



**DORSET
COMMUNITY
ENERGY**

DCE website / Mailchimp and web IT support brief

[Dorset Community Energy](#) needs to engage a new IT supplier to manage our web activities. You may be an existing producer, website builder, designer, developer or agency.

The supplier should have demonstrable general knowledge around WordPress, web design principles, SEO, accessibility, and editorial.

All the work is done through the WordPress GUI with no code, and deliberately stays within the theme's standard design - so no development knowledge is required.

We are looking for someone reliable who will respond to our support requests within 2 working days and keep accurate and transparent timesheets.

Our website is updated inhouse, and we keep it as simple as possible to keep costs down and life straightforward, so this is not a big contract. We pay our current provider a monthly rate for general oversight and maintenance/updating and an hourly rate for ad hoc support as required.

To give an indication of the value of this work, our current supplier has charged us a monthly rate and an additional fee per hour for ad hoc support – generally ad hoc support totalling under 10 hours annually. More hours have been required for special projects such as new share offers. Below are examples of typical activities undertaken as well as an example of activities charged for in 2021 below.

Areas of activity

1. Website

- WordPress general management

- WordPress regular updating
- Content updates where required (pages, forms, navigation, etc.)
- Third party integrations (Google for spam/analytics/back-up, Mailchimp for newsletter)
- Advice/support if/when planning or making changes to the website

2. Webhost / IT

- New emails or forwarders set up / managed
- Availability for other passing webhost requirements (e.g. updating php if WordPress advises it)

3. Mailchimp

- Ad hoc support as required – eg setting up templates, ironing out glitches

Example of 2021 tasks and totals

- Ad hoc works: 5 hours
- New pages
- Issues fixes
- Mailchimp spam submissions management
- Adding button to header for newsletter subscription
- Email addresses management
- (At least) Weekly updating

Timescale for recruitment

DCE hope to be able to recruit a new supplier by end March with a handover period with current supplier during April.

To express interest in providing this support:

Please send a brief proposal to: info@dorsetcommunityenergy.org.uk by 4th March 2022 stating:

- Your interest in the community sector
- Your experience with meeting our requirements
- A link to your website, and any websites that you currently 'look after'
- A client reference
- Your proposed approach to providing the support we require
- Your proposed monthly and hourly support rates