

**Pre-proposal Conference Summary**  
**REQUEST FOR PROPOSALS**  
**PROJECT NUMBER K12-0067-84B**  
**DISTRICT COURT GLEN BURNIE SELF-HELP CENTER**  
**April 9, 2012**

Judiciary Panel Representatives:

Susan Howells, Procurement Officer  
Joan Baer, Assistant Chief Clerk  
Tamera Chester, Administrative Clerk  
Anna Pfeifer, Procurement Specialist

Attendees list is available as a separate document provided on the Judiciary's Procurement web site and eMarylandMarketplace.

Ms. Howells, the Procurement Officer for the Request for Proposals (RFP), convened the meeting at 10:00 am and made introductions.

Ms. Howells then addressed the following sections of the RFP:

- Sections 1 – General Information
- Section 3 – Proposal Format
- Section 4 – Evaluation Process
- Attachments

The floor was then opened for questions.

1. Question: Is the District Court looking to expand the services of the Self Help Center or implement new policies or initiatives?  
Response: Not at this time.
2. Question: Does the District Court expect to gain any additional space for the Self Help Center?  
Response: No.
3. Question: With respect to the substitution of personnel in the RFP, is it acceptable for an Offeror to provide a rotation of attorneys?  
Response: Yes, provided each attorney in the rotation is qualified, passes a back-ground check and is provided identification from the Department of General Services.
4. Question: Is the configuration of the current phone system remaining the same?  
Response: Yes.
5. Question: Will the District Court provide the computers for all services, including off-site chat?

Response: Yes, please see RFP Sections 2.2 and 2.12. Please note that Skype is not an option at this time.

6. Question: Has the Self Help Center experienced any incidents or history of liability/ethical issues or received any push back from the BAR?

Response: No. In addition, clients are required to sign a disclaimer prior to provision of services.

Ms. Howells requested that any additional questions after the Pre-Proposal Conference be submitted in writing and sent by e-mail for consideration.

One clarification was made concerning the operating hours for the Self Help Center. Although the Self Help Center is open Monday-Friday from 8:30 am – 4:30 pm for walk-in clients, hours for live chat assistance (for District Court Civil Cases only) and telephone assistance are 8:30 am to 12 noon and 2:00 pm to 4:30 pm.

At 10:30 am a tour of the Self Help Center was provided to all interested attendees.

After the tour, the meeting adjourned at 10:45 am.

**Offerors are specifically directed NOT to contact any Judiciary personnel or its contracted consultants for meetings, conferences, or discussions that are specifically related to this RFP at any time prior to any award and execution of a contract. Unauthorized contact with any Judiciary personnel or the Judiciary's contracted consultants may be cause for rejection of the Offeror's proposal.**