



ADMINISTRATIVE OFFICE OF THE COURTS

MARYLAND JUDICIAL CENTER
580 TAYLOR AVENUE
ANNAPOLIS, MARYLAND 21401

Pamela Harris, State Court Administrator
410-260-1295

Amendment #1 Request For Proposals K15-0025-29 October 28, 2014

This Amendment is being issued to amend and clarify certain information contained in the above named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been **bolded and underlined** and language deleted has been marked with a strikeout (ex. ~~language deleted~~)

1. Revise RFP Section 1.7 as follows:

A Pre-Proposal Conference (Conference) will be held on ~~November 5, 2014~~, **November 6, 2014** beginning at 11:00 am, at 2011 D Commerce Park Drive, Annapolis, MD 21401, Training Rooms 5 & 6. Attendance at the Conference is not mandatory, but all interested Offerors are encouraged to attend in order to facilitate better preparation of their proposals.

2. Revise RFP Attachment D – Pre-proposal Conference Response Form

Project No. K15-0025-29

Project Title: Seven IT Support Service Resources

A Pre-proposal Conference will be held on Wednesday, ~~November 5, 2014~~
November 6, 2014 at 11:00 am local time at:

2011 D Commerce Park Drive
Annapolis, MD 21401

<http://www.courts.state.md.us/directions/jeccdirections.html>

Faye D. Matthews
Deputy State Court Administrator
410-260-1257

Mark Bittner
Assistant Administrator
Judicial Information Systems
410-260-1001

Louis G. Gieszl
Assistant Administrator
Programs
410-260-3547

Melinda K. Jensen, CPA
Assistant Administrator
Operations
410-260-1240

Julie R. Linkins, Esq.
Assistant Administrator
Education
410-260-3549

Kelley O'Connor
Assistant Administrator
Governmental Relations
410-260-1560

Kathleen E. Wherthey, Esq.
Assistant Administrator
Internal Affairs
410-260-3453

3. Revise RFP Section 2.2 as follows:

2.2 Statement of Work, Desktop and Mobile Customer Support (~~Three Resources~~)
(One Resource)

4. ADD – Section 2.5A: New Statement of Work for Additional Resources

Statement of Work, Desktop Hardware and Software Upgrade (Three Resources)

Background

Large organizations, especially those providing essential services to the public, must keep a balance between staying up to date with IT advances and maintaining consistent and stable platforms. The MD Judiciary currently has a mixed desktop environment with Windows XP SP3 and Windows 7 Enterprise. This environment includes approximately 4000 PC devices consisting of various models of Lenovo desktop and laptop computers. These devices are spread throughout the State of Maryland in approximately 70 locations. The number of devices in each location varies greatly from less than a dozen to several hundred.

It is also important for the IT department of a large organization to ensure that its architecture's Directory Service is capable of supporting the current and future needs of the users and their customers. The Judiciary has used Novell Directory services/E-directory for a number of years now. The Judiciary has determined that it is in our best interest to move to the more widely used Microsoft Active Directory system to ensure scalability and interoperability with various applications. This is a major change for the organization and must be done in a manner that causes minimal downtime for our users.

Objectives

The goal of this effort is to migrate all of the existing PCs with Windows XP to Windows 7. Desktops and laptops over 5 years in age will be replaced with new hardware. Hardware that is under 5 years in age will have replacement hardware prepared for them at the office and preloaded and configured as much as possible. The XP stations will have documents and configuration backed up to network shares or removable storage. Aged workstations will be replaced while others have the primary hard disk replaced with one containing our Windows 7 image. Memory

may be upgraded as well at this time when needed. Workstations will then be configured specific to the user they are assigned to and software tested. This OS upgrade will have to be coordinated closely with our Active Directory administrators so all relevant file shares can be moved off of Novell immediately prior to the upgrade. The workstations will have no access to the old file servers and it is very important to ensure all needed data has been moved to the AD environment.

At this time approximately half of our locations have gone through this migration, although some sites do require follow up.

The Judicial Information Systems Micro/LAN team will require up to four (4) contractor resources in support of the rapid deployment and upgrade of these workstations. The scope of the project will include:

- Planning and scheduling of individual site upgrades,
- Profile and data migration,
- HW and SW upgrades,
- Testing and end user satisfaction.

The Contractor shall also provide regular status updates including details on any delays or unforeseen problems with the upgrade process. These updates will be provided in person or in writing as determined by the JIS Project Manager.

The Contractor shall communicate continually with the project team to include the JIS Technical Lead, the Department Manager and pertinent staff as needed to discuss the progress and issues of the project and document changes required to improve the process.

The Micro/LAN Services team is responsible for providing hardware and software required for this project along with overseeing the project and approving any changes required for its success.

Place of Performance

Meetings, project planning activities, and equipment preparations are to be performed at the JIS Annex, 2003 B Commerce Park Dr., Annapolis MD. The installations will be performed on-site at 70+ District and Circuit Court operational locations throughout the State of Maryland, including:

- Twenty-four Circuit Court locations,
- Thirty-four District Court locations,
- Approximately fifteen District Court Commissioner satellite locations, and
- Various support site locations in the Annapolis complex.

Period of Performance

The Project Start date shall be within 30 days after contract award.. Our goal is to have all of our remaining locations converted to Windows 7 and attached to our Active Directory Domain by the second quarter of 2015.

Travel

A Judiciary employee using state provided vehicles will accompany each contractor when large amounts of equipment are being transported. Contractors will be expected to travel to sites themselves when necessary for time efficiency, such as when an install requires staying overnight. Mileage and toll re-imburements should be invoiced to AOC and will be reimbursed in accordance with the Judiciary's travel policy.

Hours of Work

Hours of work are the normal operational hours plus those hours required for scheduled travel. The Contractor is expected to conform to customer agency normal operation hours from 8:00am to 4:30pm (EST). Some installs may require arranging local lodging accommodations and traveling to the region the night before installation. The JIS Department/Senior Manager must approve work prior to or after normal operation hours. Lodging re-imburements should be invoiced to AOC and will be reimbursed in accordance with the Judiciary travel policy.

Acceptance of Deliverables

The end users must acknowledge acceptance of the system upgrades prior to the contractor leaving the site. Department supervisors may acknowledge acceptance for the end users they supervise. In the event a user is not satisfied, and the contractor cannot rectify the problem in a timely manner and in accordance with our standards, the contractor shall contact the JIS Technical Lead or the Manager, Micro/LAN Services department to seek direction.

Expertise Requirements

- The Contractor shall provide personnel with demonstrated experience in:
 - Large scale desktop OS upgrade
 - Workstation and user setup in an Active Directory environment
 - Working with non-technical users to ensure their expectations are met
 - Desktop OS and hardware troubleshooting
 - Documentation of project progress and anomalies

5. ADD Section 2.5B: New Statement of Work for Additional Resources

Statement of Work, Senior IT Specialist for SharePoint/Project Management (One Resource)

Background

The Maryland Judiciary requires the services of a senior IT specialist in the areas of project/program management and Microsoft SharePoint to support and transition existing project efforts to new contract vehicles.

The Project Management Office, under the direction of the Enterprise Project Manager, is responsible for enterprise project planning, portfolio and project practices, and enterprise project oversight. This oversight may include the direct management of projects associated with enterprise modernization efforts.

Objectives

This position will work in two project areas. The first being, cross functional technology upgrade projects including Windows 7, MS Outlook, Office 2013, revenue collection, and associated concurrent project. The position will also be required to Development and support of existing and planned MS SharePoint sites, strategies, frameworks, and standards.

- Cross functional technology upgrade projects

JIS is undertaking a number of technology upgrades. Each of these projects will involve cross functional coordination. Together they will require strategy development and planning to coordinate the intersections within and between projects. Tasks for this project include:

- The contractor will provide senior level project management and strategic planning support for this and related projects as assigned.
- Create and update of project plans and schedules.
- Analyze and assess impacts of new project tasks against the project plan
- Coordinate project activities with both internal JIS and external parties as needed.
- Assist with strategy and design of deliverables as needed.
- Schedule and facilitate planning and status meetings
- Create and deliver project presentations to senior and executive Judiciary management as needed.

- Development and support of existing and planned MS SharePoint sites, strategies, frameworks, and standards

Projects in this area may include analysis, design, development, support, and user training for new and existing departmental SharePoint sites as well as assistance in the development of a wider strategy and framework for online communication and collaboration. The contractor will provide senior level project strategic planning and detailed technical development and training support for these and related projects as assigned. Tasks for this project include:

- Support daily use of and enhancements to existing SharePoint sites
- Analyze, design, develop, and document new SharePoint sites as needed.
- Assist in the development of an enterprise strategy and framework for the ongoing use of SharePoint and the integration of SharePoint with other communication and collaboration vehicles
- Develop a plan and framework for the integration of database capabilities within the SharePoint environment
- Ensure the creation and review of designated project deliverables
- Assist with strategy and design of deliverables as needed.
- Schedule and facilitate planning and status meetings
- Track progress of assigned projects, identify risk factors, develop risk mitigation plans, identify issues, and facilitate appropriate forums for resolution.
- Provide management reporting as designated.

Expertise Requirements

- The Offeror shall provide personnel with demonstrated experience in:
 - Project Management Professional (PMP) certification
 - Active development and support experience with Microsoft SharePoint
 - Experience with systems development methodologies and project management practices
 - Experience with Help Desk, Workstation / PC support, and LAN support
 - Experience with the identification and documentation of business and technical systems requirements
 - Excellent problem solving and collaboration skills
 - Excellent communication and documentation skills
 - Planning and management reporting experience
 - Ability to work effectively within a diverse IT organization

Senior IT Specialist's Responsibilities

Consultant will report activity on a weekly basis to communicate progress made on the programs/projects on which they are working to the Enterprise Project Manager and Assistant Administrator, JIS

Place of Performance

All work shall be performed at the Maryland Judiciary's JIS Department located at 2661 Riva Road, Suite 900, Annapolis, Maryland 21401, unless otherwise authorized.

The appropriate members of the JIS technical, business, analytical and management staff will be available to work with the consultant to ensure that the necessary levels of communication and knowledge are exchanged accurately and timely.

Hours of Work

Hours of work are the normal operational hours. The Senior IT Specialist is expected to conform to customer agency normal operation hours from 8:00am to 4:30pm (EST). The JIS Project Manager or Department/Senior Manager must approve work prior to or after normal operation hours in writing.

6. Revise RFP Section 1.1

The Maryland Judiciary Administrative Office of the Courts (AOC) is seeking proposals from prospective Offerors to provide up to ~~seven~~ **nine** resources to support the Judicial Information Systems (JIS). JIS, the Information Technology (IT) arm for the Judiciary, is comprised of six major units: Application Development, Technology Enhancements & Networks, Local Area Network & Desktop Administration, Site Evaluation & Preparation, Operational Support, and the Project Management Office (PMO).

~~Five~~ **six** positions advertised in this solicitation are currently staffed, ~~two~~ **three** are new. Offerors may propose to any or all staff positions. The AOC anticipates making multiple awards.

Issued by Khrystine Bunche
Procurement Officer