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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): ocids-h6vhtk-058a9f

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

Award criteria

Name	Type	Weighting
Technical	Quality	80%
Commercial	Price	20%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Justification for not publishing a preliminary market engagement notice

Shortened timescales

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