

Service Definition – Content & Software solutions



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Commercial in confidence

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Introduction

Service description

Idox is an experienced and specialist information provider with a substantial track record in creating content for clients across the public sector. We currently deliver a range of information services, focused on public and social policy and funding information, to policymakers in public sector agencies, local and central government. We possess a unique combination of web design, specialist information management, content and editorial capabilities and are able to draw on recognised specialisms across our group.

This offering includes; customisable national or regional content and software solutions.

We feel we are particularly well placed to fulfil your requirements because of:

- Our position as the UK’s largest provider of funding and policy information, selling to over 700 clients across the UK, providing over 15,000 grant reports and policy documents across a huge breadth of programmes
- Expertise in providing complex data feeds and information into a wide range of systems
- Expertise as a technical solutions provider, especially active in database and website development and a commitment to ongoing product development
- Our scalable team means we have the flexibility and responsiveness to adjust to the changing work priorities of our members and clients
- A unique skill-set, combining qualified information specialists and staff with news copywriting and journalistic skills, ensures that we are able to search, select and present information in a way that is appropriate for end-users and is engaging and relevant
- Demonstrable experience of scoping and mobilising complex and high-value projects, and working with our clients and external stakeholders to ensure that these projects are successful.

Product	Description	Features	Service benefits
Customisable funding portals	<p>Custom-built funding search tools can be easily integrated into existing websites to offer an enhanced service to users taking on any existing client branding or developing a new identity if required.</p> <p>Users are given free access to a tailored searchable database containing all funds relevant to their specific location, type of organisation or industry.</p>	<p>Customisable portals, corporately branded and seamlessly integrated into existing websites.</p> <p>Customisable content tailored to specific locations, organisations and industries.</p>	<p>Expands and enhances clients’ funding service range to their members.</p> <p>Fully-maintained by a dedicated, expert Research team.</p>

Product	Description	Features	Service benefits
XML feeds	Custom-defined XML feed of Idox data, made available daily via a password-protected website.	Tailored and up-to-date content. Can be used to populate a pre-existing site, tool or search interface.	Benefit from economies of scale associated with Idox content processes. Fully-maintained by a dedicated, expert Research team.
Content and software hybrid solutions	Custom-built to deliver on your specific requirements, combining Idox's software and content expertise.	Customised to client requirements. Ongoing support from Idox Project Management team. Fully hosted and maintained. Flexible solutions.	Efficient solution to your strategic requirements. Cost-effective provision of support. Support the wider business, community and public sector. Access to Idox's large content resource pool.

Hosting

We host our portals within our data centre for the contract period. Our data centre offers a fully redundant network with dark fibre provision and an uninterruptable power supply guaranteed. The data centre infrastructure is compliant to the following standards:

- ISO 9001
- ISO 14001
- ISO 27001.

The Idox data centre is Tier 3 and located in the UK.

Data back-up and BCDR

The solution will feature a fully automated backup of customer data including offsite replication and retention of the data in compliance with standard data protection and security requirements.

The proposed infrastructure for both the server architecture and hosting environment is designed for high availability and resilience therefore any disaster situation is likely to be as a result of force majeure. In the event of a catastrophic failure of the data centre, Idox will ensure all systems are available using an alternative Tier 1 environment. A disaster recovery test will be performed in advance of commencement of the live hosted service and additionally, Idox will on the request of customer provide a full disaster recovery test no more than once every 18 months.

Onboarding and offboarding support

Idox can deliver a wide spectrum of projects and services based on client requirements. Examples include tailored XML feeds and integrated solutions involving data licensing and associated technical platform.

Onboarding

Idox will assign a project manager to plan and manage the project. This will involve the creation of a project plan with agreed milestones, a risk register and issue log. Idox will endeavour to utilise the contracting authority's staff in an efficient manner to avoid any duplication of effort. The project plan will be actively maintained and used as a measure to monitor progress towards the deadlines set within it.

Offboarding

Contract termination will be as detailed in the G-Cloud contract.

We will provide an exit plan for eventual termination of the contract. It is expected that exit plans will require minimal effort to produce.

There are two types of exit plan:

1. An orderly exit plan, which occurs at the natural expiry of the contract
2. An emergency exit plan, which occurs if at any time the customer chooses to voluntarily terminate the contract.

The only essential difference is that in the case of an orderly exit plan Idox will give the customer notice that the exit plan will commence, whereas for an emergency exit plan the customer must notify Idox that the plan is to be put into effect.

Pricing overview

Please see our pricing document and SFIA rate card.

Service levels

As standard we typically guarantee 99% availability during working hours.

Service credit agreements

We do not agree to service credit agreements as part of our standard package however specific requirements can be discussed.

The ordering and invoicing process

The order will be completed by return of the signed G-Cloud contract and invoicing will be issued as per the schedule set out in the contract.

After sales support

Users will have access to direct support within the Idox team to request the resolution of any incidents that may occur. The different direct channels of communication are Live Chat (within the service), Email and Phone.

Any technical requirements

Customer network requirements

The minimum requirements for a hosted application would be:

- Reliable Internet connection e.g. bandwidth of at least 10MB up and 10MB down
- Ideally HTTP traffic prioritisation on the Provider's traffic so that general network traffic does not interfere with latency times.

The Provider can take no responsibility for the provision of an internal customer network.

Customer software requirements

The software is accessed via a unique and secure URL, with all data encrypted in transit to industry standards. The solution is compatible with all mainstream HTML5 compliant browsers such as Edge, Chrome, Safari and Mozilla Firefox. The version of browser used should be within the last two stable releases, however we recommend utilising the most recent version in order to provide the best possible user experience.