



Administrative Office of the Courts

Operations Division

Questions/Responses No. 9 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: Pricing Handsets are to be under optional services for the capital purchase. For handsets under a Monthly Recurring Cost the price varies based on the length of the contract. Under a one-year contract the monthly cost would not carryover to year 2 and subsequent years.

Response: Revised response on 9/9/2020

The term the contract is 1-year base with 4, one-year renewal options for a total term of 5 years. Vendors can price three options for handsets:

Option 1 – Capital purchase and no MRC for handsets

Option 2 – MRC includes the handset cost in year 1(base year). Optional year pricing assume handsets have been paid for in the year 1 MRC and excluded from MRC

Option 3 – Vendor can include the capital cost over a 3-year period in the MRC, with a termination fee to cover the cost of the telephones if MDJ does not exercise Option year 2 or 3.

2. Question: Please provide an estimated quantity of concurrent call paths (CC's) required for the SIP trunking part of the solution.

Response: Revised Response on 9/9/2020

Offeror should design and size call paths based on the RFP requirements. Connections from Provider to the Judiciary's MPLS network should support both Phase I and Phase II total potential users (5-6K)

3. Question: Is there a preference for site survivability by PRI or FXO in the event of a WAN/Internet outage

Response: No preference. Propose your best solution considering the requirements provided in the RFP

4. Question: Are you currently using VmWare or HypeV and is it available for local applications?

Response: Specific network details will be shared after award.

5. Question: Are there currently 8,000 UC users across all Judiciary locations or does this number also reflect future growth in users?

Response: This reflects future potential growth

6. Question: Summary Section you indicate that you want dual connectivity to the Judiciary's primary MPLS network (Verizon) and your back-up MPLS network (State of Maryland MPLS). Do you want Dual connectivity to each site (8 sites?) If not in case of failure, would you advertise those subnets back to your Data Center to be advertised back into the Primary network where the Hosted Solution resides?

Response: The solution should be reachable from both MPLS networks. The solution should be reachable from the internet so that soft phones can be utilized outside of or network.

7. Question: Does the Judiciary want this Hosted Solution in a Secure VPN environment so that no one from the Internet could access your system. Does the Judiciary want this Hosted Solution in a Secure VPN environment so that no one from the Internet could access your system?

Response: The solution should be reachable from both MPLS networks. The solution should be reachable from the internet so that soft phones can be utilized outside of or network.

8. Question: 2.6.1 Interoperability during Transition. What technology options (ISDN-PRI, analog, SIP Trunk) are available to integrate our Cloud Platform with the legacy NEC system? Is there a preferred method? Does the NEC connect with MS Teams today?

Response: 1. PRI, SIP are available options, 2. Open to recommendations regarding method, 3. NEC does not connect with MS Teams today

9. Question: 2.10.1 Voice Support Requirement. What is the specific requirement for Move, Add, Change (MAC) work? What is the expected count on a daily, monthly, and annual basis? Is there an expectation that the vendor will be onsite moving handsets after the installation?

Response: Reference section 2.10.1 of the RFP for details. Expectation is that the Vendor will train the Judiciary's Tier 1 support to address basic MAC requests. If an issue cannot be resolved by the Judiciary's Tier 1 support, they will engage the vendor to assist in resolving the issue.

10. Question: Regarding cabling that may come up during the site survey, does the Government want Cable management included in the bids?

Response: No

11. Question: Since the Phase I implementation will support only a portion of the overall user population, 780 endpoints, and the other locations (Phase II) are optional, should the Past Performance references align with a multisite implementation with a smaller total user count?"

Response: No, references should align with the overall project (Phase I & II) not just Phase I requirements

12. Question: If our engineer/systems technicians have DoD Security clearances, would a background check still need to be done?

Response: A: Judiciary requires background checks, even if staff holds clearances from other entities.

Clarification - background checks are required for personnel that will be in Judiciary facilities and personnel that will be working in Judiciary system. Senior level staff / administration, if not involved in day to day work do not require background checks

13. Question: Regarding the MBE, if the Prime has WBE designation, does this satisfy the MBE requirement?

Response: Firms must be certified by the Maryland Department of Transportation as a certified Minority Business Enterprise firm.

Issued by Karen Hoang
Procurement Officer
Date: 09/09/2020