

CONTRACT NOTICE – NATIONAL

Notice Type: SERVICES

1 Authority Details

1.1 Authority Name and Address

Official Name: Public Services Ombudsman for Wales - Ombwdsmon Gwasanaethau Cyhoeddus Cymru		
Postal Address: 1 Ffordd yr Hen Gae, Pencoed,		
Town: Bridgend	Postal Code: CF35 5LJ	Country: UK
For the attention of: Kathryn Criger	Telephone: +44 3007900203	
E-Mail:	Fax: +44 1656641199	
Internet Address (URL): https://www.ombudsman.wales		
Electronic access to information: https://www.sell2wales.gov.wales		
Electronic submission of tenders and requests to participate: https://www.sell2wales.gov.wales		

Address from which documentation may be obtained

1.2

Official Name: Public Services Ombudsman for Wales - Ombwdsmon Gwasanaethau Cyhoeddus Cymru		
Postal Address: 1 Ffordd yr Hen Gae, Pencoed,		
Town: Bridgend	Postal Code: CF35 5LJ	Country: UK
For the attention of: Kathryn Criger	Telephone: +44 3007900203	
E-Mail:	Fax: +44 1656641199	
Internet Address (URL): https://www.ombudsman.wales		

Completed documents must be returned to:

1.3

Official Name: Public Services Ombudsman for Wales - Ombwdsmon Gwasanaethau Cyhoeddus Cymru		
Postal Address: 1 Ffordd yr Hen Gae, Pencoed,		
Town: Bridgend	Postal Code: CF35 5LJ	Country: UK
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Internet Address (URL): https://www.ombudsman.wales		

2 Contract Details

2.1

Title

Website Hosting / Support Design / Development Supplier

Description of the goods or services required

PSOW is inviting tenders for the provision of hosting, support, design and development of its website: www.ombudsman.wales (English version) and www.ombwdsmon.cymru (Welsh version).

This tender is for the provision of hosting, support, security, and continued design, development & improvement of PSOW website and complaint form. The successful supplier will supply the following services for our website

& on-line complaints form:

- Hosting services
- Website design & development
- Support & Maintenance
- Continual service improvement
- Security & patching

2.2

Full details of the service requirements are provided in the attached specification.

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=157249.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at https://www.sell2wales.gov.wales/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Notice Coding and Classification

a) Commodity Codes

Code Description

72413000 World wide web (www) site design services

72415000 World wide web (www) site operation host services

b) Delivery Location/Area

Code Location

100 UK - All

1000 WALES

1010 West Wales and The Valleys

1011 Isle of Anglesey

1012 Gwynedd

1013 Conwy and Denbighshire

1014 South West Wales (Carmarthenshire, Pembrokeshire, Ceredigion)

1015 Central Valleys (Merthyr Tydfil, Rhondda Cynon Taf)

1016 Gwent Valleys (Torfaen, Blaenau Gwent, Caerphilly)

1017 Bridgend and Neath Port Talbot

1018 Swansea

1020 East Wales

1021 Monmouthshire and Newport

1022 Cardiff and Vale of Glamorgan

1023 Flintshire and Wrexham

1024 Powys

2.3

2.4

Total quantity or scope of tender

3 Conditions for Participation

3.1 **Minimum standards and qualification required**

4 Administrative Information

Type of Procedure

4.1

Single stage

Reference number attributed to the notice by the contracting authority

4.2

N/a

Time Limits

Time-limit for receipt of completed tenders

4.3

21-11-2025 Time 17:00

Estimated award date
31-12-2025

Language or languages in which tenders or requests to participate can be drawn up

4.5

EN CY

Tender Submission Postbox

4.6

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at https://www.sell2wales.gov.wales/sitehelp/help_guides.aspx

**5 Other
Information**

Additional Information

5.1

Submissions for this notice may be made in the English or Welsh language. A submission in either language will not be treated less favourably than the other.

(WA Ref:157249)

Additional Documentation

The following additional documents relating to this notice are available from the site:

5.2

PSOW ITT - Website services

PSOW Gwahoddiad i Dendro - Gwasanaethau gwefan

Response Matrix

Main Contract PSOW Website Services 2026 Draft V1.0

Service Schedules PSOW Website Services 2026 Draft V1.0

Publication date of this notice

5.3

22-10-2025

SF 51a