

Submission Parent	Question	Measure	User:	User:	Moderated Comment	Moderated Score
Supplier_O Lot 2 Technical Supplier_O Lot 2 Technical	[TQ.2.2.1] Customer Support [TQ.2.2.1] Customer Support	Score (Acceptability) Rationale (Formatted Text)	Confidence Response provides a good level of detail.	Confidence The robust response covered all areas adequately, despite going over the page count and part of the supplier's response redacted. Assurance was provided on account and customer management, listing qualifications of staff, for example. Pre sales and technical advice was provided to a good standard; the pre-sales element was adequate, despite going over the page and not available for review. There was a thorough response on complaints management. The supplier's response gave assurances that the requirements could be fully met.	The response provided sufficient and relevant evidence, to give confidence the question criteria would be met. The response provided evidence to support the suppliers process for Customer Support services, detailing account management provision and a good section on complaints handling. The response provided evidence relating to the process for pre-sales advice and technical advice, detailing individual staff accreditations.	Confidence
Supplier_O Lot 2 Technical Supplier_O Lot 2 Technical	[TQ.2.2.2] Product Selection [TQ.2.2.2] Product Selection	Score (Acceptability) Rationale (Formatted Text)	Moderate Concerns Lack of specific details provided within response.	Confidence The supplier has provided a good response that evidences they can meet the requirement. They have accreditations with key vendors, an approach that supports customers' current and future needs, technology expertise and service excellence. Environmental factors and considerations are not listed, despite which, confidence a confidence mark is awarded, due to the overall quality of the submission.	The response provided sufficient and relevant evidence, to give confidence the question criteria would be met. The response detailed a range of OEM and remanufactured products, supported by accreditations with key vendors. The response provided evidence to support how the supplier would meet the customers requirements, with a good focus on current and future customer needs. The response provided sufficient evidence on how the supplier would ensure value for money. Overall the response covered all criteria, it would have benefitted from more specific details in order to score higher.	Confidence
Supplier_O Lot 2 Technical Supplier_O Lot 2 Technical	[TQ.2.2.3] Delivery [TQ.2.2.3] Delivery	Score (Acceptability) Rationale (Formatted Text)	Moderate Concerns Lack of specific details provided within response.	Absolute Confidence A very thorough response that fully assures the requirement can be fully met. Delivery, environmental awareness and protocols and BOA / reverse logistics are satisfactorily presented in the response. They are ISO14001 accredited, with a plan to reduce carbon emissions by 2025. The response also details carbon smart GOLD certification through their carbon saving initiatives and are part of the ESOS (the Energy Savings Opportunity Scheme); an energy assessment and energy saving scheme. The supplier's environmental acumen warrants an absolute confidence mark.	The response provided sufficient and relevant evidence, to give confidence the question criteria would be met. The response provide evidence of the suppliers process for deliveries, with a commitment to next day deliveries. The response evidences the suppliers process for Defective on Arrival and reverse logistics, there was a strong response relating to the environmental impact and addressed the circular economy through the return and reuse of cartridges. Returns and environmental element of the question supported by ISO14001 accreditation. Further detail on delivery to desktop was required to score higher.	Confidence
Supplier_O Lot 2 Technical Supplier_O Lot 2 Technical	[TQ.2.3.1] Social and Environmental [TQ.2.3.1] Social and Environmental	Score (Acceptability) Rationale (Formatted Text)	Confidence Response provides a good level of detail.	Minor Concerns The supplier provided a thorough and adequate response that covered the requirement in most areas. They are ISO14001 accredited and comply with sections 3.37 - 3.40 of the requirement. However, although the supplier has committed to following and adhering to Welsh Minister's future policies, standards and guidance, there was no specific evidence presented on complying with the Well-being of Future Generations Act, hence the mark of minor concerns. This may simply be an oversight on their behalf.	The response provided sufficient and relevant evidence, to give confidence the question criteria would be met. The response detailed the suppliers approach to recycling and re-use and decarbonisation, detailing carbon emission monitoring using Carbon Smart. The environmental element of the question was underpinned by the suppliers ISO14001 accreditation. The response demonstrated how the supplier ensures an ethical supply chain and committed to the Welsh Governments policies in this area.	Confidence
Supplier_O Lot 2 Technical	[TQ.2.3.2] Socio Economic	Score (Acceptability)	Confidence	Absolute Confidence	The response provided sufficient and relevant evidence, to give confidence the question	Confidence

<p>Supplier_O Lot 2 Technical [TQ.2.3.2] Socio Economic</p>	<p>Rationale (Formatted Text)</p>	<p>Response provides a good level of detail.</p>	<p>The response covered all areas of the requirement to provide assurance the supplier can deliver. There is a commitment to the Well-being of Future Generations Act, Digital Inclusion, the Welsh Language and sourcing via local SMEs, where possible.</p>	<p>All requirements are met</p>	<p>criteria would be met.</p> <p>The response detailed the suppliers approach to providing supply chain opportunities to Welsh SMEs, committing to use Welsh SMEs where possible.</p> <p>The response provided evidence on how the supplier would invest in the Welsh economy and demonstrated how the supplier will provide employment opportunities in Wales, with an office in Wales to support job creation in the area.</p> <p>Overall the response covered the criteria and was specific to Wales, more detail was required to score higher.</p>	
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