



Administrative Office of the Courts

Operations Division

Questions/Responses No. 1 to the Request for Proposals (RFP) K21-0035-40 Maryland Court Help Centers

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: Does the Judiciary expect to continue quarterly demographic reporting or revert to monthly reporting?
Response: Yes, the Judiciary plans to continue demographic data collection and reporting on a quarterly basis; however, this is subject to change.
2. Question: What is the rationale for Phone monthly average wait time of two minutes or less?
Response: Data shows that individuals are reluctant to wait on hold for long periods of time. Excessive wait times prevent litigants from accessing Maryland Court Help Center services.
3. Question: Is our understanding correct that the Judiciary will have, at its sole option and discretion, the right to extend the contract for up to two, one year contract extension periods and, pricing during those option periods, if applicable, will the same prices be in effect during Year 3 of the Contract base period?
Response: An amendment will be issued so that Offerors may submit pricing for option years one and two.
4. Question: Is section 2.12 applicable to the Court Help Center project?
Response: Yes
5. Question: Is section 2.13 applicable to the Court Help Center project?
Response: Yes
6. Question: Is section 2.14 applicable to the Court Help Center project?
Response: Yes

7. Question: Is section 2.15 applicable to the Court Help Center project?
Response: Yes

Issued by: Joeshia Brawner
Procurement Officer
Date: 2/16/2021