

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

**Questions/Responses #2
Enterprise Resource Planning Implementation
RFP Project #K13-0004-29
May 17, 2012**

To our prospective Business Partners:

The following questions for the above referenced RFP were received by e-mail and are answered and posted for all prospective Offerors. The statements and interpretations contained in the following responses to questions are not binding on the Judiciary unless the RFP is expressly amended. Nothing in the Judiciary's response to these questions is to be construed as agreement to or acceptance by the Judiciary of any statement or interpretation on the part of the Offeror asking the question.

14. Question: Which of the positions are currently filled by incumbent staff and which are new positions to be filled?

Response: All nine positions are incumbent, no new positions.

15. Question: What is the tenure of each of the incumbent staff?

Response: This question is not relevant to the RFP, we are looking for an up to five year tenure.

16. Question: What is the time frame (beginning date, end date) covered by the current contract?

Response: Irrelevant to the RFP – see above

17. Question: Referencing 3.4.5.1 This clause speaks of how the Offeror will describe how its proposed services will meet the requirements of the RFP, and states that the Offeror should outline how it can fulfill the expected tasks in a manner that best meets the Judiciary's needs. It is our understanding, based on discussion at the Pre-Proposal Conference, that this requirement may be met by presenting qualified candidate resumes with the appropriate skills and experience combined with an in-person interview of the candidate, and that this may suffice in lieu of detail written responses for each and every work requirement describing how Offeror will meet the Judiciary's needs. Further, it is our understanding from the conference that the Judiciary is requesting minimal information relating to corporate information, but instead is interested primarily only in the resumes of the candidates. This is another reason that leads us to believe the significant detailed written responses for each work requirement is not expect. Is our understanding of this issue correct?

Response: See RFP Section 3.4.5: “Offeror shall BRIEFLY address each RFP requirement.” We do expect to see some relevant corporate information to ascertain that Offeror is qualified and has done this kind of service before, but are mainly interested in the caliber of the proposed candidate.

18. Question: Referencing 3.4.5.2 It is our understanding that information requested regarding ‘past performance with similar engagements’ may be met through the same method of presenting qualified, detailed resumes of our candidates demonstrating their similar past performance, and subsequently verified through approximately 3 candidate references and 3 company references. And that it is understand that the company and/or the candidates may not have "Judiciary" or "Court" systems related experience. Is our understanding of this item correct?

Response – Judiciary and/or Court systems experience is not required

19. Question: It is our understanding, based on discussion at the Pre-Proposal Conference, that experience with the Court Case Management Application System, associated with a number of position requirements, is in deed *not* a requirement as stated in the RFP. Can we correctly assume that this specific experience is then *not* required, but would be considered a strong addition to an otherwise qualified candidate?

Response: Court Case Management System experience as a requirement will be eliminated via Addendum #1.

20. Question: Can you please clarify the proposal requirements regarding insurance?

- Section 2.5.2 states that “All insurance policies shall name as an additional insured the Administrative Office of the Courts and the Maryland Judiciary”. **R: Applies to contract award only**
- Section 3.4.5.4 requires “A copy of the Offeror’s current certificates of insurance...”.**R: submit with proposal**
- Section 3.4.5.6 requires “Certified true copies of any and all policies of insurance.....”.**R: to be stricken via Amendment #1**

21. Questions: Does (sic) any of the resources need to be on W-2 terms with the vendor (us) or can we provide candidates that are on 1099 contractual agreements with us?

Response: We expect the vendor to have the legal right to represent/propose the candidate.

22. Question: Can you please confirm if it is under the CATS II Contract or not.

Response: This is a stand-alone RFP, and in no way associated with CATS II

23. Question: Does the Help Desk function (mentioned under 2.4 on page 23) require 24x7 support? Is this during work hours?

Response: Help Desk hours are normal JIS/Judiciary office hours

24. Question: Please describe the systems and data to which Contractor employees will have access. Please also describe the types of criminal case data, court records and documents, and any other confidential data to which Contractor employees will have access. What controls are in place to make sure that all systems and data are used correctly?

Response: These items may be addressed during an interview.

25. Question: Should we provide a copy of the Transmittal Letter with each copy of the Technical Proposal?

Response: See Section 3.4.1 – only one Transmittal Letter is needed (with Original)

26. Question: Please confirm that copies of the proposal (both Technical and Financial volumes) should be bound.

Response: Yes – bound can mean just stapled or clipped together

27. Question: On Attachment E – Price Proposal Form, Column C of the table is labeled “Total Proposed CATS TORFP Price.” Please explain what “CATS TORFP” means in this context.

Response: CATS II verbiage is in error, and will be removed via Amendment #1.

28. Question: Section 2.8 of the RFP, bullet #7, refers to “on-site’ visitations” that Contractor employees may be required to make. Please explain what on-site visitations are and describe the site(s) Contractor employees may be required to visit.

Response: This Section refers to “incidental/other” Contractor employees (other than the actual contracted employee) who may/may not need to visit JIS premises.

29. Question: Should the sections of our proposal be numbered in accordance with Section 3 of the RFP (i.e., Offeror Experience and Capabilities would be numbered as Section 3.4.5.2, References would be Section 3.4.5.3, etc.)?

Response: Yes, that would be very much appreciated.

30. Question: Section 3.4.5.4 of the RFP reads, in part, as follows: “The Offeror shall include the following, for itself, and, as applicable, for any parent corporate, subsidiary or preference under RFP Section 1.19...” In this sentence, what is meant by “...is preference...”?

Response: please change to read: as referenced under Section 1.19. Sorry.

31. Question: What is the total expenditure spent to date on the current contract?

Response: This RFP rolls five separate contracts into one solicitation with multiple awards; new contract terms will differ, and old contract expense is irrelevant.

32. Question: Will you provide resumes of the incumbent staff excluding personal identifying information?

Response: No

33. Question: Will you accept candidates holding a H1B Visa?

Response: Candidates must have legal right to work in the United State of America for the duration of the contract.

34. Question: What are the major technical challenges/issues faced by MDEX and ERP projects?

Response: I fail to see the relevance to RFP.

35. Question: Will the successful contractor be required to provide an onsite technical lead/project manager?

Response: We are only looking for staff as specified in the SOW.

36. Question: What is the role/responsibilities of the Database Administrator performing as a team lead?

Response: Please see SOW; additional details may be discussed in interview.

37. Question: Many of the RFP position descriptions contain extensive application/domain specific requirements that appear unique to the environment of the Maryland Judiciary and limited technical skill specifications. Section 2.3 for Programming Services is such an example. How will candidates without that specific application/domain knowledge be evaluated?

Response: On similar, applicable experience.

38. Question: Suppose the submitted candidate is no longer available to work under the awarded contractor when the contract begins, how does the Judiciary address the issue?

Response: This is a "fast-track" solicitation: Successful candidate will begin work about six weeks after proposal due date, a couple of weeks after interview; intent to award will be issued by position. Therefore, we do not expect to have to address this issue.

39. Question: Must the candidates be an employees of the vendor before submission of the RFP?

Response – please see Q#21

40. Question: Can you clarify what exactly you are looking for on attachment E - Price Proposal Form (page 51) under Heading "C" Total Proposed Consulting and Technical Services (CATS) Task Order Request for Proposal (TORFP). There are times when the acronyms are associated to MBE contracting goals, but I'm not quite sure if that is the way you are presenting it. Thank you in advance for your assistance.

Response: Please see response to Q#27. I see no MBE reference on this page.

41. Question: Why isn't this RFP issued under CATS II?

Response: The contract term(s) resulting from this RFP will extend past the CATS II expiration date.

42. Question: For State of Work, Oracle Software Engineer, Resource 2 can you tell me if the SSO, ESB, and OID is required for this position. I have an Oracle DBA who has STATE OF MD experience but does not have these skills

Response: State of MD experience is not a substitute for specifically required experience.

43. Question: When does the old contract expire?

Response: All contracts covering the nine positions of the RFP expire June 30, 2012.

44. Question: In Section 3.4.5.4 Financial Capability and Insurance: The Offeror shall include the following, for itself, and, as applicable, for any parent corporate, subsidiary is preference under RFP Section 1.19: Evidence that the Offeror has the financial capacity to provide the goods and/or services, as described in its proposal, via profit and loss statements and balance sheets for the last two years.

Could you please explain this and how it will affect a small business MBE firm? Suppose a SB with a profit of say \$20,000 per year and another business with a profit of \$ 2,000,000 submit responses, with all other things being same (like the quality of response, quality of personnel proposed) whom would you prefer ? Small Businesses profits are always small compared to large or mid size businesses. This is a staff augmentation kind of contract and so, how does profit of a company play a part in agency's award decision?

Response: We are looking for the best candidates provided by a company that has the wherewithal to be in business for the contract duration.

45. Question: Is there an anticipated Start Date for the resources.

Response: July 2, 2012

46. Question: Is MBE certification from National Supplier Minority Diversity Council or another States' Federal Dept. of Transportation certification meet the qualifications for being a recognized MBE or SBE respondent?

Response: No

47. Question: How many resumes or candidates per position can firms submit?

Response: One

48. Question: For newly chartered businesses how will they be given a competitive opportunity to compete for business if the solicitation requires qualifications and references that seem to limit only established business with current customers and references?

Response: See Q#44

49. Question: The RFP says due date is 5/24 2:00pm. Judiciary website says 5/25. Please clarify.

Response: Due date is May 24, 2012. Web site has been corrected.

50. Question: Why is this being re-bid?

Response: Once a contract expires, a new procurement is required by State law.

51. Question: Are each of these 9 positions expected to be needed full time for the entire 3+ year term?

Response: Yes

52. Question: Will offerors be invited to make Oral presentations?

Response: Only the top candidates for each position will be invited for "Orals", in this case, an Interview.

53. Question: Can in person interviews with selected candidates be done via Skype if necessary?

Response: In-person interview is the preferred mode; given the short turn-around to start date we expect candidates to be available locally.

54. Question: Can AOC provide a list of the Oracle 11g product suite that the Oracle DBA must be certified on (page 16, section 2.2.11.2)?

Response: Standard Oracle 11g – we are looking for an Oracle Certified Professional.

55. Question: Is Experience listed on pages 19-20 required for each of two Programming Services resources being proposed?

Response: Yes

56. Question: Are the three current client references requested on page 31, section 3.4.5.3 (bottom) for the offeror, or the resources being proposed?

Response: Both

57. Question: Page 33, Section 4.2 Technical Criteria, first bullet lists “Experience and capabilities of proposed candidates, including references”. Are we required to provide references for each candidate proposed?

Response: Yes, of course

58. Question: Page 32, section 3.4.5.5 Subcontractors asks us to identify non-MBE contractors, if any, and the role these subcontractors shall have in the performance of the contract. Should we also identify any MDOT-certified MBE subcontractors? Can these be used to satisfy AOC’s stated goal on page 6 of at least two awards to MDOT-certified MBE firms?

Response: Please identify any sub-contractors, regardless of MBE status. No to the MBE goal question – this references a direct MBE award, not one by sub-contracting.

Issued by Gisela Blades, Procurement Officer