



# Administrative Office of the Courts

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## Operations Division

### Questions/Responses No. 1 to the Request for Proposals (RFP) K19-0077-29 eLicense User & Tech Support

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:** The RFP states that the contract is "*Fixed Price*," but there are requirements for "*Proposed Hourly Rates*" in Attachment D - Price Proposal Form, and a "*NTE Amount*" is referenced in Attachment A – Standard Contract Agreement. The references to hourly rates and a NTE amount seem to indicate a contract that is in accordance with COMAR 21.06.03.05. 05 Time and Material Contracts Labor Hour Contracts. Please clarify whether the contract type is intended to be a Fixed Price, or a Time and Materials (T&M) contract.

**Response:** The contract is time and material based on a fixed hourly rate, payment will be based on actual hours worked.

2. **Question:** In Section 3 of Attachment A, will the monthly invoices be expected to contain the current and cumulative hours to date for each Labor Category/Job Function, their respective hourly rates, and price? Or, are the monthly invoices expected to reflect an amount that is the Annual Cost divided by 12 months?

**Response:** The monthly invoice should only reflect services rendered and accepted, goods delivered, received and accepted.

3. **Question:** In Section 3 of Attachment A, will the State please clarify if the Contractor will be paid monthly in an amount equal to the number of labor hours noted on the monthly invoice, multiplied by the applicable hourly billing rate set forth in the Contract? Or does the State intend to pay a flat monthly charge, which reflects the Annual Cost divided by 12 months?

**Response:** See #3 above.

4. **Question:** Section 3.4.3 of the RFP notes “Information that is claimed to be confidential under RFP Section 1.18 is to be printed on yellow paper and placed after the Title Page and before the Table of Contents in the Offeror’s Technical Proposal, and if applicable, also in its Financial Proposal.” Will the State clarify if such confidential information that is printed on yellow paper and placed after the Title Page and before the Table of Contents, should also be printed on yellow paper and inserted in its location designated in the Table of Contents for the applicable proposal?

**Response:** Reference the entirety of Section 3.4.3

5. **Question:** Will the AOC provide the current systems information in terms of the number of users are supported, Current Database size, Database Management System, Number of applications are processed by the system?

**Response:** The number of users vary, but it is approximately 500, and some are only at certain times of the year, like during the renewal phase. There is a public search/application on-line system that had 5600 hits last year. Approximately 75,000 business licenses were issued last year, and about 40,000 marriage licenses. The DBMS is described in the SOW. The current DB size is not available currently.

6. **Question:** In the RFP, AOC mentioned “The database administration is done by JIS” Does the scope of this solicitation include database administration task?

**Response:** No, the DB administration is done by Judicial Information Systems internally. The vendor will coordinate at times for upgrades, etc.

7. **Question:** Question related to the “Task 3 – Project Management”, AOC is asking for PM to be provided on a minimal and as needed basis, are there estimated yearly hours from AOC for which the PM will be needed, also Is it ok that PM work remotely?

**Response:** The hours are anticipated to average about 2 hours a week, or slightly more during the yearly renewal phase. We prefer a PM that is not remote.

8. **Question:** Question related to the "Task 1 – County Operational Support", How many helpdesk tickets AOC gets for each of the system per month? Also, which kind of helpdesk tickets are received? Software Support / Hardware support?

**Response:** The vendor for this system will not be responsible for HW support outside of possibly confirming that it is a HW issue and sending back to our help desk/HW vendor. Tickets vary based on a lot of circumstances but about an average of two per week, and more during the renewal phase.

9. **Question:** Is there an incumbent performing tasks under this contract right now and if yes, are they eligible to re-bid?

**Response:** Yes, Yes

10. **Question:** Are there any budget set for this contract?

**Response:** No

Issued by Yashica Forrester, Procurement Officer  
April 3, 2019