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February 27, 2009

RE: Request for Bid K09-9078-29
IT Equipment Maintenance Service Statewide Coverage

AMENDMENT #2

Dear Interested Party:

The Administrative Office of the Courts (AOC) provides the following additional information as a result of questions asked by prospective bidders to the above referenced Request for Proposal:

Q. The RFP indicates on page 9 that the equipment quantities, locations, manufacturers, and model numbers are listed on Appendix V by category. After reviewing all of the spreadsheets, I do see the models, manufacturers and locations individually listed. I do not see where the quantities are totaled. Am I missing a page of the RFP that provides this information, or should I just count up all the individual line items and determine the total quantities myself?
A. The equipment models are listed by category. You will have to total.

Q. Who is the incumbent and what is the annual value of the current contract?
A. CSI, \$814,746.12.

Q. Is there a service history available?
A. No

Q. Is all the equipment up and running?
A. Yes

Q. What is the anticipated start date of this contract?
A. July 1, 2009

Q. Could you please provide a complete list of the IBM feature codes installed on the associated IBM mainframe equipment (cat 1)?
A. The current Mainframe CPU, storage unit and virtual tape server are part of this RFP.

Q. Is the resulting contract to be a multi-contract award for each category or a single award for all categories? Can a vendor submit a proposal for a single or multiple categories?
A. The contract may be awarded to a single or multiple vendors at the sole discretion of the judiciary. Vendors should submit a proposal for all categories.

Q. Does the State have a MBE registry to aid in contacting qualified MBE partners?

A. Maryland Dept. of Transportation web site: www.mdot.state.md.us

Q. Can you provide the average number of service calls by category for the past year?

A. No

Q. Please identify the tracking system and process that the JIS Help Desk uses for events/tickets and providing event information to the vendor for these services.

A. BMC Service Desk Express. Vendor do not have access. Our helpdesk notify vendor's dispatch to place service calls. Vendor in turn call the Help Desk with closing information.

Q. On page 8/9 under Billing, please provide map and definition/description of the twelve jurisdictions discussed in this section?

A. <http://www.mdcourts.gov/district/directories/courtmap.html>
<http://www.mdcourts.gov/circuit/directories.html>

Q. In the Price Proposal Worksheet, please identify the list of Land Records Scanners that can be optional services?

A. See list on web site: www.mdcourts.gov bids/proposals.

Q. Please identify and describe each spreadsheet that was provided on the website and what information it is providing?

A. No

Q. For Appendix V - the excel spreadsheets - please provide a summary with totals of all equipment. Please sort this summary and provide sub-totals for equipment category, equipment type, and county?

A. No

Q. Is any piece of equipment listed more than once (i.e., in two different spreadsheets)?

A. No, there are same model types listed in various category's.

Q. Please provide an explanation of your Locate Code. What does each digit/section identify?

A. The 1st two are Jurisdiction. The 2nd two are Building the 3rd two are Room.

Q. Does the MJAOC use its own internal event tracking system? If so, what is it called? What is the method and manner that the vendor will receive service calls?

A. Yes, BMC Service Desk Express (MAJIC). The Help Desk agent will call.

Q. Are any services sub-contracted? If so, what services and to whom?

A. Yes, the MBE goal fulfillment portion.

Q. How many technicians are currently assigned to support the existing contract on a full-time basis?

A. Not sure.

Q. Is the state open to providing any onsite space at primary locations to store critical parts and resources?

A. No.

Q. On page 8, Number 7, can you please clarify the intent of this paragraph? Will the contract monthly value increase and decrease based on additions and deletions to the asset inventory?

A. No, we provide equipment changes – like new PC for old ones, the price is constant. Anticipate equipment swaps, no additions.

Q. Is the vendor responsible for maintaining the asset inventory or is that controlled by the AOC?

A. Inventory is maintained by the judiciary. Vendor should maintain their own list as well.

Q. On page 12, please clarify the “public policy facilitation projects” statement under #2, second sentence?

A. The vendor must show their proposed approach to accomplish the requirements and objectives of the work in their technical proposal.

NOTE: The Maryland Judiciary hereby extend the bid due date. All bids / proposals are due on or before March 18, 2009, no later than 12:00 PM.

These are the only changes contemplated by Amendment No. 2. All other terms and conditions shall remain the same.

Thank you in advance for your interest in doing business with the Maryland Judiciary.

Sincerely,

Kevin L. Jones
Procurement Specialist
Office of Procurement and Contract Administration