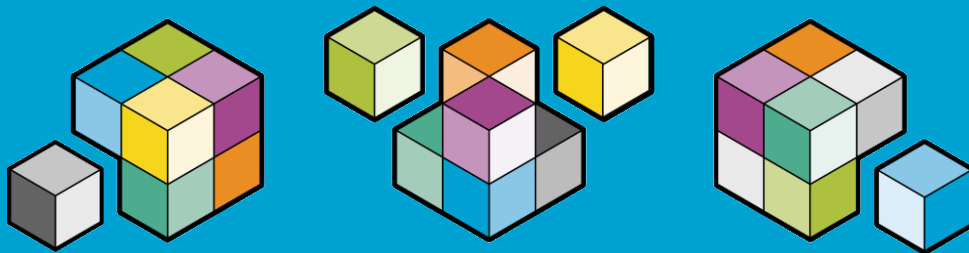
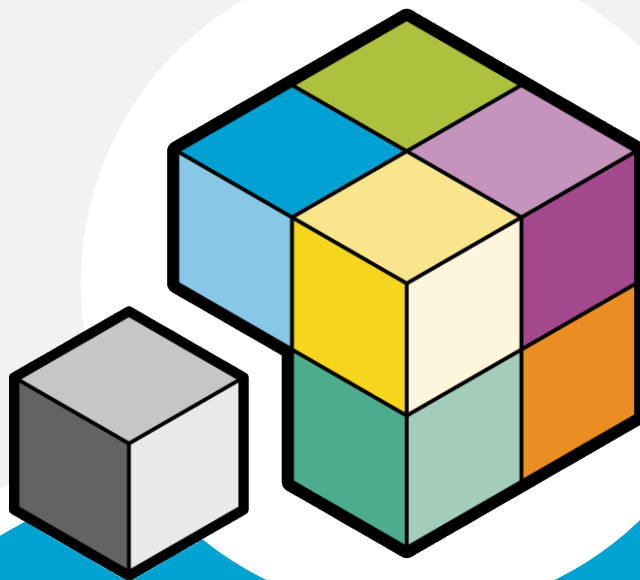


# Digital Place for Formal Enquiries

G-Cloud 15 **Service Definition**

January 2026



[www.placecube.com](http://www.placecube.com)

# G-Cloud 15 Service Definition

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|                                                              |    |
|--------------------------------------------------------------|----|
| Service Overview                                             | 2  |
| Service Features                                             | 2  |
| Service Benefits                                             | 2  |
| About Placecube                                              | 3  |
| About Digital Place for Formal Enquiries                     | 4  |
| The Digital Place Difference                                 | 5  |
| Digital Place for Formal Enquiries Functionality Overview    | 6  |
| Web CMS                                                      | 6  |
| FOI, Complaints & Member Enquiries Case Types                | 7  |
| Subscription Support, Implementation & Professional Services | 8  |
| Deployment & Management                                      | 8  |
| Training                                                     | 8  |
| Onboarding & Offboarding Support                             | 9  |
| Security & Privacy                                           | 9  |
| Service Levels, Performance & Availability                   | 9  |
| Governance                                                   | 10 |
| Community Collaboration                                      | 12 |

# Digital Place for Formal Enquiries

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## G-Cloud Service Name

Digital Place for Formal Enquiries.

## Service Overview

Your platform for re-using case types co-developed in partnership with local government for the public sector to enable the effective management of a range of case types including Freedom of Information, Complaints, Compliments, Comments, and Councillors'/Members' Enquiries. Cloud-based, open-source and fully scalable to accelerate your digital transformation.

## Service Features

- Manage Freedom of Information cases to SLAs, send templated responses
- Manage Complaints through stage 1, stage 2 and relevant Ombudsman
- Manage Councillor/Member Enquiries, delegate to support officers, produce responses
- Allocate cases to groups, assign to individuals, delegate information requests
- Placecube tailor standard case types for you during implementation
- Limit views of cases through Role-based access control. SSO.
- Team Manager oversight of all cases of relevant types
- Team Managers have access to case reporting and data exports
- Modular service architecture supporting open standards, built on open-source
- Includes powerful Elasticsearch engine and granular case dashboard filters

## Service Benefits

- Improve your case management with case types co-developed with councils
- Process SLAs and digital automation improves speed of case resolution
- Avoid missed deadlines by monitoring Case Officers work against SLAs
- Improve quality of responses through Review and Approval steps
- Extract data for analysis in your reporting and analytics tools
- Enables mobile ready WCAG 2.2 AA compliant web forms
- Cloud system fully scalable to meet high levels of demand
- Open standards, ease of integration removes legacy application constraints
- Reuse existing case types, share new co-designed case types
- Independence from proprietary software vendor 'lock-in' – taking back control

## About Placecube

# Now it's easier to build open, integrated services.

Our open platforms are co-created with the public sector for the public sector. We make it simpler for you to create services, integrate systems and personalise user experiences. Together we make your users' digital journeys easier, faster and better connected.

We work with you to build your Digital Place – your open and connected platform. We accelerate your digital journey through the reuse of existing digital building blocks. We work collaboratively, ensuring that our clients never pay twice for the same development. And we differentiate ourselves through our actions and behaviours, living by the core principle of 'Doing the right thing'.

### **1. Making digital government more affordable.**

By re-using well-designed services, already co-created with the public sector and their users, we make it easier to launch digital strategies that bring people, communities, businesses and infrastructure closer together for a more connected place. Multi-agency use comes as standard.

### **2. Open standards confidence, open-source flexibility.**

Liferay DXP is our preferred open digital platform for making and re-using services that provides a sustainable way for public services, health, housing and communities to rapidly adopt open standards and open source-based digital services in a new style of partnership designed to connect places and communities.

### **3. Reusable cube components avoid unnecessary redevelopment.**

Clients use this capability to accelerate transformation, avoiding duplication and cost, using integrated tools to enable personalised

services, engaged communities and secure collaboration.

### **4. 21 years working with the public sector.**

Placecube has a wealth of government digital experience and has been working with public sector organisations, across Central and Local Government, Health & Policing for over twenty-one years (since 2003).

### **5. Leading Liferay Service Partner.**

As the UK's preeminent Liferay Service Partner, the Placecube team is highly regarded as a specialist in creating, migrating, and deploying the global leading open-source DXP (Digital Experience Platform).

### **6. Provider of Knowledge Hub, the open knowledge platform for public service communities everywhere.**

A platform to collaborate and share across teams, organisations and communities. Co-designed with the public sector and used by more than 100,000 users from 5,000 organisations across 80 countries.

## About Digital Place for Formal Enquiries

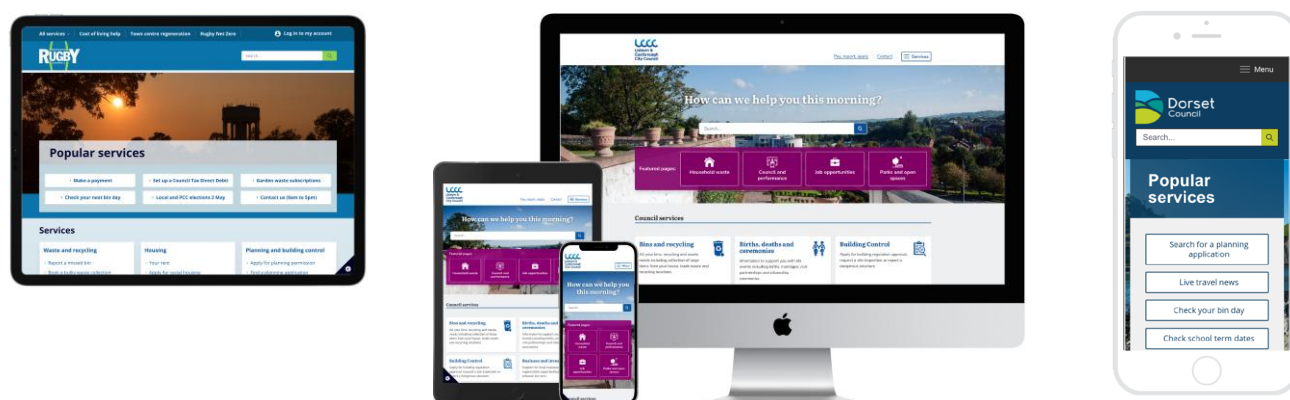
Public sector organisations and their voluntary and community partners want to create and provide well designed accessible services for their service users - citizens, residents and businesses, using digital capabilities to meet user needs and reduce operating costs.

Many councils have been forced to continue using outdated technology because they cannot justify the cost of more modern platforms designed for digital business, which are either expensive to buy or expensive to 'make work' in terms of integration and support costs. This has left councils frustrated as they cannot offer the seamless user experience that people expect.

Placecube has built a set of reusable standard case types on Digital Place, which is based on a fully featured Digital Experience Platform.

*\*Customers who want to extend beyond pre-built Case Management to build low code digital services and integrate them with back-office systems or multi-stage processes can add-on the Digital Place for Building Digital Services subscription, or the Digital Place for Customer Services subscription if a CRM module is required. See Placecube's G-Cloud 15 service descriptions for more information and refer to our pricing document for discounts available to customers who buy two or more Placecube Digital Place services.*

*Council customers can upgrade to the full Digital Place for Local Public Services subscription when they are ready to move forward on their digital transformation journey with unlimited public websites, integrations, Customer Contact Management, Account and Commerce.*



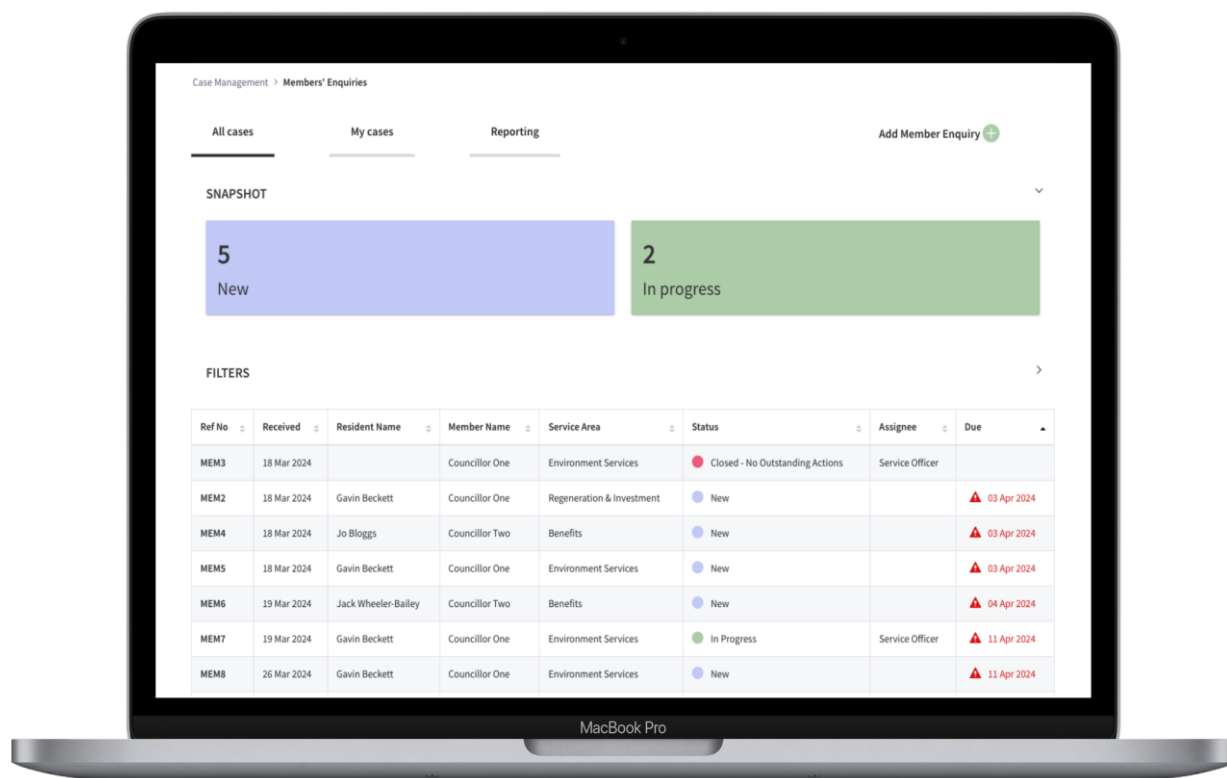
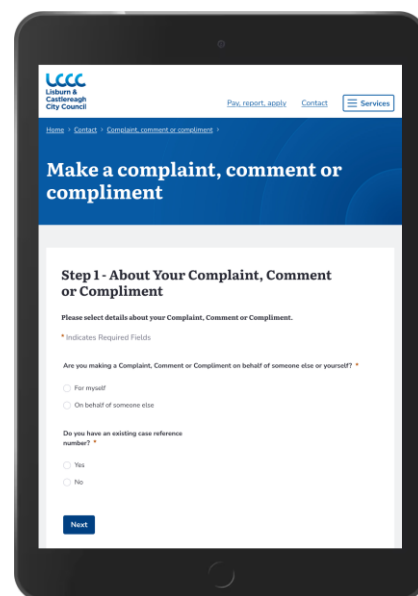
## The Digital Place Difference

Placecube's Digital Place for Formal Enquiries is openly licensed for multi-agency, unlimited use. All features and services included below are available to be combined in whatever way helps you meet users' needs, and any new features and innovations in those modules that are developed in collaboration with the community of Digital Place subscribers are made available for everyone to adopt and adapt locally.

We use open-source tools and support open standards (by default) in line with the Government Service Standard and Tech Code of Practice guidance. Unlike proprietary software providers, our aim is to equip public sector organisations to operate their own platform and support councils who have signed up to the Local Digital Declaration principles. All of our code is published under the OSI approved AGPL v3 in our public code repository, giving you freedom from proprietary lock-in.

Your Digital Place for FOI, Complaints and Councillor Enquiries subscription includes these modules:

- Web Content Management System (one public forms site)
- Pre-built standard case types and the front-end forms used with them



## Digital Place for Formal Enquiries Functionality Overview

### Web CMS

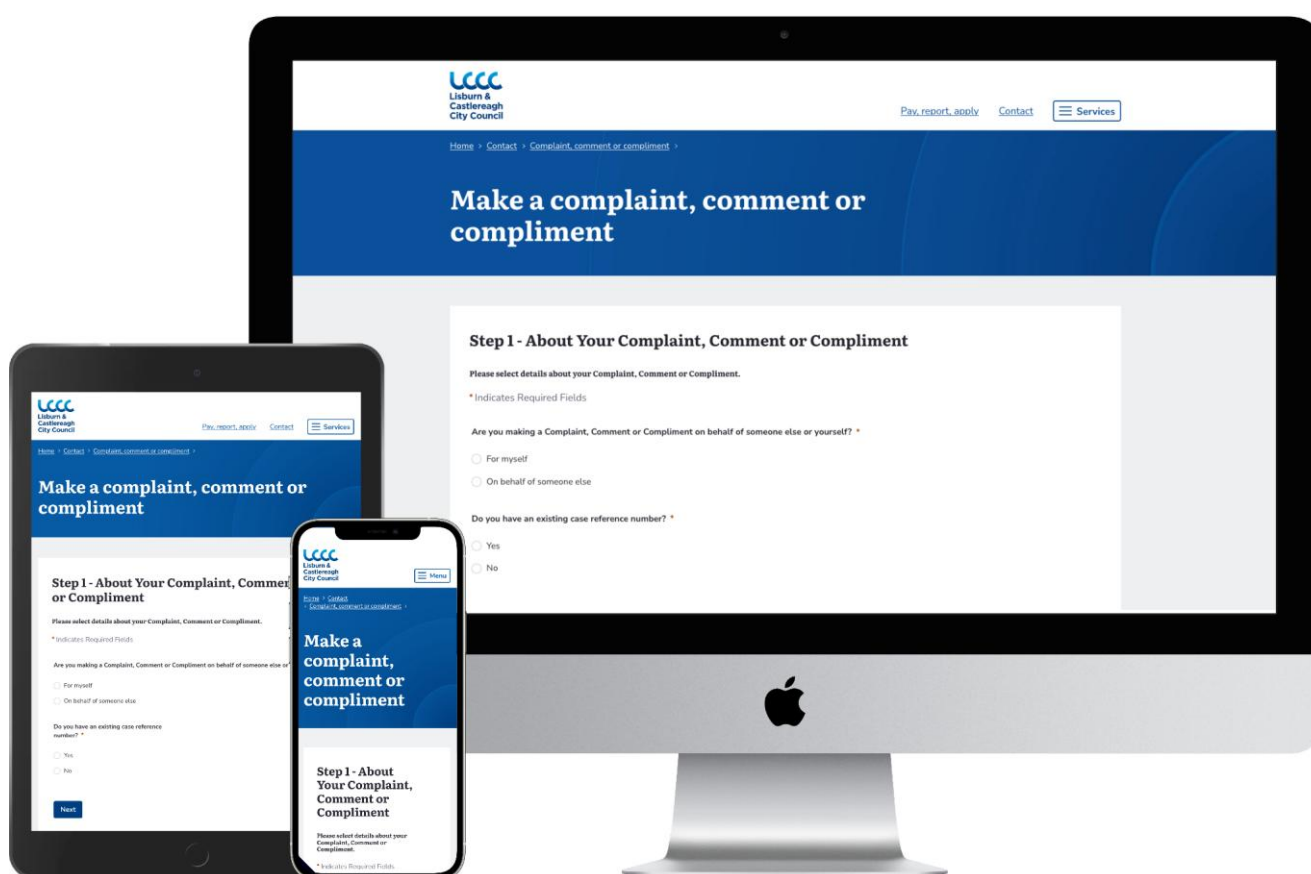
The Digital Place Content Management System is built on the sophisticated tools available in Liferay DXP, and is enhanced with a range of features built by Placecube, specifically for public sector customers.

Use of the CMS module within Digital Place for FOI, Complaints and Councillor Enquiries is limited to one public site, to provide your customers with self-service access to forms, and one site for staff to access Case dashboards.

### Start with accessible mobile ready designs

Placecube have designed and tested Digital Place's UX components and themes to be WCAG 2.2 AA compliant and responsively designed to work effectively on mobile devices, tablets and desktops. We work with leading independent accessibility testing organisations to monitor ongoing compliance, and any resulting updates are made available to all Digital Place customers.

The built in Digital Place theme can be used to get your website project moving rapidly, but you can also implement your own theme based on your independent design system, and take ownership of implementing your user's experience using Master Page Templates and Stylebooks.



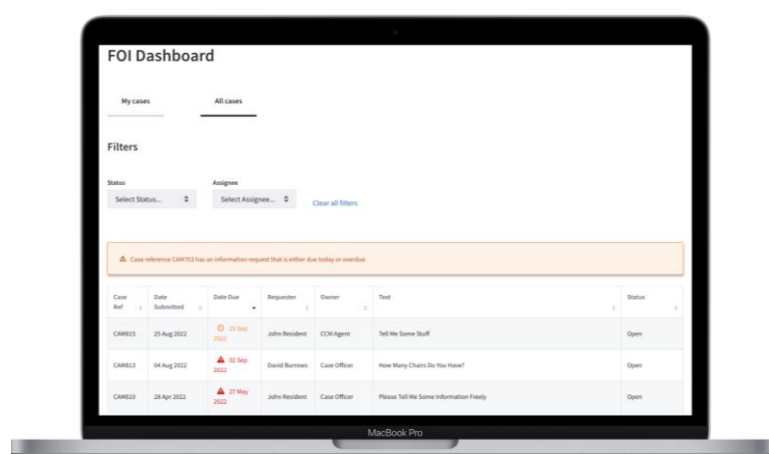
## FOI, Complaints & Member Enquiries Case Types

Placecube co-designed these case types in collaboration with our customers. We will help you to configure them as part of the initial implementation service.

A number of action modules and configuration settings are available to be used at the appropriate stage of the process within these case types including

1. Allocating the case to a team
2. Assigning the case to a role or individual user
3. Setting working day SLAs and notifying responsible officers of actions/deadlines, and automated visual traffic light system indicators
4. Sending requests for clarification and information internally or externally, using templated emails, managed within the CMS that can include One Time Form URLs so that cases can be updated without the user having to log into an account
5. An evidence upload feature that enables users to provide documents required for the service, and stores them linked to the case data
6. The ability to link new cases to existing cases
7. Notifications that can be configured to ensure the user is updated at each stage as to the status of the task via email or SMS
8. Templated responses for use in notifying customers of the outcome of cases, including generating and attaching PDFs to emails.

Each case type has a Case Management Dashboard with configurable search/filters and column layouts, that enables staff to view incoming cases and their allocated case workload. Case Management is integrated with the Account to give users a view of their case's status, and with Customer Contact Management so that Customer Services officers can respond effectively to calls.





## Subscription Support, Implementation & Professional Services

As outlined in our pricing document, in year 1 we include a single comprehensive implementation support package for a one-off cost. As described in the sections below, this covers deploying your non-production instance of the platform, onboarding, branding, foundation training for all of the included modules, working with you to configure Case Management, testing for accessibility and security, and then deploying your production environment.

Your annual subscription includes all hosting, support and maintenance costs – there are no additional per user, transaction volume or other charges related to the size of your organisation, customer base or use by partnership projects. This means you can be as ambitious and successful in shifting customers to digital channels without fear of scaling costs as you grow.

Our approach aims to give you control and flexibility. We know that customers often want support to kick start their use of a new platform – either to provide additional training, expert coaching from our developers, or intensive support in configuring and implementing elements of the platform. Some customers have commissioned us to scope and deliver new case types, or enhancements to the Case Management features. To meet these needs, we offer professional services that can be added on to your subscription purchase in bundles of days, with discounts for up-front purchase of larger volumes outlined in our pricing document.

## Deployment & Management

Concentrate on developing the digital services for your organisation. Leave the infrastructure and software stack to us. You don't have to invest in physical assets; being able to 'rent' virtual infrastructure and software has both cost benefits and practical benefits.

The Digital Place Software-as-a-Service solution is ready for immediate deployment over the internet once we have undertaken the necessary onboarding, customisations, and integrations you require. Your users will have full administrative rights, allowing them to start creating other users, roles, sites, content, and services straight away.

## Training

Comprehensive foundation training is a standard component of our implementations and it has been developed to support our clients' in becoming self-sufficient.

Training commences well ahead of live deployment with in-house staff using the system for testing, accelerating their efficiency and ability to react to future business and legal requirements.

We can enhance initial training with scheduled refresher sessions. Ongoing knowledge transfer can be provided through ad-hoc 'ask-the-expert', written guidance and virtual Communities of Practice; all geared to creating self-sufficient, in-house expertise. A knowledge base is provided to help staff with day-to-day tasks and processes.

## Onboarding & Offboarding Support

Our solution can be deployed at pace.

Firstly, we will work with you to confirm branding, design and the tools you want to use. We will then set up sessions to walk through the service, demonstrating the various administrative and end-user interfaces. You will have opportunities to practice, test and ask questions.

Once deployed, we provide a dedicated web-based support desk, available from 09:00 - 17:30, normal business days as standard. Telephone, on-site or 24\*7 extended support can be made available for an extra cost. Our support team consists of highly skilled, experienced professionals, who can help troubleshoot any problems.

If you no longer wish to use the service, we can provide an encrypted archive of all client-owned data stored within the platform.

## Security & Privacy

We are committed to keeping your data safe and secure and adhere to extremely strict security standards. This includes operating from SOC-1/ISAE-3402/SOC-2/SOC-3 compliant datacentres run by Amazon Web Services (AWS) and maintaining ISO27001 certification covering both our corporate and datacentre environments. We also hold Cyber Essentials Plus accreditation.

Our cloud software solutions are hosted by AWS in the UK in some of the most highly specified datacentres available. They're built to exacting, rigorous standards and deliver unparalleled security, power, connectivity, and environmental control. It's a world-class infrastructure and keeps our servers running uninterrupted 24\*7. The datacentres are engineered with fully redundant connectivity, power, and HVAC to avoid any single point of failure. Each datacentre is staffed by highly trained technical support staff.

We manage the infrastructure for you, so you can concentrate on managing your platform and your users. We ensure that all software within the environment, including operating systems, databases and application-level software is fully patched. We use enterprise-grade monitoring solutions on all our cloud environments to allow us to pre-empt and react to system events and resource usage.

The platform goes through weekly vulnerability scanning at the web application and infrastructure level, and is penetration tested at least annually by an independent CHECK service provider. The underlying software of our solution, Liferay DXP, is also regularly penetration tested and verified by a third party.

We are an ICO-registered data controller and have appropriate data processing agreements in place with all clients to meet the requirements of the General Data Protection Regulations and Data Protection Act.

## Service Levels, Performance & Availability

We aim to provide at least a 99.9% uptime service availability level. The service is fully resilient, with no single points of failure throughout the technology stack. The service comes with a 4-hour recovery time objective (RTO) and a 15-minute recovery point objective (RPO). This means that in the event of a major loss

of infrastructure, the service would be available again within 4 hours, with a data loss of no more than 15 minutes.

Availability excludes agreed scheduled maintenance events, customer-caused or third party-caused outages or disruptions, or outages or disruptions attributable in whole or in part to force majeure events. Any service-impacting planned maintenance work is always performed outside of UK business hours, with adequate notification to our clients.

Incremental database backups are taken continuously throughout the day, configured with a 35-day retention period, with support for point-in-time restore within that period. The file storage solution is backed up daily and offers support for point-in-time restore. Backups are stored across multiple data centres and are fully encrypted.

## Governance

Across our organisation, we have established systems in place to enable us to monitor and report against our performance quickly and effectively. We are proud of our track record in which we consistently exceed all these required standards for our existing clients. However, we are not complacent about this, and are constantly reviewing technology, processes, and controls in order to ensure we maintain or improve these standards.

Our clients' requirements are typically aligned with our own well-established service standards, so we know we can provide an appropriate level of service having done so for other similar clients for a number of years. Priority classification is also a well-understood prioritisation model, which provides additional assurance that we will deliver reliable support service based on established best practices.

In addition to operating a responsible governance model, and providing outstanding support to our clients, our clients receive additional peace of mind through the eight stated commitments that we openly make about how we will continue to operate.

**These eight commitments are just a part of how we uphold our reputation for doing the right thing.**

**1. Our subscription pricing will be transparent and fair** – we will not surprise you with hidden costs or seek to charge you extra to keep features, services or integrations working in the way we have committed to you throughout our contract with you. We will only seek a fair return for providing genuine additional benefit and value to your organisation.

**2. We will not charge you a premium to integrate with our software or any digital services we provide** – we will facilitate this through the use of open APIs. When we develop a new interface, it will automatically become part of your existing subscription unless we agree with you in advance that it may put either party at a disadvantage to do so or that, as a prerequisite, another third party must also be consulted and asked to contribute to the cost.

**3. We will use and support open standards** – we will strive to reuse, develop, and contribute to a growing library of open-source code and supporting collaborative initiatives to develop open standards. We require third party partners to meet these standards. This includes a commitment to publish open-source code so that it is accessible to others who may wish to adopt it, and to support growing open source communities in which we participate. Our intention is always to promote re-use wherever possible and avoid duplication of investment and costs on the part of our clients and partners.

**4. We will uphold the principles of data protection, security and privacy by design** – personal data will remain private, open data will be open to share and any data services we provide will be designed for the benefit and improvement of your services. We will never seek to undermine the trust users place in services we provide through inappropriate collection, manipulation, or exploitation of user data.

**5. We believe web accessibility is essential, always** – we will strive to meet leading standards of accessibility in any services we provide or websites that we build, and we will uphold this principle in any quality review we undertake. This includes conformance with Web Content Accessibility Guidelines standards as a minimum.

**6. We will always seek to minimise the impact or disruption of any change** – when you entrust us to provide software and services on your behalf, we will always seek to coordinate and communicate any changes, updates or new releases so that your services are not disrupted. Where a fault occurs, we will remedy this fault according to the highest professional standards, by communicating openly with you and rectifying the issue as quickly as possible.

**7. We believe you have a right to know how your service is performing at all times** – we will share performance data summaries with you at no additional cost and will be open to discussing any additional detail you may require where it is reasonable and practical to do so without imposing any further charges. We will only seek to charge for requests that require significant development effort to provide.

**8. We are committed to Place by design** – our investment in place-based initiatives, through our solutions and technology, will always be designed to bring government, businesses and communities closer together to promote healthy, thriving local ecosystems with improved outcomes and sustainability for the Place. We will act responsibly and make a positive contribution to society.

## Community Collaboration

Our values lead us to work actively to bring our customers together, to form a community that collaborates on shaping our roadmap, helps us to continuously discover how to solve problems for them and the residents and businesses they serve, and then to work with us to test new releases.

We encourage all practitioners to sign up to the Digital Place Community which we run on Knowledge Hub, and contains our documentation, information about current and future plans, links to our roadmap and feedback channels. We run Show and Tells on new product developments for customers and provide tools to enable our customers to collaborate. Customers are invited to join Product Working Groups which help Placecube to prioritise, define and design initiatives for our strategic roadmap that will be selected for development, resulting in major new features and enhancements to existing cubes that we know our customers want.