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1. Service Overview and Scope

1.1 Service Description

The Integrated **Democratic Website** is a cloud-native Software-as-a-Service solution explicitly designed to manage and deliver democratic services (e.g., committee management, meeting administration, reporting, public engagement, and access).

The platform is designed to support organisations of varying sizes, from parish councils to metropolitan authorities. The service eliminates reliance on legacy systems and specialist technical resources by providing an all-in-one managed platform.

1.2 Core Benefits

- **Core Functionality:** The service offers comprehensive democratic service management capabilities, eliminating the need for third-party plugins, external code injection, or customisation.
- **Administrative Efficiency:** Designed to improve administrative efficiency by up to 90% compared to legacy incumbent systems.
- **Cost Efficiency:** Delivers a strategic Total Cost of Ownership (TCO) reduction of approximately 40% compared to incumbents.
- **Deployment Model:** Fully integrated, supported, secure, multi-tenant cloud solution.

1.2 Core Capabilities

The platform includes the following foundational feature sets for complete democratic management:

- **Committee Management**
- **Agenda and Meeting Management:** A module to create meetings, build detailed agendas with attached documents, and later generate the official minutes.
- **Actions, Decisions, and Declarations Management:**
- **Document Management & Collaboration:** A system for users to draft, review, and approve reports in a structured workflow before they are attached to an agenda.
- **User & Member Management:** An administrative area to manage users and their permissions, as well as a public-facing directory of council member profiles.
- **Core Platform Integrations:** The essential "glue" that holds it all together, including the main user dashboard, Single Sign-On with Microsoft Entra ID, and calendar integration.

Core Features & Benefits

1. Committee Management
 - Unlimited committees with hierarchical structures
 - Role-based assignments and automated meeting schedules
 - Benefit: 90% reduction in administrative overhead
2. Meeting Management
 - Intelligent scheduling with conflict detection
 - Agenda builder with automated PDF generation
 - *AI-powered minute generation
 - Benefit: Eliminates manual document compilation
3. Electronic Voting
 - Multiple voting methods with real-time results
 - Multi-round voting support with audit trails
 - Benefit: Instant, accurate results with complete transparency
4. Document Management
 - Version control with multi-stage approval workflows
 - Integration with SharePoint/OneDrive
 - Benefit: 80% faster approvals
5. Public Engagement
 - ePetitions with social media integration
 - Consultation tools with demographic analysis
 - Benefit: Increased citizen participation and data-driven insights
6. Member Portal
 - Personalised dashboards and calendar integration
 - Training centre
 - Benefit: Improved member productivity and compliance
7. Advanced Reporting
 - Report builder with 20+ pre-built templates
 - Real-time dashboards and scheduled distribution
 - Benefit: Better monitoring and data-driven decisions
8. Enterprise-Grade Security & Compliance
 - MFA/2FA and SSO integration
 - AES-256 encryption at rest, TLS 1.3 in transit
 - WCAG 2.1 AA accessibility compliance
 - Benefit: Full legal compliance with reduced risk

1.3 In-Scope

- Hosting, maintenance, and upgrades of the platform
- Secure data storage and backup
- Standard onboarding and training (included in all tiers)
- Customer support based on SLA

1.4 Out-of-Scope

- Third-party system licensing
- Custom integrations are not covered under the agreed scope

2. Technical Requirements

2.1 Access Requirements

The service is accessed exclusively via a web browser and a Progressive Web Application (PWA)

- **Minimum Browser Standard:** The Service Provider ensures continuous support and compatibility with the **latest stable version** of major modern browsers, including Chrome, Firefox, Edge, and Safari.
- **Connectivity:** Stable internet connection with a minimum sustained download speed of 5 Mbps per concurrent user.

2.2 Hosting and Data Security

- **Cloud Hosting:** The platform is hosted within the AWS cloud in the London region
- **Data Sovereignty:** All customer data for UK local authorities is stored exclusively within the United Kingdom.
- **Security Posture:** The platform operates under a secure cloud service model that includes regular penetration testing, intrusion detection, and active threat monitoring.

3. Onboarding and Implementation

- Standard Onboarding & Training: Included in all tiers
- Complex Data Migration: £5,000-£15,000 (quoted case-by-case)
- Bespoke On-site Training or Consulting: £1,200 per day

4. Support and Service Level Agreement (SLA)

Customer support for incident response and general queries is provided based on tier subscriptions in the table below.

Tier	Population Range	Council Types	Annual Subscription	Key Features
Tier 1	Under 20,000	Parish & Town Councils	£1,200	- All features included - 100GB Storage - Basic SLA
Tier 2	20,000 – 100,000	Small District & Borough Councils	£7,500	- All features included - 500GB Storage - Basic SLA
Tier 3	100,000 – 250,000	Large District & Medium Unitaries	£12,500	- All features included - 1TB Storage - Silver SLA
Tier 4	250,000 – 500,000	Large Unitaries & Small Co	£18,500	- All features included - 1.5TB Storage - Gold SLA
Tier 5 (Most Popular)	Over 500,000	Major Counties & Metropo Authorities	£25,000	- All features included - 2TB Storage - Platinum SLA - Dedicated Account Manager

Underpinning SLA for all tiers is detailed in the [CIL Support SLA](#).

5. Security & Compliance

- Hosted in secure, UK-based cloud infrastructure
- Cyber Essentials Plus certification of the provider
- Regular patching and updates included
- Data encrypted in transit (TLS 1.2+) and at rest (AES-256)

6. Exit & Data Handling

- The customer retains ownership of all data.
- Data export is provided in standard formats before contract termination.
- Secure data deletion confirmed in writing post-offboarding

6.1. Transition Support

The Service Provider will assist with basic query support during the data transfer period. Any complex transitional support (e.g., custom data formatting for a new supplier) will be charged at the Bespoke Consulting rate (\$1,200 per day).

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