ADMINISTRATIVE
OFFICE OF THE COURTS

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

Questions/Responses No. 3 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.

14. Question: The RFP mentions that the number of hours annually is not to exceed 2040. However, it was indicated that some overtime might be needed in preparation for a go-live, or while deploying a new release of software, or while completing other tasks as assigned. What happens to the invoicing and payment terms when the year has not completed, and the resource has clocked her/his 2041st hour?

    Response: **Section 2.8.1** of the RFP states: "Hours of work are the normal operational hours of 8:30am to 5:00pm(EST), with the flexibility to extend the coverage hours to meet deadlines."

    Section 2.8.2 The JIS Project Manager or Department/Senior Manager must approve work prior to or after normal operation hours, not to exceed 2,040 hours per year.

    Hours in excess of 2040 must be pre-approved on a case-by-case basis and in compliance with the Judiciary's contract. Compensation of hours worked outside of normal working hours will be billed at a straight rate.

15. Question: We have downloaded this RFP from eMaryland portal, can we submit our proposal response from the portal by attaching the response volumes by that portal or we mandatorily have to send it by Mail / Hand delivery?

Response: Proposals must either be hand delivered or sent via mail courier such as FedEx, UPS, etc.

16. Question: According to RFP "Project: K18-0059-29, Application System Program Support Analysts," the Education Requirement states, "4 Year College Degree or higher is preferred or 4+ years' experience maintaining application system programs to support end users to include service help desk or court-related activities in place of Degree."

Will the Maryland Judiciary Administrative Office of the Courts (AOC), on behalf of the Judicial Information Systems (JIS), accept a candidate with an Associate's Degree and 8+ years of experience in delivering Web Application Systems and Program Support in lieu of the requested 4-year degree?

Response: Yes

17. Question: Does this resource need to have programming level knowledge or is this a support/coordinator role wherein selected resource would understand user issues and communicate the same with internal technical team and or OFS vendor to get issue resolved?
    i.   If it's the latter then what level of debugging is expected from this role

Response: This resource does NOT need to have programming level knowledge. This is a support role wherein the selected resource would understand user issues and communicate the same with the team. This would be a Level 2 support where the user will research and implement fixes and escalate to Level 3, if it is out of their skull set or ability to solve.

18. Question: Note: Information that is claimed to be confidential under RFP Section 1.18 is to be printed on yellow paper and placed after the Title Page and before the Table of Contents in the Offerors Technical Proposal, and if applicable, also in its Financial Proposal.

Is it mandatory? What if we do not have any confidential data?

Response: If you do not have confidential data, this does not apply.

19. Question: Can a vendor use any staffing reference for the references or do the references need to directly align with the scope of this RFP?

Response: As stated in section 3.4.5.3 of the RFP, Offerors should provide current customer references where the customer is similar in size to the RFP scope.

Issued by: Whitney Williams
Procurement Officer
February 28, 2018