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Tender

Administration of the Ofgem Energy Industry Voluntary Redress Fund

Ofgem

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-050631

Procurement identifier (OCID): ocds-h6vhtk-051fdd ([view related notices](#))

Published 21 August 2025, 4:13pm

Scope

Reference

2025-014

Description

Ofgem seeks to appoint a Service Provider with expertise in allocating funds to various projects within primarily charitable/non-profit organisations, and who has a deep understanding of the needs of energy consumers across Great Britain. The Service Provider will manage voluntary redress payments made to the Energy Redress Scheme and will ensure that these funds deliver the greatest positive impacts for energy consumers. This requires efficient financial management and expert assessment of funding applications.

The Service Provider must achieve the following outcomes:

Efficient financial management of voluntary redress monies, including receiving funds from energy companies, ring-fencing them as appropriate, and awarding grants to suitable Redress Recipients.

An adaptable and flexible approach to managing redress monies so as to ensure effective response to fluctuations in the amount of funds available, and possible changes to Ofgem's guidance on the allocation of redress funds. It is important to note that Ofgem reserve the right to amend this guidance, for instance to increase the numbers of organisations eligible to apply for funding. In the event of any changes, Ofgem will work closely with the Service Provider to ensure their smooth implementation before they take effect.

Identifying and assessing potential redress recipients to maintain and build on the existing portfolio of reputable recipients with strong financial track records and projects that benefit energy consumers across Great Britain.

The successful management of the process by which funds are awarded and paid to grantees, including application and assessment processes

Effective management of the award of funds to worthwhile projects, including awards to fuel voucher projects with a minimum award of £1 million per project.

System Integration: the successful Service Provider must deliver either:

a successful integration of existing systems supporting online applications, the database of eligible applicants, and the Energy Redress website; or

a new, fit-for-purpose system that provides these services and is fully operational at the commencement of the contract.

Using knowledge of the British energy sector and consumer needs (including vulnerable and future consumers) to allocate funding that delivers value for money and benefits in line with Ofgem's Guidance (which may change from time to time) on voluntary redress funds.

Monitoring project delivery and providing regular updates to Ofgem.

Evaluating the effectiveness of allocation awards.

Providing monthly financial reports and other regular reports to Ofgem (quarterly and annual) on the impact of projects on energy consumers, ensuring funds deliver value for money and long-term benefits and assisting with enquiries related to all aspects of the operation of the fund, as and when they arise.

Ensuring that there is transparency and accountability by maintaining a publicly available website dedicated to the energy redress fund, which will provide detail on funding rounds, the application process, all projects that have been awarded funds, and the annual evaluation reports.

Maintain an ethos of continuous improvement that ensures the ongoing evaluation of scheme performance against objectives, review of processes and procedures and how they can be improved to support the objective of increasing the impact of the fund.

Further information can be found in the attached ITT document.

Total value (estimated)

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

Above the relevant threshold

Contract dates (estimated)

- 6 May 2026 to 5 May 2028
- Possible extension to 3 April 2032
- 5 years, 10 months, 29 days

Description of possible extension:

Up to 24 months. Ofgem will also have the option to continue the contract for the successful Service Provider to provide run-off services for an additional 2 years to the initial period and, if relevant, the extended period.

Main procurement category

Services

CPV classifications

- 76000000 - Services related to the oil and gas industry
- 66000000 - Financial and insurance services
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

Contract locations

- UK - United Kingdom

Participation

Legal and financial capacity conditions of participation

Further information is included within the tender documentation

Technical ability conditions of participation

Further information is included within the tender documentation

Particular suitability

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

Submission

Enquiry deadline

18 September 2025, 12:00pm

Tender submission deadline

1 October 2025, 12:00pm

Submission address and any special instructions

www.mytenders.co.uk

Tenders and all associated documents required as part of the tender submission must be submitted BEFORE 12noon on the date of tender closing for a supplier's offer to be deemed compliant.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

13 November 2025

Recurring procurement

Publication date of next tender notice (estimated): 21 August 2029

Award criteria

Name	Type	Weighting
Technical	Quality	75.00%
Commercial	Price	25.00%

Other information

Payment terms

As detailed within the tender documentation.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=609190

2025-014 - ITT

Contracting authority

Ofgem

- Public Procurement Organisation Number: PWXD-5991-LZZP

10 South Colonnade

London

E14 4PU

United Kingdom

Contact name: Rebecca Green

Email: procurement2@ofgem.gov.uk

Website: <http://www.ofgem.gov.uk>

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government