MARYLAND JUDICIARY

Administrative Office of the Courts

Operations Division

Questions & Responses No. 1 to the

Request for Proposals (RFP)

Project No.: K21-0025-28

Project Title: Reference Management and Tracking System

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:** Is there an incumbent?

   Response: No. This RFP is for a new reference management system for the Thurgood Marshall State Law Library. Currently, the library uses several different databases to handle the information that will be combined in this new system.

2. **Question:** Have the agency looked at any Demos for the Reference Management and Tracking System

   Response: Some staff members have seen demos at either a conference or via webinar presentation.

3. **Question:** Please elaborate on the following requirements. Please explain in detail each requirement mentioned below, and the corresponding processes involved:
   - **2.4.2 (b) –** Who shall assign a question to a specific staff member?
     Response: The reference staff on duty may assign to themselves or another staff member.
   - **2.4.2 (c)**
     Response: Responses sent through the system should list the library's reference account as the sender. Conversations may go back and forth between a patron and librarian when researching a certain issue. The system should connect those responses in a convenient way.
   - **2.4.2 (d)**
     Response: Reference requests may be submitted through the reference e-mail account, through the People's Law Library (PLL) e-mail account on the Drupal platform, and through the "Ask a Law Librarian" web form on the Maryland Judiciary's webpages. All of these will feed into the system, and all replies should appear to originate from the reference desk e-mail account.

- **2.4.2 (e)** – What are internal templates, and what are they used for? Is scripted language a kind of pre-defined format for sending out responses to information queries?
  Response: The reference desk maintains a collection of scripts or templates of language used when responding to requests. Librarians will need to access these scripts simultaneously within the system while responding to questions. The templates include a signature line, disclaimer, standard greetings, and responses to frequently asked questions.
- **2.4.2 (h)**
  Response: The reference staff will tag questions with categorizations, such as subject matter, patron type (such as law clerk or public patron), duration of interaction, and origin of the request (e-mail, phone, in person).

4. **Question:** Who are the people raising information queries – does it include the general public and other scholars, or only Maryland Judiciary personnel?

   Response: We serve Maryland Judiciary personnel, bar members, government agencies (federal and state), law firms, public libraries, students, self-represented litigants, and members of the public who have legal information needs.

5. **Question:** What is the taxonomy structure of the TMS Law Library?

   Response: A general description of the taxonomy is provided above in 2.4.2(h). The taxonomy may vary over time, as needs of the staff for organizing their work and for statistical information develops.

6. **Question:** Will only 13 users be using the RMS application, or are there chances of having more users logging into the RMS application in the future?

   Response: At present, 13 is an accurate number. The number may vary slightly as staffing levels evolve.

7. **Question:** What is the user role name? Is there a hierarchy of user roles logging into the RMS application?

   Response: The hierarchy likely will be at two levels. Reference administrators will control statistical reporting, adjust taxonomy, add reference templates, and add users to the system. The second level will be reference staff who use the system to receive requests, respond through the system, and organize their workflow.

8. **Question: 2.4.2 (i)** – what are the different types of requests received? Are there any SLAs for sending out responses depending on the type of request?

   Response: The reference staff receive requests for document delivery, interlibrary loans, referrals, and guidance regarding how to conduct legal research. We record our work by indicating method of contact, patron category, duration of the interaction and research, and subject of inquiry. There are no SLA formalities.

9. **Question:** What is the process flow of a question – from the point it is received to sending out the response?

   Response: The inquiry is received by a reference staff member. A staff member is assigned or will claim a question. The staff member collects information and formats a response using reference scripts and templates. A response is sent to the patron in the requested format. The inquiry is marked as complete. The staff member records details of the interaction for statistical purposes. Responses on significant subjects will be retained in a reference knowledgebase, stripped of identifying patron information, for use in future reference interactions.

10. **Question:** Will responses to all information queries be sent via RMS application? How are responses sent over for queries arising from email, phone, U.S. mail, in-person, and web forms?

    Response: Sometimes, information is delivered to the patron by phone or mail, but the details of the interaction will be recorded in the system for tracking and statistical purposes.

11. **Question:** Can a staff member view questions (and its answers) assigned to other staff members?

    Response: Yes. This is a requirement for collaborative work.

12. **Question:** If there is a new question, which is linked to an already responded question, should it be considered as a new question in the RMS application?

    Response: For statistical purposes, each new attempt by the patron to contact staff should be considered a separate request. Nonetheless, links between related conversations are important. For example, multiple staff members may be working on the same question at different times. These contacts and additions to the conversation should be connected for continuity of service to the patron.

13. **Question:** Are there any charges levied for sending out responses coming in from different modes?

    Response: We charge only for document delivery, not for research time. The system will not be required to track charges or payments.

14. **Question:** Is the browser-based application intended to be public facing?

    Response: No. Staff only.

15. **Question:** Section 2.3.2 Security Requirements & SOC Report states that the RMS system will be used to access and store legally protected government and personal information. The agency requires us to a) Submit a SOC 2 Type report.
    Does MD Judiciary require Offerors to provide the SOC 2 Type Report at the time of the submission of the response?

    Response: Yes, that is correct. The MD Judiciary requires Offerors to provide the SOC Type 2 Report at the time of submission of the Proposal.

16. **Question:** Should the report be specific to the system that we will configure or a companywide SOC 2 Type Report as evidence of best practices?

    Response: The SOC 2 Report should be specific to the system to be configured.

Issued By:	Christos Bazekis Procurement Specialist September 9, 2020