



MID-OHIO REGIONAL
MORPC
PLANNING COMMISSION

111 Liberty Street, Suite 100
Columbus, Ohio 43215
morpc.org

T. 614. 228.2663
TTY. 1.800.750.0750
info@morpc.org

**MID-OHIO REGIONAL PLANNING COMMISSION
REQUEST FOR QUOTES
IT ASSESSMENT**

DATE OF ISSUE: Friday, April 1, 2022

DEADLINE: Friday, April 15, 2022

BACKGROUND:

The Mid-Ohio Regional Planning Commission (MORPC) hired organizations to provide a document to assist with the long-term planning of technology for the agency in 2011 and in 2016. Since then and as part of the progression of MORPC's technology coordination, the Information Technology Services (ITS) team was reorganized and notable progress has been made.

An IT Director was hired and a long-time team member remains. With turnover of two team members in the past year, and significant changes in the technology marketplace as well as MORPC needs, an IT Assessment is requested. Helpdesk service is currently being handled with temporary help and the current staff members. (Freshdesk is the ticketing system in place.)

The building was recently renovated with significant technological improvements added to conference rooms (MS Teams-based hybrid technology in particular) and workstations (laptops, dual monitor set up), in addition to foundational redesign of the networking infrastructure. A combination of on-site and cloud-based services exists, with continued migration to an offsite location planned for later this year.

Current IT leadership and team members also continue to progress security enhancements and risk management, including phishing and penetration testing. Managed infrastructure services have been selected to assist with updates and monitoring of server activity as well.

Business applications were evaluated with MS Office 365 selected as the main platform for agency use. In addition to functionality and evaluation of agency needs, a driving force in this selection was the preference to not have a customized or in-house proprietary solution.

Specialized business applications have been or are in the process of being outsourced to cloud-based or other existing proprietary software (not in-house) to support core areas such as residential services (weatherization and housing) program support, a commuter support program, and GIS program support.

MORPC is a member service agency, and our recent conference room updates reflect our alignment with the needs of our local government members and partner agencies, including space to gather with collaborative technology tools such as Teams-enabled rooms in place.

William Murdock, AICP
Executive Director

Karen J. Angelou
Chair

Erik J. Janas
Vice Chair

Chris Amorose Grooms
Secretary

The ITS team has been stretched thin during the pandemic, and as the technology needs and landscape has changed significantly during the pandemic, the goal of this Information Technology Assessment is to evaluate the status of MORPC's technology makeup, including internal and outsourced functions, covering the areas noted below.

MORPC also wants to have ITS staff be fully engaged helping our internal and external customers gain the maximum value from ITS in addition to having routine maintenance and support functions most efficiently supported.

SCOPE OF SERVICES:

MORPC would like the selected company to determine operational effectiveness and efficiency for the following areas:

- **Infrastructure Support**
Review of the planned support approach for infrastructure including servers, data connectivity, telephone services, and workstation assets provided to identify any efficiencies available to support the environment.
- **Customer Service Approach**
Review current service model and identify effective approaches and improvements to best serve customers (primarily internal).
- **Staffing**
Review current staffing levels and positions at MORPC and evaluate if we have the correct makeup and number of positions at MORPC. Evaluation of the most efficient set-up for on-site team members and outsourced support.
- **Member Support**
Identify potential technology services to better support our members, directly or indirectly.

Other items to consider:

- Use and application of existing and emerging technologies.
- Vision for future technologies and services available.
- Solutions that can be readily implemented and extended.
- Evaluate effective service level standards.

DELIVERABLES:

Written report with findings and recommendations based on the assessment of the above items and any additional suggested best practices for MORPC consideration.

BUDGET:

\$10,000

SUBMISSION INSTRUCTIONS:

To be considered, quotes must be in either emailed (preferred), printed or .pdf (jump drive) format. Quotes will be received by MORPC until 5:00 p.m. (EDT), Friday, April 15, 2022.

Submit quotes to:

Mid-Ohio Regional Planning Commission
Attn: Shari Saunders
111 Liberty Street, Suite 100
Columbus, OH 43215
ssaunders@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.