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Tender

## **Independent Complaints Adjudication Service for OFSTED (ICASO)**

Department for Education

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

Notice identifier: 2025/S 000-049873

Procurement identifier (OCID): ocds-h6vhtk-058a9f ([view related notices](#))

Published 19 August 2025, 2:50pm

### **Scope**

### **Reference**

Project\_9994

### **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.

The DfE is keen to maximise opportunities to participate in procurement for Small to

Medium-sized Enterprises (SMEs) and Voluntary, Community and Social Enterprises (VCSEs). Consideration will also be given to consortia and collaborative bids from all forms of organisations.

### **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:

The contract shall run from the effective date for an initial period of 3 years (the contract period) with an option to extend for up to 12 months reviewed at the end of the 3 year period if required.

### **Main procurement category**

Services

### **CPV classifications**

- 79422000 - Arbitration and conciliation services

## **Submission**

### **Enquiry deadline**

10 September 2025, 12:00pm

### **Tender submission deadline**

17 September 2025, 12:00pm

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

<https://education.app.jaggaer.com/web/login.html>

Tenderers will need to register via the address above

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

### **Award decision date (estimated)**

25 September 2025

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## Award criteria

<b>Name</b>	<b>Type</b>	<b>Weighting</b>
Technical	Quality	80%
Commercial	Price	20%

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Open procedure

### Justification for not publishing a preliminary market engagement notice

Shortened timescales

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## 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](mailto:PolicyAssurance.COMMERCIALQUERIES@education.gov.uk)

Region: UKI32 - Westminster

Organisation type: Public authority - central government