DIOCESE OF Hexham & Newcastle

DEPARTMENT FOR COMMUNICATIONS

An invitation to tender

Digital Transformation of the Roman Catholic Church in North East England:
Office 365 Migration project for the Diocese of Hexham & Newcastle

Please submit your tender proposal by 12 noon on Friday 7 August 2020.

1. Preferences

Before submitting your tender proposal, please be aware of our preferences:

i.   Ideally you will be based locally in North East England and have an understanding of the geographical area that the Diocese covers.
ii.   You must have a demonstrable track record in delivering IT solutions, ideally over a period of ten-years or more.
iii.   You must have a basic understanding of the Catholic Church and be able to demonstrate how you would be a good cultural fit.
iv.   You should be able to deliver the project at a good cost for the Diocese
v.   Shortlisted organisations must be able to attend an interview during the week commencing 17 August 2020.
vi.   You must be an accredited Microsoft partner at Silver or Gold level.
vii.   You are G-Cloud accredited (desired but not essential)

2. Name of Contact

The lead contact for this project is Iain Riddell, Head of Communications.

The Head of Communications is supported by a Communications Working Group to ensure that all voices of the Diocese are heard during this project.

3. Estimated value of tender

It is acknowledged that this project will require a significant investment in hardware, Office 365 licences, training and contracted work to deliver the migration of data from the Diocesan Head Office and parish sites. An estimated value of the tender has not yet been determined.

4. Estimated duration of project

Currently, the Diocesan Offices operate on Microsoft Office 2010, which will no longer be supported by Microsoft from October 2020. This is a time sensitive project and at this stage it is anticipated that the project needs to complete by 01 March 2021.

5. Timetable

Tender response deadline: Please send your tender response by email, in a password protected Zip file, no later than 12 noon on 7 August 2020 to iain.riddell@diocesehn.org.uk.

Clarification meeting: Successful parties will be invited to a panel interview, week commencing 17 August 2020.

6. Main content of the brief

i. Overview of the Diocese

Founded in 1850, the Diocese consists of 142 separate Parish communities across North East England. This geography covers Northumberland, Tyne & Wear, County Durham, Darlington, Hartlepool, Stockton (North of River Tees only).

The Diocese has 195 members of Clergy and 157 employees. 33 employees are based in the Diocesan Head Office in Newcastle and 124 work in our Parishes, including 42 Parish secretaries/administrators. Most employees in the Diocesan Head Office are full time staff whilst the majority of employees in the Parishes work part time. In addition, there are a number of volunteers who assist their Parish Priest in the administration of the Parish.

Further information can be accessed at www.rcdhn.org.uk.

ii. About the Office 365 migration project

The Diocesan IT infrastructure has grown organically over a significant period of time. In 2003, the Diocesan Head Office moved into its existing home, a shared building with St Cuthbert's Care (SCC). SCC provides the current IT support for the Diocese, including networking capability, landline telephones, server and file storage space at head office. Currently all parish offices manage their own IT requirements and data processes. Not all employees and members of clergy have a work/Diocesan email address.

The Diocese is proposing to migrate to Microsoft Office 365 as a new IT solution. The Diocese aims to provide all members of staff and clergy with an email address and standard working tools (Office 365). It is anticipated that this will include a mix of E1 licences for volunteers and none-data-processing employees (eg cleaners), E3 licences for Clergy and data-processing employees (42 parish administrators, and 33 head office) and some E5 licences for 'power users'. The Diocese is looking to secure discounted licences through the Microsoft Non-profit Programme.

The project will migrate all data from the Diocesan Head Office and Parish sites into a central system with appropriate levels of access and permissions. It is anticipated that each Parish will require its own SharePoint Site, as will the Diocesan Head Office. The migration should result in the creation of a Diocesan-wide intranet site as well as the development of some basic workflows to improve the functions of our departments.

In 2019 the Diocese started an audit of all physical hardware that exists within the Head and Parish Office sites. There has been a 50% response rate and from this sample it is anticipated that a significant investment in IT hardware is required as part of this project.

The project will also require a significant training programme, which could be delivered externally, or provided in-house under a 'train the trainer' approach, supported by the development of adequate training resources.

The anticipated phases of the project include:

1. Pre-Deployment Assessment	**Inventory audit:** An audit of technology inventory is needed to better understand the level of investment that is required in hardware. An audit will also reveal how many licenced users are actually needed. **Data audit**: An audit of data files is required to identify which data is required to be migrated to the new system. The audit will also reveal how much storage is needed. **DPIA:** A data protection impact assessment (DPIA) is required. This will provide a risk assessment for data processing. **Network audit:** To assist with a successful implementation, an audit of networking and bandwidth capability is required, particularly within parishes where offices may be located in old stone buildings, including churches.
2. Plan	**Goals:** Work together to identify the main deployment goals. This will include clarifying the: scope, timeline, deployment, training requirements and identifying a success criteria framework for the project.
3. Prepare	**Policies, protocols and processes:** Review and where required, set clear Diocesan IT and Data policies, protocols and processes. These will clarify and confirm: • how and where we store existing data • what the lifetime is of data being held This preparatory work will also review and identify: • a mail flow, for example, third party protection software such as Mimecast • back up of data, the type of migration required (options for Office 365 are cutover, staged, or hybrid) • our technical requirements, for example Azure Active Directory – Single Sign On (SSO) Finally, the preparation work will create: • a data migration toolset which will capture the logistics of transferring data from different sites

		• an intranet infrastructure with the early functionality and aesthetic being agreed The project will also require proposals for on-going technology support.
4.	Deployment	This phase will include the delivery and deployment of all end-user communications. It will include the: • delivery and installation of hardware (computers and networking if required) and client software (Office 365 and data management system IE SharePoint or OneDrive for Business) • creation of an active directory and SSO • back up of email data • configuration and deployment of tenant/authentication settings • testing
5.	Migration	This phase will include the: • Roll out of the data migration (SharePoint) • email migration (mailboxes, groups and public folders to Exchange) • launch of the secure Diocesan-wide intranet
6.	Post-Migration	This phase will include: • development and delivery of accredited training • decommission existing exchange services (SCC) • legacy backup/archiving of any non-transferred data

iv.   Outputs

The following outputs will be required:

1. Office 365 licences (software): to be procured via the non-profit programme.
2. A data migration service and development of a new file structure, ie SharePoint or OneDrive for Business
3. Development of Diocesan Intranet and SharePoint sites for Head Office and Parishes
4. Suggested hardware and options for procurement
5. Training programme
6. An initial pre-deployment assessment
7. A mid-term report
8. A final report

7. Contract management

We expect the service commissioned to begin in September 2020 and be completed by 1 March 2021. The final report shall be submitted to the Diocese of Hexham & Newcastle by 1 May 2021.

The proposed budget is to include VAT, any expenses, such as travel and subsistence.

The contract will be awarded by the Diocese of Hexham & Newcastle.

The payment schedule will be agreed at the commencement of contract.

The project will be managed on a day-to-day basis for the Diocese of Hexham & Newcastle by Iain Riddell, Head of Communications.

8. Tender documentation

With reference to the outputs in section 5.iv, and the table in section 5.ii, your detailed proposal for undertaking the work should include as a minimum:

1. A clear demonstration that you have understood the brief, and how you can deliver this project. This will include as a minimum a Gantt chart with associated timescales.
2. Details of staff allocated to the project, together with your company's experience and that of staff members in carrying out similar projects. The project manager/lead contact should also be identified.
3. The allocation of project days between members of the team.
4. An overall cost for the work based on a time and materials estimate.
5. The daily charging rate of individual staff involved.