

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/083746-2025>

Award

Transparency Notice for Green Deal Ombudsman Investigation Service (OIS)

Department for Energy Security & Net Zero

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

Notice identifier: 2025/S 000-083746

Procurement identifier (OCID): ocds-h6vhtk-058563 ([view related notices](#))

Published 17 December 2025, 11:40am

Scope

Reference

prj_5490

Description

The procurement is for an ongoing requirement under the Green Deal Framework Regulations

(Disclosure, Acknowledgement, Redress etc) Regulations 2012 (the 'Framework Regulations') place a

duty on the Secretary of State to have a GD Ombudsman Scheme in operation. The GD Ombudsman

Service will investigate and consider cases relating to complaints relating to alleged breaches of the

Framework Regulations. It is one of the first routes of complaint resolution for customers

where their

complaint has not been satisfactorily resolved by the initial parties involved and is an important step in

DESNZ's ability to apply sanctions

Contract 1. GREEN DEAL OMBUDSMAN AND INVESTIGATION SERVICES

Supplier

- ENERGY OMBUDSMAN LIMITED

Contract value

- £100,000 excluding VAT
- £120,000 including VAT

Below the relevant threshold

Award decision date

1 December 2025

Earliest date the contract will be signed

17 December 2025

Contract dates (estimated)

- 17 December 2025 to 7 December 2029
- 3 years, 11 months, 22 days

Main procurement category

Services

CPV classifications

- 98110000 - Services furnished by business, professional and specialist organisations

Contract locations

- UK - United Kingdom

Procedure

Procedure type

Direct award

Supplier

ENERGY OMBUDSMAN LIMITED

- Companies House: 14029367

3300 Daresbury Park

Warrington

WA4 4HS

United Kingdom

Email: nwalker@trustalliancegroup.org

Region: UKD71 - East Merseyside

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. GREEN DEAL OMBUDSMAN AND INVESTIGATION SERVICES

Contracting authority

Department for Energy Security & Net Zero

- Public Procurement Organisation Number: PDHQ-2163-WYMH

55 Whitehall

London

SW1A 2HP

United Kingdom

Email: nzbicommercial@energysecurity.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government