

Invitation to provide quotation:

Millennium Forum Theatre & Conference Centre Website

Email: niamhmcd@millenniumforum.co.uk

Web: www.millenniumforum.co.uk

Background:

The Millennium Forum is a large purpose built theatre, exhibition and conference centre based in Derry, Northern Ireland. Opened in 2001, it offers a large variety of first class events. These include a spectacular mix of Drama, Musicals, Comedy, Films, Ballet, Contemporary Dance, Opera, Pantomime, Classical and Popular Music, Children's shows, Community outreach events and Festivals. The Forum is a not for profit charitable organisation run by the Derry Theatre Trust.

The Millennium Forum has been leading the way in terms of accessibility in the Arts for a number of years. The Forum was the first theatre in Ireland to hold a Relaxed Performance of its Pantomime in 2013 followed by a dementia friendly performance in 2015. Since then, the theatre has won numerous awards for its excellence in providing accessibility, the most recent being awarded Makaton Friendly status. The Forum is the first theatre in Ireland to be given this status.

Throughout the past 21 years, the Forum has developed strong networks via its Education & Outreach events. Its Youth Forum assists with programming the annual InterAct Youth Arts Festival and the summer youth musical.

Our Mission and Vision is placing creativity, culture and community at the heart of continued inclusive transformational change in the North West

Services Required:

The Millennium Forum wishes to redevelop our website to ensure we comply with 2.2 AA (WCAG) Web Content Accessibility Guide. We are seeking quotes for the development of a new, fully engaging, responsive, and accessible content management website.

Based on the above requirements, we would require the following:

- Website
- CMS
- Maintenance and Support
- Security of site and data
- DR and backups
- DNS Management of external millenniumforum.co.uk
- CMS Training
- Hosting

Current Website:

The current website is www.millenniumforum.co.uk.

Proposed Content:

We are seeking a website that showcases all aspects of our theatre, including:

- **Homepage**
- **Book Tickets** - Our website should serve as a dynamic platform to showcase our wide range of events. This should be integrated with ENTA Ticketing Solutions.
- **Customer information** – Our website should have section which highlights all the different areas that is relevant to the customers such as Payments, parking, late comers, access etc.
- **Access** - We are a registered charity and are committed to providing an accessible to all venue. The new website should effectively communicate Access projects, facilities and any other information.
- **Learning** - We are committed to providing valuable youth projects. The new website should effectively communicate our youth projects, workshops, and resources.
- **Conferences** - As a venue for conferences and events, our website should seamlessly accommodate inquiries and showcase our conference spaces and facilities.
- **Partnerships** - We seek to foster partnerships and sponsorship opportunities. The website should provide clear information for potential sponsors. The website should also highlight current sponsors and funders.
- **Technical** – Our site should have a page dedicated to technical specifications of our auditorium.
- **News** - Blog/News section for updates and press releases.
- **Speakeasy** - Our Speakeasy Bar is a vital part of our theatre experience. The website should include booking information and include multimedia content to showcase our bar
- **Forum Plus** – Our site should have an information page dedicated to our priority club, its benefits and how to join.
- **Donate** – As the Millennium Forum is a charity, our site should have a donation page where visitors can give the gift to the theatre at any time.
- **FAQs** – This section is important to include on our website so that visitors may find the answer to their questions on our frequently asked questions.
- **Forms** – The website should have option to create forms for feedback, contact us etc
- Footer with policies, guidelines etc
- Website must also include potential to embed virtual tours of the theatre and maps

Requirements:

- A fully accessible site to cater for those living with disabilities. The site must meet accessibility standards for 2.2 AA (WCAG).

- A secure user-friendly content management system for easy updates.
- A redesign of the on-line booking pages ensuring an intuitive user experience for the customer using integration of multimedia content.
- Blog/News section for updates and press releases.
- Pages to showcase all aspects of the theatre using content such as Photos, video , document downloads etc. – Shows, Facilities, donating, gift vouchers, seating plans, Access, Learning, Conferences, Sponsorships and our Speakeasy Bar.
- Integration of existing log-on facilities for members and Forum Plus bookers (Loyalty scheme).
- Embedded feeds where required.
- Must include sections to utilise search engine optimisation
- Opportunity for show genre and upsell throughout the site.
- A rapid response in the event that the website goes off-line or where there are any problems with the CMS.
- A splash page that can be switched on as and when required.
- A fully responsive site which is optimised for all mobile devices, platforms and browsers.
- A site that is clean and simple to navigate.
- Our website should have the option to include advertising and options to generate additional revenue that we could sell to sponsors.
- The website must be modern and able to adapt to the growing world of AI – for example chatbots. It must be redesigned to support the Millennium Forum for the next 10+ years.
- Should accommodate a search option
- Must include disaster recovery and backups
- Must be in full compliance with GDPR. This includes cookies
- Ownership of the site and data remain Millennium Forum’s at all times, with a full copy of the site and data available upon request.
- Site must be HTTPS
- Hosting must remain within the UK
- On call support must be included

Ecommerce - Online Booking System

The Millennium Forum uses Enta Ticketing Solutions (Viva ticket) for the e-commerce section of the website which allows the customer to book a theatre ticket online. This will be provided via XML Feeds to enable the designer to create a deep link at any stage of the customer journey. A redesign of this will be required in keeping with the website design and brand.

Accessibility

The Millennium Forum aims to ensure that our venue is accessible to all audiences and participants. Our website is no different. Our website **MUST** cater to those who identify as Pan-disability. Our website must comply with 2.2 AA (WCAG). Vendors must possess sound knowledge of the current website accessibility guidelines, including the WCAG and British Standard guidance.

We would like our website to include the following checklist whether this is integrated or through a third party widget:

- **Captions** - Live videos have captions and when possible BSL/ASL.
- **Audio Description** - Users have access to audio description for video content
- **Orientation** - Authors do not rely on a screen orientation
- **Identify Input Purpose** - Ensure common names are provided using the HTML autocomplete list
- **Contrast (Minimum)** - Contrast ratio between text and background is at least 4.5:1
- **Resize Text** - Text can be resized to 200% without loss of content or function
- **Images of Text** - Don't use images of text
- **Reflow** - Your website must be responsive
- **Non-Text Contrast** - Minimum of 3:1 colour contrast ratio for user interface components and states and graphical objects that convey meaningful information
- **Text Spacing** - Text spacing can be overridden to improve the reading experience
- **Content on Hover Focus** - Content visible on hover or keyboard focus does not lead to accessibility issues
- **Multiple Ways** - Offer several ways to find pages
- **Headings and Labels** - Use clear headings and labels
- **Focus Visible Keyboard** - focus is visible and clear
- **Language of Parts** - Tell users when the language on a page changes. Must be compatible with different languages.
- **Consistent Navigation** - Use menus consistently
- **Consistent Identification** - Use icons and buttons consistently
- **Error Suggestion** - Suggest fixes when users make errors
- **Error Prevention (Legal, Financial, Data)** - Reduce the risk of input errors for sensitive data
- **Status Messages** - Status messages can be presented to the user by AT without receiving focus
- **Use of Alt Text / Descriptions** for images where applicable
- Must be compatible with different assistive technologies (e.g. screen readers) and input devices
- **Keyboard Functionality** – Must have the ability to access a link or menu item by pressing the enter key or space bar
- **Time Dependent Interactions** - some people may need longer before a page times out
- **Reporting** – Must have the option to test the websites accessibility status. For example, if a change is made to the website or new content is added, we would need to know on a regular basis that it is still meets the AA requirements.

Mobile Responsiveness

The Millennium Forum website is accessed approximately 84% by mobile devices therefore the proposed website must be fully responsive and provide an exceptional user experience on desktops, tablets, and mobile devices.

Previous Work

Vendors must provide examples of previous work and should be able to demonstrate compliance with latest website accessibility standards/guidelines, and inclusion of accessibility statements.

Available Budget & Payment Schedule

The total maximum potential budget for this project is £26, 170.00 ex VAT and inclusive of all expenses. Breakdown of budget available upon request. This project has been funded by Derry and Strabane District Council.

The successful supplier will invoice for the website development, design costs, training costs as well as hosting, maintenance and technical support costs upon the delivery of the completed website.

Please indicate your costs together with any monthly maintenance costs and any other associated costs.

Submission Deadline

The deadline for submission of the quotation must be emailed to Niamh McDaid, Digital and Social Media Officer at the Millennium Forum – niamhmcd@millenniumforum.co.uk by **Friday 31st May at 4pm**