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Contract

Contract Award- Provision and management of IT service desk

Royal Borough of Kensington and Chelsea

F03: Contract award notice
Notice identifier: 2026/S 000-006697
Procurement identifier (OCID): ocds-h6vhtk-060eaa
Published 26 January 2026, 2:05pm

Section I: Contracting authority

I.1) Name and addresses

Royal Borough of Kensington and Chelsea

The Town Hall, Hornton Street

London

W8 7NX

Contact

Strategic Procurement

Email

procurement@rbkc.gov.uk

Telephone

+44 02073613000

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

https://www.rbkc.gov.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contract Award- Provision and management of IT service desk

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The provision and management of the IT service desk

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,558,000

II.2) Description

II.2.3) Place of performance

NUTS codes

• UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

Direct award via CCS -Technology Services 3 Framework RM6100, Lot 3B Operational Services - Operational Management

II.2.5) Award criteria

Quality criterion - Name: Service Delivery Management / Weighting: 50%

Quality criterion - Name: Service Delivery Management / Weighting: 25

Cost criterion - Name: Price / Weighting: 50%

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Direct award via the Crown Commercial Services Technology Services 3 Framework RM6100, Lot 3B Operational Services - Operational Management

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 October 2025

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Agilisys Ltd

Scale Space, Imperial College White City Campus, 58 Wood Lane

London

W12 7RZ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

04327369

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £1,558,000

Total value of the contract/lot: £1,558,000

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=1009284754 GO
Reference: GO-2026126-PRO-34374597

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

70 Whitehall

London

SW1A 2AS

Country

United Kingdom

Internet address

www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit