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Contract

## **Contract Award for Freshworks ITSM Software**

Royal Borough of Kensington and Chelsea

F03: Contract award notice

Notice identifier: 2026/S 000-006794

Procurement identifier (OCID): ocds-h6vhtk-060ee6

Published 26 January 2026, 4:05pm

### **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](mailto: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

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## **Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Contract Award for Freshworks ITSM Software

**II.1.2) Main CPV code**

- 48000000 - Software package and information systems

**II.1.3) Type of contract**

Supplies

**II.1.4) Short description**

The provision of ITSM Software

**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: £340,000

## **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 call-off via G-Cloud 14 Framework Lot 2 – Cloud Software

### **II.2.5) Award criteria**

Price

### **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

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## **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 call-off via G-Cloud 14 Framework Lot 2 – Cloud Software

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

The procurement is covered by the Government Procurement Agreement: Yes

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## 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

24 November 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

Freshworks Inc

2950 S. Delaware Street, Suite 201, San Mateo

California

Country

United States

NUTS code

- US - United States

National registration number

N/A

The contractor is an SME

No

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

Total value of the contract/lot: £340,000

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## **Section VI. Complementary information**

### **VI.3) Additional information**

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=1009350320> GO

Reference: GO-2026126-PRO-34374615

### **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](http://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit)