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Service Categories

LG Inform Plus API service which provides services under the following categories of the G Cloud 15 framework:

- **Lot 2a Application Development and Deployment /**
 - Integration and Orchestration / Integration Software:
 - API Management Software
 - API Gateway Software
 - Integration Platforms
 - Connectivity Adapters and Plug-In Software
- **Lot 3 Cloud Support Services**
 - Set Up and Migration /
 - Project Management and Governance
 - Training /
 - Basic User – Cloud Based Services
 - Super User – Cloud Based Services
 - Basic Troubleshooting Skills
 - Advanced Troubleshooting Skills
 - Function/Service Optimisation Skills
 - Other
 - Ongoing Support /
 - End User Training Coordination
 - Other

API for Data analysts and developers

Price: £3,300 per annum - 10Gb data per month

Under the agreement during the subscription period, available to the **recognised domain**.

Services	Service Definition
Standard Services	Included in the annual subscription fees
User Access	Access to the service is available to all using the recognised domain.
Application Programming Interface (API)	The provision of direct access to the LG Inform database via the LG Inform Plus Application Programming Interface (API). An allowance of up to 10GBs of data per month is available as standard.
On-going support: First point of contact, Help Desk and Technical Support	Access to help and advice is an integral part of the service and provided via the LG Inform Helpdesk Monday to Friday (9:00am to 5:30pm). The Helpdesk provides first-line support answering basic queries and questions associated with the use of the LG Inform application and database. Advanced support is available direct from the LG Inform data team, for example, to discuss particular data items or queries about new data. IDeA will provide support (via escalated help desk calls or through the Account Manager) for problem solving, product awareness and project management.
Staff Awareness and Training	Regular training webinars are included as part of the service and advertised on the website.
Project and Account Management.	An 'account manager' is assigned to support the LG Inform service during the subscription term. The IDeA will provide reporting, as agreed, detailing use of LG Inform and LG Inform Plus on a quarterly basis.
Premium Services	Additional to the annual subscription fees (any such additional fees to be reasonable and agreed in advance by the parties).
New Data Additions (Metrics)	Support, or a new public source of charges depend upon the amount of data required and its complexity. Any new 'basket' of metrics, including on-going data maintenance, would be reviewed and costed according to the effort required in advance of work being undertaken.
Additional Staff Awareness and Training.	Additional support on training can be agreed.

Subject to [User Policy and Terms and Conditions](#)

DIRECT DATA FEED VIA API – APPLICATION PROGRAMMABLE INTERFACE

API Terms of Use

This schedule sets out specific terms of use for the LG Inform Plus direct data feed via its application programming interfaces (the "LG Inform Plus API"). By using the LG Inform Plus API, users agree to the terms below. . The IDeA reserves the right to update and change these terms from time to time without notice. You should refer to the terms specific to the LG Inform Plus API and to the general terms.

A user's right to the LG Inform Plus API under these terms continues until it is terminated by either party. Users may terminate the right by discontinuing use of all or any of the LG Inform Plus API

A user's right to use the API will continue so long as:

- The user complies with LG Inform Plus Terms of Use at <http://about.esd.org.uk/terms>
- If the user is a Subscribing Other Organisation, payments are made for high volume use according to the prices by volume, with free low volume use as set out [here](#).
- The LG Inform Plus API remains in service for use from the IDeA and its third party clients. Users will be given a minimum of three months' notice of any withdrawal of the LG Inform Plus API.

1. Uses and Restrictions.

The LG Inform Plus API is owned by the IDeA or its licensors (as appropriate), which include Local Authorities and the Service Provider. This agreement grants a right to use the LG Inform Plus API on worldwide (except as limited below), non-exclusive, non-sublicenseable basis on the terms and conditions set forth herein. These terms define legal use of the LG Inform Plus API, including all updates, revisions, substitutions, and any copies of the LG Inform Plus API made by or for the user. All rights not expressly granted are reserved by LG Inform Plus.

1. The User shall:

1. Comply with the LG Inform Plus Terms of Use at <http://about.esd.org.uk/terms>.
2. Comply with any requirements or restrictions imposed on usage of data by their respective owners. Although the LG Inform Plus API can be used to provide access to open data, neither the provision of the LG Inform Plus API to users nor use of the LG Inform Plus API override data owners' requirements and restrictions, which may include Open Government licences or other terms and conditions that may be agreed upon between the user and the owners. In ALL cases, the user is solely responsible for making use of data in compliance with owners' requirements or restrictions.
3. Attribute LG Inform Plus as the source of data with the statement "Powered by LG Inform Plus: www.local.gov.uk/lginformapi (opens in a new tab)

2. The User shall not:

1. Use the LG Inform Plus API for any application that replicates or attempts to replace the essential user experience of the LG Inform Plus tools and applications.
2. Attempt to cloak or conceal their identity or their application's identity when requesting authorisation to use LG Inform Plus API.
3. Cache or store any data other than for reasonable periods in order to provide the service the user is providing to its end users unless otherwise authorised in writing for a fee at the sole discretion of the IDeA^[1].
4. Use the LG Inform Plus API for any application that constitutes, promotes or is used in connection with spyware, adware, or any other malicious programs or code.
5. Use the LG Inform Plus API in any manner or for any purpose that violates any law or regulation, or any rights of any person, including but not limited to intellectual property rights, rights of privacy, or rights of personality.

6. Use the LG Inform Plus API in a manner that adversely impacts the stability of LG Inform Plus servers or adversely impacts the behaviour of other applications using the LG Inform Plus API. Further, the IDeA reserves the right to rate limit or block applications that make a large number of calls to the API that are not primarily in response to direct user actions.
7. Sell, lease, or sublicense the LG Inform Plus API or access thereto. For the avoidance of doubt, the IDeA encourages commercial and intellectual exploitation that arise from value added services and products using the outputs from the LG Inform Plus API.

Lot 3 Day Rate Charges

As completed on the Digital Platform, any day rate charges required for services in addition to those provided through the monthly subscription costs will be capped at the maximum day rate for the following roles:

- Data Architect
- Senior Data Analyst
- Principal Data Analyst
- Lead Data Engineer
- Senior Business Relationship Manager
- Lead Business Relationship Manager
- Product Manager
- Programme Delivery Manager

All roles are capped at £1,000 plus VAT per 7.5 hour day.

Should further information be required, please contact our Business Development Manager, Vitaly Voytenko: vitaly.voytenko@local.gov.uk or Programme Manager, Alex Rigge: alex.rigge@local.gov.uk in the first instance.