



Service Definition

Mapping and Route Authoring Platform

Lot 2b Software as a Service (SaaS)



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Introduction

The Mapping and Route Authoring Platform is a cloud-based geospatial software service that enables organisations to create, manage and analyse maps and route data through a secure web interface.

The platform supports operational planning, route design and ongoing route management using interactive mapping tools and configurable data layers. The service is provided as a browser-based SaaS offering hosted on UK-based public cloud infrastructure. No local software installation is required.

Service overview

The platform allows users to visualise spatial data, author and edit routes, manage geospatial datasets and collaborate securely across teams. It is designed to support organisations that require accurate, up-to-date mapping and route information to inform operational decisions.

The service includes tools for:



Interactive map
viewing and
configuration



Route creation
and editing



Data import
and export



Role-based
access control



Audit logging
and governance



Integration with
external datasets
and systems

Service features

Key features of the Mapping and Route Authoring Platform include:



Web-based interactive mapping with configurable spatial data layers



Route authoring and editing using intuitive map-based tools



Import and export of geospatial data in common formats



Role-based access control and permissions management



Real-time visualisation of routes, assets and operational data



Secure integration interfaces for connecting to external systems and datasets



Audit logging of user actions and configuration changes



UK-hosted cloud infrastructure with high availability



Browser-based access with no local installation required



Data export supporting open, machine-readable formats



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Service benefits

The service enables organisations to:



Plan, design and update routes efficiently using intuitive mapping tools



Reduce reliance on manual processes and spreadsheet-based planning



Improve operational visibility through shared, up-to-date maps



Support consistent route design across teams and services



Enable faster and better-informed decision making using spatial data



Improve collaboration between operational and planning teams



Reduce errors through controlled access and audit visibility



Export route and mapping data easily for reporting and downstream systems



Access the service securely from any modern web browser



Adapt routes quickly in response to changing operational requirements

Deployment model

The service is delivered using a public cloud deployment model. The platform is hosted on UK-based AWS infrastructure and accessed via a secure web browser.

Service scope

Optional services such as specialist onboarding, training, integrations or enhanced support may be provided separately and are clearly defined and priced outside the core service.

In scope

- ✓ Provision of the Mapping and Route Authoring Platform as a SaaS service
- ✓ Secure hosting on UK-based public cloud infrastructure
- ✓ Access to all standard platform features
- ✓ Maintenance, security updates and monitoring
- ✓ Standard documentation and user guidance
- ✓ Data export using built-in tools

Out of scope

- ✗ Secure hosting on UK-based public cloud infrastructure
- ✗ Modification of core application code
- ✗ Management of third-party systems
- ✗ Customer network connectivity

System constraints

A modern supported web browser and internet connectivity are required

Planned maintenance may occur outside core business hours and is communicated in advance

Integration with external systems depends on their availability and compatibility

Very large datasets or specialist geospatial formats may require additional configuration or support



Service requirements



A modern supported web browser
such as Chrome,
Edge, Firefox or Safari



Internet connectivity



JavaScript and
cookies enabled



A supported operating
system with current security
updates applied

No local software installation or additional licences are required.

Service requirements



A modern supported web browser
such as Chrome,
Edge, Firefox or Safari

Internet connectivity



JavaScript and
cookies enabled

A supported operating
system with current security
updates applied

No local software installation or additional licences are required.

Security & governance

The service operates under a formal Information Security Management System certified to ISO/IEC 27001.

Role-based access control and least privilege

Encryption of data in transit using TLS 1.2 or above

Encryption of data at rest

Centralised logging and monitoring

Regular vulnerability assessment and penetration testing

Incident management aligned with recognised standards

Data is stored and processed within the United Kingdom.



Availability and resilience

The service is designed using cloud-native resilience patterns and is hosted across multiple availability zones.

Automatic scaling, monitoring and alerting are used to maintain performance and availability.

A monthly service availability target of 99.9% applies, excluding planned maintenance and factors outside the supplier's control.



Support and maintenance

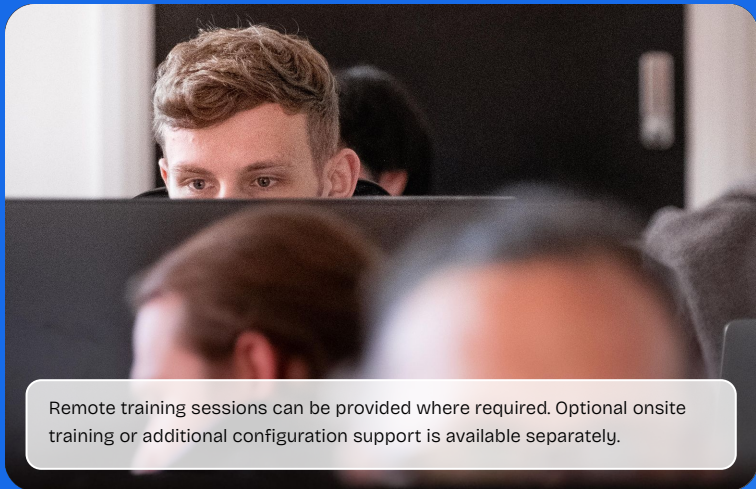
Support is provided through email or an online ticketing system, with telephone support available during UK business hours.

Response times depend on the selected support tier.

Maintenance, security updates and platform improvements are delivered as part of the SaaS service.



Onboarding and training



Remote training sessions can be provided where required. Optional onsite training or additional configuration support is available separately.

A structured onboarding process is provided, including:

Initial tenant setup

User access configuration

Guidance on security settings

Documentation and user guides

Data import and export

Users can import and export data using built-in platform tools.

Supported formats include CSV and open geospatial formats such as GeoJSON and JSON.





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