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Tender

Research and Customer Engagement Framework

CADENT GAS LIMITED

F05: Contract notice – utilities

Notice identifier: 2025/S 000-006645

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

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Section I: Contracting entity

I.1) Name and addresses

CADENT GAS LIMITED

Ansty Park Pilot Way

COVENTRY

CV79JU

Contact

Hannah Tomlinson

Email

hannah.tomlinson@cadentgas.com

Telephone

+44 2476052639

Country

United Kingdom

Region code

UKG13 - Warwickshire

Companies House

10080864

Internet address(es)

Main address

<https://www.hannah.tomlinson@cadentgas.com>

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://www.hannah.tomlinson@cadentgas.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

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'.

Please email hannah.tomlinson@cadentgas.com for access to the PQQ documents.

II.1.5) Estimated total value

Value excluding VAT: £4,500,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Customer, Business and Stakeholder Engagement - Market Research

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.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

60

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

There will be 3 options to extend the initial term, in 12 month increments.

II.2) Description

II.2.1) Title

Consultancy and Assurance

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.

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II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

60

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

There will be 3 options to extend the initial term, in 12 month increments.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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.2.2) Time limit for receipt of tenders or requests to participate

Date

21 March 2025

Local time

4:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

12 May 2025

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Cadent Gas

Coventry

Country

United Kingdom