



Idox Geospatial Express Custom

Service Definition

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Commercial in confidence

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Introduction

Service Description

Name of the Service Offering/Service: Emapsite Express Custom

G-Cloud Overview

Status: Production

Summary: A platform to enable translation, sharing and distribution of PSGA licensed and in-house licensed data within and across a PSGA signatory.

Availability: Emapsite Express Custom is available on G-Cloud under Cloud Software

Service Overview

Emapsite Express Custom service streamlines public sector access to and usage of licensed location content. Emapsite Express Custom is fully aligned to the government's channel shifting 'digital by default' agenda and the INSPIRE regulations and is backed by enterprise grade service level terms.

Through the intelligent integration of a diverse portfolio of location content, underpinned by the Ordnance Survey data stack, with standard access protocols and delivery standards Emapsite Express Custom is proven to simplify what can be complex processes, shorten delivery related activities, smooth location content integration, accelerate usage and adoption of valuable and sophisticated data sets and more easily support location and business intelligence analytics, extracting ever greater value for all types of organisations. Emapsite Express Custom represents an accessible and affordable platform and toolkit for government.

The service delivery platform is hosted on a cluster of highly tuned servers in a state-of-the-art low carbon hosting facility with round the clock monitoring. Emapsite specialists and technical teams ensure service level availability compliance, data currency, adherence to standards and service management.

Whilst primarily an open source and open standards based platform, Emapsite is highly experienced in a range of technologies including a very wide range of GIS, CAD, modelling and ETL tool sets, database and big data technology, web map server tools, Open Geospatial Consortium (OGC) standards and web services. Furthermore, Emapsite adhere to the principles of proven methodologies including DSDM and PRINCE2 as well as understanding the implications of the appropriate regulatory environment including INSPIRE.

Service Specific Features

- Allows users to access any licensed data under the terms of existing licences? – Yes, customers can re-process any of their licensed data or their own licensed data with Emapsite Express Custom.
- Provides spatial search type tools? Yes, users can search for data that has already been licensed or processed
- Users can add their own data to the content platform for access and distribution by their own organisation? – Yes, any organisation is free to contact us, discuss their requirements, provide us with the data concerned and have Emapsite back office team prepare the data for availability via Emapsite Express Custom.
- Non PSGA data sets available on the platform on a pay as you go basis? – Yes (and no!); some providers support a pay as you go consumption model but others have

not yet progressed; please contact us to help optimise your requirements and provide the most cost effective content solution.

- Can you give users an idea of what else it is they can access or licence via Emapsite Express Custom? – Yes;
 - Aerial photography
 - Reports (including historic land use, underground assets, aviation radar risk)
 - Perils data (including flood risk, ground stability hazard)
 - Height data
 - National Tree Map
 - Marine data (UK waters and international)
 - Northern Ireland data
 - Retail/commercial property data
 - Environmental constraints
 - Street works
 - Transport infrastructure
- Would you describe the delivery model as public cloud? - Yes, absolutely, Emapsite Express Custom is a service platform hosted and managed by Emapsite.

Information Assurance

Emapsite's Integrated Quality and Information Assurance Policy and associated manual and procedures are both ISO9001 and ISO27001 compliant, certified by the British Assessment Bureau.

Business Continuity and Disaster Recovery

Emapsite Express Custom sits within a Tier-3+ Microsoft Azure Datacentre. This is a single region (UK West) with multiple availability zones.

As a business that relies on our online presence for 100% of our revenue and customer satisfaction Emapsite takes business continuity very seriously.

Our approach is to ensure that we have in place a series of responses to any event that may disrupt any of our core services. This includes our:

- Datacentre procurement and provisioning strategy - Tier 3+ (with ISO 27001, HIPAA, FedRAMP, SOC 1, and SOC 2)
- Our terms and conditions of employment reflect need to provide out of hours maintenance and tracking of out of hours monitoring tools
- services backed by Service Level Agreement to suit customer need
- internal quality assurance processes (with ISO9001 accreditation in train) that include provision of appropriate assurance around:
 - service level agreement management
 - receipt, preparation and update of data sets on the platform
 - service maintenance protocols
 - supplier relationships
 - support, response, resolution and escalation processes
- automated alerts for a whole plethora of critical resources and services that customers rely on with 4 level escalation and response framework
- audited office and colocation access
- audited access logs and secure VPN
- patch and upgrade compliance including for security

Work/Staff/Telephone area recovery strategy:

In the event of fire or flood at office premises alternative locations are available with broadband, telephone, computer power, UPS.

Security

- Independent client card & biometric identification access system
- Secure & monitored entry point
- Fully recorded, integrated digital video camera surveillance

Monitoring

- Vulnerability management – Azure uses Microsoft Security Response Centre to identify, monitor and respond to incidents 24/7.
- 24/7 protective monitoring using Microsoft Monitoring Agent (MMA) and System Centre Operations Manager. This provides real time alerts to security personnel.

Customers: Emapsite's clustered load balanced virtualised cloud environment, complete with backup and with no single point of failure and appropriate failover procedures and licenses provides more than adequate business continuity model to capture and maintain customer data. Customers can request full audit trails relating to use of our website and underlying services.

Suppliers: Emapsite is a value-added reseller and as such is an intermediary in the data licensing process. All original data is held by Emapsite and by the supplier themselves; Emapsite maintains an offsite storage facility for supplier data.

On-boarding and Off-boarding (processes/scope)

An on-boarding service is integral to effective service provision and covers the following Service Configuration, Data Ingestion and Readiness Assurance activities:

1. Every organisation is registered in our database
2. At least one organisation member of staff needs to be registered in our database
3. Every user for every organisation should be registered; each person is given a unique username and password
4. Each user will be required to authenticate themselves with their username and password when accessing the Services for the first time whenever they invoke the service from within their application
5. Any organisation can register additional users at any time
6. Any new PSGA signatory will need to be forwarded to Emapsite by the appropriate Contract Manager and the above process replicated

An off-boarding service is available which covers customer specific data extraction and data removal.

Plan Structure

Emapsite has refined its flexible service call model into a single tiered Service Plans for Emapsite Express Custom:

- Central Government Department
- Arms Length Body, Government Agency or Non Departmental Public Body
- Unitary Authority, District Authority, County, London Borough or Metropolitan Borough
- Parish, Town or other small area administrative geography

These categories correlate by and large with population served and amount of infrastructure and serve as a useful proxy for the number of contractors and others to whom the licensees might reasonably expect to wish to extend self-service easy access tools such as Emapsite Express Custom.

Organisations wishing to extend adoption using OGC web map services to contractors will be able to extend Emapsite View services.

Description

At all tiers the service is designed to:

- Allow organisations to exploit fully the potential use of data
- Provide simple-to-use access for external consumers (contractors et al)
- Provide a stepping stone to wider adoption and usage
- Simplify the data management process and free up resources
- Reduce data storage, management and support overhead costs

Features and Benefits

- Always up to date
- Always on
- Internal Business Use licensing extends to contractors and others
- Secure
- Fully managed, SLA backed, hosted service

Service Characteristics

Rapid deployment

Instant availability - Emapsite stores, manages, updates and enables access to PSGA content from the Emapsite immediately upon authorisation. Enable your contractors to get up and working with the very latest PSGA data sets without the need for internal support processes, hardware and software provisioning, maintenance schedules and data management routines and a simplified change request process.

Ease of use

Proven platform with over 170 PSGA members already signed up.

Data management and storage

The service includes all storage and routine updates of the full PSGA data stack, that change as frequently as every 6 weeks and perhaps more often as data distribution models evolve. This ensures that all the data used within the organisation and across the contracting community is contemporaneous ensuring a single coherent view, thereby improving consistency and the quality and accuracy of resulting decisions where the data is key in the decision making and/or communication process.

Standards

The service is based on open and publicly defined standards for both data supply and map-based queries.

Cost savings

The key saving here is in eliminating the need for repetitive, time consuming tasks to be undertaken by GI custodians and their teams; all that data processing is replaced by a one click authorisation process and full audit trail. Combined with Emapsite View services Emapsite ContractorLink opens up the opportunity to more effectively deploy limited resources, re-evaluate the need for all the GIS, database and IT resources and at the same time maintain a more responsive service across the key stakeholder community interested in ensuring a high quality public service in areas such as planning, road maintenance, social housing, grounds maintenance and other areas is sustained.

SLA backed

The service is backed by a guaranteed level of service to provide reassurance to the customer and their users that the service will be available when they need it. With a 99.9% availability in an extended office hours (8-6) profile, the SLA provides automatic OS and service patching, built in network load balancing and resiliency to hardware failure. It supports a deployment model that enables organisations to upgrade the application without downtime.

Security and data protection

Emapsite infrastructure sits within a Tier-3+ Microsoft Azure Datacentre. This is a single region (UK West) with multiple availability zones.

- Independent client card & biometric identification access system
- Secure & monitored entry point
- Fully recorded, integrated digital video camera surveillance

PSGA Data Included:

- OS MasterMap Topography Layer
- OS Highways
- OS Water Network
- OS AddressBase/Plus/Premium
- OS AddressBase Core
- OS AddressBase Islands
- OS Vector Map Local
- OS Vector Map Local Raster
- OS 1:50 000 scale colour raster
- OS 1:25 000 scale colour raster
- OS Code Point / Code Point with Polygons
- OS OpenData
 - OS Miniscale
 - OS 1:250 000 scale colour raster
 - OS Vector Map District
 - OS Boundary-Line
 - OS Terrain 50

Who will benefit?

Any public sector organisations eligible for PSGA membership is likely to have a broad range of additional licensed data:

- Central Government departments
- Local Government authorities
- Parish councils
- Health organisations (NHS Trusts et al)
- Drainage Boards
- Public safety and emergency responders

In particular availability of PSGA licensed data in demand has the potential to transform operations for many contractors by eliminating delays in data acquisition, ensuring that out of date or invalid data isn't used on the ground and allowing all parties to be confident that they are working to the same consistent map base.

Licensed data users are entitled to use data provided through the agreement for any purposes they consider they have to undertake to meet their public service delivery obligations. For example, this includes:

- Creating and monitoring policy
- Operational management of government
- Delivering government business and public services
- Making information available to the public
- Performing any other function required by statute
- Passing derived information and/or data to any other member of the PSGA

All these benefits are predicated on key users actually being able to access PSGA content, as Emapsite Express Custom provides that certainty and facility.

Service Management Details

- Business support: support hours Mon-Fri 09:00-17:30 (see Service Levels below)
- Support boundaries support/help desk services are available to customers and partners where the service is incorporated or integrated within partner services and solutions
- Data centre accreditation: Emapsite Express Custom services are hosted in a Microsoft Azure Datacentre, accredited to tier 3+
- Provisioning: All provisioning (to contractors) subject to authentication and authorisation by PSGA member
- Reporting: Emapsite Express Custom is monitored and can be summarised into quarterly reports for customers
- Service road map: more details of the schedule of functionality available on request

Service Constraints

The service is subject to the following constraints:

- Maintenance: Express Custom is typically provisioned using separated virtualised infrastructure such that the service is continually available within the terms of the service level agreement. Our staging and testing environment and related processes provide the framework by which customers can be confident that 'normal' maintenance activities (such as the software updates, security patches and data updates implicit within a cloud service) will have nil impact on service provisioning. Maintenance beyond these baseline activities will be warned out to customers in accordance with their service level agreements but typically no less than 5 days before the stated maintenance window. Such maintenance is normally scheduled for low impact timeframes outside of the standard service level agreement availability frame.
- Customisation: Emapsite Express Custom is a configurable service in terms of the content available; prospective customers are asked to contact Emapsite to discuss configuration requirements
- Functionality: as a fully maintained service Emapsite Express Custom is subject to on-going enhancement both in terms of the location content available on the platform and the functional complexity with which it can be requested; this 'perpetual beta' model is typical of cloud models and does mean that over time content and functionality may be added or deprecated
- SLA: Emapsite's standard service level agreement is accompanied by a series of customer specific schedules that provide the flexibility for differential service terms including helpdesk availability, service credits, availability, severity levels and so on (see Service Levels below)
- Usage: the Emapsite Express Custom service plan above indicates that Emapsite Express Custom is available under a consumption model presented as a series of tiered price plans

Service Levels (performance, availability, support hours, severity definitions)

- Performance: high availability, virtualised load balanced cloud infrastructure provides demand-lead scalability making individual CPU or server performance an incidental parameter
- Availability: Internal auditing suggests availability at 99.65% on 24*7*365 basis and 99.95% on a working hours basis
- Support hours Mon-Fri 09:00-17:30

- Escalation: Automated server messaging to multiple staff for back end issue resolution

Severity

- Cosmetic: Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Acceptable workaround available; standard support hours
- Minor: System performance issue or bug affecting some but not all users. Short-term workaround is available, but not scalable; standard support hours
- Major: Major functionality is impacted or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. No reasonable workaround available; extended support hours via email and phone messaging alerts including weekends
- Critical: Critical production issue affecting all users, including system unavailability and data integrity issues with no workaround available; extended support hours via email and phone messaging alerts 24*7

As noted above Emapsite has a customer helpdesk contact form and resolution and escalation process.

Financial Recompense Model

Emapsite.com Limited has comprehensive business insurance cover including professional indemnity up to a value of £10 million.

Emapsite offers a service credit package up to 10% of the per service delivery period contract value; this is assessed according to details agreed in the customer service level agreement and typically provides for a credit for failure to deliver required services to the agreed availability level for the specified service delivery period.

Training

While no training is normally required to adopt web services into any third party software subject to the capability of the implementing or adopting team, Emapsite recognises that location content and functionality remains a niche domain and offer end to end user and administrator support for this service. This can be provided as on-site skills transfer support, sometimes extending to consultancy to help in service adoption or technology migration, or more typically as technical support available on demand in office hours.

Ordering and Invoicing Process

An order for the Emapsite Express Custom service can be initiated from the G-Cloud Catalogue/Cloudstore following Government Procurement Service ordering procedures. However, Emapsite are very willing to discuss any potential use of the service prior to any order being initiated to ensure that the right level of service plan and content are selected. Subject to any such discussion ordering entails agreeing to terms and conditions and determining parameters for API key.

Invoicing monthly in arrears according to usage.

Termination Terms

Typically 3 months notice is required unless there is a material and persistent breach of any of the obligations agreed under a Call Off or other Contract under the G-Cloud framework or if a change of control of the Supplier causes conflicts of interest or other competition issues. Please see the terms and conditions document for full details.

Data Restoration / Service Migration

Data restoration

High availability, virtualised load balanced cloud infrastructure provide demand-lead scalability, integrated business continuity and automated data restoration.

Tape back up provides further data assurance.

Service migration / off-boarding

Service migration of specific APIs is limited owing to nature of a model built on highly optimised web service components delivering content from very specific geographic data stacks. The services are highly interoperable and extensible, for example to other data stacks.

User data extraction includes the facility to retrieve all user interaction and user generated data including transaction logs and database schemas as applicable; any such data would typically be provided as CSV or XML.

Subject to audit requirements Emapsite will purge and destroy consumer data from any computers, storage media or storage devices at the end of a subscription period.

Indicative time for de-provisioning (to close and off-board any service) is one week (though contractual obligations may have a different term in relation to cancellation of service).

Consumer Responsibilities

Emapsite has a Customer Agreement and also operates an Acceptable Use Policy which govern the responsibilities and behaviours of customers. Of specific relevance:

The customer is responsible for authentication and authorisation of proposed users of the Emapsite Express Custom Service Offering; log-in credentials generated for and by the Service Offering are for the Customer's internal use only and neither the Customer nor the Contractor may sell, transfer or sub-license them to any other entity or person.

The customer will have been deemed to have taken any action that they permit, assist or facilitate any person or entity to take related to the Emapsite Express Custom Service Offering.

Emapsite does not provide support to "end users" (any individual or entity that directly or indirectly through another user: (a) accesses or uses any content you access or make available under the Service Offering; or (b) otherwise accesses or uses the Service Offerings under the Customer's account).

As between you and us, we or our affiliates or licensors own and reserve all right, title, and interest in and to the Service Offerings. We grant you a limited, revocable, non-exclusive, non-sublicensable, non-transferrable license to access and use the Services solely in accordance with the Agreement and the terms of the Framework Agreement.

The Customer obtains no rights under this Agreement from us or our licensors to the Service Offerings, including any related intellectual property rights.

Technical Requirements

There are no specific technical requirements or training required to use the Emapsite web services.

The service is intended for use in an application or web browser environment. Supported browsers include IE5+, Firefox 3+, Safari 4+ and Chrome 10+.

Details of Trial Service

Please contact Emapsite on 0118 973 6883 to request a trial.

Data Extraction / Removal

Standards

The Emapsite Express Custom Service Offering adheres to Open Geospatial Consortium (OGC, www.opengeospatial.org) standards when delivering relevant services. Any Customer wishing to transfer or terminate any aspect of the Emapsite Express Custom offering will be able to move seamlessly to another Supplier of similar services.

Customer data supply

Emapsite will provide any customer with their personal and other data that we store as part of the necessary functioning of the system. This data can include at the customer's discretion any of the following:

- Personal data
- Company data
- Transaction data (by type of service including individual service requests)
- Accounting data (invoice and payment schedules)

In addition Emapsite can provide a comprehensive database schema giving complete transparency to the data stored.

This data will typically be provided in CSV format though customers may request other formats.

Charge

A single per user charge starting at £500 will apply for data extraction and removal from live systems.

Purging

To the extent permissible by our suppliers for auditing purposes Emapsite will purge our systems of personal customer data.

Data Storage / Processing Locations

All data storage and processing takes place within a Tier-3+ Microsoft Azure Datacentre. This is a single region (UK West) with multiple availability zones.

Utilisation Monitoring / Reporting

Utilisation reporting is available at both individual user/consumer level as well as at organisation and any over-arching level (i.e. aggregation of all consuming organisations, broken down by organisation).

Compliance

Information Principles for the UK Public Sector

Emapsite supports the principles and to the extent that as a private sector organisation the Company chooses to adopt and comply with the principles, Emapsite Express Custom is predicated on the very idea that "information is a valued asset" (principle 1) and should be "managed" (principle 2). As a hosted managed service based on open international standards principles 4 and 5 are implicit in Emapsite Express Custom service provision. In the utilisation of the Emapsite Express Custom service by the public sector both the service itself and the data about service use (principle 6) are published. Emapsite makes no claim as to the fitness for purpose (principle 3) of any of the data provided by the Emapsite Express Custom service – geographic content, context and utilisation are all highly significant in driving appropriate utilisation. Emapsite stores no information about citizens and businesses over and above that required for permitting access to and recording use of the service.

Government ICT Strategy and Greening Government ICT Strategy

Inasmuch as Emapsite is an SME provider of cost-effective, low carbon, inter-operable, platform agnostic, standards based cloud services, the Company is an exemplar of the principles informing these ICT strategies.

Open Standards Principles

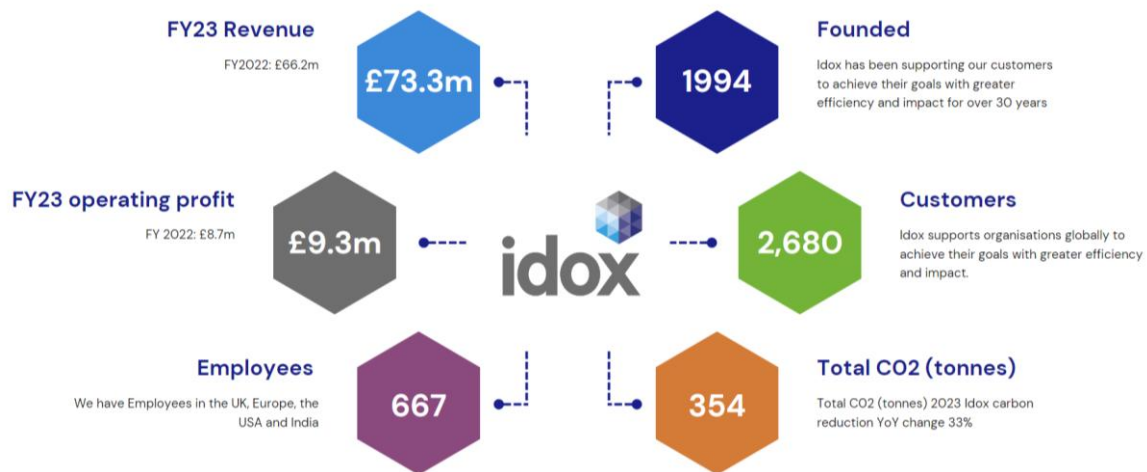
Emapsite is a customer driven business providing a range of services for the provision of location data that are intended to make it as easy as possible for those customers to choose, provision and access location content. The adoption and widespread use of open standards is fundamental to realising this objective.

About Idox

Idox is a leading supplier of specialist information management software and geospatial data solutions to the public sector.

Our mission is simple; to empower organisations and communities to do more. Through innovative software, data solutions and knowledge sharing we are driving positive change and enabling our customers to achieve their goals with greater efficiency and impact. Our comprehensive suite of offerings allows organisations including local government, healthcare providers and educational establishments to do more for their customers and communities and make a lasting difference in the world.

In short, we don't just build software, we enable you to do more.



Product Description

Emapsite Express Custom service streamlines public sector access to and usage of licensed location content. Emapsite Express Custom is fully aligned to the government's channel shifting 'digital by default' agenda and the INSPIRE regulations and is backed by enterprise grade service level terms.

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:

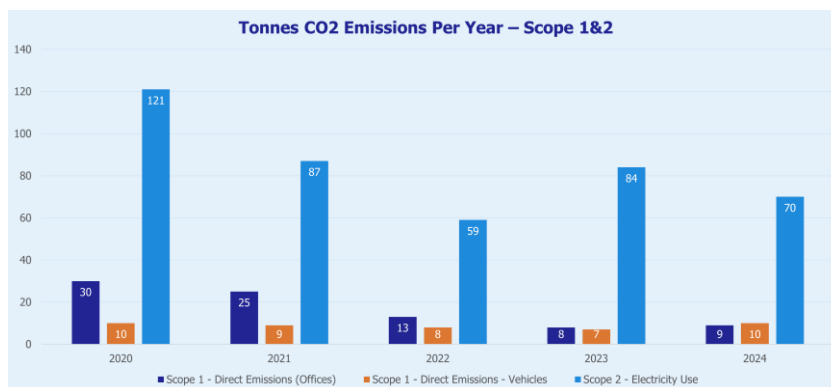
- Helping communities and the environment:** Our software makes government services better, from planning to health care, making life easier for people and looking after the environment.
- Investing locally:** We give back to local communities through donations and we support local charities with our 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.



Idox lends a hand at Manor Farm in Bilsthorpe, Nottinghamshire

Manor Farm offers lifelong sanctuary for livestock in need, particularly elderly and disabled animals and those with special behavioural needs. Three of our colleagues took time out from their busy schedules to help tend to the animals and give something back to the community.

- **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 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



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