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Pipeline

Administration of the Ofgem Energy Industry Voluntary Redress Fund

Ofgem

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-036460

Procurement identifier (OCID): ocids-h6vhtk-051fdd

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Scope

Reference

2025-014

Description

In some circumstances, Ofgem's enforcement and compliance work results in a regulated entity making a voluntary payment into the Voluntary Redress Fund. The purpose of the fund is to ensure that the monies paid by those subject to our compliance and enforcement activity are used to help vulnerable consumers.

The fund is managed by a third-party service provider. This ensures that decisions relating to the award of funds to particular projects are made by an expert independently from Ofgem and those entities that Ofgem regulate. The service provider must adhere to the provisions of the contract and the Authority Guidance on the Allocation of the Redress Fund for the time being.

Ofgem intend to continue with the existing approach and to once again procure an experienced service provider with knowledge of the British energy sector and the needs of

energy consumers to administer the Voluntary Redress Fund on our behalf upon the expiry of the current contract in May 2026. The main tasks will likely include:

- * Maintaining a database of possible and actual redress recipients, undertaking regular diligence checks.
- * Administering and allocating funds to projects (in compliance with the Authority Guidance on the Allocation of the Redress Fund) that benefit energy consumers via a fair and transparent process.
- * Preparing and entering into binding agreements with redress recipients that contain proportionate governance, deliverables, milestones and a monitoring framework.
- * Publicising the fund and the availability of redress funds, making known to the general public key information regarding the impact and performance of the fund.
- * Pursuing an ethos of continuous improvement; providing insight as to how efficiencies can be made to improve the administration and impact of the fund.
- * Taking appropriate action to, where possible, prevent breaches of binding agreements with redress recipients, or enforce the terms of such agreements.
- * Provide effective and robust financial management of redress funds.
- * Ensuring that appropriate governance arrangements are in place to ensure that all projects awarded funds are appropriately monitored.

Total value (estimated)

- £3,000,000 excluding VAT
- £3,600,000 including VAT

Contract dates (estimated)

- 6 May 2026 to 6 May 2028
- Possible extension to 6 May 2030

- 4 years, 1 day

Main category

Services

CPV classifications

- 76000000 - Services related to the oil and gas industry
- 66000000 - Financial and insurance services
- 79400000 - Business and management consultancy and related services
- 79200000 - Accounting, auditing and fiscal services
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

Contract locations

- UK - United Kingdom

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
-

Submission

Publication date of tender notice (estimated)

29 July 2025

Procedure

Above or below total value threshold

Above or equal to threshold

Contracting authority

Ofgem

- Public Procurement Organisation Number: PWXD-5991-LZZP

10 South Colonnade

London

E14 4PU

United Kingdom

Contact name: Rebecca Green

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Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government