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# SACRED HEART PARISH

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## Request for Proposal (RFP)



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## 1 Introduction and Background

The Sacred Heart Catholic Community is a vibrant parish serving the spiritual, communal and outreach needs of its members in Rome and Lee Center, NY. Formed from the merger of four churches, St. Peter's, St. Paul's, St. John's and St. Joseph's. Our mission is to foster faith, unity and engagement through accessible resources and welcoming experiences.

Our current websites (from St. Peter's, St. Paul's, and St. John's) are outdated, cluttered, and lack unified navigation, timeliness, and modern features. Based on extensive requirements gathering through surveys (Phases 1 and 2), we seek a professional, user-friendly website that reflects the joy of the Catholic faith, supports inclusivity for all ages, and integrates essential tools for community building.

This RFP outlines the requirements, scope, and expectations for the project, based on the *Sacred Heart Parish Website Requirements.docx* document (attached). Vendors are invited to submit proposals detailing their approach, timeline, budget and qualifications to deliver a scalable, secure and user-friendly website that aligns with our mission and technical needs.

## 2 Project Overview

### 2.1 Objective

Develop a centralized, intuitive, and inclusive website to:

- Share detailed histories of each church within the Sacred Heart Catholic Community.
- Engage the Catholic community through up-to-date information, interactive features and spiritual resources.
- Encourage in-person visits with welcoming content and practical guidance.
- Provide resources (e.g., livestreams, downloadable prayers) for home-bound individuals.
- Enhance user experience with a professional and accessible design reflecting Catholic values.

## 2.2 Scope

This project includes designing, developing, testing and launching a responsive website with a content management system (CMS), user dashboard and admin portal and integrations for email, donations and social media. The website must comply with accessibility standards (WCAG 2.1), prioritize performance and ensure scalability for future enhancements.

## 3 Target Audience

The website will serve:

- **Parishioners:** Seeking mass times, bulletins, ministries, calendar of events, volunteer opportunities and online giving.
- **Prospective Parishioners/Visitors:** Needing welcoming content and practical information (e.g., parking, communion protocols).
- **Clergy, Laypeople and Ministers:** Requiring resources for general communications and announcements, sacraments, catechesis, and faith formation.
- **Youth and Young Families:** Engaged through podcasts, Bible discussions and children's activities.
- **General Public:** Accessing outreach services (e.g., Merry Makers' charitable initiatives, bereavement support)

## 4 Functional Requirements

The website must include the following features, as detailed in the requirements document:

### 4.1 Core Content

- **Home Page:** Welcoming landing page with mission statement, key announcements and links to mass times, events, and livestreams.
- **Location-Specific Pages:** Histories, mass times and photo galleries for each location.
- **About Us:** Parish overview, mission statement and community stories.
- **Blog Posts:** Display published Blog posts (general and pastoral).
- **Connect:** Contact forms and staff directory with photos and contact details.

- **Sacraments:** Detailed procedures (e.g., baptism, reconciliation) with downloadable guides.
- **Faith Formation:** Pages for OCIA, catechesis and youth ministry with enrollment forms.
- **Ministries:** Listings (e.g., Merry Makers, Marian Guild) with volunteer/request forms.
- **Events:** Interactive calendar with export options (Google Calendar, iCal).
- **Media:** Photo/video galleries, livestreams and recorded masses/rosaries via YouTube embeds.
- **Resources:** Daily readings (via API, e.g., USCCB), prayers and downloadable documents.

## 4.2 Interactive Features

- **Forms:** For mass cards, parish enrollment, faith formation, OCIA and outreach group requests.
- **Online Giving:** Secure payment gateway for donations and mass offerings.
- **Email Signups:** For newsletters and event updates.
- **Social Media Integration:** Embedded feeds and share buttons for Facebook, YouTube, Instagram, X and Snapchat.
- **Internal Search:** Intuitive search for mass times, events and sacramental information.

## 4.3 User Accounts

- **Login/Register:** Secure authentication with social login options (Google, Facebook).
- **Forgot Password/Reset:** Tokenized reset links for security.
- **User Dashboard:** Track donations, volunteer signups and profile details with exportable data (e.g., CSV for tax purposes).

## 4.4 Admin Panel

- **Content Management:** Easy-to-use interface with WYSIWYG editors and drag-and-drop media uploads for non-technical staff.
- **Approval Workflow:** Draft/review/publish stages with role-based access (Editor, Moderator, Admin).
- **Version Control:** Track and restore content revisions.

- **Backup:** Automated daily backups with secure off-site storage.
- **Sections:** Manage About Us, Locations, Mass Times, Blog, Events, Photos, Staff, Sacraments, Ministries, Users, Resources, etc.

## 5 Technical Requirements

### 5.1 Accessibility

- Comply with WCAG 2.1 standards, ensuring usability for visually impaired and non-tech-savvy users.
- Use large, readable fonts (e.g., Open Sans, Lora, 16px+), alt text for images and intuitive navigation.
- Optimize for desktop, tablet and mobile devices.

### 5.2 Performance

- Target page load times under 2 seconds using code optimization, caching, and Content Delivery Networks (CDNs).
- Implement responsive images (WebP format, multiple sizes) and lazy loading for media.

### 5.3 Security

- Use SSL/TLS encryption for all data transfers.
- Implement secure authentication (strong passwords, MFA where feasible) for user and admin portals.
- Conduct regular vulnerability assessments and comply with GDPR/CCPA for data privacy.
- Securely handle sensitive data (e.g., donor information) with encryption at rest.

### 5.4 Scalability

- Design a modular CMS (e.g. WordPress, Drupal) to support future enhancements (e.g., new page types, plugins).
- Use scalable hosting (cloud-based) and load balancing to handle traffic spikes during events (e.g. Christmas, Easter).

## 5.5 Integrations

- **Google Analytics:** Track page views, traffic sources and user demographics.
- **Mass Email:** System for newsletters and event updates with signup forms.
- **External Links:** Vatican website, Syracuse Diocese, Hallow, Ascension Press, Masstimes.org, Formed.org and Catholic.org.

## 6 Design Requirements

- **Color Scheme:** Warm, liturgical palette (deep reds, golds, whites) to reflect Catholic values.
- **Typography:** Clean, readable fonts (e.g., Open Sans, Lora) with accessibility focus.
- **Visuals:** High-quality photos of churches, events and clergy/staff, with vibrant, welcoming aesthetics.
- **Inspiration:** Model after spiritofhopecatholic.org and shcathedral.org for simplicity and engagement.
- **Wireframes:** Follow provided layouts (e.g., sticky navigation, hero images, responsive grids) as detailed in the requirements document.

## 7 Project Deliverables

- Fully functional website with all specified pages, features and integrations.
- Admin panel with role-based access, WYSIWYG editors and approval workflows.
- User portal for account management, donations and volunteer signups.
- Documentation for CMS usage, maintenance and troubleshooting.
- Training sessions for parish staff on content management and admin panel use.
- Post-launch support (e.g., 6 months) for bug fixes and minor updates.
- Source code with version control (e.g., Git) and documented APIs.

## 8 Proposal Requirements

Vendors must submit a proposal (PDF format, max 20 pages) including:

1. **Company Overview:** Background, experience and qualifications, including examples of similar projects (preferably for religious or nonprofit organizations).
2. **Technical Approach:**
  - Proposed CMS and technology stack (e.g., WordPress, Drupal, React).
  - Approach to accessibility (WCAG 2.1), performance optimization and security.
  - Strategy for integrations (e.g., Google Analytics, payment gateways).
3. **Project Plan:**
  - Detailed timeline with milestones (e.g., design, development, testing, launch).
  - Team structure, including roles and expertise.
4. **Budget:**
  - Itemized cost estimate for design, development, integrations, training and support.
  - Any optional features with separate pricing.
5. **References:**
  - Contact information for at least three clients with similar projects.
6. **Support Plan:**
  - Details on post-launch maintenance, updates, and training.

## 9 Evaluation Criteria

Proposals will be evaluated based on:

- **Alignment with Requirements (30%):** Adherence to functional, technical and design specifications.
- **Experience and Expertise (25%):** Proven track record with similar projects and nonprofit clients.
- **Cost Effectiveness (20%):** Competitive pricing within budget constraints.
- **Timeline and Feasibility (15%):** Realistic project plan and delivery schedule.
- **Support and Training (10%):** Quality of post-launch support and staff training.

## 10 Submission Process

- **Deadline:** January 23, 2026, 5:00 PM EDT.



- **Format:** Submit proposals via email to LMACK@SYRDIO.ORG with subject line “Sacred Heart Parish Website RFP Submission.”
- **Questions:** Direct inquiries to LMACK@SYRDIO.ORG by December 31, 2025. Responses will be shared with all vendors.
- **Interviews:** Shortlisted vendors may be invited for virtual presentations between January 30 – February 4, 2026.

## 11 Timeline

- **Questions Due:** December 31, 2025
- **Proposal Submission Deadline:** January 23, 2026
- **Vendor Interviews:** January 30 – February 4, 2026
- **Vendor Selection:** February 5, 2026
- **Project Kickoff:** February 15, 2026
- **Design and Development:** February 2026 – April 2026
- **Testing and Launch:** May 2026
- **Post-Launch Support:** May-October 2026

Vendors should propose a detailed timeline with milestones.

## 12 Budget

The budget will be determined based on proposals received. Vendors should provide a detailed cost breakdown, including development, integrations, training and support. Optional features should be priced separately.

## 13 Terms and Conditions

- The Sacred Heart Catholic Community reserves the right to reject any or all proposals.
- Vendors must comply with all applicable laws, including data privacy regulations (GDPR, CCPA).
- The selected vendor will sign a contract outlining deliverables, timeline and payment terms.
- Intellectual property rights for the website and its content will belong to Sacred Heart Catholic Community.

## 14 Attachments

- *Sacred Heart Parish Website Requirements.docx* (attached).
- Sample wireframes (included in requirements document for reference).

We look forward to receiving your proposals to help bring our vision for a vibrant, inclusive and accessible online presence for the Sacred Heart Catholic Community to life. Thank you for your interest in this project.

Sincerely,  
Laura Mack  
Pastoral Associate  
Sacred Heart Catholic Community