ADMINISTRATIVE OFFICE OF THE COURTS

GOVERNMENT RELATIONS & PUBLIC AFFAIRS
INFORMATION TECHNOLOGY
INTERNAL AFFAIRS
JUDICIAL COLLEGE OF MARYLAND
OPERATIONS
PROGRAMS

Questions/Responses No. 2 to the

Request for Proposals (RFP) K18-0059-29

Application System Program Support Analysts

Ladies and Gentlemen:

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 Maryland Judiciary unless the RFP is expressly amended. Nothing in the Maryland Judiciary's response to these questions is to be construed as agreement to or acceptance by the Maryland Judiciary of any statement or interpretation on the part of the Offeror asking the question.

1. Question: Is there an incumbent for this position?

   Response: No

2. Question: If there is an incumbent, can you provide the name?

   Response: Not applicable.

3. Question: How are the current services being procured?

   Response: Via competitive sealed proposals process.

4. Question: What is the budget allocated for this project?

   Response: Budget information will not be disclosed.

5. Question: Should we submit only one resume or can we submit two or more resumes?

   Response: One resume as stated in the RFP.

6. Question: Does the candidate require background verification done prior to submission?

   Response: No

7. Question: What is the type of interview for candidates (skype, in person, dial in)?

   Response: Selected candidate must be available for face to face in person interview as stated in section 1.13 of the RFP.

8. Question: If more than one resume is submitted with a single proposal, will the proposal be considered non-responsive?

   Response: Yes

9. Question: If a vendor does not have 3 current corporate references, will the vendor be considered non-responsive?

   Response: Yes

10. Question: Can AOC share information on the # of end users associated with the Odyssey File & Serve (OFS) application, the Attorney Information Systems (AIS), and any other attorney related databases?

    Response: MDEC users: Around 23k attorneys are registered

                      AIS users: 25,721 attorneys registered

11. Question: Can AOC share information on the current vendor maintaining Service Desk (Onyx)?

    Response: Tyler Technologies

12. Question: Will AOC provide access to the vendor maintained Service Desk (Onyx), to perform maintenance of the production issues?

    Response: Yes

13. Question: Can AOC share information on the historical # of issues and types of issues?

    Response: Between March 2016 and Nov. 2017 = 3,024 incidents related to MDEC; Between Jan. 2017 and Nov. 2017 = 975 incidents related to AIS. (Please see below for types of issues)

Top MDEC Calls

How do I register?
I didn't get a confirmation email after I registered.
Where do I register?
How do I eserve? Can't find a service contact.
I did not receive service electronically.
How do I eFile? General questions.
General questions about the rules.
How do you add attorneys to the Firm Service Contacts?
How do I efile attachments?
What filing code should I select?
Courts told me to call – Envelope Issue, Can't see documents, etc.
Can't login.
Envelope is frozen or not processing – court users.
Do I have to select all three boxes of the Submission Agreements?
My envelope won't submit, how do I get it out of draft/saved status?
Envelope rejected, Deficiency Notice - end user received.
There are no fees on my envelope, what do I do?
Do I have to enter my appearance/documents in all of the traffic citations?
Can't access documents for a case that I am an attorney.
Out–of–State Attorney's need Attorney numbers for E-filing.
Attorney address changes.
Processing filings is slow.

==Registered OFS Users== = 22,679

Top AIS Calls

Did not receive confirmation email.
Don't know the answers to my security questions.
How do you change your password?
How do you change your email address that you're registered with?
I am getting a not able to verify error message when I try to register. Why am I unable to register?
I am getting a not able to verify error message when I try to register. Why am I unable to register?
How do I pay my annual assessment?
Why can't I log into AIS? My password is populating on its own and won't let me log in.
How do I change my name?
Why isn't my information updated in MDEC?
How do I add my Tax ID? Getting an error message that tells me to update my Tax ID when I don't have a Tax ID.

==**Registered Users**== = 25,721

Issued by: Whitney Williams
Procurement Officer
February 23, 2018