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Contract

Contract for Print and Digital Delivery Fulfilment Services

Gateshead Borough Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-081562

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

Published 10 December 2025, 2:35pm

Scope

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

Date signed

10 December 2025

Contract dates

- 10 December 2025 to 6 December 2028
- Possible extension to 6 December 2030
- 4 years, 11 months, 28 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)

Key performance indicators

Name	Description
1	At annual billing, documents processed and passed for delivery within 7 calendar days of receiving the Council's data
2	For daily billing, documents processed and dispatched on the same day providing the Council's data was uploaded by 10am
3	Accuracy of automated merging process

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

CRITIQQOM 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