



G-Cloud 13 Service Definition



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Document History

Version	Author/s	Edits
0.1	Duncan Hill	Initial draft
1.0	Warren Vick	Responses confirmed
1.1	Warren Vick	Minor updates for G-Cloud 12
1.2	Duncan Hill	Minor updates for G-Cloud 13

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Acknowledgements

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1. Service Description

Europa Data Vault is a managed data delivery platform supporting OS data products, including OS MasterMap Topography Layer, OS VectorMap Local and AddressBase, as included in the Public Sector Geospatial Agreement (PSGA). The service delivers the latest version of each product. Data is available in a broad range of spatial data formats and delivered by secure download. 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.

Europa Data Vault supports the following data formats:

GIS formats: GeoPackage, MapInfo TAB*, MapInfo TAB Extended, Esri Shapefile*, Esri File GeoDatabase, PostGIS backup

CAD formats: AutoCAD (Real)DWG*, AutoCAD DXF*

Non-spatial formats (for AddressBase): CSV, TSV

* Note that these formats may be unsuitable for large data deliveries. Please contact Europa Technologies for further information.

Support for alternative formats is also possible. We have the ability to support over 200 spatial and non-spatial data formats. Please contact Europa Technologies if you require support for a format that is not listed above.

Support for custom datums and projections is also possible. Please contact Europa Technologies if you require support for a custom datum or projection.

Europa Data Vault access is purchased annually. You may choose when to download the specified number of updates.

Service features

- Managed service for Ordnance Survey digital map data supply
- Secure access to your OS data entitlement under PSGA
- Download data for any area in Great Britain
- Includes OS MasterMap Topography Layer and AddressBase Premium
- Data supplied in all popular GIS and CAD formats
- Supports every update, including change-only updates
- Secure delivery platform

Service benefits

- Never miss another OS data update
- Support users of legacy applications
- Support bespoke projects
- Reduce internal data storage requirements
- Designed for Central Government, Local Government, Emergency Services and others
- Save effort of maintaining local Ordnance Survey data holdings

- Supports the Public Sector Geospatial Agreement (PSGA)
- Save costs of expensive data translation tools
- Safe, secure offsite archive

Further information on Europa Data Vault can be found at <https://www.europa.uk.com/europa-data-vault>

2. Free Service Trials

Free trials of Europa Data Vault 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 Europa Data Vault 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

Europa Data Vault is a managed data delivery platform for spatial data.

Organisations/users subscribing to Europa Data Vault are on-boarded through the creation of an account. This is used to log and report usage of the service.

Users are presented with a very simple, intuitive interface so no formal training is required. Instructions are provided by email with each download link.

Europa Data Vault does not store any user-generated data. As it provides standard data downloads, users can switch to any other supplier at the end of their subscription period.

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

5. Technical Support

Technical support is available free of charge to users of Europa Data Vault.

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

6. Pricing

Europa Data Vault is a managed data delivery platform for spatial data.

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.

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 Europa Data Vault. Europa Technologies can provide a separate quotation for Ordnance Survey and Ordnance Survey Northern Ireland data licences where required.

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

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

7. Ordering & Invoicing Process

To order Europa Data Vault, please contact Duncan Hill on 01932 645560 or email dhill@europa.uk.com with your requirements. You will then receive a draft call-off contract and a quotation against which you must raise a purchase order to subscribe to Europa Data Vault. 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 Europa Data Vault are published in the “Europa Data Vault – G-Cloud 13 Service Agreement” document.

9. Service Roadmap

Europa Technologies plans to continue to develop Europa Data Vault, adding new functionality in response to user demand. It is expected that support for additional formats 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

Europa Data Vault is 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 a service availability at greater than 99.95%. Further information on service levels is included in the “Europa Data Vault – G-Cloud 13 Service Agreement” document.

13. Backup & Disaster Recovery

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

14. Provisioning & Deprovisioning

Europa Data Vault is typically available within 3 working days (Monday to Friday, excluding public holidays in England) of receiving a valid purchase order (or receiving payment from non-credit accounts).

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

15. Data Restoration / Service Migration

As this is a data delivery service and no user-generated data is stored, no data restoration services are offered, and service migration is not applicable.

16. Consumer Responsibilities

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

17. Technical Requirements

Europa Data Vault supports the following data formats:

GIS formats: GeoPackage, MapInfo TAB*, MapInfo TAB Extended, Esri Shapefile*, Esri File GeoDatabase, PostGIS backup

CAD formats: AutoCAD (Real)DWG*, AutoCAD DXF*

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Support for custom datums and projections is also possible. Please contact Europa Technologies if you require support for a custom datum or projection.

18. Training

Users are presented with a very simple, intuitive interface so no formal training is required. Instructions are provided by email with each download link. Support is available if required.

19. Data Processing & Storage Locations

Data processing and storage for Europa Data Vault 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 Europa Data Vault to provide an optimised service to subscribers.

21. Service Level Agreement

Europa Technologies offers a Service Agreement for Europa Data Vault. Full details of the Service Agreement are included in the “Europa Data Vault – 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 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 standard formats that allow data to be consumed by a broad range of applications and APIs using a common ICT infrastructure.

Using ICT to enable and deliver change

The service supports a broad range of technologies, enabling organisations to respond rapidly to changing requirements and user needs.