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Contract

Community Equipment Service 2025 - RBo Kensington & Chelsea

The Royal Borough of Kensington & Chelsea

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

Notice identifier: 2025/S 000-046436

Procurement identifier (OCID): ocds-h6vhtk-056942 ([view related notices](#))

Published 6 August 2025, 11:14am

Scope

Reference

P634 PRJ_30699

Description

The Council has a statutory duty under the Care Act 2014 to provide community equipment services. It has been identified that there is a need for urgent action to be taken to ensure the needs of vulnerable residents can be met and the Council fulfils its statutory duties.

The Council has identified a provider to supply essential community equipment and to support the delivery of the equipment and repair, installation and servicing services to service users and peripheral stores.

This is a demand based service. The expected value is based on the anticipated demand and the cost of equipment/services delivered by the provider.

Due to the urgency of the award, the Council has not observed a voluntary standstill period.

Contract 1. Community Equipment Services 2025 - RBo Kensington & Chelsea

Supplier

- Saadia Ltd trading as 24/7 Healthcare Limited

Contract value

- £1,404,000 excluding VAT
- £1,684,800 including VAT

Above the relevant threshold

Date signed

31 July 2025

Contract dates

- 1 August 2025 to 30 September 2025
- Possible extension to 31 January 2026

- 6 months

Description of possible extension:

Up to two further extensions of 2 months.

Main procurement category

Goods

Options

The right to additional purchases while the contract is valid.

The contract has an option to extend for a period of 4 months / 6 months in total.

CPV classifications

- 33000000 - Medical equipments, pharmaceuticals and personal care products
- 33196000 - Medical aids
- 33196100 - Devices for the elderly
- 33196200 - Devices for the disabled
- 63122000 - Warehousing services
- 50000000 - Repair and maintenance services

Contract locations

- UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Justification for not setting key performance indicators

The value of the contract is less than £5m. However, a list of 19 KPI's are included within the specification and will be agreed as part of mobilisation. This contract has been awarded due to urgency and unforeseen circumstances.

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Extreme and unavoidable urgency

The urgent action required is to ensure the needs of vulnerable residents can be met and the Council fulfils statutory requirements.

The Council is required to maintain access to the Services for all eligible residents and there is a legal duty under the Care Act 2014 for the Services to be delivered.

Officers have identified the need for urgent action to be taken to maintain the delivery of the Service and to ensure that vulnerable residents can continue to access the required provision.

The Council has directly awarded a contract to the identified supplier under Section 41 of the Procurement Act 2023.

In relation to the urgency justification under Schedule 5 of the Procurement Act 2023, this justification applies for the following reasons:

- The goods and services to be supplied under the proposed contract are strictly necessary to ensure the Council complies with its statutory duties.
- The situation has arisen due to unforeseeable events outside of the Council's control. In the circumstances the Council must act urgently and there is not sufficient time to carry out a competitive tendering procedure.
- The urgency is unavoidable and was not attributable to any act or omission of the council.

The need to ensure continuity of services to vulnerable service users provides grounds to rely on this justification and direct award a contract to the identified supplier.

Supplier

Saadia Ltd trading as 24/7 Healthcare Limited

- Public Procurement Organisation Number: PTYG-2752-GVWY
- Companies House: 05549717

19 Victoria Terrace

Hove

BN3 2WB

United Kingdom

Email: info@24-7healthcare.co.uk

Website: <http://24-7healthcare.co.uk>

Region: UKJ21 - Brighton and Hove

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Community Equipment Services 2025 - RBo Kensington & Chelsea

Contracting authority

The Royal Borough of Kensington & Chelsea

- Public Procurement Organisation Number: PPRX-1592-MXGN

Town Hall, Hornton Street

London

W8 7NX

United Kingdom

Email: procurement@rbkc.gov.uk

Website: <https://www.rbkc.gov.uk/>

Region: UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Organisation type: Public authority - sub-central government