



Administrative Office of the Courts

Operations Division

Questions/Responses No. 1 to the Request for Proposals (RFP) K19-0071-29

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 supporting the current requirements? If, so, will AOC provide the incumbent and contract details?
Response: Yes, Leidos. This information is not pertinent to the Offeror's proposal.
2. Can AOC confirm if MindWrap Inc. is eligible to participate in the bid?
Response: Yes, they are eligible to bid.
3. The Government has requirement for resources with experience "OPTIX" - the proprietary software developed by MindWrap, inc. Will AOC consider candidates having similar alternate document management software experience? If not, do all resources need to have that experience or just the database Administrator and/or Systems Administrator and/or the Customer Service Resource/ Systems Engineer?
Response: Yes, AOC will consider candidates having similar alternate document management software experience.
4. Will the Government provide current technologies (database/operating systems) for the ELROI and any future conversation requirements?
Response: The current database and OS software is mentioned in the RFP. Not sure I understand conversation requirements, but in the next few years we may or may not be interested in moving to a different platform, which is currently only a discussion point.
5. The Systems Administrator role is part-time and is only required to work 12 hours a week; can this resource work remotely or does all work need to be done on-site?

Response: It can be remote, but that resource must be available for occasional meetings on-site.

6. Are you able to provide a budget for this contract?

Response: This information is not being provided.

7. In per SOW, AOC requires One Fulltime Database Administrator, One Fulltime Systems Engineer, One part-time Systems Administrator and One PM on an as-needed basis. But AOC has mentioned the Network Support's duties and responsibilities as well. Please clarify if the vendor can provide one additional Network Support Engineer to perform these duties or does the System Engineer will perform the Network Support duties? If additional resource of Network Support Engineer requires what would be his/her working Hours?

Response: The network is managed by AOC. Related Network Support for this system, in the past, has been handled by the other positions on an as-needed basis, the LOE does not warrant another position.

8. It is our understanding that the proposed resources must have at least 4 years of experience performing similar support duties. Is it correct?

Response: Yes, this is a minimum.

9. Refer to SOW, AOC does not mention the role and responsibility of Systems Engineer. Could you please describe?

Reponses: The Sys Engineer position has a clear understanding of the inner-workings of the system, so is responsible for a variety of tasks, including assisting with enhancements, password processes, adding screens, testing, documenting and coordinating with the SW vendor. Also works with staffs to explain, demonstrate and assist with staff errors. This position also assists the DBA when needed.

Issued by: Karen Hoang
Procurement Officer
March 4, 2019