Administrative Office of the Courts
Operations Division

Questions/Responses No. 4 to the

Request for Proposals (RFP) K19-0076-25G

Mediation Case Management Software, Maintenance & Training

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.

25. Question: Is the AOC open to Train-the-trainer training?

    Response: We would be open to this as part of a training package to support on-going training, however we would <u>not</u> want this as the main training model. We do not have the staff resources to conduct the primary trainings.

26. Question: Will there be system administrators at each of the community mediation centers or will the system be administered centrally (e.g. user configuration, security access controls)?

    Response: Yes, there will need to be an administrator at each center location.

27. Question: Will there be a difference in templates, email or messaging for each Center (other than location specific name, address, telephone, practitioner, etc.,)?

    Response: The templates can be the same, but ideally it would allow each Center to insert their own logo. The templates should also have enough flexibility that Centers can make their modifications – such controlling font, text size, formatting, etc.

28. Question: Will values in the customizable menu options be location specific or applicable to all centers?

Response: The type of data in the customizable menu options will be the same, but the actual data in them will be location specific.

29. Question: What Text Messaging System are the Centers currently using?
Response: Not all centers have a text messaging system. Those that are, use Google Voice.

   a. Question: Is it for Marketing/Alerts or individual correspondence? – Response: For individual correspondence.

   b. Question: Would the AOC like to explore replacing the current system with functionality integrated to the proposed system?
   Response: Other than Google Voice, there isn't a system to replace.

30. Question: Will all users need to integrate individual emails with the CMS?

Response: Perhaps. If so, it would only be staff emails. Could be a standardized 'center' email address.

   a. Question: Are there needs for scheduled mass emails? If so, please provide an example of how it will be used.
   Response: No.

31. Question: What Calendar system is currently used, and will it need to be integrated with CMS?

Response: Most centers use Google Calendar. We are seeking a system that has a calendaring function built-in or one that can integrate with something like Google Calendar.

   a. Question: Will an individual's calendar need to be integrated with the CMS?
   Response: No.

32. Question: What document program is currently used?

Response: The current system has a built-in component that creates basic text documents.

   a. Question: Will the AOC consider replacing their document system to auto generate templated documents/letters in the CMS?
   Response: We do want to replace the basic text document function that currently exists and replace it with something that is more sophisticated and allows for more formatting control of documents.

33. Question: How many user levels are there?

Response: We anticipate the user roles to look like this:

Administrators – likely one at each center (and at MACRO). These users have full rights to create new users, manage existing users.

Staff – multiple at each of the centers. Will include case managers and volunteer managers, as well as executive oversight. These users have full rights to the center's data, can add/edit data, run queries and reports. They can't add new users or manage existing users.

Practitioners – these are volunteer mediators and facilitators who are connected to a center but should not have access to all the center's records. They can view information on cases they've been assigned and can submit reports on cases they've been assigned.

34. Question: Are you able to provide a sample of the reports that centers submit to MACRO:

Response: See Attachment A- Performance Summary Report (submitted on a quarterly basis and once as a full annual report)

See Attachment B- Detail Log Report (submitted once a year as an annual report)

Both reports are only capturing closed cases.

35.Question: The Addendum 1 states: I agree that the MBE participation percentage of the total dollar amount of the Contract will be performed by certified Maryland Department of Transportation (MDOT) MBE firms as set forth in the MJUD MBE Participation Schedule - Part 2, MBE Form B.

Does this mean that we HAVE to use an MBE that is part of the MDOT MBE firms? Or can we use any MBE firm that we choose? If we have to use the MDOT firms, do you have a list of those?

Response: Yes, the MBE firm must be a certified Maryland Department of Transportation (MDOT) MBE firm. Please visit https://mbe.mdot.maryland.gov/directory/search_select.asp for an entire directory of those firms.

36. Question: Will contractors who meet the MBE request of 10% have an advantage over those who have to use the waiver?

Response: No, however, waiver requests are not guaranteed to be approved. It is the goal of the Maryland Judiciary that certified MBE's participate.

Issued by: Whitney Williams
Procurement Officer
March 25, 2019