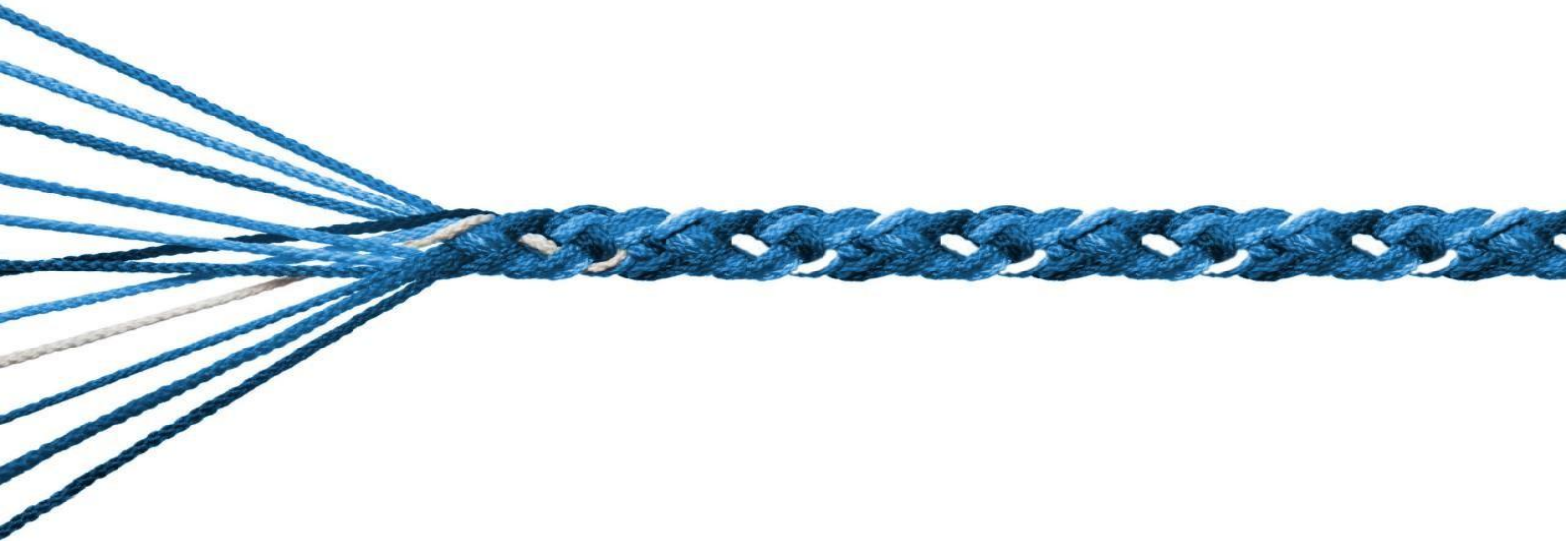




Directory UK Open Referral API

Service Definition

September 2026

Commercial in confidence

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Introduction

Service Description

The Directory UK Open Referral API allows customers to share their Directory content with third-party partners and suppliers.

The Directory UK Open Referral API will be delivered from a third-party platform, supplied by Google. The Idox Directory data will be securely transferred to a Google data centre in the UK - Google Region: London.

By opting to utilise the Idox Directory API, customers also consent to adhere to Google Cloud's Terms of Service, which can be reviewed in detail at the following link:
<https://cloud.google.com/terms>.

Under the Idox Directory API license, customers can be granted up to five unique API production keys that may be shared with third parties.

We retain the right to closely monitor the usage of production API keys and may impose restrictions as deemed appropriate. It is assumed under the Idox Directory API License that each Production API key will be invoked no more than two times within a 24-hour period.

Additionally, the Idox Directory API license includes 1 UAT API key intended for testing and development purposes. We reserve the right to closely monitor the usage of UAT API keys and to impose restrictions if necessary.

Directory Module	Notes	Benefits
UK Open Referral API	Pricing for the API is based on the number of channels on the Directory Hub	Easily share service information from your directory with other third-party websites.

Managed Services and Security

Data Protection Standards and Procedures

We are committed to high standards of information security, data protection, privacy and transparency and our systems and processes are compliant with applicable GDPR regulations. As a data processor, we place a high priority on protecting and managing data in accordance with accepted standards including our certified ISO 27001 Information Security Management System (ISMS), Cyber Essentials and Cyber Essentials plus certifications.



Hosting Infrastructure

Our Directory Platform is hosted utilising a private cloud infrastructure.

The primary hosting location for the data is in London. All servers and equipment in the racks are owned and administered by Idox. No data is held outside of the UK.

The Directory UK Open Referral API will be delivered from a 3rd party platform, supplied by Google. Your Idox Directory data will be securely transferred to a Google data centre in the UK - Google Region: London.

Data Back-Up and Restoration

We recognise that the backup and maintenance of data is critical to the viability and continued operation of customer organisations. It is therefore essential that certain basic standards are followed to ensure that data integrity is maintained. Our Database Backup policy covers all data contained on servers in their data centres. The purpose of this policy is to:

- Safeguard information assets and prevent the loss of data in the case of an accidental deletion or corruption of data, system failure, or disaster.
- Permit timely restoration of information and business processes, should such events occur and manage and secure backup and restoration processes and the media employed in the process.

The IT Backup systems have been designed to ensure that routine backup operations require no manual intervention. The Idox Server Team monitor backup operations and the status for backup jobs is checked during the working week. This policy allows us to back up and restore in line with our 24/72 hour RPO/RTO target.

Business Continuity Plan (BCP)

Our Business Continuity Plan (BCP) provides a course of action for the assessment of a significant disruption to the business and for the continuation of the business following such an event. In accordance our ISO22301:2019 certification, our BCP meets the requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve our documented management system to protect against and reduce the likelihood of incident occurrence and to prepare for and respond to incidents when they arise.

Privacy by Design

The software is web based and accessed via a unique and secure URL.

As part of our secure development and deployment processes, we undertake periodic internal security/vulnerability testing of our web applications and network infrastructure to ensure that exposure to known vulnerabilities is minimised. Testing is carried out systematically using industry standard software. The system is also subject to annual external penetration testing.

Accessing the Service

Ordering and Invoicing

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.

Pricing Overview

Please see our pricing document

On-Boarding

The following services are included as required during implementation:

- Web development
- Design
- Project Management

Please see the Pricing document for further information on implementation services/costs.

As well as the software itself, we can provide a range of additional, complimentary Professional Services to help with the onboarding of users, these are listed separately on G-Cloud 15. Services are delivered remotely as standard.

Data Migration

As a method of accessing a customer's own data, there is no anticipated data migration as part of on-boarding the API connection.

Training

Documentation is provided.

Customers must have the required working API knowledge and expertise to utilise the data connection in this format and for their needs. Therefore, formal training is not provided.

Service Management

Under the terms of the annual subscription agreement, technical support is provided by our Service Desk. The Service Desk is operational from 09:00 to 17:00 Monday to Friday, excluding England and Wales Public & Bank Holidays.

Support Requests can be logged 24/7 via our customer portal or email and by phone during the service hours. More information can be provided on request regarding our response and fix times.

The annual subscription agreement also provides ongoing maintenance of the solution - this includes all system patches, updates and upgrades as part of the managed service provision. The expected regularity of this work will be in line with customer and business needs and not undertaken without prior agreement from the customer. Updates include legislative changes.

Service Levels

As standard we typically guarantee 99.5% availability during working hours per 30-day period. Our system is designed for high availability. We provide a highly redundant, load balanced environment with scalable bandwidth on demand. Outages are reported via the Idox Service Desk.

Our SLA for support (providing response and fix times) is available during the G-Cloud clarifications process or on request.

Service Credits

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

Outage and Maintenance Management

Upgrades and maintenance are scheduled on weekdays (Monday – Friday) outside core business hours (09:00 – 17:00) to minimise service disruption.

Notice of these activities is given at least two weeks in advance (unless reduced notice is unavoidable) by email to designated local authority contacts.

In the unlikely event of an unexpected system outage, our response and fix times are detailed in our SLA and available during the G-Cloud clarifications process or on request.

Off-Boarding

Contract termination will be as detailed in the G-Cloud contract. At the end of the contract the API connection will be decommissioned.

As a method of accessing a customer's own data, there is no anticipated need for a transfer of data as part of off-boarding the API connection.

Customer Responsibilities

Project responsibilities:

- To provide dedicated point of contact/s during implementation and for arranging project tasks.
- Working API knowledge and expertise.

Business as usual (BAU) responsibilities:

- Working API knowledge and expertise
- To administer the platform as the data controller.
- To set up and maintain a process for supporting partners with whom the connection is shared or intended.
- To provide point of contact/s to receive product information (e.g. upcoming updates, forums, consultations).

Technical Requirements

Client-Side Requirements

The API for the Directory Platform is delivered using the Open Referral UK standard <https://openreferraluk.org>.

Customers must have the required working API knowledge and expertise to utilise the data connection in this format and for their needs.

Account Management and Ongoing Development

After Sales Account Management

We provide numerous customer engagement channels that may include (subject to change):

- Annual Customer Collaboration Conference
- Customer Collaboration Forum
- Working Groups
- Site visits

Performance Monitoring

A monthly service management report is provided which covers hosted infrastructure availability, request management (service desk activity against the service level agreement) and disk space usage.

Development Lifecycle of the Solution

The API for the Directory Platform is delivered using the Open Referral UK standard <https://openreferraluk.org>.

Maintaining this standard will be factored into the over-arching Directory Platform product development roadmap.

Upgrades to a live system, where they must occur on a working day (Monday – Friday), are completed before 09:00 or after 17:00. A maintenance window is also available on a Saturday morning 10:00 – 12:00. Advanced notice is provided where this window must be utilised.

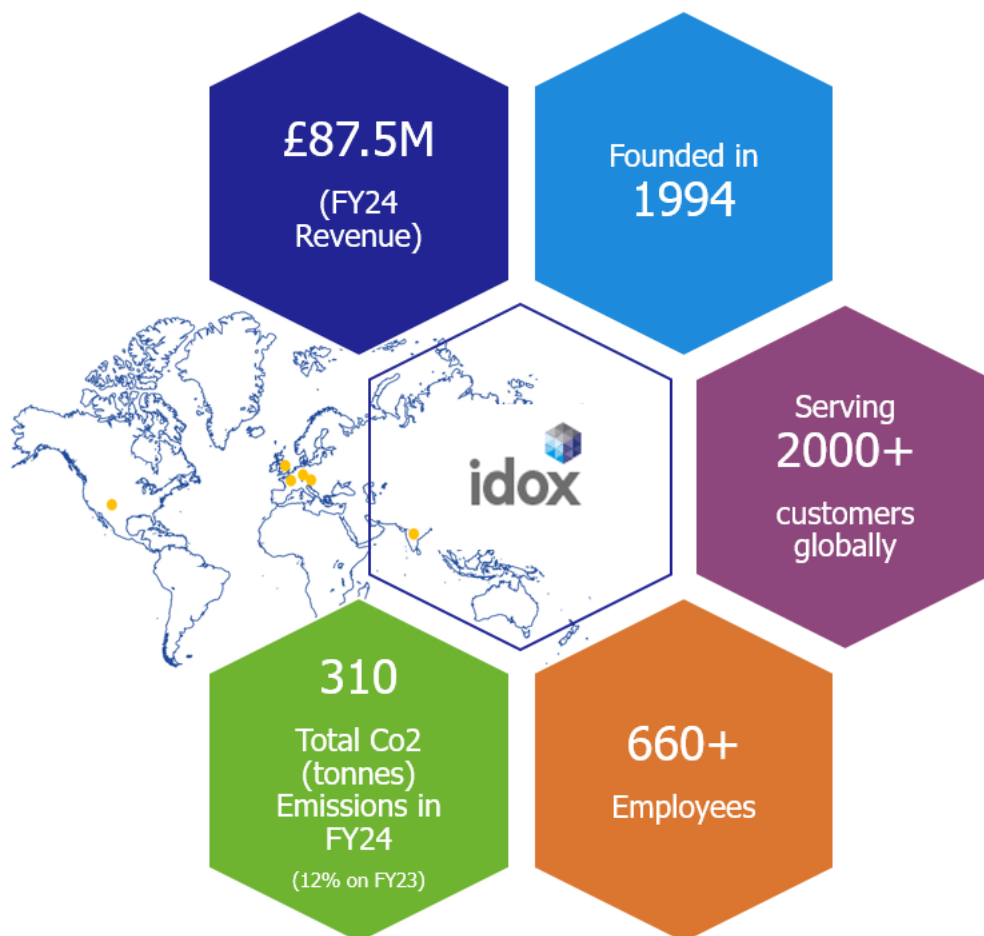
About Idox

As a UK based organisation with a long and enduring history supporting government in the UK and around the world, we design the smart digital solutions that help public sector organisations work better, stay compliant, and engage more effectively with citizens.

Our platforms are secure, scalable, and built to meet UK government standards. They support accessibility and strong data protection, following GDPR and ISO-certified processes. This means organisations can modernise services, optimise costs, and deliver better outcomes for their communities.

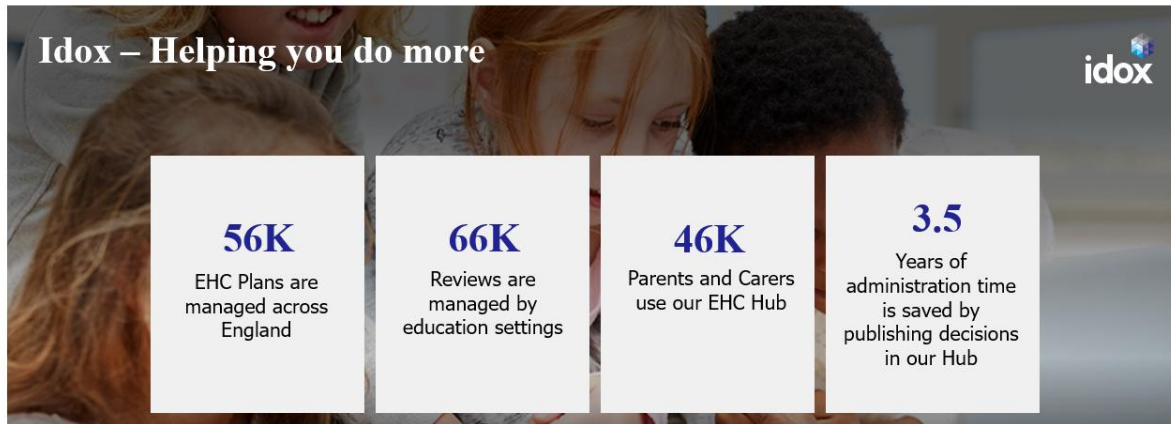
We make it easy for public sector teams to access our full range of services (cloud software, and support) through the Digital Marketplace. This streamlined approach saves time and removes the complexity of traditional procurement.

With a strong presence across the UK and over 650 colleagues, we are a trusted partner for digital transformation, bringing proven expertise, reliable technology, and a commitment to helping organisations achieve their goals. Whether it's improving efficiency, meeting regulatory requirements, or creating better experiences for citizens, we are here to empower you to *do more*.



Social Care Solutions

Delivered as software as a service (SaaS), our hubs and portals enable self-service and provide efficient and easy access to family, children's and special educational needs and disabilities (SEND) services.



Improve access to services and **achieve better outcomes** with Idox information, advice and guidance for social care and SEND

Social Value

We are dedicated to running a business that both helps our customers do more and is good for everyone, our customers, our employees, and the world around us.

Here's how we make a positive impact:

- **Helping communities and the environment:** Our software makes government services better, from planning to health care, making life easier for people and looking after the environment.
- **Investing locally:** We give back to local communities through donations and we support local charities with our MyFunding Central platform which provides smaller local charities and voluntary organisations with free access to thousands of grants and social investment opportunities from local, national, and international funding sources.
- **Supporting local charities:** We help our customers give back to their communities by supporting local charities. Our employees also get involved through volunteering to support local communities and charity projects.
- **Protecting the environment:** We're already a naturally low emission business but we've committed to further reducing our carbon footprint, aiming to be carbon neutral by 2040. We cut down on energy use, limit travel, promote eco-friendly practices and have adopted the three scopes of the Greenhouse Gas Protocol (GHG) across our business.
- **Doing the right thing:** We believe in fairness and respect for everyone. Our workplaces are inclusive and safe, with fair pay and opportunities for growth and we prioritise diversity, employee well-being, and security in everything we do. Our employees benefit from our extensive range of employee benefits and family friendly working policies as well as leadership training and employee advocacy groups such as Idox Elevate, Pride@Idox, Neurodiversity@Idox, and Workplace Wellbeing.
- **Meeting standards:** We hold ourselves to high standards, with certifications like ISO27001 and ISO14001. We're committed to ethical business practices, including no tolerance for slavery in our supply chain, and prompt payment to suppliers either in line with Public Procurement Contract Regulations 2015 and its amendments or within 45 days.



Case Studies



Idox. Do more.

“ —

I'm genuinely delighted that Idox is applying the Open Referral UK standard.

This should appeal to councils signed up to the Local Digital Declaration and committed to more efficient data sharing.

I look forward to seeing more standard-compliant open data feeds from councils using Idox systems.

Mike Thacker
Open Referral UK



Contact us

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