



Website Redevelopment Tender Document

1. Introduction

Mull & Iona Community Trust (MICT) invites tenders from experienced web developers to redesign, rebuild, and enhance the organisation's primary website (www.mict.co.uk). The new website will modernise our digital presence, streamline user journeys, and introduce new booking functionality for key community services including rooms, Ulva Ferry campervan and potentially pontoon slots. This tender consolidates the February 2024 Website Content Review, June 2025, Digital Review undertaken by Business Gateway and the Scope of Works captured by MICT into a single, procurable specification.

2. Project Objectives

The objectives of the website redevelopment are to:

- Modernise visual design and information architecture to improve UX across devices.
- Introduce two separate booking modules (rooms, campervan slots).
- Achieve WCAG 2.1 AA accessibility and comply with GDPR.
- Improve content quality, navigation, and searchability.
- Provide an intuitive CMS to reduce staff admin and enable timely updates.
- Strengthen SEO, site performance, security, and scalability.
- Take membership payments and donations.

3. Scope of Works

- Discovery: stakeholder workshop, content audit confirmation, technical approach.
- Design: sitemap, wireframes, and high-fidelity prototypes aligned to MICT branding.
- Build: modern, secure CMS (WordPress preferred) with responsive templates.
- Integrations: three independent booking modules (see Section 4).
 - All emails received or sent via the website to be automatically logged as will be needed for an audit trail.
- Content: migration, rewrite and restructuring as per Content Review (Section 5).
- Quality: accessibility, performance optimisation, security hardening.
- Handover: training, documentation, and launch support.
- Support: proposal for ongoing maintenance and hosting. This should detail the frequency of backups and Wordpress core and themes. MICT can keep the plugins updated on a regular basis.



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4. Booking System Requirements

4.1 Room Booking System

Suppliers may propose any of the following approaches:

- Implement a reputable WordPress booking plugin (e.g., Amelia, Bookly, WP Booking System) OR
- Develop a custom module tailored to MICT workflows.

Required capabilities:

- Live room availability with day/hour granularity.
- Configurable products (rooms), pricing rules (incl. charity rates), coupons.
- Optional online payments (Stripe or equivalent) and offline invoicing.
- Automated confirmations, reminders, and iCal/Outlook feed.
- Admin dashboard for staff with manual override and exports (.csv).

4.2 Campervan Slot Booking — Ulva Ferry

Campsite-style slot booking to manage limited campervan capacity at Ulva Ferry:

- Live pitch/slot availability by date with max-stay rules.
- Secure online payment (deposit or full) and automated confirmations.
- Amend/cancel links, waitlist, and arrival instructions.
- Admin calendar with manual block-out for maintenance/events.

5. Content Migration & Restructure Requirements

The supplier must migrate all current content, implement removals/updates, and create new sections per MICT's 2024 Content Review, including but not limited to:

- Home: prepare space for new announcements.
- About → History: update staff numbers and services; ensure operational strategy link works.
- Meet our Team/Directors: update joiners/leavers, titles, and photos; mark roles as p/t or f/t.



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- Volunteers: refresh imagery; broaden copy beyond MESS; add pathways to get involved.
- Document Library: update strategies, policies and minutes; remove obsolete files.
- An Roth (Rooms): refresh copy, images; Pricing table placeholders; booking integration.
- Ranger Service: restructure under Projects & Services; rewrite bios and “What we do”.
- Affordable Housing: reorganise into Current vs Completed projects; add new sub-pages (Empty Homes, Crofting, Iona Housing, New Development).
- Ardura Community Forest: full rewrite with new media and optional report links; consider dedicated page structure.
- Craignure/Tobermory Storage & Nonhebel Park: concise, up-to-date service info and enquiry forms.
- Community Fridge: correct hours, locations and photography; clarify ongoing operation.
- Ulva Ferry Community Transport: fix broken links; add service overview and testimonials; link to UFCT site.
- Funding: remove archived schemes; keep Waterfall Fund with link; clarify MESS Funds next closing date.
- Donate & Support: remove Amazon Smile, ensure PayPal/Charitable Bookings are current.
- MICT Social Media links/plug in

MICT will provide all new copy required to be added.

Supplier to propose an Information Architecture (IA) that simplifies routes to: Projects & Services, Housing, Transport, Forest, Volunteering, Donate, and Governance.

6. Technical & Compliance Requirements

- CMS: WordPress (preferred) or equivalent open-source with role-based permissions.
- Accessibility: WCAG 2.1 AA; keyboard navigability; alt-text; colour contrast; focus states.
- Performance: Core Web Vitals; image optimisation; caching; minification.
- Security: SSL, GDPR, regular updates, backups, WAF/hardening; privacy & cookies controls.



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- SEO: clean URLs, metadata, XML sitemaps, schema where relevant.
- Analytics: GA4 (or equivalent) with consent management; goals for bookings and donations.
- Hosting: propose managed hosting with staging, backups and monitoring; uptime SLA.

7. Deliverables

- Discovery report (including confirmed IA and user journeys).
- Sitemap, wireframes, and design system (colours, typography, components).
- Accessible, responsive templates and theme build.
- Booking modules (Rooms, Campervan) configured and tested.
- Content migration and rewrite as per Section 5.
- Administrator & editor training; written guides (PDF) and short screen-captures.
- UAT test plan and remediation; go-live plan; rollback/backup strategy.
- 90 days post-launch warranty; annual support options.

8. Project Plan & Indicative Timeline

Suppliers should propose a detailed Gantt or milestone plan. Indicative timings (to be refined):

- Tender issued: 31st March 2026
- Supplier Q&A deadline: 23rd April 2026
- Submission deadline: 15th May 2026
- Shortlist & interviews: w/c 18th May
- Award & kick-off: 25th May 2026
- Beta site & UAT: 22nd June 2026
- Go-live target: 1st July 2026

9. Evaluation Criteria

- Relevant experience with charity/community and booking-heavy sites.
- Proposed approach and understanding of MICT's requirements.
- Design quality and accessibility track record.
- Technical robustness, security and support model.
- Value for money and total cost of ownership.



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- Island/community context understanding (desirable).

10. Pricing & Submission Requirements

Proposals must include:

- Fixed price for discovery, design, build, content migration, and launch.
- Breakdown for each booking module (Rooms, Campervan).
- Ongoing support options (response times, patching, CMS updates).
- Hosting options and costs.
- Assumptions and exclusions.

Submission format: single PDF plus accessible links to portfolio examples. Bidders should provide two client references and access to at least one live admin demo (or video) of a comparable booking implementation.

11. Contact & Clarifications

All tender queries to: Denise Baxter, CEO, Mull & Iona Community Trust via email at dbaxter@mict.co.uk.