



## Administrative Office of the Courts

---

### Operations Division

**Questions/Responses No. 1 to the  
Request for Proposals (RFP) K21-0044-29  
Maryland Judiciary Online Dispute Resolution Assessment**

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: Is there a page limit for writing the technical portion of the Proposal?  
**Response: No.**
2. Question: The RFP mentions subcontracting and that the sub-contractor must be non-MBE?  
**Response:** The subcontractor can be MBE certified or non-MBE certified. We ask that you identify if a sub-contractor is MBE. See section 3.4.5 of the RFP.
3. Question: Are two references enough if the business has only existed a short time?  
**Response:** Please refer to RFP Section 3.4.
4. Question: Is there a typical turnaround time for approving deliverables?  
**Response:** While there is no standard, a two-week turnaround is adequate. The Judiciary will be involved in the creation of deliverables.
5. Question: What is the payment cycle? How do you expect payments to be made?  
**Response:** Payments to the Contractor for each deliverable shall be made no later than thirty (30) days after the acceptance of the deliverable and receipt of a proper invoice from the Contractor.
6. Question: What is the value of this project?  
**Response:** The Judiciary does not disclose budgetary information.
7. Question: Will you provide architecture documents, polices and a timeline for current deliverables and how you want this to integrate?  
**Response:** Yes, the Judiciary will provide expertise and SME that operates in that

arena.

8. Question: How are the current case types being managed?  
Response: Odyssey manages most of the cases with MDEC systems.
9. Question: Regarding Accessibility due to COVID, how will the analysis of the business process be handles?  
Response: Most of it will be facilitated Zoom or other platforms.
10. Question: Can financials be submitted if there are less than two years of financials?  
Response: Please refer to RFP Section 3.4.
11. Question: What is the expected timeline?  
Response: Please see RFP Section 3.4.5.
12. Question: Approximately how many stakeholders would be involved in providing input to the requirement?  
Response: Please see RFP Section 2.3.4

Issued by: Valerie L. Mitchell  
Procurement Officer  
February 3, 2021