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Contract

Kofax Maintenance & TM10 FileNet

Intellectual Property Office

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

Notice identifier: 2026/S 000-007625

Procurement identifier (OCID): ocds-h6vhtk-059978 ([view related notices](#))

Published 28 January 2026, 1:58pm

Scope

Reference

C4031

Description

Licencing support and maintenance for Kofax/TM10

Contract 1. Kofax Maintenance Support & TM10 FileNet

Supplier

- Open Connections Solutions Ltd

Contract value

- £99,297.45 excluding VAT
- £119,156.94 including VAT

Below the relevant threshold

Date signed

21 January 2026

Contract dates

- 1 February 2026 to 31 January 2029
- 3 years

Main procurement category

Services

CPV classifications

- 72267100 - Maintenance of information technology software

Key performance indicators

Name	Description
Service Levels, Service Credits and KPI's	Key Performance Indicators Target Service Level Agreement Compliance >95% Of incidents meet SLA System Availability ? 99.5% uptime Incident Resolution Effectiveness >90% Incidents resolved within SLA Preventative Maintenance 100% scheduled tasks completed User satisfaction ? 85% Integration Success >99% Kofax & File Net transactions Succeed

Signed contract documents

[Provision of Kofax Maintenance & TM10 FileNet. - Short_Form_Contract_-_Word_v1.5A_2025__1_-_REDACTED.pdf](#)

Procedure

Procedure type

Below threshold - open competition

Supplier

Open Connections Solutions Ltd

16 High Holburn London

LONDON

WC1V 6BX

United Kingdom

Email: becky.strawford@openc.co.uk

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Kofax Maintenance Support & TM10 FileNet

Contracting authority

Intellectual Property Office

- Public Procurement Organisation Number: PTGR-5753-JZVM

Concept House, Cardiff Road

Newport

NP10 8QQ

United Kingdom

Contact name: Louise Jenkins

Email: louise.jenkins@ipo.gov.uk

Website: <https://www.gov.uk/government/organisations/intellectual-property-office>

Region: UKL21 - Monmouthshire and Newport

Organisation type: Public authority - central government