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Award

Contract for Print and Digital Delivery Fulfilment Services

Gateshead Borough Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-077340

Procurement identifier (OCID): ocds-h6vhtk-05494f ([view related notices](#))

Published 26 November 2025, 3:01pm

Scope

Reference

OPEN20251053

Description

Contract to provide a mailing fulfilment service for the printing and digital delivery of its Revenues, Benefits, Financial Assessments, Direct Payments, Housing and Exchequers documents.

Contract 2

Supplier

- CRITIQOM LIMITED

Contract value

- £1,500,000 excluding VAT
- £1,800,000 including VAT

Above the relevant threshold

Award decision date

14 October 2025

Date assessment summaries were sent to tenderers

14 October 2025

Standstill period

- End: 8 December 2025
- 8 working days

Earliest date the contract will be signed

9 December 2025

Contract dates (estimated)

- 9 December 2025 to 6 December 2028

- Possible extension to 6 December 2030
- 4 years, 11 months, 29 days

Description of possible extension:

2x 12-month optional extensions

Main procurement category

Services

CPV classifications

- 64000000 - Postal and telecommunications services

Contract locations

- UKC - North East (England)

Information about tenders

- 5 tenders received
- 5 tenders assessed in the final stage:
 - 4 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 4 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Supplier

CRITIQOM LIMITED

- Companies House: SC160484
- Public Procurement Organisation Number: PMDV-1445-NQRL

Document House

Strathclyde Business Park

ML4 3NJ

United Kingdom

Email: bidteam@adaresec.com

Website: <http://www.mailmetrics.com>

Region: UKM84 - North Lanarkshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2

Contracting authority

Gateshead Borough Council

- UK Register of Learning Providers (UKPRN number): 10002639
- Public Procurement Organisation Number: PPGY-1151-NJQN

Civic Centre, Regent Terrace

Gateshead

NE8 1HH

United Kingdom

Email: procurement@gateshead.gov.uk

Website: <https://www.gateshead.gov.uk/article/31230/Learning-and-Skills>

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government