

Tahdah Platform – Service Definition (G-Cloud 15)

1. Service overview

Service name: Tahdah Platform

Tahdah Platform is a secure, cloud-based software-as-a-service (SaaS) solution that enables organisations to manage learning, compliance, certification, and professional development through verified digital records.

The service is designed for public sector and regulated organisations that require auditable learning, credentialing, and compliance management.

2. What the service includes

Tahdah Platform provides a modular set of capabilities that can be configured to meet organisational needs: - Learning and training management - CPD tracking and professional portfolios - Digital certification and verified digital badging - Registration, assessment, and learner management - Compliance monitoring and audit-ready reporting - Membership and role-based user management - Open APIs for system integration

3. How the service works

Tahdah is delivered as a browser-based SaaS platform hosted on Amazon Web Services (AWS) UK and EU regions. Users access the service through a modern web browser with no local installation required.

The platform supports role-based access control, configurable workflows, and real-time dashboards. Authentication is provided via username and password, optional multi-factor authentication, and Single Sign-On using SAML 2.0 or OAuth where required.

4. Security and compliance (summary)

Tahdah operates a formal information security framework aligned with UK Government cloud security principles and the Software Security Code of Practice.

Key security measures include: - Cyber Essentials Plus certification - Encryption of data in transit (TLS 1.2+) and at rest - Role-based access controls and audit logging - Secure software development practices - Regular independent penetration testing by a CREST-approved provider

5. Onboarding and support

Tahdah provides structured onboarding to help organisations deploy the service efficiently. This includes remote setup sessions, administrator training, and access to online documentation and video guides.

Ongoing support is provided through a secure support portal and email. Service availability targets and support response times are defined within the Service Level Agreement (SLA).

6. Data management and exit

Customers retain ownership of their data at all times. Tahdah supports data export in open, non-proprietary formats including CSV, JSON, XML, and PDF/A.

At contract end, data can be exported by the customer and securely deleted in line with documented data sanitisation processes using application-level deletion and cryptographic erasure.

7. Service constraints

- Internet access and a modern web browser are required
 - Planned maintenance is notified in advance and typically performed outside UK business hours
 - API integrations depend on availability of third-party systems
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8. Commercial model (high-level)

Tahdah Platform is provided on a subscription basis. Pricing is modular and based on selected functionality, user volumes, and service options. Full pricing details are provided separately in the G-Cloud pricing document.

9. Supplier and governance

Supplier: Tahdah Verified Ltd

Security governance is owned at board level, with operational responsibility delegated through documented information security policies and procedures.

Further technical, architectural, or security information can be provided to buyers on request.