



ADMINISTRATIVE OFFICE OF THE COURTS

MARYLAND JUDICIAL CENTER
580 TAYLOR AVENUE
ANNAPOLIS, MARYLAND 21401

Pamela Harris, State Court Administrator
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Questions/Responses No. 1 to the
Request for Proposal (RFP) K15-0044-29
ITSM Software as a Service

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 who received the RFP. The statements and interpretations contained in the following responses to questions are not binding to 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: When is the proposal due? Page 3 of the RFP documents shows the closing time as "Friday, June 5, 2015, 2:00PM," while page 8 states "One hard copy of each proposal (technical and financial) must be received by the Procurement Officer no later than 2:00 pm (local time) on June 8, 2015." Response: June 8 – please see Addendum #1
2. Question: Will the Courts be open to looking at using GSA or only a direct contract? **Response – Direct Contract Only**
3. Please explain the waiver options? **Response – please see MBE documents**
4. Are the requirements on experience directed to just the prime responder or can it be the prime, sub-prime, etc.? **Response: Prime**
5. You state 75 concurrent users; how many actual named users will there be? **Response - That number should be changed to 100**
6. How many devices for Discovery are there? How many servers, desktops, routers etc? 20,000? **Response: We are estimating less than 10,000.**
7. In RFP section 1.13, Oral Presentations/Discussions/Demonstrations, you mention Attachments Y and W. These were not included in the RFP. Can you please provide these? **Posted**
8. In Section 1.23, Minority Business Enterprises, you state "Each offeror/bidder shall complete, sign and submit MJUD MBE Form A "Certified MBE Utilization and Fair Solicitation Affidavit" and MJUD

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MBE Form B “MBE Participation Schedule” at the time it submits its technical proposal or bid response.” These forms were not included in the RFP. Can you please provide these? **Available off procurement web site.**

9. In section 2.4.2, you state “Minimum System Requirements are listed in Attachment W. This Attachment provides a column for the Offeror to fill out that indicates whether the System can meet the requirement. A completed PDF copy of this attachment is a required portion of the Technical Proposal. In addition, the Offeror must successfully demonstrate that the system meets the Minimum System Requirements during the oral presentation as described in Scenario 1 of Attachment Y. All Minimum System Requirements listed in Attachment W must be within the capabilities of the System being offered in order for the Offeror to be deemed reasonably susceptible for award. See Section 1.2 and Attachment Z for definitions of terms used within Attachment W” Attachments W Y and Z were not included in the RFP. Can you please provide these? **POSTED.**
10. In section 2.5.6, item 7, you state “Performing all service functions and software upgrades necessary to ensure that the System is operating in compliance with all functional and non-functional requirements as described in Section 2.3. and 3.3.3, Attachment W and Attachment X,” Attachments X and W were not included in the RFP. Can you please provide these? **POSTED**
11. In section 2.8.1, Deliverable Submission, you state “For every deliverable, the Contractor shall request that the Contract Manager confirm receipt of that deliverable by sending an AOC Receipt of Deliverable form (Attachment R) with the deliverable. The Contract Manager will acknowledge receipt of the deliverable via e-mail using the provided form. Section 3.10.1 provides guidance with respect to deliverables that require use of a DPAF form. For all applicable deliverables, contractor shall submit by e-mail an Agency Deliverable Product Acceptance Form (DPAF), provided as Attachment S, to the Contract Manager in MS Word (2007 or greater).” Attachments R and S were not included in the RFP. Can you please provide these? Response – **We are striking the requirement for R and S**
12. In Section 2.9, Work Order Process, you state “The Contract Manager shall e-mail a Work Order Request (See Attachment T) to the Contractor to provide services or resources that are within the scope of this RFP. The Work Order Request will include:” Attachment T was not included in the RFP. Can you please provide? **Response – no longer required**
13. In Section 2.9, Work Order Process, you also state “Proposed personnel on any type of Work Order shall be approved by the Contract Manager. The Contractor shall furnish resumes of proposed personnel specifying their intended labor category from the Labor Categories in Section 3.5 utilizing the Labor Classification Resume Summary (Attachment Q). The Contract Manager shall have the option to interview the proposed personnel. After the interview, the Contract Manager shall notify the Contractor of acceptance or denial of the personnel.” Attachment Q

was not included in the RFP. Can you please provide this? **Response:**
The AOC is not using this process – verbiage not applicable, attachment irrelevant.

14. In Section 4.2, Technical Criteria, you state “The extent to which Offeror meets the functional and non-functional Other System Features described in Attachment X and in Section 3.” Attachment X was not included with the RFP. Can you please provide this? **POSTED.**

Issued by: Gisela Blades, Procurement Officer May 20, 2015