

G-Cloud 15

Cloud Software Service Definition Document

January 2026

Contents

Company Summary	2
1.0 G-Cloud Services available	4
1.1 Cloud Software - Software as a Service	4
Key Benefits.....	4
Key Features & Functionality	4
PSI App	4
EM Portal.....	4
Inspector Workflow:.....	5
Election Manager Workflow:	5
User Interface & Access	5
2.0 Tech Spec: Security and Connectivity	6
3.0 Data backup and restore, disaster recovery and business continuity plans.	6
4.0 Service constraints like maintenance windows or the level of customisation	6
5.0 On-Boarding Process	6
6.0 Off-Boarding Process.....	7
7.0 Service management details	7
8.0 Service Levels	7
9.0 Training.....	9
10.0 Ordering and invoicing process	10
11.0 Termination terms	10
12.0 Data restoration / service migration	10
13.0 Customer responsibilities	10
14.0 Technical requirements	10
15.0 Details of any trial service available	11

Company Summary

Modern Democracy is an award-winning leader in the delivery of elections software and services to Local Government in the UK. Everything we achieve at Modern Democracy is down to the quality, talent, vision and determination of our people.

Modern Democracy and its Modern Polling digital platform, provides a polling station management portal and supports digital registration and automatic reporting. This has already been discovered and adopted by councils across the UK who recognise just how important having dedicated elections specialists onboard is.

Our Polling Station Inspector solution now enables inspectors to efficiently conduct their inspections, capture evidence, and report findings efficiently during elections. The integration into the election management portal allows for real-time monitoring for election managers.

1.0 G-Cloud Services available

1.1 Cloud Software - Software as a Service

The Polling Station Inspector application is digital solution for election day operations. Built as a Progressive Web App (PWA), it enables inspectors to efficiently conduct inspections, capture evidence, and report findings efficiently during elections. The integration into the election management portal allows for real-time monitoring for election managers.

Key Benefits

- Digital Transformation: Replaces paper-based inspection processes with a digital solution
- Real-time Monitoring: Election Manager can track inspector activity and visit status live
- Offline Capability: Inspectors can complete inspections without connectivity after logging in and selecting election
- Standardized Process: Ensures consistent inspection procedures across all polling stations
- Audit Trail: Provides a complete audit trail of inspection activities and reports
- Automated Reporting: Generates professional PDF reports for compliance and review

Key Features & Functionality

PSI App

Feature	Description	Benefit
Secure Login	OTP-based login using mobile number	Easy and secure access
Election & Station Assignment	View assigned elections and polling stations	Ensures inspectors only access relevant data
Digital Check-in/Check-out	Log arrival and departure at stations	Tracks inspector activity
Four Core Inspection Tasks	Staff Attendance, Ballot Box Management, Station Inspection, Postal Vote Collection	Standardized, structured inspections
Photo & Signature Capture	Capture evidence and digital signatures	Enhances auditability
Offline Functionality	Offline support after initial login and selecting election	Reliable in low/no connectivity areas
Auto Sync	Automatic data synchronization when internet is available	Ensures data integrity

EM Portal

Feature	Description	Benefit
---------	-------------	---------

Inspector Assignment	Assign inspectors to polling stations and elections	Ensures the right inspectors are assigned to the correct stations efficiently
Real-time Metrics	Track inspector progress, visit status and postal vote collection	Provides live visibility into field operations for better oversight and responsiveness
Visit Management	Monitor check-in/check-out timestamps and visit completion	Enables accurate tracking of inspector activity and station coverage
Inspection Report Access	Download structured PDF reports for each station	Simplifies compliance and audit processes with ready to use documentation
Postal Vote Tracking	Monitor collection and handover of postal votes	Ensures secure and accountable handling of postal votes

How It Works – Primary Workflow

Inspector Workflow:

- Inspector logs into the app with mobile number and OTP
- Select election and assigned station
- Check in at the station
- Complete Inspection Tasks
- Checkout - data syncs when online

Election Manager Workflow:

- Assign inspectors to stations
- Monitor real-time progress and visit status
- Download inspection reports
- Track postal vote collection

User Interface & Access

- Available on iPad (via browser or installable PWA)
- iPad-friendly design with intuitive navigation
- Visual indicators for task completion, sync status, and progress
- Election Manager Portal for real-time monitoring and report access

All reports are digitally sealed and stored securely for 35 working days.

Security at the Core

Security is built into the very heart of Polling Station Inspector. All data is securely hosted, complying with GDPR while iPads used at the polling stations as they enable us to provide the highest level of security. Our systems undergo annual penetration testing ensuring we adhere to Electoral Commission standards while we are also:

- ISO27001:2022 accredited
- Cyber Essentials approved
- Cyber Essentials Plus accredited
- ITHC compliant
- Approved by Government Digital Services

2.0 Tech Spec: Security and Connectivity

Restricted access tablets are used at the polling stations to ensure the highest level of security across all devices. The secure servers are independent of the Local Authority systems to increase resilience. Communication is secured via encrypted channels. All devices are WIFI and mobile internet enabled, while the platform is also operational offline.

3.0 Data backup and restore, disaster recovery and business continuity plans.

Polling Station Inspector is hosted on Amazon Web Services and has Point in Time Recovery for all application and databases.

As part of ISO27001:2022 we have a Business Continuity Plan and Disaster Recovery Plan that are tested on an annual basis to ensure that they are still relevant to our Business and Customers' needs.

4.0 Service constraints like maintenance windows or the level of customisation

Polling Station Inspector platform is available for use by our Customers throughout the year. We usually release a new version of the Software with any functional changes in March each year for use in the main May elections. This normally happens when there are no By-Elections scheduled and a window of opportunity is recognised so as not to have any impact on our customers. The release is usually scheduled for over a weekend.

Our Platform is dictated by legislation and therefore Customisation is not required on a Customer by Customer basis, However there are regional customisations such as:

- Age of the voter in different jurisdictions of the UK
- Language preferences such as Welsh language
- Different election types and franchises - again on a regional approach

5.0 On-Boarding Process

It is Modern Democracy's priority to ensure a smooth and easy adjustment for users to our services and is why we ensure a robust on-boarding process in place. The transition is efficient, straight forward and ensure the organisation is working effectively as soon as possible.

To do this we adapt the following steps:

- Assign a key contact within the company who will be the Project Manager and direct contact point for the client;
- A simple deployment methodology is utilised;
- The process provides checkpoints to ensure quality is assured and client data is checked to ensure all preparation work is completed before going live;
- An on-going relationship will be established providing support as required.

6.0 Off-Boarding Process

Modern Democracy has worked extensively with numerous UK and international customers in the electoral services industry and understands the importance of a collaborative and sharing approach when establishing any forward plan and termination of a project. All off-boarding processes and exporting of data will be defined with the client on project commencement.

Modern Democracy will use our innovative approach to establish a forward plan for clients incorporating the feedback from throughout the project and a continuous improvement process in an on-going effort to improve the products, services and processes provided during the project.

To ensure the successful implementation of forward planning, Modern Democracy will conduct a wrap up meeting at close of project to gather customer's feedback.

7.0 Service management details

In order to create a stable and established project environment for the internal resource to take forward, Modern Democracy will allocate a Project Manager to be the direct contact for the duration of projects. This Project Manager will be responsible for the following:

- Lead all meetings with clients to ensure exact requirements are captured;
- Manage the production of the required project deliverables;
- Assume responsibility for overall project progress and allocation/use of resources, initiating corrective action wherever necessary;

8.0 Service Levels

8.1 Availability

Modern Democracy will be available to assist clients to focus on the agenda, discuss the objectives, ask questions to widen clients' understanding, listen, provide feedback, bring a different perspective and help sort out the many and complex issues of running elections. Ultimately, we will aim to impart our knowledge and experience to motivate and inspire clients.

Modern Democracy is available during business hours of 9:00am – 5:00pm Monday to Thursday and 9:00am to 3:00pm on Friday through the following means:

- **Incident Management Portal** – support.moderndemocracy.com
- **Telephone: 028 7186 7631**
- **Email:** info@moderndemocracy.com

At critical times throughout the project, Modern Democracy will be working outside of these normal hours to ensure project key milestones are met – this will be agreed with the client at project commencement.

8.2 Out of Hours Support

On commencement of a project, the client will be provided with the contact details of their Project Lead including a direct line telephone number with out of office hours contact details should a client encounter any difficulties.

8.3 Severity Definitions

Modern Democracy operates using the following severity definitions and target response times:

Severity	Definition	Target Response Time
Critical	The situation halts your business operations and severely impacts your service usage	30 minutes
Major	Significant impact caused to business operations	4 hours
Minor	Some non-critical impact on business operations	5 business days
Cosmetic	Routine issues	Added to backlog and prioritised

8.4 Financial recompense model for not meeting service levels

The Fees shall be non-refundable unless the Supplier fails to provide the Services and is at fault for such failure (where the failure is not the fault of the Supplier, no refund shall be made), this will be discussed with the client upon project commencement.

9.0 Training

Modern Democracy provide online training, our training hub allows users to train in their own time, and the course can be taken as often as the user feels necessary and are comfortable with the content. There are 2 different training packages, a standard package offered as part of the multi year offering at no cost and an assessed package that can be purchased. In addition, the Support/Knowledge portal is available to all customers and provides training videos, user guides and FAQ's.

A key focus of Modern Democracy is to provide support and motivation. In the stressful and challenging times of the elections timetable, it can be exceedingly difficult to keep on top of the tasks in hand and not to get stressed and de-motivated. Our training approach will provide the reassurance, support and motivation that clients' need.

10.0 Ordering and invoicing process

Modern Democracy is equipped to process a range of ordering and payment solutions. For the purposes of G-Cloud 15 we will accept orders and contact through The Digital Marketplace as well as directly through:

Telephone: 028 7186 7631

Email: sales@moderndemocracy.com

Invoicing terms and conditions will be discussed directly with clients and agreed at project commencement.

11.0 Termination terms

See Terms and Conditions for further information.

12.0 Data restoration / service migration

Modern Democracy's cloud-based servers provide Point In Time Recovery

13.0 Customer responsibilities

Modern Democracy work with their clients to ensure client input is minimal and only when required. We request that clients fulfil their requirements promptly when requested to ensure we can deliver the project accurately and on time. Further requirements are outlined in the terms and conditions.

14.0 Technical requirements

The platform is fully functional across the latest version of the following browser on Windows or MacOS platforms, as appropriate:

- Chrome
- Edge

Modern Democracy will outline anything required during project commencement.

15.0 Details of any trial service available

Modern Democracy can provide a trial service and will meet with prospective clients to fully detail and demonstrate our services.