



**STATE OF MARYLAND  
ADMINISTRATIVE OFFICE OF THE COURTS  
PROCUREMENT, CONTRACT AND GRANT ADMINISTRATION  
187 HARRY S. TRUMAN PARKWAY  
ANNAPOLIS, MD 21401**

**REQUEST FOR PROPOSALS (RFP)**

**FOR**

**Maryland Court Help Centers**

**PROJECT: K21-0035-40**

**ISSUED: January 4, 2021**

Sole point of contact for this solicitation is the Procurement Officer. Offerors are specifically directed NOT to contact any other Judiciary personnel or its contracted consultants for meetings, conferences, or discussions that are specifically related to this RFP at any time prior to any award and execution of a contract. Unauthorized contact with any Judiciary personnel or the Judiciary's contracted consultants may be cause for rejection of the Offeror's proposal.

Minority Business Enterprises and Veteran-owned Small Businesses are encouraged to respond to this Request for Proposals.

**Procurement, Contract and Grant Administration**  
**<http://www.mdcourts.gov>**

**THE JUDICIARY  
NOTICE TO OFFERORS/CONTRACTORS**

To help us improve the quality of Judiciary solicitations, and to make our procurement process more responsive and business friendly, we ask that you take a few minutes and provide comments and suggestions regarding the enclosed solicitation. Please return your comments with your proposals. If you have chosen not to propose on this Contract, please e-mail this completed form to [Joeshia.Brawner@mdcourts.gov](mailto:Joeshia.Brawner@mdcourts.gov)

**Title: Maryland Court Help Centers  
Project No: K21-0035-40**

1. If you have responded with a "no bid", please indicate the reason(s) below:
- Other commitments preclude our participation at this time.
  - The subject of the solicitation is not something we ordinarily provide.
  - We are inexperienced in the work/commodities required.
  - Specifications are unclear, too restrictive, etc. (Explain in REMARKS section.)
  - The scope of work is beyond our present capacity.
  - Doing business with Maryland Government is simply too complicated. (Explain in REMARKS section.)
  - We cannot be competitive. (Explain in REMARKS section.)
  - Time allotted for completion of the proposals is insufficient.
  - Start-up time is insufficient.
  - Insurance requirements are restrictive. (Explain in REMARKS section.)
  - Proposals requirements (other than specifications) are unreasonable or too risky. (Explain in REMARKS section.)
  - MBE requirements. (Explain in REMARKS section.)
  - Prior Judiciary contract experience was unprofitable or otherwise unsatisfactory. (Explain in REMARKS section.)
  - Payment schedule too slow.
- Other: \_\_\_\_\_

2. If you have submitted a proposal, but wish to offer suggestions or express concerns, please use the Remarks section below. (Use reverse side or attach additional pages as needed.)

REMARKS: \_\_\_\_\_

Offeror Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Address: \_\_\_\_\_

**KEY INFORMATION SUMMARY SHEET**

**MARYLAND JUDICIARY**

**REQUEST FOR PROPOSALS**

**MARYLAND COURT HELP CENTERS**

**PROJECT # K21-0035-40**

**RFP Issue Date:** January 4, 2021

**RFP Issuing Office:** Procurement, Contract and Grant Administration

**Procurement Officer:** Joeshia Brawner  
Maryland Judiciary, Administrative Office of the Courts  
Department of Procurement, Contract & Grant Administration  
187 Harry S. Truman Parkway  
Annapolis, MD 21401  
Phone: 410-260-2556  
Email: [Joeshia.Brawner@mdcourts.gov](mailto:Joeshia.Brawner@mdcourts.gov)

**Proposals must be sent to:** Joeshia Brawner  
Maryland Judiciary, Administrative Office of the Courts  
Department of Procurement, Contract & Grant Administration  
187 Harry S. Truman Parkway  
Annapolis, MD 21401  
Phone: 410-260-2556

**Pre-Proposal  
Conference Webinar:** January 25, 2021 1:00 P.M. via Microsoft Teams

**Closing Date and Time:** February 22, 2021 2:00 P.M.

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## SECTION 1 - GENERAL INFORMATION

### 1.1 Summary Statement

The Administrative Office of the Courts (AOC) issues this Request for Proposals (RFP) to identify qualified Offerors to operate a network of statewide court help centers. It is the intent of the Judiciary to award a single contract pursuant to this RFP.

Court help centers provide limited legal services including legal advice, assistance with completing forms, answering questions about legal topics, explaining court processes and procedures, helping litigants prepare for court hearing and mediation, and making referrals to free or low-cost legal help, the private bar and other legal and social services organizations.

Services are provided in-person, at locations throughout the state as well as remotely, by telephone, live chat, email, and videoconferencing.

### 1.2 Abbreviations and Definitions

For this RFP, the following abbreviations or terms have the meanings indicated below:

- a. AOC- Administrative Office of the Courts
- b. Contract – The Contract attached to this RFP as Attachment A
- c. Contractor – The selected Offeror
- d. Local Time – Time in the Eastern Time Zone
- e. MBE – Minority Business Enterprise (African American, Native American, Asian Pacific, Subcontinent Asians, and Women-owned Businesses currently so certified by the Maryland State Department of Transportation currently so certified by the Maryland State Department of Transportation.
- f. Offeror – An entity that submits a proposal in response to this RFP
- g. Procurement Officer – The Judiciary representative responsible for this RFP, for the determination of contract scope issues, and the only Judiciary representative who can authorize changes to the contract
- h. RFP – Request for Proposals for **K21-0035-40** dated **January 4, 2021** including all amendments.
- i. AOC Contract Manager– The Judiciary representative that serves as the technical manager for the resulting contract. The AOC Contract Manager monitors the daily activities of the contract and provides technical guidance to the Contractor.
- j. Judiciary business hours – 8:00 a.m. – 5:00 p.m. Monday – Friday (excluding State holidays and any other days closed by order of the Chief Judge of the Court of Appeals.)
- k. VoSB- Veteran-Owned Small Business Enterprise means any legal entity that meets the requirements set by the United States Small Business Administration, that is organized to

engage in commercial transactions, and is at least 51 percent owned and controlled by one or more individuals who are Veterans, and who manage the operations of the business.

### **1.3 Contract Type**

The contract that results from this RFP shall be based on Fixed Price and Time and Material.

### **1.4 Contract Duration**

The Contract resulting from this RFP shall begin on July 1, 2021 and extend for a base period of three (3) years. The AOC shall have the sole right to exercise up to two (2) one-year renewal options at its discretion.

A planning period of up to sixty days may be permitted to allow Contractor time to complete start-up activities and to work with the incumbent to ensure continuity of operations. The Contractor will work with the Judiciary to manage day-to-day operations of the court help centers.

### **1.5 Procurement Officer**

The sole point of contact in the Judiciary for purposes of this RFP prior to the award of any contract is the Procurement Officer identified below:

Joeshia Brawner  
187 Harry S. Truman Parkway  
Annapolis, MD 21401  
Phone: 410-260-2556  
Email: Joeshia.Brawner@mdcourts.gov

The Maryland Judiciary may change the Procurement Officer at any time by written notice to the Contractor.

### **1.6 AOC Contract Manager**

**Lonni Summers**

The Maryland Judiciary may change the AOC Contract Manager at any time by written notice to the Contractor.

### **1.7 Pre-Proposal Conference**

A Pre-Proposal Conference will be held on January 25, 2021 at 1:00 P.M, via Microsoft Teams webinar. Attendance at the Conference is strongly encouraged, in order to facilitate better preparation of proposals.

**In order to send webinar invite ahead of time, please e-mail the Conference Response Form to the attention of the Procurement Officer no later than January 15, 2021 at (2:00 P.M.). A Pre-Proposal Conference Response Form is included as Attachment D to this RFP.**

## **1.8 Questions**

- 1.8.1 The Procurement Officer shall accept written questions from prospective Offerors. Please submit all questions to the Procurement Officer by e-mail.
- 1.8.2 Based on the availability of time to research, the Procurement Officer shall communicate a timely answer during the pre-proposal conference. Answers to all substantive questions that are not clearly specific only to the requestor will be posted on the Judiciary's procurement website and eMarylandMarketplace Advantage (eMMA).
- 1.8.3 All questions are due to the Procurement Officer no later than 12:00 P.M (local time) on **Friday, February 12, 2021.**

## **1.9 Proposal Due (Closing) Date**

**One original and three (3) copies** of each submission's proposal (technical and financial) must be received by the Procurement Officer no later than 2:00 PM (local time) on **February 22, 2021** to be considered. An electronic version of the Technical Proposal must be enclosed with the technical proposal. An electronic version of the Financial Proposal must be enclosed with the original Financial Proposal. All electronic versions must be labeled with the RFP title, RFP number, and Offeror name and packaged with the original copy of the appropriate proposal (technical or financial). See Section 3.3 for additional submittal requirements.

Requests for extension of this date or time will not be granted. Offerors mailing proposals should allow enough mail delivery time to ensure timely receipt by the Procurement Officer. Proposals received by the Procurement Officer after the due date will not be considered.

**Proposals may not be submitted by e-mail or facsimile.**

## **1.10 Duration of Offer**

Proposals submitted in response to this RFP are irrevocable for 180 days following: (1) the closing date of proposals or (2) Best and Final Offers (BAFOs), if requested. This period may be extended at the Procurement Officer's request and Offeror's written consent.

## **1.11 Revisions to the RFP**

If it becomes necessary to revise this RFP before the due date for proposals, amendments will be posted on the Judiciary's Procurements webpage and on eMMA. Amendments made after the due date for proposals will be sent only to those Offerors who submitted a timely proposal.

Acknowledgment of the receipt of all amendments to this RFP issued before the proposal due date must accompany the Offeror's proposal in the Transmittal Letter accompanying the Technical



Proposal submittal. Acknowledgement of the receipt of amendments to the RFP issued after the proposal due date shall be in the manner specified in the amendment notice. Failure to acknowledge receipt of amendments does not relieve the Offeror from complying with all terms of any such amendment.

### **1.12 Cancellations**

The Judiciary reserves the right to cancel this RFP; accept or reject any and all proposals, in whole or in part, received in response to this RFP, waive or permit cure of minor irregularities' and conduct discussions with all qualified or potentially qualified Offerors in any manner necessary to serve the best interests of the Judiciary. The Judiciary also reserves the right, in its sole discretion, to award a Contract based upon the written proposals received without prior discussions or negotiations.

### **1.13 Oral Presentations/Discussions**

Offerors may be asked to participate in oral presentations to expand on their proposal. The AOC expects to schedule those no later than two weeks after proposal receipt. The Procurement Officer will notify selected Offerors of the time and location.

Significant representations made by an Offeror during the oral presentation shall be submitted in writing. All such representations will become part of the Offeror's proposal and are binding if the Contract is awarded.

### **1.14 Incurred Expenses**

The Judiciary will not be responsible for any costs incurred by an Offeror in preparing and submitting a proposal, in making an oral presentation, in providing a demonstration, or in performing any other activities relative to this solicitation.

### **1.15 Economy of Preparation**

Proposals should be prepared simply and economically, providing a straightforward, concise description of the Offeror's proposals to meet the requirements of this RFP.

### **1.16 Protests/Disputes**

Any protest or dispute related respectively to this solicitation or the resulting Contract shall be subject to the provisions of the Judiciary's Procurement Policy.

### **1.17 Multiple or Alternate Proposals**

Neither multiple nor alternate proposals will be accepted.

### **1.18 Public Access to Judicial Records**

An Offeror shall give specific attention to the clear identification of those portions of its proposal that it considers confidential, proprietary commercial information or trade secrets, and provide justification why such materials, upon request, should not be disclosed by the Judiciary under Title 16, Chapter 900 of the Maryland Rules.

Offerors are advised that, upon request for this information from a third party, the Procurement Officer is required to make an independent determination whether the information can be disclosed. Information which is claimed to be confidential is to be placed after the Title Page and before the Table of Contents in the Technical Proposal and, if applicable, in the Financial Proposal.

### **1.19 Offeror Responsibilities**

The selected Offeror shall be responsible for all products and services required by this RFP. All subcontractors must be identified and a complete description of their role relative to the proposals must be included in the Offeror's proposals. Additional information regarding MBE subcontractors is provided under paragraph 1.23 below. If an Offeror that seeks to perform or provide the services required by this RFP is the subsidiary of another entity, all information submitted by the Offeror, such as but not limited to, references and financial reports, shall pertain exclusively to the Offeror, unless the parent organization will guarantee the performance of the subsidiary. If applicable, the Offeror's proposal must contain an explicit statement that the parent organization consents to the terms of the RFP and will guarantee the performance of the subsidiary.

### **1.20 Mandatory Contractual Terms**

By submitting an offer in response to this RFP, an Offeror, if selected for award, shall be deemed to have accepted the terms of the Contract, attached as Attachment A. Any exceptions to the terms and conditions of the Contract must be clearly identified in the Executive Summary of the Technical Proposal. A proposal that takes exception to these terms may be rejected and therefore determined to be not reasonably susceptible of being selected for award.

### **1.21 Proposal Affidavit**

A proposal submitted by an Offeror must be accompanied by a completed Bid/Proposal Affidavit. A copy of this Affidavit is included as Attachment B of this RFP.

### **1.22 Contract Affidavit**

All Offerors are advised that if a Contract is awarded as a result of this solicitation, the successful Offeror will be required to complete a Contract Affidavit. A copy of this Affidavit is included for informational purposes as Attachment C of this RFP. This Affidavit must be provided within five (5) business days of notification of proposed Contract award.

### **1.23 Minority Business Enterprises & Veteran Owned Small Business**

Minority Business Enterprises and Veteran-owned Small Businesses are encouraged to respond to this solicitation notice. It is the goal of the Maryland Judiciary that certified MBEs and VoSB's participate.

There is no MBE/VoSB Goal established for this solicitation.

#### **1.24 Arrearages**

By submitting a response to this solicitation, each Offeror represents that it is not in arrears in the payment of any obligations due and owing the State, including the payment of taxes and employee benefits, and that it shall not become so in arrears during the term of the Contract if selected for Contract award.

#### **1.25 Procurement Method**

The Contract resulting from this RFP will be awarded in accordance with the competitive sealed proposals process.

#### **1.26 Verification of Registration and Tax Payment**

Before a corporation can do business in the State, it must be registered with the Department of Assessments and Taxation, State Office Building, Room 803, 301 West Preston Street, Baltimore, Maryland 21201. It is strongly recommended that any potential Offerors complete the registration prior to the due date for receipt of proposals. An Offeror's failure to complete the registration with the Department of Assessments and Taxation may disqualify an otherwise successful Offeror from final consideration and recommendation for Contract award.

#### **1.27 Payments by Electronic Funds Transfer**

By submitting a response to this solicitation, the Offeror agrees to accept payments by electronic funds transfer unless the State Comptroller's Office grants an exemption. The selected Offeror shall register using the COT/GAD X-10 Vendor Electronic Funds (EFT) Registration Request Form. Any request for exemption must be submitted to the State Comptroller's Office for approval at the address specified on the COT/GAD X-10 form and must include the business identification information as stated on the form and include the reason for the exemption. The COT/GAC X-10 form can be downloaded at: <http://compnet.comp.state.md.us/gad/pdf/GADX-10.pdf>

#### **1.28 Non-Disclosure Agreement**

All Offerors are advised that if a contract is awarded because of this RFP, the successful Offeror shall be required to complete a Non-Disclosure Agreement. A copy of this Agreement is included for informational purposes as Attachment F of this RFP. This signed Agreement must be provided with the Offeror's signed contract.

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## SECTION 2 – STATEMENT OF WORK

### 2.1 Purpose & Summary

The Administrative Office of the Courts (AOC) issues this Request for Proposals (RFP) to seek proposals from qualified Offerors to operate a network of court help centers. It is the intent of the Judiciary to award a single contract, pursuant to this RFP.

Court help centers provide limited legal services including legal advice, assistance with completing forms, answering questions about legal topics, explaining court processes and procedures, helping litigants prepare for court hearing and mediation, and making referrals to free or low-cost legal help, the private bar and other legal and social services organizations.

Services are provided in-person, at locations throughout the state as well as remotely, by telephone, live chat, email, and videoconferencing.

### 2.2 Service Locations & Programs

Contractor shall provide suitable staffing at below locations to meet demand as per the following three (3) programs:

#### 2.2.1 District Court – Walk-In Help Centers:

- **Baltimore City.** Located on the third floor of the District Court for Baltimore City (Fayette Street), this location is open from 8:30 am to 4:30 pm Monday through Friday, excluding court holidays. There are no appointments and services are provided to walk-in clients only. On average, the Baltimore City location provides 521 instances of service each month.
- **Catonsville.** Located adjacent to the clerks' office on the second floor of the District Court for Baltimore County (Catonsville), this location is open from 8:30 am to 4:30 pm Monday through Friday, excluding court holidays. There are no appointments and services are provided to walk-in clients only. It is expected that the Catonsville location will provide approximately 350 instances of service each month.
- **Glen Burnie.** Located adjacent to the clerks' office on the second floor of the District Court for Anne Arundel County (Glen Burnie), this location is open from 8:30 am to 4:30 pm Monday through Friday, excluding court holidays. There are no appointments and services are provided to walk-in clients only. On average, the Glen Burnie location provides 345 instances of service each month.
- **Hagerstown.** Located on the second floor of the District Court for Washington County, this location is open on Mondays from 8:30 am to 4:30 pm, excluding court holidays. On average, the Hagerstown location provides 35 instances of service per month.
- **Upper Marlboro.** Located on the ground level of the courthouse in the Bourne wing of the District Court for Prince George's County (Upper Marlboro), this location is open from 8:30

am to 4:30 pm Monday through Friday, excluding court holidays. There are no appointments and services are provided to walk-in clients only. On average, the Upper Marlboro location provides 595 instances of service each month.

- **Rockville.** This center will be located in the District Court for Montgomery County (Rockville), and will be open from 8:30 am to 4:30 pm Monday through Friday excluding court holidays. There are no appointments and services are provided to walk-in clients only. Volume is expected to be similar to the Catonsville location.
- **Salisbury.** Located on the second floor of the District Court for Wicomico County, this location is open from 8:30 am to 4:30 pm Monday through Friday excluding court holidays. There are no appointments and services are provided to walk-in clients only. On average, the Salisbury location provides 246 instances of service each month.
- **Cambridge.** Located on the first floor of the District Court for Dorchester County, this location is open on Fridays from 8:30 am to 4:30 pm excluding court holidays. On average, the Cambridge location provides 22 instances of service each month.

### **2.2.2 Frederick – Walk-In Help Center:**

**Frederick.** Located on the lower level of the Frederick County courthouse, this location is open from 8:30 am to 4:30 pm Monday through Friday, excluding court holidays. There are no appointments and services are provided to walk-in clients only. This location assists litigants with all civil matters, including both circuit and District Court civil case types. On average, the Frederick Help Center provides 321 instances of service per month. The Frederick Help Center shares space with a program that provides expanded services for litigants with family law matters.

### **2.2.3 All Civil – Remote Services Help Center-Annapolis, MD**

Services are provided remotely, via phone, live chat, email, and videoconferencing. Services are offered from 8:30 am until 8:00 pm Monday through Friday, excluding court holidays. Monthly demand ranges from 6,000 – 8,000. This program provides more than 80,000 instances of service annually.

Offerors may reference the FY20 Report *Resources for Self-Represented Litigants in the Maryland Courts* for additional program data, including historical data on the number of services provided annually for each program, average engagement length and more: <https://mdcourts.gov/sites/default/files/import/accesstojustice/pdfs/srlreportfy20.pdf>

## **2.3 Contractor Deliverables**

### **2.3.1 Contractor shall provide the following services to self-represented litigants:**

- Basic procedural information, legal advice, and assistance.
- Information about legal rights and consequences to ensure self-represented litigants are fully informed before proceeding with their case.
- Confirmation of case status and scheduling information.

- Assistance selecting and completing court forms.
- Guidance with preparing for mediation, negotiations, trial, and court hearings.
- Information about and referrals to the court's alternative dispute resolution services and other court-based programs and services.
- Referrals to legal services providers, the private bar, and other forms of legal help when appropriate.
- Referrals to providers of domestic violence services and domestic violence legal services, especially on-site programs operated by the YWCA of Annapolis and Anne Arundel County, House of Ruth, Community Legal Services, and others.
- Information about and referrals to social service organizations and government agencies.

### **2.3.2 Contractor shall:**

- Develop orientation and other materials to guide litigants in key case types.
- Provide intake interviewing and triaging.
- Provide assistance in using technological resources including public access computers, assistance with e-filing via MDEC, assistance using online Guide & File interviews to complete forms, and assisting litigants with scanning paperwork and entering data into the Maryland Justice Passport app.
- Work with other Judiciary programs that provide assistance to self-represented litigants, including other court help centers.

**2.3.3 Cross Training.** Staff should be cross trained on all civil legal matters and be able to assist litigants in-person or remotely. Staff providing services at walk-in centers should prioritize providing in-person services; however, they shall be available to accept overflow telephone calls, chats, video calls, and emails routed from the remote services center.

**2.3.4 Knowledge Base.** Contractor shall develop new content for the Maryland Court Help Center attorney knowledge base and ensure existing content is reviewed regularly to keep it up to date. Contractor shall work with other court help center staff from throughout the state to develop new content. Knowledge base software will be provided by the Judiciary.

**2.3.5 Pro Bono.** Contractor shall engage pro bono attorneys to enhance services provided by staff attorneys at the walk-in and remote services help centers. Offerors shall include a plan for recruitment, training, scheduling, and supervision of pro bono attorneys in the response to this RFP. Plan shall include engagement targets.

**2.3.6 Data Collection and Reporting.** Contractor shall report on data using the court help center's existing data collection processes. Data shall be entered in real time. Monthly data shall be entered into a database provided by the Judiciary by the 7<sup>th</sup> day of the following month. Occasionally Contractor may be asked to provide data on demand. Data collected includes, but is not limited to:

- Litigant demographic data
- Litigant zip code
- Location of service
- Method of service (phone, chat, video, walk-in, etc.)

- Case county
- Case type
- Procedural posture of the case
- Average engagement length
- Referrals made

To maintain the program’s compliance with Maryland Rule 19-306.5, data must not include personally identifying information. The Judiciary reserves the right to change data collection processes and procedures, question phrasing, and other elements of data collection and reporting for this project at any time.

## 2.4 Case Types

Contractor shall employ attorney staff, trained to assist litigants with all civil case types, including, but not limited to:

- Landlord and Tenant
- Small and Large Claims
- Debtor/Creditor
- Replevin/Detinue
- Domestic Violence and Peace Orders (if on-site legal services providers are unavailable)
- Expungement
- Child Access and Visitation
- Child Support
- Child in Need of Assistance
- Custody
- Divorce
- Emergency Evaluations
- Expungements
- Foreclosure
- Guardianship
- Juvenile
- Mandamus
- Name Change
- Paternity
- Shielding and Sealing of Court Records
- Termination of Parental Rights
- Truancy
- Probate and Administration of Estates
- Overview of informal briefing to COSA

Some matters may be too complex for litigants to proceed pro se. In these cases, attorneys shall provide general information, procedural guidance, and refer the litigant to seek counsel.

## **2.5 Expansion**

If additional court help center locations or services are added, Contractor may participate in any subsequent procurement(s) for expansion sites.

## **2.6 Contractor Performance Measures**

### **2.6.1 Wait Times**

**Chat:** Monthly average wait times shall be 30 seconds or less on live chat.

**Phone:** Monthly average wait times shall be two minutes or less on phones.

**Email:** Replies to emails received after business hours shall be sent on the next business day.

### **2.6.2 Staffing**

**Walk-In.** Walk-in centers shall be fully staffed on 80% of days that the centers are open. Staff who are stationed at a walk-in center should be encouraged to take overflow telephone calls and chats from the remote services center to keep wait times low.

### **2.6.3 Performance Improvement**

Judiciary closely monitors wait times. If wait times or staffing rates do not meet the goals identified in section 2.6.1 and 2.6.2 for two consecutive months, Contractor shall submit a written plan to the Contract Manager detailing plans for performance improvement. Judiciary reserves the right to modify the above performance measures at any time via written notice by the Procurement Officer.

## **2.7 Training and Location Closures**

Programs shall be open during the hours indicated in Section 2.2 except for pre-negotiated closures for staff meetings or training. Staff meetings shall not exceed twelve (12) hours per year. Contractor shall minimize disruption and office closures for training and meetings. Staff meetings and trainings should be staggered to ensure continuity of services. The number of closures, and specific dates and times shall be agreed upon, in writing, each year, on or before June 30.

### **2.7.1 Training**

Contractor may bill staff time under the Contract resulting from this RFP for 1 hour of training for every 100 hours of direct services provided (up to 16 hours per year for full-time staff). Training shall be relevant to the work provided under the Contract resulting from this RFP (i.e. substantive legal training, customer service training, bias, working with challenging litigants, help center management, etc.). Contractor will bear all training costs, such as registration, travel, and other fees. Staff training hours shall be noted separately, by location, on quarterly invoices.

Help centers may close so staff may attend the Judiciary's annual Help Center Provider Conference. This event will not count toward the annual training hours.

### **2.7.2 Location Closures**



- **Inclement Weather or Emergency Closing.** In the event of inclement weather or other emergency closing, help center locations shall take direction from the court in which the help center is located. Staff shall subscribe to the Judiciary’s emergency notification system to ensure they are notified of any location closures. Closures for any other reason must be preapproved, in writing, by the Contract Manager.
- **Remote Work.** All work shall be done on-site in the space provided by the Judiciary. At the direction of the Contract Manager, court help center staff may be called upon to provide assistance to litigants remotely. Remote work may include taking telephone calls, video calls, live chats, and/or answering emails. Staff may be called upon to provide remote help during downtime, in case of inclement weather or other emergency, if call volume increases unexpectedly, or for any other reason.

## 2.8 Responsibilities

### 2.8.1 Responsibilities of the Judiciary

The Judiciary shall provide the following equipment and materials to the help centers at no cost to the Contractor:

- On-site office space
- Furnishings
- Computer workstations
- General office supplies needed to assist customers
- Public access computers
- Printer
- Telephones
- Photocopier
- Scanner

Judiciary will have access to equipment and software at all times for upkeep, maintenance, inventory, and to access data and reports.

### 2.8.2 Responsibilities of the Contractor

- Staff provided by the Contractor shall include attorneys and may include paralegal and/or administrative support. All non-attorneys must be supervised by an attorney. All staff shall work on-site in the space designated by the Judiciary.

Services that constitute the practice of law under the Maryland Rules of Professional Conduct (Rules) must be provided by a licensed Maryland attorney. The Rules are binding on all attorneys licensed in Maryland and must be ascribed to by all applicable Contractor staff. The Rules may be found at <https://www.courts.state.md.us/attygrievance/rules>

## **2.9 Material and Work products**

Materials and work products shall be written and developed by the Contractor, in collaboration with Judiciary staff. Judiciary shall own all materials and work products provided or developed under this Contract.

### **2.9.1 Online Knowledge Base (Flowlu)**

Contractor shall collaborate with the Contract Manager and other Judiciary staff to develop and maintain content for an online knowledge base called Flowlu. The knowledge base provides court help center staff with a central repository for legal information to assist both new and veteran staff in the performance of on the spot research and referrals for court help center visitors. The Judiciary shall provide the software at no cost to the Contractor and shall exercise control over the access, usage, and administration of the knowledge base.

The Contractor shall maintain the content to ensure it is accurate and up to date. Content includes substantive legal information, information about local practices, and referral resources to assist help center attorneys when responding to program users. The knowledge base may be used as a training tool for new court help center staff. The knowledge base may also be used as a resource for attorneys who provide court help center services on a pro bono basis. Access may be granted to other court help centers throughout Maryland.

Contractor will be required to sign a Knowledge Base Governance Agreement (Attachment H).

### **2.9.2 In-Person and Online Classes (Webinars)**

Contractor shall work with Judiciary staff to develop course curricula and training materials to assist litigants in high-volume civil case types. Programs may also be offered on procedural topics, including, but not limited to: service of process, renewing a summons, and post judgment collection. Courses and materials shall be specific to Maryland law.

Materials and media shall be designed for statewide use, when possible, and when not, for easy adaptability to other court locations. Contractor shall be responsible for ensuring course content is up to date and reflects changes to rules, laws and/or procedures. All curricula and materials are Judiciary work product.

Court help center staff shall deliver classes at least once per month during the contract period, in-person or by webinar, unless otherwise directed by the Contract Manager. Contractor shall coordinate with court administration and security to ensure classes are offered when and where it is feasible for the court to support.

### **2.9.3 Accessibility**

Court help center services must be available to all individuals regardless of ability. Contractor must make appropriate accommodations for persons with disabilities, in consultation with the court's ADA coordinator. Contractor shall ensure that all staff review the [AOC's Accessibility Toolkit](#), and understand how to assist litigants with disabilities. Contractor should be familiar with court

programs and services that are available to litigants with disabilities and assist litigants who need help requesting these services.

#### **2.9.4 Language Access**

Court help center services must be available to all individuals regardless of language ability. Bilingual staff can enhance the ability of help centers to provide assistance to litigants with limited English proficiency.

At least one remote services staff attorney shall be able to competently offer court help center services, including legal advice, in Spanish. Bilingual staff shall be available to provide help to Spanish-speaking litigants statewide by telephone, live chat, and video conferencing. Contractor should make efforts to recruit and employ bilingual staff who are fluent in other languages, as well. It is highly preferred that the Contractor provides bilingual staff for the Upper Marlboro and Montgomery County locations.

The Maryland Judiciary provides highly qualified interpreters for litigants with limited English proficiency. Interpreters are available for court proceedings and some court-related events, including court help center services. All Contractor staff, including attorney and administrative staff, shall review the AOC's [language access policies](#) and be familiar with how to use telephonic interpretation, and how to assist litigants with requesting an interpreter for court events.

#### **2.9.5 Acceptance of Services, Materials/Work Products**

Acceptance of services will occur upon completion of each of the materials and work products and upon Judiciary's determination that all associated duties and responsibilities by the Contractor have been met.

### **2.10 Invoicing**

Contractor shall invoice quarterly for all work completed in the previous quarter. Invoices shall be submitted to the Contract Manager, via email, on or before:

- October 15
- January 15
- April 15
- July 7

Invoices shall include the following information: name and address of the Judiciary, name and remittance address of the vendor, federal taxpayer identification or (if owned by an individual) his or her social security number, the invoice period, invoice date, invoice number, amount due, the purchase order (PO) number(s) being billed and supporting documentation (itemized billing reference for employees, including detail of work hours.)

Invoices submitted without the required information will not be processed for payment until the Contractor provides all required information.

## **2.11 Personnel**

- **Qualification for Key Personnel**

Legal services shall be provided by attorneys who are admitted to practice law in the State of Maryland. All attorney staff must currently be and remain in good standing with the Court of Appeals of Maryland and have no pending complaints before the Attorney Grievance Commission. Any change in status must be immediately communicated to the Contract Manager. Contractors must provide certificates of good standing and signed confidentiality agreements to the Contract Manager upon hire.

Bilingual staff shall be able to competently provide court help center services, including legal advice, in both English and their other language.

Contractor shall complete quarterly JIS security trainings.

Contractor agrees to undergo annual background checks and keep information up to date in the Judiciary's personnel management system.

Contractor shall check Judiciary email daily.

All staff changes, including hiring of permanent or temporary staff, staff separations and location changes, must be reported to Contract Manager within two (2) business days. Reporting shall be done via email and include the following:

- Employee name
- Employee email
- Employee telephone
- Employee location
- Employee status (permanent, temporary, etc.)

- **Substitution of Personnel**

All proposed substitutes for personnel, for other than emergency situations (illness, death, emergency resignation, or emergency disciplinary termination), shall be submitted to the Contract Manager for approval, in writing, at least 15 business days before the substitution. All temporary staff must comply with Judiciary policy, including, but not limited to, submitting to background check, providing certificates of good standing (if applicable) and signed confidentiality agreements.

## **2.12 Acceptance of Services**

2.12.1 The AOC Contract Manager or his/her designated representative has sole authority to determine the acceptable level of service.

2.12.2 When the AOC Contact Manager or his/her designee determines that Contractor service is unsatisfactory, the Contractor shall return to the site at the request of the AOC, or an authorized designee, and resolve the issue at no additional cost to the AOC.

## **2.13 Damage to State and Personal Property**

- 2.13.1 The Contractor, their employees, subcontractors and agents shall be held directly responsible to repair, replace or restore to its original condition, to the satisfaction of the Maryland Judiciary, curbs, roadway surfaces, wheel stops, shrubbery, trees, buildings, bollards, gates, light pole, sign poles or any other State-owned property which is damaged by the actions of the above-mentioned representatives.
- 2.13.2 The Contractor, their employees, subcontractors and agents shall be held directly responsible for any damage caused by their action or inaction to privately-owned property and shall hold the State harmless for such damages.

## **2.14 Failure to Respond**

- 2.14.1 Should the Contractor fail to respond to the request for service as specified herein, the Judiciary may, at its option, directly or by contract, take whatever measures are necessary to provide the necessary services at the expense of the Contractor.

## **2.15 Required Policies, Guidelines, and Methodologies**

The Contractor shall be required to comply with all applicable laws, regulations, policies, standards and guidelines affecting information technology projects, which may be created or changed periodically by the State of Maryland. The Contractor shall adhere to and remain abreast of current, new, and revised laws, regulations, policies, standards and guidelines affecting project execution. These may include, but are not limited to:

- A. A System Development Life Cycle (SDLC) methodology and framework based on best practices and industry standards, such as the incremental waterfall methodology, and the agile software development framework.
- B. The Administrative Office of the Courts Judicial Information Systems Security Policy.

## **2.16 Contractor Security Requirements**

Compliance with Judiciary Policies-

- A. The Contractor, and all contractor and subcontractor personnel assigned to the Contract (contractor personnel), shall comply with all applicable Judiciary policies and procedures for the duration of the contract.
- B. The Contractor must also comply with all federal and state laws, regulations, and policies, including, but not limited to the Family Medical Leave Act and the Americans with Disabilities Act as it relates to its contract with the AOC.
- C. This includes but is not limited to the following policies: the Accommodations of Disabilities, Prohibiting Discrimination, Harassment, and Retaliation, Religious Accommodation, and the JIS Information Security Policy.

D. The JIS Security Policy closely aligns with guidelines published by the National Institute of Standards and Technology. The Policy is available online at: <http://www.mdcourts.gov/procurement/index.html>

The Judiciary reserves the right to monitor all applicable computer and electronic equipment usage for compliance with its policies.

## **2.17 Access and Background Checks-**

A. Site visits to any Judiciary location by contractor personnel must be coordinated by Judiciary staff with the designated site personnel in advance of any visit.

B. Any contractor personnel working at Judiciary locations, or on Judiciary systems or projects, or who have access to Judiciary or State criminal data or systems, must be approved in writing by the Procurement Officer prior to beginning work.

C. All contractor personnel working at Judiciary locations, or on Judiciary systems or projects, or who have access to Judiciary or State criminal data or systems, must have a Judiciary approved criminal background check prior to beginning work with the Judiciary, and may be subject to rejection as a result of the background check.

D. All contractor personnel assigned to work at Judiciary locations shall be required to obtain a Judiciary security identification badge prior to beginning work, and annually thereafter. The contractor is responsible for any fees that may be incurred for initial issuance of the badge and for any replacement.

E. The badge shall be displayed at all times while on Judiciary premises. To verify identity, the contractor personnel shall be prepared to provide photo identification upon request by a Judiciary official.

F. The contractor personnel are required to immediately notify the AOC Contract Manager, the Administrative Official of the respective department or office or the AOC Contract Manager, if their badge is lost or stolen.

G. At the discretion of the AOC, at any time during the contract, contractor personnel may be required to obtain a Criminal Justice Information System (CJIS) State and Federal criminal background check, which includes fingerprinting.

H. The contractor personnel must notify the AOC Contract Manager, the Administrative Official of the respective department or office, within one (1) business day, if any personnel have been arrested, indicted, served with a criminal summons, named in a peace or protective order, or named as a defendant in any civil case. The contractor personnel are also required to provide regular updated information regarding the status of any of these actions.

I. The AOC Contract Manager, in conjunction with the Deputy Director of Security Administration and the Procurement Officer, may impose restrictive conditions in response to prior criminal convictions, pending criminal charges, or a violation of Judiciary

procedures, including removal from the contract, and/or restricted access to Judiciary locations or systems.

J. In the event of a security incident or suspected security incident, the contractor personnel shall immediately notify the Judiciary personnel as follows:

AOC Contract Manager

K. The contractor personnel shall cooperate fully in all security incident investigations.

L. During the course of the contract, if necessary for the delivery of goods and services, Contractor may be provided a Judiciary asset in the form of a cell phone, laptop, or other electronic device. Any and all Judiciary devices are the property of the Judiciary and must be returned in working, acceptable condition at the contract's conclusion. If said devices are not in working acceptable conditions, Contractor may be responsible for the cost of said device(s). Any and all devices must be regularly updated as specified by the manufacturer and JIS and must adhere to all confidentiality guidelines as provided by JIS, the AOC, and the JIS Project Manager.

L. If the AOC determines that there is cause for the Contractor's work to be suspended, the Contractor shall take the following steps:

- a. Immediately cease to represent itself as providing services to the AOC; and
- b. Deliver to the AOC: (a) a report describing the current state of the Deliverables provided by the Contractor under this Agreement and any applicable Statements of Work outstanding as of the date of termination; (b) all AOC Confidential information in its possession, or at AOC's option, destroy all such AOC Confidential information; and (c) all work product to the AOC within seven (7) business days as of the date of termination. Work product includes, but is not limited to, works for hire and materials as described in §29.3.
- c. Contractor is responsible for all AOC assets (including but not limited to, laptops, tablets, computers, cell phones, other portable electronic devices, accessories, and peripherals, etc.), that have been provided to the Contractor at the AOC's cost. All AOC issued assets are required to be surrendered to the AOC within five (5) business days of the termination of services. Assets will be subject to evaluation and can include normal and expected wear and tear but must be functional and operable. Assets that do not meet this condition may be subject to additional charge to the Contractor. Contractor shall be liable to the AOC for any and all assets not surrendered.

## **2.18 Access to Judiciary Information Technology Systems**

A. The contractor's personnel shall complete all required paperwork as directed for security access to the Judiciary systems.

B. The system access rights of contractor personnel must be updated no later than twenty-four (24) hours after notification of the change in status; therefore, the Contractor shall immediately notify the AOC Contract Manager and the JIS CISO of any termination of contractor personnel and immediately confiscate the Judiciary badge and return it to the AOC Contract Manager.

C. Select contractor personnel may be approved and given secured remote access privileges by the Assistant Administrator, JIS, into the Judiciary systems to the extent needed for the remote access privileges that are granted. To ensure compliance with the JIS Information Security Policy, the configuration of remote access into AOC systems will be accomplished by JIS staff. The JIS staff will monitor all remote access activities.

D. The approved contractor personnel may be given the capability to remotely monitor all hardware and software for error/failure notifications, as appropriate. The Assistant Administrator of JIS, must give prior written approval for the software used, and for the method of the secured technical environment, prior to this capability being activated.

E. In the event that any approved contractor personnel no longer require access to the Judiciary systems, the Contractor must promptly notify the Assistant Administrator, JIS and the AOC Contract Manager. The Contractor will be responsible for ensuring the list of authorized Contractor personnel is maintained and accurate at all times.

## **2.19 Insurance**

A. The Contractor shall at all times during the term of the Contract maintain, in full force and effect, the policies of insurance required by this Section. Evidence that the required insurance coverage has been obtained may be provided by Certificates of Insurance duly issued and certified by the insurance company or companies furnishing such insurance. Such evidence of insurance must be delivered to the AOC Office of Procurement before the actual implementation of the Agreement.

B. All insurance policies shall be endorsed to provide that the insurance carrier will be responsible for providing immediate and positive notice to the AOC in the event of cancellation or restriction of the insurance policy by either the insurance carrier or the Contractor, at least sixty (60) days prior to any such cancellation or restriction. All insurance policies shall name as an additional insured the Administrative Office of the Courts and the Maryland Judiciary.

C. The requiring of any and all insurance as set forth in this RFP, or elsewhere, shall be in addition to and not in any way in substitution for all the other protection provided under the Contract for acceptance and/or approval of any insurance by the Procurement Officer, shall be construed as relieving or excusing the Contractor from any liability or obligation imposed upon it by the provisions of the Contract. The limits required below may be satisfied by either individual policies or a combination of individual policies and an umbrella policy:



i. The Contractor shall maintain Worker's Compensation insurance as required by the laws of the State of Maryland and including Employer's Liability coverage with a minimum limit of \$500,000 for each accident; \$500,000 for each disease for each employee; and \$500,000 for each disease per the policy limit.

ii. Occurrence forms of comprehensive general liability insurance covering the full scope of this agreement with limits not less than \$1,000,000 per occurrence and \$2,000,000 aggregate for personal or bodily injuries and \$1,000,000 per occurrence and aggregate for property damage. A combined single limit per occurrence of \$2,000,000 is acceptable. All policies issued shall include permission for partial or total occupancy of the premises by or for the Administrative Office of the Courts within the scope of this Contract. Such insurance shall include but shall not be limited to, the following:

iii. Comprehensive general liability insurance including a comprehensive broad form endorsement and covering: a) all premises-operations, b) completed operations, c) independent Contractors, d) liability assumed by oral or written contract or agreement, including this contract, e) additional interests of employees, f) notice of occurrence, g) knowledge of occurrence by specified official, h) unintentional errors and omissions, i) incidental (contingent) medical malpractice, j) extended definition of bodily injury, k) personal injury coverage (hazards A and B) with no exclusions for liability assumed contractually or injury sustained by employees of Contractor, l) broad form coverage for damage to property of the Administrative Office of the Courts, as well as other third parties resulting from completion of the Contractor's services.

iv. Comprehensive business automobile liability insurance covering use of any motor vehicle to be used in conjunction with this contract, including hired automobiles and non-owned automobiles.

v. Comprehensive Automobile Liability (if applicable):

Limit of Liability - \$1,000,000 Bodily Injury  
\$1,000,000 Property Damage

The Contractor shall maintain Automobile and/or Commercial Truck Insurance (including owned, leased, hired, and non-owned vehicles) as appropriate with Liability, Collision, and PIP limits no less than those required by the State where the vehicle(s) is registered, but in no case less than those required by the State of Maryland. In addition to owned automobiles, the coverage shall include hired automobiles and non-owned automobiles with the same limits of liability.

D. The insurance required under sub-paragraphs (A), (B), (C) above shall provide adequate protection for the Contractor against claims which may arise from the Contract, whether such claims arise from operations performed by the Contractor or by anyone directly or indirectly employed by him, and also against any special hazards which may be encountered in the performance of the Contract. In addition, all policies required must not exclude coverage for equipment while rented to others.

E. If any of the work under the Contract is subcontracted, the Contractor shall require any subcontractors to obtain and maintain comparable levels of coverage and shall provide the Procurement Officer with the same documentation as is required of the Contractor.

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## SECTION 3 – PROPOSAL FORMAT

### 3.1 Two-Part Submission

- 3.1 Offerors must submit proposals in two separate volumes:
- (a) Volume I - TECHNICAL PROPOSAL
  - (b) Volume II - FINANCIAL PROPOSAL

### 3.2 Proposals

- 3.2.1 Volume I-Technical Proposal must be sealed separately from Volume II-Financial Proposal but submitted simultaneously to the Procurement Officer (address listed in Section 1.5 of this RFP).
- 3.2.2 Submit **an** unbound original, so identified, and **(3) three** copies of each volume. An electronic version of both the Volume I- Technical Proposal and the Volume II- Financial Proposal must also be submitted.
- 3.2.3 Electronic media shall bear a label with the RFP title and number, name of the Offeror, and the volume number (I or II).

### 3.3 Submission

- 3.3.1 Each Offeror is required to submit a separate sealed package for each "Volume", which is to be labeled Volume I-Technical Proposal and Volume II-Financial Proposal, respectively. Each sealed package must bear the RFP title and number, name and address of the Offeror, the volume number (I or II), and the closing date and time for receipt of the proposals on the outside of the package.
- 3.3.2 All pages of both proposal volumes must be consecutively numbered from beginning (Page 1) to end (Page "x").

### 3.4 Volume I – Technical Proposal

- 3.4.1 Transmittal Letter: A transmittal letter must accompany the Technical Proposal. The transmittal letter shall be signed by an individual who is authorized to commit the Offeror to the services and requirements as stated in this RFP, including all addenda. Only one transmittal letter is needed, and it does not need to be bound with the Technical Proposal.
- 3.4.2 Format of Technical Proposal: Enclose three copies and one electronic version inside the sealed package described in Section 3.3, above and an unbound original, to be so labeled. Section 2 of this RFP provides requirements and Section 3 provides reply instructions. The paragraphs in these RFP sections are numbered for ease of reference. In addition to the instructions below, the Offeror's Technical Proposals shall be organized and numbered in the same order as this RFP. This proposal organization shall allow Judiciary officials and the Evaluation Committee to "map" Offeror's responses directly to RFP requirements by paragraph number. The Technical Proposal shall include the following sections in the stated order:

- 3.4.3 Title and Table of Contents: The Technical Proposal shall begin with a title page bearing the name and address of the Offeror and the name and number of this RFP. A table of contents for the Technical Proposal should follow the title page. *Note*: Information that is claimed to be confidential under RFP Section 1.18 is to be printed on yellow paper and placed after the Title Page and before the Table of Contents in the Offeror’s Technical Proposal, and if applicable, also in its Financial Proposal. Unless there is a compelling case, an entire proposal should not be labeled confidential but just those portions that can reasonably be shown to be proprietary or confidential.
- 3.4.4 Executive Summary: The Offeror shall condense and highlight the contents of the Technical Proposal in a separate section titled “Executive Summary.” The summary shall also identify any exceptions the Offeror has taken to the requirements of this RFP, the Contract (Attachment A), or any other attachments. Exceptions to terms and conditions may result in having the proposal deemed unacceptable or classified as not reasonably susceptible of being selected for award. If an Offeror takes no exception to the Judiciary’s terms and conditions, the Executive Summary should so state.
- 3.4.5 Offeror’s Technical Response to RFP Requirements:
- A. General

Offerors shall address each RFP requirement in the Technical Proposal and describe how its proposed services will meet those requirements. If the Judiciary is seeking the Offeror’s agreement to a requirement, the Offeror shall state agreement or disagreement. Any paragraph that responds to a work requirement shall not merely rely on a stated agreement to perform the requested work, but rather, the Offeror should outline how the Offeror can fulfill the requested tasks in a manner that best meets the Judiciary’s needs.
  - B. Offerors Experience and Capabilities: The Offeror shall include information on experience with similar engagements. The Offeror shall describe their experience and capabilities through a response to the following: An overview of the Offeror’s experience providing the services.
  - C. References. Provide three (3) current customer references where the customer is similar in size to the RFP scope. Provide the following information for each client reference:
    - i. Name of Client Organization
    - ii. Name, title, and telephone number of Point-of-Contact for client organization
    - iii. Value, type, and duration of contract(s) supporting client organization
    - iv. The services provided, scope of the contract, and number of employees serviced.
  - D. Financial Capability and Insurance: The Offeror shall include the following, for itself, and, as applicable, for any parent corporate, subsidiary or preference under RFP Section 1.19:

- Evidence that the Offeror has the financial capacity to provide the goods and/or services, as described in its proposal, via profit and loss statements and balance sheets for the last two (2) years.
  - By submitting a proposal in response to this solicitation, the Offeror warrants that it is able to provide evidence of insurance required by RFP Section 2.
- E. Subcontractors: Offerors must identify non-MBE subcontractors, if any, and the role these subcontractors shall have in the performance of the Contract.
- F. Required Affidavits, Schedules and Documents to be submitted by Offerors in the Technical Proposal:
- Completed Bid/Proposal Affidavit (Attachment B – with original of Technical Proposal)

### **3.5 Volume II - Financial Proposal**

- 3.5.1 Under separate sealed cover from the Technical Proposal and clearly identified with the same information noted on the Technical Proposal, the Offeror must submit an original unbound copy, three copies and one electronic copy of the Financial Proposal in a separate envelope labeled as described in Section 3.3, of the Financial Proposal. The Financial Proposal must contain all price information in the format specified in Attachment E. Information which is claimed to be confidential is to be clearly identified in the Offeror's Financial Proposal. An explanation for each claim of confidentiality shall be included as part of the Financial Proposal.

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## SECTION 4 – EVALUATION CRITERIA AND SELECTION PROCEDURE

### 4.1 Evaluation Criteria

- 4.1.1 Evaluation of the proposals shall be performed by a committee organized for the purpose of analyzing the Technical Proposals. Evaluations shall be based on the criteria set forth below. The Contract resulting from this RFP shall be awarded to the Offeror that is most advantageous to the Judiciary, considering price and the evaluation factors set forth herein. In making this determination, technical factors shall receive greater weight than price factors.
- 4.1.2 The Offeror shall be evaluated on the proposed services according to the specifications outlined in this RFP.

### 4.2 Technical Criteria

- 4.2.1 The criteria to be applied to each Technical Proposal are listed in descending order of importance:
- The Offeror’s experience and qualifications of key staff, including references.
  - Technical response to requirements of RFP Section 2. The AOC prefers an Offeror’s response to requirements in the RFP that illustrate a comprehensive understanding of work requirements and mastery of the subject matter, including an explanation of how the work will be done.

### 4.3 Financial Criteria

All qualified Offerors will be ranked from the lowest to the highest price based on their total price proposed on Attachment E – Price Proposal.

### 4.4 Selection Process and Procedures

- 4.4.1 General Selection Process:
- A. The Contract shall be awarded in accordance with the competitive sealed proposals process under the Judiciary’s Procurement Policy. The competitive sealed proposals method is based on discussions and revision of proposals during these discussions.
- B. Accordingly, the Judiciary may hold discussions with all Offerors judged reasonably susceptible of being selected for award, or potentially so. However, the Judiciary also reserves the right to make an award without holding discussions. In either case of holding discussions or not doing so, the Judiciary may determine an Offeror to be not responsible and/or not reasonably susceptible of being selected for award, at any time after the initial closing date for receipt of proposals and the review of those proposals.
- 4.4.2 Selection Process Sequence:
- A. The first level of review shall be an evaluation for technical merit by the selection committee. During this review, oral presentations and discussions may be held. The purpose of such discussions shall be to assure a full understanding of the Judiciary’s requirements and the Offeror’s ability to perform, and to facilitate understanding of the Contract that shall be most advantageous to the Judiciary.

- B. The Financial Proposal of each Offeror shall be evaluated separately from the technical evaluation. After a review of the Financial Proposals of Offerors, the Procurement Officer may again conduct discussions.
- C. When in the best interest of the Judiciary, the Procurement Officer may permit Offerors who have submitted acceptable proposals to revise their initial proposals and submit, in writing, best and final offers (BAFOs).
- D. Upon completion of all discussions and negotiations, reference checks, and site visits, if any, the Procurement Officer shall recommend award of the Contract to the responsible Offeror whose proposal is determined to be the most advantageous to the Judiciary considering evaluation and price factors as set forth in this RFP. In making the most advantageous Offeror's determination, technical shall be given greater weight than price factors.

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## ATTACHMENTS

Attachment A	Contract
Attachment B	Proposal Affidavit
Attachment C	Contract Affidavit
Attachment D	Pre-Proposal Conference Webinar Response Form
Attachment E	Price Proposal Form
Attachment F	Non-Disclosure Agreement
Attachment G	Contractor Background Check Notice
Attachment H	Knowledge Base Governance Agreement



**ATTACHMENT A – STANDARD CONTRACT AGREEMENT**

**MARYLAND ADMINISTRATIVE OFFICE OF THE COURTS**

**STANDARD TERMS AND CONDITIONS**

**(Enter Project Name)**

**Contract number: KXX-XXXX-XX**

This Contract is made this \_\_\_\_\_ day of \_\_\_\_\_ YEAR, by and between the Administrative Office of the Courts (the “AOC”) in the State of Maryland and **(Company Name)**, **(Company Address)** (the “Contractor”) with Federal Taxpayer Identification Number **XX-XXXXXXX**.

In consideration of the mutual covenants and promises herein contained and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the AOC and the Contractor agree as follows:

**1. Scope of Contract**

1.1 The Contractor shall provide **(Add language to fit the procurement)** (hereinafter “Goods” or “Services”), and other deliverables in accordance with the terms and conditions of this Contract and the following Exhibits, which are attached to this Contract and incorporated as part of this Contract:

Exhibit A: Contract Affidavit

Exhibit B: Request for Proposals dated **(Enter RFP Date)** and all amendments and exhibits thereto (collectively referred to as the “RFP”)

Exhibit C: Contractor’s Proposal dated **(Enter Contractors Proposal Date)** and any subsequent BAFO dated **(Enter BAFO Date)** (collectively referred to as “the Proposal”)

Exhibit D: Non-Disclosure Agreement

1.2 If there are any inconsistencies between the Contract and any of the Exhibits, the terms of this Contract shall prevail. If there are any inconsistencies between Exhibit B and Exhibit C, Exhibit B shall prevail.

1.3 No other order, statement, or conduct of the Procurement Officer or of any other person shall be treated as a change or entitle the Contractor to an equitable adjustment under this section. Any modification to this Contract must first be approved in writing by the Procurement Officer, subject to any additional approvals required by State law and the Maryland Judiciary’s Procurement Policy and procedures.

- 1.4 Except as otherwise provided in this Contract, if any order causes an increase or decrease in the Contractor's cost of, or the time required for, the performance of any part of the work, an equitable adjustment in the Contract price shall be made and the Contract modified in writing accordingly. The Contractor must assert in writing its right to an adjustment under this section within thirty (30) days of receipt of a written change order and include a written statement setting forth the nature and cost of such claim. No claim by the Contractor shall be allowed if asserted after final payment under this Contract.
- 1.5 Failure to agree to an adjustment under this section shall be a dispute under the Disputes clause. Nothing in this section shall excuse the Contractor from proceeding with the Contract as changed.

## **2. Term of the Contract**

Unless the Contract is terminated earlier as provided herein, the term of the Contract is the period of (x) year beginning at the execution date of the Contract. The AOC, at its sole option, shall have the unilateral right to extend the Contract for up to xx (x), years(s)/month(s) renewal options at its discretion. Audit, confidentiality, document retention, and indemnification obligations under this Contract shall survive the expiration or termination of the Contract.

## **3. Consideration and Payment**

- 3.1 In consideration of the satisfactory performance of the Services, the AOC shall pay the Contractor in accordance with the terms of this Contract and at the rate specified in the Request for Proposal. Except with the express written consent of the Procurement Officer, total payments to the Contractor pursuant to the original form of this Contract may not exceed \$..... (the "NTE Amount").
- 3.2 All invoices shall be submitted within thirty (30) calendar days after the completion and acceptance by the AOC for each deliverable and include the following information: name and address of the AOC; vendor name; remittance address; federal taxpayer identification or (if owned by an individual) his/her social security number; invoice period; invoice date; invoice number; amount due; and the deliverable ID number for the deliverable being invoiced. Additional information may be required in the future. Invoices submitted without the required information will not be processed for payment until the Contractor provides the requested information.
- 3.3 Payments to the Contractor for each deliverable should be made no later than thirty (30) days after the acceptance of the deliverable and receipt of a proper invoice from the Contractor. Charges for late payment of invoices are prohibited.
- 3.4 In addition to any other available remedies, if, in the opinion of the Procurement Officer, the Contractor fails to perform in a satisfactory and timely manner, the Procurement Officer may refuse or limit approval of any invoice for payment and may cause payments to the Contractor to be reduced or withheld until such time as the Contractor meets performance standards as established by the Procurement Officer in accordance with this Contract. Final

payment shall not be construed as a waiver or termination of any rights and remedies available to AOC for any failure of Contractor to perform the Contract in a satisfactory and timely manner.

#### **4. Warranties**

The Contractor hereby represents and warrants that:

- 4.1 It is qualified to do business in the State of Maryland and that it will take such action as may be necessary to remain so qualified;
- 4.2 It shall comply with all federal, State and local laws applicable to its activities and obligations under this Contract;
- 4.3 It shall obtain, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Contract; and
- 4.4 It is responsible for all acts and omissions of its agents, employees, and subcontractors, including, but not limited to violations of the Non-Disclosure Agreement.

#### **5. Patents and Copyrights, if applicable**

- 5.1 If the Contractor furnishes any design, device, material, process, code, or other item that is covered by a patent or copyright or which is proprietary to or a trade secret of another, the Contractor shall obtain the necessary permission or license for the AOC's use of such item or items.
- 5.2 The Contractor shall defend or settle, at its own expense, any claim or suit against the State, AOC, or their employees acting within the scope of employment, alleging that any such item furnished by the Contractor infringes any patent, trademark, copyright, or trade secret. The Contractor also shall pay all damages and costs that by final judgment might be assessed against the State, AOC, or their employees acting within the scope of employment, due to such infringement and all attorney fees and costs incurred by the State to defend against such a claim or suit.
- 5.3 If any products furnished by the Contractor become, or in the Contractor's opinion are likely to become the subject of a claim of infringement, the Contractor shall, at its option and expense: (a) procure for the AOC the right to continue using the applicable item; (b) replace the product with a non-infringing product substantially complying with the item's specifications, or; (c) modify the item so that it becomes non-infringing and performs in a substantially similar manner to the original item.
- 5.4 If the Contractor obtains or uses for purposes of this Contract any design, device, material, process, code, supplies, equipment, text, instructional material, services or other work, the Contractor shall indemnify the AOC, its officers, agents, and employees with respect to any claim, action, cost, or judgment for patent, trademark, or copyright infringement, arising out

of the possession or use of any design, device, material, process, supplies, equipment, text, instructional material, services or other work covered by any Contract awarded.

## **6. Non-hiring of Employees**

No employee of the Maryland Judiciary or any unit hereof whose duties as such employee include matters relating to or affecting the subject matter of this Contract shall become or be an employee of the Contractor, as provided under MD Code, General Provisions § 5-501, *et seq.*

## **7. Non-employment of Contractor's Employees**

Nothing in this contract shall be construed to create an employment relationship between the AOC and any employee of either the Contractor or the Contractor's subcontractors.

## **8. Disputes**

Any claim regarding the proper interpretation of this Contract shall be submitted, in writing, to the Procurement Officer, together with a statement of grounds supporting the Contractor's interpretation. Pending resolution of a claim by the Procurement Officer, the Contractor shall proceed diligently with the performance of the Contract in accordance with the Procurement Officer's decision. An adverse decision to the Contractor may be appealed by the Contractor to the AOC within fifteen (15) days of the Procurement Officer's decision for adjudication pursuant to the Maryland Judiciary's Procurement Policy.

## **9. Maryland Law**

The place of performance of this Contract shall be the State of Maryland. This Contract shall be performed, construed, interpreted, and enforced according to the laws of the State of Maryland, including MD Code, State Government § 12-204. No action relating to this contract shall be brought in any forum other than Maryland, whether or not the AOC is a party to such an action.

## **10. Non-discrimination in Employment**

Contractor shall not discriminate on the basis of race, color, religion, ancestry, national origin, sex, age, marital status, sexual orientation, gender identity, genetic information, or an individual's refusal to submit to a genetic test or make available the results of a genetic test or on the basis of disability, or other unlawful forms of discrimination in the solicitation, selection, hiring, or commercial treatment of employees, subcontractors, vendors, suppliers, or commercial customers, nor shall the Contractor retaliate against any person for reporting instances of such discrimination.

The Contractor shall provide equal opportunity for subcontractors, vendors, and suppliers to participate in all of its public sector and private sector subcontracting and supply opportunities, provided that nothing contained in this clause shall prohibit or limit otherwise lawful efforts to remedy the effects of marketplace discrimination that have occurred or are occurring in the marketplace.

The Contractor understands and agrees that a material violation of this clause shall be considered a material breach of this Contract and may result in termination of this Contract, disqualification of the Contractor from participating in AOC contracts, or other sanctions. This clause is not enforceable by or for the benefit of, and creates no obligation to, any third party. As a condition of entering into this Contract, the Contractor represents and warrants that every subcontract it has entered into or will enter into for the performance of any of the work under this Contract shall include a clause identical to the non-discrimination language above.

#### **11. Contingent Fee Prohibition**

The Contractor warrants that it has not employed or retained any person, partnership, corporation, or other entity, other than a bona fide employee, bona fide agent, bona fide salesperson, or commercial selling agency working for the Contractor to solicit or secure this Contract, and that it has not paid or agreed to pay any person, partnership, corporation, or other entity, other than a bona fide employee, bona fide salesperson, or commercial selling agency, any fee or other consideration contingent on the making of this Contract.

#### **12. Non-availability of Funding**

If the Maryland General Assembly fails to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal year of this Contract succeeding the first fiscal year, this Contract shall be canceled automatically as of the beginning of the fiscal year for which funds were not appropriated or otherwise made available; provided, however, that this will not affect either the AOC's rights or the Contractor's rights under any termination clause in this Contract. The effect of termination of the Contract hereunder will be to discharge both the Contractor and the AOC from future performance of the Contract, but not from their rights and obligations existing at the time of termination. The Contractor shall be reimbursed for the reasonable value of any non-recurring costs incurred but not amortized in the price of the Contract. The AOC shall notify the Contractor as soon as it has knowledge that funds may not be available for the continuation of this Contract for each succeeding fiscal period beyond the first.

#### **13. Termination for Cause**

If Contractor fails to fulfill its obligations under this Contract properly and on time, or otherwise violates any provision of the Contract, the AOC may terminate the Contract by written notice to the Contractor. The notice shall specify the acts or omissions relied upon as cause for termination. All finished or unfinished work provided by the Contractor shall, at the AOC's option, become the AOC's property. The AOC shall pay the Contractor fair and equitable compensation for satisfactory performance prior to receipt of notice of termination, less the amount of damages caused by the Contractor's breach. If the damages are more than the compensation payable to the Contractor, the Contractor will remain liable after termination, and the AOC can affirmatively collect damages.

#### **14. Termination for Convenience**

The performance of work under this Contract may be terminated by the AOC in accordance with this clause in whole or, from time to time, in part whenever the AOC determines that such termination is in the AOC's best interest. The AOC will pay all reasonable costs associated with this Contract that the Contractor has incurred up to the date of termination, and all reasonable costs

associated with termination of the Contract; however, the Contractor shall not be reimbursed for any anticipatory profits that have not been earned up to the date of termination.

#### **15. Delays and Extensions of Time**

The Contractor agrees to perform this Contract continuously and diligently. No charges or claims for damages shall be made by the Contractor for any delays or hindrances, regardless of cause, in the performance of services under this Contract. Time extensions may be granted only for excusable delays that arise from unforeseeable causes beyond the control and without the fault or negligence of the Contractor, including but not restricted to acts of God, acts of the public enemy, acts of the State in either its sovereign or contractual capacity, acts of another Contractor in the performance of an AOC contract, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, or the delay of a subcontractor or supplier arising from unforeseeable causes beyond the control and without the fault or negligence of either the Contractor or the subcontractor or supplier.

#### **16. Suspension of Work**

The AOC may direct the Contractor in writing to suspend, delay, or interrupt all or any part of its performance for such period of time as the Procurement Officer may determine to be appropriate for the AOC's convenience.

#### **17. Pre-existing Law**

The applicable statutes and regulations of the State of Maryland are hereby incorporated in this Contract.

#### **18. Financial Disclosure**

The Contractor shall comply with the provisions of MD Code, State Finance and Procurement § 13-221.

#### **19. Political Contribution Disclosure**

The Contractor shall comply with Title 14 of the Election Law of Maryland.

#### **20. Right to Audit**

20.1 The Contractor shall establish a reasonable accounting system, shall retain and maintain all records and supporting documents and materials relating to this Contract for five (5) years after final payment by the AOC hereunder and shall make them available for inspection and audit by authorized representatives of the State of Maryland and/or the AOC, including the Procurement Officer or the Procurement Officer's designee, at all reasonable times. The Contractor shall cooperate fully with any audits or investigations conducted by the State of Maryland and/or the AOC.

20.2 The AOC reserves the right, at its sole discretion at any time, to perform an audit of the Contractor's performance under this Contract. Auditing is defined as an independent

objective assurance and consulting activity performed by qualified personnel including, but not limited to, the AOC's Internal Audit Department, to determine by investigation, examination, or evaluation of objective evidence from data, statements, records, operations, and performance practices (financial or otherwise), the Contractor's compliance with the Contract, including but not limited to adequacy and compliance with established procedures and internal controls over the Contract services being performed for the AOC.

- 20.3 Upon three (3) business days' notice, the Contractor shall provide the AOC reasonable access to their respective records to verify compliance with the terms of the Contract. The AOC may conduct these audits with any or all of its own internal resources or by securing the services of a third-party accounting or audit firm, solely at the AOC's election. The AOC may copy, at its own expense, any record related to the services performed and provided under this Contract.
- 20.4 The right to audit shall include the Contractor's subcontractors including, but not limited to, any lower tier subcontractor(s) that provide essential support to the Contract services. The Contractor and/or subcontractor(s) shall ensure the AOC has the right to audit such subcontractor(s).

## **21. Liability for Loss of Data**

In the event of loss of any data or records, which such loss is due to the error, negligence, or intentional act or omission of the Contractor, whether or not related to the performance of this contract, the Contractor shall be responsible, irrespective of cost to the Contractor, for recreating all such lost data or records in a manner, format, and time-frame acceptable to the AOC.

## **22. Subcontracting and Assignment**

The Contractor may subcontract any portion of the services provided under this Contract by obtaining the Procurement Officer's prior written approval. The Contractor may assign this Contract, or any of its rights or obligations hereunder, only with the Procurement Officer's prior written approval. Any such subcontract or assignment shall be subject to any terms and conditions that the Procurement Officer deems necessary to protect the interest of the State of Maryland. The AOC shall not be responsible for the fulfillment of the Contractor's obligations to subcontractors.

## **23. Novation and Assignment**

If the Contractor sells its interests in the Contract to another business entity (hereinafter "assignee"), the original Contractor must notify the AOC of the assignment within five (5) business days. The Contractor's assignee and the AOC must sign a novation agreeing to continue with the original terms of the Contract. The assignee must accept all liability on behalf of the Contractor and submit the necessary documentation (i.e. Certificate of Insurance) with identical insurance coverage to the Contractor to the Procurement Officer within five (5) business days of notifying the AOC of the assignment.

## **24. Overtime**

Contractors shall be paid according to the RFP. If overtime pay is not provided for in the RFP, then the Contractor shall not be provided compensation for overtime unless otherwise agreed to in advance, in writing, by the Procurement Officer.

## **25. Indemnification**

- 25.1. The Contractor shall hold harmless and indemnify the AOC from and against any and all losses, damages, claims, suits, actions, liabilities, and/or expenses, including, without limitation, attorneys' fees and costs and disbursements of any character that arise from, are in connection with or are attributable to the performance or nonperformance of the Contractor or its subcontractors under this contract.
- 25.2 The AOC has no obligation to provide legal counsel or defense to the Contractor or its subcontractors in the event that a suit, claim or action of any character is brought by any person not party to this Contract against the Contractor or its subcontractors as a result of or relating to the Contractor's obligations under this Contract.
- 25.3 The AOC has no obligation for the payment of any judgments or the settlement of any claims against the Contractor or its subcontractors as a result of or relating to the Contractor's obligations under this Contract.
- 25.4 The Contractor shall immediately notify the Procurement Officer of any claim, suit or action made or filed against the Contractor or its subcontractors regarding any matter resulting from or relating to the Contractor's obligations under the Contract, and shall cooperate, assist and consult with the AOC in the defense or investigation of any such claim, suit, or action.

## **26. Limitation of Liability**

Without prejudice to the AOC's right to pursue non-monetary remedies, Contractor shall be liable as follows:

- 26.1 For infringement of patents, trademarks, trade secrets, and copyrights, as provided in § 5 of this Contract;
- 26.2 For damages arising out of death or bodily injury or property damage, no limitation; and;
- 26.3 For all other claims, damages, loss, costs, expenses, suits or actions in any way related to this Contract, regardless of the form of such actions, the Contractor's liability shall not exceed five (5) times the NTE amount. Notwithstanding the foregoing, the Contractor's liability for third-party claims shall be unlimited.
- 26.4 For damages arising out of a cyber breach, defined as a breach resulting in actual or potential harm to the AOC's network, hardware, software, or other information systems.



## **27. Public Access to Judicial Records**

The AOC provides public access to records in accordance with Title 16, Chapter 900 of the Maryland Rules. If a request is made to review any records pertaining to this contract, the Contractor may be contacted by the AOC, as circumstances allow, to express its views on the availability of requested information. The final decision on release of any information rests with the AOC.

## **28. Conflict of Interest**

- 28.1 "Conflict of interest" means that because of other activities or relationships with other persons, a person is unable or potentially unable to render impartial assistance or advice to the State or the AOC, or the person's objectivity in performing the contract work is or might be otherwise impaired, or a person has an unfair competitive advantage. "Conflict of interest" includes pending litigation in the Maryland courts.
- 28.2 "Person" includes a contractor, consultant, or subcontractor or sub consultant at any tier, and also includes an employee or agent of any of them if the employee or agent has or will have the authority to control or supervise all or a portion of the work for which a bid or offer is made.
- 28.3 The Contractor warrants that, except as disclosed in Section 28.4 below, there are no relevant facts or circumstances now giving rise or which could, in the future, give rise to a conflict of interest.
- 28.4 The following facts or circumstances give rise or could in the future give rise to a conflict of interest (Contractor: explain details-attach additional sheets if necessary);  
**if none, so state:**
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- 28.5 The Contractor agrees that if an actual or potential conflict of interest arises after the Contract commences, the Contractor shall immediately make a full disclosure in writing to the Procurement Officer of all relevant facts and circumstances. This disclosure shall include a description of actions which the Contractor has taken and proposes to take to avoid, mitigate, or neutralize the actual or potential conflict of interest. If the Contract has been awarded and performance of the Contract has begun, the Contractor shall continue performance until notified by the Procurement Officer of any contrary action to be taken. The existence of a conflict of interest is cause for termination of the Contract as well as disciplinary action against an employee for whom a conflict exists.

**29. Ownership and Rights in Data**

- 29.1 In addition to the requirements stated in the RFP, the Contractor agrees to furnish the AOC with copies of the following: computations, computer files, data, model(s), transmittal letters, response letters, training materials, and all other documents or correspondence pertinent to the operation of **[insert type of Goods or Services]**.
- 29.2 The AOC shall be the owner of all materials developed under this Contract and shall be entitled to use, transfer, disclose, and copy them in any manner, without restriction and without compensation to the Contractor. Without the AOC's prior written consent, Contractor may neither use, execute, reproduce, display, perform, distribute (internally or externally), retain copies of, or prepare derivative works based on, these Materials nor authorize others to perform those acts.
- 29.3 The Contractor agrees that, at all times during the terms of this Contract and thereafter, all materials developed under this Contract, shall be "works for hire" as that term is interpreted under U.S. copyright law. To the extent that any of these materials are not works for hire for the AOC, the Contractor hereby relinquishes, transfers, and assigns to the AOC all of its rights, title, and interest (including all intellectual property rights) in such materials, and shall cooperate with the AOC in effectuating and registering any necessary assignments.
- 29.4 The AOC shall retain full ownership over any materials that the AOC provides to the Contractor under this Contract.

**30. Notices**

All notices required to be given by one party to the other hereunder shall be in writing and shall be addressed as follows:

**AOC:** (Name of Procurement Officer)  
Administrative Office of the Courts  
187 Harry S. Truman Parkway  
Annapolis, MD 21401

**Contractor:** (Name of Authorized Official or Point of Contact)  
(Title)  
(Company Name and Address)

**SIGNATURES:**

Contractor:  
**(Company Name)**

\_\_\_\_\_  
Signature  
Authorized Representative

Date: \_\_\_\_\_

\_\_\_\_\_  
Printed Name  
Authorized Representative

Title: \_\_\_\_\_

For the Administrative Office of the Courts:

\_\_\_\_\_  
Daniel J. Mays, Director  
Procurement, Contract and Grant Administration

Date: \_\_\_\_\_

\_\_\_\_\_  
Pamela Harris  
State Court Administrator

Date: \_\_\_\_\_

\_\_\_\_\_  
Mary Ellen Barbera  
Chief Judge, Court of Appeals of Maryland

Date: \_\_\_\_\_

Approved for form and legal sufficiency this \_\_\_\_\_ day of \_\_\_\_\_, YEAR

\_\_\_\_\_  
Stephane J. Latour  
Managing Legal Counsel

**ATTACHMENT B –PROPOSAL AFFIDAVIT (Authorized Representative and Affiant)**

**A. AUTHORIZED REPRESENTATIVE**

I HEREBY AFFIRM THAT:

I am the (title) \_\_\_\_\_ and the duly authorized representative of (business) \_\_\_\_\_ and that I possess the legal authority to make this Affidavit on behalf of myself and the business for which I am acting.

**B. AFFIRMATION REGARDING BRIBERY CONVICTIONS**

I FURTHER AFFIRM THAT:

Neither I, nor to the best of my knowledge, information, and belief, the above business or any of its officers, directors, partners, controlling stockholders, or any of its employees directly involved in the business's contracting activities, including obtaining or performing Contracts with public bodies, has been convicted of, or has had probation before judgment imposed pursuant to Criminal Procedure Article, § 6-220, Annotated Code of Maryland, or has pleaded nolo contendere to a charge of, bribery, attempted bribery, or conspiracy to bribe in violation of Maryland law, or of the law of any other state or federal law, except as follows (indicate the reasons why the affirmation cannot be given and list any conviction, plea, or imposition of probation before judgment with the date, court, official or administrative body, the sentence or disposition, the name(s) of person(s) involved, and their current positions and responsibilities with the business): **if none, so state:**

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**C. AFFIRMATION REGARDING OTHER CONVICTIONS**

I FURTHER AFFIRM THAT:

Neither I, nor to the best of my knowledge, information, and belief, the above business, or any of its officers, directors, partners, controlling stockholders, or any of its employees directly involved in the business's contracting activities including obtaining or performing contracts with public bodies, has:

(1) Been convicted under state or federal statute of:

(a) a criminal offense incident to obtaining, attempting to obtain, or performing a public or private contract; or

(b) fraud, embezzlement, theft, forgery, falsification or destruction of records, or receiving stolen property;

(2) Been convicted of any criminal violation of a state or federal antitrust statute;

(3) Been convicted under the provisions of Title 18 of the United States Code for violation of the Racketeer Influenced and Corrupt Organization Act, 18 U.S.C. § 1961, et seq., or the Mail Fraud Act, 18 U.S.C. § 1341, et seq., for acts in connection with the submission of bids or proposals for a public or private contract;

(4) Been convicted of a violation of the State Minority Business Enterprise Law, Section 14-308 of the State Finance and Procurement Article of the Annotated Code of Maryland;

(5) Been convicted of a violation of the Section 11-205.1 of the State Finance and Procurement Article of the Annotated Code of Maryland;

- (6) Been convicted of conspiracy to commit any act or omission that would constitute grounds for conviction or liability under any law or statute described in subsection (1) through (5) above;
  - (7) Been found civilly liable under a state or federal antitrust statute for acts or omissions in connection with the submission of bids or proposals for a public or private contract;
  - (8) Been found in a final adjudicated decision to have violated the Commercial Nondiscrimination Policy under Title 19 of the State Finance and Procurement Article of the Annotated Code of Maryland with regard to a public or private contract; or
  - (9) Admitted in writing or under oath, during the course of an official investigation or other proceedings, acts or omissions that would constitute grounds for conviction or liability under any law or statute described in Section B and subsections (1) through (7) above, except as follows (indicate reasons why the affirmations cannot be given, and list any conviction, plea, or imposition of probation before judgment with the date, court, official or administrative body, the sentence or disposition, the name(s) of the person(s) involved and their current positions and responsibilities with the business, and the status of any debarment): **if none, so state:**
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**D. AFFIRMATION REGARDING DEBARMENT**

I FURTHER AFFIRM THAT:

Neither I, nor to the best of my knowledge, information, and belief, the above business, or any of its officers, directors, partners, controlling stockholders, or any of its employees directly involved in the business's contracting activities, including obtaining or performing contracts with public bodies, has ever been suspended or debarred (including being issued a limited denial of participation) by any public entity, except as follows (list each debarment or suspension providing the dates of the suspension or debarment, the name of the public entity and the status of the proceedings, the name(s) of the person(s) involved and their current positions and responsibilities with the business, the grounds of the debarment or suspension, and the details of each person's involvement in any activity that formed the grounds of the debarment or suspension):

**if none, so state:**

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**E. AFFIRMATION REGARDING DEBARMENT OF RELATED ENTITIES**

I FURTHER AFFIRM THAT:

- (1) The business was not established, and it does not operate in a manner designed to evade the application of or defeat the purpose of debarment pursuant to Sections 16-101, et seq., of the State Finance and Procurement Article of the Annotated Code of Maryland; and
- (2) The business is not a successor, assignee, subsidiary, or affiliate of a suspended or debarred business, except as follows (you must indicate the reasons why the affirmations cannot be given without qualification):

**if none, so state:**

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**F. SUB-CONTRACT AFFIRMATION**

**I FURTHER AFFIRM THAT:**

Neither I, nor to the best of my knowledge, information, and belief, the above business, has knowingly entered into a contract with a public body under which a person debarred or suspended under Title 16 of the State Finance and Procurement Article of the Annotated Code of Maryland will provide, directly or indirectly, supplies, services, architectural services, construction related services, leases of real property, or construction.

**G. AFFIRMATION REGARDING COLLUSION**

**I FURTHER AFFIRM THAT:**

Neither I, nor to the best of my knowledge, information, and belief, the above business has:

- (1) Agreed, conspired, connived, or colluded to produce a deceptive show of competition in the compilation of the accompanying bid or offer that is being submitted;
- (2) In any manner, directly or indirectly, entered into any agreement of any kind to fix the bid price or price proposal of the bidder or Offerors or of any competitor, or otherwise taken any action in restraint of free competitive bidding in connection with the contract for which the accompanying bid or offer is submitted.

**I FURTHER AFFIRM THAT:**

I am aware of, and the above business will comply with, Election Law Article, §§14-101—14-108, Annotated Code of Maryland, which means every business entity having a contract, lease, or other agreement, with a single governmental entity involving cumulative consideration of at least \$200,000 with (1) the State, a county, a municipal corporation, or other political subdivision of the State; and (2) a unit of the State Shall file a statement of contributions with the State Board of Elections as defined in the Election Law Article §14-104.

**H. CERTIFICATION OF CORPORATION REGISTRATION AND TAX PAYMENT**

**I FURTHER AFFIRM THAT:**

- (1) The business named above is a (domestic ) (foreign ) corporation registered in accordance with the Corporations and Associations Article, Annotated Code of Maryland, and that it is in good standing and has filed all of its annual reports, together with filing fees, with the Maryland State Department of Assessments and Taxation, and that the name and address of its resident agent filed with the State Department of Assessments and Taxation is (IF NOT APPLICABLE, SO STATE):

**if none, so state:**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(2) Except as validly contested, the business has paid, or has arranged for payment of, all taxes due the State of Maryland and has filed all required returns and reports with the Comptroller of the Treasury, the State Department of Assessments and Taxation, and the Department of Labor, Licensing, and Regulation, as applicable, and will have paid all withholding taxes due the State of Maryland prior to final settlement.

I. CONTINGENT FEES

I FURTHER AFFIRM THAT:

The business has not employed or retained any person, partnership, corporation, or other entity, other than a bona fide employee, bona fide agent, bona fide salesperson, or commercial selling agency working for the business, to solicit or secure the Contract, and that the business has not paid or agreed to pay any person, partnership, corporation, or other entity, other than a bona fide employee, bona fide agent, bona fide salesperson, or commercial selling agency, any fee or any other consideration contingent on the making of the Contract.

J. ACKNOWLEDGEMENT

I ACKNOWLEDGE THAT this Affidavit is to be furnished to the Procurement Officer and may be distributed to units of: (1) the State of Maryland; (2) counties or other subdivisions of the State of Maryland; (3) other states; and (4) the federal government. I further acknowledge that this Affidavit is subject to applicable laws of the United States and the State of Maryland, both criminal and civil, and that nothing in this Affidavit or any contract resulting from the submission of this bid or proposal shall be construed to supersede, amend, modify or waive, on behalf of the State of Maryland, or any unit of the State of Maryland having jurisdiction, the exercise of any statutory right or remedy conferred by the Constitution and the laws of Maryland with respect to any misrepresentation made or any violation of the obligations, terms and covenants undertaken by the above business with respect to (1) this Affidavit, (2) the contract, and (3) other Affidavits comprising part of the contract. I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

Date: \_\_\_\_\_

By: \_\_\_\_\_  
(Authorized Representative and Affiant)

**ATTACHMENT C – CONTRACT AFFIDAVIT**



CONTRACT AFFIDAVIT

A. AUTHORITY

I HEREBY AFFIRM THAT:

I, \_\_\_\_\_ (print name), possess the legal authority to make this Affidavit.

B. CERTIFICATION OF REGISTRATION OR QUALIFICATION WITH THE STATE DEPARTMENT OF ASSESSMENTS AND TAXATION

I FURTHER AFFIRM THAT: \_\_\_\_\_

The business named above is a (check applicable box):

- (1) Corporation —  domestic or  foreign;
- (2) Limited Liability Company —  domestic or  foreign;
- (3) Partnership —  domestic or  foreign;
- (4) Statutory Trust —  domestic or  foreign;
- (5)  Sole Proprietorship.

and is registered or qualified as required under Maryland Law. I further affirm that the above business is in good standing both in Maryland and (IF APPLICABLE) in the jurisdiction where it is presently organized, and has filed all of its annual reports, together with filing fees, with the Maryland State Department of Assessments and Taxation. The name and address of its resident agent (IF APPLICABLE) filed with the State Department of Assessments and Taxation is:

**if none, so state):**

Name: \_\_\_\_\_

Department ID Number: \_\_\_\_\_

Address: \_\_\_\_\_



and that if it does business under a trade name, it has filed a certificate with the State Department of Assessments and Taxation that correctly identifies that true name and address of the principal or owner as:

**if none, so state):**

Name: \_\_\_\_\_  
Department ID Number: \_\_\_\_\_  
Address: \_\_\_\_\_

### C. POLITICAL CONTRIBUTION DISCLOSURE AFFIRMATION

I FURTHER AFFIRM THAT:

I am aware of, and the above business will comply with, Election Law Article, §§14-101 — 14-109, Annotated Code of Maryland, which requires that every person that enters into contracts, leases, or other agreements with the State of Maryland, including its agencies or a political subdivision of the State, during a calendar year in which the person receives in the aggregate \$200,000 or more shall file with the State Board of Elections a statement disclosing contributions in excess of \$500 made during the reporting period to a candidate for elective office in any primary or general election.

### D. CERTAIN AFFIRMATIONS VALID

I FURTHER AFFIRM THAT:

To the best of my knowledge, information, and belief, each of the affirmations, certifications, or acknowledgements contained in that certain Bid/Proposal Affidavit dated \_\_\_\_\_, 20\_\_\_\_, and executed by me for the purpose of obtaining the contract to which this Exhibit is attached remains true and correct in all respects as if made as of the date of this Contract Affidavit and as if fully set forth herein.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

Date: \_\_\_\_\_

By: \_\_\_\_\_  
(printed name of Authorized Representative and Affiant)

\_\_\_\_\_  
(signature of Authorized Representative and Affiant)

**ATTACHMENT D – PRE-PROPOSAL CONFERENCE WEBINAR RESPONSE FORM**

**Project No. K21-0035-40**

**Project Title: Maryland Court Help Centers**

**Pre-Proposal Conference Webinar: January 25, 2021, 1:00 P.M via Microsoft Teams**

**Please e-mail this form to the Procurement Officer:**

[joeshia.brawner@mdcourts.gov](mailto:joeshia.brawner@mdcourts.gov)

By **January 15, 2020 at 2:00 P.M.** advising whether or not you plan to attend this Web-Conference.

Please indicate:

\_\_\_\_\_ Yes, the following representatives will be in attendance:

- 1.
- 2.

\_\_\_\_\_ No, we will not be in attendance.

\_\_\_\_\_  
Company/Firm/Company Name

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Contact Name

**If applicable, please circle your company’s status:**

Certified MBE:      Yes                  No                  Small Business:      Yes                  No

Veteran Owned:      Yes                  No                  Veteran Owned      Yes                  No  
Small Business:

**ATTACHMENT E – PRICE PROPOSAL FORM**

**Maryland Court Help Centers**

**PRICE PROPOSAL FOR RFP # K21-0035-40**

**Maryland Court Walk-In Help Center**

**Baltimore City (Fayette Street), MD Location**

Base Year One	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
Base Year Two	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours(\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours(\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
Base Year Three	Supervisory Staff Hours	Number of Staff	Rate Per Hours(\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours(\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly

**Catonsville, MD Location**

Base Year One	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
Base Year Two	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
Base Year Three	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly

**Glen Burnie, MD Location**

Base Year One	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly

	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
Base Year Two	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
Base Year Three	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly

**Hagerstown, MD Location**

Base Year One	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly

Base Year Two	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
Base Year Three	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly

**Upper Marlboro, MD Location**

Base Year One	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
Base Year Two	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly

	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
Base Year Three	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly

**Rockville, MD Location**

Base Year One	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
Base Year Two	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly

Base Year Three	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly

**Salisbury, MD Location**

Base Year One	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
Base Year Two	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
Base Year Three	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly



	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly

**Cambridge, MD Location**

Base Year One	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
Base Year Two	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
Base Year Three	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly

**Fredrick- Walk- In Center, MD Location**

Base Year One	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
Base Year Two	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
Base Year Three	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly

**All Civil- Remote Services Help Center, Annapolis, MD Location**

Base Year One	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly

	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
Base Year Two	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
Base Year Three	Supervisory Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Support Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Attorney Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly
	Other Staff Hours	Number of Staff	Rate Per Hours (\$)	Yearly

**1. All proposed prices shall be a fully loaded fixed price that includes all direct and indirect costs and profit for the Contractor to perform. Indirect costs shall include all costs that would normally be considered general and administrative costs and/or travel costs, or which in any way are allocated by the Contractor against direct labor hours as a means of calculating profit or recouping costs which cannot be directly attributable to the Contract.**

**2. Hourly rates quoted shall be used as ceiling rates.**

(This form to be filled out by Offeror)  
(Offeror may use additional pages if necessary)

Submitted by Authorized Signature:
Date:
Print Name and Title:
Company Name:
Company Address:
Federal Tax Identification No.
Telephone #

**THE BALANCE OF THIS PAGE INTENTIONALLY LEFT BLANK**



**ATTACHMENT F – NON-DISCLOSURE AGREEMENT**

**THIS NON-DISCLOSURE AGREEMENT** (“Agreement”) is made as of this \_\_\_ day of \_\_\_\_\_, 2020, by and between Administrative Office of the Courts (“AOC”) and \_\_\_\_\_ (Contractor”), a corporation with its principal business office located at \_\_\_\_\_ and its principal office in Maryland located at \_\_\_\_\_.

**RECITALS**

**WHEREAS**, the Contractor and AOC have entered into Contract No. **KXX-XXXX-XX** (the “Contract”); and

**WHEREAS**, in order for Contractor to perform the work required under the Contract, or in the course of that work, the Contractor, the Contractor’s subcontractors, and the Contractor’s and subcontractors’ employees and agents (**collectively the “Contractor’s Personnel”**) may come into contact with information maintained or held by the Judicial branch of the Maryland government (“Confidential Information”), including the AOC and all courts, units and departments (**collectively “the Judiciary”**); and

**WHEREAS**, the Judiciary, in order to comply with the law, fulfill its various missions, and enhance the safety of participants in the judicial process, must ensure the confidentiality of certain information, and, to that end, must act as the sole entity with the authority to determine which information held by the Judiciary may be disclosed to persons or entities outside of the Judiciary; and

**WHEREAS**, Contractor acknowledges that Contractor’s compliance with this Agreement is a condition of doing business with AOC,

**NOW, THEREFORE**, Contractor agrees as follows:

1. “Confidential Information” includes any and all information provided by or made available by the Judiciary to Contractor’s Personnel in connection with the Contract, regardless of the form, format, or media on or in which the Confidential Information is provided and regardless of whether any such Confidential Information is marked as such or disclosed deliberately or inadvertently. Such information is Confidential Information, whether or not its contents may also be gathered from other sources, or may subsequently be disseminated to the public. Confidential Information includes, by way of example only, information that the Contractor’s Personnel sees, views, hears, takes notes from, copies, possesses or is otherwise provided access to and use of by the Judiciary, whether the information relates to the Contract or the Contract has placed the Contractor’s Personnel in the position to receive the information. Confidential information further includes information both held by the Judiciary and derived or created from information held by the Judiciary.

2. Contractor’s Personnel shall not, without the AOC’s prior written consent, copy, disclose, publish, release, transfer, disseminate, use, or allow access for any purpose or in any form, any Confidential Information, except for the sole and exclusive purpose of performing under the Contract and except for disclosures to such Judiciary employees whose knowledge of the information is necessary to the performance of the Contract. Contractor shall limit access to the Confidential Information to Contractor’s Personnel who: 1) have a demonstrable need to know such Confidential Information in order to perform Contractor’s duties under the Contract and 2) have agreed with Contractor in writing

to be bound by the disclosure and use limitations pertaining to the Confidential Information. The names of Contractor's Personnel are attached hereto and made a part hereof as Exhibit 1. With respect to information pertaining to the job performance, skills, or conduct of any Judiciary employee, the **only person with the need to know such information is \_\_\_\_\_**, and, except in cases of emergency involving imminent or actual bodily harm or significant property loss or damage, such information may only be disseminated to him, or, in his absence, to the State Court Administrator.

3. Contractor shall require each employee, agent, and subcontractor whose name appears on Exhibit 1 to sign a writing acknowledging receipt of a copy of, and agreeing to comply with the terms and conditions of, this Agreement. Subcontractors shall expressly agree to all of the terms applicable to Contractor. Accordingly, subcontractors must require their employees and agents to sign such a writing and must submit those individuals' names to the Contractor for inclusion on Exhibit 1. Upon the Procurement Officer's request, Contractor shall provide originals of all such writings to the AOC. Contractor and subcontractors shall update Exhibit 1 by adding additional names as needed and shall ensure that no employee or agent comes into contact with Confidential Information before that person has signed this Agreement. This Agreement shall not be construed to create an employment relationship between AOC and any of Contractor's or subcontractors' personnel.

4. If Contractor intends to disseminate any portion of the Confidential Information to non-employee agents who are assisting in Contractor's performance of the Contract or who will otherwise have a role in performing any aspect of the Contract, Contractor shall first obtain AOC Contract Manager's written consent to any such dissemination. AOC's Contract Manager may grant, deny, or condition any such consent, as it may deem appropriate in the AOC Contract Manager's sole and absolute subjective discretion.

5. Contractor shall hold the Confidential Information in trust and in strictest confidence, adopt or establish operating procedures and physical security measures, take all other measures necessary to protect the Confidential Information from inadvertent release or disclosure to, or theft by, unauthorized third parties, and prevent all or any portion of the Confidential Information from falling into the public domain or into the possession of persons not bound to maintain the confidentiality of the Confidential Information.

6. Contractor shall promptly advise the AOC Contract Manager in writing if Contractor learns of any unauthorized use, misappropriation, or disclosure of the Confidential Information by any of Contractor's Personnel or the Contractor's former Personnel. Contractor shall, at its own expense, cooperate with AOC in seeking damages and/or injunctive or other equitable relief against any such person(s).

7. Upon the earlier of AOC's request or termination of the Contract, Contractor shall, at its own expense, return to the AOC Contract Manager, all copies of the Confidential Information, no matter how formatted or stored, in Contractor's and/or Contractor's Personnel's care, custody, control or possession.

8. A breach of this Agreement by the Contractor or noncompliance by Contractor's Personnel with the terms of this Agreement shall also constitute a breach of the Contract. The termination of the Contract does not terminate Contractor's obligations under this Agreement.

9. Contractor acknowledges that any failure by the Contractor or Contractor's Personnel to abide by the terms of this Agreement may cause irreparable harm to the Judiciary and that monetary damages may be inadequate to compensate the Judiciary for such breach. Accordingly, the Contractor agrees that the AOC may, in addition to any other remedy available to AOC under Maryland and any applicable federal law, seek injunctive relief and/or liquidated damages of \$1,000 for each unauthorized disclosure. Contractor consents to personal jurisdiction in the Maryland State Courts and to the application of Maryland law, if AOC so elects in its sole discretion, irrespective of Maryland's conflict-of-law rules. If the Judiciary suffers any losses, damages, liabilities, expenses, or costs (including, by way of example only, attorneys' fees and

disbursements) that are attributable, in whole or in part, to any failure by the Contractor or any of the Contractor's Personnel to comply with the requirements of this Agreement, the Contractor shall hold harmless and indemnify the Judiciary from and against any such losses, damages, liabilities, expenses, and/or costs.

10. The parties further agree that 1) Contractor's rights and obligations under this Agreement may not be assigned or delegated, by operation of law or otherwise, without AOC's prior written consent; 2) the invalidity or unenforceability of any provision of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement, which shall be construed to provide the broadest possible protection against the disclosure of Judiciary information; 3) signatures exchanged by facsimile are effective for all purposes hereunder to the same extent as original signatures; and 4) the Recitals are not merely prefatory but are an integral part hereof.

**Contractor:**

**Administrative Office of the Courts**

By: \_\_\_\_\_ Date: \_\_\_\_\_

Received by: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_



## Administrative Office of the Courts

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### Operations Division

Effective Immediately

Any Offeror submitting proposals to bid on Maryland Judiciary Engagements for Contractors, Third Party Resources, Temporary Employees, or Training Resources agree that each candidate will supply the following:

- 1. Full Name**
- 2. Phone Number**
- 3. Personal/Private e-mail that has no connection to the employer**

This request will be included within all RFP's effective immediately so prospective employers understand their RFP obligation should they be successful in the sourcing process.

#### Candidate Information

*(Feel free to list multiple candidates if applicable)*

Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
E-Mail: \_\_\_\_\_



**ATTACHMENT H – KNOWLEDGE BASE GOVERNANCE AGREEMENT**

**Purpose**

**CONTRACTOR** will collaborate with the Maryland Judiciary’s (“the Judiciary”) Access to Justice (“ATJ”) department on the development of a digital knowledge base. This agreement formalizes the governance, usage, and maintenance of the court help center knowledge base. The Judiciary shall exercise control over the access, usage, and administration of the knowledge base. The **CONTRACTOR** shall be responsible for developing and maintaining content for the knowledge base and its daily administration.

The knowledge base will be developed for use by court help centers statewide. It will act as a training tool for new court help center staff. The knowledge base will provide court help center staff with a central repository for legal information to assist both new and veteran staff in the performance of on the spot research for court help center clients. The knowledge base may also be used as a resource for attorneys who provide court help center services on a pro bono basis.

**Software Platform**

The knowledge base will be developed in a software platform called Flowlu. The Judiciary will be responsible for the costs of Flowlu. The articles written into Flowlu may be saved and transferred into a different knowledge base platform if necessary.

**Access**

The knowledge base is not open to the public. Its contents shall not be shared with persons outside the employment of the Maryland Judiciary, the **CONTRACTOR**, or other Maryland Judiciary approved court help legal services provider.

The Judiciary shall determine who may view, edit, and supervise the knowledge base. Before extending access the knowledge base to additional parties, the Judiciary shall notify the **CONTRACTOR’s** managing director (“the Director”) by email. The Judiciary may delegate its authority to grant access to the knowledge base to the Director in order to facilitate programs such as the recruitment of pro bono attorneys.

The Flowlu platform allows the designation of users as “administrator,” “author,” or “user.” ATJ staff, the Director, and Supervising Attorneys that work for the **CONTRACTOR** shall be designated as “administrators.” Administrator privileges shall not be granted to any other users unless otherwise agreed by ATJ and the Director. Other **CONTRACTOR** staff shall be granted “author” or “user” privileges at the discretion of the Director. The Judiciary may determine the designation of newly added users as the need arises.

Access to the knowledge base may be granted to attorneys performing pro bono court help services. Pro bono attorneys shall sign a Pro Bono Access Agreement before being granted access to the knowledge base. The **CONTRACTOR** shall be responsible for ensuring that pro bono attorneys follow the conditions outlined in the Pro Bono Access Agreement. Pro bono attorneys shall be designated as “users” within the

Flowlu program. A copy of the Pro Bono Access Agreement is contained in Addendum 1. The Judiciary may update the Pro Bono Access Agreement upon notice to the **CONTRACTOR**.

## **Development**

The **CONTRACTOR** shall be responsible for writing the articles for the knowledge base. The initial writing phase of the knowledge base was concluded in the summer of 2020. **CONTRACTOR** shall be responsible for continued review and development of articles consistent with this agreement. The **CONTRACTOR** shall collaborate with ATJ regarding ongoing expansion and development of the knowledge base. ATJ may add articles to the knowledge base upon notice to the **CONTRACTOR**.

Articles in the knowledge base shall be written in a standardized page structure. ATJ has provided the **CONTRACTOR** with a template for articles. See Addendum 2. The **CONTRACTOR** shall model new articles after the template as much as is practical. When writing articles, it is required that hyperlinks to statutes and case law direct to webpages accessible outside paid legal research databases. Statutes cited in the article must be included in the article's "tags."

## **Review Process for New Articles**

The **CONTRACTOR** shall maintain a review process for new articles. Articles must complete the review process before they may be added to the knowledge base. The process shall occur in three phases.

1. The **CONTRACTOR** shall designate an attorney<sup>1</sup> to write an article. The attorney will write one complete article. The article may be written in a digital format outside the knowledge base. Or, the article may be written within the knowledge base provided that the attorney does not publish the article prior to completion of this review process.
2. The attorney will forward the completed article to a second staff member who need not be an attorney. The second staff member will perform a citation check and review for typographical errors.
3. The article will then be forwarded to a supervising attorney. The supervising attorney shall review the article for legal accuracy, completeness, and clarity. If the supervising attorney is satisfied that the article is ready for inclusion in the knowledge base, then they shall publish the page in the knowledge base.

## **Updates to the Knowledge Base**

The **CONTRACTOR** shall make regular updates to the knowledge base. Updates shall occur as specified:

**Periodic** – The **CONTRACTOR** shall conduct a periodic review of all articles in the knowledge base. Each article shall be reviewed by an attorney at least once every six months. The **CONTRACTOR** shall track when each article was last reviewed in a separate spreadsheet. The **CONTRACTOR** may distribute responsibility for review of articles among staff attorneys so that each staff attorney is responsible for a group of articles. The periodic review should ensure that the information in each

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<sup>1</sup> The **CONTRACTOR** may designate attorneys providing pro bono services to the **CONTRACTOR** and attorneys working for other Judiciary sponsored Court Help Centers to write articles.

article remains legally accurate, that hyperlinks in the article are still functional, and may add additional content to the article if needed.

**Ongoing Review** – It is critical to ensure that the knowledge base is providing useful, relevant, and accurate information. The **CONTRACTOR** shall work proactively to identify articles that need improvement and topics that require creation of new articles.

**Legislative** – Review and updates to the knowledge base shall be made following the General Assembly’s legislative session. The **CONTRACTOR** shall identify changes in the law which may affect the knowledge base and assign staff to update affected articles.

## Addendum 1

### Court Help Center Knowledge Base – Pro Bono Access Agreement

I, \_\_\_\_\_, am an attorney providing pro bono assistance to self-represented litigants through **CONTRACTOR**. The **CONTRACTOR** offers pro bono attorneys access to the Court Help Center Knowledge Base (“Knowledge Base”). The Knowledge Base is a training tool and legal research assistance database hosted within the software platform Flowlu.

I agree to follow all conditions and restrictions listed in this Court Help Center Knowledge Base – Pro Bono Access Agreement (“Agreement”). I will abide by the following conditions and restrictions:

1. Access to the Knowledge Base is restricted to authorized persons. The **CONTRACTOR** may decide who may and may not access the Knowledge Base. My access to the Knowledge Base may be removed at any time.
2. I will not share my Flowlu username and password with anyone.
3. I will use the Knowledge Base solely as a research tool to advise and assist *pro se* litigants. I will not share the Knowledge Base articles with litigants, or any other person not expressly authorized by the **CONTRACTOR** to access the Knowledge Base.
4. I will not use the Knowledge Base for any other purpose including, but not limited to, assisting clients in private practice.
5. The **CONTRACTOR** does not authorize pro bono attorneys to edit the Knowledge Base. Requests for an addition, correction, or other change to the its contents may be made by email to **CONTRACTOR CONTACT PERSON**.
6. The **CONTRACTOR** may change this agreement at any time, upon notice to me.
7. Failure to abide by the terms in this agreement may result in removal of my access to the Knowledge Base and termination of my pro bono service engagement with the **CONTRACTOR**.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

## Addendum 2 - Template Article

Please use this page as a formatting guide to constructing court-help knowledge base pages.

### Standard Page Topics

A knowledge base page should be formatted and organized so that it is easy for others to read. Organize each page with headings for each section. Use the following topics as a guide for each article:

- Overview
- Procedural steps
  - Pre-filing considerations
  - How is the case filed?
  - What is the timeline like after filing and will there be additional steps before trial?
  - What will trial look like and are there any special steps or considerations?
  - Post-trial issues
    - What appellate or motion rights will a party have?
    - How will the court's decisions be enforced?
- Substantive law considerations
  - What must the Plaintiff/Petitioner prove?
  - What defenses are available?
- Special or unusual considerations
- Common pro se issues
  - What questions do pro se litigants commonly ask and what are the answers?
  - Are there issues pro se litigants encounter in this type of matter that are not clearly addressed in case law or statute?
- List statutes and case law
- Further reading/Resources – Link any articles or webpages that may contain helpful information

### General Article Writing Guidelines

- **Include a hyperlink whenever possible** - Common items you should regularly link to include: statutes, case law, court forms, legal service providers, government agency pages, government databases such as land records, the State Department of Assessments and Taxation (SDAT), and the estates search. Assume your reader does not know where to look for lead certificate registrations, debt collectors' licenses, a child support guidelines calculator, etc.
- **Links to statutes and case law must be publicly accessible** – The knowledge base may be used by court help attorneys other than the **CONTRACTOR**. Links to statutes and case law must direct them to public pages so that users who may not have a paid legal database can still access the content.
- **Tag articles thoroughly** – Flowlu's search feature relies heavily on article tags. When you complete your article try to include keyword tags that will help aid a user searching for that article.
- **Tag every statute cited in the article** - This will aid in making updates to the knowledge base when legislative changes occur.