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Award

C267/2024/2025 Digital Inclusion Wales

Llywodraeth Cymru / Welsh Government

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-054889

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

Published 9 September 2025, 10:28am

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.

A voluntary standstill period will be applied as this is a light touch contract.

Contract 1. Digital Inclusion Wales

Supplier

- Cwmpas

Contract value

- £7,000,000 excluding VAT

- £8,400,000 including VAT

Above the relevant threshold

Award decision date

8 September 2025

Date assessment summaries were sent to tenderers

9 September 2025

Standstill period

- End: 18 September 2025
- 8 working days

Earliest date the contract will be signed

19 September 2025

Contract dates (estimated)

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

Description of possible extension:

The WG have the option to extend the contract dependant on business need and budget

availability. The Contract can only be extended in accordance with Condition 3 (Commencement and Duration) of the Welsh Government's Standard Conditions of Contract for Services.

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

Information about tenders

- 3 tenders received
- 3 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 1 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 2 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Special regime

Light touch

Supplier

Cwmpas

- Public Procurement Organisation Number: PNDQ-9814-MWPN

Spark, Maindy Road,

Cardiff,

CF24 4HQ

United Kingdom

Email: info@cwmpas.coop.com

Region: UKL22 - Cardiff and Vale of Glamorgan

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Digital Inclusion Wales

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