

RESOLUTION NO. 2020-193

A RESOLUTION AWARDED A CONTRACT TO DATA VOICE INTERNATIONAL INC., MCKINNEY, TX FOR A CALL AND OUTAGE MANAGEMENT SYSTEM.

WHEREAS, the City of Vineland Municipal Utilities has heretofore advertised for proposals for a Call and Outage Management System; and

WHEREAS, the Requests were published on the City's official website and in the City's official newspaper; and

WHEREAS, two (2) proposals were received and forwarded to the Municipal Utilities' evaluation team; and

WHEREAS, it has recommended that a contract be awarded to Data Voice International Inc., McKinney, TX based upon the proposal received, pursuant to a fair and open process; and

WHEREAS, this contract is awarded in the amount of \$256,001.25, plus a contingency in the amount of \$13,998.75 for a total award amount of \$270,000.00; and

WHEREAS, the availability of funds for said Contract to be awarded herein have been certified by the Chief Financial Officer; and

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Vineland that said contract to provide for a Call and Outage Management System, be awarded to Data Voice International Inc., McKinney, TX, based upon the proposal received, pursuant to a fair and open process, in the amount of \$256,001.25, plus a contingency in the amount of \$13,998.75 for a total award amount of \$270,000.00.

Adopted:

President of Council

ATTEST:

City Clerk



RFP
BID EVALUATION FORM



DEPARTMENT Electric Utility Date: 4/9/2020

The undersigned recommends that a contract be awarded for the following:

1. Bid Title: Outage and Call Management System

2. Amount to be Awarded: \$270,000 (256,000+14,000 5.5%Cont.)

Per Mr Mercado 4-15-20 w/ \$256,001.25 + \$13,998.75 = \$270,000

Encumber Total Award

Encumber by Supplemental Release

3. Engineer's Estimate: \$228,000

4. Amount Budget: \$ \$300,000

5. Account Number to be Charged: 0-05-55-512-9006-52000 E383

6. Date Bids Received: 12/27/2019

7. Date to be Awarded: 04/28/2020

8. Recommended Vendor: Datavoice International

9. Is Recommended Vendor the Apparent Lowest Bidder? Yes No

10. Comments/Special Instructions:

11. Evaluation Performed by: Sagar Patel / George Papamihalakis

12. Approved By: *John Lella*

13. Attached: (Check-Off List)

- Tabulation of Bids
- Justification for Vendor Recommendation (if applicable)
- Evaluation Data (if applicable)

Send copies to:
Purchasing Department
Business Administration *bm*



April 9, 2020

Letter of Recommendation

Specification for
COV RFP # 2019-48 CALL AND OUTAGE MANAGEMENT SYSTEM

To: Council Members

From: Sagar Patel, Assistant Engineer E.U., *SP 4/9/2020*
George Papamihalakis Network Administrator 1

The Vineland Municipal Electric Utility has received bids for a Call and Outage Management System (OMS) that will provide an automated system for customers to report outages by phone or electronic methods. The system will automate outage reporting and provide customers with information, outage maps and call backs after restoration if desired.

Proposals were received on December 27, 2019 from Data Voice International and Milsoft Utilities Solutions. The proposals were then sent to the Utility for evaluation. Each vendor was called in to present their product. Data Voice International presented their product on February 4, 2020 and Milsoft Utilities Solution presented their product on February 12, 2020. After their presentation's the Utility contacted references to get feedback from real users and to determine which product was best for our Utility. Some of the main features the utility was looking for from both vendors was to be able to receive/log the outages quickly, manage the outage and notify customers on the restoration of service.

Both Data Voice and Millsoft provided good solutions at comparable prices. However the Data Voice solution provided a better user interface, included billing system integration and was overall a more unified platform. One feature that further supported this decision was a smartphone app where customers would be able to report and monitor outages. This application also has the capability of allowing customers to view utility account information and would link with our payment partner to process bill payments. Thus, the Utility would recommend this award to **Data Voice International Inc.** Attached are the bid tabulations and showing the criteria on which both vendors were assessed.

PURCHASING AGENT REVIEW
COV RFP # 2019-48

Proposals were received and opened Friday, December 27, 2019 at 1:00 PM for Call and Outage Management System from the following:

Data Voice International Inc.
2220 Bush Drive
McKinney, TX 75070

Milsoft Utility Solutions Inc.
4400 Buffalo Gap Rd., Ste. 5150
Abilene, TX 7960

Comments: All the mandatory documents were submitted for both vendors.

Recommendation: The evaluation team needs to review both proposals to make sure they can provide the services required. If the team feels they need to bring both vendors in for a presentation of their proposals that should be done once the review of the proposals are completed. Data Voice International submitted "Exceptions" so make sure the team reviews these exceptions. Once the review and presentations, if requested, are complete the team must rate and rank the 2 proposals and make a final recommendation of award.

Miguel A. Mercado, QPA
Purchasing Agent



April 9, 2020

Data Voice International Inc. Evaluation

Specification for
COV RFP # 2019-48 CALL AND OUTAGE MANAGEMENT SYSTEM

To: Council Members

From: Sagar Patel, Assistant Engineer E.U., *SP 4/9/20*
George Papamihalakis Network Administrator 1

| Functionality Check List IVR | Weight | Score | Weight Score |
|---|------------|--------------|--------------|
| 1.0 Call Management and Administration | 0.80 | 8.00 | 6.4 |
| 2.0 Trouble Reporting / Outage Management Options | 0.80 | 8.00 | 6.4 |
| 3.0 User Interface | 0.80 | 8.33 | 6.7 |
| Total | 2.4 | 24.33 | 19.47 |

| Functionality Check List OMS | Weight | Score | Weight Score |
|--|------------|--------------|--------------|
| 1.0 Outage/Trouble Reporting | 0.3 | 7.83 | 2.35 |
| 2.0 Outage Management | 0.3 | 8.17 | 2.45 |
| 3.0 Outage Notifications | 0.3 | 8.17 | 2.45 |
| 4.0 Crew Management (if implemented) | 0.3 | 7.83 | 2.35 |
| 5.0 Map Viewer | 0.3 | 8.00 | 2.40 |
| 6.0 GIS Integration and Data Integrity | 0.3 | 8.17 | 2.45 |
| 7.0 AVL Integration (if implemented) | 0.3 | 5.00 | 1.50 |
| 8.0 AMI Integration (if implemented) | 0.3 | 4.83 | 1.45 |
| 9.0 Other Integrations | 0.3 | 5.00 | 1.50 |
| 10.0 History and Reporting | 0.3 | 7.67 | 2.30 |
| 11.0 Users and Licensing | 0.3 | 8.17 | 2.45 |
| 12.0 Mobile Apps | 0.3 | 8.17 | 2.45 |
| 13.0 User Interface | 0.3 | 8.00 | 2.40 |
| Total | 3.9 | 95.00 | 28.50 |



| Installation and System Support Check List | Weight | Score | Weight Score |
|--|---------------|--------------|---------------------|
| 1.0 Software Support | 1.1 | 7.67 | 8.43 |
| 2.0 Installation, Training, Travel and Shipping Fees | 1.1 | 7.83 | 8.62 |
| Total | 2.2 | 15.50 | 17.05 |

| Cost | Weight | Score | Weight Score |
|-----------------------------|---------------|--------------|---------------------|
| 1.0 Base Cost | 0.75 | 7.67 | 5.75 |
| 2.0 Annual Maintenance Cost | 0.75 | 7.67 | 5.75 |
| Total | 1.5 | 15.33 | 11.50 |

| | | | |
|--------------------|-----------|---------------|------------|
| Grand Total | 10 | 150.17 | 77% |
|--------------------|-----------|---------------|------------|

Datavoice

| Package OMS | Initial Cost | Maintenance |
|---|----------------------------|---------------------|
| Base OMS System Price | \$43,470.00 | \$16,075.00 |
| Key Accounts | \$5,000.00 | \$1,250.00 |
| Threshold Notifications | \$5,500.00 | \$1,375.00 |
| Text Messaging | \$12,100.00 | \$5,050.00 |
| Powerpal | \$7,500.00 | \$2,000.00 |
| Daily Backup | \$6,000.00 | \$2,500.00 |
| Lineman App (Includes 5 users) | \$4,350.00 | \$3,000.00 |
| Implementation | | |
| Base OMS PS(Includes CIS/GIS Integration) | \$36,900.00 | |
| Key Accounts PS | \$900.00 | |
| Threshold Notifications PS | \$900.00 | |
| Text Messaging PS | \$2,250.00 | |
| PowerPal PS | \$5,400.00 | |
| Daily Backup/Training PS | \$1,800.00 | |
| SCADA Implimentation PS | \$3,600.00 | |
| Lineman App PS | \$6,750.00 | |
| SCADA Integration License | \$7,500.00 | \$1,875.00 |
| Estimated Travel Costs | \$1,500.00 Estimated | |
| Base IVR System Price | \$34,130.00 | \$9,807.50 |
| Restoration Callback | \$5,000.00 | \$1,250.00 |
| Planned Outage Notifications | \$3,500.00 600x4(estimate) | \$875.00 |
| Extra outgoing lines 4x | \$2,400.00 | \$600.00 |
| Base IVR PS | \$12,543.75 | |
| Restoration Callback PS | \$675.00 | |
| Planned Outage Notifications PS | \$675.00 | |
| Totals | \$210,343.75 | \$45,657.50 |
| | Total Evaluated | \$256,001.25 |
| | Contingency 5.47% | \$13,998.75 |
| | Total Award | \$270,000.00 |



April 9, 2020

Milsoft Utilities Solution Evaluation

Specification for
COV RFP # 2019-48 CALL AND OUTAGE MANAGEMENT SYSTEM

To: Council Members

From: Sagar Patel, Assistant Engineer E.U., *SP 4/9/20*
George Papamihalakis Network Administrator 1

| Functionality Check List IVR | Weight | Score | Weight Score |
|---|------------|--------------|--------------|
| 1.0 Call Management and Administration | 0.80 | 8.33 | 6.67 |
| 2.0 Trouble Reporting / Outage Management Options | 0.80 | 8.17 | 6.53 |
| 3.0 User Interface | 0.80 | 7.33 | 5.87 |
| Total | 2.4 | 23.83 | 19.07 |

| Functionality Check List OMS | Weight | Score | Weight Score |
|--|------------|--------------|--------------|
| 1.0 Outage/Trouble Reporting | 0.3 | 7.83 | 2.35 |
| 2.0 Outage Management | 0.3 | 8.17 | 2.45 |
| 3.0 Outage Notifications | 0.3 | 8.33 | 2.50 |
| 4.0 Crew Management (if implemented) | 0.3 | 7.67 | 2.30 |
| 5.0 Map Viewer | 0.3 | 7.50 | 2.25 |
| 6.0 GIS Integration and Data Integrity | 0.3 | 7.17 | 2.15 |
| 7.0 AVL Integration (if implemented) | 0.3 | 4.83 | 1.45 |
| 8.0 AMI Integration (if implemented) | 0.3 | 4.83 | 1.45 |
| 9.0 Other Integrations | 0.3 | 4.67 | 1.40 |
| 10.0 History and Reporting | 0.3 | 7.67 | 2.30 |
| 11.0 Users and Licensing | 0.3 | 8.33 | 2.50 |
| 12.0 Mobile Apps | 0.3 | 4.50 | 1.35 |
| 13.0 User Interface | 0.3 | 6.67 | 2.00 |
| Total | 3.9 | 88.17 | 26.45 |



| Installation and System Support Check List | Weight | Score | Weight Score |
|--|---------------|--------------|---------------------|
| 1.0 Software Support | 1.1 | 8.17 | 8.98 |
| 2.0 Installation, Training, Travel and Shipping Fees | 1.1 | 7.50 | 8.25 |
| Total | 2.2 | 15.67 | 17.23 |

| Cost | Weight | Score | Weight Score |
|-----------------------------|---------------|--------------|---------------------|
| 1.0 Base Cost | 0.75 | 7.00 | 5.25 |
| 2.0 Annual Maintenance Cost | 0.75 | 7.33 | 5.50 |
| Total | 1.5 | 14.33 | 10.75 |

| | | | |
|--------------------|-----------|---------------|------------|
| Grand Total | 10 | 142.00 | 74% |
|--------------------|-----------|---------------|------------|

