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Awarded contract

## **Provision of Digital Inclusion and Health Programme**

Welsh Government

F20: Modification notice

Notice reference: 2022/S 000-009906

Published: 13 April 2022, 2:02pm

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

Welsh Government

Corporate Procurement Services, Cathays Park

Cardiff

CF10 3NQ

#### **Email**

[ictprocurement@gov.wales](mailto:ictprocurement@gov.wales)

#### **Telephone**

+44 3000257095

#### **Country**

United Kingdom

#### **NUTS code**

UKL - Wales

**Internet address(es)**

Main address

<https://gov.wales/>

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0007](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0007)

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Provision of Digital Inclusion and Health Programme

Reference number

C110/2018/2019

#### **II.1.2) Main CPV code**

- 80420000 - E-learning services

#### **II.1.3) Type of contract**

Services

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 85100000 - Health services
- 85140000 - Miscellaneous health services
- 85300000 - Social work and related services
- 85323000 - Community health services
- 85322000 - Community action programme
- 80510000 - Specialist training services
- 80570000 - Personal development training services
- 98000000 - Other community, social and personal services
- 79400000 - Business and management consultancy and related services
- 72000000 - IT services: consulting, software development, Internet and support
- 72600000 - Computer support and consultancy services
- 72611000 - Technical computer support services
- 72222300 - Information technology services
- 72222100 - Information systems or technology strategic review services
- 72224000 - Project management consultancy services
- 85112000 - Hospital support services
- 75200000 - Provision of services to the community
- 80400000 - Adult and other education services

### **II.2.3) Place of performance**

NUTS codes

- UKL - Wales

### **II.2.4) Description of the procurement at the time of conclusion of the contract:**

The focus of the contract will be on supporting the digital inclusion of individuals by working through partner organisations and co-ordinating activities with a particular focus on working with the health and social care sector to improve the well-being of individuals through encouraging them to engage with digital technology.

Using a community development approach involving outreach work and partnership working, it is possible to effectively engage people with technologies as a route into wider use of ICT. An agile body of expertise which can establish and develop strong partnerships across sectors and co-ordinate activities is envisaged. It is expected that this will be supplemented with a team of experts demonstrating best practice in engaging the digitally excluded population. It will help to plug gaps in existing provision, avoid duplication and complement any activity which may already exist. It will take into account what has worked, and not worked, in Wales and elsewhere.

The programme will recognise that becoming digitally included is a continuous process requiring ongoing support, which can take a long time to go from a first time user to a position where one is able to demonstrate all five basic digital skills.

### **II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Start date

1 July 2019

End date

30 June 2025

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.2) Administrative information**

#### **IV.2.1) Contract award notice concerning this contract**

Notice number: [2018/S 218-499519](#)

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## **Section V. Award of contract/concession**

### **Contract No**

C110/2018/2019

### **Title**

Provision of Digital Inclusion and Health Programme

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract/concession award decision:**

17 March 2022

#### **V.2.2) Information about tenders**

The contract/concession has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor/concessionaire**

Wales Co-operative Centre

Y Borth , 13 Beddau Way

Caerphilly

CF832AX

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

**V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)**

Total value of the procurement: £10,000,000

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**Section VI. Complementary information**

**VI.3) Additional information**

(WA Ref:119932)

**VI.4) Procedures for review**

**VI.4.1) Review body**

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom

## **Section VII: Modifications to the contract/concession**

### **VII.1) Description of the procurement after the modifications**

#### **VII.1.1) Main CPV code**

- 80420000 - E-learning services

#### **VII.1.2) Additional CPV code(s)**

- 85100000 - Health services
- 85140000 - Miscellaneous health services
- 85323000 - Community health services
- 85300000 - Social work and related services
- 85322000 - Community action programme
- 80510000 - Specialist training services
- 80570000 - Personal development training services
- 98000000 - Other community, social and personal services
- 79400000 - Business and management consultancy and related services
- 72000000 - IT services: consulting, software development, Internet and support
- 72600000 - Computer support and consultancy services
- 72611000 - Technical computer support services
- 72222300 - Information technology services
- 75200000 - Provision of services to the community
- 80400000 - Adult and other education services
- 72222100 - Information systems or technology strategic review services
- 72224000 - Project management consultancy services
- 85112000 - Hospital support services

#### **VII.1.3) Place of performance**

NUTS code

- UKL - Wales

#### **VII.1.4) Description of the procurement:**

The focus of the contract will be on supporting the digital inclusion of individuals by working through partner organisations and co-ordinating activities with a particular focus on working with the health and social care sector to improve the well-being of individuals through encouraging them to engage with digital technology. The Covid-19 pandemic highlighted the fact that many job seekers had no access to a digital device or data so were disadvantaged in the labour market, therefore a device loan scheme was established to support Communities

for Work Plus participants.

Using a community development approach involving outreach work and partnership working, it is possible to effectively engage people with technologies as a route into wider use of ICT. An agile body of expertise which can establish and develop strong partnerships across sectors and co-ordinate activities is envisaged. It is expected that this will be supplemented with a team of experts demonstrating best practice in engaging the digitally excluded population. It will help to plug gaps in existing provision, avoid duplication and complement any activity which may already exist. It will take into account what has worked, and not worked, in Wales and elsewhere.

The programme will recognise that becoming digitally included is a continuous process requiring ongoing support, which can take a long time to go from a first time user to a position where one is able to demonstrate all five basic digital skills.

#### **VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Start date

1 July 2019

End date

30 June 2025

#### **VII.1.6) Information on value of the contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession:

£11,143,764.34

#### **VII.1.7) Name and address of the contractor/concessionaire**

Wales Co-operative Centre

Y Borth , 13 Beddau Way

Caerphilly

CF832AX

Country



United Kingdom

NUTS code

- UKL - Wales

The contractor/concessionaire is an SME

Yes

## **VII.2) Information about modifications**

### **VII.2.1) Description of the modifications**

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

The pandemic highlighted the fact that many job seekers with no access digital devices or data are disadvantaged in the labour market. In 2020-21, a device loan scheme was established under the contract to support Communities for Work Plus (CfW+) participants. The aim was to support unemployed people who are nearest to the jobs market but require access to a device and/or data in order to complete job search activity and training. This additional requirement was only provisioned for until the 31/03/2022. Following a review it was established that the service is still required and will continue until the contract ends on the 30/06/2025.

### **VII.2.2) Reasons for modification**

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

There is a high level of interdependency between the delivery of the main contract and this additional service. A completely different delivery and funding model would need to be developed to separate this service from this contract, which would cause significant disruption to the delivery of the services to end users at a time where the need for the service is still required.

### **VII.2.3) Increase in price**

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £10,988,267.34

Total contract value after the modifications

Value excluding VAT: £11,143,764.34