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Tender

Mapio Taith Cwsmer | Customer Journey Mapping

Grwp Cynefin

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

Notice identifier: 2025/S 000-029721

Procurement identifier (OCID): ocds-h6vhtk-052c10

Published 4 June 2025, 9:54am

Scope

Description

Mae Gr?p Cynefin yn gwahodd tendrau gan gwmnïau profiadol i ymgymryd â phroses mapio taith cwsmeriaid gynhwysfawr.

Grwp Cynefin is seeking proposals from experienced companies to undertake comprehensive customer journey mapping process.

Total value (estimated)

- £20,000 excluding VAT
- £24,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 August 2025 to 31 December 2025
- 5 months

Main procurement category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom

Participation

Conditions of participation

Gweler y dogfennau tendr.

Please see tender documents.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

25 June 2025, 12:00am

Tender submission deadline

2 July 2025, 12:00am

Submission address and any special instructions

Mae'r dogfennau tendr ar gael ar Blatfform Caffael Gr?p Cynefin drwy ddilyn y ddolen (<https://in-tendhost.co.uk/grwpcynefin.aspx/Home>).

Tender Documentation can be found on Gr?p Cynefin's Procurement Platform by following this link (<https://in-tendhost.co.uk/grwpcynefin.aspx/Home>).

Bydd angen i gwmnïau sydd a diddordeb gofrestru ar y Platfform er mwyn cael mynediad i'r dogfennau.

Interested Parties will be required to register on the platform before accessing the documents.

Bydd rhaid cyflwyno unrhyw gwestiynau ynglyn â'r broses a chyflwyno'r tendr drwy Blatfform Caffael Gr?p Cynefin.

Tender Clarification requests and Tender submissions must be received via the Gr?p Cynefin Procurement Platform.

Tenders may be submitted electronically

Yes

Award criteria

Name	Type	Weighting
Price	Price	50.00%
Quality	Quality	50.00%

Procedure

Procedure type

Below threshold - open competition

Contracting authority

Grwp Cynefin

- Companies House: IP21194R

Ty Silyn, Y Sgwar

Caernarfon

LL54 6LY

United Kingdom

Telephone: 03001112122

Email: procurement@grwpcynefin.org

Website: <http://www.grwpcynefin.org>

Region: UKL12 - Gwynedd

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales