



Administrative Office of the Courts

Operations Division

Questions/Responses No. 1 to the Request for Proposals (RFP)K20-0046-29 Field Network Technician

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 this a new requirement or if there is an incumbent on it?

Response: [There is no incumbent.](#)
2. Question: The talented Field Support Technician are requiring to know some estimated length of assignment. On Section 1.1 you are referring to rolling off the technicians if work ends ahead of schedule and on Section 1.4 you are talking about a 5year potential duration. I would appreciate any guidance on length of this assignment so that we can set correct expectations?

Response: [The Contract duration is one base year with four \(4\) one-year renewal options to be exercised at the AOC's discretion.](#)
3. Question: Section 2.1 mentions that you need 3 resources in all. Would that mean we can submit up to 9 resumes?

Response: [Offerors may submit up to five \(5\) candidates. Please see amendment No. 1](#)

4. Question: In section 2.2.1, 2.2 and 2.3 you have characterized the role of this person. While at one place focus is on cabling and Physical aspects of a network layout as well as switches etc. and on the other side you are laying emphasis on the software and network troubleshooting, diagnostics aspects of it. Then you are referring to Project planning and Management as well as Solutioning aspects of it. These are skills which albeit complimentary but can't be found in a single person. Typically people dealing with cabling and site preparation + Basic troubleshooting are different resources from the type who can handle troubleshooting and diagnostics of Layer 1, 2 switching products and running protocol configurations, etc. Also, project planning and management is a different skillset. Could it be that the 3 resources need to have complementary skills as characterized in this JD. Kindly elaborate.

Response: [Basic PM skills are required and found in most capable technicians. This includes coordinating site visits with Vendors and keeping projects moving along a schedule by regularly inputting updates/requests/changes into Service Now. The higher-level PM coordination on any project will be done by the PMO, or JIS management. Any junior Network technician is capable at troubleshooting Layer 1 and 2, while knows the basic skills required to access and configure a limited scope of router/switching commands. All of these skillsets are a prerequisite of completing the certifications that we have listed. Again, the focus for this position is limited cabling work, and more focused on an entry-level Networking skillset.](#)

5. Question: The RFP is requesting a Field Network Technician and not a Network Engineer, or Senior Network Engineer?

Response: [Field Network Technician](#)

6. Question: The RFP requirements listed in section 2.2 para 3, the job description is for a Senior Network Engineer. In addition, the last two sentences in the last bullet under section 2.2.1 are geared towards a Project Manager?

Response: This statement is not meant to define project management responsibility, simply completing tasks like: creating install schedules for smaller projects, coordinating access with various courtrooms for equipment replacement/maintenance, tracking assignments via Service Now, participating in coordination meetings led by the PMO and JIS management, and providing periodic reports for work planned/completed.

7. Question: The RFP states that offerors may submit up to three candidates in Section 2.1; however, to work a normal 40-hour workweek with provision for work to be done after hours as needed, we are concern that one individual would not be sufficient to perform the work. On the other hand, there is no provision for adding two or three candidates to the contract on a permanent basis. The RFP only states 2040 hours per year in section 2.3.8. As such, what we see here is the ability for the company to take a loss when executing the contract.

Response: The Contractor Resource has the ability to vary work hours to ensure that 2040 hours are not exceeded. For example, if there is work on a Saturday, the contractor will have the option to not work a day the next week dependent on JIS scheduled tasks.

Issued by: Alisha Allmond
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