



Administrative Office of the Courts

Operations Division

Questions/Responses No. 4 to the Request for Proposals (RFP) K21-0018-29 Cloud-Based Unified Communications Solution

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: Pricing Sheets k21001829 appendix1.4

Pricing Tab

- * Column I Total Year Four Cost is not the same as for Columns' F – H
- * Column E NRC prices are being carried across to Column I MRR
- * Rows 25 – 33 are represented as MRR should be NRC
- * Rows 34 – 39 are represented as MRR should be NRC
- * Rows 40 – 45 Network Hardware – We have not found where that is a requirement in the RFP also the formulas to not calculate across all columns.

Core Systems Tab

* All prices are represented as MRR. Should such items as training and connectivity be as NRC?

* Same Columns E/I issue as a./b. above under the price tab

[Response: Pricing Sheet updated on September 2, 2020. Make sure you have the most current version from the website.](#)

2. Question: Do you have your own AS#? CLARIFICATION: Are you currently using BGP routing? If so, what Autonomous System Numbers (ASN's) are you currently using?

[Response: Yes, we use BGP. AS # 398130](#)

3. Question: Please provide guidance on the role of contractor (vs Judiciary/employee) in conforming to "The Administrative Office of the Courts Judicial Information Systems Security Policy, Jan 2020" are applicable to project K21-0018-29. AOC Information Security Policy document

[Response: All users \(including contractors\) of the Judiciary IT assets must adhere to the Information Security Policy](#)

5.Question: Does Judiciary require signaling and media to be encrypted?
Response: Media Encryption along with Media anti-spamming is in best practices in regard to a VOIP Solution Security Profile.

For further information please be advised to review NIST Special Publication 800-58: Security Considerations for Voice Over IP Systems

6.Question: With multiple departments inside of a physical location, do you know how many departments will require their own automated attendant tree or IVR? Or how many separate departments are under the Maryland Judiciary system

Response: Updated: Phase 1 -Service Desk and Self Help Center

Unknown. All could require an AA (Is there record of the number of AA for the Annapolis Campus? Depts will not require IVR. Only IVR's are referenced in the RFP (1)

7.Question: How many PA solutions do we need to integrate with?

Response: Estimate for proposal is 8 (1 per building)

8.Question: Is there currently an API in place to interface with the existing NEC system?

Response: No

9.Question: How important is Multi-instance? Multi-instance and Multi-tenant are very different technologies.

Response: The MDJ needs to have the ability to control its own data and have the ability to defer service maintenance outages if it conflicts with critical periods of operation. The vendor can propose either cloud architecture and detail how data is partitioned and how MDJ will control/defer maintenance outage

10. Question: Is it important to you that you do not buy a lot of hardware and software that will not be used to its fullest and that you only pay for the capability when it is used? By whomever uses it for the actual time it is used

Response: The Judiciary is requesting a cloud-based solution

11.Question: Is it important that the system offered for the contact center be of a cloud deployment there by mitigating the risk of obsolescence and needed upgrades?

Response: The Judiciary is requesting a cloud-based solution

12.Question: Is it important that the contact center have experience integrating with back office systems such as ServiceNow

Response: See RFP for requirements

13.Question: Can you provide a clear job description of the System Design Engineer? Is this person assigned just during Phase 1 or Phase 1 & Phase 2? If both what time period should we plan to have this person assigned to this project?

Response: Designing and building the overall solution

14.Question: Can you provide a clear job description of the Lead Technician? Is this person assigned just during Phase 1 or Phase 1 & Phase 2? If both what time period should we plan to have this person assigned to this project

Response: Vendor roles should be defined in approach and staffing plan

15.Question: Can they verify the address at 580 Taylor Ave, 441 Defense Hwy and 2002 Industrial Drive? Are there existing services at these locations now? Or are these sites existing services supported via campus environment and extended from other primary DEMARC addresses

Response: All locations are interconnected via the Judiciary's network with the primary DMARC at the data center

16.Question: With regard to Section 1.1 Summary Section you indicate that you want dual connectivity to the Judiciary's primary MPLS network (Verizon) and your back-up MPLS network (State of Maryland MPLS). Do you want Dual connectivity to each site (8 sites?) If not in case of failure, would you advertise those subnets back to your Data Center to be advertised back into the Primary network where the Hosted Solution would reside We assume you would want this Hosted Solution in a Secure VPN environment so that no one from the Internet could access your system?

Response: The solution should be reachable from both MPLS networks. The solution should be reachable from the internet so that soft phones can be utilized outside of or network.

17. Question: How many Microsoft Teams room does Maryland Judiciary have that need to place and receive PSTN calls?

Response: 27 Team Rooms

18.Question: Is the solution meant to encompass video in addition to audio?

Response: Some use cases may require video

19.Question: Does the Microsoft Team client need to be able to make and receive calls from the proposed UC solution?

Response: No

20.Question: Who is the backend Network Maryland MPLS provider

Response: Network Maryland is hosted by the MD Department of Information technology.

21.Question: Do the Microsoft Teams Rooms utilize a E5 license

Response: No