

CONFIDENTIAL

G-Cloud Services RM1557.15

Landmark●
Information Group

Service Definition – Landmark Information Group G-Cloud 15 – Lot 2b: Software as a Service (SaaS)

Residential Data (ResiData) Portal as a Service



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Document Control

Supplier Name	Landmark Information Group Limited
Service Name	Residential Data (ResiData) Portal as a Service
Version / Date	30 th January 2026
Contact	bids@landmark.co.uk

01 Service Overview

This document is a Service Definition for Residential Data (ResiData) Portal as a Service offered by Landmark Information Group (Landmark) as Software as a Service (SaaS) through the G-Cloud framework.

Landmark is a leading UK provider of property, land and environmental data solutions. For over 25 years, Landmark has supported legal, property and environmental professionals with accurate, comprehensive data, geospatial intelligence and risk insights that help organisations manage compliance, assess risk and make informed decisions. As an ecosystem of complementary brands, Landmark offers unrivalled breadth across the property and land value chain, including floor plans (Metropix), AVMs, fraud alerts, climate-risk screening, flood assessments and bespoke data modelling.

Landmark Valuation Services (LVS), part of Landmark, is the UK's market-leading platform for the secure distribution, management and completion of mortgage valuation reports. Established in 1982 and now central to the LandmarkConnect ecosystem, LVS connects around 250 lenders with over 250 surveying and panel firms, facilitating more than 1.3 million residential valuations annually. LVS offers a comprehensive suite of valuation technologies, including lender instruction modules, Automated Valuation Models, Valuation Risk Models, property-risk APIs (including climate impact), fraud-detection tools, case-management systems, mobile surveying solutions and the Residential Data Portal.

What the service provides

The ResiData Portal provides:

- Real-time residential property data
- Full address and partial address search
- Market, transaction and listing history
- Structural, dimensional and attribute-level intelligence
- Floor plans, EPC extension indicators, land data and photography
- Consolidated information to support assessments, investigations and valuations

02 Service Detail

The service enables users to locate and analyse residential property information rapidly, using verified address data and extensive property-level detail. Content is sourced through Landmark's curated datasets and partner data feeds, ensuring accuracy and consistency.

The platform includes property descriptions, internal and external photographs, room details, land attributes, extensions, garages, outbuildings, and historic changes visible through past floor plans and brochures.

Features and Benefits

Core Features

- Advanced property search (full/partial address or postcode)
- Comprehensive property summaries with PAF-validated data
- Listing detail extraction including structural and room-level data
- Integrated photography and visual artefacts
- Dynamic floor plan viewer
- Historic floor plan archive (from 2004 onwards)
- EPC extension indicator integration
- Access to property brochures and land attributes
- Outbuilding and extension identification

Benefits

- Accelerates property assessments
- Improves decision-making with clear structural and historical insights
- Reduces errors using validated address data
- Identifies risks early via extension and structural change indicators
- Saves time through consolidated, multi-source data
- Enhances due diligence
- Supports reporting quality
- Reduces operational costs
- Increases valuation confidence

Service Boundaries

- Delivered as a private cloud SaaS service
- No installation required; accessed via web browser
- No system constraints beyond requiring an internet connection
- No API component available

Associated Services

Optional services available under G-Cloud include:

- Additional training (onsite or remote)
- Technical support beyond standard service levels
- Data services: bulk data exports, bespoke analysis
- Professional services support for integration or data interpretation

Pricing Overview

Pricing for these services is detailed on the Pricing Document attached to this G-Cloud Service.

Terms and Conditions

Terms and Conditions for all services are detailed in the Terms and Conditions document attached to this G-Cloud Service.

03 Service Provision and Use

The service is accessed via Microsoft Edge or Google Chrome. No installation is required. Users simply log in using their authenticated credentials.

Ordering and Invoicing Process

Buyers should contact the Landmark Team using the contact details provided. Landmark will:

- Confirm service scope and pricing according to the G-Cloud Pricing Document.
- Issue a quotation.
- Begin configuration and onboarding upon receipt of a Purchase Order.
- Invoice monthly according to contract terms.

Termination and notice details are defined in the Terms and Conditions.

Onboarding, offboarding and service migration

Landmark provides:

- Collaborative onboarding to understand customer requirements
- Setup support and service activation
- Online training and documentation
- Tailored support where required

At offboarding:

- Users may download data directly OR Landmark can transfer via secure internet methods or physical media
- Service access ceases at contract end
- A customer-specific exit plan is agreed and executed
- Licensed data must be removed if the licence is not renewed

Training

Training options include:

- Online remote training
- User documentation (PDF format)
- Onsite training available at additional cost

Training can be tailored to user roles and needs.

04 Service Management

Landmark's service management approach is ITIL-aligned and designed to deliver consistent, reliable, and accountable cloud operations. We combine proactive monitoring, clear governance, and robust SLAs to ensure your services run smoothly and securely.

Service Management

Landmark delivers ITIL-aligned service management, including:

- Incident, change and request management
- Defined escalation matrices
- Priority-based response SLAs
- Monthly MI reporting as required
- Maintenance windows outside business hours

Support Hours

Standard: 08:00–20:00 UK business days

Service Level Agreements

Standard SLAs:

- P1 – 10 minutes response
- P2 – 1 hour response
- P3 – 4 hours response
- P4 – 1 business day
- P5 – 1 business day

Availability is maintained during business hours with planned maintenance outside those hours.

Service Constraints

- Supported browsers: Edge, Chrome
- No mobile-specific UI
- No API access or sandbox
- Private cloud deployment only

Reporting & Reviews:

- Monthly KPI reports (MTTR, incident volumes, change success rate).
- Quarterly service review meetings to assess performance and improvement actions.

05 Responsibilities

Customer Responsibilities

- User administration
- Ensuring appropriate connectivity and device security
- Compliance with data licence requirements

Supplier Responsibilities

- Platform hosting, maintenance and updates
- Incident, problem and change management
- Data stewardship and security

06 Security and Information Assurance

Security is always of the upmost importance at Landmark, we have a dedicated Infosec team and invest multiple millions of pounds every year in ensuring our security is as strong as it can be. In addition to this investment we are audited regularly by our big lender suppliers as well as our PLC parent company, DMGT. Clients of our systems may wish to employ a third party to undergo an audit of the system and are happy to support this process upon request.

Certifications (e.g., ISO/IEC 27001, Cyber Essentials Plus)

- **ISO/IEC 27001** : This means Landmark operates under a formal, audited framework to protect data confidentiality, integrity, and availability. It ensures robust risk management, documented security controls, and continuous improvement, giving assurance that sensitive information is handled securely and in compliance with UK government requirements.
- **Cyber Essentials Plus**: This guarantees Landmark's systems are protected against common cyber threats through measures like secure configuration, access control, malware protection, and patch management.

Identity & access management, MFA, role-based access controls

Access control:

- Pre-registered users only
- Unique username/password authentication
- Management access also requires authenticated credentials

Vulnerability management & patching cadence

Landmark operates a comprehensive, risk-based vulnerability management programme designed to protect your cloud environment and maintain compliance. Our approach prioritises continuous identification, assessment, and remediation of vulnerabilities based on asset criticality and threat exposure. Our programme includes:

- **Daily Scanning and Patch Management**: Aligned to Cyber Essentials Plus timelines.
- **Continuous Attack Surface Monitoring**: Using WatchTower for external exposure.
- **Static and Dynamic Testing**: Snyk (SAST/SCA), APIsec, and Acunetix for runtime vulnerabilities.
- **Secure Development Lifecycle**: Adherence to Secure Systems Engineering Principles and Coding Standards.

Logging, Monitoring and SIEM

We maintain a 24/7/365 Security Operations Centre (SOC) leverages Microsoft Sentinel SIEM for real-time monitoring, alerting, and incident detection. Other features include:

- AES-256 encryption at rest, TLS 1.2+ in transit.
- Automated threat response via SOAR.
- Comprehensive logging from Firewalls, IPS, VPNs, Endpoints, WAF, FTP transfers, PAM devices and Databases.
- Endpoint Protection with Microsoft Defender XDR, Zscaler and BitLocker
- Continuous traffic inspection and segmentation enforce the principle of least privilege and zero trust.
- Proven capability to integrate feeds into customer SIEM / SOC.

Penetration Testing Policy

Landmark conducts annual penetration tests using CREST and NCSC-approved partners (e.g., NCC Group, MDsec, IOActive). This independent validation ensures our security posture meets UK government and critical national infrastructure standards, providing buyers with assurance of robust protection against advanced threats.

07 Backup, Disaster Recovery and Business Continuity

Landmark delivers a robust backup and disaster recovery strategy designed to safeguard critical data, maintain compliance and ensure business continuity. Our approach combines secure storage, encryption and resilience measures to minimise risk and guarantee rapid recovery in the event of disruption.

Backup Strategy and Scheduling

Our backup strategy ensures robust protection of all critical systems and data, supported by daily backup routines, tailored scheduling aligned to regulatory and business requirements, and fully documented procedures for audit readiness.

- **Frequency:** Daily backups of critical systems and data, typically during off-peak hours.
- **Tailored Scheduling:** Based on data criticality, regulatory requirements and business needs.
- **Documentation:** Detailed backup schedules and procedures maintained for audit readiness.

Storage and Security

Our data protection strategy is built on a multi-layered resilience approach, combining geographically separated replication, secure nightly and cloud-native backups, strong encryption standards, and strict identity-based access controls to ensure the highest levels of availability, security, and recoverability.

- **Replication:** Critical data replicated across geographically separated data centres (South Wales and Exeter) to enhance resilience and availability.
- **Data Centre Backups:** Nightly backups using GFS scheme, isolated from server estate, ransomware protected with immutable snapshots.
- **Cloud Backups:** Region-to-region synchronisation using cloud-native technologies with snapshot recovery capability.
- **Encryption:** AES-256 encryption at rest and TLS1.2+ in transit aligned Landmark's Cryptography policy and Encryption standards.
- **Access Control:** Strict identity-based access controls and authentication mechanisms enforced.

Retention and Compliance

Landmark has defined retention periods based on legal, regulatory requirements and business continuity requirements, with full documentation for audit and compliance assurance.

Business Continuity and Disaster Recovery (BCDR)

Landmark BCDR plan ensures rapid recovery and minimal disruption during major incidents. Key strategies include:

- **Resilience in Network Design:** Geo-redundant UK data centres with N+1 redundancy, diverse routing, and automated failover.
- **Remote Working:** Secure VPN access for all staff to maintain operations off-site.
- **Resilient IT Systems:** Cloud-hosted SaaS where appropriate, supported by Business Impact Analyses and recovery plans.
- **Specialist Partnerships:** Third-party experts engaged for critical resilience functions.
- **Preventative Maintenance:** Comprehensive asset management and testing to prevent downtime.
- **Emergency Response:** Documented incident response plans to mitigate disruption proactively.

Governance and Testing

The governance approach to BCDR includes the following:

- **Incident Escalation:** Reported to senior leadership and customers per SLA; regulators notified as required.
- **Communications:** Clear internal and external communication protocols via Incident Response Plans.
- **Testing and Review:** Annual BCDR reviews and exercise programmes to validate strategies and improve resilience.

08 Accessibility and Usability

Network, browser, OS and hardware prerequisites

- Browser-based access; no installation required
- WCAG support dependent on device/browser
- Documentation available in PDF

Client System Requirements

To ensure optimal use of cloud dashboards, portals and service desk interfaces, the following client system setup is recommended (non-exhaustive):

Supported Operating Systems

- **Windows:** Windows 10 or later
- **macOS:** macOS 12 or later

Supported Browsers (latest two released versions)

- Google Chrome
- Microsoft Edge
- Mozilla Firefox

Network Requirements

Secure Connectivity

- All API calls and portal access must use HTTPS (TLS 1.2 or higher).
- Outbound access must be permitted to approved IP ranges and ports (typically port 443) for any required endpoints.

Firewall Configuration

- Customers must configure firewall rules to allow secure API traffic to approved integration endpoints.

Bandwidth

- Minimum 10 Mbps recommended for stable dashboard access and API-driven interactions.
- Higher bandwidth is advised when transferring large datasets or performing bulk uploads.

Browser Settings

- JavaScript must be enabled for full functionality.
- Cookies must be permitted.
- Pop-up blockers should be disabled for trusted portal/service desk domains. Statement of compliance with WCAG 2.1 AA (or target)

09 Social Value Commitments

Landmark is committed to supporting government missions and policy outcomes through a comprehensive social value strategy embedded in our operations and contract delivery.

Environmental Sustainability

- ISO 14001 certified, demonstrating robust environmental management.
- Company wide net zero carbon target by 2050
 - Achieve 90% reduction in Scope 1 and 2 emissions.
 - Achieve 46% reduction in Scope 3 emissions.
 - Supported by:
 - Remote working policies to minimise travel.
 - Energy-efficient cloud architectures.
- Alignment with Mission: Make Britain a clean energy superpower (Policy Outcome 4) by actively seeking opportunities to reduce emissions and adopt green technologies.

Skills Development

- Role-based training and apprenticeships to upskill UK teams in cloud technologies.
- Delivery of apprenticeships, supported internships, and T-Level placements relevant to the contract.
- Support for educational attainment and addressing skills gaps through recognised qualifications.
- Alignment with:
 - Mission: Kick start economic growth (Policy Outcomes 1 & 2) by creating new jobs, apprenticeships, and career progression opportunities.
 - Mission: Break down barriers to opportunity (Policy Outcomes 6 & 7) by targeting underrepresented groups and NEETs for training and employment.

Diversity and Inclusion

- Fully inclusive recruitment practices and WCAG 2.1 AA accessibility compliance across all deliverables. Work is underway to extend current accessibility standards to align with WCAG 2.2 AA requirements.
- Monitoring employee engagement rates by protected characteristics and implementing actions to ensure all voices are heard.
- Commitment to fair pay, leave entitlements, and gender/ethnicity pay gap reporting.
- Alignment with:
 - Policy Outcome 6: Removing barriers for disabled people and underrepresented groups.
 - Becoming a Disability Confident employer and promoting equality of opportunity.

Community Engagement

- Partnerships with local education providers to promote STEM careers.
- Collaboration with The King's Trust to support disadvantaged groups.
- Volunteering opportunities for staff and outreach activities to create employment pipelines.
- Alignment with:
 - Policy Outcome 3: Engaging local stakeholders, supporting community-led initiatives, and opening subcontracting opportunities to SMEs, VCSEs, and diverse businesses.
 - Policy Outcome 7: Outreach to schools, colleges, and universities to reduce barriers to entry.

Fair Working Conditions

- Employment contracts reflecting actual hours worked, with clear processes for review.
- Sick pay provision from day one and income replacement policies for carers.
- Initiatives to promote physical and mental wellbeing, including education on nutrition, activity, and financial literacy.
- Measures to cascade good practice throughout the supply chain.
- Alignment with Policy Outcome 8: Investing in workforce health and wellbeing and promoting inclusive working environments.

Modern Slavery Risk Management

- Robust pre-employment checks, safeguarding plans, and supply chain audits.
- Engagement with NGOs and trade unions to address risks.
- Training and awareness programs for staff and suppliers.
- Alignment with Policy Outcome 1: Ensuring ethical practices and fair conditions across the supply chain.

Summary of Impact

Through these initiatives, Landmark will:

- Create and retain jobs and apprenticeships.
- Support in-work progression and career development.
- Promote diversity, inclusion, and fair working conditions.
- Engage communities and open opportunities for SMEs and VCSEs.
- Deliver environmental benefits and work towards net zero.

Tackle modern slavery risks and uphold ethical standards.

10 Trial Service

Although we don't offer a trial for this service, we are fully committed to supporting customers throughout their evaluation process. We're always happy to discuss your specific requirements in detail, walk you through how the service works, and demonstrate the value it can bring to your organisation. Our team can provide tailored guidance, examples, and insights to help you understand how the solution aligns with your goals and operational needs.

If you'd like, we can arrange a session to explore your objectives, answer any questions, and ensure you have everything you need to make an informed decision. Please contact Landmark using the contact information in the Document Control Section if you would like further information and/or to request a meeting.