



# ADMINISTRATIVE OFFICE OF THE COURTS

MARYLAND JUDICIAL CENTER  
580 TAYLOR AVENUE  
ANNAPOLIS, MARYLAND 21401

Pamela Harris, State Court Administrator  
410-260-1295

Questions/Responses No. 2 to the  
Request for Proposal (RFP) K15-0025-29  
Seven IT Support Service Resources

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 who received the RFP. The statements and interpretations contained in the following responses to questions are not binding to the Maryland Judiciary unless the RFP is expressly amended. Nothing in the Maryland Judiciary's response to these questions is to be construed as agreement to or acceptance by the Maryland Judiciary of any statement or interpretation on the part of the Offeror asking the question.

8. Question: Can the insurance requirements (sec. 2.7) be submitted after award? Typically this can be submitted 5 days after award.

**Response: Evidence of insurance can be submitted within five days after intent to award.**

9. Question: Section 3.4.5.1 states, "Offeror must clearly identify each SOW section and specific resources being proposed. Offeror's response should highlight and concentrate on resumes (with references) of the proposed staff".  
Section 3.4.5.2 Offeror Experience and Capabilities requests the same thing "detail resume and references of proposed candidate". This seems to be redundant by asking for resume in two separate places.

**Response: Please only submit one resume with references per candidate.**

10. Question: Does RFP No. K15-0025-29 replace RFP No. K15-0006-29? If so, does the Maryland Judiciary plan on canceling RFP No. K15-0006-29 to avoid any confusions? If not, has an award been established for RFP No. K15-0006-29?

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

**Response: RFP K15-0025-29 is not a replacement. RFP K15-0006-29 has been awarded (only four of nine possible awards were made).**

11. Question: Per Addendum 1, we can see that the following two (2) resources below can be proposed by interested vendors.
- a. Desktop and Mobile Customer Support Resource (One Resource) - down from 3
  - b. Senior IT Specialist for SharePoint/Project Management (One Resource) - added new

This represents only 2 resources, when QA states 3 are sought currently given 6 are already in place. **Can you confirm what the "Title" is of the 3rd Resource we can propose?**

**Response: There are three are new positions: two cable technicians, see Section 2.5, and one SharePoint resource, see Section 2.5B. The six positions currently held by contractors are being re-solicited, since the contracts are expiring. Vendors may propose to all nine positions.**

12. Question: Can proposals be submitted via email? If not, excluding original proposals, how many copies must be sent in?

**Response: Proposals will not be accepted via email. The Judiciary is not requesting multiple hard copies. See section 1.9 and section 3.3.**

13. Question: For the BA role, are the NIEM/JIEM data modeling tools a hard requirement, or will similar experience be accepted?

**Response: It is a strong preference.**

14. Question: You mentioned the total staff required is seven, of which five are currently staffed and two are new. Do you have a preference in keeping all of the five currently staffed positions? Do you have no preference and leave that up to the new contractor?

**Response: Please be sure to note Amendment 1 that edits the number of requested staff from seven (7) to nine (9). There is no preference to keep the current contractors. All positions, staffed and new, are being solicited to find the best candidate at market value.**

15. Question: Are contractors registered and certified as MBE credited with extra favorable points for award consideration?

**Response: MBEs are encouraged to participate in the solicitation but there is no MBE goal and an MBE certification will not play a role in the awarding process.**

16. Question: Is the current incumbent allowed to bid on this work?

**Response: Yes.**

17. Question: You mentioned that a cabling master contract exists and that a new position is to work with or alone from the current contractors. Will this position also supervise the current contractors, and as such the labor category may be that of a supervisor, journeyman, or equivalent?

**Response: This position will not act as a supervisor. See section 2.5.2, the NCT will always coordinate dates of courthouse availability and scheduled work and will occasionally participate in cabling work.**

18. Question: Regarding the NCT, what kind of network certification are preferable, such as a specific vendor product like Cisco, Avaya, AT& or will a simple digital network certification be enough?

**Response: In addition to what is written in section 2.5.3 of the RFP, CopmTia Network+ and Cisco CCENT or CCNA are a plus but are not a requirement.**

19. Question: Is there adequate parking for the personnel, or should we include costs associated with public parking?

**Response: There will be adequate parking for personnel.**

20. Question: It is mentioned in the RFP and in the QA released that six of the nine are currently staffed. Please clarify which ones are new positions.

**Response: The two Cable and Wiring Technicians and the Senior IT Specialist for SharePoint/Project Management are new positions.**

21. Question: It was mentioned that there are incumbents whose names will not be revealed. Hence we would like to know if they will be retained for the positions through this contract as well.

**Response: All positions are being solicited to find the best candidate at market value. Incumbents may participate in this solicitation but they are not any more or less likely to be awarded a contract.**

22. Question: Is it mandatory that firms bidding have to be registered or should have initiated registration with Dept. of Taxation at the time of submitting response as mentioned in Section 1.26?

**Response: It is not mandatory, it is highly recommended, since a contract can only be awarded to a registered vendor**

23. Question: How many resumes can each be submitted for the BA and IT specialist position respectively?

**Response: A vendor may submit one resume per position.  
BA- one (1) resume**

**Senior IT Specialist for SharePoint/Project Management-one (1)  
resume**

24. Question: We intend to work with consultants on a contracting basis though they may not be on our employee rolls. Are you expecting their names under Section 3.4.5 Sub-contractors?

**Response: No.**

25. Question: Of the 400 users, what is the average number of calls per day? What are the peak days and times and months?

**Response: 4000 users, not 400. The group is currently averaging 50 calls per day. Peak calls are Monday and Tuesday mornings, 7:30-10:00 AM. Historically JIS has an increase in calls between July and September, but due to the number of new systems being deployed that trend may no longer be relevant. Call volume is expected to remain high for the next 18 months at a minimum.**

26. Question: Are you planning any major changes in 2015 such as windows 8, or other?

**Response: 2015 will be focusing on making all customers in the Windows 7/ AD environment consistent with Office 2013, VMware Mirage, and Dynamic network configurations. The current plan is to skip the Windows 8 operating system.**

27. Question: What are the types of mobile phones you are using and plan to use?

**Response: The bulk are iPhone 5s models. There is minimal support of mobile phones for this position. Phone support for this position means supporting customers remotely over the phone, not supporting phone systems.**

28. Question: Are you including under mobile services the provision for device management and replacement?

**Response: The mobile devices being supported are primarily laptops and tablets with a Windows OS. These devices are managed with the same utilities that manage desktop devices. There will be a MDM solution for managing Smart phones and non-windows tablets, but this position will be largely uninvolved with that effort.**

29. Question: How did you come up with a staff of nine?

**Response: Requested positions are as follows:**

**Desktop and Mobile Customer Support (1)**  
**Revenue Collections Upgrade Technician (1)**  
**Business Analyst (1)**  
**Network Cabling Technician (2)**  
**Desktop Hardware and Software Upgrade (3)**  
**Senior IT Specialist for SharePoint/Project Management (1)**

30. Question: Can we submit the same candidate for more than one position?

**Response: Yes.**

31. Question: Is there a particular format that you prefer the resumes to be in?

**Response: No.**

32. Question: Can we subcontract any of the resources (partial or full amount of the 2400 hours)?

**Response:** Vendor must propose one full-time resource

33. Question: Can we outsource/subcontract any of the tasks, such as Novell to Microsoft Active Directory; Revenue Collection Systems project?

**Response:** Vendor must propose one full-time resource

34. Question: Is the transmittal letter just a letter with the information specified in section 3.4.1 on company letterhead?

**Response: Yes.**

35. Question: For the positions where you're seeking more than one resource (e.g., Desktop and Mobile Customer Support), do we have to bid for all the slots or can we just bid for one?

**Response: You do not have to bid for all the slots. Please note Amendment #1 that reduces the number of slots for the Desktop and Mobile Customer Support from three (3) positions down to one (1) position.**

36. Question: Pertaining to the Network Cabling Technician Resource, will we need to consider overtime pricing in our proposal?

**Response: This position does not pay overtime; we are looking for one fully loaded labor rate.. See section 2.5.6**

37. Question: Section 1.1: "AOC is seeking proposals...for up to nine resources...The AOC anticipates making multiple awards". How many initial contract awards do you anticipate making for the 9 positions?

**Response: The AOC does not have an estimation of how many contracts will be awarded. We intend to award a contract to the qualified vendors with the top candidate for each position. This could result in anywhere between one (1) and nine (9) contracts.**

38. Question: Section 1.1: “The AOC reserves the right to make additional awards of like staff as awarded within the Contractor pool during the life of the contract at the proposed labor rates”. If additional awards of like staff are awarded, will they be sole sourced to the vendor who provided the “like staff” or will additional positions be competed among all firms in the contract award pool?

**Response: The vendor who provided the “like staff” will have the opportunity to provide a resume first. If the evaluation team determines the newly proposed candidate does not meet their expectations, all vendors awarded a contract will be invited to provide resumes.**

39. Question: Section 1.6: Four initial Contract Managers are listed for this contract. Will all four managers be assigned to share the management of all tasks awarded under the contract, or will they be assigned to “contract manage” on a task by task basis?

**Response: All managers will remain assigned to their specific areas of responsibility..**

40. Question: Section 1.8: This section indicates that questions will be accepted and answered before, during and after the conference, and requires that those questions submitted after the conference be “timely”. Please clarify whether there is an absolute cutoff date for receipt of questions after the conference by the AOC, and what is the anticipated date prior to proposal submission that all questions will be answered by the AOC in a timely manner to permit offerors to incorporate the answers and clarifications into their final proposals before the due date?

**Response: There is no cutoff date for questions. All questions will be responded to as soon as possible.**

41. Question: Sections 1.8/1.9: The proposal conference is now scheduled for November 6, 2014. The proposal remains due on November 12, 2014, which is just four business days after the conference. Four days seems a short amount of time for the AOC to receive and answer additional questions from offerors in time for them to incorporate the answers and clarifications into written and electronic proposals and hand-deliver them on the fourth business day by 2:00 pm. Will you consider a two week extension of the due date to permit time for offerors to ask, receive answers and incorporate them into their proposals before the due date?

**Response: Please see Amendment 2.**

42. Question: Section 1.10: Proposals are required to be valid for 180 days, which extends until the spring of 2015. Do you anticipate the evaluation of the nine resources will require 6 months before award, barring a protest?

**Response: The AOC does not anticipate needing 180 days to award contracts. The goal is to have contractors start in January 2015.**

43. Question: Section 1.13: This section requires in-person interviews of all selected candidate resources. At what location in Maryland will the interviews be (or likely be) conducted?

**Response: Interviews will be held in the Procurement Office. The address is written below.**  
**2003C Commerce Park Drive**  
**Annapolis, MD 21401**

44. Question: Section 1.15: This section urges economy of preparation of proposals. Do you require or permit proposals to be submitted in binders?

**Response: Proposals should be unbound.**

45. Question: Section 1.23: MBE companies are urged to respond to the RFP. Are Small Business Reserve companies who are not MBE also encouraged to submit?

**Response: Immaterial, since the Judiciary does not have a Small Business Reserve Program**

46. Question: Section 1.26: This section requires State Registration. We assume that only firms that are both active and are also in good standing with the State of Maryland will be awarded a contract, is that correct?

**Response: Yes. See section 1.24.**

47. Question: Section 1.27: Electronic payments are authorized. Is there a "Prompt Payment" statute or similar that requires that invoices be approved and paid within a certain time, except for those with discrepancies?

**Response: Generally, invoices are paid within 30 days of submission, unless they are in dispute.**

48. Question: Section 2.2: Only one resource is now required for this SOW area. Do all of the original SOW requirements of Subsections 2.2.2 through 2.2.5 still apply, even though only one contractor resource from this contract will now be required?

**Response: Yes, all subsections under 2.2 still apply for the one resource being requested.**

49. Question: Section 2.3: The scope of work seems broad and complex for one technical resource to accomplish. Please clarify that only one resource is desired to perform all of the work listed in Subsections 2.3.2 through 2.3.5.

**Response: Yes, the AOC is only looking for one Revenue Collection Upgrade Technician, but please keep in mind, the contractor will be working on this project with other employees/contractors.**

50. Question: Section 2.6.3: Please clarify the timelines and procedures that apply to vacancies created by: (1) direction of the AOC to remove or transfer an employee; (2) sickness or death of the employee; or (3) voluntary termination (e.g. resignation) by the employee.

**Response: A prompt resolution is in everybody's interest.**

51. Question: Section 2.6.4: Should contractors arrange for an independent background investigation? If so, should it be done prior to proposal/resume submission, or after selection but prior to interview, or after interview and prior to award, or after award? If not, when will the AOC arrange for a background investigation and in that case who will pay the cost?

**Response: See section 2.8.**

52. Question: Can you provide addresses contractors may need to travel to?

**Response: All district and circuit court locations can be found at the URL below. Click on the county on the left-side panel to view the respective addresses.**

<http://www.courts.state.md.us/courtsdirectory/index.html>

53. Question: Since many of the positions involve travel to different locations within the state, can I submit a rate excluding travel and bill travel at actuals?

**Response: Please submit one labor rate with travel rolled in, however, travel can be billed for anything over 50 miles.**