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Planning

Independent Complaints Adjudication Services for Ofsted

Department for Education

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-044676

Procurement identifier (OCID): ocds-h6vhtk-056a04

Published 31 July 2025, 11:48am

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Scope

Description

The Department for Education (DfE) requires a supplier to provide an independent adjudication service in relation to Ofsted's handling of complaints about its work including: handling individual complaints, the provision of advice, regular reporting regarding the volume and nature of the complaint, and publication of an annual report. The adjudication service is independent of Ofsted. Conclusions and recommendations are independent of both Ofsted and DfE.

The supplier will refer to the service as the Independent Complaints Adjudication Service for Ofsted (ICASO) and is required to identify themselves as the supplier of this service and provide information regarding the service with a webpage that can be referred to on Ofsted's webpage.

Total value (estimated)

- £200,000 excluding VAT
- £240,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 November 2025 to 31 October 2028
- 3 years

Main procurement category

Services

CPV classifications

- 79400000 - Business and management consultancy and related services

Contract locations

- UK - United Kingdom

Submission

Publication date of tender notice (estimated)

11 August 2025

Tender submission deadline

15 September 2025, 11:59pm

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 October 2025

Procedure

Procedure type

Open procedure

Contracting authority

Department for Education

- Public Procurement Organisation Number: PDZG-3487-DPVD

Sanctuary Buildings, 20 Great Smith Street

London

SW1P3BT

United Kingdom

Email: PolicyAssurance.COMMERCIALQUERIES@education.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government