



ADMINISTRATIVE OFFICE OF THE COURTS

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Questions/Responses No. 1 to the
Request for Proposal (RFP) K15-0043-29
ITSM Business Process Implementation

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.

1. Question: Is the Project Plan on all ITIL areas or just the Service Desk Integration? Response: It is detailed in section 2.2.4. It is more than Service Desk Integration, but not full ITIL. The spirit of the RFP is to help JIS implement standard procedures for the items in the list. The basic processes for those items are not in place.
2. Question: The vendor doesn't know the business processes of the area or areas to accurately predict time frames. Without more detailed information areas and processes an estimate on time frames would be an unqualified guess. Response: There are no related entrenched or established business processes, so any that are implemented as detailed in the RFP will be developed from the ground up. The ones that do exist are not well established or are not based on best practice.
3. Question: We have some ideas about the People Soft project, MDEC and the Share Point projects happening. However, we would like to get a schedule from JIS on the plan of execution and anything else that needs to come into this ITIL project. Can that be specified? Response: Any resources necessary for successful completion of this project would be made available to the project based on the JIS timeline for completion and successful implementation.

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4. Question: Will need a Project Manager (PMP) and two ITIL qualified people. The two ITIL people could be two seniors or a senior and a junior. Is this something that will be Vendor's decision or would JIS give an input into it? Response: There is no requirement for seniority, only qualifications. I would leave it up to the vendor to submit the appropriately qualified applicants necessary to successfully implement the plan as developed by the vendor and agreed to by JIS.
5. Question: If a prime offeror is MBE, does it satisfy the 20% MBE participation goal? Response: No – If Prime is a qualified MBE, prime may perform half the goal with in-house resources. The other half will still have to be sub-contracted to a qualified MBE.
6. Question regarding Section 2.2.3 Contractor Resources: Would State provide an estimate of how many SMEs LOE (hours) annually is anticipated Response: We don't know what that would be outside of the 1,500 hrs pp.
7. Question regarding Section 2.2.3 Contractor Resources: Would some of the SMEs, whose effort will be needed on a temporary or part-time basis, be allowed by the State to provide services remotely? Response: Yes, we can allow that and will provide credentials for VPN connectivity.
8. Question regarding Section 3.4.5.2 Offeror Experience and Capabilities: Does a second bullet, 'Detailed resume and references', apply to **all** proposed personnel or only key personnel? Response: If a resource is intended on the project, the offeror should submit for all personnel used.
9. Questions: What is the on-site requirement for this project? Response: Regular collaboration with the Contract Manager, Contractor SME and identified JIS resources are required to meet the goals of the project.
10. Question: What is the organizational level of understanding of ITIL concepts and tenets? Have training and education events been conducted to develop a baseline understanding of these concepts and tenets for JIS staff and stakeholders? Current organizational knowledge of ITIL concepts and tenets is very low. Training is required and is currently being planned internally within the AOC as an activity separate from this RFP.
11. Questions: To what extent has the concept of ITIL ITSM been socialized with key internal customers of the JIS? Only minimally, the very basic concept of service management is being introduced to the organization. ITIL is a new concept, and the full explanation of ITSM has not been covered with any staff. This related to the planned training efforts outlined in #2, above.
12. Can the JIS please confirm that all customers for JIS services are internal (MD

- Judiciary), and that there are no external customers? [JIS does service external justice partners, these organizations are not included as a part of this RFP.](#)
13. If the JIS does service external customers, can you please provide a summary listing of them (e.g. local police department, District Attorney's office, etc.)? [External customers are not included in the RFP, only internal AOC staff.](#)
 14. What is the JIS' intended timeline to achieve the Target Maturity levels listed in the table provided on Page 13 of the RFP? Are these intended to be the target maturity level achieved at the end of the ITSM Business Process Implementation project? [We envision a maximum of 4 years to reach the target maturity level for all items noted.](#)
 15. Is the resulting ITSM Business Process Implementation Plan intended to focus on short-term, mid-term and long-term maturity targets? [Yes, as an evolutionary process.](#)
 16. May our electronic proposals be submitted in PDF? [Yes \(NO electronic proposal SUBMISSION!\)](#)
 17. What is the last day and time we can submit questions for this RFP? [No limit](#)
 18. Is the flow of work in developing the plan for the ITSM business process implementation (Phase 1) and executing that plan by the selected contractor follows approval of the plan? [yes](#)
 19. Is the first deliverable due 60 days after NTP and that all elements are required to be completed, including reviews by JIS? [yes](#)
 20. The first deliverable contents include "For each ITSM Category: Deliverables (Contractor and JIS), ITSM Tool Integration, JIS Training & Transition. Can you expand on the expectations for these items? Do you want the plans and schedules for each of these three items or something else? [Plans and schedules](#)
 21. How can vendor price proposals for Phase 2 be compared if one vendor will provide three different labor categories and another two categories? How should we handle if we have more than one person in a specific labor category? How should we handle if any of the labor categories are not planned to be utilized for the full 1,500 hours documented on the form? [This may be addressed in a best and final offer request at a later date](#)
 22. Is the Phase 1 deliverable intended to be the plan for executing Phase 2? [Yes](#)
 23. Was the RFP based on any review or assessment? [Yes](#) If so, was the review performed by an external consultant or vendor? [Vendor](#) If so, can that external consultant or vendor bid on this RFP? [Yes](#) Did an external consultant or vendor assist in the preparation of this RFP? [No, the RFP was prepared solely by internal JIS staff.](#)
 24. Is experience with the soon-to-be selected ITSM tool required or preferred for the contractor selected for this RFP? [Since the two RFPs are running in parallel we don't know which tool will be selected, therefore the answer would have to be no – experience is not required. However, experience with any market leading ITSM tools would be helpful.](#)
 25. Will experience with the soon-to-be selected ITSM tool be part of the evaluation for the proposals in response to this RFP? [Since the two RFPs are running in parallel we don't know which tool will be selected, therefore the answer would have to be no – experience is not required. However, experience with any market leading ITSM tools would be helpful.](#)
 26. Are you sure the ITIL stages are correct. [We are ITIL novices so we described what we thought was correct that matched our needs.](#)

27. Is JIS amenable to a different proposed order of implementation if that is found to be more efficient or appropriate based on your current environment? If not, can you provide additional details regarding why this order was selected? [JIS relies on vendor expertise.](#)
28. Section 2.2.2 states, "The contract will include the potential for optional tasks for defined IV&Vs such as life cycle management and other defined tasks such as project management, security assessment, risk assessment and performance of existing operations and projects against the ITSM model." When will this be determined? How will this task be initiated? [By work orders/contract modifications based on proposed rates.](#)
29. What is JIS' goal for transitioning the ITSM framework completely to JIS personnel? [Open to recommendations](#)
30. Can work be performed at the selected contractor's facility? [Some](#)
31. Section 3.4.5.2 requests experience and capabilities. Does JIS want corporate experience, proposed personnel's experience. or both? [Both](#)
32. Section 3.4.5.3 request three references. Does JIS want references for the primary firm, any subs/M-WBEs, proposed personnel or a combination? [Prime](#)
33. Does the proposal need to include proof of insurance with JIS as a named insured at this time or only after award? [After award](#)

Issued by: Gisela Blades, Procurement Officer May 14, 2015