



# Administrative Office of the Courts

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## Operations Division

### Questions/Responses No. 1

#### Request for Proposals (RFP) K21-0028-29

#### Revenue Collection 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: Section 2.2.1 (Contractor Responsibilities) indicates that a gap analysis will be conducted as part of this project. Since a gap analysis is typically conducted to address the gap between the current and desired future states, is a future-state analysis also within the scope of this project?

Response: Yes

2. Question: Section 2.2.1 (Contractor Responsibilities) indicates "able to attend remote or in-person meetings and travel to the various court locations throughout the state." Given the pandemic, and existing travel restrictions, will the AOC accommodate a fully remote model for meeting with court staff throughout the State?

Response: Yes

3. Question: Section 2.2.1 (Contractor Responsibilities) requests an initial market research and references the need to develop preliminary cost and resource estimates. Does the AOC have a preference regarding how the market outreach is conducted to gather the data required for the cost and resource estimates?

Response: No Preference

4. Question: Section 2.3.4 (Engagement Phases), Phase 1 references the need to capture process and data flows. Does the AOC wish for these to be in diagram or narrative formats? Additionally, can we assume that there would be a single flow diagram (or

narrative) for each of the five processes listed?

Response: Diagram format. Single diagram for each of the five processes.

5. Question: Section 2.3.4 (Engagement Phases), Phase 2 references the need to “develop one or more Request for Proposals.” Does the AOC anticipate that more than one RFP be developed? within the scope of this project?

Response: More than one RFP may or may not be needed.

6. Question: Though specific mention of gap analysis is not included in Section 2.3.4 (Engagement Phases), is it reasonable to assume that this would occur in Phase 2? Also, if a future-state analysis is desired, would this also occur in Phase 2?

Response: Phase 2 involves: Prioritizing requirements into categories (H, M, L) based on the inefficiencies and issues/gaps identified in Phase 1.

Yes, this would also occur in Phase 2.

7. Question: Is the AOC currently using the Tyler Odyssey Financial Module for financial transactions related to case management cashiering? If so, is the AOC considering continued use of this module after this project is complete?

Response: The AOC will continue to use its current MDEC software.

8. Question: In Section 2.11, Insurance, the RFP notes subcontractors each carry \$10 million in Cyber Security / Data Breach Insurance. This requirement is cost prohibitive for most subcontractors—is the AOC willing to reduce the amount required for subcontractors to \$1 million?

Response: No.

9. Question: Can we submit the proposals via email?

Response: Email submission is not allowed.

10. Question: In Attachment G, what is the purpose of asking for a personal email? Is this form applicable only to the person signing the proposal or to every employee working on the project?

Response: This would be applicable to anyone working on the project. Additionally, Attachment G is for informational purposes only and should not be submitted with the Offeror’s proposal response.

Issued by: Yeshewase Ayele  
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