

G-CLOUD 13 – LOT 2B SERVICE DEFINITION

The People Experience Hub – Employee Listening & Insights Platform

Service Model: Software as a Service (SaaS)

1. Summary

The People Experience Hub is a cloudbased employee listening and analytics platform enabling organisations to gather, understand and act on employee feedback through engagement surveys, pulse surveys, lifecycle (automated) surveys, always on listening, advanced analytics and AI-enabled Action Planning. The service is delivered as SaaS, with optional People Science consultancy for configuration, survey design, and interpretation (Lot 3).

2. Service Overview

The platform helps organisations understand what their people **think, feel, and experience** at work through a comprehensive suite of listening tools. These include engagement surveys, pulse surveys, automated lifecycle surveys (“Moments”), always-on feedback channels, benchmarking and AI-powered analysis.

Key features include:

- Role-based user management and security
- MFA and SSO (with Azure or any other SSO provision)
- Customisable survey questions and best practice templates
- Multi-language support (admin platform and surveys)
- Accessibility conformant with WCAG 2.2 Level AA
- Filterable dashboards, configurable for manager access
- Advanced text analysis (Thematic, Sentiment and Summarisation)
- Deployment through email, link, QR code or integrations
- AI-supported action planning
- Question routing (both response-based and demographic)

3. Information Assurance

The service is certified to **ISO/IEC 27001:2013** and **Cyber Essentials** and operates under a full ISMS.

It complies with UK GDPR and the Data Protection Act 2018.

Security features include: encryption in transit (TLS/RSA), encryption at rest (RSAhashed), role based access controls, formal incident reporting, and governance by a dedicated ISMS Manager and DPO.

All data is stored in UK AWS regions (London).

4. Technical Features

4.1 Platform Architecture

The platform is browser based SaaS and device agnostic. It delivers:

- Survey deployment by email, link, QR code
- Access control with permissions mapping
- Single Sign On
- API, SFTP or flat-file integrations with HRIS systems

4.2 Survey Engine

- Customisable templates
- Embedded logic routing & triggers
- Automated reminders
- Rules-based targeting and automation

4.3 Analytics & Reporting

- Internal / External / Px Benchmarks
- AI-powered thematic and sentiment analysis
- Downloadable Excel/PowerPoint reports
- Predictive insight into key drivers using the Px3 model (Think–Feel–Do)

5. Onboarding & Implementation

5.1 Onboarding Process

A structured onboarding process includes:

- Kick-off & requirements gathering
- Data structure mapping
- Survey design workshop
- Communication planning
- System setup & testing
- Formal sign-off

5.2 Configuration

We configure organisational hierarchy, demographics, access roles, survey templates, question sets, automation rules and dashboard permissions. Super users can be trained to take on the majority of configuration and set up tasks, if self-sufficiency is desired.

6. Service Levels

- The service is designed for high availability (typically 99.9% uptime), excluding planned maintenance
- First response within 1 hour
- Target resolution within 4 hours for urgent issues
- Planned maintenance communicated in advance

7. Support

- Dedicated Client Success Manager
- Online documentation portal
- Helpdesk
- Support for data preparation, communications, and reporting
- Optional People Science consultancy (Lot 3)

8. Data Migration

Clients provide organisational structures, employee lists and demographic data.

We support validation, cleansing and secure transfer via API, SFTP or manual upload. It may be possible to migrate historical surveys from other providers, depending on format and data quality.

9. Training

Training is provided for:

- Administrators (full platform walkthrough)
- Managers (dashboard interpretation & action-planning)
- Project leads (survey deployment overview)

10. Ordering & Invoicing

Services are available via G-Cloud call-off.

Invoices are issued annually in advance unless otherwise contracted.

Pricing is transparent and all-inclusive with no hidden fees.

11. Service Constraints

- Data quality provided by the client affects reporting accuracy
- Analytics require minimum anonymity thresholds (usually 5 responses)
- Implementation timelines depend on client sign-off, data readiness and stakeholder availability
- Onsite delivery incurs reasonable travel expenses (unless specifically agreed otherwise)

12. Termination Terms

Either party may terminate the contract under the following key circumstances, in line with Clause 12 of our standard terms unless superseded by the G Cloud 15 Call Off-Contract terms:

- **End of Term:** Either party may give at least **60 days' written notice** before the end of the Initial Term or any Renewal Term.
- **Material Breach:** Either party may terminate with immediate effect if the other commits a material breach that is either **irremediable**, or not remedied within **30 days** of written notice.
- **Non-payment:** The contract may be terminated if an undisputed invoice remains unpaid for **14 days** after written notice.
- **Insolvency:** Either party may terminate immediately if the other enters insolvency, administration, receivership, or ceases trading.

On termination, access to the service ends and Customer Data will be returned or deleted in accordance with the Data Protection Schedule

13. Consumer Responsibilities

Buyers must:

- Provide accurate and timely data
- Nominate project leads & decision-makers
- Review and approve survey designs and communications
- Maintain internal communication and governance

14. Technical Requirements

- Modern web browser
- Stable internet connection

- Ability to provide structured data files (CSV/XLSX) or API credentials

15. Accessibility

The platform meets **WCAG AA** standards and includes:

- Device-agnostic access
- Dyslexia-friendly fonts
- Multilingual surveys (185 languages)
- Colourblind-friendly charts
- High-contrast mode

An accessibility statement can be provided on request.

16. Back-Up & Recovery

AWS resilience features ensure platform availability, with incident response procedures aligned to ISO27001 and our Security Incident Reporting Policy.

Recovery Time Objective of two hours and Recovery Point Objective of thirty minutes.

These targets are supported by AWS regional redundancy, automated snapshots, and platform-level failover processes.

17. Exit Plan

At the end of the contract or upon termination, we support an orderly exit to ensure continuity for the Buyer and full compliance with data protection obligations.

- **Data Return:** Hierarchy data and aggregated results can be downloaded directly from the platform in standard formats such as CSV and Excel. Raw survey responses can be provided upon request.
- **Access During Exit:** The Buyer will retain read-only access to the platform for a defined period (typically up to 3 months, where agreed), to allow downloading of reports and completion of internal review or archiving.
- **Support:** We provide reasonable assistance during the exit period, including reminders, guidance, and (where required) a final review meeting.
- **Secure Deletion:** After data return and once the Buyer confirms completion of the exit process, all Customer Data will be securely deleted in accordance with UK GDPR and our Data Protection Schedule, unless legally required to retain it.

18. Pricing (Separate Document)

A separate G-Cloud Pricing Document is provided, itemising:

- Platform licence
- Optional modules
- People Science consultancy (Lot 3)