



# Administrative Office of the Courts

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## Operations Division

### Questions/Responses No. 1 to the Request for Proposals (RFP) K21-0034-40 Transcribing Services for the District Court of Maryland

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: In section 1.16 neither multiple nor alternative offers will be accepted. Does this mean multiple nor alternative from the same company?  
Response: Yes.
2. Question: In 4.4.2 D negotiations are mentioned. Wouldn't a negotiation result in an alternate proposal?  
Response: No.
3. Questions: In looking at Share File the lowest priced plan is \$50 per month. We are currently using Hightail and also have an FTP for direct secure file transfer. Would we be required to obtain a Share File account? Or will it be sent in Share File and we will access it without spending the additional \$50 - \$122 per month?  
Response: The District Court will send via Microsoft Share File and would like to receive the files back through Microsoft Share file for continuity.
4. Question: 3.4.4 Executive Summary Section, I understand the exception portions of this. However, "condense and highlight the technical proposal", is there anything specific you want in the highlighting of the proposal?  
Response: No.
5. Questions: Will all questions submitted be distributed to all individuals submitting questions? If so when should we expect to see those?  
Response: Yes. Responses will be posted when available.
6. Question: Who is the current contract holder?  
Response: This is a new contract.

7. Question: What are the current rates?  
Response: See response to question #6 above.
8. Question: Can, or is, this a small business set aside?  
Response: See Section 1.22
9. Question: There are multiple companies performing court transcription which are owned by a foreign entity or non-US citizen. Can, or is, this a US only contract?  
Response: See Section 1.25
10. Question: Page 53, the rates are set for court reporters. Why are these rates not being used for transcribers or audio as well?  
Response: Court reporters are performing a function in a live court setting, which is different than transcribing a recording.
11. Question: If a transcript is emailed would it be the same as an original and a disk? Using the rates on page 53 it would \$3.75 for an emailed copy?  
Response: Yes, but it is at the preference of the court due to courts functioning on different case management systems. Some courts will require an original hard copy, while others a digital copy is acceptable due to the platform of the case management system.
12. Question: Is there a transcript format currently be used that can be distributed as a guide?  
Response: Sample document to be provided via amendment.
13. Question: How often are copies ordered? Are they required in appeal matters or for any other reason?  
Response: Transcript totals vary per month, averaging 30 per month. As few as 14 and as many as 48 have been requested during a given month prior to the pandemic. While transcript requests have lessened during the pandemic, the number is expected to return to the normal averages when courts resume full operations. Appeals are the most common reasons for transcript requests, although there are times when a special request is received for written transcription when an audio file is not able to be accessed by the requester (ADA accommodation).
14. Question: Please clarify the physical delivery of printed and electronic transcripts? Please confirm that all transcripts are delivered directly to the Transcript Coordinator at one address at the court?  
Response: Delivery will be to the Transcript Coordinator which is currently based in Annapolis, Maryland. This location is subject to change but would remain in the State of Maryland.
15. Question: Please explain the transcript charges on p.53.  
Response: The transcript charges on p.53 are established by the Circuit Court Chief Judge. Offerors may not propose pricing that exceeds the rates identified on p. 53.

Issued by: Lisa Lee  
Procurement Officer  
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