

Website Management & Technical Support

SERVICE INFORMATION SHEET - Scope of ongoing website management, maintenance and technical support services.

1. Service Overview

This service provides ongoing management, technical maintenance, operational support and staff assistance for the Bodufolhudhoo Council official website and Staff Portal following website handover. The objective is to keep the existing platform reliable, secure, accessible, responsive, bilingual and maintainable while providing Council staff with continuing technical support.

2. Services Included

Website Management & Technical Maintenance Routine website maintenance, bug fixes, technical troubleshooting, compatibility corrections and maintenance of existing website functionality.	Staff Portal Support Ongoing technical support and maintenance for the Staff Portal, including assistance with publishing, editing and existing administrative tools.
Content Management Support Technical assistance for announcements, press releases, news, jobs/vacancies, projects, documents, reports, Council information and other CMS-managed website content.	Citizen Service Function Support Maintenance of existing appointment/consultation requests, contact messages, service information, forms and other citizen-facing website functions.
Website Security & Technical Protection Reasonable ongoing security maintenance, technical security fixes, access-control related maintenance, dependency updates where required and investigation of security issues.	Backup & Recovery Support Maintenance of established backup and recovery procedures and technical assistance with restoration following system or website failure were available.
Website Performance & Availability Performance troubleshooting, investigation of availability problems and correction of technical issues affecting website usability or operation.	Dhivehi & English Website Support Maintenance of bilingual functionality, including Dhivehi RTL and English LTR presentation, language-specific display issues and existing translation-management functionality.
Responsive & Browser Support Technical corrections for display and usability issues affecting supported modern browsers, desktop computers, tablets and mobile devices.	Minor Website Updates & Improvements Reasonable small visual corrections, responsive fixes, usability improvements and minor adjustments to existing pages, components and functions.
Deployment & Technical Administration Management of approved production deployments, technical configuration maintenance and troubleshooting of the existing hosting environment.	Domain & Website Technical Assistance Technical assistance relating to the Council website and its existing domain/hosting configuration when required, without changing Council ownership of accounts.

Issue Resolution Diagnosis and resolution of website errors or technical problems reported by Council staff within the agreed service scope.	Staff Technical Assistance Reasonable guidance and support for Council employees using the website, Staff Portal and existing content-management functions.
Ongoing Technical Consultation Technical advice relating to improvements, maintenance needs and future digital service requirements connected to the Council website.	

3. Content & Council Responsibilities

Bodufolhudhoo Council remains responsible for providing and approving official information, Dhivehi and English wording, photographs, documents and other materials for publication. The service provider is responsible for the technical management and support of the website but does not independently determine or approve official Council information.

4. Scope of Ongoing Support

The service covers routine management, maintenance, technical support, troubleshooting and reasonable minor improvements to the existing Council website and Staff Portal. Major new systems, substantial redesigns, new complex modules, major third-party integrations, separate applications or other substantial development outside the existing website scope may be treated as separate work and discussed with the Council before commencement.

5. Third-Party Services

External services such as domain registration, paid hosting or infrastructure upgrades, Microsoft 365/email services, paid APIs, SMS or messaging services, and other third-party subscriptions remain subject to the applicable provider's terms and charges. No new paid third-party service should be introduced on behalf of the Council without appropriate authorization.