Bridgend, Round Table - Caernarfon, Round Table - Cardiff, Round Table - Chepstow and District, Round Table - Colwyn Bay and District, Round Table - Deeside, Round Table - Denbigh and District, Round Table - Fishguard and District, Round Table - Holyhead and District, Round Table - Lampeter, Round Table - Llandeilo and Llandovery, Round Table - Llandrindod Wells, Round Table - Llanelli, Round Table - Milford Haven, Round Table - Mold, Round Table - Narberth and Whitland, Round Table - Penarth, Round Table - Pontypool, Round Table - Swansea, Round Table - Swansea Valley, Round Table - Tenby, Round Table - Tredegar, Round Table - Wrexham, Rowan Tree Cancer Care, Royal College of Paediatrics and Child Health, Royal College of Physicians, Royal College of Psychiatrists, Royal Voluntary Service (RVS), Royal Welsh Agricultural Society Ltd, Royal Welsh College of Music and Drama SU, RSPB (UK), RSPCA Cymru, RSPCA Llŷs Nini Animal Centre, Run4Wales, SACHaL, Safer Merthyr Tydfil, Safer Wales, Samaritans Cymru, Samye Foundation Wales, Save the Children UK, Sazani Associates, Scope Cymru, Scout Association - The Welsh Scout Council, Senghenydd Youth Drop In Centre, Sense Cymru, SEREN, Seren Ffestiniog Cyf, SEWCED, Shared Earth Trust, Shaw Trust, Shelter Cymru, Sherman Cymru, SHINE Cymru, Show Racism the Red Card, Siawns Teg, Sight Cymru, Simply Do CIC, Size of Wales, Skills for Justice, Skin Care Cymru, Small World Theatre, Smart Money Cymru Credit Union, SNAP Cymru, Snowdonia National Park Authority, Solas-Cymru-Cardiff, Solva Care, Somaliland Mental Health Organisation, South Denbighshire Community Partnership, South East Wales Biodiversity Records Centre, South East Wales Regional Equality Council, South Riverside Community Development Centre, South Wales Baptist College, SOVA, Space4U, Span Arts Ltd, Speakeasy Advice Centre, Spice Innovations, Sport Wales / Chwaraeon Cymru, SPOT CIC, St Davids Diocesan Team Plant Dewi, St David's Hospice, St David's Sixth Form College Students' Council, St

Giles Trust, St John Ambulance Cymru-Wales, St John's Community Hall, St John's House Trust, St Kentigern Hospice, St Madoc Christian Youth Camp, St Martin's PTA, St Nicholas Court Residents' Assoc, St Peter's Community Hall & Gardens, St. David's Children Society, St. David's Foundation Hospice Care, St. Philip Evans Parish, Stepping Stones, Stonewall Cymru, Student Volunteering Bangor, Student Volunteering Cardiff, Sustainable Wales, Sustrans Cymru, Swansea & Brecon Diocesan Board for SR, Swansea Care and Repair, Swansea Carers' Centre, Swansea Centre For Deaf People, Swansea Chinese Community Co-op Centre, Swansea College Students' Council, Swansea Community Boat Trust, Swansea Community Farm, Swansea Council for Voluntary Service, Swansea Metropolitan University Students' Union, Swansea Neath Port Talbot CAB, Swansea Print Workshop, Swansea University Students' Union, Swansea Women's Resource and Training Centre, Swansea YMCA, Swansea Young Single Homeless Project, Swim Cymru, Sylfaen Cymunedol Cyf, TACT, Taff Bargoed Development Trust, Taff Ely Drug Support (TEDS), Tai Pawb, Taking Flight Theatre Company, Talking Hands Children and Young People, Talybont-on-Usk Energy, Tan y Maen Ltd, Taran Disability Forum Ltd., Teacher Support Cymru, Techniquet, Tenby Civic Society, Tenovus Cancer Care, Terrence Higgins Trust Cymru, TFSR Cymru, The Antioch Centre, The Arts Council of Wales, The Bevan Foundation, The Big Issue Cymru, The Big Skill CIC, The Brain Tumour Charity, The Caerphilly Woodlands Trust Ltd, The Cambrian Mountains Society, The Centre for African Entrepreneurship, The Clwyd-Powys Archaeological Trust, The Community Foundation in Wales, The CoStar Partnership, The Disability CAN DO Organisation, The Duke of Edinburgh's Award, The Dystonia Society in Wales, The Family Fund, The Flintshire Family Project, The Fostering Network Wales, The Friendly Trust, The Friends of the Newport Ship, The Hospital Saturday Fund, The Makers Guild in Wales, The Mentor Ring, The Mullany Fund, The Pembroke Dock Sunderland Trust, The Penllergare Trust, The Prince's Trust - Cymru, The Puffin Free Community Newsletter, The Quilt Association, The Rainbow Trust, The Royal British Legion, The SAFE Foundation, The Salvation Army, The Stroke Association, The Survivors Trust, The Trinity Project, The Tuberos Sclerosis Association, The VAN-guard Centre, The Wallich, The Waterloo Foundation, The Welfare Ystradgynlais, The Welsh Institute of Therapeutic Horsemanship, The Willows Centre, The Wye and Usk Foundation, Threshold DAS Ltd, TOPIC House, Torfaen Citizens Advice Bureau, Torfaen Community Transport, Torfaen Mind, Torfaen Voluntary Alliance, Touch Trust, TPAS Cymru, Traditional Arts Support in the Community, Travol Community Transport, Trefnu Cymunedol Cymru, Trigonos, Trinity Centre, Trinity Child and Family Centre, Trinity Saint David Students' Union, Trivallis, Tros Gynnal Plant, Trussell Trust, Turn2us, Ty Elis Counselling, Ty Enfys Family Centre, Ty Hafan the Family Hospice For Young Lives, Tyddyn Môn Co. Ltd, Tydfil Training Consortium Ltd, UCAN Productions, UNA Exchange, UNISON Ymlaen-Forward, Unite The Union, United Purpose, United Reformed Church (Wales) Trust, United Welsh Housing Association, University of Glamorgan Students' Union, University of Wales, Urdd Gobaith Cymru, Vale of Clwyd Mind, Valleys Furniture Recycling - toogoodtowaste, Valleys Kids, Valleys to Coast, VEGFAM, Velindre Cancer Centre, Victim Support Wales, View / Dove Workshop, Village and Valleys, Village Enterprise Wales, Vision 21 - Cyfle Cymru, Vision in Wales, Vision Support, Viva! (Wales), Voluntary Action Merthyr Tydfil, Voluntary Arts Wales, Voluntary Community Service Cymru Ltd, Volunteering Matters - RSVP, Wales Assembly of Women, Wales Co-operative Development and Training, Wales Council for Deaf People, Wales Dyslexia, Wales Environment Link, Wales Federation of Young Farmers Clubs, Wales in Bloom, Wales Millennium Centre, Wales Mobility and Driving Assessment Service, Wales Orthodox Mission, Wales Pre-school Providers Association,

Wales Squash & Racketball Ltd, Wales Tamil Sangam, Wales Touch Association, Wales TUC Cymru, Walsingham, Wastesavers Charitable Trust, Welsh Association of ME & CFS Support, Welsh Beekeepers' Association, Welsh Black Cattle Society, Welsh Books Council/Cyngor Llyfrau Cymru, Welsh Centre for Action on Dependency & Addiction, Welsh Centre for International Affairs, Welsh Chess Union, Welsh Historic Gardens Trust, Welsh Local Government Association, Welsh Mountain Zoo, Welsh Pony and Cob Society, Welsh Refugee Council, Welsh Sports Association, Welsh Tenants, Welsh Women's Aid, WEN Wales, West Rhyl Young Peoples' Project, West Wales Action for Mental Health, West Wales Biodiversity Information Centre, West Wales Credit Union, West Wales Domestic Abuse Service Ltd, Whizz-Kidz, Wikima, Wild Elements CIC, Wildlife Trusts Wales, WISERD, Wisewoods Wales, Women Connect First, Women Count, Women's Aid - Bangor and District, Women's Aid - Delyn, Women's Aid - Swansea, Women's Aid RCT - Pontypridd, WRAP Cymru, Wrexham Citizens Advice Bureau, Wrexham Hospice and Cancer Support Centre Foundati, WWF Cymru, Xcel Project, Y BONT - BDRCB, Y Cwmni Siarad, Y Dref Werdd, Ymddiriedolaeth Addoldai Cymru, Ymddiriedolaeth yr Hafod : Hafod Trust, Ynys Môn Citizens Advice Bureau, Ynysybwl & Coed y Cwm Community Council, Ynysybwl Regeneration Partnership, Your Voice Advocacy Project, Youth Cymru, Yr Institiwt Corris, Ystalyfera Development Trust, Ystrad Mynach College Students' Union.