



G-Cloud 13 Service Definition



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1. Service Description

viaEuropa services are cloud-based web services and APIs, providing access to a broad range of digital map data products as a service, for map visualisation or API lookups.

viaEuropa services include specific support for Ordnance Survey and Ordnance Survey Northern Ireland digital mapping products. Further information on this support is included at the back of this document.

viaEuropa services can also be used to consume digital map data from many other sources, including British Geological Survey, HM Land Registry, JBA Risk Management and OceanWise. Additionally, viaEuropa services also support historic reference maps, aerial photography, satellite imagery and virtually any other type of digital map data. Please enquire if the data you would like to consume is not mentioned here.

Providing Data as a Service (DaaS), viaEuropa is a scalable solution ready for broad deployment to multiple platforms. Depending on the chosen mode of implementation, the service is compatible with popular GIS software and web mapping APIs including OpenLayers, Leaflet, Cadcorp, Esri ArcGIS, MapInfo, Oracle MapViewer, QGIS, StatMap, Google and Microsoft Bing Maps.

Vector geometries – viaEuropa web feature services enable your users to query vector data (such as OS MasterMap data), interrogate its features and snap to vertices (e.g. building footprints) without the need for local data storage.

API searches – add powerful API searches by address, UPRN, postcode, street and others to your applications using authoritative datasets such as AddressBase Premium and OSNI Pointer.

Encourage Channel Shift – add multiple lightweight mapping applications to your web site and even deploy in mobile apps. viaEuropa provides a reusable resource of consistent, intuitive and detailed base maps, ideal for public self-service and intranet applications alike.

Beautiful On-Screen Cartography – our rendering platform produces elegant maps specifically designed for on-screen viewing and capable of global to street-level coverage. Choose our standard map style or a greyscale alternative, ideal for displaying your own asset data on top.

Universal Access – our map styles have been carefully designed to be accessible by end users with colour vision deficiency. This work was recognised with a Better Mapping award at the British Cartographic Society Awards.

High Performance – your end users will enjoy optimum response times and a rich, responsive mapping experience.

Resilience – emergency ('bluelight') services can enjoy a resilient service with the addition of a local cache option, ensuring that users can use the service even if there is a loss of connectivity.

Support for almost any geospatial data – viaEuropa services can be used to consume a broad range of different geospatial datasets, including your own data that you would like to be hosted and served back to your users.

viaEuropa services are RESTful services and are consumed using simple URL requests. This can use either HTTP or HTTPS, as required.

viaEuropa services include tile services and web map services for the provision of base mapping, web feature services for the provision of vector features with attribute data and gazetteer services for fast and efficient gazetteer searches.

Tile services may be consumed using the popular WMTS (Web Map Tile Service) implementation standard from OGC (Open Geospatial Consortium) or the legacy XYZ/TMS standard. Web Map Services may be consumed using the WMS (Web Map Service) implementation standard from the OGC. Between them, these standards enable most desktop mapping applications and web mapping APIs to consume viaEuropa services. viaEuropa tile services include Global Atlas from Europa Technologies, to provide a global context (where appropriate).

Feature services may be consumed using the WFS (Web Feature Service) standard from OGC to stream vector geometries and associated attribute data into your application(s).

viaEuropa services include Search APIs. Search APIs query datasets to return results such as a place, postcode, street name, address or UPRN (Unique Property Reference Number). Search APIs are queried using URL requests with results delivered as (Geo)JSON or XML. Queries may be spatial (by a coordinate) or index (e.g. postcode, UPRN).

Further information on viaEuropa services can be found at:

<https://www.europa.uk.com/services/viaeuropa/>

2. Free Service Trials

Free trials of viaEuropa services may be requested by contacting Duncan Hill on 01932 645560 or emailing dhill@europa.uk.com

3. Information Assurance

No level of information assurance accreditation has yet been sought. All viaEuropa services are thought to have Business Impact Level 0, IL0. The underlying infrastructure has Business Impact Level 1/2, IL1/2.

4. On-boarding & Off-boarding

viaEuropa services are RESTful services. These services may be consumed in a broad range of desktop mapping applications and web mapping APIs, including open-source clients such as OpenLayers and Leaflet. The services can also be accessed directly over HTTP and HTTPS.

Organisations/users subscribing to the viaEuropa service are on-boarded through the allocation of a unique API key. This is used to log and report usage of the service.

viaEuropa services do not store any user-generated data. As they are standard data feeds, users can switch to any other supplier or data feed at the end of their subscription period.

Off-boarding occurs automatically at the end of the subscription period. At this point the API key becomes invalid and can no longer be used to access viaEuropa services. As the services do not store any user-generated content, there is no data to extract or remove from the service.

5. Technical Support

In addition to a comprehensive online knowledgebase, technical support is available free of charge to subscribers of every viaEuropa service.

Technical support is available by phone, fax or email between the hours of 09:00 and 17:30 UK time, Monday to Friday, excluding public holidays in England. Please leave a voicemail at other times and we will return your call as soon as possible.

Telephone: 01932 64 55 55, option 2

Facsimile: 01932 64 55 00

e-mail: support@europa.uk.com

Priority technical support, including out of hours care, is available free of charge to subscribers of viaEuropa Enterprise 100 and above. This includes a dedicated support telephone number (provided with your viaEuropa API key). This number is dynamically routed to Europa Technologies office-based staff between 09:00 and 17:30 (UK time), Monday to Friday, and to an on-call mobile at all other times.

6. Pricing

viaEuropa services can be used to consume and query data from a wide range of sources.

Members of the Public Sector Geospatial Agreement (PSGA) are already licensed to utilise a broad range of Ordnance Survey datasets. A similar agreement in Northern Ireland, NIMA (Northern Ireland Mapping Agreement), provides access to OSNI data from Land & Property Services.

viaEuropa supports these datasets separately and together to provide a complete, consistent and definitive mapping service for the whole of the United Kingdom.

Organisations not included in the PSGA or NIMA must be able to demonstrate that they already have the appropriate licence agreements in place before they are able to use viaEuropa services. Europa Technologies can provide a separate quotation for Ordnance Survey and Ordnance Survey Northern Ireland data licences where required.

viaEuropa services can also be used to consume digital map data from many other sources, including British Geological Survey, HM Land Registry, JBA Risk Management and OceanWise. Prices for data licence fees for products from these sources are included in appendices at the back of the pricing document. For other datasets, we will work with you to confirm your requirements and provide a quotation using our SFIA rate card prices for the preparation of this data.

The prices in the pricing document for viaEuropa services exclude all data licence fees and data preparation fees (where applicable). A quotation is provided by Europa Technologies for all services prior to ordering.

viaEuropa services may be purchased by the month or by the year. Quantity discounts are included for annual subscriptions equating to 2 months free i.e. 12 months for the price of 10.

Subscribers exceeding the monthly quota of viaEuropa credits are charged overage for the additional services consumed calculated on a pro-rata basis using their existing tier.

Subscribers can purchase service top-ups at any point during the subscription period. Service top-ups are available in blocks of 10,000 viaEuropa credits. Prices for service top-ups are calculated on a pro-rata basis using the current subscription tier, and benefit from a 10% discount.

For full pricing details please refer to the separate pricing sheet.

7. Ordering & Invoicing Process

Free trials of viaEuropa services may be requested by contacting Duncan Hill on 01932 645560 or emailing dhill@europa.uk.com

To order viaEuropa services, please contact Duncan Hill on 01932 645560 or email dhill@europa.uk.com with your requirements. You will then receive a draft G-Cloud call-off contract and quotation against which you must raise a purchase order to subscribe to viaEuropa services. Once the call-off contract has been signed and purchase order is received, the on-boarding process will commence and the invoice for the initial subscription period will be raised.

Invoices are due for payment within 30 days. In the event of late payment we reserve the right to terminate access to the service.

8. Termination Terms

Terms and conditions for viaEuropa services are published in the “viaEuropa – G-Cloud 13 Service Agreement” document.

9. Service Roadmap

Europa Technologies plans to continue to develop the viaEuropa services, adding new functionality in response to user demand. It is expected that support for additional standards will be added in the future.

10. Service Management

The service operates IT service management principals with guidance from the Information Technology Infrastructure Library (ITIL) 2011.

11. Service Constraints

viaEuropa services are designed to deliver on-going high performance without the need for frequent maintenance. However scheduled maintenance may occur between midnight Friday and midnight Sunday UK time. During a scheduled maintenance period the service may not be available, although in most cases (e.g. data updates) the service remains available. In the unlikely event that it is necessary to schedule service downtime, users will be advised well in advance of this.

12. Performance

The service availability target is 99.9% although internal auditing indicates service availability greater than 99.999% over the past 5 years (2017-2022). Further information on service levels and service credits is included in the “viaEuropa – G-Cloud 13 Service Agreement” document.

13. Backup & Disaster Recovery

As this is a data consumption service, and no user-generated data is stored, no backup or disaster recovery service is offered.

14. Provisioning & Deprovisioning

viaEuropa services are typically available within 3 working days (Monday to Friday, excluding public holidays in England) of receiving a valid G-Cloud call-off contract and purchase order.

Unless renewed, services are deprovisioned automatically at the end of the subscription period.

15. Data Restoration / Service Migration

As these are data consumption services and no user-generated data is stored, no data restoration services are offered, and service migration is not applicable.

16. Consumer Responsibilities

Users of the viaEuropa services must abide by the terms of use, as described in the “viaEuropa – G-Cloud 13 Service Agreement” document.

17. Technical Requirements

viaEuropa services include tile services for the provision of base mapping, feature services for the provision of vector features with attribute data and gazetteer services for fast and efficient gazetteer searches.

Tile services are compatible with any desktop mapping applications and web mapping APIs able to consume WMTS (Web Map Tile Services) or XYZ/TMS data feeds. This includes Esri ArcGIS (Desktop, Pro & Enterprise), ArcGIS Online, MapInfo Pro, Spectrum Spatial Analyst, Tableau, QlikView, Cadcorp, StatMap (Earthlight and Aurora), Microsoft Bing Maps API, Google Maps API, Leaflet, OpenLayers, Oracle MapViewer and QGIS.

Web map services are compatible with any desktop mapping applications and web mapping APIs able to consume WMS (Web Map Service) data feeds. This includes MapInfo Professional, Cadcorp and QGIS.

Feature services are compatible with any desktop mapping applications and web mapping APIs able to consume WFS (Web Feature Service) data feeds. This includes MapInfo Pro, Cadcorp and QGIS.

Search APIs are compatible with any applications and APIs able to make URL gazetteer search requests and receive results as (Geo)JSON or XML.

18. Training

No training is required in the use of viaEuropa services. A comprehensive online knowledgebase is provided to show developers how to consume the services in their applications. Additional technical support is available if required.

19. Data Processing & Storage Locations

Data processing and storage for viaEuropa services are currently offered, without security accreditation, as a Public Cloud service located at data centres within the UK and EEA.

20. Utilisation Monitoring & Reporting

Europa Technologies monitors usage of viaEuropa services to provide an optimised service to subscribers. A secure portal service allows users to track their use of the service on a self-service basis.

21. Service Level Agreement

Europa Technologies offers a Service Level Agreement (SLA) for viaEuropa services with service credits for outages of 45 minutes or longer. Full details of the Service Level Agreement are included in the “viaEuropa – G-Cloud 13 Service Agreement” document.

In addition, Europa Technologies has appropriate levels of Public and Products Liability Insurance and Professional Indemnity Insurance in place.

22. Information Principles for the UK Public Sector

Europa Technologies understands the Information Principles for the UK Public Sector and applies these to this service where appropriate. As the service delivers only Ordnance Survey digital map data and does not allow the creation and storage of user-generated content (UGC) or other public information the Information Principles only apply in a limited context. However, Europa Technologies puts particular emphasis on the following Information Principles:

- 1. Information is a Valued Asset**
- 2. Information is Managed**
- 3. Information is Fit for Purpose**
- 4. Information is Standardised and Linkable**
- 5. Information is Re-used**

23. Government ICT Strategy

Europa Technologies understands the Government ICT Strategy and has aligned this service to it. The service supports the specific aims of the strategy, as described below.

Reducing waste and project failure, and stimulating economic growth

By developing a re-usable map service, Europa Technologies is enabling government to avoid the unnecessary wastage that occurs when identical duplicate services are developed.

Creating a common ICT infrastructure

The service developed by Europa Technologies uses defined standards that allow the service to be consumed by a broad range of applications and APIs using a common ICT infrastructure.

Using ICT to enable and deliver change

The viaEuropa service is quick and easy to integrate into applications, enabling organisations to respond rapidly to changing requirements and user needs.

Appendix A: Support for Ordnance Survey and Ordnance Survey Northern Ireland digital mapping products

Ideal for PSGA & NIMA Members – viaEuropa is a cost-effective way to access content covered by the Public Sector Geospatial Agreement (PSGA), including OS MasterMap® Topography Layer, OS VectorMap® Local and OS OpenData. Selected Ordnance Survey raster products are also available. Under the PSGA, most Ordnance Survey map data is available free at the point of use. viaEuropa makes it easy to consume this data. A similar agreement in Northern Ireland, NIMA (Northern Ireland Mapping Agreement), provides access to OSNI data from Land & Property Services. viaEuropa supports this data to provide a complete, consistent and definitive mapping service for the whole of the United Kingdom.

viaEuropa tile services include Global Atlas from Europa Technologies, together with OS OpenData, OS VectorMap Local and OS MasterMap Topography Layer for the whole of Great Britain.

Feature services may be consumed using the WFS (Web Feature Service) standard from OGC to stream vector geometries and associated attribute data into your application(s). Feature services support products including OS MasterMap and OS AddressBase.

viaEuropa services also include APIs to enable powerful searches by address, UPRN, postcode, street and others to your applications using authoritative datasets such as AddressBase Premium and OSNI Pointer. APIs are queried using URL requests with results delivered as (Geo)JSON or XML.

Free trials of viaEuropa services are available by contacting Duncan Hill on 01932 645560 or emailing dhill@europa.uk.com

Appendix B: Support for British Geological Survey (BGS) data

viaEuropa services may be used to consume various geological datasets from British Geological Survey. These may be visualised through mapping services and queried through API services.

viaEuropa can support BGS data including: BGS GeoSure (all themes), BGS GeoSure: Collapsible deposits, BGS GeoSure: Compressible ground, BGS GeoSure: Landslides, BGS GeoSure: Running sands, BGS GeoSure: Shrink swell, BGS GeoSure: Soluble rocks, BGS Geology 50k, Radon Potential, BGS Mineral resources, BGS Infiltration SuDS-Detailed and BGS Infiltration SuDS-Summary.

viaEuropa support for this data is subject to licensing terms and conditions.

Appendix C: Support for HM Land Registry digital map polygons

viaEuropa services may be used to consume enhanced versions of INSPIRE polygons and National Polygon Data (NPD) from HM Land Registry. These may be visualised through mapping services and queried through API services.

An enhanced version of the INSPIRE polygons dataset is available to all viaEuropa users. An enhanced version of the NPD dataset for England and Wales is available subject to terms from HM Land Registry and an additional service fee.

viaEuropa support for this data is subject to licensing terms and conditions.

Appendix D: Support for JBA UK Flood Maps

viaEuropa services may be used to consume the UK Flood Map from JBA Risk Management. It may be visualised through mapping services and queried through API services.

viaEuropa support for this data is subject to licensing terms and conditions.

Appendix E: Support for OceanWise marine and coastal data

viaEuropa services may be used to consume various marine and coastal datasets from OceanWise. These may be visualised through mapping services and queried through API services.

viaEuropa support for OceanWise data includes: Raster Charts, Raster Charts XL and Marine Themes vector data.

viaEuropa support for this data is subject to licensing terms and conditions.

Appendix F: Support for Aerial Photography Great Britain (APGB) imagery

APGB services are available through our award-winning viaEuropa platform. The services include enterprise-grade access to all Aerial Photography Great Britain content, including 25cm/12.5cm aerial photography, colour infrared imagery and Digital Terrain Model (DTM) / Digital Surface Model (DSM) layers. viaEuropa provides easy, reliable and improved access to this portfolio of key geospatial products.

viaEuropa support for this data is subject to licensing terms and conditions.

Appendix G: Support for Royal Mail PAF data

Our viaEuropa service provides access to PAF-based data products as a high-performance, reliable and secure Application Programming Interface (API). In addition to PAF, extension products are now provided including Multiple Residence (MR) and Not-Yet-Built (NYB). These combine to form an authoritative database of over 32 million address records which can be used for interactive search and data cleansing.

Our PSL services allow software to retrieve PAF data using a well-defined, consistent and programmatic method for performing queries. Public Sector organisations of all sizes can use APIs to transform and streamline their business processes.

viaEuropa services are lightning fast and support concurrent requests. This makes the API suitable for real-time applications where response time is critical.

viaEuropa support for this data is subject to licensing terms and conditions.