

PROJECT PROPOSAL

Website Development & Support

Project proposal for Missing-Linkz.org

CLIENT

Missing-Linkz.org

PREPARED BY

Iragni.com

DATE

7 August 2026

01 Project Overview

CLIENT	Missing-Linkz.org
SERVICE	Website Development & Ongoing Support
DOCUMENT	Project Scope & Support Proposal
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■ Project Purpose

Missing-Linkz.org is a charitable organisation that supports individuals and communities through outreach, education, and support services. The charity requires a reliable web development partner to improve its digital presence, provide ongoing technical support, and ensure its website remains secure, accessible, and easy to maintain.

This document outlines the scope of work, responsibilities, expected deliverables, and ongoing support requirements for the developer.

02 Objectives

The developer will work closely with the charity to:

- Maintain and improve the existing website.
- Deliver new features as requested.
- Ensure the website remains secure, performant, and reliable.
- Support fundraising and community engagement through digital improvements.
- Provide technical guidance when new digital initiatives are introduced.
- Minimise website downtime through proactive maintenance.

03 Scope of Work

■ Website Development

The developer may be required to:

- Build new pages and landing pages.
- Develop new functionality and integrations.
- Improve user experience (UX) and interface design (UI).
- Optimise website performance.

- Improve mobile responsiveness.
- Implement accessibility improvements (WCAG best practices).
- Enhance SEO where appropriate.
- Resolve bugs and technical issues.

■ Content Management

Support includes:

- Updating existing pages.
- Creating reusable page templates.
- Assisting with media uploads.
- Managing forms and downloadable resources.
- Ensuring content displays correctly across browsers and devices.

■ Security & Maintenance

Responsibilities include:

- Regular software updates.
- Plugin/module updates.
- Security monitoring.
- Malware prevention where applicable.
- SSL certificate monitoring.
- Website backups.
- Recovery assistance in the event of failure.

■ Performance

The developer should:

- Optimise page load times.
- Reduce unnecessary scripts.
- Optimise images.
- Improve Core Web Vitals where practical.
- Monitor uptime.

■ Integrations

Where required, the developer may integrate:

- Donation platforms
- CRM systems
- Newsletter platforms
- Social media feeds

- Event booking systems
- Analytics tools
- Third-party APIs

04 Communication

The developer should maintain clear communication with the charity by:

- Acknowledging support requests promptly.
- Providing realistic delivery estimates.
- Explaining technical issues in clear language.
- Keeping stakeholders informed of project progress.

Where possible, all work should be documented for future reference.

05 Deliverables

Typical deliverables include:

- New website functionality
- Bug fixes
- Updated website components
- Documentation
- Technical recommendations
- Deployment notes
- Testing reports where applicable

06 Quality Standards

All work should follow modern development best practices:

- Clean, maintainable code
- Responsive design
- Accessibility standards
- Security best practices
- Version control (Git)
- Testing before deployment
- Cross-browser compatibility

07 Ongoing Website Support

Following development work, the developer will provide ongoing support to ensure the website continues operating effectively. Support services include:

■ Routine Maintenance

- Website updates
- Security patches
- Plugin maintenance
- Backup verification
- Performance monitoring

■ Technical Support

Assistance for:

- Website errors
- Broken functionality
- Form issues
- Content display problems
- Email delivery issues
- Integration failures

■ Change Requests

The charity may request:

- New pages
- Design updates
- Content amendments
- New functionality
- Campaign landing pages
- Event pages
- Donation improvements

These requests should be assessed and scheduled according to priority and available development time.

■ Response Expectations

Suggested service targets:

Priority	Response Target	Resolution Target
 Critical Unavailable	Within 4 business hours	As soon as reasonably possible
 High	Within 1 business day	2-3 business days
 Medium	Within 2 business days	Agreed with the charity
 Low	Within 5 business days	Planned into future updates

08 Recommended Working Process

- 1 Request received.
- 2 Requirements clarified.
- 3 Estimate provided (where required).
- 4 Development completed.
- 5 Testing performed.
- 6 Client review.
- 7 Deployment.
- 8 Documentation updated.

09 Developer Responsibilities

The developer is expected to:

- Maintain confidentiality of charity data.
- Follow secure development practices.
- Use version control for all code.
- Test changes before deployment.
- Notify the charity of any identified risks or vulnerabilities.
- Maintain professionalism in all communications.

10 Success Measures

The engagement will be considered successful if it delivers:

- A reliable, secure website.
- Improved user experience.
- Timely issue resolution.

- Stable website performance.
- Support for the charity's fundraising and community objectives.
- A collaborative long-term working relationship.

11 Future Opportunities

As the charity grows, additional projects may include:

- Member portals
- Volunteer management systems
- Online learning resources
- Event management functionality
- Digital fundraising campaigns
- Reporting dashboards
- API integrations
- Cloud infrastructure improvements
- Website redesigns
- Mobile applications

The developer should remain flexible and provide technical recommendations that align with the charity's evolving digital strategy.

Ready to get started?

Discuss your requirements with Iragni.com to scope the first development cycle. All work is delivered under a clear, documented working process with ongoing support to keep your website secure, reliable and growing.

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