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

ADMINISTRATIVE OFFICE OF THE COURTS

Questions/Responses No. 1 to the

Request for Proposals (RFP) K18-0044-26I

FY18 Audit Electronic Working Paper SaaS

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: The project title seems to indicate a requirement for SaaS implementation. Does the state desire a fully deployed, hosted and managed solution for "FY18 Audit Electronic Working Paper" project as also indicated in the pricing section on Page 43, or does the state want to specify a data center where it would like the solution to be hosted?

   Response: Yes. We prefer a fully deployed, hosted and managed solution.

2. Question: With regard to duration of the contract specified in 1.4 on page 6 - is it an initial period of 5 years and then 1 year extensions, or an initial base year with 5 year options - for a total period of 6 years?

   Response: The contract is for a base period of 5 years. After conclusion of the initial 5 base year period, the AOC may renew the Contract for up to 5, one year renewal options. The contract has the potential to last 10 years.

3. Question: Please describe the work required for the data analysis services. What is the volume of data that must be analyzed? Is the data accessible on line or through a data warehouse? What percentage of the data is on paper only? What is the quality of

the data to be analyzed? Is the contractor responsible for the quality of the data to be analyzed?
Response: The data we need to analyze will be financial data, user listings, et cetera, that we receive from our audit clients. Typically the volume of data could fit into an Excel sheet but there could be occasions the data could contain more records than Excel can hold. We need to perform analytics such as random generator, find duplicates, etc.

4. Question: Please describe the work required for the Training services. What portion of the training is required to be in person and what portion is allowed to be virtual? Will the contractor be required to develop the training curricula? How many people will attend the training each year? Is a certification required to be provided as a result of the training? Are there any professional organizations whose standards must be met by the training?

   Response: See 2.4 Training Requirements of the RFP. We prefer that the on-site intensive and general training is in person. We expect the vendor to develop the training curricula for using their software/guide. A certification is not required. There are no professional orgs whose standards must be met by the training. If there will be major functional changes post-implementation we would expect a virtual training, at a minimum, to understand the new aspects of the system.

5. Question: What is the volume of the updates per year for Maintenance and Support? How many upgrades per year are estimated? How large are the updates and upgrades? What is the definition of a fix? Is a fix and a patch the same thing?

   Response: The number of updates/upgrades per year for maintenance and support is determined by the vendor. Similarly, the meaning of a fix or patch is determined by the vendor. We would expect that there would not be many major upgrades in a calendar year.

Issued by: Whitney Williams
Procurement Officer
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