

Multi-Functional Devices and Document Solutions  
 Lot 2 Clarification Log 13/02/2021

Ref.	Date Received	Subject	Message	Response
c.1	14/01/2021 12:55	Bidding for LOTs	<p>I fully understand that it is mandatory to complete and submit the Community Benefit Submission.</p> <p>However, can we bid for just LOT 1 or just LOT 2 or do we have to apply a bid for both LOT's to be compliant?</p>	<p>It is mandatory for the community benefits ITT to be completed by all tenderers.</p> <p>Tenderers are able to bid for:            - either Lot 1 or Lot 2; or            - both Lots.</p> <p>There are no restrictions on the Lots a tenderer can bid on, nor does a tenderer need to bid for both Lots.</p>
c.2	15/01/2021 14:31	Qualification question - re 1.9.10	<p>Within LOT1 qualification response it notes - question 1.9.10 - Note for B5 Bidders who have responded "None" to question C4 must accept the terms and conditions in question C5 below. Failure to do so will result in the Bidder not being eligible to progress to Stage 2 of the tender and their bid will be rejected. "</p> <p>For the avoidance of doubt should this read B4 and B5 and not C4 and C5?</p>	<p>Please be advised the references in these question should read B4 and B5 respectively. The qualification envelope has been updated, if you had already completed and submitted the qualification envelope this may now need resubmitting and we ask that you check this.</p> <p>Apologies for the confusion and inconvenience.</p>
c.3	19/01/2021 08:23	Clarification Question	<p>In your qualification envelope, question 1.2.22, it asks "The buyer may only select a bidding organisation to tender if it has an acceptable Acid-test ratio. NB1: the threshold acid test ratio, above which a bidding organisation will be accepted, must be published". Can you please tell us where we can find the Threshold acid test ratio which we are required to exceed?</p>	<p>Please be advised that the Acid Test ration should exceed 1. Please note this is not a mandatory exclusion and if you r Acid Test Ration score is below 1 you can submit a rationale as to why your tender should be accepted.</p>

Multi-Functional Devices and Document Solutions  
 Lot 2 Clarification Log 13/02/2021

c.4	18/01/2021 12:28	Acid-test Ratio	Qualification Question, Row number 1.2.23, Question [FSGen005a01v03] where we are asked to confirm if our acid-test ration is higher than the figure set out in the guidance. The target does not appear to be within the guidance notes? Please advise.	Please be advised that the Acid Test ration should exceed 1. Please note this is not a mandatory exclusion and if your Acid Test Ration score is below 1 you can submit a rationale as to why your tender should be accepted.
c.5	18/01/2021 12:10	Clarification Questions	<p>As per question 1.3.4 [CCGen002a01v03] within the qualification envelope (shown below for reference), can we include the details as an attachment or do they need to be entered on the portal within the 2000 character limit?</p> <p>1.3.4 [CCGen002a01v03] * Mandatory Field Provide a description of up to 3 relevant contracts you have successfully delivered in the last 5 years that show experience that is relevant to the requirement. Provide details of:</p> <ul style="list-style-type: none"> <li>• Goods, works or services delivered</li> <li>• How these are relevant to the requirement</li> <li>• How the contract was delivered successfully; include testimonials where possible</li> <li>• Contract value</li> <li>• Period over which the contract was delivered</li> </ul> <p>If you are bidding on behalf of a consortium please provide examples from the consortium member(s) which would deliver each relevant part of the requirement if you were successful, subject to a maximum of 3 examples in total.</p>	<p>Tenderers are now able to attach documents to the Qualification Envelope, if you wish to submit the examples of relevant contracts as an attachment you are able to do so. Please ensure that each example is no longer than 1 page of A4.</p> <p>If you had already completed and submitted the qualification envelope this may now need resubmitting and we ask that you check this.</p>

Multi-Functional Devices and Document Solutions

Lot 2 Clarification Log 13/02/2021

c.6	18/01/2021 12:10	Clarification Questions	<p>In reference to the below naming convention requested, and given the instruction to not refer to our company name, could you please confirm we should include our company name in the name of the documents we upload please?</p> <p>[Question Reference]_Supplier Name For example: [TQ.1.1]_XYZ MFD Supplier</p>	<p>The file name should include you company name. However, your company name should not be included in the body of your response, with the exception of the following: [TQ.1.1] Account Management Structure; and [TQ.1.2] Promotion of Agreement</p>
-----	---------------------	----------------------------	---	---

Multi-Functional Devices and Document Solutions  
 Lot 2 Clarification Log 13/02/2021

c.7	19/01/2021 10:15	Account management response	<p>It is noted that under 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.</p> <p>Can you confirm whether this applies to question [TQ.1.1] Account Management Structure?</p> <p>As the question asks; Please provide the Account Management Structure, detailing the following:</p> <p>Name of Individuals;          Roles and Responsibilities;          Email Address;          Contact Telephone Number; and          Escalation Points</p> <p>Our email address will have our company name and team member names can be linked back to our business and wished to check before we provided information that may be incorrect or flawed as per the tender notes</p>	<p>Please be advised that the responses to the following questions do not need to be anonymised:          [TQ.1.1] Account Management Structure; and          [TQ.1.2] Promotion of Agreement</p>
c.8	20/01/2021 09:44	Clarifications	<p>Can the annual spend figure of £5m be split out between lot 1 and lot 2 of the first generation of the agreement, so suppliers can see the spend per lot?</p>	<p>In the financial year 2019/20 (year 3) spend on Lot 1 was £4.5m, Lot 2 was £2.8m.</p>

Multi-Functional Devices and Document Solutions  
Lot 2 Clarification Log 13/02/2021

c.9	20/01/2021 09:44	Clarifications	<p>The Estimated Spend figure of £40m far exceeds the stated current level of spend and whilst we appreciate that this is only an estimate, would you please be able to provide further information as to how this figure was calculated and how the framework believes this sort of growth might be achieved?</p>	<p>In the financial year 2019/20 (year 3) spend on Lot 1 was £4.5m, Lot 2 was £2.8m. At this rate the total value would be approximately £30m over 4 years. Under Lot 1 we saw a year 1 growth of 84%, and year 2 32% in invoiced spend. Lot 2 has remained fairly consistent.</p> <p>We have also seen an annual decrease of approximately 30% on CCS frameworks for Welsh Public Sector spend. Whilst we anticipate the annual growth in spend will slow, we expect it to continue to increase. Furthermore, as the majority of spend on Lot 1 is under lease agreements and click charges, this will not be fully realised until the lease periods have ended, as we report on invoiced spend.</p> <p>We have estimated a total spend for Lot 1 to be £26m as detailed in slide 8 of the attached slide deck. We have allowed the additional £4m against both Lots, to safeguard against having to terminate the agreement early, as we are unable to exceed the framework value as published.</p>
-----	---------------------	----------------	--	---

Multi-Functional Devices and Document Solutions  
 Lot 2 Clarification Log 13/02/2021

c.10	20/01/2021 09:44	Clarifications	In your ITT, section 2.10.11 states tender responses must be anonymised - Can the Authority confirm this is for both Company identifiable information and product information (For example, Company name "Supplier xyz" and Product name "Product 1")?	For clarity the technical responses should be anonymised, suppliers do not need to anonymise the commercial responses. Any information that potentially identifies your company to evaluators should be removed or a pseudonym included in it's place.  We have taken this approach to ensure that all tenders are evaluated on their merits and to mitigate the risk of any unconscious bias.
c.11	20/01/2021 09:44	Clarifications	In ITT section 4.6.6 the link to further information and examples of Community benefits doesn't seem to work, can you provide an alternative?	<a href="https://gov.wales/procurement-social-value-community-benefits">https://gov.wales/procurement-social-value-community-benefits</a>
c.12	20/01/2021 11:31	Annex B Lot1	In the supporting ITT it is noted that in questions [TQ.1.1] Account Management Structure and [TQ.1.2] Promotion of Agreement there aren't any page length restrictions. Yet, within the online portal it states that both should be limited to one page per answer.  Can you advise which is correct and if possible to have no page length on either response given the detail required?	As a non-scored element there is no page restriction on these questions.
c.13	20/01/2021 12:09	Clarification Question	In your qualification envelope, question 1.2.22, it asks "The buyer may only select a bidding organisation to tender if it has an acceptable Acid-test ratio. NB1: the threshold acid test ratio, above which a bidding organisation will be accepted, must be published". Can you please tell us where we can find the Threshold acid test ratio which we are required to exceed?	Please be advised that the Acid Test ratio should exceed 1. Please note this is not a mandatory exclusion and if your Acid Test Ratio score is below 1 you can submit a rationale as to why your tender should be accepted.

Multi-Functional Devices and Document Solutions  
 Lot 2 Clarification Log 13/02/2021

c.14	20/01/2021 12:07	Clarification Question	With reference to your Technical Envelope, 2.2 Account Management Criteria, question TQ.1.1 Account Management Structure. Does this refer to the Framework Management structure, or the end Client Management Structure?	Please be advised that this refers to the Framework Account Management Structure.
c.24	27/01/2021 11:05	Question regarding Response Page Count	Given the score available being worth 10% of the available marks for quality for questions 1.2.1, 1.2.3, 1.3.1 & 1.3.2, could you please consider allowing bidders to respond over 2 pages maximum instead of the 1 page each allocated? Given the requirements of the questions and the references to be covered from the Framework Schedule 2, we would find it extremely difficult to provide detailed answers on only one page.	We can confirm the page count for all scored technical questions will be 2 pages, a revised ITT document will be uploaded onto the eTenderWales portal to reflect this.
c.30	02/02/2021 09:13	Pricing queries	Please confirm the duration of your "Historical Data" represented in Lot2: Printer Consumables?	The historical data is for 2 years between 2018 - 2020.
c.31	02/02/2021 09:13	Pricing queries	You have stated that in the event that a listed product is "Obsolete" will you re-issue the schedule?	No, please state where a product is obsolete on your commercial response. Where the product is obsolete it will be excluded from the evaluation.
c.32	02/02/2021 09:13	Pricing queries	Ref. c1.97 Part code TN512K is not a Brother part number. Please provide correct product code and/or detailed specification. Part Number TN512K OEM/ Remanufactured Product OEM Short Description Brother BLACK TONER CARTRIDGE	Konica Minolta TN512K A33K132 Black Toner Cartridge

Multi-Functional Devices and Document Solutions  
 Lot 2 Clarification Log 13/02/2021

c.33	02/02/2021 09:13	Pricing queries	<p>Ref. c1.290 The manufacturer has confirmed that this item is obsolete. Validation requested.</p> <p>Part Number C6656A OEM/ Remanufactured Product OEM Short Description HP 56 BLACK INK CARTRIDGE C6656AE</p>	To be excluded
c.34	02/02/2021 09:13	Pricing queries	<p>Ref. c1.291 The manufacturer has confirmed that this item is obsolete.</p> <p>Validation requested. Part Number C6657AE OEM/ Remanufactured Product OEM Short Description HP 57 Cyan/Magenta/Yellow Ink C6657AE</p>	We have been advised by HP this product is Active, we will check when the tender has closed.
c.35	02/02/2021 09:13	Pricing queries	<p>Ref. c1.345 The part no. CF295A does not exist.</p> <p>Could this be code CF259A? Part Number CF295A OEM/ Remanufactured Product OEM Short Description HP TONER CARTRIDGE</p>	This should read CF259A.
c.36	02/02/2021 09:13	Pricing queries	<p>Ref. c1.373 The part no. CS289A does not appear to be a HP code.</p> <p>Please provide correct code and/or detailed specification? Part Number CS289A OEM/ Remanufactured Product OEM Short Description HP INK CARTRIDGE</p>	To be excluded



Multi-Functional Devices and Document Solutions  
Lot 2 Clarification Log 13/02/2021

c.37	02/02/2021 09:13	Pricing queries	Ref. c1.422 There is a mismatch between part no. and description.  Please confirm which is correct? Part Number 3JA30AEC OEM/ Remanufactured Product OEM Short Description HP W2033A (415A) Toner magenta, 2.1K pages	Correct part number W2033A, HP (415A) Toner black, 2.4K pages
c.38	02/02/2021 09:13	Pricing queries	Ref. c1.438 There is a mismatch between part no. and description.  Please confirm which is correct? Part Number C4844AC OEM/ Remanufactured Product OEM Short Description HP 507A Yellow LaserJet Toner Cartridge	Correct part number CE402YC
c.39	02/02/2021 09:13	Pricing queries	Ref. c1.445 There is a mismatch between part no. and description.  Please confirm which is correct? Part Number C9721AC OEM/ Remanufactured Product OEM Short Description HP 951XL Yellow Officejet Ink CN048AE	Correct part number CN048AE

Multi-Functional Devices and Document Solutions  
Lot 2 Clarification Log 13/02/2021

c.40	02/02/2021 09:13	Pricing queries	Ref. c1.496 There is a mismatch between part no. and description.  Please confirm which is correct? Part Number CE400YC OEM/ Remanufactured Product OEM Short Description HP W2031A (415A) Toner cyan, 2.1K pages	Correct Part Number W2031A
c.41	02/02/2021 09:13	Pricing queries	Ref. c1.578 There is a mismatch between part no, and description.  Please confirm which is correct? Part Number CN053AEC OEM/ Remanufactured Product OEM Short Description HP 410A Black Original LaserJet Toner Cartridge (CF410A)	Correct Part Number CF410A
c.42	02/02/2021 09:13	Pricing queries	Ref. c1.607 There is a mismatch between part no, and description.  Please confirm which is correct? Part Number F6U78AEC OEM/ Remanufactured Product OEM Short Description HP W2032A (415A) Toner yellow, 2.1K pages	Correct Part Number W2032A

Multi-Functional Devices and Document Solutions  
 Lot 2 Clarification Log 13/02/2021

c.43	02/02/2021 09:13	Pricing queries	<p>Ref. c1.695 Identification from part no. and description provided is insufficient.</p> <p>Please provide a more detailed specification.          Part Number TAPELABELS          OEM/ Remanufactured Product OEM          Short Description BARCODE LABELS FOR DATA MEDIA</p>	To be excluded
c.44	02/02/2021 09:13	Pricing queries	<p>Ref. c1.709 The part no. 46430401 is not a OKI code.</p> <p>Please provide correct code and/or detailed specification?          Part Number 46430401          OEM/ Remanufactured Product OEM          Short Description OKI YELLOW TONER CARTRIDGE</p>	To be excluded
c.53	04/02/2021 11:43	Clarifications	Your ITT 4.24 states that qualifications questions do not require the upload of certificates and yet the portal has a space for uploading certificates – can you confirm that it is expected that these uploads should be made with the submission?	Uploading of certificates are optional at this stage. If you are successful in your tender you will be required to provide this information prior to the award of the contract, if you had not provided this information at the qualification stage.
c.54	04/02/2021 11:43	Clarifications	Do you have a preferred naming convention for the uploads in the quality questionnaire?	There is no naming convention. However, if you could include your organisations name and what the document is that would be appreciated.
c.55	04/02/2021 11:43	Clarifications	You mention in your ITT that any elements of the service to be provided by subcontractors should be clearly distinguished (2.13.1) – Can you confirm if you wish us to identify the sub-contractors in our responses or just the parts of the service that they will provide?	The sub-contractors do not need to be identified. On award Key-subcontractors will be included in the Framework Schedules.

Multi-Functional Devices and Document Solutions  
 Lot 2 Clarification Log 13/02/2021

c.56	04/02/2021 11:43	Clarifications	Can you please confirm if you require any of the Framework schedules to be completed as part of the submission or are they all to be completed post award ?	Framework Schedules will be completed on award.
c.57	09/02/2021 15:50	Product clarifications	Ref. c1.117 Part No, 1509B001 does not match description. Clarification Required. Part Number 1509B001 OEM/ Remanufactured Product OEM Short Description CANON PGI-5BK BLACK INK CARTRIDGE	Correct Description: Canon PGI-35BK Black Ink Cartridge
c.58	09/02/2021 15:50	Product clarifications	Ref. c1.274 Part No. C4096A OEM Item is Obsolete Validation requested. Part Number C4096A OEM/ Remanufactured Product OEM Short Description HP 96A BLACK LASERJET TONER CARTRIDGE C4096A	Exclude from evaluation
c.59	09/02/2021 15:50	Product clarifications	Ref. c1.101 Part No. TX231 OEM Item is Obsolete Validation requested. Part Number TX231 OEM/ Remanufactured Product OEM Short Description Brother LAMINATING TAPE	If a product is obsolete please mark your tender response accordingly and we will make a enquiries were necessary. Where we are satisfied the product is obsolete it will be excluded from the evaluations.  Suppliers may submit an alternative for this line item if it is obsolete. It will not be scored but can be included in the catalogue if awarded to the Lot.

Multi-Functional Devices and Document Solutions  
 Lot 2 Clarification Log 13/02/2021

c.60	09/02/2021 15:50	Product clarifications	Ref c1.102 Part No. TX251 OEM Item is Obsolete Validation requested. Part No TX251 OEM/ Remanufactured Product OEM Short Description Brother TX251 Black On White Laminated Tape	If a product is obsolete please mark your tender response accordingly and we will make a enquiries were necessary. Where we are satisfied the product is obsolete it will be excluded from the evaluations.
c.61	09/02/2021 15:50	Product clarifications	Ref. c1.340 Part No. CE23YC is incomplete. Description is insufficient. Clarification Required Part Number CF23YC OEM/ Remanufactured Product OEM Short Description CARTRIDGE FOR PRINTER	Exclude from evaluation
c.62	09/02/2021 15:50	Product clarifications	Ref. c1.227 Part No. S050583 OEM Item is Obsolete Validation requested. Part Number S050583 OEM/ Remanufactured Product OEM Short Description EPSON ACULASER M2400 TONER CARTRIDGE	If a product is obsolete please mark your tender response accordingly and we will make a enquiries were necessary. Where we are satisfied the product is obsolete it will be excluded from the evaluations.
c.63	09/02/2021 15:50	Product clarifications	Ref. c1.226 Part No. S015637 OEM Item is Obsolete Validation requested. Part Number S015637 OEM/ Remanufactured Product OEM Short Description EPSON ACULASER M2400D TONER CARTRIDGE	If a product is obsolete please mark your tender response accordingly and we will make a enquiries were necessary. Where we are satisfied the product is obsolete it will be excluded from the evaluations.
c.64	09/02/2021 15:50	Product clarifications	Ref c1.391 Part No. C8061XC OEM Item is Obsolete Validation requested. Part No Q2610A OEM/ Remanufactured Product OEM Short Description HP 10A BLACK LASERJET CARTRIDGE Q2610A	Exclude from evaluation

Multi-Functional Devices and Document Solutions  
 Lot 2 Clarification Log 13/02/2021

c.65	09/02/2021 15:50	Product clarifications	Ref. c1.400 Part No. Q6511A OEM Item is Obsolete Validation requested. Part Number Q6511A OEM/ Remanufactured Product OEM Short Description HP 11A BLACK LASERJET CARTRIDGE Q6511A	Exclude from evaluation
c.66	09/02/2021 15:50	Product clarifications	Ref. c1.631 Part No. Q6511XC is a mismatch to description. Clarification Required. Part Number Q6511XC OEM/ Remanufactured Product OEM Short Description HP 301XL BLACK INK CARTRIDGE	Correct Description: HP 11X High Yield Black Original LaserJet Toner Cartridge
c.67	09/02/2021 15:50	Product clarifications	Ref. c1.398 Part No. C8061XC OEM Item is Obsolete Validation requested. Part Number Q6471A OEM/ Remanufactured Product OEM Short Description HP 501A CYAN LASERJET CARTRIDGE	Exclude from evaluation
c.68	09/02/2021 15:50	Product clarifications	Ref c1.330 Part No. CE401YC is a mismatch to description. Clarification Required Part No CE401YC OEM/ Remanufactured Product OEM Short Description HP 507A YELLOW LASERJET TONER CARTRIDGE	Correct Part No. W2031A

Multi-Functional Devices and Document Solutions  
 Lot 2 Clarification Log 13/02/2021

c.69	09/02/2021 15:50	Product clarifications	Ref. c1.469 Part No. CE252YC is a mismatch to description. Clarification Required. Part Number CE252YC OEM/ Remanufactured Product OEM Short Description HP 62XL High Yield Tri-colour Ink Cartridge (C2P07AE)	Correct Part No. C2P07AE
c.70	09/02/2021 15:50	Product clarifications	Ref. c1.468 Part No. CE251YC is a mismatch to description. Clarification Required. Part Number CE251YC OEM/ Remanufactured Product OEM Short Description HP 83A Black Toner Cartridge	Exclude from evaluation
c.71	09/02/2021 15:50	Product clarifications	Ref c1.498 Part No. CE401YC is a mismatch to description. Clarification Required. Part No CE401YC OEM/ Remanufactured Product OEM Short Description HP 950XL Black Officejet Ink CN045AE	Correct Part No. CN045AE
c.72	09/02/2021 15:50	Product clarifications	Ref c1.342 Part No. C8061XC OEM Item is Obsolete Validation requested. Part No OEM/ Remanufactured Product OEM Short Description HP HIGH CAPACITY TONER CARTRIDGE	If a product is obsolete please mark your tender response accordingly and we will make a enquiries were necessary. Where we are satisfied the product is obsolete it will be excluded from the evaluations.

Multi-Functional Devices and Document Solutions  
 Lot 2 Clarification Log 13/02/2021

c.73	09/02/2021 15:50	Product clarifications	Ref. c1.338 Unable to identify from Part No. and description. Clarification Required. Part Number CF077A OEM/ Remanufactured Product OEM Short Description HPCF077A MAINTENANCE KIT PRINTER	Exclude from evaluation
c.74	09/02/2021 15:50	Product clarifications	Ref. c2.89 The part no. CF266A does not exist. Please verify code. Part Number CF266A OEM/ Remanufactured Product Remanufactured Short Description HP TONER CARTRIDGE	Description: HP 26A Black Original LaserJet Toner Cartridge <a href="https://store.hp.com/UKStore/Merch/Product.aspx?id=CF226A&amp;opt=&amp;sel=SUP">https://store.hp.com/UKStore/Merch/Product.aspx?id=CF226A&amp;opt=&amp;sel=SUP</a>
c.75	09/02/2021 15:50	Product clarifications	Ref c2.91 The part no. CF290A does not exist. Please verify code. Part No CF290A OEM/ Remanufactured Product Remanufactured Short Description HP TONER CARTRIDGE	Exclude from evaluation
c.76	11/02/2021 15:53	Clarification	The tender documents provided request suppliers bid on both Original Equipment Manufacturer (OEM) print consumables along with Remanufactured print consumables. Please can you confirm that bidders are able to quote on equivalent Compatible devices for both OEM and Reman products?  Please note, an expeditious response is appreciated as, depending on your response, we may need to follow up with another question tomorrow before the clarification period expires.	Tenderers should submit the OEM products in Section 1 of the tender template and Remanufactured products in Section 2 of the Commercial submission template.  Whilst successful suppliers will be able to supplement the catalogue of products with compatible products post award, we require consistency of approach to ensure we undertake a fair evaluation against like for like products.



Multi-Functional Devices and Document Solutions  
Lot 2 Clarification Log 13/02/2021

c.77	10/02/2021 11:58	Re: Clarification Response	As you are removing lines where items are obsolete, what are you doing about the associated weighting? Just providing full marks to those bidders or providing a new pricing schedule?	We intend to exclude the products from the existing pricing schedule and will not be re-issuing the schedule with revised weighting.  We have taken this option to avoid tenderers having to duplicate efforts.
c.82	12/02/2021 11:45	Terms & conditions clarification	With reference to your terms and conditions 27.1(d).  As the services offered under this framework will not involve the processing of large amounts of customer data we respectfully request if you would consider a cap to the liability with regards to DPL of £10 million. This is consistent with other large frameworks and more reflective of the liability in the delivery of the types of services services offered under this framework.	Due to the nature of fines under DPL we are unable to set a limit on liability.