



ADMINISTRATIVE OFFICE OF THE COURTS

GOVERNMENT RELATIONS
INFORMATION TECHNOLOGY
INTERNAL AFFAIRS
JUDICIAL COLLEGE OF MARYLAND
OPERATIONS
PROGRAMS

Questions/Responses No. 2 to the Request for Proposals (RFP) K18-0036-29 Emergency Mass and IT Alert Notification 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.

2. Question: Can Offerors submit proposals via e-mail?

Response: No.

3. Question: Roughly how many total contacts (aka message recipients) do you anticipate being in the system? Under section 2.2.1 you mention the ability to support at least 5,000 contacts. For pricing purposes, I am assuming we should set the Contact limit at 5,000? Remember, a "Contact" in this case is a person entered/uploaded to the system who is simply receiving a message, not a "User" who has access to the system to the system to launch notifications.

Response: See Amendment 2.

4. Question: Is there a "preferred selection" or additional points awarded in the Evaluation process for qualifying as an MBE (minority business enterprise)?

Response: No. MBEs are encouraged to participate but this solicitation does not have an MBE goal nor will additional points be awarded to MBEs.

5. Question: Is there a soft copy of the RFP that can be downloaded and filled out electronically in word document or excel format?

Response: The RFP and all respective documents can be found on the Judiciary's Procurement site as well as eMaryland Marketplace.

<http://mdcourts.gov/procurement/bids.html>

6. Question: Is there a WBE, SBE, or DBE goal?

Response: No, the Judiciary currently does not have WBE, SBE or DBE goals attached to solicitations.

7. Question: Why is the Judiciary moving away from RAVE?

Response: The Judiciary needs an enterprise on-call management and contact platform, and included emergency alerting as part of the platform. Additionally, RAVE does not expand past 160 characters.

8. Question: Does the Judiciary have any specific platform in mind?

Response: A platform that integrates with ServiceNow and ActiveDirectory

9. Question: Are you planning for native enterprise app where you can have more control over its security features?

Response: No.

Issued by: Khrystine Bunche
Procurement Officer
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