Addendum No. 4
Document Redaction Software
Project No. K22-0046-29

03/02/2022

The purpose of this addendum is to amend and clarify certain portions of the above-referenced solicitation with all prospective bidders/offerors.

Questions:

Q75. Regarding your response to Addendum 2, Q7, are all users running the redaction too? How many users will be running the redaction software and/or manually checking the results?
A75. Yes. 300 users.

Q76. Regarding your response to Addendum 2, Q15: This process was not detailed in the requirements for this RFP, are these new requirements? What is the technical workflow for these steps?
A76. The AOC does not have any additional information other than provided in Addendum 2, A15.

Q77. Regarding your response to Addendum 2, Q21, if we are to depend on the Tyler system OCR results, would it be that accuracy that is expected?
A77. Offerors may opt to run a second OCR if they feel the Tyler accuracy isn't complete. The Judiciary has not had any issues with Tyler's accuracy rate to date.

Q78. Regarding your response to Addendum 2, Q21, what is the accuracy rate of that OCR output right now, and how is the output data of the Tyler system OCR handled?
A78. The Judiciary does not have an accuracy rate but has not had any issues to date. The output data is stored in metadata of a PDF file.

Q79. Regarding your response to Addendum 2, Q33, is there access to the specific case dependencies data that the solution would have to check on?
A79. A case can have multiple charges and if a charge is eligible to be expunged, then the redaction platform would have to find the word and redact it from all related case documents.

Q80. Regarding your response to Addendum 2, Q33, what are the technical requirements for this? How is this achieved currently, and are there sample documents that can be shared regarding these processes?
A80. Identify the documents that contain a word that we want redated and redact. An example would be a minor marijuana charge. When the legislature deems that this charge is no longer valid and requires us to expunge that charge, we need to search documents and redact that specific charge from the case documents. The case in its entirety isn't redacted, just that one charge. This is currently achieved by manual redaction. Sample documents of this were included in Addendum 2, Attachment 2, pages 11 and 12.

Q81. Regarding your response to Addendum 2, Q61, if we are to depend on the OCR output and accuracy rate of Tyler's File Serve, what is the ask for the solution accuracy rate? What is the accuracy and recognition rate for handwritten and machine printed fields?
A81. For the solution accuracy rate please provide your accuracy rate and how you derived that on other projects. Tyler's system currently does not pick up handwritten words, so the Offeror's system will need to do this. Please provide your accuracy rates from other implementations you have completed for handwritten documents.

Q82. Regarding your response to Addendum 3, Q71, are all 1,500 concurrent users' redactors as well?
A82. This is the Judiciary's best estimate fore statewide users.

Q83. Regarding your response to Addendum 3, Q73, what is Tyler's OCR output file layout?
A83. Store in the metadata of the PDF.

All addenda will be incorporated into the final contract documents and will be binding on all bidders/offerors responding to this solicitation. Each bidder/offeror submitting a bid/proposal must acknowledge receipt of all addenda by completing and forwarding Attachment H (included in bid/proposal package) with the bid/proposal response; failure to acknowledge addenda may result in the bid/proposal rejection.

If you have any questions regarding this addendum, please contact me at (410) 260-1421 or email me at lauren.sands@mdcourts.gov

Procurement Officer