



# Administrative Office of the Courts

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## Operations Division

### Questions/Responses No. 1 to the Request for Proposals (RFP) K20-0045-29 Integrations Business Analyst Resource

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. Is this RFP open to anyone who meet the qualifications (or) prequalified vendor under any Master contract?  
**Response:** Yes
2. When would the interview process take place? Would a phone interview or a skype interview allowed?  
**Response:** See Section 1.13 of RFP. The AOC would consider a phone interview.
3. When would you announce the final awardee?  
**Response:** Upon completion of evaluation.
4. What is the expected budget for this contract? If you cannot specify, could you provide a target range? 0-25,000, 25,000 – 50,000, 50,000-100000, 100000-250000, 250000+  
**Response:** The AOC does not share budgetary information.
5. Do we need to submit the contractor driving license along with the Resume?  
**Response:** No
6. Is there an incumbent currently working on the task and if yes, can they re-bid?  
**Response:** Yes, they may submit a response.
7. If there is an incumbent, can you provide the name?  
**Response-** We will not share the name of the incumbent on this platform, however,

such information may be requested via formal PIA request.

8. If there is an incumbent in place, are you satisfied with their performance?  
Response --- See response number 7.
9. Is this a new requirement?  
Response – No.
10. In terms of reference requirements, do you need customer references from the company submitting or from the proposed candidate? Can it be a combination of both?  
Response- Customer references for both the proposed candidate and company submitting the proposal are required.
11. Proposal Format, Section 3.4.5.C.V – Financial Capability and Insurance: Should this be its own section or is it a part of section C (References)?  
Response - Financial Capability & Insurance should be in its own section. An addendum will be released to clarify.
12. Why is there such a short time to complete the proposal? The RFP issue date is October 9, 2019 and the closing date is October 23, 2019.  
Response – Yes, an addendum will be released extending the closing date to October 31, 2019.
13. Is there or is there not a pre-proposal conference? Paragraph 1.7 states "A Pre-proposal Conference will not be held." But, paragraph 1.8 states "Based on the availability of time to research, the Procurement Officer shall communicate a timely answer during the pre-proposal conference."  
Response – A pre-proposal conference will not be held. An addendum will be released to clarify.
14. Why does this position warrant on-call operational support? Operational support is normally a function of a help desk or maintenance team. The duties of a Business Analyst do not normally include on-call or after-hours support. Paragraph 2.2.5 states "...the CR must be able to work a flexible schedule to include evenings, nights, weekends and holidays. CR must be available to provide on-call operational support as required outside business hours."  
Response- It is critical for the business analyst to work on MDEC Go Live weekends and overtime for the weeks following and preceding Go Live. The business analyst is required to test the applications before and after the conversion is complete. Also, whenever we have deployments for software revisions, we are required to test before and after deployment. This means weekends and/or holidays and late hours. In the event of a production issue, the analyst may be called in for support, e.g., resubmitting failed transactions.

15. Is there a reason this position description differs from the State's official description? Paragraph 2.6 discussed compliance with the State's "Required Policies, Guidelines, and Methodologies," and references the State's System Development Life Cycle (SDLC) methodology. According to the State's SDLC methodology, found on the Maryland State Department of Information Technology website, Business Analyst duties are stated as: "The Business Analysis (BA) provides support in identifying, and understanding business environment changes, assessing the business impact of those changes, capturing, analyzing and documenting requirements and supporting the communication and delivery of requirements.1" This description does not state a need for operational support.

[Response: The Maryland Judiciary is not affiliated with the Maryland State Department of Information Technology.](#)

16. Is a company eligible to bid on this proposal if they have been in business for less than 2 years, and therefore do not have profit and loss statements, and balance sheets for the last two (2) years? Many companies have been in business less than two years but are more than capable of providing these services.

[Response: In order to be considered, the offeror must provide profit and loss statements and balance sheets for the last two \(2\) years as described in Section 3.4.5 of the RFP.](#)

17. If the CR is required to work after-hours, will that offset the normal operational hours as stated in the RFP (8:00 am - 5:30 pm) since overtime is not allowed?

[Response: The RFP did not indicate that overtime is not allowed. There may be instances that the resource is required to work past 5:30pm or on weekends. The Contractor will not be provided compensation for overtime unless otherwise agreed to in advance, in writing and approved by the AOC Contract Manager. In the event that overtime is required, it shall be paid at time and one-half of the agreed upon hourly rate.](#)

18. Can you please advise if there is an incumbent on this particular project? Also, is the NIEM/JIEM a hard requirement?

[Response: NIEM/JIEM is preferred but not required.](#)

Issued by: Akshay Kumar  
Procurement Officer  
October 16, 2019