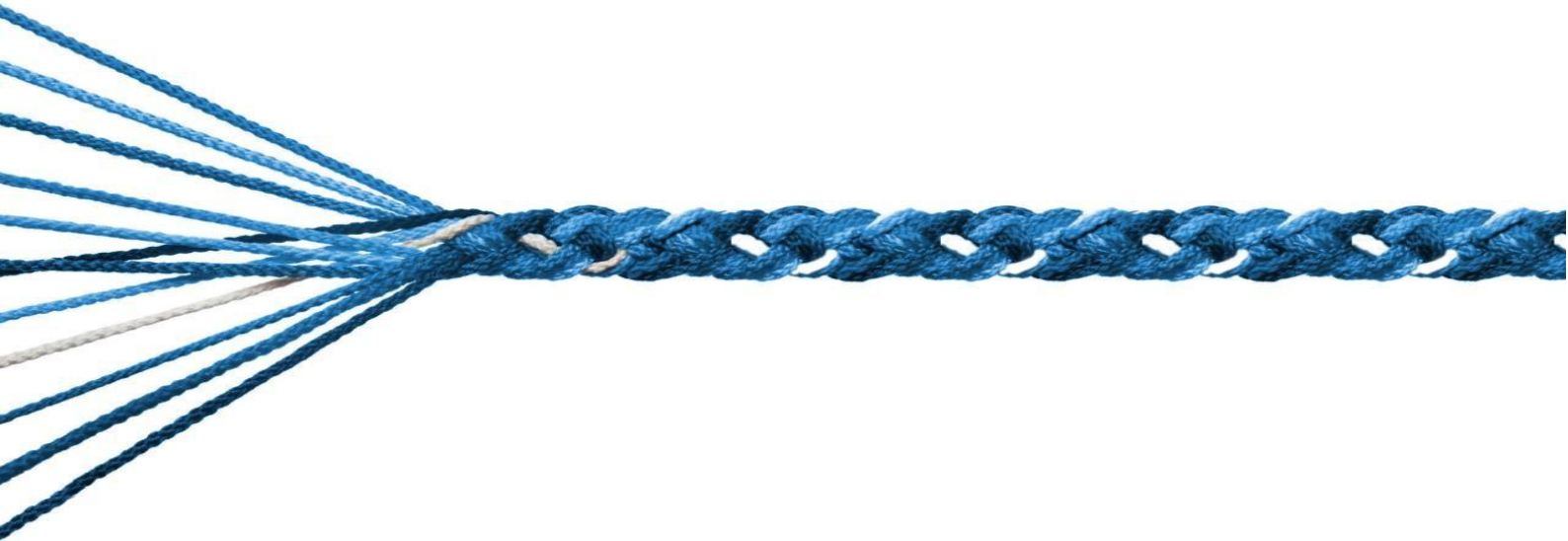




Apollo UTMC Command & Control

Service Definition

September 2026

Commercial in confidence

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Introduction

Service Description

Apollo is an asset and fault management system which integrates with existing systems (such as UTMC, UTC, RMS, Wisnet) to allow faults to be identified automatically with no manual intervention and processed automatically through to an Engineer.

Idox Apollo solution features:

- Integrate with UTMC compatible systems to collate all business ITS system faults.
- Automatic incident creation when a device reports a fault.
- Manual incident/fault creation.
- Manage internal and external Field service maintenance teams.
- Full workflow process to manage faults/incidents.
- Upload and associate files with incidents/faults such as RTA/knock-down images.

Associated Services

We provide Argonaut which integrates all types of transport-related IOT devices and third-party systems including UTC to enable automated road network intervention rules.

Argonaut can provide the asset listing of all devices in the Apollo Fault Management System (FMS).

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

The system is hosted within our state-of-the-art Tier 3 hosting environment, with features including:

- Cisco firewall
- SSL protection
- Intrusion Protection System
- Availability ensured through redundant PSU, Internet connections, flood and fireproofing etc.

Data Back-Up and Restoration

The levels of data backup and restore, and disaster recovery provided is defined with each customer based on their specific requirements. Typically, our standard is as follows:

- All servers are supported by a 24/7 product support team.
- All servers have redundant power supplies, UPS back up and back-up generators in the case of power supply failure.
- All servers will be backed up by Idox Transport once per day as standard. Other backup regimes are available upon request.
- All servers will be scanned for viruses etc. at least once per week, anti-virus software is automatically updated as updates become available.
- All servers disk space and CPU usage will be monitored constantly and any resource failing to meet a minimum threshold is reported via email to our Product Support team.

We automatically and manually monitor all system resources to ensure they are adequate for current and anticipated needs including storage.

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.

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

As well as the software itself, we can provide a range of additional, complimentary services to help with the onboarding of users. This includes the provision of training, Project Management of the implementation process, consultancy to assist with configuration and if required, data migration services. This team will:

- Provide a comprehensive project plan.
- Manage the overall project, including client and team management, to ensure a compliant solution is delivered to plan.
- Lead the technical implementation, including assuring quality, compliance and integration.
- Manage the data migration from existing systems, if required.
- Provide user and stakeholder management and liaison.

Training

We can deliver focused training (based on the outcome of a training needs analysis that identifies different user types and abilities). Training sessions can be delivered remotely if required.

All documentation given and training material is available online.

Service Management

We provide the following under the terms of our annual support and maintenance agreement:

- Support for technical issues via our support helpdesk.
- Ongoing maintenance of the solution.

Standard and enhanced support packages are available; we can provide more information on request.

Service Levels

The infrastructure is continuously monitored and proactively maintained guaranteeing 99.8% availability (server and connectivity infrastructure).

Our standard support agreement offers support during office hours only (07:00 – 17:00 Monday to Friday), and the ability to log support requests via email and our helpdesk web portal. More information can be provided on request about:

- Our response and fix times.
- The enhanced support options available.

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

Our typical system uptime is 99.9% any system outages will be resolved within agreed SLA's. We can provide any range of planned maintenance regimes, depending upon the requirements and needs of the customer. This will be managed by our remote and on-site staff.

Off-Boarding

Contract termination will be as detailed in the G-Cloud contract. At the end of a contract the system will be de-commissioned. The data is archived and can be exported and supplied to the customer if required. Once requirements are understood, these will be subject to a one-off fee.

Customer Responsibilities

Customer requirements would normally be determined during project initiation. However, this would typically include these as a minimum:

- Provision of asset and data details to be included in the system.
- Access to client system as required.
- Technical and commercial provision of all required data and system feeds.
- Approval of system architecture design including third-party feeds, interfaces and access points.

Technical Requirements

Client-Side Requirements

Systems interfacing with Apollo:

- Must be UTMC compliant.
- Alternatively, must have a published protocol available for integration.

Customisation available is restricted to:

- Bespoke messages, groups and names.
- Full user and roles capabilities with multi tenanted environment.

Maintenance windows:

- Planned maintenance can be requested at any time.

Account Management and Ongoing Development

Development Lifecycle of the Solution

We will arrange a quarterly Account Review Meeting.

Performance Monitoring

We provide a monthly service management report showing:

- Hosted infrastructure availability and uptime percentage:

Month	March 2024	Hours
Total Days	31	744

Hours				
	SLA	SLA Breach Point	Actual	Actual %
Hours	99.98%	743.85	744.00	100.00%

- Statistics of Support tickets raised and closed in month, including SLA performance.
- System users access statistics.
- System database backup status, Start date, End date and Size.

Development Lifecycle of the Solution

The size and experience of the Idox Engineering team allows us to adopt the best and most appropriate approach for each product and for the market. We are happy to engage with customers who wish to work with us to steer product development using Agile methodology; equally, we will adopt a Waterfall methodology for customers who prefer this approach.

We see huge overlap with our vast range of products and our continued approach is to share functionality, so that we build once and build for all products. We adopt this microservice approach across the Idox group to develop and build highly professional, well-designed and robust products that benefit all our customers.

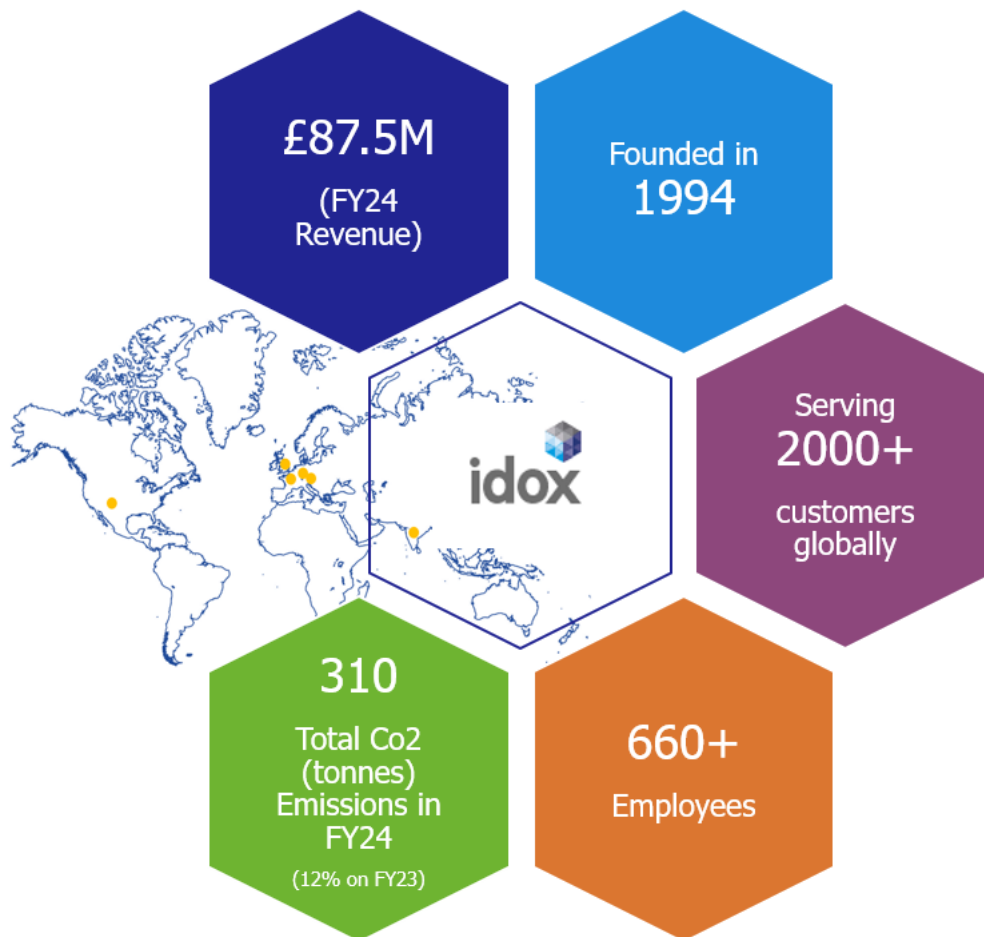
About Idox

Idox is a UK-based company with more than 650 employees working around the world. We design smart digital solutions, powered by AI, to 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, cut costs, and deliver better outcomes for 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, Idox is a trusted partner for digital transformation. We bring 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, Idox is here to enable you to do more.



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 MyFundingCentral 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.



Contact us

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