



ADMINISTRATIVE OFFICE OF THE COURTS
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Questions/Responses #2
IT Migration Support Services
RFP Project #K15-0006-29
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Ladies and Gentlemen:

The following questions for the above referenced RFP were received by e-mail and are answered and posted for all prospective Offerors. The statements and interpretations contained in the following responses to questions are not binding on the Judiciary unless the RFP is expressly amended. Nothing in the Judiciary's response to these questions is to be construed as agreement to or acceptance by the Judiciary of any statement or interpretation on the part of the Offeror asking the question.

7.) Question: For Section 3.4.5.3 References – are the three (3) references needed from the Proposed Candidate or the Offeror? Response: Proposed candidate

8.) Question: When choosing Labor Categories for our response, are we open to selecting from our internal list and/or external (our contract vehicles such as CATS, GSA, etc.)? Response: Prefer internal list

9.) Question: Is the Labor Category description(s) required in the response? Response: Preferred

10.) Question: If we use the same Labor Category for our candidates, can the rates differ? For example, a more experienced resource will qualify for a Labor Category at higher rate than a resource with less experience and a lower rate (who also qualifies for the Labor Category). Response: Yes, if it is justified

11.) Question: I have a follow-up question regarding the number of hours winning bidders can expect their staff to work each month. Specifically, do you have data on how often staff (in each of the three positions) work over 8 hours per day or over 40 hours per week? If you don't have data, do you have an estimate? Response: Maybe 3 times a month for RCS when we are deploying, but we will not be rolling out every month. And I'm good with them working 10 hours one day and 6 hours the next day in order to keep their hours to a 40 hour work week. The exception will be when we deploy to Western Maryland that will be more like 6 times in that month. We will know the deployment days that they will be working extended hours and can let the vendor know if needed.

The 3 phone support staff will probably be pretty close to normal 40 hour weeks. The 4 desktop technicians have averaged more like 45 a week, but they are in peaks. Slow weeks tend to be when they take leave and busy weeks they could easily have 10-15 hours beyond the normal 40.

12.) Question: Can you provide a link to the AOC Judiciary Travel policy? Response:

<http://mdcourts.gov/administration/pdfs/statejointtravelregulationsjudicialbranchtravelpolicy.pdf>

Issued by Gisela Blades, Procurement Officer

