

Cwestiwn neu Ymholiad (iaith wreiddiol) Question or Enquiry (original language)	Ymateb	Response
<p>1. Are the stated budgets for the full 5 years inclusive of extensions</p> <p>Lot 1 Support - £65,000</p> <p>Lot 2 Security - £95,000</p> <p>Lot 3 Projects - £50,000</p>	<p>Fel sy'n ofynnol gan y canllawiau ar y porth, mae'r cyllidebau sydd wedi'u nodi ar gyfer y tymor o 5 mlynedd yn cynnwys estyniadau.</p>	<p>As required by the guidance on the portal the budgets noted are for the 5 year term which includes extensions.</p>
<p>2. We noticed that the tender documents are in Welsh, could you share the tender documents in English</p>	<p>Mae 5 dogfen ychwanegol ynghlwm wrth yr hysbysiad, wedi'u rhifo 1 i 5, ac mae fersiwn Gymraeg a Saesneg o bob dogfen wedi'u hatodi. Rwyf wedi gwirio gyda defnyddiwr bod y dogfennau ar gael i'w lawrlwytho mewn fersiynau Cymraeg a Saesneg o wefan FTS.</p> <p>Fel arall, gallwch weld yr hysbysiad ar <a href="#">GwerthwchiGymru</a> a lawrlwytho'r dogfennau oddi yma.</p> <p>Os bydd problemau'n parhau, cysylltwch â <a href="mailto:tendro@cyg-wlc.cymru">tendro@cyg-wlc.cymru</a></p>	<p>There are 5 additional documents attached to the notice, numbered 1 to 5, and a Welsh and English version of each document has been attached. I have verified with an external user the documents are available to download in both Welsh and English versions from the FTS website.</p> <p>Alternatively, you can view the notice on <a href="#">Sell2Wales</a> and download the documents from here.</p> <p>If issues persist, please contact <a href="mailto:tendro@cyg-wlc.cymru">tendro@cyg-wlc.cymru</a></p>
<p>3. Can the Commissioner provide any indicative annual volume of work anticipated under Lots 2 and 3?</p>	<p>Nodwyd cyllideb ar gyfer y LOTIAU yn Hysbyseb UK4.</p> <p>Ceir rhagor o fanylion ar gyfer gofynion y lotiau yn adran 5 o'r ddogfen "Manyleb"</p> <p>Lot 2: paragraffau 5.14 i 5.18</p>	<p>Budget for the LOTS has been given on Notice UK4.</p> <p>Further details on the requirements for each lot is found in section 5 of the document "Specification"</p> <p>Lot 2: paragraphs 5.14 to 5.18</p>

<b>Cwestiwn neu Ymholiad (iaith wreiddiol) Question or Enquiry (original language)</b>	<b>Ymateb</b>	<b>Response</b>
	Lot 3: paragraffau 5.19 i 5.23	Lot 3: paragraphs 5.19 to 5.23
4. Are suppliers permitted to utilise specialist subcontractors as part of their delivery model, provided the prime contractor remains fully accountable for contract delivery?	Gweler “Manyleb” paragraff 5.16	See “Specification” paragraph 5.16
5. For Lot 3, will project delivery services typically be commissioned on a time and materials basis, fixed-price basis, or a combination of both?	Gweler “Manyleb” paragraffau 5.21 a 5.22	See “Specification” paragraphs 5.21 and 5.22
6. Can the Commissioner provide any indicative annual budget allocation or expected spend profile for Lots 2 and 3?	Mae'r wybodaeth yma wedi'i ddarparu ar yr Hysbysiad tendr UK4	This information has been provided on the tender Notice UK4
7. Is remote delivery acceptable for the majority of services under Lots 2 and 3, with on-site attendance provided where operationally required?	Gweler tabl gofynion ym mharagraff 5.13 o'r “Manyleb”, yn benodol eitemau: xi. xiv. and xix.	See “Specification” requirements table in paragraph 5.13, specifically items: xi. xiv. and xix.
8. For the Welsh Language evaluation criterion, is it acceptable for suppliers to utilise translation resources and bilingual support arrangements where Welsh-speaking personnel are not directly employed?	Mae'r gofynion wedi'u nodi ym mharagraffau 5.5 i 5.7 o'r ddogfen "Manyleb", gan nodi eu bod yn ddymunol nid yn hanfodol.  Dylai cyflenwyr nodi eu sgiliau a'u gallu a sut y bydd y rhain yn cael eu cyflawni.  Bydd y rhain yn cael eu hasesu yn ôl y pwysoliad a nodir yn y meini prawf asesu.	The requirement has been set out in paragraphs 5.5 to 5.7 of the “Specification” document, noting that it is desirable not essential.  Suppliers' should note their skills and capability and how these will be achieved.  These will be assessed according to the weighting set out in the assessment criteria.
9. Are there any incumbent suppliers currently delivering services within Lots 2 and 3 and, if so, will transition support be available should a new supplier be appointed?	Mae contractau presennol ar gyfer gwasanaethau sydd wedi'u cynnwys o dan y tendr hwn. Fel y nodwyd ym mharagraff 2.3, caniatwyd amser digonol rhwng dyfarnu a throsglwyddo.	There are existing contracts for services included under this tender. As noted in paragraph 2.3 sufficient time between award and transfer has been allowed.

Cwestiwn neu Ymholiad (iaith wreiddiol) Question or Enquiry (original language)	Ymateb	Response
	Bydd cymorth pontio ar gael.	Transition support will be available.
10. Whether Cyber Essentials Plus satisfies the security requirements?	Mae'r gofyniad o ran achrediad Diogelwch TG wedi'i fanylu yn y ddogfen atodol "Amodau Cymryd Rhan"	The IT Security accreditation requirement is detailed in the additional document "Conditions of Participation"
11. Could you provide the approximate number of support tickets raised during the previous 12 months, ideally broken down by priority and support level?	Yn y 12 mis blaenorol mae 87 o docynnau cymorth wedi'u codi ar system y cyflenwr a 50 ar ein LOG TG mewnol. Nid yw'r rhain i gyd yn geisiadau am gymorth, gan fod y plattform hefyd yn cael ei ddefnyddio i gyfathrebu gohebiaeth arferol rhwng y ddwy ochr ar gyfer materion nad ydynt yn rhai cymorth technegol (e.e. trafodaethau prosiect, ceisiadau am wybodaeth ac ati).	In the past 12 months, 87 support tickets have been raised on the supplier's platform and 50 on our internal IT LOG. These are not all support requests, as the platform is also used to convey routine correspondence between both parties for non-technical support matters (e.g. project discussion, request for information etc).
12. Are there any particular periods where ticket volumes are significantly higher?	Mae nifer y tocynnau fel arfer wedi'u dosbarthu'n weddol gyfartal drwy gydol y flwyddyn.	Ticket volumes are generally evenly distributed throughout the year.
13. Approximately how many matters are currently escalated beyond the internal IT Officer to the existing support provider each month?	Amcangyfrifir bod nifer y materion sy'n cael eu trosglwyddo at y darparwr cymorth presennol bob mis yn llai na 10.	It is estimated that the number of matters passed on to the existing support provider each month is fewer than 10.
14. Under normal circumstances, will users contact the supplier directly, or will requests generally be raised through the IT Officer?	Yn arferol bydd defnyddwyr yn cysylltu â'r Swyddog TG unai trwy LOG TG mewnol y sefydliad neu'n uniongyrchol. Y Swyddog TG bydd yn gwneud cais am gymorth gan y cyflenwr os bydd angen.  Os yw'r Swyddog TG yn absennol, gall materion TG gael eu cyfeirio at aelodau eraill o staff mewnol (a all wedyn drosglwyddo'r mater i'r	Users will typically contact the IT Officer either directly or via the organisation's internal IT LOG. The IT Officer will request support from the supplier if required.  If the IT Officer is absent, IT matters may be directed to other members of internal staff (who may subsequently pass the matter on to the external supplier), or they may be raised directly with the external supplier

Cwestiwn neu Ymholiad (iaith wreiddiol) Question or Enquiry (original language)	Ymateb	Response
	cyflenwr allanol), neu gallent gael eu codi'n uniongyrchol gyda'r cyflenwr allanol.	
15. During absence of the IT Officer, should the supplier expect to provide full Level 1, 2 and 3 support directly to all users?	Rydym yn cadarnhau mai dyma'r disgwyliad yn ystod absenoldeb y Swyddog TG.	We confirm that this is the expectation during the absence of the IT Officer.
16. Is there an indicative number of days each year during which full cover for the IT Officer is likely to be required?	Disgwylir darparu'r cyfr yma rhwng 40-50 diwrnod gwaith.	It is expected that this cover will be provided for between 40-50 working days.
17. Are there any specific minimum staffing, named engineer or service desk capacity requirements?	Nac oes. Nid oes unrhyw ofynion penodol, ond bod gan y cyflenwr ddigon o adnoddau staff, gwybodaeth ac arbenigedd i ymdrin ag unrhyw faterion TG a all godi.	No. There are no specific requirements, only that the supplier has sufficient staff resources, knowledge and expertise to deal with any IT matters that may arise
18. The Pricing Table includes separate lines for "standard user and organisation support" and "helpdesk services". Could you clarify the distinction between these two items and what should be included under each?	<p>Mae "Cymorth safonol i ddefnyddwyr a'r sefydliad" yn cyfeirio at y cymorth rhagweithiol a'r cymorth ymatebol a ddarperir i ddefnyddwyr ac i'r sefydliad, gan gynnwys cymorth cyffredinol, cynnal a chadw rheolaidd, a chymorth gweithredol o ddydd i ddydd.</p> <p>Mae "gwasanaethau desg gymorth" yn cyfeirio at y swyddogaeth gymorth strwythuredig rheng flaen, gan gynnwys prosesau cofnodi digwyddiadau, rheoli tocynnau, blaenoriaethu problemau, ac uwchgyfeirio problemau. Mae hyn fel arfer yn cynnwys system desg gwasanaeth ffurfiol a gweithdrefnau ymateb/datrys wedi'u diffinio.</p>	<p>"Standard user and organisation support" refers to proactive and reactive support provided to end users and the organisation, including general assistance, routine maintenance, and day-to-day operational support.</p> <p>"Helpdesk services" should be understood as the structured, front-line support function, including incident logging, ticket management, triage, and escalation processes. This typically involves a formal service desk system and defined response/resolution procedures.</p>
19. Is out-of-hours support an optional service that should be quoted as a rate, or is an	Dylid trin cymorth y tu allan i oriau gwaith fel gwasanaeth dewisol a'i ddyfynnu ar wahân fel cyfradd, oni nodir fel arall. Mae hyn yn sicrhau	Out-of-hours support should be treated as an optional service and quoted separately as a rate, unless otherwise specified. This ensures flexibility

<b>Cwestiwn neu Ymholiad (iaith wreiddiol)</b> <b>Question or Enquiry (original language)</b>	<b>Ymateb</b>	<b>Response</b>
<p>allowance expected to be included within the core contract value?</p>	<p>hyblygrwydd a thryloywder o ran sut y caiff cymorth ychwanegol y tu allan i oriau gweithredu safonol ei gostio.</p> <p>Bydd gallu a chapasiti cyflenwr i ddarparu gwasanaeth y tu allan i oriau gwaith yn cael ei werthuso fel rhan o'r meini prawf gwerthuso.</p>	<p>and transparency in how additional support outside standard operating hours is costed.</p> <p>A supplier's ability and capacity to provide out-of hours service will be evaluated as part of the evaluation criteria</p>
<p>20. Is emergency support also intended to be priced as an on-demand rate, or should a defined level of availability be included within the fixed support charge?</p>	<p>Disgwylir bod cymorth ar gael mewn argyfwng pan fo angen ac, fel arfer, caiff ei brisio fel cyfradd 'ar alw'. Fodd bynnag, gall cyflenwyr hefyd amlinellu unrhyw lefel sylfaenol o argaeledd sydd wedi'i gynnwys o fewn y tâl cymorth sefydlog, gyda manylion clir am amseroedd ymateb a gweithdrefnau uwchgyfeirio.</p> <p>Disgwylir y bydd y gwasanaeth yn cael ei ddefnyddio mewn amgylchiadau eithriadol i ymdrin â digwyddiad brys neu gritigol.</p> <p>Bydd gallu a chapasiti cyflenwr i ddarparu gwasanaeth y tu allan i oriau gwaith yn cael ei werthuso fel rhan o'r meini prawf gwerthuso.</p>	<p>Emergency support is expected to be available when required and should typically be priced as an on-demand rate. However, suppliers may also outline any baseline level of availability included within the fixed support charge, with clear details of response times and escalation procedures.</p> <p>It is anticipated that the service will be used in exceptional circumstances to deal with an urgent or critical incident.</p> <p>A supplier's ability and capacity to provide out-of hours service will be evaluated as part of the evaluation criteria</p>
<p>21. The Specification notes that some planned work should, where possible, be undertaken outside normal working hours. Should this planned work be included within the standard service price, or charged separately?</p>	<p>Dylai gwaith wedi'i gynllunio a wneir y tu allan i oriau gwaith arferol, lle bo angen lleihau tarfu ar weithrediad busnes, gael ei gynnwys yng nghost y gwasanaeth safonol pan fo hynny'n rhesymol ac yn rhagweladwy. Dylid nodi'n glir unrhyw weithgarwch sylweddol neu eithriadol y tu allan i oriau gwaith, a gallai hwnnw gael ei godi amdano ar wahân drwy gytundeb ymlaen llaw.</p>	<p>Planned work undertaken outside normal working hours, where required to minimise disruption to business operations, should be included within the standard service price where it is reasonable and foreseeable. Any significant or exceptional out-of-hours activity should be clearly identified and may be charged separately by prior agreement.</p>

Cwestiwn neu Ymholiad (iaith wreiddiol) Question or Enquiry (original language)	Ymateb	Response
22. Are there any current expectations regarding evening, weekend or public-holiday availability?	<p>Nid oes unrhyw ofynion penodol ar gyfer argaeledd arferol gyda'r nos, ar benwythnosau neu ar wyliau cyhoeddus o dan y contract craidd. Nid oes amgylchiadau o weithio dros benwythnosau wedi digwydd dan y contract presennol.</p> <p>Gall cyflenwyr nodi eu gallu i ddarparu cymorth yn ystod y cyfnodau hyn, gan gynnwys unrhyw gostau cysylltiedig, er mwyn galluogi hyblygrwydd petai angen o'r fath yn codi.</p>	<p>There are no fixed requirements for routine evening, weekend, or public-holiday availability under the core contract. There have been no occurrences of weekend working under the current contract.</p> <p>Suppliers may set out their capability to provide support during these periods, including any associated costs, to allow for flexibility should such needs arise.</p>
23. Could you provide an inventory or high-level schedule of the current Azure resources, including virtual servers, operating systems and principal hosted services?	<p><b>Adnodd Azure:</b></p> <ul style="list-style-type: none"> <li>▪ Action group</li> <li>▪ API Connection (x 2)</li> <li>▪ App Service (x 2)</li> <li>▪ App Service (Slot) (x 4)</li> <li>▪ App Service plan (x2)</li> <li>▪ Application Insights (x 2)</li> <li>▪ Bastion</li> <li>▪ Disk (x 5)</li> <li>▪ DNS zone (x 3)</li> <li>▪ Key vault</li> <li>▪ Load balancer</li> <li>▪ Log Analytics workspace (x 3)</li> <li>▪ Logic app (x 2)</li> <li>▪ Microsoft Entra Domain Services</li> <li>▪ Network Interface (x 7)</li> <li>▪ Network security group (x 3)</li> </ul>	<p><b>Azure Resources:</b></p> <ul style="list-style-type: none"> <li>▪ Action group</li> <li>▪ API Connection (x 2)</li> <li>▪ App Service (x 2)</li> <li>▪ App Service (Slot) (x 4)</li> <li>▪ App Service plan (x2)</li> <li>▪ Application Insights (x 2)</li> <li>▪ Bastion</li> <li>▪ Disk (x 5)</li> <li>▪ DNS zone (x 3)</li> <li>▪ Key vault</li> <li>▪ Load balancer</li> <li>▪ Log Analytics workspace (x 3)</li> <li>▪ Logic app (x 2)</li> <li>▪ Microsoft Entra Domain Services</li> <li>▪ Network Interface (x 7)</li> <li>▪ Network security group (x 3)</li> </ul>

Cwestiwn neu Ymholiad (iaith wreiddiol) Question or Enquiry (original language)	Ymateb	Response
	<ul style="list-style-type: none"> <li>▪ Network Watcher (x 2)</li> <li>▪ Public IP address (x 2)</li> <li>▪ Recovery Services vault</li> <li>▪ Restore Point Collection (x 3)</li> <li>▪ Smart detector alert rule (x2)</li> <li>▪ Snapshot</li> <li>▪ SQL database (x 5)</li> <li>▪ SQL server</li> <li>▪ Storage account (x 7)</li> <li>▪ Translator</li> <li>▪ Virtual machine (x 5)</li> <li>▪ Virtual network (x 2)</li> <li>▪ Virtual network gateway</li> </ul>	<ul style="list-style-type: none"> <li>▪ Network Watcher (x 2)</li> <li>▪ Public IP address (x 2)</li> <li>▪ Recovery Services vault</li> <li>▪ Restore Point Collection (x 3)</li> <li>▪ Smart detector alert rule (x2)</li> <li>▪ Snapshot</li> <li>▪ SQL database (x 5)</li> <li>▪ SQL server</li> <li>▪ Storage account (x 7)</li> <li>▪ Translator</li> <li>▪ Virtual machine (x 5)</li> <li>▪ Virtual network (x 2)</li> <li>▪ Virtual network gateway</li> </ul>
<p>24. Could you provide details of the networking equipment at the Caernarfon and Cardiff offices, including firewalls, routers, switches, wireless access points, UPS equipment and their current support or warranty status?</p>	<p>Darperir llwybryddion WAN ym mhob safle, a'u perchnogi a'u gweithredu gan yr ISP, ac felly nid ydynt yn cael eu cynnal yn uniongyrchol gan y Comisiynydd na'r cyflenwr TG allanol.</p> <p>Llwybryddion/Murdan LAN (o fewn gwarant ac yn cael eu cefnogi gan y cyflenwr presennol) - 1 x Sophos XGS2100 ym mhob swyddfa</p> <p>Switshis Rhwydwaith (o fewn gwarant ac yn cael eu cefnogi gan y cyflenwr presennol):</p> <ul style="list-style-type: none"> <li>▪ Swyddfa Caerdydd: (2 x Unifi USW Pro 48 PoE) yn ardal swyddfa'r staff + (1 x Unifi USW Pro 24 PoE) yn ystafell TG</li> <li>▪ Swyddfa Caernarfon: (2 x Unifi USW Pro 48 PoE) yn yr ystafell TG</li> </ul>	<p>WAN routers at each premises are provided, owned and operated by the ISP, and therefore are not directly maintained by the Commissioner or the external IT supplier</p> <p>LAN Routers/Firewalls (all within warranty and supported by incumbent supplier) : 1 x Sophos XGS2100 at each office</p> <p>Network Switches (all within warranty and supported by incumbent supplier):</p> <ul style="list-style-type: none"> <li>▪ Cardiff Office: (2 x Unifi USW Pro 48 PoE) in staff office area + (1 x Unifi USW Pro 24 PoE) in IT room</li> <li>▪ Caernarfon Office : (2 x Unifi USW Pro 48 PoE) in IT room</li> </ul>

Cwestiwn neu Ymholiad (iaith wreiddiol) Question or Enquiry (original language)	Ymateb	Response
	<p>Pwyntiau Mynediad Diwifr (WAPs) (o fewn gwarant a dan gefnogaeth y cyflenwr presennol):</p> <ul style="list-style-type: none"> <li>▪ Swyddfa Caerdydd: 3 x Unifi U7 Pro</li> <li>▪ Swyddfa Caernarfon: 3 x Unifi U7 Pro</li> </ul> <p>UPS (i gyd y tu allan i warant):</p> <ul style="list-style-type: none"> <li>▪ 1 APC UPS ym mhob safle swyddfa (cyfanswm o 2)</li> </ul>	<p>WAPs (all within warranty and supported by incumbent supplier):</p> <ul style="list-style-type: none"> <li>▪ Cardiff Office : 3 x Unifi U7 Pro</li> <li>▪ Caernarfon Office : 3 x Unifi U7 Pro</li> </ul> <p>UPS (all out of warranty):</p> <ul style="list-style-type: none"> <li>▪ 1 APC UPS at each office premises (2 total)</li> </ul>
25. Which endpoint security, email security and threat-monitoring products are currently in use in addition to the features included within Microsoft 365 Business Premium?	Nid oes unrhyw gynhyrchion yn cael eu defnyddio heblaw'r rhai a ddarperir gan Microsoft.	There are no products in use other than those provided by Microsoft.
26. What ticketing, remote-support, monitoring, RMM, documentation and alerting tools are currently used?	Mae'r gwasanaethau hyn yn cael eu darparu ar hyn o bryd gan y cyflenwr presennol. Nid yw'n briodol datgelu'r offer, y gwasanaethau neu'r cymwysiadau a ddefnyddir gan y cyflenwr hwnnw.	These services are currently provided by the incumbent supplier. It is not appropriate to disclose the tools, services or applications used by that supplier.
27. Will the successful supplier be able to inherit or continue using any existing tools and licences, or should bidders include the cost of supplying their own platforms?	Ni fydd offer na thrwyddedau a ddefnyddir gan y cyflenwr presennol yn cael eu trosglwyddo na'u mudo. Dylai darpar gyflenwyr gynnwys costau darparu/defnyddio eu platfformau eu hunain yn eu cynnig tendr.	Tools or licences used by the incumbent supplier will not be transferred or migrated. Potential suppliers should include the costs of providing/using their own platforms in their tender proposal.
28. Is the supplier expected to monitor and manage all approximately 74 laptops listed in the Specification, or only the 40 devices currently deployed to users and any devices subsequently brought into service?	Dim ond y dyfeisiau a ddefnyddir ar hyn o bryd neu wedyn i ddefnyddwyr sy'n cael eu monitro a'u rheoli. Mae rhywfaint o galedwedd yn cael ei gadw wrth gefn neu nad yw ar waith ar hyn o bryd, ond gellir ei droi i mewn i wasanaeth, ac ar y pwynt hwnnw bydd y caledwedd hwn yn dod yn destun monitro a rheolaeth. Mae cyfanswm nifer y dyfeisiau defnyddwyr sydd mewn defnydd tua 45 o liniaduron (heb gynnwys gorsafoedd docio	Only the devices currently or subsequently deployed to users are expected to be monitored and managed. A certain amount of hardware is held in reserve or is not operational, but may be rotated into service, at which point this hardware would become subject to monitoring and management. The total count of user devices in operation is approximately 45 laptops (not including desk-based docking station/monitors

Cwestiwn neu Ymholiad (iaith wreiddiol) Question or Enquiry (original language)	Ymateb	Response
	desg/monitro ac ategolion cysylltiedig) ac 8 ffôn symudol.	and associated accessories) and 8 mobile phones.
29. Are Microsoft 365, Azure, PSBA connectivity, 3CX, Vodafone, printing, domain, Dynamics, Umbraco and other third-party subscriptions paid directly by the Commissioner and therefore excluded from the Lot 1 price?	Mae'r Comisiynydd yn talu'r trwyddedau a thanysgrifiadau hyn yn uniongyrchol, felly maent wedi'u heithrio o Lot 1.	The Commissioner pays these licences and subscriptions directly; they are excluded from Lot 1.
30. Are replacement hardware and other one-off purchases expected to be charged separately from the Lot 1 support service?	Mae'r Comisiynydd fel arfer yn prynu caledwedd newydd yn uniongyrchol. Nid yw prynu caledwedd o fewn cwmpas Lot 1.  Caiff y Comisiynydd ymgynghori â'r cyflenwr (LOT 3) ar y math a manyleb caledwedd fel rhan o brosiect, lle byddai'r gost yn cael ei thalu fel cost ychwanegol.	The Commissioner ordinarily purchases replacement hardware directly. The purchase of hardware is not within the scope of Lot 1.  The Commissioner may consult with the supplier (LOT 3) on the type and specification of hardware as part of a project, where the cost would be borne as an additional cost.
31. Is there an expected minimum frequency for routine on-site attendance at the Caernarfon and Cardiff offices?	O dan y contract presennol, yn dilyn y 'darganfyddiad' cychwynnol fel rhan o'r pontio, nid yw'r cyflenwr wedi ymgymryd ag unrhyw ymweliadau arferol ar y safle o dan Lot 1 neu Lot 2.  Mae'r cyflenwr wedi cynnal ymweliadau i weithredu prosiectau a gweithgareddau eraill a fyddai yng nghwmpas Lot 3, ond codir y rhain fel rhan o'r gost y cytunwyd arnynt ar gyfer y prosiect hwnnw	Under the current contract, subsequent to the initial 'discovery' as part of transition, the supplier has not undertaken any routine on-site visits under Lot 1 or Lot 2.  The supplier has undertaken visits to implement projects and other activities that would be in scope of Lot 3, but these are charged as part of the agreed cost for that project.
32. Would the supplier ever be expected to visit individual home-workers, or will support for home-workers be delivered remotely?	Nid yw'r Swyddog TG na'r cyflenwr wedi cynnal ymweliadau cartref ers i'r seilwaith presennol gael ei roi ar waith dros 5 mlynedd yn ôl. Nid oes unrhyw reswm i ddisgwyl i'r sefyllfa hon newid.	Neither the IT Officer nor supplier have undertaken home visits since the current infrastructure was implemented over 5 years ago. There is no reason to expect this situation to change.

Cwestiwn neu Ymholiad (iaith wreiddiol) Question or Enquiry (original language)	Ymateb	Response
33. Should travel time and expenses be included within the core contract price, or may these be charged separately when on-site attendance is requested?	<p>Oherwydd bod disgwyl i bresenoldeb ar-safle fod yr eithriad yn hytrach na'r rheol, ni ddylid cynnwys amser teithio a threuliau.</p> <p>Bydd y Comisiynydd yn cytuno ar unrhyw gostau ychwanegol oherwydd amser teithio a threuliau, cyn unrhyw bresenoldeb ar-safle.</p>	<p>Because on-site attendance is expected to be the exception rather than the rule, travel time and expenses should not be included.</p> <p>The Commissioner will agree any additional costs due to travel time and expenses, in advance of any on-site attendance.</p>
34. What is the approximate current monthly volume of monitoring alerts requiring investigation or remedial action?	Nid oes data ar gael er mwyn darparu ymateb.	Data is not available to provide a response.
35. Could you clarify the boundary between the monitoring and remediation requirements under Lot 1 and the vulnerability scanning, backup, penetration testing and other services under Lot 2?	<p>LOT 1: mae monitro ac adfer yn cynnwys y gwasanaeth ddydd i ddydd o fonitro'r ystâd ar gyfer cydymffurfio â, er enghraifft diweddariadau a chlytiaid a'u hadfer lle nodir diffyg cydymffurfiaeth.</p> <p>LOT 2: sgan bregusrwydd, copi wrth gefn, profion treiddiad - ceir rhagor o fanylion yn y tabl ym mharagraff 5.18 o'r ddogfen 'Manyleb'</p>	<p>LOT 1: monitoring and remediation includes the day to day service of monitoring the estate for compliance with e.g. updates and patches and remediation where non-compliance is identified.</p> <p>LOT 2: vulnerability scan, backup, penetration tests – further detail is provided in paragraph 5.18 table of the 'Specification' document.</p>
36. In the event of a security incident, is the Lot 1 supplier responsible for containment and remediation directly, or for triage and coordination with the Lot 2 supplier and specialist providers?	<p>Os bydd digwyddiad diogelwch, lle mae cyflenwyr gwahanol o bosibl yn gyfrifol am frysbenno / cyfyngu / adfer, byddwn ni fel yr awdurdod contractio yn cadw'r cyfrifoldeb cyffredinol am lywodraethu a chydlynu.</p> <p>Bydd disgwyl i gyflenwyr gydweithio'n agos, gan gadw at brosesau llywodraethu diffiniedig, rheoli newid, a chyfathrebu i sicrhau aliniad, osgoi gwrthdaro, a chynnal parhad gwasanaeth.</p>	<p>In the event of a security incident, where potentially different suppliers are responsible for triage / containment / remediation, we as the contracting authority will retain overall responsibility for governance and coordination.</p> <p>Suppliers will be expected to collaborate closely, adhering to defined governance, change control, and communication processes to ensure alignment, avoid conflicts, and maintain service continuity.</p>
37. The Lot 1 Pricing Table requests a Request for Change day rate, while significant change	Bwriedir i geisiadau newid o dan Lot 1 gwmpasu newidiadau mân, risg isel ac o natur gefndirol i'r	Lot 1 change requests are intended to cover minor, low-risk, and discrete changes to the

Cwestiwn neu Ymholiad (iaith wreiddiol) Question or Enquiry (original language)	Ymateb	Response
and project activity sits under Lot 3. Could you clarify the intended boundary between a Lot 1 change request and Lot 3 project work?	<p>amgylchedd presennol sy'n cael ei gefnogi, sydd fel arfer yn gofyn am ymdrech gyfyngedig ac sy'n cael eu cyflwyno o fewn amserlenni byr.</p> <p>Mae gwaith prosiect Lot 3 yn ymwneud â gweithgareddau mwy sylweddol, cymhleth neu drawsnewidiol, gan gynnwys gwelliannau ar raddfa fwy, newidiadau system, neu fentrau sy'n gofyn am strwythurau rheoli prosiectau, llywodraethu a chyflawni ffurfiol.</p>	<p>existing supported environment, typically requiring limited effort and delivered within short timescales.</p> <p>Lot 3 project work relates to more substantial, complex, or transformational activities, including larger-scale enhancements, system changes, or initiatives that require formal project management, governance, and delivery structures.</p>
38. Is any minimum or indicative volume of change-request work expected under Lot 1?	<p>Nid oes isafswm cyfaint wedi'i warantu o dan Lot 1.</p> <p>Bydd y galw yn cael ei yrru gan ofynion a gall amrywio dros dymor y contract.</p>	<p>No minimum volume is guaranteed under Lot 1. Demand will be requirements-driven and may vary over the contract term.</p>
39. If Lot 1 and Lot 3 are awarded to different suppliers, who will be responsible for coordinating changes that affect the supported environment?	<p>Fel yr awdurdod contractio, byddwn yn cadw'r cyfrifoldeb cyffredinol am lywodraethu a chydlynu ar draws y Lotiau. Bydd hyn yn cynnwys goruchwyllo newidiadau sy'n effeithio ar yr amgylchedd a gefnogir.</p> <p>Fodd bynnag, disgwylir i gyflenwyr a benodir i Lot 1 a Lot 3 gydweithio'n agos, gan lynu wrth brosesau llywodraethu, rheoli newid a chyfathrebu wedi'u diffinio, er mwyn sicrhau cydweddiad, osgoi gwrthdaro, a chynnal parhad y gwasanaeth.</p>	<p>We as the contracting authority will retain overall responsibility for governance and coordination across Lots. This will include oversight of changes impacting the supported environment.</p> <p>However, suppliers appointed to Lot 1 and Lot 3 will be expected to collaborate closely, adhering to defined governance, change control, and communication processes to ensure alignment, avoid conflicts, and maintain service continuity.</p>
40. We understand that the £65,000 Lot 1 estimate covers the full potential five-year period. Is this figure intended to include optional out-of-hours support, emergency	<p>Mae'r amcangyfrif o £65,000 yn cynrychioli gwerth cyffredinol disgwylidig ar gyfer Lot 1 dros y cyfnod llawn bosibl o bum mlynedd. Mae'n ddangosol yn unig a disgwylir iddo gwmpasu</p>	<p>The £65,000 estimate represents an overall anticipated value for Lot 1 across the full potential five-year term. It is indicative only and is expected</p>

<b>Cwestiwn neu Ymholiad (iaith wreiddiol)</b> <b>Question or Enquiry (original language)</b>	<b>Ymateb</b>	<b>Response</b>
<p>work and change requests, or will these be paid separately when used?</p>	<p>ystod y gweithgareddau o fewn Lot 1, gan gynnwys cymorth adweithiol.</p> <p>Fodd bynnag, bydd elfennau megis cymorth y tu allan i oriau gwaith, gwaith brys, a cheisiadau newid yn cael eu codi yn ôl y galw neu ar sail defnydd, yn unol â'r atodlen brisio a gyflwynwyd, yn hytrach na chael eu trin fel gwariant wedi'i ymrwymo ymlaen llaw.</p>	<p>to cover the range of Lot 1 activities, including reactive support.</p> <p>However, elements such as out-of-hours support, emergency work, and change requests will be charged on a call-off or as-used basis in accordance with the submitted pricing schedule, rather than being treated as pre-committed spend.</p>
<p>41. Is there any guaranteed minimum annual spend under Lot 1?</p>	<p>Nac oes, nid oes unrhyw isafswm gwariant blynyddol wedi'i warantu o dan Lot 1. Bydd ymgysylltu ar sail yn ôl yr angen, a bydd gwariant yn dibynnu ar y galw gwirioneddol am y gwasanaethau.</p>	<p>No, there is no guaranteed minimum annual spend under Lot 1. Engagement will be on an as-required basis, and expenditure will depend on actual demand for services.</p>
<p>42. Should the Pricing Table show costs for the initial three-year term only, the full potential five-year term, or separate pricing for each contract year and extension period?</p>	<p>Dylai cyflenwyr gwblhau'r Tabl Prisio yn llawn fel y'i darperir, gan sicrhau bod y prisio'n cwmpasu'n glir y cyfnod cychwynnol o dair blynedd yn ogystal ag unrhyw gyfnodau estyniad dewisol hyd at gyfanswm o bum mlynedd. Lle gofynnir yn y tabl, dylid dadansoddi'r prisio fesul blwyddyn gcontract a chyfnod estyniad er mwyn sicrhau tryloywder a chysondeb at ddibenion gwerthuso.</p>	<p>Suppliers should complete the Pricing Table in full as provided, ensuring that pricing clearly covers the initial three-year term as well as any optional extension periods up to five years in total. Where requested within the table, pricing should be broken down by contract year and extension period to provide transparency and consistency for evaluation.</p>
<p>43. Are suppliers expected to include all monitoring, ticketing, remote support and management-tool licensing within their submitted price?</p>	<p>Ydyn. Disgwylir i gyflenwyr gynnwys yr holl gostau sy'n gysylltiedig â darparu gwasanaethau Lot 1 o fewn y pris a gyflwynwyd, gan gynnwys monitro, systemau tocynnau, galluoedd cymorth o bell, ac unrhyw offer neu drwyddedau rheoli sydd eu hangen, oni nodir yn benodol fel arall yn y fanyleb. Mae hyn yn sicrhau model prisio cynhwysol a chymaradwy.</p>	<p>Yes. Suppliers are expected to include all costs associated with delivering the Lot 1 services within their submitted pricing, including monitoring, ticketing systems, remote support capabilities, and any required management tools or licences, unless explicitly stated otherwise in the specification. This ensures a fully inclusive and comparable pricing model.</p>

Cwestiwn neu Ymholiad (iaith wreiddiol) Question or Enquiry (original language)	Ymateb	Response
44. The Conditions of Participation refer to IT security accreditations “such as” Cyber Essentials, Cyber Essentials Plus and ISO 27001. For Lot 1, would holding one of these accreditations satisfy the condition, or is a particular combination required?	Bydd meddu ar o leiaf un achrediad diogelwch TG cydnabyddedig o'r rhai a restrir (e.e. Cyber Essentials, Cyber Essentials Plus, neu ISO 27001), neu safon gyfwerth, yn cwrdd â'r Amod Cymryd Rhan.	Holding at least one recognised IT security accreditation listed (e.g. Cyber Essentials, Cyber Essentials Plus, or ISO 27001), or an equivalent standard, will meet the Condition of Participation.
45. Must the relevant accreditation be held at the date of submission, or may it be obtained before the service commencement date?	Disgwylir i'r cyflenwyr llwyddiannus feddu ar yr achrediad perthnasol ar ôl dyfarnu'r contract, a bod yr achrediad hwnnw ar waith cyn dyddiad cychwyn y contract. Bydd hyn yn amod o'r contract. Bydd angen hefyd cynnal yr achrediad drwy gydol oes y contract.	Successful suppliers are expected to hold the relevant accreditation after the contract is awarded and that it is in place before the contract commencement date. This will be a condition of contract. The accreditation will also need to be maintained throughout the life of the contract.
46. Where specialist subcontractors are proposed, for example for Welsh-language provision or specialist incident response, are they required to independently meet all Conditions of Participation?	<p>Mae'n ofynnol i'r 2 Amod Cyfreithiol ac Ariannol ar gyfer cymryd rhan gael eu bodloni gan y contractwr sy'n tendro yn unig.</p> <p>Mae'n ofynnol i'r 3 Amod Gallu Technegol ar gyfer cymryd rhan gael eu bodloni gan y contractwr sy'n tendro, ac os yw'r contractwr sy'n tendro yn defnyddio is-contractwr arbenigol i gyflawni gofynion y LOT, dylai'r contractwr arbenigol hwnnw hefyd fodloni'r Amodau Cymryd Rhan mewn perthynas â'r Gallu Technegol.</p> <p>Nid yw darpariaeth iaith Gymraeg nac ymateb i ddigwyddiadau yn Amodau Cymryd Rhan.</p> <p>Gofynnir i gyflenwyr ddangos yn eu cynnig sut y byddant yn cyflawni'r gofynion (a all gynnwys defnyddio iscontractwyr), a bydd hyn yn cael ei werthuso yn erbyn y meini prawf dyfarnu ar gyfer pob lot.</p>	<p>The 2 Legal and Financial Conditions of Participation are required to be met by the bidding contractor only.</p> <p>The 3 Technical Capability Conditions of participation are to be met by the bidding contractor, and where the bidding contractor uses a specialist sub-contractor to deliver the requirements of the LOT, the specialist contractor should also meet the Conditions of Participation in respect of the Technical Capability.</p> <p>Welsh language provision, or incidence response are not Conditions of Participation.</p> <p>Suppliers are requested to demonstrate in their proposal how they will deliver the requirements (which may include the use of sub-contractors), which will be evaluated against the awarding criteria for each lot.</p>

Cwestiwn neu Ymholiad (iaith wreiddiol) Question or Enquiry (original language)	Ymateb	Response
47. In relation to data residency, does the restriction apply only to the storage and processing location, or also to administrative or technical support access from personnel based outside the UK, EU or EEA?	Mae gofynion preswyllo data yn gymwys yn bennaf i storio a phrosesu data. Fodd bynnag, gallent hefyd ymestyn i fynediad gweinyddol neu dechnegol, yn dibynnu ar sensitifrwydd y data a'r gofynion diogelwch perthnasol. Lle cynigir mynediad o bell o'r tu allan i'r DU, yr UE neu'r AEE, dylai cyflenwyr nodi'n glir sut y bydd hyn yn cael ei reoli, ei ddiogelu, a sut bydd yn cydymffurfio â rhwymedigaethau diogelu data a diogelwch, gan gynnwys unrhyw gyfyngiadau a bennir yn nogfennau'r contract.	Data residency requirements apply primarily to the storage and processing of data. However, they may also extend to administrative or technical access, depending on the sensitivity of the data and the applicable security requirements. Where remote access from outside the UK, EU, or EEA is proposed, suppliers should clearly set out how this will be controlled, secured, and compliant with data protection and security obligations, including any restrictions specified in the contract documentation.
48. Is there an incumbent supplier currently providing the Lot 1 services?	Oes, mae cyflenwr presennol yn darparu gwasanaethau sy'n cyd-fynd â Lot 1. Fodd bynnag, ni ddylai cyflenwyr wneud unrhyw ragdybiaethau ar sail y trefniant presennol, a dylent seilio eu cynigion ar y wybodaeth a ddarperir yn y dogfennau caffael yn unig.	Yes, an incumbent supplier currently delivers services aligned to Lot 1. However, suppliers should not make assumptions based on the incumbent arrangement and should base their proposals solely on the information provided in the procurement documentation.
49. Will the successful supplier receive current documentation, network diagrams, credentials, asset information, configuration records and ticket history during the transition period?	Byddwn yn darparu'r holl ddogfennau a'r wybodaeth berthnasol sydd ar gael yn rhesymol i gefnogi pontio esmwyth, gan gynnwys dogfennaeth systemau, diagramau rhwydwaith, cofrestrau asedau, a chofnodion hanesyddol, yn ddarostyngedig i reolaethau priodol o ran diogelwch a diogelu data.	We will provide all reasonably available and relevant documentation and information required to support a smooth transition, including system documentation, network diagrams, asset registers, and historical records, subject to appropriate security and data protection controls.
50. Will the incumbent supplier be contractually required to assist with the transition?	Mae cyflenwr presennol ar waith, a disgwylir iddynt gydweithio'n rhesymol yn ystod y cyfnod pontio, er nid oes gofyniad contractiol penodol yn hyn o beth. Felly, dylai cynigwyr gynllunio ar sail dull pontio rhagweithiol, yn unol ag arfer da.	An incumbent supplier is in place, and they are expected to provide reasonable cooperation during the transition period, however, there is no specific contractual requirement in this regard. Therefore, bidders should plan for a proactive transition approach, in line with good practice.

Cwestiwn neu Ymholiad (iaith wreiddiol) Question or Enquiry (original language)	Ymateb	Response
51. Does the Commissioner anticipate that TUPE will apply to any part of Lot 1?	Ni fydd unrhyw aelod o staff yn ddarostyngedig i reoliadau TUPE.	No staff will be subject to TUPE regulations.
52. Are there any particular transition deliverables that must be completed between 1 September and 23 November 2026?	Bydd cyflenwyr newydd (lle bo'n berthnasol) yn ysgwyddo cyfrifoldeb contractiol am y gwasanaethau perthnasol o 24/11/2026, pan fydd (lle bo'n berthnasol) rhwymedigaethau'r cyflenwr presennol yn dod i ben o dan y contract presennol. Rhaid cwblhau pob cyflawniad pontio erbyn 23/11/2026.	New suppliers (where applicable) will take on contractual responsibility for relevant services from 24/11/2026, when (where applicable) the obligations for the current supplier ceases under the existing contract. All transition deliverables must be completed by 23/11/2026.
53. Could you confirm whether an overall contractual liability cap applies? We were unable to identify a general aggregate cap within the draft terms.	Nid oes cap atebolrwydd cytundebol yn berthnasol, dylai cynigwyr gyfeirio at y ddogfen 'Telerau ac Amodau Contract'.	No contractual liability cap applies, bidders should refer to the 'Terms and Conditions of Contract' document.
54. Are there any required security vetting or background-check standards for personnel accessing the Commissioner's systems?	Ni fydd y Comisiynydd yn mynnu bod personél cyflenwyr yn destun unrhyw fath o wiriadau diogelwch na gwiriadau cefndir penodol.	The Commissioner will not be requiring suppliers' personnel to be subject to any specific security vetting or background checks.