

Hastings Voluntary Action Website & CRM Tender

Tender Posted: 28th May 2025

Deadline for Submissions: Midday, 27th June 2025

Introduction

Hastings Voluntary Action (HVA) is a charity which provides support to charities and voluntary organisations working in and around Hastings and St Leonards. Third sector organisations working within HVA's locality are offered free membership to HVA members are profiled in HVA's online directories, get discount rates on HVA services and are supported by the organisation to assist and grow their organisation.

Current website: www.hastingsvoluntaryaction.org.uk

Current operating systems: Drupal 7.97 / CiviCRM 5.61.0

We currently use CiviCRM to manage our event and conference booking /post booking management, to record HVA membership for organizations and related individuals, manage person and organisation records and generate reports. We have been running the current systems since 2017 and we now are looking to tender for a new website and contact management system alongside ongoing technical support.

Website

Positives from current website:

Consistent branding, variable front page, jobs board works well.

Areas for development:

Front page menu looks clunky, out of date social media module, news dominates front page and becomes out of date very quickly.

Other websites for reference:

- 1) <https://cvalive.org.uk/>

We like: Buttons/images combo, clear menus, lots of information

- 2) <https://rva.org.uk/>

We like: Simple, good menus, range of info, sense of place

- 3) [Kazzum Arts - Creative Arts for Young People](#)

We like: Colourful, bright, clear, engaging

Key aesthetics that we want:

- Simple, top level menu on landing page
- Rotating carousel of news/new content
- Button type photos/symbols for key services and projects
- 'Sign up to e-bulletin' pop up on main page

Key functions that we want:

- News section
- Searchable member database (with function for members to edit/update information)
- Jobs board (with function for users to upload jobs)
- Room booking function
- Bookable events page and event management (holds records of event bookings, and associated choices e.g. catering, access needs)
- Events Calendar
- About page
- Services page
- Archive / Learning section
- Capacity to integrate Mail Chimp/Survey Monkey/Hallmaster or similar platforms

Contact Management / Charity Log System

Key functions:

- Secure database with internal access only
- 25 users
- Contact record (name/job title/organisation/email/telephone number)
- Manage HVA Membership (approx. 250 member organisations) including the ability for members to update their own records
- Work logs: capacity to log group support work (staff member/organisation/nature of work/point of contact/hours)
- Enough flexibility for us to add new fields in the future

Hosting & Upgrades / Maintenance

- Secure VPS server, or equivalent
- Regular updates to maintain full website functionality within standard maintenance package
- Consolidate / update domains

Fixed cost for on-going maintenance – which will need to occur outside of office hours - with notification of the work to be given prior to the work taking place.

Staff & Trustee Engagement

Staff and Trustee engagement session (of at least an hour, at a mutually agreed time) to be delivered as part of website development process.

Staff Training

Staff training session (of at least an hour, at a mutually agreed time) and simple 'how to guide' to be made available to all staff.

Budget

Monthly fees and hosting costs: **£75 per month**

Ongoing technical support: **£150 per month**

Design, Development, Training and project delivery: Maximum budget: **£12,000 (inc. vat)**

Tender Guidelines

Please submit all tender applications electronically to: info@hastingsvoluntaryaction.org.uk

Please include in your application:

- Contact telephone number
- Contact email address
- A link to a portfolio of your work or a selection of examples of recent projects
- A summary of your availability and a proposed project timeline
- A summary of how you would approach the project and a quote for the project's cost
- A copy of your standard terms & conditions of business

Contact Details

Address: Hastings Voluntary Action, Jackson Hall, Portland Place, Hastings, TN34 1QN

Telephone: 01424 444 010

Email: info@hastingsvoluntaryaction.org.uk

Point of contact for any questions or clarifications: Matt Pitts

Please feel free to contact HVA should you have any questions regarding your application for this website tender.

Thank you for your interest in this project.