Questions/Responses No. 5 to the

Request for Proposals (RFP) K18-0065-29

Turnkey Automated Document Creation System and Professional 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.

15. Question: Is there a preference to use a web application versus a desktop application?

    Response: The AOC would like the application that is the most efficient and secure.

16. Question: What are the time frames in which the application will be used?

    Response: 7:00 AM – 6:00 PM are normal operational hours but if there are down times, they should be in the overnight hours prior to 5AM.

17. Question: Will Tyler Technologies allow access to their software for better integration?

    Response: No.

18. Question: Are you open to utilize public cloud such as AWS, Microsoft Azure, or Google Cloud Platform?

    Response: No we are not open to utilizing a public cloud solution.

19. Question: What is expected as a part of professional services other than Turnkey Automated Document Creation System?

   Response: Maintenance will be needed.

Issued by: Khrystine Bunche
Procurement Officer
May 8, 2018