



# Administrative Office of the Courts

---

## Operations Division

### Questions/Responses No. 6 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: In Section 10 "Contracts shall be written to ensure vendor agrees to adhere to JIS Security Policy and Procedures and all applicable Rules, State and Federal laws or regulations." Please provide a complete list of applicable Rules, State and Federal laws or regulations for this project?

Response: (Security): We do not have a specific list of rules, laws or regulations. Our Information Security Policy is based from NIST Guidelines.

<https://mdcourts.gov/sites/default/files/import/procurement/pdfs/jisinformationsecuritypolicyexternal.pdf>

You will be required to submit a SOC 2 / Type 2 report to verify Security Controls if selected as a finalist.

2. Question: Please provide an estimated quantity of concurrent call paths (CC's) required for the SIP trunking part of the solution.

Response: Vendor should design, and size based on the RFP requirements

3. Question : Please provide an estimate of the number of users who may transition during Phase II

Response: Potential for 5000 users

4. Question: Are the extensions unique to a site (are they designed not to overlap ex: 3000 -3100 at two different sites)?

Response: There is no overlap within the Phase I locations outlined in the RFP

5. Question: Should we account for all users for Annapolis to be able to work from home or a certain number of the users

Response: Yes, all users should have the capability to work from home

6. Question: In one section, “The new solution should include services such as email, chat, and social media channels”, which is considered an omni-channel advanced feature Call Center. In a later section, the author states, “The proposed offering should be at a basic call center level as opposed to a sophisticated, contact center.” Should we design for a basic Call Center (voice only), or should we include omni-channel functionality (chat, SMS, email)?

Response: Omni-channel features should be available, as an option, for Service Desk and Self Help Center, but not required for DC Automated Traffic System Agents

7. Question: Is the Service Now application in use the Cloud-based or premise-based version?

Response: Cloud based

8. Question: Are the paging system amplification or zone paging and how are they interfaced today?

Response: Section 2.5.3 - The site survey should include PA connectivity requirements.

9. Question: How is the current Everbridge Mass Notification System used today and does it interfaces with phone systems

Response: Currently it does not interface with the phone system, but the Judiciary would like to see integration with the new solution.

10. Question: 2.6.5 Station and User Requirements – the table has call recording. Is the goal to record all calls? Record selective end users? Or record on demand

Response: Call recording was listed as an optional feature but is not permitted. Please disregard this request.

Issued by Karen Hoang

Procurement Officer

Date: 09/04/2020