Administrative Office of the Courts

Operations Division

Questions/Responses No. 2 to the
JIS Technical Business Analyst Non-Case System
PROJECT # K19-0030-29

Ladies and Gentlemen:

The following questions for the above referenced RFP were received by the procurement officer 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:** Was the incumbent in attendance? Will you provide the current incumbent name and business information?
   Response: No, the incumbent was not in attendance. AOC will not provide incumbents name and business information. You can locate the current incumbent information from our Maryland Judiciary's Procurement website under the contract awards solicitations tab.

2) **Question:** Is the $10 million requirement for Cyber Insurance a mandatory requirement? If so, is it required at the time of submission or at the time of award? Would it be possible to have this requirement removed as it is extremely cost prohibitive to small businesses? The language is ambiguous and can you state if the 10 Million Dollar Cyber Insurance is required & does the incumbent currently have Cyber Insurance? This is a significant cost factor and can adjust the bid price by +/- 50%.
   Response: The contractor is not required to comply with the request under section 2.8.4 of the RFP Cyber Insurance.

3) **Question:** On Page 12 of the RFP, under Section 2.2.2, under item C, it says that the candidate needs to provide Programming expertise to complete mandatory notifications to the existing programs/systems: Question: The requirement is for a Business Analyst and not for a Developer/Programmer. So, why is this given as a requirement?
   Response: This was explained at the pre-proposal meeting - This is in here because one program uses background SQL programming in EXCEL to create a menu driven system for Notary. This is a stable system and no enhancements are anticipated. So the requirement is a good working knowledge of EXCEL, and the ability to research and learn a higher level if needed.

4) **Question:** On the same page, under item f, it says that the candidate needs to have strong knowledge of MS-Office, understanding of networks: Question: Again, the requirement is for a BA. Then, why is understanding of networks a qualification?
Response: This is just an awareness of networks, not a working knowledge. When analyzing a potential enhancement, network access and availability may be a consideration and the title of the position is "Technical Business Analyst" because that's the type of work that is most often needed, but possibly not a pure BA. Our position collects requirements and documents, and is the collaboration point among all involved - so works with vendors, customers, and various other JIS departments - and as a BA will also ensure that an enhancement is logical, suggest design/workflow, etc. The position does BA work, PM work like scheduling/planning, Documentation, Training, Help Desk Support, Testing, Vendor liaison. To expand on the earlier question asked, if this is considered a senior level position, and the answer was "not necessarily", here are additional details. We have a small group and we support about 400 users in the Circuit Courts across Maryland. We do this by addressing help desk tickets, explaining policy and procedures, connecting to their PC remotely, light training, requirements verification and testing. We are first tier support and our vendors get involved if something needs their attention, so we are the conduit. We have new development work, projects where we convert older data into a newer system, projects to streamline processes and enhancements to existing systems. These require the skills mentioned above and organizational skills and people skills, accountability and follow up. There will be some level of training. All that said, the person more needs education and IT work experience doing some of what is described, but they must also have the ability to learn, adapt, and buy in the culture and climate of the court system. So we are willing to see resumes from a junior level to a well-seasoned IT person, where we can assess the balance of IT skills and soft-side skills to determine a good fit for the position.

5) **Question:** Can the incumbent be allowed to apply for this position with multiple prospective Offerors? Is the incumbent here in today's meeting?
Response: No. The incumbent cannot apply for this position under multiple prospective Offerors. No, the incumbent was not in attendance in today's meeting.

6) **Question:** How much traveling and on-site support for end users will be needed? Will the incumbent be required to know the Judiciary's data system?
Response: Very little traveling is required. Nothing overnight and on-site support will be on a as needed basis. It would be helpful if the incumbent had some experience with our database but not required.

7) **Question:** Are references required for both the incumbent and company?
   Response: Yes, please provide three (3) current customer references where the customer is similar in size to the RFP scope for the corporation. References should also be made available on the incumbent's resume.

8) **Question:** Can the incumbent telework?
   Response: **No, all work shall be performed at the Maryland Judiciary's JIS Department located at 2661 Riva Road, Suite 900, Annapolis, Maryland 21401, unless otherwise authorized.**

9) **Question:** Will any hardware and software be required?
   Response: No, AOC will provide.

10) **Question:** Why are profit and loss statements and balance sheets for the last two (2) years required? Is Comprehensive Automobile Liability required?
   Response: Offerors must be financial capable of providing services. Offerors must be in good standing with the State of Maryland. See RFP Sections 1.24 Arrearages. By submitting a response to this solicitation, each Offeror represents that it is not in arrears in the payment of any obligations due and owing the State, including the payment of taxes and employee benefits, and that it shall not become so in arrears during the term of the Contract if selected for Contract award. In addition, Comprehensive Automobile Liability is not required, however; Offerors must provide proof of insurance (COI) submitted with your technical proposal. See RFP Section 3.4 Volume I – Technical Proposal (D) Financial Capability and Insurance.

11) **Question:** Are Minority Business Enterprises (MBE) encouraged to respond to this solicitation notice?
   Response: There are no MBE Goal established for this solicitation.

12) **Question:** The requirements states in section 2.2.3 (E). Will the incumbent be developing effective new programs in accordance with approved SDLC requirements and consistent with technical and architectural standards and guidelines employed within JIS.
   Response: More so to assist with the development. This is not a sole source person on one job. JIS works in calibrations with teams.