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Planning

Owned Plant Maintenance Services

CAIDENT GAS LIMITED

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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Procurement identifier (OCID): ocds-h6vhtk-06068a

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Scope

Description

Scope of Services for Plant Maintenance

Workshop / Repair Network

Coverage for entire Cadent footprint or specific network bidding for

Provisions around collection & delivery

Provision for out of hours servicing when necessary

Tyre Replacement service

Supplier will provide fixed and mobile provisions across all of Cadent's Plant assets / footprint 24/7/365

Document management of Cadent Owned Vehicles

Checking, filing and storing of original maintenance records from all garages

Filing and storage of statutory certificates

Upload copies of documentation and certificates into platforms/portals including the Cadent Asset Database

SLA on compliance documentation being uploaded onto portals e.g. Loler Certificates within 48 hours.

Production and storage of defect rectification documents.

Scheduled Maintenance

Producing and sending invites for scheduled maintenance

Providing garage booking support including provisions for collection and delivery on all asset types

Providing bookings for main dealers (manufacturers safety recalls)

Management of missed appointments via daily reports

Management of LOLER inspections booking for plant

Management of trailer mandatory brake testing following intervention with the brake system

Will establish a communication with Manufacturers to ensure that recalls and campaigns are merged into the safety inspection plan.

Cost Control & Workflow

Guide times for standard servicing and repair items

Producing detailed additional authority requests for onward delivery to Cadent for approval. Processing authority once approval is given

Obtain prior approval before incurring expenditure beyond agreed levels.

Liaising with Manufacturers for warranty management

Job estimate and authority to be submitted in a timely manner (SLA)

Evaluation of job estimates ensuring unessential work is kept to a minimum without compromising compliance, safety, quality and VOR time

Technical support

Issuing and managing manufacturer safety recalls

Producing bespoke inspection/service sheets

Supporting with technical bulletins

Supporting with technical skill, advice and compliance

Recommendations on proactive campaigns on preventative maintenance, reducing VOR time

Actively support Cadent campaigns and safety recalls

Route cause analysis for major failures - engineering investigation and reports provided for Cadent

General

Resource - Cadent need:

Account Manager

Competent persons to manage Cadent defects

Support Cadent in each Network and ensure all support is Network aligned 0800 - 1800hrs Customer support via telephone and email

Supply and resource single point of contact Driver Helpline number (freephone) providing 24/7/365 coverage including recovery

Escalation management

Provision of breakdown services 24/7/365 for all Cadent plant

Contract dates (estimated)

- 1 September 2026 to 31 August 2029
- Possible extension to 31 August 2034
- 8 years

Main procurement category

Services

CPV classifications

- 45259000 - Repair and maintenance of plant
- 50800000 - Miscellaneous repair and maintenance services

Contract locations

- UKD - North West (England)
- UKF - East Midlands (England)

- UKG - West Midlands (England)
- UKH - East of England
- UKI - London

Engagement

Engagement deadline

29 January 2026

Engagement process description

Does your company have experience in providing Owned Plant Maintenance Services for a plant size of 900?

Can you provide full coverage across the entire Cadent footprint or specify which networks you can service?

Can you support out-of-hours servicing, including urgent repair needs?

What are your response times for breakdowns, and do you offer 24/7/365 support?

Please express your interest via emailing chloe.pitchers@cadentgas.com and samuel.butterfield@cadentgas.com with your proposal outlining your services and capabilities or attach a supporting document in response to the Owned Plant Maintenance Request Information notice in Achilles.

Procedure

Special regime

Utilities

Contracting authority

CAIDENT GAS LIMITED

- Companies House: 10080864
- Public Procurement Organisation Number: PNHM-3269-DNNL

Cadent Gas Limited, Pilot Way

Coventry

CV7 9JU

United Kingdom

Email: procurementservices@cadentgas.com

Website: <https://cadentgas.com/>

Region: UKG13 - Warwickshire

Organisation type: Private utility