FRANK BROCCOLINA
STATE COURT ADMINISTRATOR
(410) 260-1295 Fax: (410) 974-2066
frank.broccolina@mdcourts.gov

FAYE D. GASKIN
DEPUTY STATE COURT
ADMINISTRATOR
(410) 260-1257 Fax: (410) 974-2066
faye.gaskin@mdcourts.gov

SHARON SAMPSON BALL
Executive Director
Human Resources
(410) 260-1283 Fax: (410) 974-2849
sharon.ball@mdcourts.gov

GRAY BARTON
Executive Director
Office of Problem-Solving Courts
2011-D Commerce Park Drive
Annapolis, Maryland 21401
(410) 260-3617 Fax: (410) 841-9850
gray.barton@mdcourts.gov

PHILIP S. BRAXTON
Executive Director
Judicial Information Systems
2661 Riva Road, Suite 900
Annapolis, Maryland 21401
(410) 260-1000 Fax: (410) 974-7170
philip.braxton@mdcourts.gov

ALLEN C. CLARK, III
Executive Director
Budget & Finance
(410) 260-1579 Fax: (410) 260-1290
allen.clark@mdcourts.gov

DAVID R. DURFEE JR.
Executive Director
Legal Affairs
(410) 260-1405 Fax: (410) 974-2066
david.durfee@mdcourts.gov

RAYMOND MACK
Executive Director
Procurement & Contract
Administration
(410) 260-1410 Fax: (410) 260-1749
raymond.mack@mdcourts.gov

PAMELA CARDULLO ORTIZ
Executive Director
Family Administration
(410) 260-1580 Fax: (410) 974-5577
pamela.ortiz@mdcourts.gov

DIANE S. PAWLOWICZ
Executive Director
Court Research & Development
(410) 260-1725 Fax: (410) 974-2066
diane.pawlowicz@mdcourts.gov

ROXANNE P. McKAGAN
Manager
Administrative Services
(410) 260-1407 Fax: (410) 974-2066
rocky.mckagan@mdcourts.gov

DEBORAH A. UNITUS
Manager
Program Services
(410) 260-1291 Fax: (410) 974-5577
deborah.unitus@mdcourts.gov

ADMINISTRATIVE OFFICE OF THE COURTS
MARYLAND JUDICIAL CENTER
580 TAYLOR AVENUE
ANNAPOLIS, MARYLAND 21401

May 15, 2009

Re: Request for Proposals K09-9114-25G
    Application Software Development

AMENDMENT #2

Dear Interested Party:

The Administrative Office of the Courts (AOC) hereby makes the following clarifications/changes to the above referenced Request for Proposal.

The following consists of questions raised by potential bidders on the above referenced solicitation and the AOC's responses.

Q1.   Do we need to implement workflow?
A1.   No.

Q2.   What technology/product was used for developing the data warehouse?
A2.   A web service will be used to request data from the data warehouse.

Q3.   What are the different types of questions that must be supported by the survey application? Attachment A is missing in the RFP as mentioned on Page 9.
A3.   Attachment A was posted on the JIS website as Exhibit 1. The question types are described in section 4.4.6.

Q4.   Would it be correct to assume that there would not be a need for any MIS reports?
A4.   The reports that are required are outlined in the requirements document in section 4.6.

Q5.   Would there be a need for implementing auditing?
A5.   A change audit log is needed. See requirement 4.3.8.

Q6.   Would there be a need to implement logging?
A6.   The change audit log is needed. See requirement 4.3.8.

Q7.   Based on Payments Section - It is stated that the 1st payment would be made after first
Jurisdiction (pilot) is complete. On page 12, the first pilot site is scheduled to be complete after 21 months. Does this mean that there would be no payment made till 21 months to the selected vendor?
A7.   I am not sure why this was added to the RFP. Progress payments would be acceptable.

Q8.   Will the Maryland Judiciary consider vendors for this RFP who offer an offshore s
A8.   We will not consider vendors who are using off-shore resources, All

work must be done on-site

Q9. What Java versions?
A9.   1.4.2

Q10. Is it required to use EJB?
A10. No

Q11. Is it ok to use other open source tools, such as the Spring Framework?
A11.   Yes

Q12. What version of AIX?
A12   5.3

Q13.   If by any chance is the Exhibit 1 PDF file is available in Excel.
A13. No. It was a Word document

Q14. What is the accessibility standard must be met by the user interface?
A14.   None

Q15.   Is there a list of IRB procedures?
A15.   No

Q16.   What is PQIS?
A16. This was the name of the ADRESS system in earlier versions.

Q17.   Will the web site be in English only or are there requirements for other languages?
A17. Only English is required.

Q18.   What is the requirement for the API to load the survey data into ADRESS?
A18.   The data will be exported from ClassClimate in a csv format that will be placed on a server to be loaded into the ADRESS database.

Q19.   Is load the survey data into ADRESS import manual (user-initiated) or automated (scheduled)?
A19.   The load should be automated.

Q20. Which system (ClassClimate, JIS, ADRESS) maintains the master list of surveys?
A20. ClassClimate is the source of the master list of surveys. The survey questions will be loaded into the ADRESS system from the same csv file that is exported with data. The sample of the data that is exported is in section 4.4

Q21. Which system (ClassClimate, JIS, ADRESS) maintains the case to survey relationships?
A21. ADRESS will maintain the case to survey relationships.

Q22.   Is ADRESS Excel Export in Csv format or true Excel format?
A22.   A csv format is acceptable.

Q23. Will ADRESS need to update information in the JIS Data Warehouse for the manually entered case information? If so, is the interface and process defined?

A.23. No.

Q24.   Is the process for ADRESS to update the ClassClimate system defined?
A24.   The import file will be a csv file. The exact format has not been designed.

Q25.   For GJXML, is there a list of elements that must be supported?
A.25   No.

Q26.   Are there defined formats for the tickler function exports?
A26. No.

Q27. Is the administrator using the survey setup tool, an ADR coordinator or an application administrator?
A27. Only administrators would use the survey setup tool.

Q28. What will be passed from the MPME web site to enable single sign-on with the ADRESS system?
A28. The MPME will pass the MPME Mediator ID which would allow lookup of the mediator in ADRESS.

Q29. How many ADR coordinators will need to be trained?
A29. Baltimore County – 2
       Baltimore City – 1
       Worcester County – 1
       District Court – 1

Q30. Will all users already be trained on using Class Climate or is it also part of the rollout?
A30.   The ADR Administrators will already be trained on Class Climate. There will be some changes in the procedures that will require a minimal amount of retraining.

Q31.   How many users will need software license.
A31.   It would depend on what the licenses are for. There will be the following regular users:
       MACRO - 4 users
       District Court - 2-3 users
       Baltimore City - 1 user
       Baltimore County - 2 users
       Worcester County - 1-2 users

I would say then that 15 user licenses would provide the ability to have a couple of additional users if needed.

Q32.   Under 3.B.1 it is mentioned "The application user interfaces must be user-friendly as determined by MACRO in its sole discretion." Does this mean that, MACRO will provide the UI specification (screen shots/wireframes and other branding details) and the vendor will implement it or MACRO will opt between many UI samples created by the vendor?
A32.   Screen mock-ups will be provided by the vendor and approved by MACRO before development.

Q33.   Ref section "3.B.3 Case Data Source" does the Web Service to be used by ADRESS to obtain and import case data already exist or needs to be

developed by the vendor?
A33. This already exists.

Q34.   How will the API to be used for loading the Survey data be triggered, from the web and/or command line interface?
A34.   There should be a scheduled process that loads the file into the database. The file will be placed on the server for this service to update it.

Q35. Is the user database the part of application database or lie outside of application database? What kind of user database will be used RDBMS or LDAP?
A35. The database is to be loaded from the ClassClimate system, JIS system and user interface. I am not sure what is being asked by this question.

Q36. For Pass-through authentication, will the user information be authenticated by the authentication system available in MPME site or ADRESS will authenticate with underlying user base used by MPME?
A36. The user will be authenticated from the MPME system. The MPME mediator ID will be passed to ADRESS for the user to be identified within the mediator database.

Q37.   Is there any preferred security standard for user authentication apart from encryption? Will we use any specific third party/existing encryption API or the vendor is expected to create this?
A37.The vendor will create the user authentication for the application.

Q38.   How will the survey data be available to the development environment for import? The vendor will be provided the VPN access to work in client environment or the development will be carried out separately outside of MACRO network?
A38The survey data will be accessible on a network drive.

Q39.   Is there any preferred development approach suggested by MACRO (waterfall, agile (SCRUM), etc)?
A39.   The vendor should propose the approach that is used most successfully by their company for projects of this nature.

Q40.   As per amendment #1, effort breakdown is to be provided by production hours, tools and features. Could you please explain the terms production hours and tools here along with an example, if possible.
A40.   The budget volume should follow the formats provided in Appendix B, C and D of the RFP.

Q41.   Does the reporting tool need to have capability to generate graphical reports? If so, what type of graphical reports?
A41. Details of the reporting will be compiled during design. Graphical reports may be requested that show the change in outcomes over time.

Q42. Is it safe to assume that Judiciary has already purchased these Scantron scanners?
A42. Yes.

Q43. Typically, how many surveys are completed in a single day at the busiest court?
 A43. District Court would have as many as 15 surveys in a day.

Q44 . The RFP mentions Attachment A, Detailed Requirements Documents on three separate occasions. Where is Attachment A – The Detailed Requirements Document? Is this supposed to read Exhibit 1 – Detailed Requirements Document
A44. Yes. It is Exhibit 1.

Q45. Can you extend the due date due to many current RFPs at JIS and the minimum time to prepare a response to this particular RFP?
A45. No.

Q46. Who did the requirement specification for the ADRESS? are they allow to bid on the implementation of this initiative?
A46. The preparer will not bid on the RFP.

Q47. Page 20 of the RFP states that "Required information for respondent's technical proposal is contained in Appendix 5." There is no Appendix 5.
A47. Appendix 5 is under EEO-004 - Minority Contractor Project Disclosure and Participation Statement in fillable PDF@www.mdcours.gov/ bid/proposal

Q48. On RFP # K09-9114-25G, APPLICATION SOFTWARE DEVELOPMENT, who is the incumbent?
Is there incumbent MBE subcontractor?
A48. There is no incumbent.

Q49. On B.14 page 10, it says Open source code and documentation should be available to public? Are you implying that the entire source code and documentation for this particular project should be available to public in MACRO website? Are you saying this task will take 3 month to download to the MACRO website according to page 12 section B.21? Once the pilot sites project of 4 jurisdiction is completed, will there be another task order to apply this ADRESS system to the rest of the 25 Maryland Jurisdictions to handle maybe some of the exceptions in the business process? Or JIS will take care of that task?
A49. JIS involvement will be minimal and should not be considered as part of the production roll out.

Q50. Online surveys: Will survey takers have the option of taking the Class Climate surveys online as well as in paper form. This question arises because Section 2.4.3 indicates that such functionality is planned for the future ("An interactive web site where participants may complete the surveys online may be allowed in the future. Class Climate
provides this functionality..."), yet Section 2.4.5 states that follow-up survey emails, "will contain a link to complete the survey online".
A50. We anticipate that follow-up and attorney surveys will be taken online. These will be setup in Class Climate and the data that is exported from them will be the same as those from the scanned surveys.

Q51. Source code languages and estimated LOC per language:
A51. This is in the RFP

Q52. What platform does it run on?
A52. This is in the RFP.

Q53.   Number of User Interface screens:
A53.   To be determined in design sessions. The functionality in the Detail Requirements should be used as a guideline.

Q54.   Number of reports:
A54.   To be quantified in design sessions. The reports listed in the Detailed Requirements should be used as a guideline.

Q55.   Number of database tables:
A55.   To be determined in application design by the vendor.

Q56.   Number of users:
A56.   15 or less

Q57.   Does the system interface to other external systems?
A57.   MPME, Class Climate and Case Search systems as defined in the Detailed Requirements.

Q58.   Who will be responsible for managing source code, repository and the build process? If it is by MACRO, then what is the synchronization process and frequency?
A58.   JIS. The vendor will be required to create the scripts for proper movement of the code from development to test to production.

 Q59.   How will the survey data be available to the development environment for import? The vendor will be provided the VPN access to work in client environment or the development will be carried out separately outside of MACRO network?
A59.   The survey data will be accessible on a network drive.

Q60. Is there any preferred development approach suggested by MACRO (waterfall, agile (SCRUM), etc)?
A60.   The vendor should propose the approach that is used most successfully by their company for projects of this nature.

 Q61.   As per amendment #1, effort breakdown is to be provided by production hours, tools and features. Could you please explain the terms production hours and tools here along with an example, if possible.
A61.   The budget volume should follow the formats provided in Appendix B, C and D of the RFP.

Q62.   For hosting the solution, what would be the deployment environment that is envisioned? Are you looking at a clustered environment? If so, how many machines per cluster? Would you be expecting the site to support business continuity and disaster recovery planning?
A62.   The architecture is as stated in the RFP. The security certificates will reside on our load balancer so only one machine is involved. Yes this would be included in our COOP planning

Q63. Can you provide details of existing data center strategy, if any, that you plan to leverage for hosting these applications?
Q63.   Refer to the architecture.

Q64. Does the reporting tool need to have capability to generate graphical reports? If so, what type of graphical reports?
A64. Details of the reporting will be compiled during design. Graphical reports may be requested that show the change in outcomes over time.

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

Sincerely,

Karen Hoang
Procurement Specialist