

G-Cloud 15

Cloud Software Service Definition Document

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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.

Developing a product that has been purpose-built to be the ultimate polling station solution. The platform seamlessly combines operational and financial efficiencies to enhance your electoral delivery process. A product our customers have shown can reduce the number of polling staff required – so important when recruitment challenges are harder than ever. Now with confirmation from the Electoral Claims Unit that those staff savings can now be offset against the cost of our solution and claimed, there has never been a better time to derisk, save money and get onboard.

1.0 G-Cloud Services available

1.1 Cloud Software - Software as a Service

Modern Polling is a transformative digital solution that is catapulting polling stations into the 21st century. The cloud-based platform provides a polling station management portal and supports digital registration and voter verification. Designed for purpose, Modern Polling is the only dedicated product in market that delivers both operation and financial efficiencies.

Poll Station Management

Modern Polling makes election day seamless and stress-free, offering total control and complete visibility across multiple sites. This level of oversight enables Election Managers to make prompt remote clerical amendments and effectively implement reallocation of resources. Data upload from any Electoral Management System is a simple, secure and user-friendly process.

Enhanced Election Day Experience

Modern Polling modernises the check-in and verification process on election day making it an easier and more enjoyable experience for both election staff and voters. Poll clerks find it more efficient and easier to use, removing human error and facilitating the production of the Corresponding Number List and the Ballot Paper Account. Voters get the benefit of reduced queuing times.

Real Time Analytics

Modern Polling provides real-time analytics and insight wherever you are. Staff can access hourly turnout figures, live ballot paper accounts, and station status throughout election day, enabling data driven decisions and timely communications between Election Managers, Returning Officers and Candidates. Live insight provides the opportunity to identify and remedy bottlenecks for operational efficiencies.

Instant Reporting

Modern Polling allows for the instant generation of all post-election reports at the close of polls. Election Managers can be confirmed in the 100% accuracy of reports including:

- Marked Register
- Ballot Paper Account
- Corresponding Number List
- VIDEF
- Ballot Paper Refusal List
- Any other required reports

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

Security at the Core

Security is built into the very heart of Modern Polling. 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.

Modern Polling 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

Modern Polling 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.