



MID-OHIO REGIONAL
MORPC
PLANNING COMMISSION

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MID-OHIO REGIONAL PLANNING COMMISSION REQUEST FOR QUOTES

DATE OF ISSUE: 03 August 2021

DEADLINE: 07 September 2021

BACKGROUND:

MORPC is a regional planning commission in Columbus, Ohio. MORPC has a residential services department that focuses on providing free weatherization services and home repair to income eligible residents in Franklin County. Interested residents can apply for services by calling MORPC, or online. They are routed to our intake team for vetting and application processing. As part of this process, we have multiple systems and platforms that we currently use for applications, scheduling, phone systems, billing, and tracking for all weatherization and home repair programs, both internal and external.

SCOPE OF SERVICES:

MORPC is seeking software designed to specifically handle the processing and workflow needs of an organization that deals with weatherization and home repair in a not-for profit environment. This software should eliminate some current antiquated programs and duplicative work. This software should allow for a more cohesive, streamlined system that can manage as many functions as possible in one system, and integrate captured data into external systems if applicable, as well as house historical/archived data. Ultimately, the program should also facilitate reduced work time and increased productivity.

DELIVERABLES:

MORPC currently has multiple platforms in use to operate their weatherization and home repair programs. A primary function of any new software would be to eliminate and/or incorporate any antiquated programs into the proposed new system. Please see below for all current platforms used, and their statuses.

Systems/programs for Integration: MORPC has existing systems which cannot be eliminated, but if possible, would like to have integrated into new system.

Phone System: MORPC has recently switched to a TEAMS/Microsoft based phone system.

IMS: This system is required for use by Columbia Gas. Columbia Gas is MORPC's primary weatherization funder. This system is used for client intake information, application tracking, and job and payment billing.

William Murdock, AICP
Executive Director

Rory McGuinness
Chair

Karen J. Angelou
Vice Chair

Erik J. Janas
Secretary

NEAT: This system is required for use by the State of Ohio Development Agency. The State is MORPC's other funder for our Weatherization program. This system is specific to the guidelines of the State's weatherization program. Due to the age of this program, and the nature of the State of Ohio's ownership and restrictions of it, the options for integration may be nominal.

OCEAN: This system is required by the State of Ohio Development Agency. This system is specific to the guidelines of the State of Ohio for reporting. Due to the nature of the State of Ohio's ownership the options of integration may be nominal.

LEEN: This is an external system used by our baseload auditors for tracking, payment, and installation of appliances. MORPC currently is not doing baseload audits, but it has yet to be determined if MORPC will resume these services.

Adobe Signature: MORPC currently uses Adobe Signature. MORPC would like the ability to integrate Adobe with proposed new system or replace with the proposed new system's electronic signature application.

Systems/programs for elimination

WINTAKE: This is an internal, antiquated system used for capturing client data, client information and archiving of client information.

RESPECC: Is MORPC's housing rehabilitation specification software. This is used to create specifications and bid forms for contractors to provide pricing to MORPC for home repair jobs.

CONDITIONS:

Support

MORPC would like a detailed description of the support and training provided to those who acquire the software. This is extremely important, as we need our internal IT team to not have to provide support or assistance with the program.

Security

MORPC would like a detailed description of Security offered by the proposed new system. MORPC's expectation is that all data entered is safe from breach, and that no data is sold or given to any other party.

Data Storage

MORPC would like a detailed description of available options for transferring historical/archived data to the proposed system.

Trial Period

MORPC would like to establish a trial period in which they can use the proposed new system once all staff is sufficiently trained. If at the end of this trial period if MORPC is not satisfied, we require a contract opt out clause.

BUDGET:

Estimated Initial installation and implementation cost (please also itemize): \$ _____
Estimated annual license/usage fee (if applicable): \$ _____
Estimated data transfer/storage fee: \$ _____
Estimated annual technical support fee (if applicable): \$ _____
Any additional fees/costs (please itemize): \$ _____

SUBMISSION INSTRUCTIONS:

If you have additional questions about this RFQ prior to submission or would like to set up a brief phone call or virtual (Microsoft Teams) meeting, please contact Amanda Frey at afrey@morpc.org or 614-233-4180.

To be considered, quotes must be emailed in .pdf format. Quotes will be received by MORPC until 5:00 p.m. (EDT), 07 September 2021.

Submit quotes to:
Mid-Ohio Regional Planning Commission
Attn: Robert Williams
111 Liberty Street, Suite 100
Columbus, OH 43215
rwilliams@morpc.org, cc: afrey@morpc.org

The Mid-Ohio Regional Planning Commission in accordance with Title VI of the Civil Rights Act of 1964 and the related nondiscrimination statutes, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, all bidders including disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, creed, religion, ancestry, national origin, gender or sex (including pregnancy, gender identification or expression, and sexual orientation), gender identity or expression, age (including federally protected 40 years or older), disability or other handicap, genetic information, marital/familial status, military status (past, present or future), medical conditions, income status with regard to public assistance, or limited English proficiency in consideration for an award.

Small, minority-owned, or woman-owned businesses are strongly encouraged to apply.

