

REQUEST FOR PROPOSAL

Project Description: IT Services – Regular/Recurring Tasks & Special Projects

Company Name: The Episcopal Church in Vermont

Address: 5 Rock Point Road

City, State, Zip Code: Burlington, Vermont 05408

Procurement Contact Person: Maurice L. Harris, Diocesan Communications Minister

Telephone Number of PCP: (802) 451-0249

Email Address of PCP: mharris@diovermont.org

CONTENTS

- I. [Background/Introduction](#)
- II. [Project Goals and Scope of Services](#)
- III. [Anticipated Selection Schedule](#)
- IV. [Time and Place of Submission of Proposals](#)
- V. [Elements of Proposal](#)
- VI. [Evaluation Criteria](#)
- VII. [Budget](#)

I. Background/Introduction

The purpose of this Request for Proposals (RFP) is to identify potential providers of information technology services (hereafter “IT Services Providers) for the Diocesan Office of the Episcopal Church in Vermont, whose primary address is 5 Rock Point Road, Burlington, Vermont 05408.

Although only a handful of staff members work from the Diocesan Office, their responsibilities are broad and include varying degrees of support for 45 congregations across the Green Mountain State as well as several diocesan institutions. Additionally, a number of volunteers support the diocese, some of whom have limited access to Diocesan Office technologies such as Microsoft 365. The specific scope of IT services required by the Diocesan Office will be discussed in a later section entitled, “Project Goals and Scope of Services.” This section, “Background/Information,” will provide a brief overview of the history and structure of the Episcopal Church in Vermont.

[The Episcopal Church in Vermont](#) is a diocese of the mainline Christian denomination known as [The Episcopal Church](#). It is a US-based member of the worldwide [Anglican Communion](#). The Vermont diocese consists of 45 congregations across the state with a combined total of approximately 6,126 members and an average Sunday attendance of 2,046. Since 2001, the diocese has been under the leadership of the Rt. Rev. Thomas C. Ely.

II. Project Goals and Scope of Services

Although only a handful of staff members work from the Diocesan Office at Rock Point, their responsibilities are broad and include varying degrees of support for the diocese’s 45 congregations and diocesan institutions. In order to meet these responsibilities, the Diocese

Office will require IT support for a number of regular/recurring tasks as well as several special projects, all of which are outlined below.

Regular/Recurring Tasks

“Regular/Recurring Tasks” are defined as duties to be managed by an IT Services Provider according to a mutually agreed-upon schedule. In the list that follows, the term “Servers” refers to one physical server located at the Diocesan Office with the following specifications:

Lenovo Thinkserver TS440
CPU: Intel Xeon Quad Core Processor E3-1245 3.30Ghz Memory: 32 DDR3-ECC
Optical Drive: SuperMulti 8X DVD+/-R/RW Dual Layer
HDD: 1TB (Total storage) SAS RAID 10 array
2X250 GB SSD for OS (RAID 1)
OS: Windows Server 2012 R2

The term “Employees’ Work Computers” refers to PC/Mac desktop/laptop computers used by diocesan staff members either at the Diocesan Office or from a remote location, such as a home office, or while traveling on business.

- Preventive maintenance for Servers
- Data back-up for Servers
- Remedial maintenance, as necessary, for Servers and Employees’ Work Computers
- Physical hardware support for Servers and Employees’ Work Computers
- Data security for Servers and Employees’ Work Computers including anti-virus installation and management on all supported devices
- Remote monitoring of Servers to include 24/7 automated monitoring of software systems and hardware error reporting
- Remote technical support for Servers and Employees’ Work Computers via login client or via phone
- Hosting and website security for diocesan website (current size: 38GB)
- Disaster recovery planning
- Hardware support for Polycom phone system and Zoom video conferencing setup
- Support for Microsoft 365 and its associated software
- VPN access for Employees’ Work Computers

Special Projects

“Special Projects” are defined as activities that will need to be scheduled at the startup of the IT services agreement and initiated during the first 12-month term but may not need to occur on a regular basis.

- **Web Services Consolidation:** The diocese’s domain name registrations (4 URLs), web hosting, website security, and email host services are spread across different providers. The new IT Services Provider will transfer all diocesan domain name registrations into

the diocese's GoDaddy account (without disrupting the email services connected to two of our domain names) and assume responsibility for web hosting and website security.

- **Website Conversion:** The diocese's website at <https://diovermont.org/> has an Adobe Muse front-end and Museexpress (Wordpress) back-end, which allows us to integrate bespoke skin, apps, and architecture onto a pre-packaged CMS. However, Adobe has announced its intention to decommission Muse, which means we will need a new front-end platform. The new IT Services Provider will convert our website to a new platform while preserving the content and architecture. (Examples might be to convert the site to Wordpress or Webflow, as recommended by some Muse experts.) Additionally, as part of this project, the IT Services Provider will recommend enhancements to simplify the content management process for end users and enable member churches to create and maintain a customized page on our web site.
- **Hardware Inventory & Assessment:** The diocese does not maintain a technology inventory or have a process for ensuring that its Servers, Employees' Work Computers, and office-based telecommunication devices (phone, internet, videoconferencing, and video) are sufficient to meet day-to-day needs. The new IT Services Provider will work with the Diocesan Office to establish a Hardware Inventory & Assessment policy and process so that we might anticipate and prepare for our changing technology needs.
- **Database Project:** The Office Administrator manages two primary databases that contain overlapping sets of information. One is an Outlook Contact List. The other is an MS Access Database. The latter contains many customized form fields that are not (and *should not*) be accessible in the Outlook Contact List. The new IT Services Provider will identify and implement a more efficient solution. One example might be a single, customizable database that shares certain information with MS Outlook, while keeping certain other information confidential.

III. Anticipated Selection Schedule

The anticipated RFP timeline is as follows:

- RFP opens: October 15, 2018
- Deadline for bidders to submit questions: November 26, 2018. (Submit questions to Maurice Harris, diocesan communications minister, by email at mharris@diovermont.org or by phone at (802) 451-0249.)
- Deadline for the diocese to respond to bidder questions: December 3, 2018
- Final submission deadline for proposals: December 10, 2018
- Selection of top bidder / notification to unsuccessful bidders: December 17, 2018
- Contract start: January 1, 2019

IV. Time and Place of Submission of Proposals

The RFP will be posted on our website at <https://diovermont.org/it-services-rfp>, and can be downloaded there as of 8:30 AM on Monday, October 15, 2018. The final deadline to submit

proposals will be Monday November 19, 2018. Submit proposals in Word format to Maurice Harris, diocesan communications minister, by email at mharris@diovermont.org.

V. Elements of Proposal

A submission must, at a minimum, include the following elements:

- Description of the firm, including a general overview, location(s), names and credentials of leadership team members, and number of full-time employees
- A one-page narrative outlining the company's strengths and distinguishing skills or capabilities as they might relate to the scope of this RFP
- At least three Vermont-based client references, including at least one non-profit organization

VI. Evaluation Criteria

The successful respondent will have...

- been operating continuously as an IT Services Provider for a minimum of 24 months and possess full-service, in-house capabilities for the Regular/Recurring Tasks and Special Projects outlined earlier in this RFP document;
- individuals with the education, experience, knowledge, skills, and qualifications available to provide said services;
- competitive costs;
- expertise in working with churches or non-profits

VII. Budget

\$8,000 per year