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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 000-057639

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

Published 18 September 2025, 11:37am

### **Changes to notice**

This notice has been edited. The [previous version](#) is still available.

### **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

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## **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)

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## **Submission**

### **Enquiry deadline**

1 October 2025, 12:00pm

### **Tender submission deadline**

15 October 2025, 12:00pm

### **Submission address and any special instructions**

[www.mytenders.co.uk](http://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

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**Award criteria**

<b>Name</b>	<b>Type</b>	<b>Weighting</b>
Technical	Quality	75.00%
Commercial	Price	25.00%

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**Other information****Payment terms**

As detailed within the tender documentation.

**Conflicts assessment prepared/revised**

Yes

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## Procedure

### Procedure type

Open procedure

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## Documents

### Associated tender documents

[https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder\\_FileDownload.aspx?id=609190](https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=609190)

2025-014 - ITT

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## 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](mailto:procurement2@ofgem.gov.uk)

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

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government