



Service Definition

G-Cloud 15 – January 2026

What is INVIDA

The INVIDA platform is an adaptive cloud-based Space, Asset, and Service Management software solution designed for the owners and operators of property portfolios of all types, sizes, and levels of complexity. The platform contains intuitive tools to manage asset surveys, lifecycle planning, statutory compliance, helpdesk, document management, quote management, asbestos management, works authorisation, permit-to-work, projects, and maintenance activities. Whilst the platform is a single solution, the subscription model is modular to allow clients to only include the features they require.

The platform is provided as a fully hosted service, allowing efficient deployment across the entire organisation, without the requirement to install any hardware or software.

The modular structure provides a flexible and cost-effective way for us to adapt the system to each client's specific requirements - only charging for the elements needed as they are used.

How we implement

INVIDA has been designed from the outset to be configurable, with onboarding made simple using configuration templates we have designed specifically for public-sector organisations, including NHS Trusts and universities.

You will be assigned an Account Manager, and our onboarding team will work with you to configure the platform to match your workflow; assemble and import any existing data you wish to retain; and assist with the delivery of training to your users, using a combination of online resources and face-to-face training as required.

Once set up, your instance of INVIDA is supported by a support team based in the UK, able to assist with general support as well as the ongoing configuration of the platform, as your organisation, property, or needs change.

The CORE module includes Apps that can be used to gather and validate your space and asset information both initially, and on an ongoing basis, to ensure records remain complete and accurate.

All clients remain on the latest version of the platform, including the option to utilise all future upgrades/features as part of your subscription, without additional charges.

The modular nature of the subscription model supports an implementation path that often results in clients initially implementing the CORE module, then adding optional modules in a sequence, driven by operational need or availability of resource.

Typically, implementation can take between three to six months depending upon the number of modules added to the subscription.

The service offer

INVIDA is hosted on secure servers by Amazon AWS, providing world-leading reliability, flexibility, scalability, performance, and security.

Each account we create for clients has its own client-specific server instance and database providing segregation of your data, and ensuring the processing performance of your instance of the platform is not impacted by any high-volume transactions being carried out by our other clients.

Client materials are stored on SQL Server databases, allowing data to be easily exported in a standard format as required. Persistent data storage is possible, and all data is backed up with disaster recovery and resilience measures in place. We work with clients to put in place necessary archiving strategies, and any requirements to periodically export data.

We typically use Amazon data centres in London, UK, working with clients to accommodate any organisational preference.

The platform is available with 99.95% uptime. Our web applications support standard web browsers including Microsoft Edge, Chrome, and Safari.

The price

We aim to provide cost certainty, but also flexible use of the platform:

- **Fixed costs** (based on the size of your portfolio and chosen modules)
- Unlimited user accounts (we want the whole team to access the platform)
- **No transactional charges** (we want to encourage use)
- **We avoid charges based on the amount of data uploaded or stored**

Our G-Cloud Pricing Document sets out our simple pricing model that aims to provide this cost certainty and encourage use of the platform.

There are no charges made for the extraction of data, nor for offboarding if the contract is terminated.

Service Level Agreement

During business hours, we make available a telephone and email service desk facility for the purposes of assisting clients with the configuration of the platform, the integration of the platform with the client's other systems, assisting with the proper use of the platform, and determining the causes of errors and fixing errors in the platform. The service desk is available 09:00 to 17:00 GMT. Emergencies outside of these hours are managed via our in-house out-of-hours helpdesk.

We use all reasonable endeavours to ensure that the platform is available 99.95% of the time during each calendar month, and to respond to Customer service requests within 30 minutes during business hours.

Data security and disaster recovery

We use all reasonable endeavours to ensure the confidentiality, integrity, and availability of Customer materials stored in the INVIDA platform. This includes maintaining a disaster recovery process and procedures, to mitigate the risks associated with a geographical disaster, loss of hosting services, and malicious acts such as cyber-attacks using malware and viruses. Incremental backups are taken at least nightly of all Customer materials, that are replicated to separate availability zones.

We make use of secure servers provided by Amazon AWS and ensure all data in transit and at rest is protected using contemporary encryption, authentication, and authorisation controls. We perform vulnerability scans on the INVIDA platform on at least a weekly basis, and perform penetration tests at least annually.

We have implemented an ISO 27001:2022 certified information security management system (ISMS), where the scope of the ISMS includes the INVIDA platform, and all business operations.

Commercial

Our Subscription Agreement contains comprehensive terms & conditions and schedules that can be used in conjunction with the standard G-Cloud 15 terms & conditions.

Normally our clients will issue a Purchase Order to accompany the completed and signed G-Cloud 15 Call-off Contract. We will then issue electronic invoices in PDF format quoting the Purchase Order number.

Our Subscription Agreement defines the service levels you can expect when we provide support, our uptime commitment, together with a mechanism to calculate service credits should we fail to meet those standards.

Term

Our minimum agreement term is 12 months.

Customers can terminate the agreement after the minimum term by giving 90 days' notice.

Use of the Platform

The platform may only be used by employees, agents and subcontractors of the Customer.

The Customer is not able to sub-licence its right to use the platform.

Charges

Set up charges are invoiced to a schedule agreed with clients. Monthly access charges are invoiced quarterly in advance.

Customers are expected to pay charges within 30 days of invoice date.

Charges stated are exclusive of VAT.

Confidentiality

We will keep confidential and not disclose Customer confidential information and will protect such information against unauthorised disclosure.