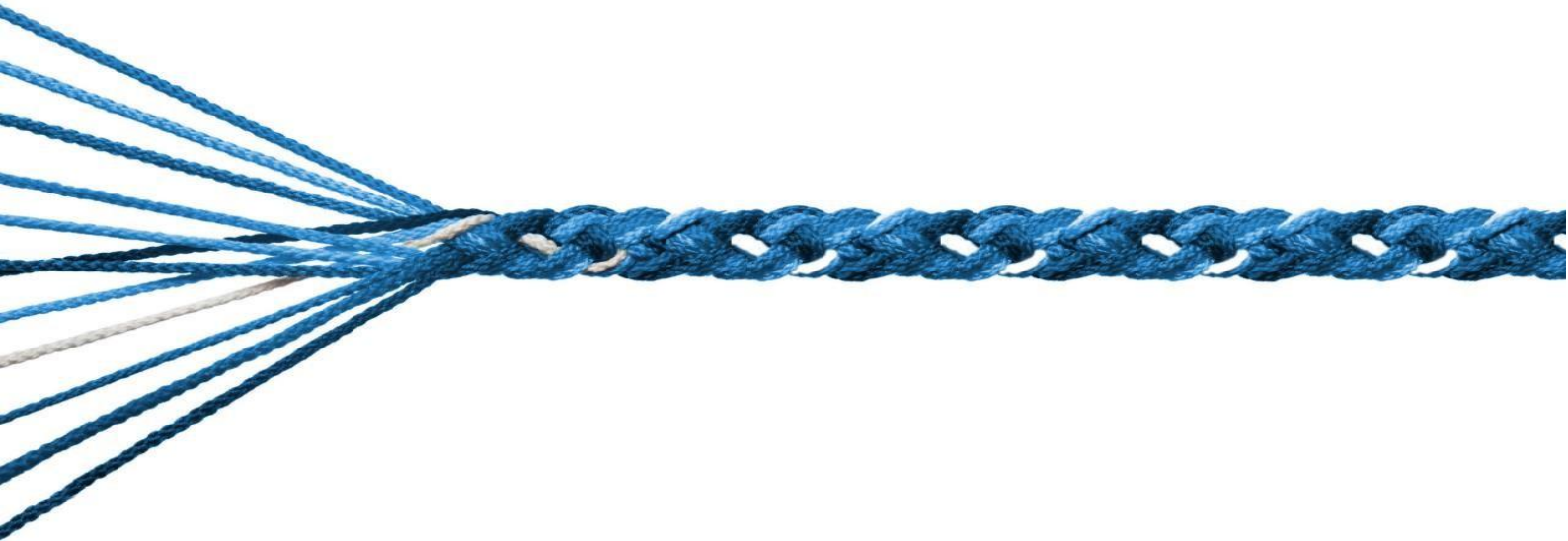




Service Definition

**National and Bespoke Funding and Policy Content
Solutions**

September 2026

Commercial in confidence

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Introduction

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.

Service Description

Our service includes customisable national or regional content and software solutions as follows.

Product	Description	Key Features	Service benefits
Customisable funding portals	Custom-built funding search tools that can be easily integrated into existing websites to offer an enhanced service to users. Portals can adopt customer branding or develop new brand identities as required. Users are given free access to a tailored searchable database containing all funds relevant to their specific location, type of organisation or industry.	Customisable portals, corporately branded and seamlessly integrated into existing websites. Customisable content tailored to specific locations, organisations and industries.	Expands and enhances each customers' funding service range to suit their members. Fully maintained by a dedicated team of research experts.
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 the Idox content processes. Fully maintained by a dedicated team of research experts.
Content and software hybrid solutions	Custom-built to deliver customer specific	Customised to customer requirements.	Efficient solution to meet each

Product	Description	Key Features	Service benefits
	requirements, while leveraging our software and content expertise.	Ongoing support from our Project Management team. Fully hosted and maintained. Flexible solutions.	customers strategic requirements. Cost-effective provision of support. Support the wider business, community and public sector. Access to our large content resource pool.

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. The data centre infrastructure is compliant to the following standards:

- ISO 9001
- ISO 14001
- ISO 27001.

Our data centre is Tier 3 and located in the UK.

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.

Data Back-Up and Restoration

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, on request 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 our pricing document.

On-Boarding

We deliver a wide spectrum of projects and services based on each customer's specific requirements. Examples include tailored XML feeds and integrated solutions involving data licensing and associated technical platform.

We 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
- An issue log

We will endeavour to utilise the customers 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.

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.

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 prioritise user onboarding to ensure that new users can quickly and confidently begin using our solutions. Our intuitive user interfaces are designed with simplicity in mind, minimising the learning curve. For personalised help, users can submit questions via the chat mechanism or directly to your named Account Manager.

We ensure that our solutions are developed in close collaboration with our customers, using their feedback and the latest technology, particularly AI, to keep you moving forward. We facilitate the ability for our customers to feed ideas into our roadmap. The result is a flexible, user-focused platform that delivers up-to-date content and evolves based on real-world requirements and ensuring customer needs are recognised.

We work to a three-year product roadmap and strategy, enabling Account Managers and Product Forums to keep all of our customers informed of upcoming enhancements on a rolling basis and to provide a vision of the future direction of the platform. which enables us, via your Account Manager and Product Forums to keep you informed on a rolling basis of upcoming enhancements and give a vision for the future direction of the platform.

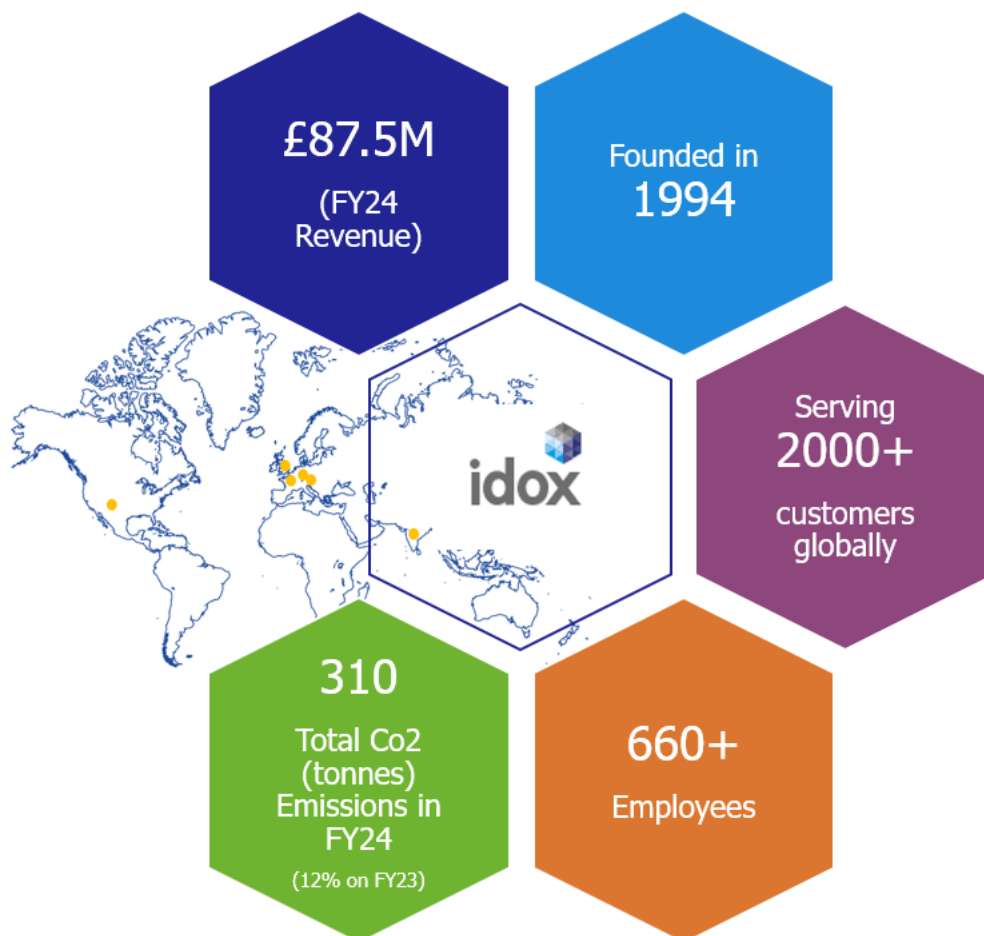
About Idox

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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