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Tender

Hwb Digital Learning Platform for Wales

Llywodraeth Cymru / Welsh Government

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

Notice identifier: 2025/S 000-047965

Procurement identifier (OCID): ocds-h6vhtk-051db8 ([view related notices](#))

Published 12 August 2025, 12:00pm

Scope

Reference

C168/2024/2025

Description

Tender Notice for Hwb Digital Learning Platform for Wales C168/2024/2025 please see tender documentation on etenderwales bravosolution for more information and how to respond electronically via etenderwales project_60190, itt_119317.

The Welsh Government remains committed to delivering a national approach to digital services, enabling maintained schools in Wales to maximize the transformational benefits of digital and technology in education.

Our vision is to 'Embrace innovation to transform digital education in Wales'. By harnessing cutting-edge, bilingual digital technology, we aim to create a personalised, safe, agile, and interconnected ecosystem that equips practitioners and schools to prepare learners to thrive in a rapidly evolving global digital society.

The Hwb platform is the Welsh Government's strategic digital channel to support

delivering the Curriculum for Wales. It provides education stakeholders with a secure, single point of access to a plethora of bilingual content, resources, and digital tools and services.

As a national digital service, we support over 1480 maintained schools, with over 450,000 learners, 55,000 practitioners, and a range of education professionals across the schools' sector in Wales.

The Hwb web platform will need to be accessed by learners, practitioners, and potentially parents. Therefore, we need a service that is customisable to individual users' needs and preferences. The web platform will need to integrate with a central Entra ID identity service to support different user groups accessing specific content when logged in, as well as allowing public users to access public-facing content.

The web platform will need to support standard website functionality, including but not limited to, a content management solution, news, and event management. A key deliverable is to provide a single resource repository supporting the creation and sharing of dynamic and interactive content, resources, assessments/quizzes hosted locally or by accredited partners. The repository will need to support a range of formats from static/interactive resources to immersive VR and AR formats.

It is essential the web platform can respond to the evolving needs of schools and embrace opportunities from emerging technology. Our wider Hwb cloud service enables users to access online tools and resources anywhere, anytime, from various web-enabled devices. It provides an integrated platform allowing schools to easily access Microsoft 365, Google for Education, and Apple Classroom tools and services. The web platform will need to support interoperability with these services to ensure resources can be utilised easily as part of lesson planning within virtual classrooms. The platform will need to support a seamless gateway for users to access relevant tools and services through Single Sign-On, using a role-based access control model.

The Welsh Government embraces a cloud-first approach and seeks to procure a software as a service (SaaS) solution. The successful bidder will need to design the web platform to our specific requirements, ensuring it is user-centered, bilingual, and fully accessible per the latest WGAC AA standards.

The service should embrace secure by design and support simplified code, so content can be published easily and efficiently by our teams. The service will need to be flexible to adapt to the fast-moving and ever-changing technology landscape and provide a gateway to the plethora of services and education technology opportunities delivered by Welsh Government.

During the most recent academic year, the existing web platform has supported an average of approximately 3.5 million logins each month. Activity can vary significantly

throughout the year, so the service will need to deliver dynamic scaling and full resilience.

Our aim is for this service to future-proof the Hwb platform and ensure it's recognised by educators as the single gateway to meet all their digital education needs for many years to come. The successful bidder has an opportunity to provide a digital service that positively impacts the lives of children in Wales.

Please note a Prior Information Notice, reference 20250221-000035 (2025/S 000-006983) was published on 21st February 2025, to inform the market about this upcoming opportunity.

Total value (estimated)

- £6,700,000 excluding VAT
- £8,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 December 2025 to 30 November 2028
- Possible extension to 30 November 2030
- 5 years

Description of possible extension:

The Contract will be awarded for a three-year term with possible extensions of up to a total of 24 months.

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support
- 48000000 - Software package and information systems

Contract locations

- UKL - Wales

Participation

Legal and financial capacity conditions of participation

Please see tender documentation.

Technical ability conditions of participation

Please see tender documentation.

Particular suitability

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

Submission

Enquiry deadline

5 September 2025, 4:00pm

Tender submission deadline

16 September 2025, 4:00pm

Submission address and any special instructions

<https://etenderwales.bravosolution.co.uk/Please> refer to the tender documents and instructions on how to submit an electronic bid on etenderwales bravo solution ITT project_60190, itt_119317.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

- Welsh
- English

Award decision date (estimated)

30 October 2025

Recurring procurement

Publication date of next tender notice (estimated): 12 August 2030

Award criteria

Name	Description	Type	Weighting
Technical Evaluation Criteria	<p>Technical Section 1: Usability and accessibility (40%)</p> <p>TQ[1.1] (15%) - Overarching aim of the proposal</p> <p>TQ[1.2] (5%) - User Experience</p> <p>TQ[1.3] (5%) - User Journey</p> <p>TQ[1.4] (5%) - Content management & publishing</p> <p>TQ[1.5] (2.5%) - Data Strategy & reporting</p> <p>TQ[1.6] (2.5%) - Sub-contractor Management</p> <p>TQ[1.7] (5%) - Innovation</p> <p>Technical Section 2: Implementation Process (10%)</p> <p>TQ[2.1] (10%) - Plan to migrate content, test and stand up the new platform</p> <p>Technical Section 3: Contract Management (10%)</p> <p>TQ[3.1] (5%) - Ongoing delivery</p> <p>TQ[3.2] (5%) - Skills and resource</p> <p>Technical Section 4: Social Value (10%)</p> <p>TQ[4.1] (10%) - Delivery of Wellbeing of Future Generation and Social Value</p> <p>Overall Technical Weighting: 70%</p>	Quality	70.00%

Name	Description	Type	Weighting
Commercial Evaluation Criteria	Total Annual Hwb Contract Costs - 25% Future Developments - SFIA Day Rate Card - 5% Overall Commercial Weighting: 30%	Price	30.00%

Other information

Payment terms

Please see tender documentation

Description of risks to contract performance

Please see tender documentation

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

Llywodraeth Cymru / Welsh Government

- Public Procurement Organisation Number: PQYQ-3841-BHTP

Cyflawni Caffael / Procurement Delivery

Cardiff

CF10 3NQ

United Kingdom

Email: ictprocurement@gov.wales

Website: <http://gov.wales>

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - central government

Devolved regulations that apply: Wales