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Tender

C267/2024/2025 - Digital Inclusion Wales

Llywodraeth Cymru / Welsh Government

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-032114

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

Published 13 June 2025, 8:01am

Scope

Reference

C267/2024/2025

Description

The Welsh Government require the services of an appropriate supplier to deliver the Digital Inclusion Wales contract. Details of the new contract are contained in the tender documentation and we aim to start the new service on the 1st October 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 basic digital skills to be included in today's society. Any barrier to connectivity, access to devices and/or basic 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 digital inclusion and health 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 bilingual programme of activity to support digital inclusion work in Wales including developing a national digital inclusion advice and support 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 and support through a regional and thematic approach
- Creation and updating of digital inclusion resources
- Supporting bringing public, third and private sector stakeholders together to share knowledge and best practice, provide strategic leadership and take forward tangible cross sectoral actions- reflecting the fact that digital inclusion is not owned by any one sector.

Total value (estimated)

- £7,000,000 excluding VAT
- £8,400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

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

Description of possible extension:

Welsh Government retains the right to extend the contract. The initial contract period will be for 3 years with the option on behalf of the Welsh Government to extend for a further 3 years for a maximum period of 6 years. A budget range of £3,500,000 excluding VAT is available for the purposes of this contract and over the initial '3' year contract period. If invoked, Welsh Government will make a further budget of £3,500,000 excluding VAT for the potential '3' year extension period.

Main procurement category

Services

CPV classifications

- 80000000 - Education and training services
- 98000000 - Other community, social and personal services
- 72600000 - Computer support and consultancy services
- 72222300 - Information technology services

Contract locations

- UKL - Wales

Participation

Legal and financial capacity conditions of participation

As detailed in the tender documents

Technical ability conditions of participation

As detailed in the tender documents

Particular suitability

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

Submission

Enquiry deadline

15 July 2025, 2:00pm

Tender submission deadline

24 July 2025, 2:00pm

Submission address and any special instructions

All tender documentation and instructions on how to bid electronically are on <https://etenderwales.bravosolution.co.uk/> ITT_117736 Project_59512

Tenders may be submitted electronically

Yes

Languages that may be used for submission

- Welsh
- English

Award decision date (estimated)

1 September 2025

Recurring procurement

Publication date of next tender notice (estimated): 1 July 2031

Award criteria

| Name | Description | Type | Weighting |
|--|---|---------|-----------|
| Service Delivery Methodology | Evidence a service delivery methodology which demonstrates how you will achieve the requirements for Strand 1 as set out in the specification | Quality | 20.00% |
| Understanding and knowledge of the policy area | Understanding and knowledge of the policy area - Demonstrate your understanding and knowledge of the digital inclusion, including minimum digital living standard, agenda and how this will enable you to deliver strand 2. | Quality | 20.00% |

| Name | Description | Type | Weighting |
|--|---|-------------|------------------|
| Developing, maintaining and delivery focused Partnership Working | Developing, maintaining and delivery focused Partnership Working - Evidence your approach to stakeholder engagement, co-production and how you will co-ordinate a wide network of partners to deliver strand 3. | Quality | 20.00% |
| Lowest Price | Lowest Price- Submission of a completed Commercial Response Template | Price | 20.00% |
| Contract Management | Contract Management Demonstrate how the requirements to ensure successful delivery, reporting and financial management of the service be met. | Quality | 10.00% |
| Resource and Staffing | Resource and Staffing - Evidence how you will resource the service you have proposed in question 1, 2 and 3 including the staff, their expertise and any other resources required. | Quality | 10.00% |

Other information

Payment terms

As detailed in the tender documentation

Description of risks to contract performance

As detailed in the tender documentation

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

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