



# Administrative Office of the Courts

---

## Operations Division

### Questions/Responses No. 2 to the

### Request for Proposals (RFP) K21-0045-40

### District Court Duress & Intrusion Alarm Installation, Monitoring & Maintenance Services

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.

34. Question: Is the requirement a full maintenance program including alarm monitoring, service calls and as many parts needed to maintain the systems in full functionality?

Response: Yes; however, the Judiciary is soliciting pricing separately, in case the monthly maintenance exceeds available funding. In this instance, the Judiciary may choose to pursue a time and material contract.

35. Question: What is the average age of the facilities where the systems are installed?

Response: The Judiciary is currently unable to provide this information.

36. Question: Are the total alarm points listed on pages 47 and 48 being monitored by an external Alarm Monitoring Company?

Response: Each building is a single monitoring point, not individual duress alarm.

37. Question: District 1 facility (1400 North Ave.) is listed on both lists. Is this an error?

Response: 1400 E. North Ave is the only location with duress and intrusion alarms, that is why it is on both lists.

38. Question: Attachment A lists 9 additional facilities with a total of additional 75 sensors that includes different zones on each facility. Please tell us if this demonstrates an additional 75 sensors that will need to be included in the proposal.

Response: These are not 9 additional locations. This excel sheet is to supply the zones of the existing intrusion alarms that are already in the RFP. Only 9 of 10 were provided.

39. Question: Can the AOC provide the current Alarm Monitoring Company servicing the District Courts?

Response: Security Unlimited/M. Sauer and Harford Alarm.

40. Question: Are the alarm panels connecting to the current Alarm Monitoring company via telephone, Internet or Ethernet Connectivity?

Response: Panels communicate via telephone line.

41. Question: How stable is the power in the facilities?

Response: Most of the time the power is stable, but the Judiciary cannot predict future power issues.

42. Question: Can you provide the layout of each facility?

Response: The Judiciary is currently unable to provide this information.

43. Question: Is the system installed in a secure network provided by the Government?

Response: Systems communicate by telephone line only. They are not connected to the Judiciary's network.

44. Question: Does the contractor need to be compliant to Maryland IT Security Standards?

Response: Yes.

45. Question: Is it the responsibility of the security integrator to address the cyber risk of these systems?

Response: Please see question 43.

46. Question: Are the existing 25 control panels directly connected to an existing Alarm Monitoring Center?

Response: The Judiciary does not have any direct connections to alarm monitoring centers. All systems dial out to a designated number to the current monitoring center.

47. Question: Are the existing 9 control panels listed directly connected to an existing central command monitoring center?

Response: Yes.

48. Question: Does the activation of the duress alarm trigger a call to local law enforcement or anyone else.

Response: Alarms do not go directly to local law enforcement; they go to the monitoring company.

49. Question: What is the difference in the use of the term's "inspections" and "maintenance" in section 2.2.2 d?

Response: Contractor must perform one maintenance inspection per year to test equipment and verify battery life. The service trip would be included in the annual inspection. If any annual maintenance is recommended, it would be performed at this time as well.

50. Question: Should the annual cost of the maintenance services per wired button, per wireless button and per intrusion alarm be include the costs for parts for end of life or faulty equipment, e.g., batteries, panels, buttons, etc.

Response: Yes

Issued by: Valerie L. Mitchell  
Procurement Officer  
Date: 04/08/2021