

Website Support and Maintenance

Lot 3 – Cloud Support

Service description

Ongoing support and maintenance for public-sector websites, intranets, extranets and client portals. PretaGov provides fault resolution, security updates, accessibility support and operational maintenance to keep digital services reliable, compliant and available. Services are delivered to agreed support levels and public-sector standards.

Service includes

- Fault fixing and issue resolution
- Security updates and patching
- Accessibility support and remediation
- Performance and availability monitoring
- Incident management
- Operational advice and guidance
- Business-hours or enhanced support options

Service excludes

- Hosting services
- Major redesigns or rebuilds
- New feature development
- Content creation or editorial services

Support hours

Support is provided during agreed business hours, with enhanced support options available by agreement.