



# Administrative Office of the Courts

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## Operations Division

### Questions/Responses No. 1 to the Request for Proposals (RFP) K21- 0036-25B Computer Deployment, Installation and Field 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.

1. Question: Is this a new contract?  
Response: [Yes](#)
2. Question: Is fixed rate correct as this is an IDIQ?  
Response: [No fixed rate is not correct. An amendment will be issued.](#)
3. Question: Pricing sheet only consists of one year. For the option years, we will be able to provide escalation rates, or will new pricing be requested for the option years?  
Response: [Yes](#)
4. Question: Should we be calculating expenses into our fixed price?  
Response: [Yes](#)
5. Question: Will evaluation be based on how competitive the ceiling rates are?  
Response: [Evaluation of proposals will be in accordance with section 4.1 "Evaluation Criteria"](#)
6. Question: could AOC please provide the security policies referenced so that we can confirm that we can meet the policies?  
Response: [A link to the IT Security Policy is already provided in section 2.4.3](#)
7. Question: Can the AOC advise what Asset Management system AOC currently leverages and what specific information about the new PC being deployment and old PC being uninstll that the contractor will be required to be tracked and submit?

Response: Regardless of the system used, contractor will need to track the location and user assignment data as it pertains to the asset.

8. Question: Can the AOC advise if the Contractor will be required to transport new PC's for all Task Orders?

Response: Contractor will not be responsible for transporting PC's for all Task Orders.

9. Question: Could the AOC please advise minimum number of days the Contractor will have between Task Order Issue Date and Response Due date?

Response: The AOC will advise Master Contractors when PORFP is issued.

10. Question: Can the AOC advise if they are open to hearing about additional services the Master Contractor can offer to help streamline new PC deployment and remove the need to deliver to a central location before being distributed to remote AOC locations?

Response: No.

11. Question: How should travel costs be calculated into our fixed price? How much travel is anticipated? Will there be any reimbursement?

Response: No cost reimbursement will be provided. Proposed Price must include all related costs.

12. Question: Will the SOW include Virtualization, Cloud and Networking setup?

Response: No virtualization or cloud setup would be included in the SOW. Any networking component would be limited to basic network connectivity configurations/troubleshooting.

13. Question: Please clarify the request on Attachment E for hourly rates when the RFP states this effort is Fixed Price. Is there an expectation that a pool of resources will be available to fulfill the tasks as needed?

Response: This effort is not fixed price. AOC is seeking ceiling rates for anticipated labor categories.

14. Question: Because there will be multiple awards, will the AOC release TORFP's for each effort with unique evaluation criteria for each effort?

Response: Yes.

15. Question: Please confirm additional details will be provided, with PORFPs as necessary regarding the court's asset management inventory control procedures.

Response: Yes

16. Question: Please confirm Background checks will be conducted at the PORFP level, as necessary. i.e. if a resource supporting a PO has already completed a background check and it is still active a new background check will not be necessary.

Response: Correct

17. Question: How do the annual background checks differ from the task order specific Background Checks noted in section 2.7.1? If an individual has already had a background check completed on a prior task order within the same year, should this be noted when submitting the required forms in 2.7.1?

Response: Yes

18. Question: If "major deployments of several hundred units at multiple locations" as noted in Section 2.2, will occur over a time period greater than 3 months, is a Small business Master Contractor permitted to propose milestone payments for the incremental achievement of partial work that is approved by the AOC's Project Manager as defined in the PORFP?

Response: To be determined post award.

19. Question: The link provided is not valid (returns an error Page 404 not found). Please confirm that the following link correctly reflects the referenced JIS, IT Security Policy and Standards:

<https://doit.maryland.gov/Documents/Maryland%20IT%20Security%20Manual%20v1.2.pdf>

Response: No, the DOIT policy is for a separate branch of government. JIS IT Policy can be found at

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

Response:

20. Question: Please clarify that the Procurement Officer is the only individual authorized to grant this approval.

Response: The Procurement Officer is the only point of contact for this solicitation.

21. Question: Please confirm that the title page and table of contents are included in the page numbering for each Volume.

Response: Yes

22. Question: If Offeror's proposal response includes Sections that align with the prescribed format noted in Section 3.4 that have multiple paragraphs, should each paragraph within a section be numbered? For example, if the Offeror's Experience and Capabilities contains 3 paragraphs, should each paragraph be numbered to streamline information the Offeror can reasonably show is proprietary or confidential?

Response: Responses should be in accordance with the RFP requirements.

23. Question: Please confirm that MBE subcontractors, if applicable, should not be included in the list of Sub Master Contractors. If MBE subcontractors are omitted from this requirement, should they be referenced anywhere in Offeror's response?

Response: There's no MBE goal on this RFP, MBE's are encouraged to respond.

24. Question: Please clarify how the highest price will be calculated since the price per task order will vary depending on the nature of the work and the personnel expertise required to complete the scope of work in each task order.

Response: Both Technical and Pricing will be considered during the evaluation process.

25. Question: Offerors are required to provide price rates for undefined labor categories and thus will not have a total price to be evaluated against this evaluation criteria. Would AOC consider defining labor categories so that all offers may be evaluated evenly, or consider the Financial Evaluation Criteria to be evaluated as being fair and reasonable?

Response: AOC is seeking ceiling rates for anticipated labor categories.

26. Question: "Section 2.2 indicates that the AOC intends to make multiple awards pursuant to this RFP. Section 4.4.2.D. indicates the Procurement Officer will recommend award of the Contract to the responsible Offeror whose proposal is determined to be the most advantageous to the Judiciary considering evaluation and price factors as set forth in this RFP?"

Response: Yes

27. How does COVID affect or impact employees and contracting staff for deployment timelines if the telework force are in process of hardware replacements?

Response: To be determined post award.

28. Will the vendor be responsible for providing PPE equipment to all employees supporting JIS onsite or is PPE being provided by the Judiciary at each location?

Response: Vendor is responsible for PPE equipment.

29. Are there any COVID policies/safeguards that could be provided for supporting JIS and AOC for vendors to follow at these pandemic times?

Response: Yes

30. Are there any concerns of the contamination or spread of the COVID virus to/from the onsite AOC locations for their employees and how the vendor staff need to manage our personnel particular to AOC policies in item 3 above?

Response: No concerns of contamination

Issued by: Yeshewase Ayele  
Procurement Officer  
Date: January 15, 2021