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

April, 15, 2009

Re: Request for Bid K10-0017-29
Revenue Collection System (RCS)- Cashiering

AMENDMENT # 1

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:

1. **Question:** Are scanners used today?

Answer: Yes some court locations use scanners to scan case related cost information into the District Court cashiering system from a (3of9) bar code scan line on the document.

2. **Question:** What information does the current scan line contain?

Answer: The scan line contains case related information, such as line item and amount.

3. **Question:** Is the scan line 2 or 3 dimensional.

Answer: The scan line is not 3 dimensional.

4. **Question:** When will the RFP for the future ERP system be released?

Answer: To be determined.

5. **Question:** What level of integration is anticipated with the future ERP system?

Answer: The system will need to report revenue data to any future ERP system. It is envisioned that AOC will be able to view transactions in the cashiering system. The integration may need to be batch initially but will eventually become real time.

6. **Question:** Where do credit card payments go now?

Answer: At the District Court level, VitalChek is used. Only 5 Circuit Court locations use credit cards, and those are processed by Bank of America.

7. **Question:** Will you continue to use credit cards at the 5 Circuit locations?

Answer: Yes, we will not take credit card processing away from those 5 locations and the future vision is that all court locations will eventually have credit card processing capability.

8. **Question:** What data conversion will need to be done?

Answer: At a minimum, we may need some transaction history and revenue account balances converted for reporting purposes.

9. **Question:** Do you currently validate checks today?

Answer: Yes.

10. **Question:** Do you envision having credit card processing functionality at all locations in the future?

Answer: Yes - The future vision is that all court locations will eventually have credit card processing capability.

11. **Question:** Can we propose credit card processing functionality as part of our bid?

Answer: Yes, we are open to reviewing credit card processing options as part of the total solution.

12. **Question:** How many terminals are you going to replace?

Answer: Current inventory 133 from Circuit Court and 77 from District Court, plus potential additional machines, so estimate at 220 terminals.

13. **Question:** Do you want us to provide pricing for 1 cashiering terminal and let you do the math or provide pricing for replacing all of them?

Answer: Provide pricing for providing the HARDWARE for all 220 terminals, as well as pricing for a single unit.

14. **Question:** How many transactions are processed through the cashiering system annually?

Answer: We are working on gathering this information and will provide in the near future.

15. **Question:** Do you envision the vendor assisting with User Acceptance Testing?

Answer: Yes, the vendor will need to assist with UAT as well as with the Pilot the Judiciary will run as part of implementation.

16. **Question:** Will the training be a "train the trainer" environment?

Answer: Initially, we expect a mix of both, train the trainer and end user training.

17. **Question:** Will training take place at the JECC?

Answer: Some training may take place at JECC, but some will need to take place onsite as well.

18. **Question:** Should we make Disaster Recovery recommendations in our response?

Answer: The Judiciary has a DR plan and the future cashiering system will

be included in that plan.

19. **Question:** Can you please tell what revenue management system you are currently using?

Answer: In house applications for both cashiering and local accounting, not integrated as a revenue management system.

20. **Question:** Why did you not change the revenue management system with the one that can do the many of the cashiering functionality as well?

Answer: Will not provide the results desired. Legacy technology and not cost effective.

21. **Question:** Are you planning to replace the revenue management system in the future? If so, when?

Answer: Yes, partially with this effort and partially with the ERP effort.

22. **Question:** In RFPK09-9052-29 from December you requested a project manager to help replace the revenue management system. Can you tell me why this was cancelled and what are your future goals with this?

Answer: See amendment #2 dated October 6, 2008 for cancellation reason associated with K09-9052-29 Court Revenue-Accounting Billing Support. That effort is not associated with this RFP.

23. **Question:** Is there a projected budget for the system?

Answer: No budget information is available.

24. **Question:** What is the amount of users for the system?

Answer: This has been estimated at 300-350 for cashiers and back end users such as managers.

25. **Question:** Would you look at a proposal to help you with both functions (cashiering and revenue management)?

Answer: Yes.

26. **Question:** What budget has been identified for this project?

Answer: Budget Information is not available

26. **Question:** Has an ERP been chosen or have preferred vendors been chosen?

Answer: No.

27. **Question:** What modules from the ERP will require integration?

Answer: General Ledger Accounts Receivable, and Reporting.

28. **Question:** Should the proposed system include an IVR payments module or would integration to an IVR system be required?

Answer: There is not a standardized IVR system available for integration associated with this project. The only IVR payments capability that exists is

the VitalChek capability associated with the District Court Traffic Payments System. The ability to support IVR payments could be proposed as an optional module quoted as optional.

29. **Question:** Should the proposed system include a web based payments module or would integration to a web based payments system be required?

Answer: There is not a standardized web based payment system available for integration associated with this project. The only web based payments system capability that exists is the VitalChek capability associated with the District Court Traffic Payments System. The ability to support web based payments could be proposed as an optional module quoted as optional.

30. **Question:** Can you please provide what peripheral hardware should be included in with the proposal?

Answer: Validator, scanner, cash drawer, sign pole, receipt printer.

31. **Question:** Should servers and desktop computers be included in the proposal?

Answer: Server and desktop specifications should be provided. The components of your solution should be included in the proposal.

32. **Question:** Should the system provide a payment processing engine or integrate to an existing one?

Answer: Provide.

33. **Question:** How many concurrent users do you anticipate will access the reports from the back office?

Answer: Maximum of 25-30 concurrent users.

34. **Question:** Can you provide more detail regarding requirement CHS1.86, ability to print bar code on bills and notices for mass processing of payments?

Answer: Desired as a future capability to support case management.

35. **Question:** In what way do the other projects going on at the Judiciary relate to the cashiering project? Does the outcome of one affect the outcome of another?

Answer: There are 4 other projects that relate to revenue collections with a potential impact from/with cashiering:

- i. E payment
- ii. Local Accounting/AOC Back Office (ERP integration for revenue reporting required).
- iii. Case management (case related revenue reporting and integration)

These are separate efforts within a single financial systems

strategy.

36. **Question:** Is it mandatory to include an MBE with our response? Will it effect the evaluation score?

Answer: If a certified MBE is not submitted as part of your submission, with the relevant services they will provide documented, your submission

will be deemed non-responsive. No waivers will be granted.

37. **Question:** What is the approximate number of data source systems for data conversion?

Answer: Depending on the timing of go-live the need to convert data could be minimal. At a minimum, we may need some transaction history and revenue account balances converted for reporting purposes.

38. **Question:** Approximately how many transactions are to be converted in each source system?

Answer: Depending on the timing of go-live the need to convert data could be minimal.

39. **Question:** What is your acceptable data import error threshold?

Answer: Should balance information need to be converted, the totals converted must match the source information.

40. **Question:** Would it be acceptable to fulfill your data conversion needs by importing the data into a searchable (including being able to generate reports out of it) database instead of importing it into the new system?

Answer: Depending on the timing of go-live the need to convert data could be minimal.

41. **Question:** There is a 15% goal. How does purchase of hardware and software counted towards this goal?

e.g. if MBE company is used to pass through hardware and software. MBE company will add their markup on the cost of the products. Do you count the entire amount (cost plus markup) towards the MBE goal or do you count only the markup towards the MBE goal.

Is there a difference in MBE goal requirements for the product cost and markup vs. services MBE offers.

Answer: Only 50% of the purchase of the hardware and software will count towards the achievement of the MBE Goal.

These are the only changes contemplated by Amendment No. 1 all other terms and conditions shall remain the same.

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

Lisa Peters
Procurement Specialist
Office of Procurement and Contract Administration

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AMENDMENT # 1

RCS – Cashiering, RFP# K10-0017-29
Vendor Pre-Bid Conference Attendees: April 8, 2009

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