

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/011061-2025>

Award

## **Provision of Support & Maintenance of the Idox Electronic Documents Records Management System**

Caerphilly County Borough Council

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-011061

Procurement identifier (OCID): ocds-h6vhtk-04f84a ([view related notices](#))

Published 25 March 2025, 10:51am

### **Scope**

### **Reference**

PROC262

### **Description**

Award of contract via Direct Award to IDOX Ltd for the Provision of Support & Maintenance of the Idox Electronic Documents Records Management System. The Council requires the maintenance of this system to be renewed for a period of 12 months with an option to extend for a further 12 months whilst the information is moved to the Council's SharePoint site.

---

## **Contract 1. Provision of Support & Maintenance of the Idox Electronic Documents Records Management System**

### **Supplier**

- [Idox Software Ltd](#)

### **Contract value**

- £40,000 excluding VAT
- £48,000 including VAT

Below the relevant threshold

### **Earliest date the contract will be signed**

26 March 2025

### **Contract dates (estimated)**

- 1 April 2025 to 31 March 2026
- Possible extension to 31 March 2027
- 2 years

Description of possible extension:

One 12 month optional extension is available, if the Council still requires the service after the initial 12 month contract period.

### **Main procurement category**

Services

## **CPV classifications**

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

## **Contract locations**

- UKL - Wales

---

## **Procedure**

### **Procedure type**

Below threshold - without competition

---

## **Supplier**

### **Idox Software Ltd**

- Public Procurement Organisation Number: PYXN-6943-DMZG

Unit 5, Woking 8, Forsyth Road

Woking

GU21 5SB

United Kingdom

Telephone: 07795122478

Email: [tim.jones@idoxgroup.com](mailto:tim.jones@idoxgroup.com)

Website: <https://www.idoxgroup.com/>

Region: UKJ25 - West Surrey

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Provision of Support & Maintenance of the Idox Electronic Documents  
Records Management System

---

## **Contracting authority**

### **Caerphilly County Borough Council**

- Public Procurement Organisation Number: PWHP-2369-JPYL

Penallta House, Tredomen Park

Hengoed

CF82 7PG

United Kingdom

Contact name: Jessica Thomas

Telephone: +441443863382

Email: [thomaj11@caerphilly.gov.uk](mailto:thomaj11@caerphilly.gov.uk)

Website: <http://www.caerphilly.gov.uk>

Region: UKL16 - Gwent Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales