

# Customer Service / Procurement of managed hosting and development support services for Digital Channels and Service NSW - DICT/9842

**RFT ID** DICT/9842

**RFT Type** Selective Tenders

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**Closes** 30-May-2022 4:30pm

**Covered Procurement** Yes

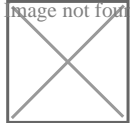
**Category** (based on [UNSPSC](#))

43000000 - Information Technology Broadcasting and Telecommunications

**Agency** Department of Customer Service

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## Tender Details

The NSW Government is leading an enterprise approach to improving the customer experience for NSW Government online - bringing to life the Premier's Priority of Government Made Easy for NSW citizens, which will create a consistent, world-class customer experience. Operationally, this will migrate a range of existing websites across NSW Government onto a single website (nsw.gov.au). The Service NSW website (service.nsw.gov.au) is one of NSW's biggest government digital touchpoints and serves as the main entry point to online transactions. These websites and associated intranet and microsites require high uptime availability on a secure and scalable Drupal Managed Hosting service with 24/7 support. There has been significant organic growth of nsw.gov.au, service.nsw.gov.au in recent times and both platforms are expected to grow further in the future. This procurement exercise will cater to ensuring seamless scalability and ongoing operation. Additionally, there is an opportunity to ensure continuous improvement through enhancement services that can be rapidly scaled for ongoing initiatives, such as the OneCX Program.

## Location

**NSW Regions:** Far North Coast, Mid North Coast, New England, Central Coast, Hunter, Cumberland/Prospect, Nepean, Northern Sydney, Inner West, South East Sydney, South West Sydney, Central West, Orana/Far West, Riverina/Murray, Illawarra, Southern Highlands

**States and Territories:** ACT, NT, QLD, SA, TAS, VIC, WA

## **RFT Type**

Selective Tenders - An invitation to tender that is made to a limited number of tenderers, from a Pre-qualified Panel. Tenderers are pre-qualified, for an ongoing program of works or services, on a proven record of satisfactory performance in the category for which tenders are sought.

## **Multi Agency Access**

No