



Service Definition

Funding and Policy Information Portals

September 2026

Commercial in confidence

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Introduction

Service Description

Our team of information and intelligence professionals produce timely information, content and knowledge services to support decision making for the public sector. We 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 can draw on recognised specialisms across our group.

We provide off-the-shelf funding portals for internal use by organisations seeking up-to-date and comprehensive coverage of external funding and policy information and to support partnership working. This suite of products, which combine intuitive search interfaces and dynamic and fully maintained content includes GrantFinder and associated modules Policy Match and PolicyExplorer and The Knowledge Exchange.

GrantFinder

GrantFinder is the leading funding database in the UK covering local, national, and international sources of funding. The database brings together external funding opportunities from across the UK, supported by a newsflash service, auto alerts and authoritative bulletins. This user friendly, time-saving platform is proven helps customers to unlock millions of points worth of support.

The database is made up of extensive funding opportunities, which cover support for a wide range of project activities, including business support, the arts, sport, education, housing, crime and rehabilitation, the environment, health, social welfare, local initiatives, capital investment and much more.

For a cost-effective subscription, GrantFinder offers all of the following and more:

- **Access to over 8,000 funding opportunities:** Via the most expansive database in Europe.
- **Real time fund and news alerts:** As soon as we know about a new funding opportunity or change, so do our customers.
- **Precise funding searches:** Using our user friendly and intuitive search functionality to quickly identify relevant funding opportunities.
- **Simple synopsis:** View an easy-to-read synopsis of each funding opportunity to quickly check eligibility before selecting the full details, saving time when searching.
- **Email alerts:** Receive automatic updates on saved searches that alerts users to new or updated funds relevant to their profile.
- **Bespoke reports:** Tailored reports are simple to create and share with colleagues and third parties.
- **Workgroups feature:** The opportunity to create and manage designated groups of people within a funding community, ensuring information is circulated to those who need it.
- **Interactive Update Bulletin:** That pulls together all reported funding, allowing users to define the information of most value to them to create tailored funding communication.

- **Integrated, optional policy modules:** PolicyMatch and PolicyExplorer.

The Knowledge Exchange

Housing over 250,000 policy-related resources, including extensive coverage of reviews, research and white papers, The Knowledge Exchange (TKE) provides the ultimate one-stop shop for anyone wanting to understand how wider policy is impacting the funding landscape.

Whether working at local, national or international level, customers can use The Knowledge Exchange to help stay up to date with the latest thinking on all the big policy issues including those relating to education, business development, regeneration and housing, climate change and social care.

This user-friendly and time-saving platform is proven to provide users with the evidence and insight they need underpin their work as policy makers, researchers or front-line staff. The database's extensive resources cover all areas of public policy are available at the users' fingertips for a cost-effective subscription. The service includes:

- **Access to our specialist database:** Across all aspects of UK public and social policy.
- **Precise research searches:** Using our friendly and intuitive search functionality to quickly identify appropriate resources.
- **Simple synopsis:** Access to easy-to-read summaries of each report or article that enable users to quickly check the relevance, saving time when searching.
- **Email alerts:** Receive automatic updates on saved searches that alert users to new or updated resources relevant to their profile.
- **Case studies:** The opportunity to learn from best practice and examples of policy implementation from across the UK.
- **CPD and learning:** Supporting the development of staff in roles and careers.
- **Briefings for clients:** Summaries of recent resources on topical policy issues.

Value Proposition

When partnering with Idox our customers benefit from:

- **Our position as the UK's largest provider of funding and policy information.** We sell to over 600 clients across the UK, providing over 30,000 grant reports and policy documents across a huge breadth of programmes.
- **Our expertise in providing complex data feeds** and information into a wide range of systems.
- **Our expertise as a technical solutions provider**, especially active in database and website development and our commitment to ongoing product development.
- **Our unique skill set, combining qualified information specialists and staff with news copywriting and journalistic skills.** These skills ensure that we can search, select and present information in a way that is appropriate for end-users and is engaging and relevant.

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

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. Our data centre is Tier 3 and located in the UK. The data centre infrastructure is compliant to the following standards:

- ISO 9001
- ISO 14001
- ISO 27001.

Data Back-Up and Restoration

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, we 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, upon the request of our customer, we will provide a full disaster recovery test no more than once every 18 months.

Business Continuity Statement / Plan

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

Our service is built according to Privacy by Design principles, ensuring that data protection considerations are embedded throughout the entire product lifecycle.

We collect and process only the data necessary to deliver the service. All features are reviewed to ensure personal data use is limited, justified, and aligned with documented purposes.

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 the associated pricing document.

On-Boarding

Funding and information portals are integrated solutions involving data licensing and associated technical platform.

Service Management

The solution is delivered SaaS, hosted and maintained by Idox. We operate an organisation wide ISMS which is certified to ISO27001 standard.

Service Levels

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

Service Credits

We do not offer service credits as part of our standard service model. Instead, we focus on maintaining high service availability and transparent communication to minimise disruption for customers. Our approach includes:

- Clear uptime commitments documented in our service definition.
- Robust monitoring and incident management to resolve issues quickly.
- Transparent reporting via our status page and incident communications.
- Continual improvement processes to reduce the likelihood of recurring issues.

Outage and Maintenance Management

We operate a structured and transparent approach to outage and maintenance management to ensure service reliability, minimise disruptions, and provide customers with timely information. Planned maintenance windows are scheduled outside peak hours, and we follow a formal change management process. Our platforms are continuously monitored to track performance and availability, and we have an incident response procedure to deal with unplanned outages.

Off-Boarding

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 and will follow one of two options:

- An orderly exit plan, which occurs at the natural expiry of the contract.
- 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, we 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. Exactly 30 days after notice to terminate has been served we will cease to support the customer service and it will remain the customer's responsibility to ensure that the appropriate new infrastructure is in place to support any of the functions previously provided by the service.

Technical Requirements

Client-Side Requirements

To access the hosted application customers simply need a reliable internet connection (e.g. bandwidth of at least 10MB up and 10MB down), ideally with HTTP traffic prioritisation on the Provider's traffic so that general network traffic does not interfere with latency times. As your provider, we can take no responsibility for the provision of the internal network on the customer side.

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.

Account Management and Ongoing Development

Development Lifecycle of the Solution

We are committed to building a collaborative and lasting relationship with our customers to deliver maximum return on their software investment for years to come.

Therefore, as part of the delivery of this solution, we will appoint a dedicated Account Manager to act as the first point of contact for ongoing contract delivery, improvement, monitoring and management processes. They will also handle any specific service issues and meet with their customers at the outset of the relationship and regularly thereafter to understand what is important to their business, their objectives and how they can best support them to achieve maximum return on the investment they have made in our solution.

Our Account Managers also ensure we have two-way discussion with our customers to develop our 3-year product roadmap to reflect customer requirements and market position. We will provide access to our active online forum / user group ideas@idox, a web-based ideas portal for customers to raise ideas for enhancements directly to the Idox product team. The hub gathers ideas from all GrantFinder customers in one place. It has proven to be a great platform for ensuring improvements to our products deliver the most value across the broadest section of our customer base.

We listen to both positive feedback on product features we've introduced and constructive criticism on functionality that is needed to ensure our solutions stay relevant for our customers.

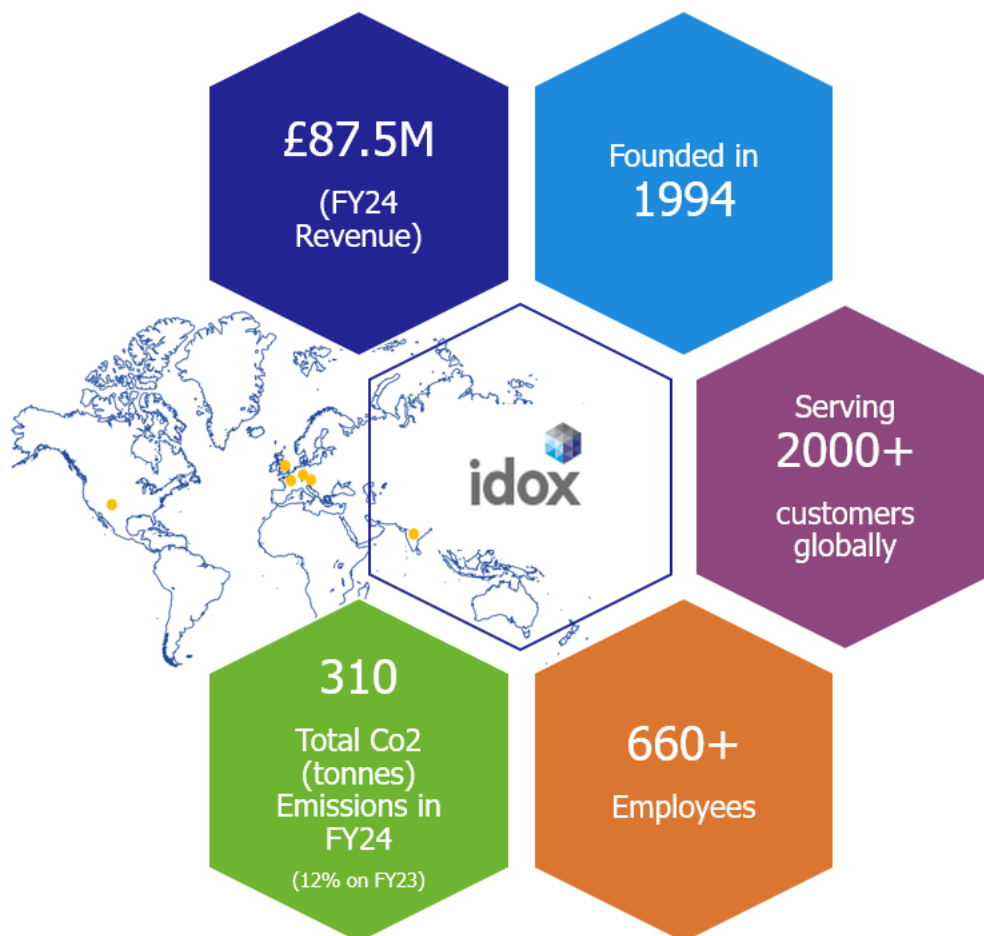
About Idox

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*.



Giving Back to Communities through Social Value

We are dedicated to running a business that helps customers *do more*, while creating a better world for everyone, our customers, our employees, and the environment around us.





In the summer of 2025, two of our colleagues used their paid volunteering day to support the North West area final of The Learning Partnership's 'Race to the Line' STEM programme. Local school children had been busy all year designing and building their racing cars and developing the STEM skills that will prepare them for the well-paid jobs of the future. Our colleagues were on hand to support the smooth running of the event and lend a hand to the students on this important day.

"We were really impressed to see the work that had been done, the children clearly loved the project and the final races proved highly competitive!"

Idox. Do more.

Here's how we help to make a positive impact:

- **Helping communities and the environment:** Our software makes government services better for people and the environment. Whether it is helping local authorities to plan and build towns and cities where people can thrive, providing the locations that the emergency services need to get to those in need faster or supporting the adaptive management of our conservation areas, Idox software products are making lives better throughout the UK, every day.
- **Investing locally:** We give back to local communities by supporting charities that are local to our customers with donations and access to funding opportunities to unlock investment where local people need it most.
- **Connecting our colleagues with causes that matter:** Every colleague at Idox is entitled to take a paid volunteering day each year to support local communities and charity projects that matter to them and their communities.
- **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. <https://www.idoxgroup.com/wp-content/uploads/Cabinet-Office-Carbon-Reduction-Plan-Template-Report.pdf>
- **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.

Throughout our business we hold ourselves to a high standard. We are committed to ethical business practices, including a zero-tolerance approach to modern slavery throughout our supply chains and prompt payment in line with the Public Procurement Act 2023. Our systems and processes are certified to the highest standards including:



Contact us

Jen Roberts – Head of Bids

Email: frameworks@idoxgroup.com

Telephone: 0333 011 1200

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Idox. Do more.