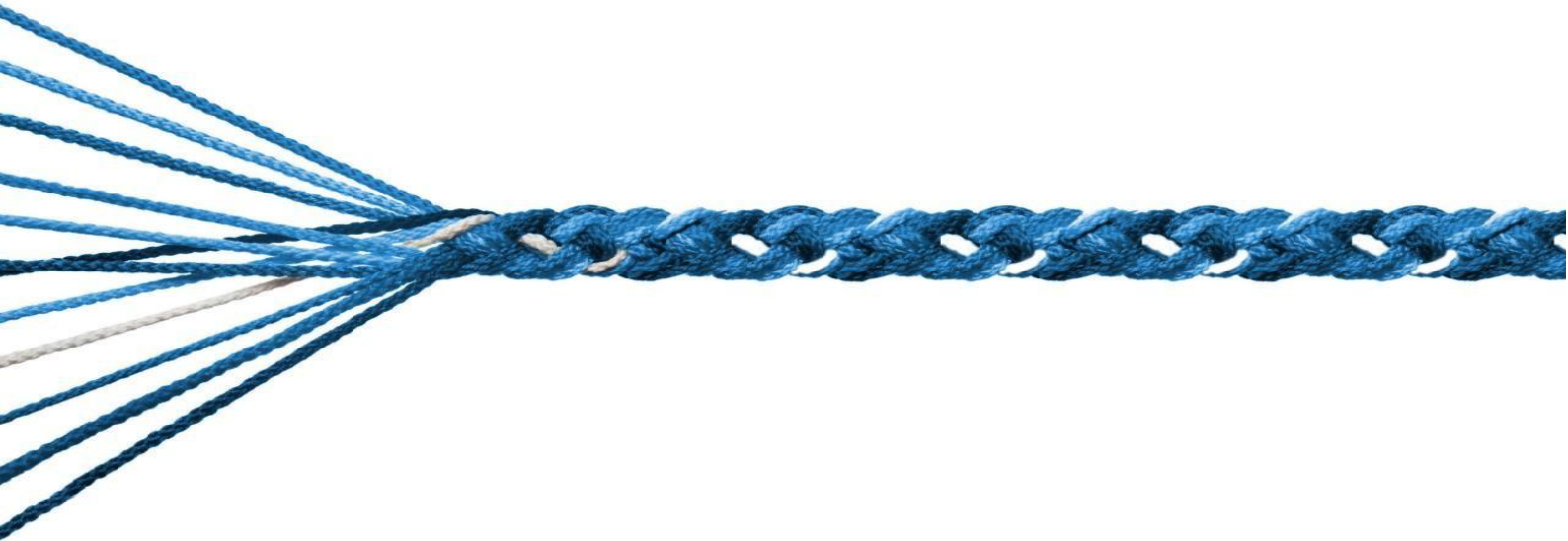




Directory Connect Multi-Channel Hub

(Family Information Services, SEND Local Offer & Adult Social Care)

Service Definition

September 2026

Commercial in confidence

Contents

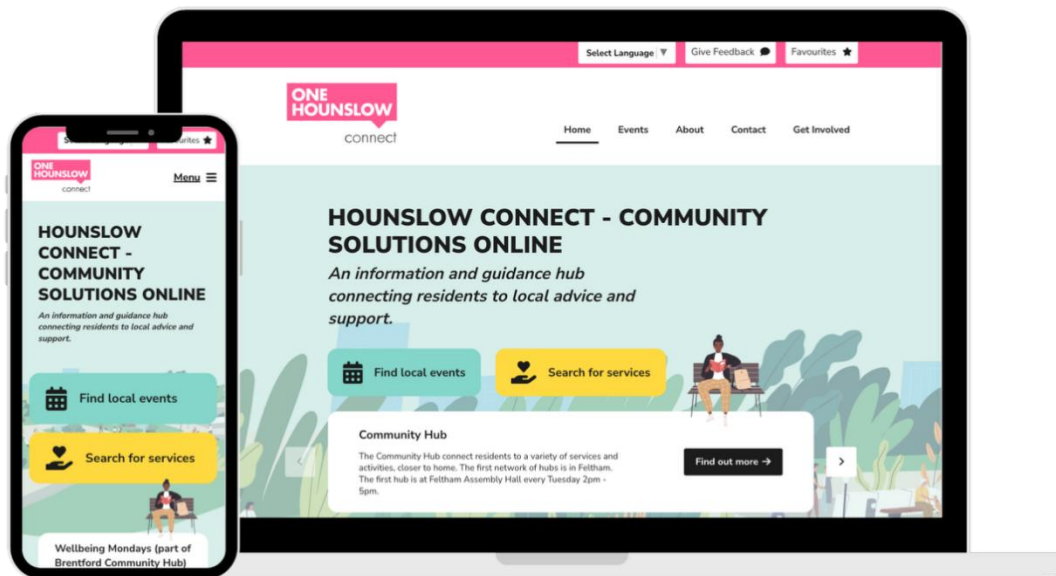
Introduction.....	1
Service Description	1
Value Proposition	2
Managed Services and Security	4
Data Protection Standards and Procedures.....	4
Hosting Infrastructure	4
Data Back-Up and Restoration	4
Business Continuity Statement / Plan.....	4
Privacy by Design	4
Accessing the Service.....	5
Ordering and Invoicing.....	5
Pricing Overview.....	5
On-Boarding.....	5
Service Management.....	5
Service Levels.....	6
Service Credits.....	6
Outage and Maintenance Management	6
Off-Boarding	6
Customer Responsibilities.....	7
Technical Requirements.....	8
Client-Side Requirements.....	8
Account Management and Ongoing Development	9
After Sales Account Management	9
Development Lifecycle of the Solution	9
About Idox	10
Social Care Solutions.....	11
Social Value.....	12
Case Studies.....	13
Contact us	14

Introduction

Service Description

Directory Connect is a user-friendly platform designed to help residents, professionals, and support workers find local services, support, information, and events simply and through a highly customisable directory. It adapts to different needs and can serve as a single directory for specific themes or bring together multiple directories into one place. The platform integrates with existing systems and can be used to compliment your local website(s), bridging existing gaps in information.

Developed in collaboration with local authorities, community services, and residents, Directory Connect features advanced filters, a simple content management system, and a community-focused design process. It is flexible and integrates seamlessly with other systems, ensuring reliable, up-to-date information. Directory Connect is a community asset co-created for and by residents, offering a personalised and integrated solution for local information and services.



Connecting people to the support they need to live their best lives

Key features include:

- **Governance & Assurance**
 - Two-factor authentication (2FA)
 - Audit logging
 - Field-level encryption
 - Encryption at rest/in transit
 - User permissions
 - WCAG 2.2 AA compliant
- **Insights & Metrics**
 - Reports
 - Usage analytics
- **Discover & Signpost**

- Referral SMS/email notifications
- Light touch referrals and case management
- Keyword search
- Filter by resident circumstances or eligibility
- Find services by location/postcode
- Categories and personas
- Related and favourite services
- Thesaurus
- Directory of services
- Landing pages
- Information and guidance pages
- Community events
- **Data Quality**
 - Update listing email reminders
 - Stale data notifications and reporting
 - Approval process for data changes
 - Flexible user roles
 - Bulk importing
 - Self-registration for organisations
 - Standards-compliant taxonomies
 - Open Referral UK standards alignment
 - Powerful taxonomy
 - CQC rating integration
 - Ofsted feed integration (FIDy)
 - Central location repository
 - Content moderation
 - Admin area
- **Platform Adoption**
 - Multi-language translation
 - Co-produced and stakeholder engagement
 - Accessibility and mobile responsive design
 - Interoperable API and documentation
 - Localised design

Value Proposition

The platform will deliver the following key benefits:

- **Easy signposting and upstreaming:** Information is presented by service, not organisation, allowing visitors to filter results by location, age, and other factors.
- **Stakeholder engagement:** Co-production implementation process gains valuable input from organisations and residents.
- **Consolidated data and information:** Flexible permissions and extensive taxonomies allow organisations to list and update information on one platform.
- **Fulfilling obligations:** Bespoke landing pages highlight specific directorates and topics.
- **Quality data:** Stale data notifications and approval processes keep data up to date.
- **Streamlining services:** Centralised information management saves time and encourages collaboration.

- **Provider updates:** Foster a community by empowering providers to manage their own listings.
- **Support:** Ongoing support service ensures users get the most out of the platform.
- **Collaborative Community:** Access to training resources, product roadmaps, and a forum of industry peers.
- **Accessible:** Mobile first, available 24/7, one website, web accessibility standards compliance.
- **Experience:** More than 20 years' experience providing community directories.

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 Connect platform is cloud hosted (AWS) and no data is held outside of the UK.

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 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

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

We will upload legacy data to the new environment following extraction performed by the customer.

Training

Our standard training is delivered remotely via live and interactive Microsoft Teams sessions and guided by one of our experienced Training and Consultancy Delivery Managers.

The training is designed to ensure all administrative users (Local Authority, Social Care Staff and NHS partners) are both comfortable and confident using the platform and therefore we provide guidance for both the front end and back end of the system, as required regardless of if the training is delivered remotely or face to face.

The course covers the following key areas:

- The citizen's journey through the website
- Dashboard and component overview
- Updating and authorising records
- Creating a record
- Site resources (advice pages)
- Mail Manager
- User Manager
- Additional topics: File storage, Web Stats, Media Manager

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 – 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 of 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 system will be de-commissioned. Customers have access to their data at any time via management exports. 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

Project responsibilities:

- To provide dedicated point of contact/s during implementation and for arranging project tasks:
 - Design consultation/feedback
 - Partner engagement and training sessions
 - Data transfer (if applicable)
 - Arranging a suitable website address

Business as usual (BAU) responsibilities:

- To administer the platform as the data controller.
- To setup and maintain a process for supporting end users.
- To provide point of contact/s to receive product information (e.g. upcoming updates, forums, consultations).
- To attend a regular customer and supplier health check call (at a frequency to be agreed, e.g. monthly).

Technical Requirements

Client-Side Requirements

The software is web based and 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, Mozilla Firefox and Safari. The version of browser used should be within the last two stable releases, however we recommend utilising the most recent version to provide the best possible user experience.

The directory website is responsive in design and is built to comply with accessibility guidelines WCAG 2.2 AA as a minimum.

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 product development roadmap, which includes multiple releases per year (typically 3-4), is informed by customer consultation and user forums. Upgrades are released to customer test systems for knowledge transfer and familiarisation for a period of 2 weeks prior to upgrading a live system.

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.

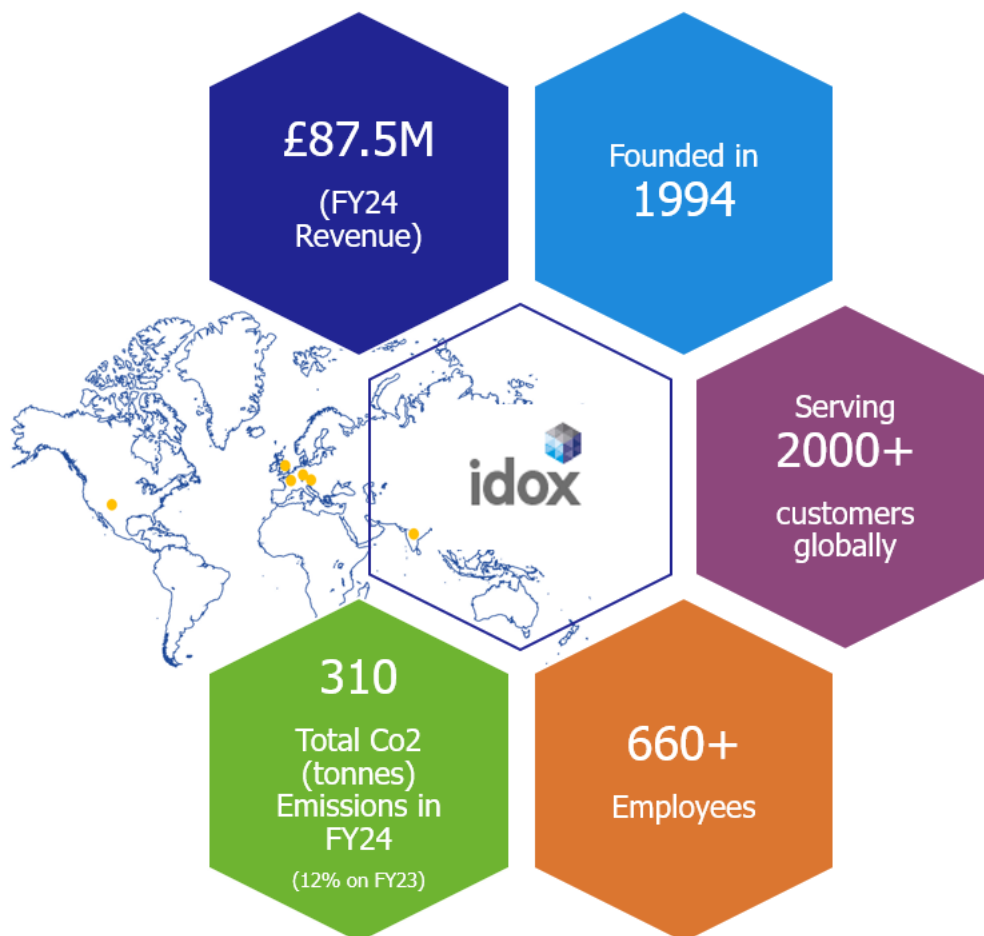
About Idox

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.

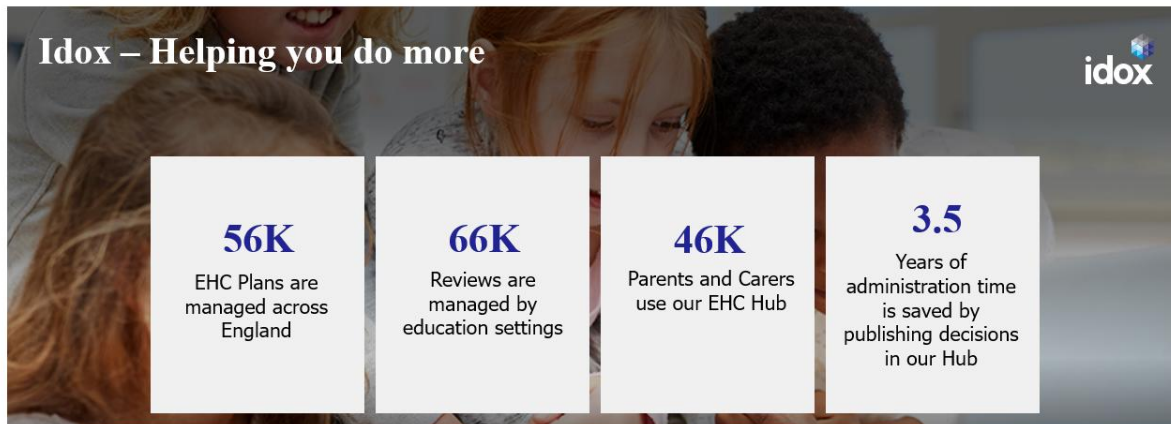
We make it easy for public sector teams to access our full range of services (cloud software, and support) through the Digital Marketplace. This streamlined approach saves time and removes the complexity of traditional procurement.

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.



Certificate No 123912021



Certificate No 91362020



Certificate No 263672020



Certificate No 180572021



Certificate No 263662017



Case Studies



“ —

One of the benefits of Idox's solution is that we have been able to tailor the delivery specifically to suit our families, children and young people to ensure it fully meets their particular needs. During our 2021 SEND inspection, we received overwhelmingly positive feedback regarding the Local Offer, primarily from parents and carers, on the user experience, navigation and comprehensive information available. The collaboration and co-production with users have been central to ensuring it is a valuable service for all.

The Council and BFFC is committed to ensuring its services are fit for purpose. The team reviews, analyses and updates the Directory on an ongoing basis to make sure it keeps up with the needs of the community. It has a Local Offer working group, made up of parent carers, voluntary and statutory sector that are highly involved in any enhancements we undertake. This includes a design refresh which it delivered in 2022.

Maryam Makki
Family Information Service Manager
Reading Borough Council
(delivering on behalf of BFFC)



idox

Contact us

Jen Roberts – Head of Bids

Email: frameworks@idoxgroup.com

Telephone: 0333 011 1200

Copyright

Ideas, solutions, suggestions, hints and procedures from this document are the intellectual property of Idox plc and thus protected by copyright. They may not be reproduced, transmitted to third parties or used in any form for commercial purposes without the express permission of Idox Group.