



Toolkit for Local Government & Public Sector Organisations

Provided By



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1 Introduction

This document describes the ERUAT – Electoral Register Uploader & Addressing Tool cloud solution for use by Local Government and public sector organisations for the G-Cloud 15 framework submissions.

2 Company Introduction

Democracy Counts is a Premier Provider of Solution to Support Democracy. They are a proven implementer of business critical solutions centered on Microsoft technologies. From our Head Office in Warrington, Cheshire we provide full UK coverage for our software platform that supports Participation and Engagement of Citizens of local authorities. The solution seamlessly integrates with Elector8, our Electoral Management solution which holds the largest and most authenticated database held by the Local Authority as well as offering online or offline options to consume data from other line of business applications and corporate solutions.

We have an excellent track record in customer delivery projects, customer management, collaborative strategies and business case analysis across the public sector encompassing local government, central government and the third sector.

We are successfully engaged and providing support to some of the UK's major public sector organisations including;

- London Borough of Barnet, London Borough of Camden, London Borough of Sutton, Royal Borough of Kingston of Thames
- Ayrshire Valuation Joint Board, Scottish Borders Council, Renfrewshire Council, Aberdeenshire Council.
- Vale of Glamorgan and Ceredigion County Council
- Warrington Youth Club

3 Mission Statement

Democracy Counts recognises that the democratic process is crucial to our way of life. We will provide high quality niche software products and services that; save time, and cost, whilst increasing both security and transparency to our client's business process.

Democracy Counts is the business that truly understands the end to end business processes that affect Participation & Engagement. Consequently, our products and solutions are aimed at driving efficiencies in the processes through continuous improvement, whilst providing fully audited Management Information, and subsequent security. We will leverage the experience of our clients and our staff, in order to provide excellence in Customer Service and Innovative Development in order to achieve our aspirations of 'World Class' status.

4 Our Solutions

Democracy Counts is uniquely placed to partner with public sector organisations in their implementation of Cloud Solutions, based on the following:

- Low Risk – we have deployed numerous time critical, high risk solutions that are trusted by Local Authority Chief Executives within the UK.
- Industry knowledge – Democracy Counts is skilled at deploying and supporting Digital Transformation solutions on the Microsoft platform working with public sector clients .
- Technical knowledge – Democracy Counts has extensive technical expertise across the Microsoft technology stack holding hosted data in SQL Server.
- Experience – Democracy Counts provides the highest levels of project governance and quality, holding several accreditations
 - ISO 27001
 - ISO 22301
 - ISO 9001
 - ISO 14001
 - Cyber Essentials
- Board level client ownership - Director sponsorship for each project embarked upon ensuring the highest importance within Democracy Counts.
- Leading Project Management – Our staff are exceptional at delivering practical and pragmatic implementation teams. We will work collaboratively with our clients throughout the delivery process, to ensure user adoption and measurable business benefits are achieved.

5 ERUAT – Electoral Register Uploader & Addressing Tool

4.1 Overview of Solution

Democracy Counts provides a web application that can receive and clean the Electoral data from the Local Authorities. It delivers cost savings by reducing manual interventions and double data entry. It standardises addresses held and means the data is accurate.

4.2 Data Hosting

Democracy Counts works with Cloud Direct and will ensure that data is held within UK based data centres using cloud or dedicated services.

4.3 Addressing

Democracy Counts fully supports the DTF7.3 Properties format (LLPG, NLPG or out-of- area.

This means that the foundation of quality addresses exist. These hold X and Y Ordinates and as such are spatially aware.

4.4 Workflow Engine

Our workflow engine fully provides a process automation application, which renders dynamic data within our application suite.

4.5 My Account

My Account is an authentication and identity platform hosted on a Microsoft Platform, which surfaces records from a SQL Server in order to allow the citizen to manage their details and preferences, and view and interact with their service requests.

4.6 Integrations

We provide a range of connectors to either connect via Web API's or we have folder watchers that can consume data provided in a flat format using a scheduled batch process.

5 Customer Responsibilities

The customer is responsible for the following:

- The customer will provide any relevant test data required by Democracy Counts.
- The customer is responsible for providing resources for User Acceptance Testing as advised by Democracy Counts. These staff are not technical staff involved in the development, but end users or subject matter experts who were involved in the user requirements definition phase.
- For any integration services to other line of business application e.g. Council Tax, GIS, Card Payments, etc. the customer will have the required APIs available on all the deployed CRM instances (i.e. Development, Test, and the Production), and give Democracy Counts access to any available documentation for those APIs.
- The customer will also provide equivalent instances for the relevant back office systems and make these available at no cost to Democracy Counts.
- The customer will ensure the availability of staff with detailed technical knowhow in the back office applications to input into any integration services implementation, whether from the customer, or from the back office application vendor, and have support arrangements in place with that vendor for technical support.
- The customer will provide remote access to any relevant back office applications as required.

6 Ordering and Invoicing

Please contact the Democracy Counts Business Development Manager to discuss arrangements for purchase orders and the completion of a Call-off Contract in accordance with the G-Cloud framework, which Democracy Counts will require prior to commencement of any project.

Standard payment terms are 30 days following issue of invoice using bank transfer.

7 Democracy Counts Ongoing Support Services

Democracy Counts Support Services include the application and technical support of the project.

The customer may liaise with the Democracy Counts Support Desk using

- Phone Call.
- Email
- Chat
- E-Form

7.2 Support features

Standard support includes:

- Access to the Support Desk between 8:30 and 17:00 Monday to Friday, (excluding public holidays).
- Managed tickets under the agreed SLAs.
- Multiple channels - Phone, Email, Online Portal and Online Chat.
- Self-service support through our Support Portal.
- Automated resolution of tickets on our Support Portal by automated search of our Knowledge Base
- Access to our Knowledge Base.
- Options for 2nd/3rd Line Support.
- Clear escalation process.
- Monthly Management Reports.
- Packages for unlimited or ticket-based incidents.

Optional features:

- Extended access hours to the Support Desk between 8:00 and 18:00 Monday to Friday.
- 24/7 Support is available
- Database administration support.
- Call-off days for the implementation of Small Change.
- Option for 1st Line Support (normally performed by the customer).
- Monthly/Weekly System Health Checks.
- Managed Hosted Environments.

7.3 Incident Escalation to Democracy Counts management

Escalation (in order):

- To Service Delivery Manager.
- To Customer Services Director.
- To CEO.

7.4 Service Management

Democracy Counts will provide a named Service Delivery Manager who is responsible for managing your service. The Service Delivery Manager will undertake the following regular activities:

Produce a service report detailing:

- An overview of the trend and adherence to SLA.
- All incidents logged, resolved and closed during the reporting period.
- All changes logged, implemented and closed during the reporting period.
- Any recommendations.
- Any issues or risks.
- Host monthly service review calls.
- Host quarterly face-to-face service reviews.

8 Escalation

You or us may chose to escalation matters within our organisation. Our escalation Model is as follows:

Support Team > Support Manager > Director

We are at your service and will escalate matters In order to resolve issues and blockages that are preventing project delivery.