



County of Knox, State of Illinois

REQUEST FOR PROPOSALS (RFP)

PRIMARY RATE INTERFACE LINE SERVICES

INTRODUCTION

Knox County is seeking proposals for Primary Rate Interface Service for the Knox County Courthouse.

SCOPE OF WORK

Knox County would like to enter into a new 60 Month service agreement for this service. Below you will find the requirements that must be met for consideration of this RFP.

1. The telephone system at the Knox County Courthouse is currently capable of PRI Service.
2. PRI Circuit Requirements
 - a) The proposed service must provide a PRI handoff to our system if the service quoted is not a traditional PRI Circuit.
 - b) The circuits must be provided over (2) Circuits of 24 channels providing 48 call paths with the exception of the required D Channels for a standard PRI Circuit.
 - c) A service level agreement must be provided as part of the proposal which sets the process for reporting an outage and what the policy is on service restoration after an outage.
3. Service Installation Costs shall be built in to the monthly recurring cost of the service over the life of the contract.
4. Billing Statements (Detailing billing must be provided or alternatives may be discussed)
 - a. Bill should include the usage of long distance and local calling per DID
 - aa. The usage should be broken out per phone call with a minimum of (date/time, callto, callfrom, location, time of call, cost)
 - b. Bill should be grouped by Department
 - bb. An alternative indication can be provided to make the distinction between the departments.
 - c. Bill should provide the total cost per DID
5. Monthly Costs of Service
 - a. 225 Direct Inward Dial(DID) numbers(Specify cost per additional DID if needed at later date)
 - b. 10,000 Long Distance Minutes(Specify what the overage costs are per min if we go over allotted minutes)
 - c. Free Local Calling

6. Taxes on the Monthly Service Bill
 - a. A listing of applicable taxes for the service and how they are calculated shall be provided.
 - b. Knox County shall be notified in writing 60 days in advance of changes to the Taxes to be collected or how they are calculated.

Preparation of Proposal Content

The RFP Response should be organized in the following manner:

Cover Letter

1.0 Executive Summary

2.0 Company Background

3.0 References

4.0 Proposal Detail

5.0 Cost Summary

6.0 Terms and Conditions

Any additional service information may be provided as Appendices.

Proposal Content Definitions

1.0 Executive Summary

The Executive Summary should include a brief overview of the Proposal. It should be prepared so that it is understandable to individuals who are not familiar with the terminology used in a project of this type.

2.0 Company Background

The Company Background should including staffing levels, years in operation, service areas, etc...

3.0 References

A minimum of 3 sites that are currently utilizing a similar system must be provided by the vendor.

4.0 Proposal Detail

This section should include how the requirements listed at the beginning of the proposal will be met.

5.0 Cost Summary

The amounts specified should not include taxes but should include all transportation and delivery, FOB, Galesburg. All costs shall be in actual dollar-and-cents amounts, "Time and Material" quotation is not acceptable.

6.0 Terms and Conditions

Insurance

Certificates of Insurance for Liability and Workers Compensation shall be provided to Knox County. All insurance shall be in effect during the life of the contract. Please provide a copy of current insurance coverage.

Response and Preparation Costs

All costs for participating in the Proposal Process shall be the sole responsibly of the proposing vendor. Knox County will not be liable for these costs in any fashion.

Prevailing Wage

The prospective bidder must pay prevailing wage to be considered.

Deliverables

Sealed proposals are due at the Knox County Clerk's Office by 10:00 AM on April 16, 2019. Bids will be opened on April 16, 2019 at 10:01 AM in the Knox County Clerk's Office. Proposals will be reviewed by the administration prior to approval by County Board. All proposals submitted must be valid for (90) days after the date received.

Knox County reserves the right to reject any and all proposals, to waive any informalities in the proposal and to accept the proposal that in its judgment will be in the best interest of Knox County.

The RFP may be mailed to the address below or hand delivered as long as it meets the deadline set above. Proposals received after the deadline will not be considered.

Knox County Clerk
200 S. Cherry St.
Galesburg, IL 61401

RFP CONTACT

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