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Planning

Lettering and Print Fulfilment Services (Including Digital Integration)

CADENT GAS LIMITED

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

Notice identifier: 2026/S 000-015599

Procurement identifier (OCID): ocds-h6vhtk-065902

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Scope

Description

Cadent is seeking a long-term lettering and print fulfilment partner capable of delivering high-quality physical print outputs alongside advanced digital and data-driven integration. The scope includes production of personalised letters, region-specific leaflets, and C5 envelopes, with camera-matched fulfilment and the ability to meet same-day print and dispatch for files received by 3pm.

The supplier must provide robust service levels, including first- or second-class postage options, recorded delivery where required, and full weekly reporting. Strong digital capability is essential, including full API integration with Cadent CRM, automated PDF generation, template management, mailmark reporting, and bespoke portal/API configuration.

The service also includes quality control, data handling, template configuration, item-level tracking, and traffic-management tools for address verification. Suppliers must maintain stock levels, manage change controls, and provide timely issue escalation. Cadent anticipates the procurement will cover (but may not be limited to):

High-quality printed letters, leaflets, and envelopes (multiple regional versions)

Camera-matched fulfilment and personalisation

First-class, second-class, and recorded delivery postage options

Full API integration for data exchange, job submission and tracking

Daily PDF generation and SharePoint upload

Detailed reporting, manifest generation, and mailmark tracking

Template management, approval workflows, and change controls

Error-prevention processes and quality control checks

Stock monitoring and replenishment alerting

Strong governance, auditability and compliance with Guaranteed Standards of Performance (GSOP)

Contract dates (estimated)

- 1 August 2026 to 31 July 2029
- Possible extension to 31 July 2031
- 5 years

Main procurement category

Services

CPV classifications

- 22000000 - Printed matter and related products

- 72200000 - Software programming and consultancy services
- 72300000 - Data services
- 79571000 - Mailing services
- 79824000 - Printing and distribution services

Contract locations

- UK - United Kingdom
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Engagement

Engagement deadline

6 March 2026

Engagement process description

We are inviting suppliers who wish to participate in this procurement to email emma.titchen@cadentgas.com to register their interest. Following receipt of an expression of interest, we will share a Request for Information (RFI) document, giving suppliers the opportunity to confirm whether they would like to be included in the subsequent tender process.

Procedure

Special regime

Utilities

Contracting authority

CADENT 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