



# Administrative Office of the Courts

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## Operations Division

### Questions/Responses No. 2 to the Request for Proposals (RFP) K21-0018-29 Cloud-Based Unified Communications Solution

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: There are several references to site survey within the RFP. Since the results of these surveys will determine the scope of the work to be performed and the cost, are these site surveys to be performed in advance of the proposal or will change orders be accepted to cover any additional cost during the implementation stage of the contract?

Is this available or does the Maryland Judiciary accept that the budgetary prices for these unknowns, provided in the RFP response and before the site survey, are subject to change as conditions become known and agree to pay the final adjusted cost for the task which shall be negotiated at that time?

Response: Maryland has conducted initial review which determined quantities required to be priced by the vendor to deliver the services. The vendor will be responsible for conducting site surveys and network assessment after award. If something is found not specified in the RFP the vendor will include this in the site survey reports. If quantities are more than in the BOM pricing MDJ would consider a change order but if quantities are less than the BOM credits will be given.

2. Question: No two telephone systems are identical. Please specify the functions that must be duplicated or agree that the new system shall be programmed to duplicate or perform as closely as possible to the current functions within the limits of the new system.

Response: AOC should be able to complete Moves, adds, and changes in the new system as we do with our current system. During the site survey process and end user data collection process the vendor will discover specific current functionality and align to new system capabilities and system enhancements-based solution.

3. Question: Please provide the number of closets by building to be surveyed. Is the Judiciary providing the Patch Cables for IDF/Patch Panels? If the offeror is required to do so, please provide the quantity and lengths of the requirement for pricing  
Note: Are you requesting an estimated average price per cable drop or a committed price per cable drop? To provide accurate cabling prices an on-site survey of each building and closet location is necessary in advance of preparing the price proposal.

Response:

1. There are 8 Buildings and 30 closets
2. The vendor is responsible for providing telephones to PC patch cord.
3. The closet patch panel to switch patch cords will not change and should not be included.
4. The vendor should provide a average cost to install horizontal cabling assuming this is an existing port on MDJ closet patch panels.

4. Question: Are these cable drops to be dual or single Cat 6?

Note: To provide accurate cabling prices an on-site survey of each cable drop location is necessary in advance of preparing the price proposal

Response: 1 -Single Cat 6 see Question 3

5. Question: Please provide the quantity, model, sites and interface requirements (i.e. FXO, FXS, SIP, etc.) of the PA systems

Response: Assume analog connection needed one per building.

6. Question: Please clarify if the Maryland Judiciary wishes to have the VoIP Service brought in over this Internet Access or to extend their MPLS out to the Offerer's Datacenter (s) as implied elsewhere in the RFP

Response: Extend their MPLS out to the Offerors data center as outlined in the RFP

7. Question: How are calls currently transferred between Auto Attendant and the IVR? Is there an interface to/from the PBX/IVR (PRI or SIP) or are calls transferred to a DID number that terminates directly on the IVR? Something else. What are the integration expectations and current interfaces used for these three applications?

Response: Transferred to DID for the IVR. Explain how your solution integrates to the three applications. Describe what is included in your price and what would be optional.

8. Question: How many total DID numbers does the Judiciary have in the bank to be ported and available at cutover including active and spare?

Response: Maryland Judicial HQ - 509; APOD - 216; JIS/Service Desk - 372; COA - 209 Total DID's for AOC: 1306. District Court - TBD. Estimated total for all 8 locations in Phase I (including 1306 count above) is = 1597

9. Question: Please provide information regarding the volume of calls in queue during peak hours to size traffic for

Response: This is unknown at this time, ACD will be enhanced with new solution. Assume 25 call backs and explain constraints of your solution.

10. Question: Please provide information regarding the volume of calls in queue during peak hours to size traffic for  
Response: This is unknown at this time, ACD will be enhanced with new solution. Assume 25 call backs and explain constraints of your solution.
11. Question: Is Fedramp Certification required?  
Response: No
12. Question: Are there any other systems CCaaS needs to integrate with other than ServiceNow, Salesforce, MS Teams  
Response:  
Page 19 – 2.6.2 Applications
- Interactive Voice Response (IVR)
  - The Offerors proposed solution shall provide an automated attendant in front of the IVR, but will not replace the actual IVR in Phase I.
  - Everbridge Mass Notification
  - Service Now Ticketing system
  - Horizon View (VMware VDI solution)
13. Question: How many toll-free numbers are there in use?  
Response: About 26 Toll Free numbers located at AOC, District Court's Toll Free – TBD, not available at this time.
14. Question: Are you requesting that the contractor take over management of your router's?  
Response: No  
Please confirm, is there an internal State organization that currently manages the State network?  
Response: Not on State network
15. Question: Do you want dual connectivity at each individual site or is dual connectivity at your data center locations adequate?  
If you only connect the data centers to both networks, then should a spoke site fail you would need to advertise the subnets associated with the failed site across the state network to the data center to be advertised into PIP  
Response: Dual Connections to the MPLS networks (Verizon and Network Maryland)
16. Question: Are you planning to add these voice services to your existing MPLS access circuits?  
Response: Yes
17. Question: Do you have a feel for the existing utilization of these circuits and do they have enough capacity to support both voice and data?  
Response: Yes
18. Question: Are the three positions outlined just for Phase 1, Phases 1 and 2, or the term of the contract?  
Response: Phase 1

19. Question: Are you planning on using BFD between your dual circuits at each site  
Response: Yes
20. Question: Will AOC allow e-copy submission only? Due to COVID restrictions, VZ recommends e-copy (email) RFP submissions only, no printing/shipping of copies at this time. Also, any forms/letters with authorized signatures will only be provided as pdf/e-copies.  
Response: Yes
21. Question: Are there any additional changes to these provision requirements from the AOC in regard to COVID restrictions  
Reponses: No
22. Question: Does AOC have its own private IP blocks? If so please specify the blocks along with the subnet mask  
Response: This will be provided after vendor selection
23. Question: Can you provide describe the role of system designer engineer?  
Response: Designing and building the overall solution
24. Question: For IP Telephony, do you require local site survivability similar to Cisco SRST?  
Response: Propose as an option
25. Question: Does this mean offeror only solution for phase 1 only?  
If Maryland AOC wants offeror to size (capacity) the VoIP platform for phase 1 & phase 2, offeror will need site list and user count per site  
Response: Pricing for Phase 1 only at this time
26. Question: Can Maryland AOC provides number of buildings per site and number of closets per buildings?  
Response: Updated table provided
27. Question: Can AOC provide call examples for site to site calling?  
Response: digit dialing within the 410-260-xxxx exchange. 10-digit dialing across the state to telephone numbers w/o the 410-260-xxxx exchange.
28. Question: Is it one intercom per site or multiple intercoms per site? Can AOC provide make and model of existing intercom? What is the interface to existing intercom (fxs/fxo/bri/pri/etc)?  
Response: The requirement is to connect building PA systems. Assume connections are analog.