



# Administrative Office of the Courts

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## Operations Division

### Questions & Responses No. 2 to the Request for Proposals (RFP)

**Project No.: K21-0025-28**

**Project Title: Reference Management and Tracking System**

Ladies and Gentlemen:

The following questions for the above referenced RFP were received by e-mail and are answered and posted for all prospective Offerors. The statements and interpretations contained in the following responses to questions are not binding on the Maryland Judiciary unless the RFP is expressly amended. Nothing in the Maryland Judiciary's response to these questions is to be construed as agreement to or acceptance by the Maryland Judiciary of any statement or interpretation on the part of the Offeror asking the question.

- Question:** The Contract resulting from this RFP shall begin upon contract execution and extend for a base period of one (1) year.  
Does the one year include the implementation period, or does the year start after implementation time, i.e., 12/14/2020?

**Response:** The base period starts after the implementation time.

- Question:** In 2019, 55% of those queries were received and addressed through e-mail, with the remainder being addressed by telephone, in person, or through U.S. mail.  
2.4.1 - Reference requests are accepted in person, over the telephone, and through e-mail.  
Please confirm if you are expecting requests to come through the new online portal.

**Response:** E-mail questions will come through the library's main Outlook account, through a form on the library's webpages, and through a form on the People's Law Library webpages. All of these e-mail inquiries should feed into the new reference management system. Librarians also should be able to add questions into the system when they are received by telephone, in person, or through U.S. mail.

- Question:** 2.4.2 - d Automatically feed inbound requests that originate from multiple e-mail addresses or web submission forms (including the Drupal webforms module).  
Could you kindly provide additional information on what is expected from 'automatically feed inbound requests that originate from e-mail address'? Also, if you kindly provide additional information for 'web submission forms'

**Response:** When e-mail messages are sent by patrons via one of the three methods mentioned in Question 2 above, the e-mail messages will appear automatically in the inbox of the new system for librarians to address. On the library's homepage, a link to the "Ask a Maryland Law Librarian" form is located on the right side of the page at <https://mdcourts.gov/lawlib>. On the

People's Law Library homepage, the "Ask a Maryland Law Librarian" link is in a red box on the right side of the page at <https://www.peoples-law.org/>.

4. **Question:** 2.4.2 e) Storage of and easy access to internal templates and scripted language by multiple staff members simultaneously.  
Need more information on this requirement.

**Response:** At present, a document of boilerplate text for responses to frequently asked questions, and templates for greetings and signature lines, is kept on SharePoint for use by librarians as they reply to patron requests. The new system should allow the library to store this information for simultaneous use by multiple staff as they handle requests in the system's inbox.

5. **Question:** 2.4.2 g) Ability to compile queries and responses into a knowledge database, which staff can use while providing reference services  
Need more information on this requirement.

**Response:** The reference staff saves some replies to requests, stripped of personally identifiable information, in a database for consultation when replying to requests on the same subject. The new system should allow staff to store this information for later use in reference replies, and to search the stored information by keyword.

6. **Question:** Section 2.10.C specifies that background checks must be "...Judiciary approved...". Can you please clarify what such approval consists of? Is there language in a policy document that will help us understand any unique elements required for such approval?

**Response:** If selected for award, the Maryland Judiciary, through a 3rd party vendor, will conduct a Background Screening that includes but is not limited to a criminal background and motor vehicle record check. There is no language in a policy document that we are able to provide.

7. **Question:** Section 29.1 thru 29.3 includes language which we see more commonly in custom-development engagements, and we suggest will be problematic for any potential vendor of an out-of-the-box solution. We ask that you consider substantially modifying or removing it.

**Response:** As per section 1.20 of the RFP, any exceptions to the terms and conditions of the Contract must be clearly identified in the Executive Summary of the Technical Proposal.

8. **Question:** Can you provide additional details from the previous Q&A regarding "Taxonomy". Are these additional "tags" or "fields" that are used to categorize responses for future searches? Can you provide examples of what is meant by taxonomy?

**Response:** The library staff currently tags requests with date and time of receipt; initials of the staff member handling the request; subject tags (such as book, COVID-19, genealogy, MDEC, civil – domestic, civil – non-domestic, criminal, or other); type of request (such as directional, referral, legislative history, rules history, document delivery, online resource guidance, technical assistance, payment, or circulation); duration (such as 0-5, 6-15, 15-30, 31-60, 60-120 minutes, or over 2 hours); patron type (public, judiciary, bar, student, library, government, other/unknown); format (e-mail, phone, in-person, letter, other); location of receipt (reference desk, staff office, floor, offsite). These tags allow us to create statistical reports that analyze trends in reference services over time.

9. **Question:** After submission of the proposal, when the vendor would be the anticipated start date of the project, the vendor needs time to do the configuration prior to December 14th.

**Response:** The project will begin once the contract is executed.

10. **Question:** Would it be sufficient to have the core functions and capability live on December 14 but have less critical functions available after December 14. Examples include reports and dashboards.

**Response:** No. All functionality should be available by December 14th.

11. **Question:** Is there an established or approved budget for this project, are you able to share any particular budget target?

**Response:** No. We cannot share budget information for solicitations.

12. **Question:** Does the Library prefer a hosted or on premises solution?

**Response:** The Library has a slight preference for a hosted solution, but scoring will not be affected by this preference for any solution offered. The solution should provide the best value to the Library based on the technical and cost proposals. The Judicial Information System (JIS) department will list the requirements for each type of system.

Issued By:	Christos Bazekis Procurement Specialist September 18, 2020
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