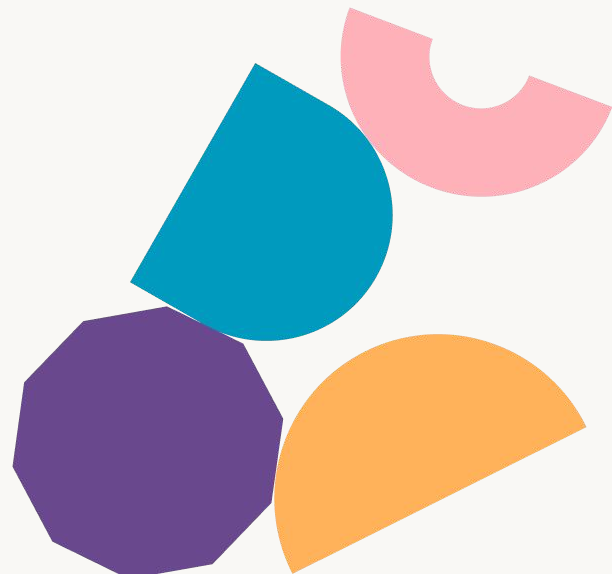


GovPress: WordPress website hosting, maintenance and support

G-Cloud 15 Service Description

sales@dxw.com | 0345 257 7520



Public sector WordPress specialists

dxw is a leading employee-owned digital agency that works with the public and third sectors. Since 2008 we've worked in partnership with the public sector to design, build and operate websites in WordPress CMS.

GovPress is dxw's website build and operations service, covering everything you need from design and build to hosting and support.

We have a permanent team of Ops and WordPress experts, supporting over 60 existing clients. Our team are long-standing, active and well-respected members of the WordPress community. We've been building websites for the public sector for over 14 years and run [dxw advisories](#) where we openly publish all our plugin reviews and any vulnerabilities we find.

We're ISO27001 and Cyber Essentials Plus certified, and our infrastructure is entirely within the UK, giving you the assurance you need.



Why choose GovPress?

GovPress is used across the public and third sectors including local government, NHS organisations, charitable trusts and central government departments.

Our GovPress platform is built on industry-leading cloud hosting infrastructure. We host everything WordPress – from small websites to public sector intranets, right up to large multisite platforms requiring customised infrastructure across multiple availability zones.

We host and support high profile websites such as [NHS England](#) and the [National Audit Office](#), along with the Government's [blogging](#) and campaign platforms, home to important long-running national campaigns such as [Fire Kills](#) and [Prepare](#).



Hosting and maintenance



Shared hosting

Suitable for:

- Small/medium public websites

With a minimum of two instances containerised in a shared cluster, this tier provides secure, reliable hosting for small to medium public-facing websites. You get the security assurance of our hardened GovPress environment without the cost of dedicated machines. A fair usage policy applies to data storage, and data transfer is included up to 100GB per month at no cost.

Our maintenance and configuration service is included as standard and by taking advantage of shared infrastructure, maintenance costs can be shared across several sites in the cluster. This reduces the work needed to keep the core code secure and up to date.



Dedicated hosting

Suitable for:

- Medium/large public websites
- Small websites with additional security requirements
- Intranets
- Sites with secure password-protected areas
- Multi-site platforms

Our dedicated hosting tier offers clients hosting on their own dedicated machines, containerised in their own cluster, providing enhanced assurance for sites requiring increased processing power or with additional security requirements.

Data storage starts at 250GB and data transfer starts at 125GB per month for our small service, increasing with each service level.



Custom hosting

Suitable for:

- Large websites, needing increased processing power
- Large multi-site platforms
- Sites hosted in multiple availability zones
- High-profile websites

Our custom hosting tier provides our hardened GovPress platform, on containerised infrastructure, with a range of options to meet your specific needs. Clients can select a base tier from our dedicated hosting offer, and add additional custom options as required:

- High-availability
- Auto-scaling
- Custom security requirements
- Multiple availability zones



Maintenance

Our maintenance and configuration service is included as standard and each site running on our GovPress platform-as-a-service is monitored, maintained and updated in line with the latest secure CMS release.

We take a continuous, proactive improvement approach to the maintenance and improvement of your sites.

As part of maintenance, we scan your site for plugin security vulnerabilities several times daily, and test and apply infrastructure and CMS core and plugin updates by default. For security updates, we apply those within 8 working hours of release. For other non-critical updates, we generally apply them within 14 days after a period of internal testing.



Configuration

- Load balancing
- Daily backups as standard
- Uptime monitoring
- Security Event Monitoring
- SSL Certificates
- Two-factor authentication for user accounts on request

We also manage deployments to your site and to the infrastructure centrally – this means servers cannot modify their own code, ensuring we are aware of any changes made to the site.



Support



Support

You can tailor your support plan to meet your needs.

Our support helpdesk is available 10:00–18:00 as standard, 08:00–20:00 for out-of-hours and 24/7 for sites requiring emergency support.

By raising a ticket, you can ask for assistance with any problem you come across, from a bug to help using your CMS. From a minimum of 2 hours of retained support per month on our shared infrastructure and 4 hours minimum on our dedicated infrastructure, our plans can be scaled up in hourly blocks in line with clients' regular usage.

Support is backed by our SLA to ensure tickets are prioritised and handled appropriately within an agreed timeframe.



Assurance and security



Security

You need hosting and support that you can trust. GovPress means that you can rely on us to keep your site secure.

dxw has been consistently certified to ISO27001 since 2011 and Cyber Essentials Plus since 2019, covering all activity. Our support service is appropriate for OFFICIAL information.

dxw will be the data processor for your service and will provide a data protection officer to ensure GDPR compliance. For more information, our Data Processing Agreement can be found in our standard terms.

Controls include:

- managed deployments
- vulnerability scanning
- malicious activity scanning against live threat intelligence feeds
- proactive monitoring
- in-house security expertise



Protective monitoring and alerting

Our monitoring is designed to give you peace of mind.

dxw monitors all services we support 24 hours a day and we receive alerts when serious issues are detected. For clients who choose our optional out-of-hours or 24/7 emergency support access, we will take action quickly before issues escalate within your agreed service hours.

Using a combination of tools and approaches, we ensure that all of the sites we support are running smoothly. By measuring and tracking our monitoring alerts, we can diagnose problems and perform capacity planning.



Service availability

We aim for the platform to be available 100% of the time unless a period of scheduled improvement work is underway. We acknowledge that, other than during these occasional periods, anything less than 100% availability is a lapse in the service level that you expect.

In reality, with any real-world system involving components and connectivity, there is no such thing as perfect reliability. However, if despite our best efforts, the platform becomes unavailable as a result of a failure of a component that we control, we will refund the fees paid for any period of downtime longer than 1 hour, on a pro-rata basis.



Pricing



Shared infrastructure

	RDS database	Auto-scaling database
GovPress shared – small¹	£250	£400
GovPress shared – medium²	£500	£800
GovPress shared – large³	£750	£1,200

1. Clients will be assigned 3 running containers on our shared platform.
2. Clients will be assigned 6 running containers on our shared platform. This will spread your service across more of our cluster and provide more capacity and redundancy.
3. Clients will be assigned 9 running containers on our shared platform. This will spread your service across more of our cluster and provide more capacity and redundancy.



Dedicated infrastructure

	RDS database	Auto-scaling database
GovPress dedicated – small¹	£300	£500
GovPress dedicated – medium²	£600	£1,000
GovPress dedicated – large³	£1,200	£2,000
GovPress dedicated – x large⁴	£2,400	£4,000

1. 3 x small EC2s in an ECS cluster (6 vCPUs, 6GB Memory), small RDS (2 vCPUs, 2GB Memory)/Aurora Serverless MySQL scalable to 2 ACUs, 125GB Data Transfer, 250GB Data Storage, CDN with WAF, load balancer with WAF
2. 3 x medium EC2s in an ECS cluster (6 vCPUs, 12GB Memory), medium RDS (2 vCPUs, 4GB Memory)/Aurora Serverless MySQL scalable to 4 ACUs, 250GB Data Transfer, 500GB Data Storage, CDN with WAF, load balancer with WAF
3. 5 x medium EC2s in an ECS cluster (10 vCPUs, 20GB Memory), large RDS (2 vCPUs, 8GB Memory)/Aurora Serverless MySQL scalable to 8 ACUs, 500GB Data Transfer, 1TB Data Storage, CDN with WAF, load balancer with WAF
4. 9 x medium EC2s in an ECS cluster (18 vCPUs, 36GB Memory), x large RDS (4 vCPUs, 16GB Memory)/Aurora Serverless MySQL scalable to 16 ACUs, 1TB Data Transfer, 2TB Data Storage, CDN with WAF, load balancer with WAF



Maintenance and Support

	Shared infrastructure	Dedicated infrastructure
Maintenance (per site)	£350	£500
Support – £125 per hour	£250 (min 2 hrs)	£500 (min 4 hrs)
Out of hours support (optional)	-	£200
24/7 support (optional)	-	£600



Data transfer and storage

	Monthly data transfer		Monthly data storage	
	Charge threshold	Cost per GB above threshold	Charge threshold	Cost per GB above threshold
GovPress dedicated - small	125GB	£0.12	250GB	£0.10
GovPress dedicated - medium	250GB		500GB	
GovPress dedicated - large	500GB		1TB	
GovPress dedicated - x large	1TB		2TB	



Custom hosting options

	Monthly cost
	From £300
AWS Shield Advanced	From £3,000
Enhanced monitoring/event logging	Please see pricing document
Dedicated OpenSearch cluster	Please see pricing document
Redis (database caching)	Please see pricing document
Global accelerator	Please see pricing document
Hosted DNS zones	Please see pricing document
Additional instances	Please see pricing document
Upgraded database	Please see pricing document
Network load balancer	Please see pricing document
Specialist Artificial Intelligence (AI) instances	Please see pricing document
Custom VPN services (VPN connections / VPN client)	Please see pricing document



Thanks!

If you would like to know more, please get in touch

govpress@dxw.com

0345 257 7520

dxw.com/govpress