Administrative Office of the Courts

Operations Division

Questions/Responses No. 1 to the

Request for Proposals (RFP) K21-0032-26

People's Law Library Hosting, Maintenance & 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: Can companies outside of the USA apply to the RFP?
   Response: Yes

2. Question: Can tasks be performed outside of the USA?
   Response: Tasks can be performed outside of the US; however, the Contractor and/or Project Manager must be available during Eastern time zone business hours. Offeror's proposals should provide expected response times for critical problems (such as if the site goes down unexpectedly).

3. Question: Would meetings be onsite?
   Response: Onsite meetings are not required.

4. Question: How many domains & subdomains does the team currently manage?
   Response: There is one domain with three alternate domain registrations that point to the primary.

5. Question: Who built the current website(s)- the internal team or an outside team?
   Response: An outside vendor built the current site.

6. Question: Where is the current website hosted?
   Response: The Judiciary does not share incumbent information, as it is not relevant to the SOW.

7. Question: Who currently provides support for your Drupal site(s)?
   Response: The Judiciary does not share incumbent information, as it is not relevant to the SOW.

8. Question: What about the current hosting set-up is making you seek an alternative?
   Response: It is in the best interest of the Judiciary to explore all available options.

9. Question: Can you provide estimated site traffic figures in the form of page views per month? (nearest 10,000 is fine)?
   Response: 340,000-page views per month.

10. Question: The RFP calls out "enterprise-level security"-can you provide more detail as to any level of security you require?
    Response: We expect the same levels of security consistent with those expected by the Maryland Judiciary. Vendors should follow the industry's best practices related to site integrity and security such as network monitoring, SSL certificates, DDOS protection, access restrictions, etc. We are not aware of any unique features in PLL that would require variations from best practices.

11. Question: Are there any security compliances needed for storing sensitive information from websites (like HIPPA, PCI, SOC-2, FERPA, FedRamp, etc?)
    Response: We are not aware of any specific security compliance requirements.

12. Question: For support, do you require 24/7 or after-hours access?
    Response: We require after-hours access for critical issues (e.g., site down).
    Support regarding general site maintenance is expected during business hours only.

13. Question: For critical issues, do you have any requirements for response time SLAs?
    Response: For priority support issues (e.g., site down, site content compromised, etc.), best efforts for a 30-minute response acknowledging the critical issue.
    Although resolution depends on the nature of the issue, if a resolution or mitigation cannot be accomplished within 2 hours, we require a response within 2 hours with the estimated timeframe for a resolution or mitigation.

14. Question: The RFP calls out live chat & webform integrations. Are there any other technologies that need to be integrated with the site?
    Response: Live chat may require configuration changes as the service is provided by a third-party. Webforms are currently managed through the webform Drupal module and may require configuration but not customization. Additional technologies are not anticipated for the site transition and the Drupal 9 upgrade. If any future innovations require additional technologies, that would be discussed with the vendor at that time.

15. Question: What type of functionality do you need from the web form solution?
    Response: The site currently utilizes the Drupal webform module. Configuration may be required, but customization will not be required.

16. Question: What technology do you currently use for automated follow-ups and email/SMS alerts completing forms or taking other actions on the website?
    Response: We do not use automated follow-ups or alerts.

17. Question: What are the different types of roles of employees who have responsibilities related to the new platform?
    Response: You will primarily work with the Head of Web Content and Services as well as the Web Services Librarian. Both individuals have administrator-level roles.
    Financial aspects are handled by the Head of Web Content and Services and the Library Acquisitions Specialists.

18. Question: Will there be multiple awards?
    Response: No.

19. Question: Will cyber insurance be required before submission or upon award?
    Response: Insurance will need to be obtained upon contract award.

20. Question: Is the project on a month-to-month or Annual contract?
    Response: The initial contract period will be for a base period of one year. The AOC will reserve the right, at its sole discretion, to exercise up to four, one-year renewal options.

21. Question: Should we add any additional services to the price proposal?
    Response: No.

22. Question: Is there an MBE for this solicitation?
    Response: There is no MBE goal established for this solicitation.

23. Question: Where does the hosting of application exist? Is it a cloud hosting or on-premise hosting on physicals servers?
    Response: We are seeking a cloud hosting solution.

24. Question: What is the timeline agreed for transition of support with the current vendor?
    Response: Incumbent will fulfill contract terms and provide support as necessary.

25. Question: We assume the domain names subscriptions does not require renewal for the duration of the project, in case renewal required ITMS will take care of it?
    Response: Domain registration is managed by the Library.

26. Question: What is estimated date of start of the project?
    Response: See RFP section 1.4.

27. Question: Do you have specific budget for the project?
    Response: The Judiciary does not share budgetary information.

28. Question: How many total users currently use the system?
    Response: Currently 6 library staff have editing permission, 2 are site administrators. For anonymous user and traffic data see section 2.3.5 of RFP.

29. Question: What is the total number of pages the website has?
    Response: See section 2.3.5 of the RFP.

30. Question: Do you expect financial proposal to follow specific template? If yes, can you share that?
Response: See Attachment E of RFP.

31. Question: We are expertise in Drupal cloud hosting by Acquia, Pantheon, Azure and AWS do you have any preference over hosting platform for this website?
Response: Proposal should suggest best platform to support software stack descried in Appendix B.

32. Question: While hosting the website to new hosting platform is there any change in Third party integration service? If yes what are those?
Response: No third-party integration changes are expected.

33. Question: What are the SLAs you are expecting? Can you provide details if any?
Response: For priority support issues (e.g., site down, site content compromised, etc.), best efforts for a 30-minute response acknowledging the critical issue. Although resolution depends on the nature of the issue, if a resolution or mitigation cannot be accomplished within 2 hours, we require a response within 2 hours with the estimated timeframe for a resolution or mitigation.

34. Question: Can you share data of current issues you are facing on the website & hosting?
Response: There are no current issues.

35. Question: We assume you are looking for only L3 support? Please confirm if our understanding is correct?
Response: Refer to section 2.3 of the RFP for required services.

36. Question: Do you have a preference over any ticketing system?
Response: No preference for a specific ticketing system.

37. Question: Is there any need to migrate data from existing ticketing system in new one?
Response: No.

38. Question: Do you want the vendor to propose new ticketing system to manage the incidents?
Response: Include details of ticketing system in proposal.

39. Question: Can you share the number of tickets support requests generates currently for the website?
Response: Fewer than 5 per month, on average.

40. Question: Can you share how many incident reports there are currently?
Response: none currently outstanding.

41. Question: Do you want to migrate historical data of bug reports to new ticketing system?
Response: No.

42. Question: Do you have your own ticketing system?
Response: No.

43. Question: Can you share current KPI of the application?
Response: Site KPI's include:
- System uptime and availability
- Speed
- Web standards compliance

44. Question: How likely are the support request incidents expected to grow in the future?
Response: Incident number is not expected to increase in the future.

45. Question: Where is the website currently hosted?
Response: Hosting is managed by incumbent vendor on the Amazon Web Services platform.

46. Question: What is the current hosting platform? Do you want to keep the same hosting?
Response: We do not prefer a hosting platform.

47. Question: Can you share the current infrastructure architecture of the current website?
Response: See Appendix B.

48. Question: What current performance benchmarking does the website follow?
Response: Site needs to score well in Google Lighthouse to ensure SEO continues to drive engagement.

49. Question: Do you have any geo location preference for hosting?
Response: No preference for location, but the site's primary audience is Maryland users, so site needs to be performant for users in Maryland.

50. Question: Do you expect to provide a dedicated support team? If yes how many resources do you need on a team?
Response: We do not think a dedicated team would be necessary to provide support for ~5 incidents per month. Proposal should describe support solution.

51. Question: How many incidents are currently reported and are expected to be reported in a month?
Response: Less than 5 per month, on average.

Issued by: Valerie L. Mitchell
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