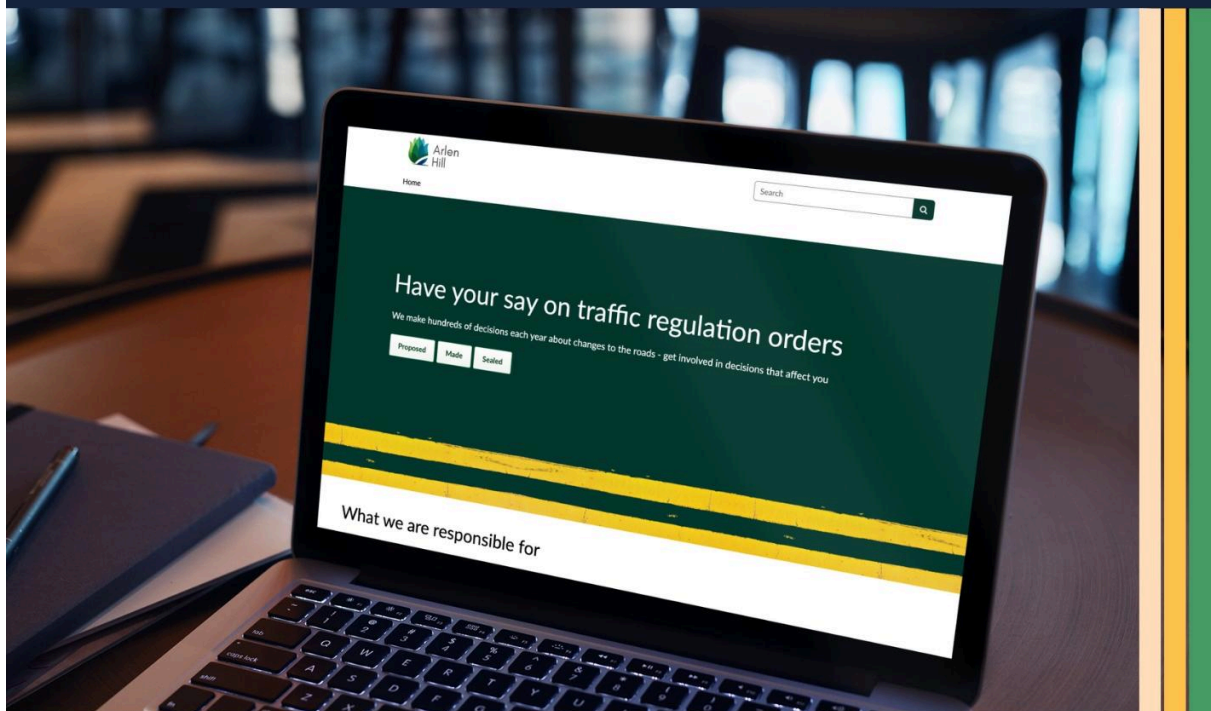


Citizen Space From Delib

G-Cloud 15 Service Definition

Consultation and D-TRO system for highways and transport teams.

Lot 2b software as a service (SaaS)



1. Introduction

- Company Overview
- Value Proposition
- What the Service Provides
- Overview of the G-Cloud Service
- Associated Services
- Discounts and referral scheme
- Social Value

2. Data Protection

- Information Assurance
- Data Back-Up and Restoration
- Business continuity statement/plan
- Privacy by Design

3. Using the service

- Ordering and Invoicing
- Availability of Trial Service
- On-Boarding, Off-Boarding, Service Migration, Scope etc.
- Training
- Implementation Plan
- Service Management
- Service Constraints
- Service Levels
- Outage and Maintenance Management
- Financial Recompense Model for not Meeting Service Levels

4. Provision of the service

- Technical Requirements and Client-Side Requirements
- Outcomes/Deliverables
- Development life cycle of the solution
- After-sales Account Management
- Customer Responsibilities
- Termination Process

5. Our experience

- Case Studies
- Clients
- Contact Details

1. Introduction

Company Overview

Delib is a specialist, UK-based SME dedicated to improving and supporting the full process of consultation, engagement and statutory processes. We build tools which support both our colleagues in the public sector, making it easier, faster and cheaper to get their work done, but also respondents, simplifying how they participate. Since 2004, we have been building secure, accessible, and trusted tools to streamline consultation and engagement, and these are used on diverse projects - from regular collaboration on important local issues to high-profile national conversations, statutory processes, and national Inquiries. Since our inception, Delib has been at the forefront of using secure digital platforms to make participation simpler, fairer and more inclusive for all.

Citizen Space was built in collaboration with the UK government, and we have since been trusted by 600+ government organisations worldwide, changing the way people and organisations interact with governments, policy-makers and elected officials, and supporting more than 11 million responses and over 100,000 democratic activities to be carried out via our platform.

As well as developing innovative software to strengthen the links between communities and government and increase participation, Delib provides expert support, training and consultancy, drawing on years of experience in supporting government organisations to achieve actionable outcomes and build trust with citizens and stakeholders.

Delib was established in 2004 and is the leading UK independent provider of consultation and engagement for the government. We have around 30 staff whose expertise spans software engineering, delivery, support, privacy, compliance, security, UI/UX, content design and customer success, all with a particular focus on participatory government processes.

Delib continues to be a trusted partner for government organisations seeking to strengthen transparency, accountability and public trust through modern, secure digital engagement. We are committed to supporting our government customers to deliver cost-effective, ethical and impactful citizen and stakeholder participation that enhances democratic decision making and delivers real-world outcomes.

Value Proposition

Running effective consultations and delivering actionable outcomes can be challenging, especially while navigating the complexity of a statutory process. Citizen Space is designed to support you throughout, from simplifying the design and build of all your activities, through to publishing, secure response collection, and full analysis and reporting - all of this can be done at scale and in one platform. Citizen Space is highly responsive and user-friendly, so teams can save time and manage processes autonomously. We back this with top-tier support, training, and consultancy from our team of subject matter experts. We collaborate closely with our users to ensure they get the best possible results, while building confidence in using our platform self-sufficiently to run effective consultation and engagement processes that produce actionable results. Our secure data API allows you to integrate Citizen Space with your other systems, building on the scale and speed of the work you can get done. As a SaaS product, all

the service, support, security and infrastructure is covered by us as part of the package, leaving your users to focus on what they are best at.

What the Service Provides

Citizen Space is a secure, configurable and scalable cloud-based SaaS platform designed to support Highways and Transport teams in running engagement processes and statutory legal orders including the newly-established D-TRO consultation process. It enables highways teams to publish orders and notices, gather and analyse responses, and report transparently on outcomes, all within a compliant SaaS environment. We cover deployment, onboarding, support, ongoing updates to the software, security, and provide you with a dedicated Customer Success Manager and the support of the full Delib team of experts throughout your subscription.

You are given a branded and configured Citizen Space instance through which you can run an unlimited number of activities. The platform allows you to design, build, publish and promote multiple types of activity such as major rail and road network consultations, local transport plans, TRO and D-TRO consultations, active travel engagement, issue reporting, surveys, forms, event registrations, project pages and many more, with multiple ways to provide and collect information, including fully integrated, accessible and reportable geospatial mapping.

Citizen Space has been tested at scale on some of the most high-profile consultations run in the UK and beyond, gathering tens of thousands of responses across these activities. As a result, the product includes comprehensive, built-in analysis tools, with First Pass Analysis available as an optional, AI-assisted add-on designed to help users rapidly understand sentiment, themes and key issues at scale.

The platform offers at-a-glance, configurable dashboards for each activity, one-click reporting, tagging, filtering and cross-referencing of data, and annotation capability. For organisations that wish to extend analysis further, Citizen Space provides a secure data API, which can be integrated with other tools to enable additional AI-driven sentiment analysis, keyword extraction and theme identification at scale. The product integration capacity also supports secure ingest of bulk offline data, customisable workflows, tailored activity types and wider work management capabilities. (described in more detail later in this document).

These powerful automation and integration capabilities, using our secure data API, webhooks and other self-service tools allow government organisations to connect directly with existing internal systems (for example, Microsoft's Power tools) to streamline workflows and enable real-time data exchange. These capabilities help government teams perform more of their roles in one integrated system, reduce manual administration, and improve data-driven decision making. Should you choose to use them, our AI-assisted services focus on enhancing efficiency, accuracy and transparency while maintaining ethical and secure use of technology. All services are delivered in line with government design and accessibility standards. Importantly, the use of AI in or with our platform is non-obligatory, you can choose to use this functionality in line with your own policies, or to use the effective built-in tools without this feature.

The platform has built-in reporting tools, with one-click reports in PDF or Word format for each activity for quick reporting, but also the ability to publish your own reports, and to moderate and publish responses using our Response Publishing feature directly on Citizen

Space, for a truly open and democratic process. All of this capability is delivered in the same site - making it easy for respondents to see the outcomes from their participation all in one place, and for customer teams to manage the full end-to-end process of their work.

Overview of the G-Cloud Service

Highways and Transport Citizen Space is designed for highways teams carrying out engagement work and statutory processes relating to Highways and Transport, where a secure, trusted and modern system is needed to help deliver those important activities. From highways infrastructure to D-TRO consultations, Citizen Space makes this crucial work simpler for all involved. It is built for and with government, with everything you need to run digital engagement projects.

Our customers use the power and flexibility of Citizen Space to transform their citizen engagement and statutory processes including:

- Statutory consultation
- Major rail and road network consultations and engagement projects
- Stakeholder and user surveys
- Local Transport Plans
- D-TRO consultations
- Active Travel Engagement
- Issue reporting
- And more

Benefits of the Highways and Transport Citizen Space platform include:

End-to-end process management: From start to finish, Citizen Space is built to produce usable, insightful information, supporting your full statutory process, for consultations, surveys, orders and notices.

Inform at the point of response: Rich media and map embeds, flexible question types and customisable survey structures make it easy to share your information and much easier for respondents to take part and give meaningful, high-quality answers. Users report that Citizen Space is one of the easiest platforms to use.

Easy analysis with Citizen Space and the Citizen Space API: Use Citizen Space's powerful built-in tools for analysis and reporting to speed up the analysis process and make better sense of data, or plug into your existing tools.

Branded and configurable with beautiful, clean, accessible design: Professionally designed templates, government processes covered with built in workflows, with flexibility to make it your own.

Secure, private and accessible: ISO 27001, GDPR, Cyber Essentials certified, WCAG 2.2 compliant.

Citizen Space is designed to empower your team with cutting-edge tools for effective public involvement and policy development.

Powerful and flexible policy Highways and Transport engagement platform.

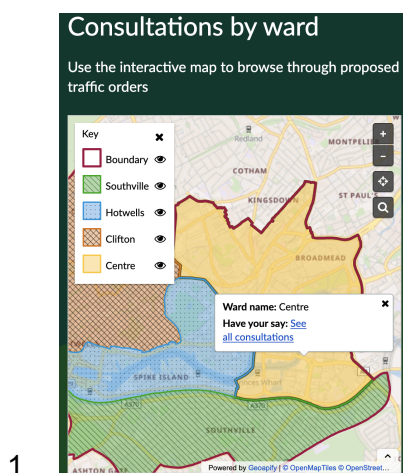
- D-TRO consultation module: New for 2026, the Citizen Space transport and highways package includes a dedicated Digital TRO consultation package that makes it easier and more

efficient to run and manage D-TRO consultations. Importantly we comply with the DfT national data standard, with a dedicated API for consultation data.

The D-TRO consultation module includes:

- A dedicated landing page that makes it easy to publish and find TROs by area
- Automated filters that move TRO consultations between stages
- An interactive geospatial display of each TRO
- A fully accessible response mechanism
- A dedicated TRO analyst dashboard
- One click API export of consultation data, compliant with the DfT national D-TRO data standard.

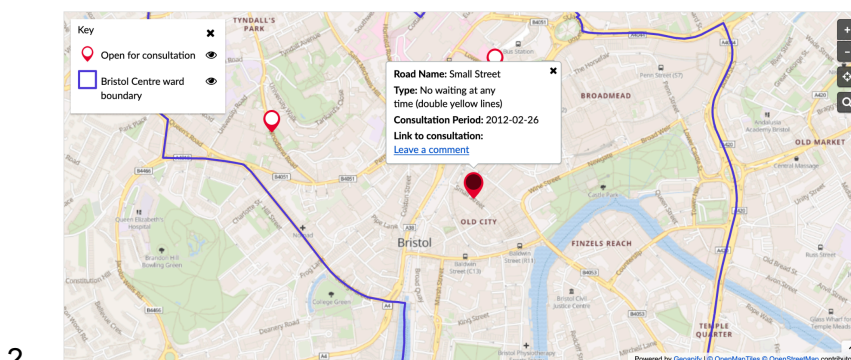
3 images of the D-TRO consultation module in action using Citizen Space's powerful Geospatial capability:



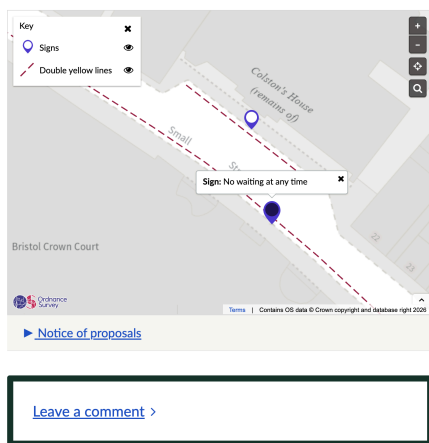
An interactive map which allows users to select by Ward, this can route them to view more detail on the proposed traffic orders in that area

Open for consultation

Use the interactive map to browse through proposed traffic orders



Another interactive map in that Ward or area showing the proposed traffic orders, their locations in that area, plus added detail about them and links for the user to select and respond to the proposals



3.

This final image shows the selected Order in detail. It uses a map with the details of the current road layout and proposed change, a factbank which opens to show the details of the Notice, and the link to leave a comment on the Order.

- Build interactive activities and response forms such as D-TRO consultations, project pages and consultations, surveys, forms, call to action pages, event registrations, stakeholder engagement and more
- Versatile question and answer components and multiple routing options such as skip logic, chapter-based and linear activities
- Simple analysis with one-click reporting, grouping, querying, coding, thematic analysis and analysis workflows, plus full data exports at any time and under your control
- Centralised and reportable management of activities, users and settings with notifications built in to support your work
- Privacy and security by design
- Response publishing and moderation
- Templates and workflows designed and built in for government processes
- Geospatial: Build informative, accessible real-world maps, collect geospatial responses, bring spatial data to life. Respondents can see detailed geographical information and proposals, drop pins, draw lines and shapes, and add comments to map-based questions. You can even route respondents to sets of questions based on the geographical selections they make.
- Pages: Pre-designed and quick-to-build templates, which allow you to collect and group information, tell the story of your work, and promote specific topics for broader engagement or focus.
- SSO: Enhanced security and simplified team management
- API and webhooks: Deeper integration and automation within your digital ecosystem, link your Citizen Space data and bring in your additional tools to expand your capabilities for things such as further AI analysis and reporting, business intelligence, database integrations and more. The API export of consultation data is compliant with the DfT national D-TRO data standard.

Reporting and analytics

Citizen Space lets you navigate your data with ease, with intelligent filtering and headline information on the dashboard so you can see status, responses and results in real-time.

- API - data connections, automations and integrations
- Navigate and filter
- Code, tag and chart
- Headline statistics
- Get your data in and out of the platform and make sense of it faster.
- Connect with your existing tools and databases or AI, and automate manual processes.
- Explore data by response or by question.
- Qualitative answers can be turned into quantitative data easily during the analysis process.
- Easy at-a-glance information on how your activity is performing.
- Summary reports - generate a PDF or .docx summary report at any time.
- Data exports - export your data in .xlsx, PDF, .docx, GeoJSON and other formats, filtered and organised.

Support and management

Our customer success managers are experts and are able to give unparalleled guidance, advice and support on how to get the most out of your subscription. We provide access to an online knowledge base and video library, which contains comprehensive guidance on every aspect of the product and is available 24/7/365.

Citizen Space is supported, developed and managed by the Delib team. You benefit from our deep expertise and proven operational processes. We maintain extremely high standards of compliance and security, and provide dedicated expert service and support. You also gain access to a network of users across other public sector organisations. There aren't many things in consultation that we have not seen, dealt with, and supported before, and we have been at the forefront of helping government to connect with communities, stakeholders and citizens for over 20 years. We strongly believe in a human-centred approach both in how we work with our customers and the advice we give in building consultation and engagement activities to the benefit of all.

We do this every week of the year, and our established internal processes mean we can fully focus on each individual customer and their specific requirements. You will be supported by:

- Customer Success Manager (Delivery Manager)
- UX content designer and
- Technical Customer Success Support and platform integration support throughout.

Training*, Consultancy* and onboarding

We support you through the onboarding process, working with you to understand your goals so that we can deliver maximum impact.

Training is delivered by our expert Customer Success Managers to groups of up to 10 people at a time or individual places can be purchased on our centralised training days.

Collaborate on a detailed review of any project with our team of specialists and get best practice guidance and consultancy.

*Available at an additional cost -please see our pricing document

Associated Services

We've tried to keep our pricing simple, so Highways and Transport Citizen Space is tailored for Highways teams to run their specialist processes and consultations.

Included in all:

Full SaaS platform - hosting, security, accessibility, fully documented, regular updates to the software, support of the expert Delib team, onboarding, email and phone support, customised to your branding and URL - all included. The Highways and Transport package includes Geospatial functionality as well as Citizen Space's core activity types for Highways teams. Data API and public API access is included as standard, so Citizen Space can be integrated with other systems - such as further analysis tools, AI and sentiment analysis, data management tools, reporting and other case management systems. Full suite of analysis and reporting tools, a selection of Highways and Transport sector-specific activity type templates, workflows and dashboards included. Users can make unlimited numbers of highways-related activities and collect unlimited numbers of responses. Response publishing and full exports all included. The platform is translated into additional languages, including Welsh translation.

A number of bespoke project, team or panel customised webpages are included as standard. Over 16 different response mechanisms including file uploads, date validations, quant and qual options and more. Activity flow features are things like skip logic for survey routing, private and public activities, chapter and non-chapter based activities, multiple options for displaying information such as video, PDF, images, other rich media to help users understand your content and give quality, well considered answers so you can deliver actionable outcomes.

Additional services - please see pricing document where these are all listed:

- Dedicated full or half day training or consultancy sessions, or single places on group training sessions.
- Highways-related activity types, workflows, integrations and dashboard configurations are included in the package as standard, but customised workflow or activity type builds over and above those included in the core platform are chargeable. Likewise tailored integrations above those built in as standard.
- Extra customised webpages above those included in the subscription are an additional cost.
- SSO onboarding has a low one-off set up cost and an ongoing annual SSO cost if buying just a Highways and Transport subscription
- Citizen Space is already translated into multiple languages and we systematically add more supported languages as part of our ongoing updates to the platform all included in the subscription, but you can add translation for an additional language specifically to your site as an add-on.
- **Tackle your offline response data with Delib Media Ingest Service***
Not all consultation happens online. Not all data collected is in workable formats. Delib

Media Ingest Service transforms complex document-based submissions into structured, analysable data through intelligent media processing and centralised coordination workflows. As a *scalable add-on, this service extends beyond simple document conversion to provide comprehensive management, analysis, and distribution of ingested content through the proven Citizen Space platform.

Intelligent Document Transformation: Our services automatically ingest and transform various document formats such as PDFs, Word documents, images, and more into structured, searchable consultation response data. Advanced AI processing extracts meaningful content, identifies key themes, and performs initial analysis while preserving document integrity and context. The transformation process maintains full audit trails and source attribution, ensuring traceability from original submission to processed output - this retains the crucial 'human in the loop' aspect, meaning you can always verify, edit or add to the analysis and the system retains the integrity of the submitted source documents.

- **AI-Enhanced First-Pass Analysis*:**

Our AI capabilities provide intelligent first-pass analysis of ingested content, automatically identifying key themes, sentiment, stakeholder positions, and relevant policy implications. This initial processing accelerates analysis workflows by providing structured starting points for human analysts while maintaining complete human oversight and control over findings. *Please see the pricing document.

- **Participation+**

Delib's mission has always been to create tools to help you to reach as many people as possible and to simplify the process for both those making consultations and those responding to them. We know our government customers spend a long time working on easy read versions of activities and finding alternative ways to help people participate. Participation+ simplifies and dramatically speeds up the process of making Easy Read versions of consultations and surveys with an Easy Read activity type, it introduces a speech to text response mechanism for easier responding where people may struggle with typing or putting their thoughts into words on a page, and brings in image answer components to give more flexibility in seeking responses and displaying your information.

Discounts and referral schemes:

Delib offers discounts on Citizen Space and other products for those purchasing multiple years, referring other organisations, or buying more than one product. These can be seen in our pricing guide, but more detail is provided here. The discounts visible on the listing in Digital Marketplace are not structured to accurately present our discount model. For completeness and transparency, our standard discount options are set out below.

Multi-year discounts:

Discounts are available on multi-year subscriptions across all packages. Reduce the time spent on procurement, provide stability, and make valuable savings.

3 years: Purchasing a Citizen Space subscription for 3 years will benefit from a 3% discount on the total amount.

4 years: Purchasing a Citizen Space subscription for 4 years will benefit from a 5% discount on the total amount.

Discounts are applied to the subscription cost only, not to training or professional services. The discount is only applied to contracted years and not extension clauses. Annual billing available on all subscription lengths.

Referral discounts:

We love to be referred and discounts are available across all packages. We'll cut the cost of the referring organisation's subscription and that of the organisation or team being referred.

If the referred organisation buys for 1 year = 3% discount for both organisations*

2 years = 4% for both organisations*

3 years or more = 5% for both organisations*

The referred organisation or team must contact us within 3 months and the contract must be signed within 6 months of first contact with us.

We confirm the referral with the referring organisation/individual once the new party makes contact, and we record and time-stamp all referrals to avoid disputes.

If the purchasing organisation is referred and buys for 3+ years then, for an even bigger saving, both the referral discount and multi-year discount for 3+ years will apply for them = a total 8% saving for that contract.

*The referring organisation can choose to have the appropriate referral discount on their subscription or may alternatively choose from a menu of reward options e.g. for a 3 year referral that would be a 5% discount which would apply for one year of their subscription, or they may prefer to select another option such as consultancy time, travel costs to a user group covered, places on training days or other options that would best suit their team/organisation.

Expansion+ discounts

These are similar to referrals, but for teams within a single organisation. When a customer organisation buys 2 or more Citizen Space subscriptions - for example, they may refer a different team in the organisation to us as they need a site of their own, or they may have an organisational need for more than 1 site - the entire organisation unlocks Expansion+, which brings stronger, stepped discounts.

For 2 or more Citizen Space subscriptions in one organisation, each subscription attracts a 5% discount. We'll also give you discounts on training and add-ons which increase with the number of Citizen Space subscriptions you have.

Once again, multi-year discounts also apply, so for organisations buying more than one Citizen Space and doing so over 3+ years then both the Expansion+ and the multi-year discount will apply.

Total Citizen Space subs in org	Subscription discount	Services/add-ons discount	Discount explanation
---------------------------------	-----------------------	---------------------------	----------------------

2	5% on each Citizen Space	10%	5% on each Citizen Space subscription. Training/add-ons 10%
3	5% on each Citizen Space	15%	5% on each Citizen Space subscription. Training/add-ons 15%
4+	5% on each Citizen Space	20%	5% on each Citizen Space subscription. Training/add-ons 20%

We're happy to talk to organisations wanting to explore any of these discounts and explain further where needed.

Social Value

At Delib, we serve a huge range of public sector bodies around the world. Hundreds of national, central and local and government organisations have used our products to transform citizen engagement across thousands of important issues.

Making a difference is at the very heart of what we do. We are committed to achieving a lasting, positive impact for the economy, environment and society. Delib releases an impact report each year detailing how the work we do with our customers makes a difference in the world and in improving our democracy. Delib is a UK-based, founder-led organisation; we are not beholden to large corporate investors, allowing us to remain independent and focused entirely on delivering value and impact for our government customers.

We create positive social value through our business operations and behaviours, categorised as follows:

Kick Start Economic Growth

Delib is a local business start-up success story and has grown from a handful of employees in the early days of 2004 to a team of 30+ employees today, many of whom are located in the South West of England, where we originated. However, as an employer, we now fully support remote work and hybrid work to fit with our employees preferences, so we now have team members located in many regions of the UK, as we have been able to broaden our hiring to offer jobs to people seeking opportunities from across the country.

100% of Delib staff are on real living wage (or higher) and we are a Living Wage accredited organisation, meaning that - for example - we ensure that staff who work in our office building and our contractors also receive at least the real living wage.

Our employee stability index is 96%, we have a cohort of long term employees with higher job satisfaction and retention of knowledge.

All Delib employees are entitled to a sickness and holiday package above the statutory minimum.

We understand the importance of supporting small, local businesses as a means of contributing to our local community. When possible, we endeavour to support local SME and businesses in the procurement of supplies and services.

We endeavour to build an ethical supply chain of responsible businesses by evaluating the ethical policies as part of the selection process for new suppliers. As a responsible buyer of services, we know that paying in a timely manner is vital - we paid 99% of invoices to us within 30 days and on average in under 20 days.

We engage and involve our staff in decision-making using multiple forms of employee voice, for example:

- Our latest business plan was prepared via a collaborative process involving all staff.
- We ran a consultation on a proposed change to our pension scheme and made the decision not to go ahead with the change based on feedback from staff.
- Our health and wellbeing benefits are reviewed based on staff feedback surveys and the feedback is used to help shape the offering to the needs of the team. 100% of team members support continuing with this program.
- All workers are informed of their right to join a trade union.

Our end users play a significant role in influencing the development of our tools and all customer feedback is logged and considered against a set criteria

We run User Groups and communicate regularly with our customers to work together to discover and understand use cases and pain points which aids the development and design of our platform.

Our platform supports inclusive engagement and enables accessible consultations to be produced and responded to - this is something we are continually developing, accessibility and security are at the core of our product development processes.

Our platform is used by customers to run consultations where local residents can provide feedback that directly influences a variety of issues including local plans, policy changes and regeneration schemes. 'We asked, you said, we did' updates on our platform show how local input influences and shapes important matters whilst also increasing public understanding of local matters.

Our tools can be tailored to the needs of diverse local communities including options for question formats and multimedia such as maps and document uploads.

Make Britain a Clean Energy Superpower

Delib is committed to achieving Net Zero by 2050 and continues to work toward net carbon zero emissions. We strive to reduce our environmental impact to support a healthier society and our platform can encourage others to engage with carbon emission reduction activities. As a small business our carbon footprint is already low and most of our staff (approximately 93%) work remotely most of the time, reducing the emissions from commuting. However, we also:

- Endeavour to source renewable energy and use it efficiently.
- We work to reduce staff travel and conduct face-to-face business operations online
- Where travel is needed, we support less carbon-intensive means where possible, such as avoiding flights
- We endeavour to minimise waste and dispose of it responsibly.

- We consider the environmental policy of suppliers during the selection and assessment process to ensure that we work with responsible businesses.
- We organise days out in nature for our staff, to reconnect people with the outdoors and increase awareness of ways to protect and enhance the environment.
- We regularly support charities across all areas, including those who support sustainability, carbon offsetting and environmental issues.

Our platform is used by government organisations to engage with citizens on issues such as Climate Change, Planning/Development, Transport and Environmental Regulation to help the UK reach its Net Zero target through supporting the central policy-making and local processes behind that goal.

Break down barriers to opportunity

Delib strives to create flexible and sustainable employment opportunities and encourage professional and personal development for colleagues. Our Equal Opportunities policy acknowledges our commitment to providing equal opportunities to all current and prospective employees.

We offer flexible working employment options, which enable a better life/work balance for employees.

We make changes and invest in tools to support neurodiverse employees, and have recently coordinated neurodiversity training for staff.

Though most of our team choose to work remotely, we maintain an office space to enable staff to meet and work collaboratively in-person as this supports the social cohesion of our team.

All employees are given the opportunity to undertake training and to develop skills, a yearly budget is allocated for this purpose. Additional certified qualifications with nationally accredited bodies are supported where appropriate.

Members of staff have visited schools and universities to talk about topics such as having a career in the technology sector, being a woman in tech, digital democracy, and how technology can support our democracy.

Our hiring practices seek to promote inclusivity and mitigate unconscious biases, using panels, anonymous hiring practices and accessible interview solutions. We encourage applications from those outside of traditional educational pathways and have a diverse team.

Delib is currently considering applying for B-Corp status, as the work we do and the way our company is structured and run is strongly aligned with the B-Corp ethos.

Build an NHS fit for the future

Delib is committed to monitoring and protecting the health and wellbeing of all of our staff.

To help minimise sickness, we encourage all members of staff to have seasonally appropriate vaccinations (such as Flu and Covid) and we reimburse the costs of privately booked vaccinations.

We strive to provide mental health support and resources to all staff and foster awareness throughout the team. We have mental health first aiders on hand for those who need support.

Recognising the importance of mental health and the barrier to entry that the cost of private therapy can represent, we offer to reimburse staff for two introductory therapy sessions, so they can find the support that suits them.

We have a zero tolerance approach to harassment or unreasonable treatment of our staff.

Staff are encouraged to take Time Off In Lieu when they have worked outside of their contracted hours.

All employees are given access to our chosen wellbeing platform and receive a significant monthly allowance to spend. This wellbeing platform includes but is not limited to: free and paid options for financial wellbeing, mental health, physical health, nutrition and stress management.

For remote workers, we assess the safety of their working environment and staff are invited to request any equipment that would make their working environment more comfortable or improve their wellbeing.

Line managers hold regular 1:1 meetings with individual staff members to check in and discuss workload and any potential issues or blockers.

We have a culture of practising and modelling kindness, towards one another, our customers and our suppliers, valuing people and human contact rather than a corporate facade. We believe work should be a benefit to people's lives and wellbeing and that we have a responsibility as an employer to support a working environment which helps people to thrive.

We and our team regularly support charities across all areas, including those who support mental and physical health initiatives with over £8,000 donated in the last few years. We encourage our staff to offer volunteering hours, and hope to establish more of a structure to support staff volunteering efforts.

2. Data Protection

Information security

- ISO 27001:2022 certified
- Cyber Essentials certified
- Annual penetration test run by CHECK-registered third-party security vendor with report available on request
- Extensively used by UK government bodies at national and local level
- Complies with UK NCSC guidance for cloud security
- Data encrypted in transit and at rest
- All staff background checked to BPSS standard or equivalent
- Information security policy available on request

- Fully compliant with GDPR and Data Protection act 2018
- Privacy Policy page lets you clearly inform respondents how their data is handled

Data ownership

- Delib is a data processor
- Customer is the data controller and owns the data collected via the platform

Hosting

- Hosting fully managed by Delib
- Data for UK customers is stored in UK datacentres
- 99.95% uptime guarantee; 24/7/365 monitoring
- All backups and maintenance managed by Delib

Accessibility

- Tested for WCAG 2.2 Level AA or above
- Tested for screen reader products and keyboard access
- Compliant with colour contrast requirements
- Accessibility page in-platform provides clear accessibility statement

Data Back-Up and Restoration

Backups contain all user data and system configuration needed to restore a system in the event of a critical failure.

Backup frequency target: every 24 hours.

Backup retention period: up to 60 days.

Test restores: The backup system and restore procedure are tested at least monthly.

Location: Backups are stored in the same geographic territory as the site and replicated across multiple data centres for resilience.

Business Continuity Plan

Our business continuity policy governs us triggering the business continuity plan:

Objectives

During any business continuity event the following activities are prioritised:

- Ensuring the safety of staff and other individuals.
- Maintaining the protection of both Delib and customer information assets.
- Minimising the impact on both Delib and its customers.
- Restoring internal coordination capability (eg email, chat and phone).

- Restoring customer services.
- Restoring internal services.

Team

A business continuity team has been established who are responsible for:

- Acting as an initial point of contact for staff who suspect a potential event
- Declaring an incident in progress (live).
- Declaring an incident over.
- Coordinating initial and ongoing response.
- Ensuring appropriate records are kept.
- The individuals currently appointed to the business continuity team and their responsibilities are documented in the Business Continuity Plan.

Response

For any suspected business continuity event the flowchart in the Business Continuity Plan is used to determine whether a response is required. This results in one of the following outcomes:

- Determination that the event is not a business continuity event.
- Diversion to the security incident response plan.
- Diversion to the disaster recovery plan for customer services.
- Escalation to the business continuity team.

When an event is escalated to the business continuity team it may be subject to further assessment before declaring an event in progress. A standardised form is used as an entry point for record keeping during the event.

The Business Continuity Plan is tested at least annually.

Further documentation on Delib's BCP can be provided to Buyers on request

Privacy by Design

All Delib products are developed and operated in accordance with Privacy by Design principles, as advocated by the Information Commissioner's Office (ICO). We are confident in our ability to support customers (the Data Controllers) in fulfilling their GDPR and UK GDPR obligations. In addition, we conduct regular reviews of data protection legislation with our legal advisors, as mandated under our ISO 27001-certified Information Security Management System (ISMS).

At Delib, we aligned our products with the GDPR requirements ahead of the 2018 enforcement date, following the ICO's best practice recommendations. We continue to monitor and respond to updates in data protection laws to ensure our platforms remain compliant.

Citizen Space and our accompanying service allows you to meet all rights under the GDPR:

- **Right to be informed** - Citizen Space provides a customer-editable site-wide privacy notice. By default this identifies Delib as a Data Processor and the customer as the Data Controller. This is in the footer of every public page. You can also reference privacy information at the start of each activity ('point of first communication'), before a data subject has submitted any response, and again at the end. This information could include a link to the privacy notice and any additional contextual information.
- **Right of access** - Citizen Space can provide an email receipt to every respondent, with a PDF attachment containing all of the information they submitted via the online survey. The email also provides a unique Response ID number which can be used to identify the response. Admins can easily download and re-supply this PDF copy of the response if it is requested. It is our understanding that respondents will also have a right of access to any notes or tags added to their data as part of the analysis process. If a respondent requests access to this information, this information can be isolated and exported directly from the dashboard
- **Right to rectification** - analyst notes and/or analyst-only questions in Citizen Space allow admins to capture requested amends or additions to a response securely. Alternatively, an admin can manually upload a replacement response on behalf of the respondent and move their original response into "removed responses".
- **Right to erasure (or 'right to be forgotten')** - if a respondent requests for their data to be 'forgotten', Delib has the power to permanently erase part or all of an individual response on the customer's behalf if given a clear written instruction.
- **Right to restrict processing** - Citizen Space gives customer admins the ability to remove responses. This sets a response apart from the dataset so that it is not processed for reporting or analysis, while keeping the response intact as evidence for scrutiny or in case of judicial review. When an admin removes a response they're prompted to provide a reason, creating an audit trail. This field can be used to note when and how the data subject requested that processing of their data be restricted.
- **Right to data portability** - Citizen Space admins can export individual responses to supply on request.
- **Right to object** - In Citizen Space, if you agree to comply with the data subject's objection, you can remove their response from your dataset
- **Rights related to automated decision making and profiling** - Citizen Space does not make any automated decisions without human intervention.
- **Article 5 - appropriate data security** - Delib operates an ISMS which is certified to ISO 27001.

There is more information on each of these which can be supplied to Buyers if needed.

3. Using the service

Ordering and Invoicing

Delib can be contacted in a number of ways:

- Submit a request via our website
- Email us at info@delib.net
- or - for existing customers - direct to your dedicated Customer Success Manager or via support@delib.net.

If you email us with your requirements then we'll be back in touch and can chat through them. We'll happily answer any questions about the platform and how we work.

If you want us to, we can take you on a tour of the platform, we can even set up a free sandbox site for your organisation to take a closer look before committing. Once you're happy, then we can work with you to complete the call off contract. Once that's signed and returned, we'll assign you a dedicated Customer Success Manager and will begin work on building your site, which we can get turned around in a matter of days. We then work with you to set it up exactly as you'd like it. We can get this all done from first contact to deployment in a matter of days if that's what you need.

Availability of Trial Service

If you'd like a free sandbox site to try out before committing, we can do that. We'll discuss that in our discovery calls with you. After a call, if one is required, we will put together a sandbox site for your organisation with some demo content and agree with you how long you may need this for to complete your assessment of the platform and test with colleagues - usually this is a few weeks.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

Onboarding

A detailed implementation plan can be provided to buyers on request, however as a SaaS product, Citizen Space offers rapid launch times, and no requirement for technical development. To begin the onboarding process, we ask for some simple deployment requirements and then we get to work building and deploying your site. You will meet your own dedicated Senior Customer Success Manager who will go through the onboarding process with you and explore the requirements you have in order to meet your wider consultation and engagement objectives. The UX content design team will theme and brand your site and then walk you through the initial set up, making sure we cover all the important sections with you.

We take you through an adoption plan, noting your goals, what the first 3, 6 and 12 months might look like and what you have planned. This is then revisited regularly to ensure that you're happy and we continue to deliver against the objectives and the value you need throughout your subscription. Your Customer Success Manager will continue to work with you for the entirety of your subscription, this can involve introducing the platform to wider teams across your organisation if appropriate and applicable. Your Customer Success Manager can run awareness sessions with teams and provide training to onboard a wider group of people.

You'll be supported by the Delib team and, as a small, UK company, we are able to provide a much more personal service, which allows us to get to know our customers well and vice versa, meaning we can work more as an extension to your team than an arms-length faceless supplier.

Offboarding

As important data is involved, there are some key steps which both you and we have to go through to ensure you have everything you need before your site is closed. Your data is always yours and always accessible to you directly at any time, there are no exit fees.

There is more detail in our exit process guidance which can be supplied, but the process is fairly simple and follows these steps:

1. We agree a close down date with you - generally the Wednesday following the end of your subscription
2. You export all the data you want from your site. You can do this at any time, not just at closedown, but you may have more in aggregate that you wish to export if your site is being shut down. This can be done using the exporting functions available in the site (.xlsx exports of users, management info, response data and so on), or you may wish to use our data API to transfer data to other systems if this is more appropriate for you.
3. (optional) redirect of your URL. If you are using your own sub-domain then you may wish to point this at a different site or a holding page before the site is closed down
4. Decommissioning your instance - on the agreed close down date the instance will be shut down and your virtual machine deleted.
5. Secure and permanent deletion - A backup will be retained for 7 calendar days after the close down date. All data is permanently deleted from Delib backup systems within 8-14 days after the closedown date. Once backups have been deleted, the data cannot be recovered.

Training

Delib provides expert support, training and consultancy drawing on years of experience in supporting government organisations to achieve actionable outcomes and build trust with citizens and stakeholders.

Our extensive online knowledge base of how to guides and information is available 24/7, and we have an ongoing programme of online learning which can be accessed any time. Delib also offers Delib Learn, which includes webinars, assets and resources for learning about Citizen Space, consultation and best practice engagement.

Delib can provide expert training for your users, as well as equipping teams with train the trainer resources. Dedicated training days are an additional cost, or places can be purchased for individual users on our centralised, regular online training days, where you will get to meet peers from other public sector organisations and train together. Prices for these are detailed in our pricing document.

"The Fundamentals of Citizen Space training was brilliant. Trainers were very friendly, approachable and knowledgeable. Highly recommend for anyone looking to learn the basics or improve on their knowledge." - Delib training attendee

We offer consultancy on specific consultation and engagement activities where we can help teams to short-cut the process of getting these delivered and we act as additional members of your team. This is at an additional cost per day or half day, which is detailed in our pricing document.

"We have been consistently impressed with Delib's consultancy services. Their team is always incredibly helpful, bringing creative ideas and providing unwavering support, even with our most

complex projects and tight deadlines. Their friendly and approachable nature makes them a joy to work with. We highly recommend Delib for their exceptional consultancy hours and outstanding service." - Consultation Lead Officer, Somerset Council

Implementation Plan

As a SaaS product, Delib is able to complete the implementation and onboarding process within a short time frame - from our side between 3 and 14 days - depending on your timeframes and requirements. We will guide you through the whole process. There are only a handful of simple onboarding requirements needed to get your site up and online and ready for your first set up call. However, a detailed implementation plan can be provided to buyers on request. The minimum requirements are:

- Provide us with a contact email address and the name and job title of who your first admin user will be
- Decide on a URL - you may set up your own on your domain, e.g. consultation.yourorg.gov.uk or we can provide a citizenspace.com one if you let us know what you'd like this to be e.g. <organisation>.citizenspace.com (though, for coherence with your organisation's brand and reputation, we recommend using your own domain where possible).
- Send us your logo and brand colours so that we can theme your site

Service Management

We operate on a principle of continuous improvement for all our products, based on customer feedback and our assessments of how we can make our tools work better – this includes continuously improving accessibility. As such, all changes to the product are tested in line with the Website Accessibility Conformance Evaluation Methodology from WC3 which provides guidance on evaluating how well websites conform to the WCAG 2.2 during QA as part of the development process. We plan, design, build, test, deploy and maintain our software with a thorough QA process encompassing accessibility, usability, security, and reliability.

Our operational processes are aligned with ITIL principles where relevant – particularly around incident, change, and problem management – as required to maintain ISO 27001 controls.

We use customer feedback to make improvements to Citizen Space. We raise feature requests based on customer support queries, emails, phone calls and meetings, as well as requests that come out of customer events (like user groups) and training. Feature requests are routinely reviewed and are developed as part of our product release milestones at least 4 – 6 times a year. We also run regular behind the scenes updates to the Citizen Space infrastructure, to apply security updates, and to bring in underlying performance improvements. These maintenance upgrades are packaged to run in your specified overnight window (windows are allocated to customers at deployment and are generally on either a Tues, Wed or Thursday between the hours of midnight and 3am), generally requiring little to no downtime (10 minutes or less) alongside product feature releases mentioned above. Delib notifies customers in advance of upcoming product updates.

Delib can customise your site and build customised developments for you within our platform architecture. These are on Buyer request and will be discussed, planned, tested and delivered on a case by case basis.

Service Levels, Customisations, and Constraints

Service Level Agreement: Target service availability is 24 hours a day, 7 days a week. Maximum 21.5 minutes of downtime per calendar month (99.95% service availability). Delib commits to responding within 2 hours to support queries which come in between our support hours of 9 - 17:30 on UK working days, but Delib monitors sites and will respond to critical issues 24/7 365 days a year. Delib also has team members in the USA, Australia and New Zealand, meaning we can offer a 'follow the sun' support response for any urgent queries which come in outside of UK weekday working hours.

Delib allocates each customer with a specified overnight maintenance window at deployment, these are generally on either a Tuesday, Wednesday or a Thursday and maintenance updates are carried out at some time between the hours of midnight and 3am, with most maintenance or upgrades requiring downtime of under 10 minutes.

Built-in platform customisations are:

- The full branding of the site including logos, colour scheme, imagery and any additional pages you may wish to add
- Security customisations can be configured to match your organisational policies (such as password length and complexity, login backoff, notifications to users and more), enabling multi-factor authentication and SSO
- The content in pages such as the accessibility policy, privacy policy, are customisable however some content is fixed where it relates to the software itself or to Delib as your data processor
- The content added to the homepage and to all activities is all customisable within the content management framework of the site
- Users and their permission levels are controlled by your organisation and there are custom options for determining some permissions to enable or disable them sitewide or by categories of user
- You may also add your own customised lists to aid search and management on the site, such as your audiences, interests, geographical wards/areas your organisation covers (for local authorities)
- Some notifications from the platform are customisable, such as who receives the notifications
- You can add your own custom mailing list sign up form
- You can create custom saved questions, pages and templates for your organisation to speed up work and ensure standardised ways of doing things for important processes
- The platform allows you to create a customised management structure of teams and workspaces

- You can customise the support page for your admin users to provide your own organisation-specific guidance alongside the link to Delib's knowledge base and support
- You can choose from a wide variety of set up options to suit your organisation such as enabling API access, SSO,
- Translation to additional languages can be selected from a supported list - currently: Welsh, French, Maori. These are official languages in the territories in which we operate and we continue to add more to meet customer needs. In order to meet statutory requirements for consultation, our translation is not automated via plug-ins such as Google Translate, but fully managed by professional translators to ensure accuracy.
- Geospatial customisations: customers can choose to include use of Open Street Maps, Ordnance Survey maps and Arc GIS maps
- There are GDPR-related sitewide customisation options such as choosing the ability to disable IP address collection, collect completion dates for activities to manage retention periods, selections on whether to embed 3rd party content if you wish to use e.g. youtube videos in your activities.
- Data API and webhooks may be added by your organisation and parameters selected from a list. The choice to enable or disable API access must come from your organisation and will be carried out by Delib
- Above the activity types and workflows built into Citizen Space, you may request the build of customised workflows, activity types and dashboards which are specific to your organisation - these are built by Delib to meet your needs at an additional cost.

Outage and Maintenance Management

All product and platform changes to Citizen Space, including updates and maintenance, are followed by rigorous testing and quality assurance.

Delib operates a version and change control programme:

Version control: formal development and release processes. During development potentially unstable changes are isolated from existing stable releases. Changes are submitted through a secure version control system and are attributed to named individuals.

QA: a formal test and verification process is performed by dedicated staff. Automated and manual testing for performance, regressions, data integrity, accessibility, and technical conformance.

Software security: security sensitive changes, such as the addition of dependencies or changes to critical authorisation paths, are subject to additional review during development. Where appropriate a privacy impact assessment is used to assess potential risk in advance of any development work.

Approvals/audit trail: proposed changes are reviewed prior to acceptance. Change history and scope are maintained via ticketing system.

Documentation: customer accessible knowledge base and internal documentation are maintained as part of standard development and operations processes.

Isolation / staging: Changes are tested prior to deployment in staging environments that are isolated from production environments whilst being functionally equivalent.

Operating environment changes and planning: Changes to operational environments are planned and scheduled to minimise external impact while maintaining rollback capability in the event of an unexpected issue. Where changes originate with third party vendors any potential impact is assessed and, if necessary, mitigations are prepared.

Customer notification of planned maintenance/downtime: Planned maintenance on customer sites (for example upgrades) is carried out during an overnight window in the customer's local time zone. Where maintenance cannot be completed within the defined maintenance period customers will be notified in advance in accordance with Delib's service level agreement (SLA).

Delib monitors uptime and this forms part of our ISMS objectives and contractual obligations. We report on this monthly and track trends.

Delib operates both a SIEM and uses a variety of monitoring software and tooling to assess the performance of our platform and these are used during the testing phase of any development as well as post-deployment of updates.

Financial Recompense Model for not Meeting Service Levels

Please see Delib's SLA: If Downtime exceeds the target limit of 21.5 minutes in a calendar month, Delib will provide the Client with a service credit equal to one day's Fees on a pro rata basis (exclusive of VAT, and exclusive of any excess bandwidth or storage charges that have been negotiated) for each full completed hour of downtime. The maximum service credit available in respect of any one month shall not exceed one month's Fees.

4. Provision of the service

Technical Requirements and Client-Side Requirements

Very simply, all you need to use Citizen Space is an internet connection and a standards-compliant browser. We currently test on Microsoft Edge, Chrome, Safari, or Firefox.

Outcomes/Deliverables

The Buyer will get a fully supported and branded online consultation and engagement platform which can be used for a wide variety of purposes from statutory consultation to team engagement and staff surveys and much more, as detailed in other areas of this service definition document. We support you with a dedicated Customer Success Manager who will discuss your needs, workload and desired outcomes, all of which we'll build into an adoption plan specifically for you. You will have regular updates, security, onboarding, deployment and hosting all covered as part of the service we provide.

"Citizen Space is a versatile digital consultation tool which is easy to use for both the consulter and consultee. Through Citizen Space the consultee journey is easier to navigate. Citizen Space is regularly updated to introduce new elements and these have been completely tested and further improve a system that is already achieving high and sustained standards. The support of the Delib team is

outstanding; they are always willing to assist.” - Site Administrator, DEFRA

“The perfect solution: quick and easy for residents to take part in, and quick and easy for us to set up – thanks to the excellent support from Delib.” - Site Administrator, Norfolk County Council

Delib customer organisations on average have over 150 users onboarded from across their organisation and they, in turn, create hundreds of activities. All of these are managed, quality controlled, given visibility, and promoted centrally via Citizen Space. Due to its ease of use, this quickly simplifies and speeds up processes that previously have taken a great deal of management and coordination across multiple teams.

“To deliver a successful public consultation we needed to build a complex map functionality. Our Customer Success Manager ensured we found a technical solution but, more importantly, that it was a simple user journey. We were offered the support we needed to ensure we delivered a first class offer to citizens” - Site Administrator, Liverpool City Region Combined Authority

We hear from our users that Citizen Space has played a key role in supporting their digital transformation, freeing up manual processes to save them time and headaches, and has strengthened the capacity and skills of their teams.

“I’ve been using Citizen Space since one of my staff went on maternity leave and passed responsibility for the system to me. Without much handover, I was worried I wouldn’t be able to use the system properly – but I’ve actually found Citizen Space extremely easy to navigate. I’ve also been pleasantly surprised at the ease of setting up surveys/consultations. Even when consultations differ in complexity, creating them follows the same process – which makes life easy. I’ve been so impressed with the system that I’ve been promoting its use throughout our organisation: partly because of how easy it is to set up the consultations to begin with, but also because of how good the consultations look once created, which makes it easier for respondents to participate.” - Site Administrator, Rochdale Council

Our customer organisations collectively gather around a million responses a year to their activities on Citizen Space, which they can manage, analyse and report on all in the platform. This level of reach allows them to deliver lasting change in their communities and nationally with transparency and control. We are proud to support the work of teams across government, both local and national.

“I asked for your contact details so that I could feedback directly how impressed I’ve been with your company’s approach, delivery, and output for the council in relation to the work you’ve done for us enabling our initial consultation on the Local Transport Plan. I believe from award of tender to the site going live was less than 6 weeks, and the tools you designed in conjunction with the team secured a response rate far in excess of what might normally be expected for this type of public engagement activity. Most significantly, we also secured a more demographically-representative sample, which allows us to analyse and evaluate the feedback with a view to confidently informing our policy outcomes. You have delivered on your promise for the commission and I am confident that it has been excellent value for the county council.” - Buckinghamshire County Council

Development life cycle of the solution

Delib uses agile methodologies during product development and delivery, and we make use of GDS design principles and design patterns in our UI/UX and service design. For specialist skills

and support, we work with specialist contractors and consultants who are familiar with government and GDS processes, for example our accessibility consultants are Tetralogical, who provide accessibility advice for GOV.UK, and our content designers are mentored by a former GOV.UK content designer.

We plan, design, build, test, deploy and maintain our software with a thorough QA process encompassing accessibility, usability, security, and reliability.

The process for this and careful management of our change control is detailed in other sections of this service definition document.

Delib delivers a minimum of 6 updates per year to Citizen Space and these may be infrastructure updates, service improvements, accessibility testing and updates, new features, and even full version updates. We have recently released version 8 of Citizen Space, updating the flexibility of the platform and bringing in multiple requested features, all of which went to all customers as part of their subscription at no additional cost.

After-sales Account Management

Delib provides you with a dedicated UK-based Customer Success Manager who will be your contact throughout. It is important to note that in addition to platform and technical support, our Customer Success team are a very friendly, UK-based group of highly experienced individuals who have a passion for building strong working relationships and helping our customers. They have 25 years combined experience working at Delib. Sometimes that help goes beyond the technicalities highlighted above and can be more human-shaped. For example, we regularly put customers in touch with one another to build connections and grow networks, creating a community of expert consultation and engagement professionals. Delib runs free user groups for our customers a number of times a year (lunch included!) where our users get to meet one another, share best practice and build connections.

Technical and product support is provided via email and phone. Delib's day-to-day technical support for Citizen Space is provided during working hours by our dedicated support team. Additional email support may be provided on a follow-the-sun basis by our staff in the USA, Australia and New Zealand. In line with GDPR requirements, staff in other territories have no access to the data, application instance or hosting environment for customers outside of their own territory, but would be able to provide support with the product. Our aim is to respond within 2 hours of receiving any request, however the majority of standard tickets are responded to within 30 minutes. At Delib, support is not triaged. Customers get straight through to members of the core team and not to a support function which is removed from the product, or to a chat bot. Our aim is to always provide service - that is, we get you straight to a person who has the skills to fix your problem, your questions are answered quickly and thoroughly, and our offering to you is genuinely useful.

Customer Responsibilities

The responsibilities below are taken from our standard Statement of Work SaaS contract which may be found as an additional document in our listing on the digital marketplace. However, as per the framework agreement, the Framework terms and the terms of the Call off

Contract take precedence. The Call-off contract, rather than Delib's Statement of Work contract will hold details of any specific agreements between the buying organisation and Delib.

The Customer must:

- (a) fulfil the responsibilities specified in the applicable Statement of Work/G Cloud Call off contract in a timely and efficient manner. In the event of any delays in the Client's provision of such assistance as agreed by the parties, Delib may adjust any agreed timetable or delivery schedule as reasonably necessary;
- (b) pay Delib the Fees in accordance with this Agreement;
- (c) comply with all Applicable Laws and obtain all necessary approvals, authorisations, licences and permits as they relate to the Client's use of the Services including for example, but without limitation, marketing, consumer, spam and privacy laws;
- (d) use the Services in connection with the Website and in accordance with this Agreement only;
- (e) not, without Delib's consent, allow third parties (other than End Users) to use the Product(s) or Services;
- (f) at its own expense, respond to questions and complaints relating to the Client's or its Users' use of or interaction with the Product(s) or Services;
- (g) use reasonable endeavours to resolve support issues before escalating them to Delib, including referring to instructions and guidance that Delib has provided to the Client or made available online;
- (h) ensure security measures are in place to keep the Client's own access to the Services secure;
- (i) immediately notify Delib if it experiences security issues such as attempted or actual unauthorised third party access or denial of service attacks in connection with the Services;
- (j) display on the Website any text concerning privacy, terms of use, copyright and other issues requested by Delib;
- (k) be responsible for Authorised Users and End Users' access to and use of the Product(s) and for all User Generated Content and shall be responsible for any User's breach of this Agreement; and
- (l) always make the Product(s) available to Authorised Users and End Users in conjunction with the Client's own privacy policy.

The Client is solely responsible for procuring and maintaining its network connections and telecommunications links from its systems to Delib's data centres, and all problems, conditions, delays, delivery failures and all other loss or damage arising from or relating to the Client's network connections or telecommunications links or caused by the internet.

In relation to any Third Party users (other than End Users), the Client undertakes that it will ensure those Third Party users comply with the terms of this Agreement and the Client accepts that it shall be liable to Delib as if their acts and omissions had been the Client's own. Granting permission to any Third Party to access the Services and Product(s) does not relieve the Client of its responsibilities under this Agreement. The Client will be fully responsible for all acts or omissions of any Third Party, and any action of such Third Party shall be considered to be an action authorised by the Client.

Termination Process

The customer acknowledges that it has purchased the Services for the Minimum Period and any Renewal Term(s)), as defined in the Certificate or Order Summary.

As per the framework agreement:

CCS has the right to terminate the Framework Contract at any time without reason by giving the Supplier at least thirty (30) days' notice.

13.2.2 Each Buyer has the right to terminate their Call-Off Contract at any time without reason by giving the Supplier not less than ninety (30) days' written notice and if it is terminated Clause 13.5.3 applies

5. Our experience

Case Studies

Delib's experience includes delivering successful consultation and engagement services for central government organisations such as:

- Scottish Government
- Scottish Parliament
- Welsh Assembly
- Northern Ireland Government
- Northern Ireland Assembly
- UK Cabinet Office
- UK central government departments including MHCLG, DESNZ, DEFRA, DfE, MoJ
- Agencies and delivery organisations such as ONS, NHS England, Environment Agency, Network Rail, National Highways, CAA, the Homes for Ukraine scheme, Covid Inquiry, Infected Blood Inquiry
- Regulators Ofgem, Ofqual, ICO, IPO, Gambling Commission, The Health and Safety Executive, Food Standards Scotland, Natural Resources Wales and more.

Outside of the UK, we have expanded our reach globally. Delib's experience covers delivering citizen engagement for The White House and Department of Homeland Security, and over 100 federal and state departments and regulators across Australia, New Zealand, the USA and Canada.

"The Delib team have been quick, responsive, collaborative and made a challenging project under tight timelines come together smoothly and effectively."

Case Studies

Information Commissioner's Office (ICO)

The ICO is the UK's independent body regulating data protection and information rights.

They have been using Citizen Space to run their consultations and calls for views since last year, and their choice to work with Delib is testament to our scrupulous approach to data protection.

They use their Citizen Space site to engage on vital and sometimes sensitive topics affecting the public including generative AI, children's privacy, biometric data, ad tech and cookies, information rights and privacy legislation. Representatives from the ICO have attended and kindly spoken about their use of Citizen Space at two of Delib's user group customer events this year, with a particular focus on raising awareness of the challenges and opportunities that Artificial Intelligence (AI) presents within the scope of consultation and engagement.

They are currently in the process of booking more product training, to scale the platform across the entire organisation so that more departments can benefit from the varied use cases it supports. We very much look forward to continuing to work with the ICO and support their specific regulatory needs.

Citizen Space was originally developed in partnership with UK central government, and its ongoing suitability for national government consultation is reflected in its use by 6 ministerial departments. One of these is the UK Department for Education, which has trusted the software as its main online consultation and engagement hub for over 10 years. The scalability of the platform is vitally important given the sheer number of users and extent of its potential audience. DfE also depends on the high quality and consistency of the platform, as many of its consultations come under close public scrutiny. DfE works in close relationship with Delib while preparing for high profile consultations aimed at both a stakeholder and a national audience, and Delib's high quality responsive service is key for helping DfE update content quickly and respond to queries from senior stakeholders such as ministers.

Among the 14 UK regulatory and industry bodies we work with is the energy regulator Ofgem, which signed a 3 year Citizen Space contract in March 2024. Similarly to DfE, as another governmental organisation which is often in the national news, having a trusted online solution which they can rely on and which meets their statutory consultation needs was extremely important. A series of meetings, demonstrations and consultative conversations led to them deciding on Citizen Space. They were the first customer to benefit from our then-new Single Sign-On feature, which allows their admin users to sign into Citizen Space with their existing identity provider credentials, improving user experience and security. They have received training in the Fundamentals of Citizen Space and opted to build on their knowledge with an Advanced Analysis Skills session. Ofgem have published multiple public activities on their site since March 2024, primarily targeted at the energy industry and other stakeholders, including consumer groups, charities, government, and trade associations.

Online consultation and engagement for Ofgem tends to be driven by decisions made by the Department of Energy Security and Net Zero, who publish all of their consultations and calls for evidence on their own Citizen Space site. This consistency reassures industry stakeholders who interact with both sites. As a government regulator, Ofgem are committed to transparency and have made effective use of the We Asked, You Said, We Did and Response Publishing tools. Feedback from Ofgem site members about both the platform and the

customer success service from Delib has been very positive to date.

"We wanted to make the process of responding to the consultation as simple as possible - simple for users to express their views, and simple for us to redact, analyse and publish those responses... We were very happy with the outcome."

- Digital Engagement Manager, The Scottish Government

"The response numbers are an illustration of the fact that we've put in a lot of effort to make things more inclusive, more open, more engaging, to inform people that this is a two-way conversation. Everyone that's used Citizen Space loves it!"

- Research and Insight Manager, Police Scotland

Clients



An example of some of our clients - this logo collage includes logos for: The Northern Ireland Executive, DEFRA, DESNZ, MHCLG, Gambling Commission, National Highways, UKRI, DfE, States of Guernsey, Ofqual, Architects Registration Board, Natural Resources Wales.

More of our customers can be found along with their public facing activities on our Citizen Space aggregator: <https://aggregator.citizenspace.com/>

Contact Details

Contact us via info@delib.net - Louise Cato