



Administrative Office of the Courts

Operations Division

Questions/Responses No. 3 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: How does AOC want the notification sent to Judiciary staff?
Is it via email, sms text, or to premise system? If it is premise system, please provide make and model.
Response: In addition to the PSAP, AOC designated staff should receive notification a caller dialed 911. Please provide options for delivery in your proposal.
2. Question: Does AOC require softphone/soft client? If so, how many?
Response: Optional for all standard users, Admin users, and Contact Center agents.
3. Question: Can AOC provide an inventory of any existing equipment, related peripheral equipment, and telephone set that you would like to be considered for a trade in value? We will need to know the specific Make, Model, Serial numbers, OS Level, etc.
Response: Inventory List Not Available
4. Question: Will AOC provide an inventory list for both Phases and how would AOC like this discount to be reflected in the Pricing attachment?
Response: Vendor should provide optional credit if available
5. Question: Will the contractor be compensated for any reasonable costs associated with the disposal of replaced equipment?
Response: No
6. Question: Please advise what "type" of background check and confirm who is responsible for the cost of such checks.
Response: State agency court records as well as documentation of residential locations. The Judiciary will pay for the background checks

7. Question: Does the "sample" document need to be filled out and returned with the RFP response or can be provided later, upon award?
Response: Provided after award
8. Question: In Attachment A Contract – item 13 Termination for Cause Will AOC compensate the contractor for any unamortized capital and what is deemed as "reasonable" costs?
Response: No
9. Question: In Attachment A Contract – item 14. Termination for Convenience Will AOC compensate the contractor for any unamortized capital and what is deemed as "reasonable" costs?
Response: No
10. Question: Will AOC compensate the contractor for labor stand by time for delays or suspension of work?
Response: No
11. Question: Does the audit include proprietary financial information such as costs and margins.
Response: No
12. Question: How important is to have Fed Ramp Certifications – Our solution can provide this, but the certification does increase price?
Response: FedRamp Cert not a requirement
13. Question: How important is this Redundancy feature as the solution option will increase per site costs and recurring cost. Would you also accept the option for a lower cost solution without this redundancy?
Response: The Offerors proposal shall describe and price optional redundancy and failover architecture options as part of your design including SIP trunking backup to primary sites.
14. Question: Can you provide details on the Active Directory we will be integrating into. Will it be a single forest? Will it be a single OU? If not please provide details.
Response: Single Forest Single Domain. Further details can be provided after award.
15. Question: What integration interface will be provided on the NEC PBX: PRI, Analog (FXO, E&M, ...), or SIP trunk?
Response: We have 4 PRI's at Apod and 1 PRI and Harry S. Truman Parkway. We also have analogue lines for alarm and elevator lines. We will be installing additional PRI's and at Apod and MJC. We will need a sip connection with PBX directed to the hosted system
16. Question: What integration interface will be provided on the PA System: PRI, Analog (FXO, E&M, ...), or SIP trunk?
Response: PA systems are analog.
17. Question: What integration interface will be provided on the District Courts IVR (VitalChek): PRI, Analog (FXO, E&M, ...), SIP trunk, or PSTN?

Reponses: Analog connection. We would need an analog gateway that can talk to the IVR to convert ethernet to analog.

18. Question: Are phone wall mounts required? If so how many?
Response: Price as option
19. Question: Are phone sidecars (additional line support) required? If so how many?
Reponses: Yes, price as option
20. Question: Do you plan to offer any type of SMS based contact center services?
Response: No
21. Question: How many centers need chat treatment (Informal CC, Service Desk, Courts Self-Help, Maryland District Court Traffic System).
Response: All Contact Centers will need to utilize the chat feature.
22. Question: Do you need email-based contact center support?
Response: Yes
23. Question: Do you require BOT experience to your channels such as voice, chat (or SMS)?
Response: No
24. Question: How many calls do you receive on a given month across different call centers?
Response: IT Service Desk approx. 4,600 month. Access to Justice contact center approx. 97,709 call in the month of July.
25. Question: Do you have call volumes broken down by different business units and individual functions as below: Number of Password Reset requests completed by agents in a month. Number of calls that result in Service Request status checks.
Response: The Self-Help Center has their call volume broken down by the following: Traffic, Court Records, Divorce, Land Records, Small Claims, Expungement, housing, self-help, Domestic Violence and Child Custody. The Service Desk does not report on call Type, however We have call activity reports for agents.
26. Question: Is the Judiciary open to leveraging connectivity options (e.g., VPN) other than solely through MPLS? Does Judiciary have an Equinix presence? What physical addresses are connection points available at for connecting to the Verizon and Maryland MPLS networks?
Response: Open to other options, though our preference is leveraging the benefits of our MPLS networks
27. Question: Does the judiciary currently own a utility used to measure network jitter or latency, or is the contractor expected to provide the application? If the contractor is to provide the application, what approvals are required to run external applications?
Reponses: The Judiciary does own network monitoring tools. However, please suggest VOIP specific tools.

28. Question: Will the Contractor be permitted to install and test cabling during normal business hours or will it be required that cabling be performed after hours or on weekends?
Response: Depending on the location of the wiring install, both normal business hours and after hours/weekends will be required.
29. Question: Can the Judiciary provide a breakdown on the number of PRIs by site? Is Judiciary open to having SIP services brought into each site (provided the same DIDs can be ported)?
Response: Yes, the project would include converting to SIP trunking to the MPLS networks
30. Question: Is the PBX acting as the paging/PA system? Are there different paging zones required? Does each site have its own paging system? Are the PA Speakers IP enabled or analog? Is there an approximate number of PA speakers broken out by site or total? Would Maryland Judiciary be open to having paging through the phones instead of the PA system?
Response: To be determined during site surveys. Assume analog connections
31. Question: Does the Judiciary require all of the applications listed in 2.6.2 to be replaced by or integrated with the solution, or are additional applications required?
Response: During discovery there may be additional applications that need to be integrated with the solution.
32. Question: Does Judiciary view the transcription service as a requirement? If yes, is it a requirement on Day 1, or can it be rolled out in subsequent phases? Also, does the Judiciary need this functionality for every user or a sub-set?
Response: 1. Yes, email transcription is a requirement day 1.
2. All users with a voicemail box will require email transcription
33. Question: Does Judiciary require any wall mounts for the phones?
Response: Yes, price as option
34. Question: Is there an approximate number of analog devices/ports broken out by site or total? According to the info found in "k21001829appendix1.4.xlsx", there are 4 per building. Please confirm the Judiciary requires 4 analog lines per building. Does the solution require eFAX?
Response: We have analogue devices such as fax lines, Alarm line, and elevator lines. We do not have a breakdown of each location. Will need a site survey. 2. 4 per building is an estimate. This may change after site surveys.
35. Question: Does the Judiciary require a replacement for only the Maryland District Court Automated Traffic System, or for all listed call centers?
Response: AA required for all contact Centers. IVR replacement or addition may be a future requirement beyond Phase 1
36. Question: Does Maryland Judiciary require a FedRAMP certified solution?
Response: No

37. Question: If handsets are also to be in scope of the trade-in, what are the types and numbers that can be expected? What are the type and quantity of PBX Cores?
Response:
1. DT300 - quantity close to the number identified in the RFP table.
2. NEC SV8500's and (1) 9100
38. Question: For potential services, is a VMware environment available to host server images on premises?
Response: A virtualization environment is available.
39. Question: Who is Judiciary's PSTN provider?
Reponses: Verizon
40. Question: Is Judiciary open to having analog 911 lines in the event of site failure?
Response: All phones should be able to dial 911. Placing dedicated 911 telephones is unacceptable. Sharing analog lines per building is acceptable.
41. Question: What is the number of DIDs Judiciary currently owns?
Response: Phase I - estimated 1600 DID's
42. Question: Can Judiciary comment on its PKI? Does Judiciary have an internal CA to sign certificates?
Response: The Judiciary does have an internal CA to sign certificates.
43. Question: Can the State of Maryland provide assessment data that was gathered and can be shared with bidders as a result of this award for this solicitation - Project K19-0031-29/Voice and Data Assessment?
Response: No
44. Question: In order to provide an accurate quote for Phase I, please provide the specific quantity of intercom system ports required.
Response: Estimate is one per building
45. Question: Please confirm what type of electronic version the Maryland Judiciary requires (i.e. CD/DVD or USB).
Response: Electronic version can be USB/ CD or DVD
46. Question: Since a cloud-based solution is provided as a monthly service does the 12% MBE apply to the one time installations costs associated with the proposal?
Response: An MBE goal of 12% has been assigned to the RFP. Prime contractors should provide an appropriate MBE proposal based on their response to the RFP.