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Contract

Research and Customer Engagement Framework

CADENT GAS LIMITED

F06: Contract award notice – utilities

Notice identifier: 2026/S 000-006576

Procurement identifier (OCID): ocds-h6vhtk-04e636

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Section I: Contracting entity

I.1) Name and addresses

CADENT GAS LIMITED

Cadent, Pilot Way

Coventry

CV79JU

Contact

Emma Titchen

Email

emma.titchen@cadentgas.com

Country

United Kingdom

Region code

UKG13 - Warwickshire

Companies House

10080864

Internet address(es)

Main address

<https://cadentgas.com/>

I.6) Main activity

Production, transport and distribution of gas and heat

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Research and Customer Engagement Framework

II.1.2) Main CPV code

- 79300000 - Market and economic research; polling and statistics

II.1.3) Type of contract

Services

II.1.4) Short description

Cadent Gas wishes to approach the market to award a multi-supplier framework to provide stakeholder and consumer engagement services during the RIIO-3 price control period.

There will be 2 lots on the framework: 'market research' and 'consultancy and assurance'.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.2) Description

II.2.1) Title

Lot No

1

II.2.2) Additional CPV code(s)

- 79310000 - Market research services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Cadent is seeking to establish a framework to undertake engagement activities with general public, domestic customers, different sized businesses and stakeholders. Cadent would like to be more innovative and learn unique ways of gathering insight. This would include qualitative and quantitative research, data analysis, triangulation and potentially research such as willingness to pay, MaxDiff, etc.

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Lot No

2

II.2.2) Additional CPV code(s)

- 73210000 - Research consultancy services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Cadent wishes to assure that we have the best in class engagement strategy, segmentation, techniques, approaches and robust sample sizes. We are seeking suppliers to become an advisor role on theoretical approaches, providing guidance on engagement strategy and methodologies. To be able to provide assurance for research undertaken and have the ability to conduct statistical analysis of customer and stakeholder data from multiple sources and formats to support triangulation.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-006645](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 July 2025

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A contract/lot is awarded: Yes

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Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Cadent Gas

Coventry

Country

United Kingdom