Open Source Headless CMS Development and Support

Lot 3 – Cloud Support

Service description

Design, development and support of websites, intranets, extranets and client portals using open-source headless CMS (Plone Volto). Services include configuration, frontend integration, role-based access, deployment and ongoing support to public-sector standards. PretaGov also offers a separate software tool for accurate, source-linked answers from published content, including long documents and structured tables.

Service includes

• Headless CMS configuration and development

• Frontend integration and delivery

• Public websites, intranets, extranets and client portals

• Role-based access and permissions

• Multilingual and bilingual configuration

• Accessibility implementation (WCAG 2.2)

• Security configuration and hardening

• Deployment and environment configuration

• Ongoing support options

Service excludes

• Hosting services

• Third-party software licences

• Ongoing content population or editorial services

• Live data integrations or analytics platforms

Support hours

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

Hosting

Hosting is not included and must be provided by the Client or procured separately.