



Administrative Office of the Courts

Operations Division

Questions/Responses No. 1 to the Request for Proposals (RFP) K20-0062-40 Duress Alarms Monitoring and Maintenance

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.

Question 1: Please provide the make and model of the wireless panic buttons.

Answer: we are unable to provide this time.

Question 2: What is the communication path for the system – POTS line, cellular or internet connection.

Answer: Hardwired

Question 3: Is it the same for all 29 systems?

Answer: All hardwired (systems are listed in the spec)

Question 4: Each system will need to be reprogrammed to communicate to our Central Station for monitoring. When can this work be done? (business hours, night hours, weekend hours).

Answer: Contractor shall provide a price for regular business hours PLUS a price for evening hours.

Question 5: Page 14, District 6 System is specified is Win Dix. Please confirm this is correct. We are not familiar with the system.

Answer: we are unable to confirm.

Question 6: Is a more detailed inventory of equipment available? If it is, please forward a copy.

Answer: NO

Question 7: Attachment D – Price Proposal Form: Items A. Monitoring Service and B. Maintenance Services Monthly Cost per Alarm. Please confirm the “Annual Cost per alarm” means the 12-month cost to monitor 1 courthouse and the 12-month cost to service one courthouse.

Answer: Correct

Question 8: Attachment D – Price Proposal Form: C. Rates for Service calls. Please confirm all repair service and all replacement parts will be billable. Attachment D – Price Proposal Form: C. Rates for Service calls. Please confirm all repair service and all replacement parts will be billable.

Answer: Repair services shall be charged in accordance with hourly rates submitted by respondent. Reimbursement will not be made for regular supplies, like hardware, fasteners, wire nuts, etc. Replacement parts/components are reimbursable at Contractor’s cost and markup is not permitted for parts. Contractor shall submit receipts to document Contractor’s cost of reimbursable parts.

Issued by: Sejal Lakhawala

Procurement Officer

April 13, 2020