

PPL Innovate Core Site

Service Definition Document

G-Cloud 15

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Summary

The portal is a standalone information advice and guidance (IAG) solution, underpinned by a powerful content management system to allow local information management, along with comprehensive directory functionality that can consolidate multiple information sources. Typically used for health and social care websites, PPL's Portal offering is in use in more than 35 Local Authorities.

Overview: Main features and benefits

Features:

- ✓ Children & Families Act-compliant, digital platform to deliver Information and Advice Content
- ✓ Developed specifically for the UK Public Sector, particularly social care and health.
- ✓ Multiple, configurable, directories of services, using Open Referral standard, including FIS and SEND Local Offer
- ✓ Integration with CQC, Ofsted and other 3rd party data feeds.
- ✓ Powerful search including location maps, facets, filters and sorting
- ✓ Responsive, Mobile-first, accessible web pages, working across various devices.
- ✓ Multiple tools and features designed for the specific needs of social care users.
- ✓ A wide range of add-on modules depending on business need.
- ✓ Compatible with other PPL solutions.
- ✓ Multi-tenanted platform with regular updates and new features

Benefits:

- ✓ Perfect for adults or children's social care, or as an "all age" portal.
- ✓ Configurable to meet local business needs.
- ✓ An easy-to-use solution for non-technical staff to update information.
- ✓ Easily extended to incorporate modules such as eMarketplace.
- ✓ Deployed for more than 35 Local Authorities
- ✓ A range of support options, including managed services to help with resource constraints.

Technical Information

Overview

The PPL platform is hosted in the UK on a secure, private cloud and offered as Software As a Service (SAAS) via modern browsers. The platform is a multi-tenanted, scalable solution, which has an ongoing programme of development to keep the solution in line with industry and public sector best practice.

Service Management

Service desk available, Mon-Fri 9am-5.00pm (excluding public holidays) via:

- Telephone and email
- Online issue logging and tracking system
- Online ticketing support

Service Levels

- Availability: 99.95%
- Support Service desk: 9.00am – 5.00pm, excluding public holidays.
- Full monitoring and alert system: 24/7

Severity definitions

Severity	Description	Response time
1	Service unavailable	15 mins
2	Service significantly impaired	30 mins
3	Minor effect on service	1 hr
4	Minor issues, including cosmetics	1 hr

Information Assurance & Security

The systems are hosted in the UK, with a Disaster Recover platform located at a secondary UK-based location. The PPL platform is compliant with all Cloud security principles and covered by our ISO27001 and Cyber Essentials certification.

Back-up, restore and Disaster Recovery

All systems are backed up periodically, and copies of the backup are stored at the local and DR data centres for 2 weeks. Backups are then archived off to cloud storage for long-term retention. DR instances of live sites are maintained in the DR data centre for failover in the event of an outage.

Management information and reporting

The solution contains a full reporting suite, detailing solution-specific data. Usage statistics are provided through integration with third-party reporting packages, e.g. Google analytics.

Onboarding

Demonstrations

Demonstrations are available to interested parties, on request.

Onboarding/Offboarding

The onboarding process includes:

- ✓ Project Management with regular project status meetings
- ✓ Requirements Gathering
- ✓ Setup and configuration of the system
- ✓ Styling, to meet brand guidelines
- ✓ Migration (if required)

A typical onboarding process takes 12 -16 weeks, depending on requirements.

Offboarding – A data extract will be provided to the client for all client-owned data and content. Further services are available and charged at the SFIA rate card.

Training

Training can be provided, by the following means, depending on requirements:

- ✓ On-site at the client's premises
- ✓ Online, via MS Teams
- ✓ Online webinars for larger groups.

Electronic Training documentation, including User Manuals, will be made available.

Termination

Either party shall provide six months' written notice of any intention to terminate the service, subject to a minimum 12-month contract.