Administrative Office of the Courts

Operations Division

Questions/Responses No. 2 to the

Request for Proposals (RFP) K19-0076-25G

Mediation Case Management Software, Maintenance & Training

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.

8. Question: With regards to the Case management system AOC is interested to procure: does AOC already have a product in mind or open to best value solution?

    Response: No.

9. Question: Also, when would the implementation happen? Is there a definitive deadline for it to go live?

    Response: There is no definitive deadline. Our goal is to go live by January 1, 2020.

10. Question: Can the different mediation centers see each other's cases or does their need to be a division between them?

    Response: The system will need to have a division between each center, so they cannot see each other's cases.

11. Question: The Access Database is all data of the 15 centers in one database?

    Response: No- the current system is not a combined system. Each center has a locally installed copy of the program and maintains their own data file.

12. Question: Can more information on the scope of fields be provided to help determine a level of effort on the conversion?

Response: All information in the current system that we want to bring forward into the new system are in Section 2 of the RFP. We will work with the Contractor post award to build mapping tables for conversion.

13. Question: Are there documents or link to documents stored in the database?

Response: No.

14. Question: Although our product is web-based we do not provide any data/application hosting services. Can the solution be installed on premise or through a third-party hosting vendor (Such as AWS or Azure) selected by the department?

Response: The system and data must be accessible from multiple locations- both at the center and in the field. The AOC is open to different installation options that would provide this level of access.

15. Question: Can you share how many cases each of the 15 centers open on average every year?

Response: The centers vary widely in size. Some are small and may average approximately 200-300 cases each year. Others are very large and receive more than 1,000 case referrals each year. The average across all of them is 500-600 cases each year.

Issued by: Whitney Williams
Procurement Officer
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