

Important

This procurement was [cancelled](#) before the tender submission deadline.

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/048952-2025>

Tender

Independent Complaints Adjudication Services for Ofsted

Department for Education

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

Notice identifier: 2025/S 000-048952

Procurement identifier (OCID): ocds-h6vhtk-056a04 ([view related notices](#))

Published 14 August 2025, 5:44pm

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)

- £125,000 excluding VAT
- £150,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 November 2025 to 31 October 2028
- Possible extension to 31 October 2029
- 4 years

Description of possible extension:

if deemed necessary by the department and OFSTED

Main procurement category

Services

CPV classifications

- 79400000 - Business and management consultancy and related services

Contract locations

- UK - United Kingdom

Submission

Enquiry deadline

11 September 2025, 12:00pm

Tender submission deadline

19 September 2025, 12:00pm

Submission address and any special instructions

n/a

Tenders may be submitted electronically

No

Languages that may be used for submission

English

Award decision date (estimated)

1 October 2025

Award criteria

Name	Type
Most Advantageous Tender	Quality

Weighting description

Most Advantageous Tender. Please see ITT documentation for further details.

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Justification for not publishing a preliminary market engagement notice

No Frameworks to work from

Documents

Associated tender documents

[2025_08_14 ICASO Bid Pack.docx](#)

[2025_08_14 How to Bid pack_ICASO.docx](#)

[\(PA2023\) ITT - Model Invitation to Tender.docx](#)

[2025_08_14 ICASO_SoR.docx](#)

[ICASO 2025 Contract_T&C_2025.docx](#)

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