

PretaQA Information Access and Engagement Tool

Lot 2b – Software as a Service (SaaS)

Service summary

PretaQA is a hosted software service that helps users find accurate, source-linked answers from approved, published content. It is designed to work with complex public-sector materials including long documents, structured tables, and exported reports such as PDFs and Power BI outputs.

Service scope (included)

- Hosted SaaS access to PretaQA
- Answering questions from published documents and pages
- Support for structured content including tables
- Answer extraction from long-form documents and reports
- Use with exported datasets and reports (for example PDF or Power BI exports)
- Source-linked answers for verification
- Configuration of approved content sources
- Integration with existing websites or intranets
- Standard business-hours support

Out of scope

- Live querying of transactional systems
- Direct access to live Power BI workspaces or dashboards
- Content creation or editing
- Custom software feature development
- Analytics or insight generation

Support and service hours

Support is provided during UK business hours. Enhanced support options may be agreed separately.

Hosting

Hosting infrastructure is included as part of the SaaS subscription.