



# Administrative Office of the Courts

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## Operations Division

### Questions/Responses No. 2 to the

### Request for Proposals (RFP) K21-0032-26

### People's Law Library Hosting, Maintenance & Support Services

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.

52. Question: The RFP claims over 12,000-page views per day would equal over 360,000-page views per month. However, on the conference call, the answer was 140,000. Can you please clarify which number is correct?

**Response:** [The average page views are 339,022. Please disregard the comment made on the conference call.](#)

53. Question: Can we drop the response off at the physical address in Annapolis?

**Response:** [Yes.](#)

54. Question: What are the hours of receiving and which specific office and person should we deliver the hand-delivered package to?

**Response:** [Please see section 1.5 of the RFP for contact information. The building may receive packages between the business hours of 8am and 5pm.](#)

55. Question: Is the drop-off location open the dates of 12/21 - 12/24?

**Response:** [Yes, with the exception of 12/24.](#)

56. Question: Can you please clarify where in a vendor's response we are to "provide three (3) current customer references"?

**Response:** [In the Technical Proposal, Volume I.](#)

57. Question: Will AOC consider vendor projects that have ended within the past year or must they be current projects?

**Response:** [Current and previous are acceptable.](#)

58. **Question:** Will the contractor be expected to provide Graphic Design services as part of the Drupal 9 upgrade (i.e. template redesign, designing new features,

graphics/images, etc.)? Or, will the AOC provide the contractor with mock-ups and/or graphics that will need to be developed or added to the website?

Response: The Library does not have access to graphic design, but we do not expect to change the theme or site graphics as part of Drupal 9 upgrade.

59. Question: Does the AOC have access to a stock photographer/image repository for the website?

Response: The Library does not have access to stock photography.

60. Will the contractor be required to provide content management services as part of the Website Support Services (Section 2.3.4)?

Response: Content management is handled by Library staff and is not part of the support services provided by the vendor.

Issued by: Valerie L. Mitchell  
Procurement Officer  
December 16, 2020