



ADMINISTRATIVE OFFICE OF THE COURTS

MARYLAND JUDICIAL CENTER
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Amendment #1 Request For Proposals K15-0048-89 April 28, 2015

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 underlined and language deleted has been marked with a ~~strikeout~~ (ex. ~~language deleted~~)

1. REVISE RFP Section 1.9 Proposal Due (Closing) Date

An original and six copies of each proposal (technical and financial) must be received by the Procurement Officer no later than 2:00 pm (local time) on ~~May 6~~ May 11, 2015 @ 2:00 PM in order to be considered. An electronic version of the Technical Proposal must be enclosed with the original technical proposal. An electronic version of the Financial Proposal must be enclosed with the original Financial Proposal. All media must be labeled with the RFP title, RFP number, and Offeror name and packaged with the original copy of the appropriate proposal (technical or financial).

Requests for extension of this date or time will not be granted. Offerors mailing proposals should allow sufficient mail delivery time to ensure timely receipt by the Procurement Officer. Proposals received by the Procurement Officer after the due date will not be considered.

Proposals may not be submitted by e-mail or facsimile.

2. REVISE RFP Section 2.1 Purpose

The goal of this project is to create a robust digital court recording system that produces clear, reliable audio ~~and where necessary video~~ records of courtroom proceedings. Therefore, the Court desires an advanced solution for recording, archiving, copying and transcribing proceedings as described in this RFP. Overall the Court request that Offerors propose to supply the necessary software,

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hardware, and services to enable the Court to clearly and reliably record court proceedings in each courtroom on a daily basis, archive these recordings in the most cost effective manner, and to produce written transcripts of these recordings, as needed. There will be 130 courtrooms that will be outfitted with the recording system.

~~There is a possibility that the courtroom may be used during the installation time frame.~~ Before Courtroom availability is limited. Offeror should price and plan on a majority of work being completed before and after business hours- The court will notify the vendor once this information is available to the clerk's office.

3. REVISE RFP Section 2.3.3 Backup, Storage and Security

- The system must automatically back up (mirror) the recorded audio/~~video~~ simultaneously in two locations/machines as it is being captured for record security purposes.
- The system must allow for the digital audio record to be stored both locally and on a network shared server.
- It must have record - over protection and must have provisions to minimize the possibility of record tampering after it is recorded into the system.
- Contractor must provide minimum bandwidth and storage requirements.
- Contractor must provide Front End Interface access to Centralized Archiving System.
- Centralized Archiving System to also include Cloud technology.

4. REVISE Section 2.3.4 Connecting to External Audio and Video Sources

~~If a video conference or teleconference is used in the courtroom, then additional audio, digital signal processor, and audio mixer connections and software support must be provided.~~

5. REVISE Section 2.3.9 Level of Access:

- Public records, Confidential and also the ability to Seal the entire recording or just a portion of the recording. Public records, everybody has access to the record; only certain people will have access to confidential records; limited people have access to sealed records. The proposed system should give District Court administrative access. When a request to an audio record is received, the District Court should be able to provide the requester with an access to code.
- Sealing may or may not involve the use of file encryption. The court has no preference as to how a recording is sealed.
- The system must have the ability to annotate potentially sealed and confidential matters and to seal such matters both during the proceedings and, as directed by the Judge, after the proceeding.

6. REVISE Section 2.3.14 Recording Channels

The courts require 4 separate channels per courtroom. For example if a courthouse has 10 courtrooms, then a total of 40 recording channels will be required for that particular courthouse. This number does NOT include the single channel of backup audio that is the composite of all four courtroom microphones. Therefore, the device must be capable of simultaneously recording at least four (4) separate channels, each of which has a separate play back control so that one channel separately or any combination of channels may be played back.

7. REVISE Section 2.3.15 Record Playback

- The system must be capable of playing back a portion of the recording while still recording.
- Also play the recording back at a sufficient quality level to enable the preparation of a complete, true, and correct transcript. For transcribing purposes the playback audio must be of a high quality.
- The system must be able to isolate the voices of speakers who speak simultaneously.
- Provide separate volume controls for each channel.
- ~~Playback of up to 32 audio and a minimum of 4 video channels of recordings.~~
- Bookmarks to allow you to navigate quickly in a sound file and store notes at chosen positions in a sound file.
- File notes can be added to a recorded file.
- Noise Suppression software.

8. REVISE Section 2.3.16 Speed typing hot keys

Offeror's proposed solution shall include hot keys with the following characteristics:

- The function of the hot keys should be assignable by District Court.
- Hot key functions should be the same in all districts

9. REVISE Section 2.3.18 Video Recording

~~The device must be capable of recording audio and video. Direct connection from existing video system into the recording system.~~

10. REVISE Section 2.3.20 Additional Features

- Capability to provide ~~video and~~ Interpreter on Demand services. In the near future we may need to include interpreters on the phone into the recorded sessions.
- Capability to continue recording in the event of an outage.

11.ADD Section 2.3.21 Desktop Compatibility Requirements

Offerors must propose a solution with the following capabilities:

- Compatible with Windows 7 32 bit and 64 bit
- Web interfaces must be compatible with Chrome or IE9 at a minimum
- Minimum configuration is 2GB of RAM and Core 2 Duo 2.8GHz
- Any peripherals directly attached to the workstation must be connected via USB
- Solution should not evoke UAC in order to run

12.ADD Section 2.3.22 AOC's Preferences

The AOC prefers to have a software application that will run on a virtualized server. However, if the Offeror does not support virtualized hardware, it is the Offeror's responsibility to provide the hardware the platform will run on and support it.

13.REVISE Section 2.6 Deliverables and Acceptance

~~Offeror shall propose a deliverables/milestone schedule that will become the payment basis. The schedule will be tied to the installation of a complete system for each of the twelve Districts and the central transcription unit identified in this RFP. Offeror shall submit an invoice after the completion of each district.~~ A District shall be considered complete once all courtrooms are successfully installed and tested and the District archiving system is fully operational. Tested is defined as the installed systems being operational in every courtroom in the district for ten full court business days. The final payment will be made after the final contracted District is accepted.

In all cases, payment to the Contractor will be contingent upon District Court approval and completion of all deliverables.

14.REVISE Section 2.7 Maintenance and Warranty

Offerors are expected to quote two maintenance/warranty options. Warranty must include an in-person service within 24 hours of a service call. ~~We require~~ The first maintenance/warranty option should include the ability to purchase a set amount of service call hours for the initial 3 year period, with the option to purchase more hours within those 3 years as needed. We require the service contract to also include phone and email

support (to be proposed by Offeror). The second maintenance/warranty option should be a maintenance contract proposed by the Offeror.

15. REVISE Section 3.4.5.1 Offeror Technical Response to RFP Requirements:

The Technical Response to this solicitation shall contain, at a minimum, the following:

- a. Executive Summary
- b. Understanding of purpose and scope
- c. Proposed Methodology for this solution
 - a. Preferred partner documentation
- c1. The system's infrastructure footprint (server hardware and software requirements, client hardware and software requirements, bandwidth requirements, storage requirements etc.
- c2. Description of the proposed process that will be implemented to maintain the system after it is installed. The Contractor will be responsible for all system maintenance including help desk functions.
- c3. Outline of remote access requirements
- c4. A statement that clearly identifies if the proposed solution will or will not include a change out of courtroom infrastructure (microphones, wiring, etc.)
- d. Proposed implementation with assumption and risk
- e. Role and responsibilities
- f. Procedure plan for accepting & staging
- g. Timeline: A District shall be considered complete once all courtrooms are successfully installed and tested and the District archiving system is fully operational.
- h. Maintenance plan
 - a. No hardware repair accepted, replacements only
 - b. Remote maintenance
 - c. Replacement part inventory
- i. Proposal Attachments
 - i. Resumes
 - ii. Labor Classifications

Issued by: Khrystine Bunche, Procurement Officer