



Administrative Office of the Courts

Operations Division

Questions/Responses No. 1 to the Request for Proposals (RFP) K22-0014-26P Virtual Conference Software and Support 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: Does the Judiciary prefer any particular courier or parcel service for our response (vendor proposal response) to be sent to Maryland's given address at Annapolis, MD?
Response: [The Judiciary does not have a preferred courier.](#)
2. Question: Would the Maryland Judiciary Courts consider reducing the Cyber Liability Insurance limit to \$5M as oppose to \$10M?
Response: [Please see Amendment #1.](#)
3. Question: Please advise if all of Section 2–Statement of Work in the RFP is considered the Technical response, or is a Technical response only required to address Sections 2.1, 2.2, and 2.3?
Response: [See section 3.4 of the RFP](#)
4. Question: Understanding that you require the original to be submitted unbound; is it your requirement for the other five copies to be submitted in a binder?
Response: [The five \(5\) copies do not have to be submitted in a binder.](#)
5. Question: What is the total number of host licenses required for meetings and events?
Response: [This depends on the capabilities the host license entails. For example, would one need a host license to start or end a session; to mute all participants; to present a document in a session, etc.](#)
6. Question: What is the frequency of the meetings and events, and what would be the timeline for support before the meeting or event of which we would be notified?
Response: [There are two scheduled events this year—the first is a two-day event on October 18 and 19, 2021 and the second event is a one-day event in November 2021. The desired timeline for support is 30 days prior to the event, depending upon the date of award.](#)

7. Question: In regard to ...”2.3.2 Provide virtual conferencing software that integrates with the Maryland Judiciary’s chosen video conferencing platform, Zoom for Government...”

a. Is integration with Zoom WebEx conference for Government a requirement?

Response: Yes

8. Question: In regard to ...”2.3.4 -Pre-event...”, do you require that we conduct testing and dry-run sessions with 500 attendees, or just the event hosts?

Response: Testing and dry-run sessions with just the hosts.

9. Question: In addition, please elaborate on the type of support required for:

a. Offer web-based event marketing on web base

b. Manage event registration, including payment collection

c. House conference and workshop materials, resources, and pre-conference materials

Response:

a. No

b. The Judiciary currently requires management of event registrations, but not of payment collections. However, Offerors may describe this functionality in technical proposals

c. This is referring to providing assist staff and/or presenters in uploading resources, links, or materials for a session, ensuring that they are connected or associated with the correct presentation

10. Question: In regard to ...”2.3.4 - Day of event...”, would you please share what you consider the cloud-based storage requirement?

Response: To clarify, the Judiciary desires a solution that saves recordings of events/sessions onto the virtual conference platform, rather than users storing recordings locally to their machines.

11. Question: Would you please provide details on the custom event evaluation requirement?

Response: The availability of session evaluations or ability interfacing with evaluation platforms (ie SurveyMonkey).

12. Question: Would you please elaborate on what kind of support is required below?

a. Host exhibit areas for vendors and informational booths

Response: CANDO and OPSC conferences are not expected to have vendors or informational booths, so this is not a requirement for the currently scheduled events. However, Offerors may describe this functionality in technical proposals...

13. Question: Please confirm if accessibility accommodations, for example, deaf and/or blind persons, and language access captioning in different languages is required?

Response: Yes

14. Question: Will you require different registration paths such as a path for attendees, panelists, and other members?

Response: Yes, attendees and presenters.

15. Question: What level of marketing customization for the website will you require?

Response: Maryland Judiciary banners and shield.

16. Question: In terms of password recovery, what scenarios would require this?

Response: Virtual conference users will have usernames and passwords local to the application. Password recovery will be required for these usernames, as a forgotten password is a possibility.

17. Question: Would you like to access closed captioning and live translations for your events?

Response: Yes

18. Question: Is recording within breakout sessions required?

Response: Yes

Issued by: Joeshia Brawner

Procurement Officer

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