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Contract

Independent Complaints Adjudication Service for OFSTED (ICASO)

Department for Education

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-068259

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

Published 24 October 2025, 2:59pm

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.

Contract 1. Independent Complaints Adjudication Service for OFSTED (ICASO)

Supplier

- CEDR Services Limited

Contract value

- £124,500 excluding VAT
- £149,400 including VAT

Above the relevant threshold

Date signed

22 October 2025

Contract dates

- 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

Contract locations

- UK - United Kingdom

Key performance indicators

Name

ICASO to check eligibility of complaint with Ofsted within five working days of receipt of the complaint referral.

Adjudication reports to be provided within 25 days of receipt of Ofsted's complaint summary.

Recommendations made must fall within the scope of the ICASO.

Adjudication reports must be completed within three months of receiving the complaint referral, unless otherwise agreed.

Quarterly performance reports are produced and submitted on the dates agreed.

Annual Reports are submitted to Ofsted for comments one month prior to publication.

Annual Reports are published on the ICASO website by 31 March each year.

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

CEDR Services Limited

- Public Procurement Organisation Number: PBPR-5822-DRBQ

100 St. Paul's Churchyard

London

EC4M 8BU

United Kingdom

Email: info@cedr.com

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

Department for Education

- Public Procurement Organisation Number: PDZG-3487-DPVD

Sanctuary Buildings, 20 Great Smith Street

London

SW1P3BT

United Kingdom

Email: Commercial.Helpdesk@education.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government