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Planning

Digital Inclusion Wales

Llywodraeth Cymru / Welsh Government

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-013390

Procurement identifier (OCID): ocds-h6vhtk-04fe12 ([view related notices](#))

Published 7 April 2025, 1:28pm

Scope

Reference

C267/2024/2025

Description

The Welsh Government are publishing this Preliminary Market Engagement Notice to notify suppliers of our intentions to update and re-tender the current Digital Inclusion contract. Details of the new contract will be contained in the tender documentation and we envisage the procurement will be conducted in Summer 2025 with the contract commencing Autumn 2025.

Digital exclusion continues to be a significant issue throughout the UK. The acceleration of transitioning services to online digital only access has meant that it is now essential to have some level of digital skills to be included in today's society. Any barrier to digital connectivity, access and/or digital skills can mean someone is disadvantaged financially, socially and in respect of their wider well-being.

Digital Communities Wales: Digital Confidence, Health and Well-being (DCW), the Welsh Government funded £2million per annum flagship digital inclusion programme ends on 30 September 2025. The DCW programme has worked with organisations from all sectors that support digitally excluded people, providing training and support to front line staff and volunteers to help them develop the basic digital skills of citizens.

The focus of the new contract will be on delivery of a nationally delivered programme of activity to support digital inclusion work in Wales including developing a national inclusion advice service and undertaking mapping of digital inclusion provision across Wales.

It is envisaged that this national programme of activity would include the following elements:

- Mapping of digital inclusion provision throughout Wales
- Provision of digital inclusion advice, via regional and thematic skills advisers
- Creation and updating of digital inclusion skills resources
- Supporting bringing public and private sector stakeholders together to share knowledge and best practice and provide strategic leadership - reflecting the fact that digital inclusion is not owned by any one sector or organisation but is everyone's business

The contract 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 from the Essential Digital Skills Framework.

To inform the Open FTS tender, suppliers are invited to an online information event on 20 May 2025, 1pm-1:45pm, where contract managers will outline the project and the tender submission process, as well as fielding questions from prospective bidders.

Please register your interest to bid for this opportunity via this [sell2wales](#) notice and register your place at the PIN event by contacting Samantha Cole - digitalinclusionmailbox@gov.wales by 5pm on 15 May 2025.

Total value (estimated)

- £10,200,000 excluding VAT
- £12,240,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2025 to 30 September 2028
- Possible extension to 30 September 2031
- 6 years

Main procurement category

Services

CPV classifications

- 80000000 - Education and training services
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKL - Wales

Engagement

Engagement deadline

14 May 2025

Engagement process description

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Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

2 June 2025

Contracting authority

Llywodraeth Cymru / Welsh Government

- Public Procurement Organisation Number: PQYQ-3841-BHTP

Gwasanaethau Caffael Corfforaethol / Corporate Procurement Services

Cardiff

CF10 3NQ

United Kingdom

Email: cpsprocurementadvice@gov.wales

Website: <http://gov.wales>

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - central government

Devolved regulations that apply: Wales