



# COVER PAGE

## Bid Proposal #2016

### INTERACTIVE VOICE RESPONSE SYSTEM (IVR)

Sealed bids and electronic submitted bids for the above will be received until **10:00 AM CST, TUESDAY, FEBRUARY 24, 2015**, and publicly opened in the City of Alexandria Council Chambers or Council Committee Room.

Please file bid by one of the following means:

**Hand-Delivered or Express Delivery:**

Attention: Donna Jones, City Clerk  
City of Alexandria - City Hall  
915 Third Street, First Floor  
Alexandria, LA 71301  
Phone: 318-449-5090

**Mailed via USPS:**

Attention: Donna Jones, City Clerk  
City of Alexandria - City Hall  
PO Box 71  
Alexandria, LA 71309-0071

**Electronic Bid Submission:**

**[www.bidsync.com](http://www.bidsync.com)**

Pursuant to Louisiana R.S. 38:2212 B.(6)(a) through E.(1-7) and R.S. 38:2212.1 B.(4)(a), vendors/contractors have the option to submit their bids and bid bonds, electronically. To submit electronically, go to [www.bidsync.com](http://www.bidsync.com).

Complete bid specifications are available for viewing and downloading at the City of Alexandria's website [www.cityofalexandriala.com](http://www.cityofalexandriala.com); on the left hand side of the opening page, go to the heading "*Business*" then drop down to "*RFP/RFQ/Bids*"; the current bids will be listed for your convenience.

City of Alexandria Buyer Name:	Sue Ducote, Senior Buyer
Phone Number:	(318) 441-6182
Fax Number:	(318) 619-3412
E-Mail Address:	<u><a href="mailto:sue.ducote@cityofalex.com">sue.ducote@cityofalex.com</a></u>



Joe C. Despino  
Purchasing Manager

**City of Alexandria**  
Purchasing Department  
P.O. Box 71  
Alexandria, Louisiana  
71309-0071



Office: (318) 441-6180  
Fax: (318) 441-6185

Sealed bids will be received until **10:00 AM CST, Tuesday, February 24, 2015**, and publicly opened in the Council Chambers or Council Committee Room.

City of Alexandria Bid Proposal #2016  
Page: 1 of 20  
Date Specifications Prepared: January 16, 2015

Bid Bond Requirements: A bid bond or check for N/A% of the total amount of bid.

Performance Bond Requirements: In the event bid is accepted, a performance bond shall be required in the amount of N/A%.

**Please file bid with the following:**

**Donna Jones, City Clerk**  
City of Alexandria - City Hall  
915 Third Street  
P.O. Box 71  
Alexandria, LA 71309-0071  
Phone: 318-449-5090

**INTRODUCTION**

**INTERACTIVE VOICE RESPONSE SYSTEM (IVR)**

It is the intent of the City of Alexandria to secure pricing for an **Interactive Voice Response System (IVR)** for the City of Alexandria Electric Distribution Department. A state of the art IVR system is needed at the Electric Distribution Department to handle customer calls and outage reporting. The Electric Distribution Department's phone system is a PBX system that was equipped with the Milsoft Utility Solutions brand system. All the existing Milsoft hardware and software will need to be replaced and existing data ported over to the new IVR system.

All hardware, and software products shall be new and un-used. Bid price submitted shall be for a complete system including but limited to all hardware, software, system deployment, training, and system maintenance. Bid price shall also include any and all freight charges involved. All products that need to be shipped shall be shipped F.O.B., freight pre-paid, to the City of Alexandria Electric Distribution Department, to the attention of Robert Normand, 1015 N. Third Street, Alexandria, LA 71301; phone 318-473-1349.

Questions and/or clarifications of bid specifications are to be in written form only, either mailed, faxed, or e-mailed to the attention of Sue Ducote, City of Alexandria - Purchasing Department, P.O. Box 71, Alexandria, LA 71309-0071; Fax #318-619-3412; e-mail [sue.ducote@cityofalex.com](mailto:sue.ducote@cityofalex.com) ; and must be received by **5:00 PM CST, Thursday, February 12, 2015.**

**RETURN ENTIRE BID PACKAGE AS SUBMITTED WITH ANY NECESSARY ATTACHMENTS**

**CITY OF ALEXANDRIA BID SPECIFICATIONS FOR:  
INTERACTIVE VOICE RESPONSE SYSTEM (IVR)**

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**GENERAL CONDITIONS FOR BIDDERS - PLEASE READ CAREFULLY**

1. Pursuant to LA R.S 38:2212.1C(2), any manufacturer's preference in this proposal is descriptive, but non-restrictive, and is used only to indicate minimum requirement for type, grade and quality unless otherwise specified.
2. Pursuant to LA R.S. 38:2212 A.(1)(b), the provisions and requirement of this bid shall not be considered as informalities and shall not be waived by the City of Alexandria. Therefore, conditions and specifications on this bid form shall be strictly enforced and any and all alterations, deviations, and non-compliance to said conditions and specifications, either on the bid form or by separate attachment, shall be grounds for immediate disqualification.
3. Preference shall be given to bidders quoting F.O.B. Destination (the City of Alexandria using department), FREIGHT PREPAID, unless otherwise requested.
4. Each bidder should submit his proposal on the proposal form furnished by the City of Alexandria Purchasing Department. The complete bid package should be returned as issued by the City with all pages intact and all specification response columns filled in. Incomplete columns or missing pages, to include addendum pages, may result in the vendor's entire bid package being rejected.
5. Literature, brochures, and other related paperwork attached to the bid shall be identified with the name of the bidder and bid item number.
6. In case of a mathematical discrepancy between unit price and extensions, the unit price shall prevail.
7. Pursuant to LA R.S. 38:2212 A.(2), the bid specifications may contemplate a fixed escalation or de-escalation in accordance with the United States Bureau of Labor Statistic's Consumer Price Index and/or Wholesale Price Index. Bids based on specifications which are subject to a recognized escalation index shall be legal and valid.
8. Pursuant to LA R.S. 39:1701-1709, any public procurement unit may participate in a cooperative purchasing agreement with the City of Alexandria to acquire quantities of the above listed items under a contract with the City of Alexandria for items awarded by public bid.
9. The City of Alexandria reserves the right to award by item or by total bid, unless otherwise specified in the bid specifications. (Price(s) should be itemized.)
10. All erasures or corrections on the bid form must be initialed and the City of Alexandria may rely on the apparent authority represented by the initials.
11. The City of Alexandria reserves the right to reject for cause any and all bids or parts of bids, or accept bids most beneficial to the City.
12. Any bid submitted which contains additions, conditional or alternate bids, or irregularities which may make the proposal incomplete, indefinite, or ambiguous as to its meaning, thus requiring clarification after the specified date and time of bid opening shall be rejected.
13. Bids shall be opened publicly in the City Council Chambers or Council Committee Room.
14. Cash discounts may be accepted, but SHALL NOT be considered in making award.
15. Regarding a bid for purchase of materials, supplies or services, not to include construction of any public works, a written notice of acceptance mailed or otherwise furnished to the successful bidder shall result in a binding contract without further action by either party.

**CITY OF ALEXANDRIA BID SPECIFICATIONS FOR:  
INTERACTIVE VOICE RESPONSE SYSTEM (IVR)**

**General Conditions for Bidders - Please Read Carefully (Continued)**

16. When any bid is accepted for the construction or doing of any public works, a written contract shall be executed by and between the City of Alexandria and the Contractor. No contract shall be binding upon the City until it has been executed by the City and delivered to the successful bidder. Should the bidder to whom the contract is awarded fail to execute the contract, the award shall then be made to the next lowest responsible bidder, or re-advertised for public bid, said decision to be in the sole judgment of the City of Alexandria. This action may result in the loss of bidding privileges for a period of one (1) year.

17. The City of Alexandria shall schedule for payment the invoices for articles or services purchased under this bid within thirty (30) days after due and proper delivery accompanied by invoice.

18. The City of Alexandria is exempt from all taxes. A tax exempt form shall be furnished by the City of Alexandria Purchasing Department, if requested.

19. Bidder(s) awarded item(s) by the City of Alexandria shall be responsible for supplying all products at the awarded price(s). Failure may result in the City's cancellation of the remaining items awarded.

20. Regarding Service Contracts and Procurement Contracts, the terms of the contract shall be binding upon any and all parties involved until goods and supplies are delivered, services have been rendered, and/or work has been completed and accepted by the Mayor on behalf of the City of Alexandria and all payments required to be made to the Contractor have been made. However, a contract may be terminated under any and all of the following conditions:

- (a) By mutual agreement and consent of either party upon thirty (30) days written notice to the other party;
- (b) By the Mayor, on behalf of the City of Alexandria, as a consequence of the failure of the Contractor to comply with the terms and conditions of the contract or the progress or quality of work to be performed in a satisfactory manner, proper allowance being made for circumstances beyond the control of the Contractor; or
- (c) By satisfactory completion of all services and obligations described in the contract.

If the contract is terminated for any of the terms and conditions authorized in sub-paragraph (b) above, Contractor shall be formally notified in writing by the City of Alexandria Purchasing Department by means of certified mail informing him of cancellation of the contract, giving specific reasons for said cancellation. Contractor shall have the right to appeal to the City Council within ten (10) days from the date that said notification is placed in the U.S. Mail. Contractor's appeal shall be accomplished by means of a letter addressed to the City Council and delivered to the City Clerk, stating that an appeal to the decision of cancellation is desired. The City Council shall thereafter hold a hearing on the appeal, giving all parties the opportunity to present any and all evidence concerning the decision of cancellation. After hearing the appeal, the city Council may, by a majority vote, sustain, modify, or reverse the findings for said decision and shall provide, if requested by Contractor, a written determination of its findings.

21. Contractors submitting bids for Public Works construction projects in excess of \$1.00 must show his Contractor's License Number on the front of the bid envelope, except for certain projects for which a Contractor's License Number is not required by the State Contractor's Licensing Board. Failure to comply with this directive shall result in automatic bid rejection, furthermore, any Contractor who submits a bid for a type of construction for which he is not properly licensed shall be acting in violation of LA R.S. 37:2163, and shall be subject to all provisions for violation and penalties thereof. Contractors who are owned by, and are submitting a bid as a subsidiary of a parent company, whose name is listed in the State of Louisiana's Roster of Licensed Contractors, may do so by including a letter of proof of ownership from the parent company with the submitted bid package. The letter must be signed as per LA R.S. 38:2212 (A)(1)(c)(i) (see Item #22 below).

**CITY OF ALEXANDRIA BID SPECIFICATIONS FOR:  
INTERACTIVE VOICE RESPONSE SYSTEM (IVR)**

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**General Conditions for Bidders - Please Read Carefully (Continued)**

22. All bids shall be signed by hand and in ink by an authorized company representative per LA R.S. 38:2212(A)(1)(c)(i) which states:

(c)(i) Evidence of agency, corporate, or partnership authority shall be required for submission of a bid to the division of administration or the State of Louisiana. The authority of the signature of the person submitting the bid shall be deemed sufficient and acceptable if any of the following conditions are met:

(aa) The signature on the bid is that of any corporate officer listed on the most current annual report on file with the Secretary of State, or the signature on the bid is that of any member of a partnership or partnership in commendam listed in the most current partnership records on file with the Secretary of State.

(bb) The signature on the bid is that of an authorized representative of the corporation, partnership, or other legal entity and the bid is accompanied by a corporate resolution, certification as to the corporate principle, or other documents indicating authority which are acceptable to the public entity.

(cc) The corporation, partnership, or other legal entity has filed in the appropriate records of the Secretary of State in which the public entity is located, an affidavit, resolution, or other acknowledged or authentic document indicating the names of all parties authorized to submit bids for public contracts. Such document on file with the Secretary of State shall remain in effect and shall be binding upon the principal until specifically rescinded and canceled from the records of the office.

23. In-State preferences shall not apply to procurements involving federal funds.

24. Pursuant to LA R.S. 38:2212 C.(2)(b), any modifications of plans and specifications will be made through an addendum. No addendum shall be issued within seventy-two (72) hours of the bid opening, excluding weekends and legal holidays, without the extension of the bid opening date. An extension of at least seven (7) but no more than twenty-one (21) working days is required but, re-advertising is not required. The addendum shall be transmitted by any one of the following methods: (1) facsimile transmission; (2) e-mail; (3) by hand; or (4) posted on the City of Alexandria's website ([www.cityofalexandrialala.com](http://www.cityofalexandrialala.com)) and posted on BidSync ([www.BidSync.com](http://www.BidSync.com)) if applicable.

25. All Federal Transit Administration (FTA) funded procurements, including operating assistance funding contracts, are to follow the Master Agreement, to include all applicable federal clauses.

26. Under the City's *AFEAT (Alexandria Fairness, Equality, Accessibility, and Teamwork Program)*, participation by minority and/or disadvantaged business enterprise firms is encouraged. The *AFEAT* Program should be inquired about through the Division of Finance.

**CITY OF ALEXANDRIA BID SPECIFICATIONS FOR:  
INTERACTIVE VOICE RESPONSE SYSTEM (IVR)**

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*Alexandria Fairness, Equality, Accessibility, and Teamwork Program (AFEAT)*

Dear Vendor:

Under the City's *AFEAT (Alexandria Fairness, Equality, Accessibility, and Teamwork Program)*, participation by minority and/or disadvantaged business enterprise firms is encouraged. The AFEAT Program should be inquired about through the Division of Finance. The goals for qualifying disadvantaged, minority and female owned business in the use of professional service agreements with prime contractors will help effectuate the goals of increasing: the competitive viability of small business, minority, and women business enterprise by providing contract, technical, educational, and management assistance; business ownership by small business persons, minority persons, and women (including professional service opportunities); and the procurement by the City of professional services, articles, equipment, supplies, and materials from business concerns owned by small business concerns, minority persons, and women.

Prime contractors offering subcontracting should take specific action to ensure that a bona fide effort is made to achieve maximum results towards meeting the established goals. Primes shall document efforts and shall implement steps at least as extensive as the following in a good faith effort to reach or exceed the established goals:

- A. *Establish and maintain a current list of minority and female owned businesses in Alexandria, in Rapides Parish, and in the State of Louisiana.*
- B. *Document and maintain a record of all solicitations of offers for subcontracts from minority or female construction contractor and suppliers in Alexandria, in Rapides Parish, and in the State of Louisiana.*
- C. *Secure listing of minority and women owned businesses from the City of Alexandria Purchasing Department, the Central Louisiana Business Incubator, and the State of Louisiana Department of Minority Affairs.*
- D. *Participate in associations which assist in promoting minority and women owned businesses such as the Central Louisiana Business League, the Central Louisiana Business Incubator, and the Entrepreneurial League System.*
- E. *Designate a responsible official to monitor all activity made in the effort to achieve or exceed the established goals; record contacts made, subcontracts entered into with dollar amounts, and other relevant information.*

For more information on AFEAT and the City of Alexandria's Diversity in Action Initiative, and to explore a local and statewide directory of minority businesses, please visit [www.diversityinaction.org](http://www.diversityinaction.org).

Should you have any questions or comments, please do not hesitate to contact our Finance Department at 318-449-5091 or our Purchasing Department at 318-441-6180.

Sincerely,

City of Alexandria

**CITY OF ALEXANDRIA BID SPECIFICATIONS FOR:  
INTERACTIVE VOICE RESPONSE SYSTEM (IVR)**

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**SPECIFICATIONS**

**SCOPE:**

The City of Alexandria is seeking to deploy a state of the art Interactive Voice Response (IVR) system at its Electric Distribution Department to improve this department's handling of high volume utility customer calls concerning outages.

The City of Alexandria has a utility customer base of approximately 24,000 meter points.

**IVR FUNCTIONAL REQUIREMENTS:**

- System shall simultaneously answer a minimum of twenty (20) phone lines.
- System shall direct callers through various options by using a menu of choices.
- System shall permit the callers to respond using speech recognition or touch tones.
- System shall identify caller by caller ID or caller entered phone number.
- System shall further identify caller locations using text-to-speech.
- System shall have the ability to call in Electric Distribution crews as needed.
- System shall allow customers to report their power outage and request a call back.
- System shall perform outbound notifications to customers such as power restore verifications, planned outage notifications, etc.
- System shall provide outage status messages to callers using voice recordings and/or text to speech.
- System shall be browser based.
- System shall support Voice-Over-IP as well as digital and analog systems.
- System shall interface with the existing PBX.

**CITY OF ALEXANDRIA BID SPECIFICATIONS FOR:**  
**INTERACTIVE VOICE RESPONSE SYSTEM (IVR)**

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**SPECIFICATIONS (Continued)**

**IVR FUNCTIONAL REQUIREMENTS: (Continued)**

- **Please describe the types of interfaces available and if any additional hardware is required to complete the interface.**

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- System should have multi-lingual capabilities.

- **Please describe the available IVR reports.**

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- System should have the ability to transfer by department differently, depending on the time of day and day of the week.

- System shall capture the date and time of each call.

- The system must provide a method for changing the main company menu to speak to any of the following:

- A generic message stating that the utility is aware of outages and is experiencing a high volume of calls.
- A specific message that speaks to areas where outages are occurring.



**CITY OF ALEXANDRIA BID SPECIFICATIONS FOR:  
INTERACTIVE VOICE RESPONSE SYSTEM (IVR)**

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**SPECIFICATIONS (Continued)**

**IVR FUNCTIONAL REQUIREMENTS: (Continued)**

- Should also have the option from this screen to temporarily disable all call transfers to a live person, and simply forward the calls to voice mail.
- The system must provide the ability for changing or re-recording voice prompts. **Please indicate whether this feature is standard and if the user has the ability to record prompts themselves.**

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- The Mode and current call volume must be viewable and accessible from workstations.
- The IVR must have the ability to run multiple applications on separate lines simultaneously.
- The system should provide callers the ability to update their telephone numbers. **Please indicate how the numbers are updated to the CIS.**

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**OUTAGE REPORTING REQUIREMENTS:**

- **Please describe the process a caller goes through to enter an outage report into the outage system.**

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**CITY OF ALEXANDRIA BID SPECIFICATIONS FOR:  
INTERACTIVE VOICE RESPONSE SYSTEM (IVR)**

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**SPECIFICATIONS (Continued)**

**OUTAGE REPORTING REQUIREMENTS:** (Continued)

- **Please describe how the system will handle callers that have an existing ticket in the outage system.**

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- **Will the system be able to know by the location of the caller that they are in an area that is known to be out of power? If so, please describe.**

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- The system must be able to recognize calls from priority customers as defined by the utility company.
- The system should be capable of verifying outage location address and other information using text-to-speech technology.
- **Define how a customer's call can be matched to the customer's location.**

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**CITY OF ALEXANDRIA BID SPECIFICATIONS FOR:  
INTERACTIVE VOICE RESPONSE SYSTEM (IVR)**

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**SPECIFICATIONS (Continued)**

**OUTAGE REPORTING REQUIREMENTS:** (Continued)

- The system must be able to recognize calls from customers with multiple accounts or meters and distinguish which location is calling in the problem.
- The system must have a means for tracking all customer-recorded messages.
- This feature must include an on screen icon which identifies the customer call record as having a recording attached.
- On-site and off-site personnel must be able to easily retrieve these recorded messages.
- The system should clearly indicate when a message has been played (heard) at least once.
- Playback of messages should be through the PC speakers.
- System should allow information retrieved from the message to be entered in the customer record or trouble ticket.
- The system must have the ability to call back customers who called in using a touch tone telephone to verify restoration of power.
- The system must accept input from the customer indicating whether their power is on or off.
- If the customer indicates that service has not been restored, the system shall automatically generate a new trouble ticket and highlight the caller's call record on the screen.
- The system should also indicate the status of the call out process to each customer (no answer, busy signal, not available, etc.).
- The system must be able to create a call list of customers to notify them of any planned service interruptions.
- The system shall have the ability to perform employee call out functions and record a response from the employee.

**CITY OF ALEXANDRIA BID SPECIFICATIONS FOR:  
INTERACTIVE VOICE RESPONSE SYSTEM (IVR)**

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**SPECIFICATIONS (Continued)**

**PRODUCT CONFIGURATION CAPABILITIES:**

The City of Alexandria is seeking to reduce both deployment and long term support costs by implementing a solution that is configurable and requires minimal custom code development. **Please describe in detail the following:**

1. The extend of functionality that can be tailored to the City of Alexandria – Electric Distribution Department’s requirements without resorting to the development of customized extensions.

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2. The software tools utilized to facilitate product configuration.

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3. How custom application functionality can be incorporated into the core product.

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**CITY OF ALEXANDRIA BID SPECIFICATIONS FOR:  
INTERACTIVE VOICE RESPONSE SYSTEM (IVR)**

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**SPECIFICATIONS (Continued)**

**PRODUCT CONFIGURATION CAPABILITIES:** (Continued)

4. How the City of Alexandria – Electric Distribution Department’s specific configuration and any custom components would be impacted by product upgrades.

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**SYSTEM INFRASTRUCTURE REQUIREMENTS:**

**Please provide a description of the system infrastructure requirements for the proposed products including:**

1. Client and server hardware requirements and recommended specifications.

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2. All third party software requirements including Operating System and Relational Database Management System.

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**CITY OF ALEXANDRIA BID SPECIFICATIONS FOR:  
INTERACTIVE VOICE RESPONSE SYSTEM (IVR)**

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**SPECIFICATIONS (Continued)**

**RESOURCE AND TRAINING REQUIREMENTS:**

**Please provide a description of the City of Alexandria – Electric Distribution Department’s resources required to support both the deployment and system maintenance and support activities. For each resource list the following:**

1. Resource type, e.g. Project Manager.

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2. Estimated percent of time required for deployment phase and post deployment (support) phase.

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3. Required technical skills, e.g. SQL.

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**CITY OF ALEXANDRIA BID SPECIFICATIONS FOR:  
INTERACTIVE VOICE RESPONSE SYSTEM (IVR)**

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**SPECIFICATIONS (Continued)**

**RESOURCE AND TRAINING REQUIREMENTS:** (Continued)

4. Training requirements.

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**PRODUCT INFORMATION:**

**Please provide a brief description of each of all proposed products. Include with the description the following information.**

1. Number of years product has been in development.

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2. Current version number.

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3. Number of major upgrades to product in past two (2) years.

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**CITY OF ALEXANDRIA BID SPECIFICATIONS FOR:**  
**INTERACTIVE VOICE RESPONSE SYSTEM (IVR)**

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**SPECIFICATIONS (Continued)**

**PRODUCT INFORMATION:** (Continued)

4. Number of sites in production.

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5. Description of user group activities, e.g. annual meetings.

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END OF SPECIFICATIONS





**CITY OF ALEXANDRIA BID SPECIFICATIONS FOR:**  
**INTERACTIVE VOICE RESPONSE SYSTEM (IVR)**

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**PRICING PAGE (Continued)**

**Reference #1:**

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**Reference #2:**

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**Reference #3:**

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**CITY OF ALEXANDRIA BID SPECIFICATIONS FOR:  
INTERACTIVE VOICE RESPONSE SYSTEM (IVR)**

**PRICING PAGE (Continued)**

**PRICING:**

Please provide pricing for the following:

**Implementation Services**

<i>Project Phase/Component</i>	<i>Cost</i>	<i>Comments</i>
System design and core product configuration.	\$ _____	_____
Customizations to core product.	\$ _____	_____
Development and testing.	\$ _____	_____
System deployment.	\$ _____	_____
Estimated travel and living expenditures.	\$ _____	_____

**TOTAL LUMP SUM BID PRICE: \$** \_\_\_\_\_

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**Bidder Information:**

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Telephone #: (\_\_\_\_\_) \_\_\_\_\_ Fax #: (\_\_\_\_\_) \_\_\_\_\_

Authorized Printed Name and Title: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

(Per LA R.S. 38:2212(A)(c)(i) - See General Conditions Item #22, Page 4 of these bid specifications.)