



Administrative Office of the Courts

Operations Division

Questions/Responses No. 2 to the Request for Proposals (RFP) K21-0057-29 Maryland Business License Electronic Payment Services

Ladies and Gentlemen:

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

1. Question: Is the Judiciary interested in receiving an offeror's proposal that includes both pricing options of interchange plus and percentage based?
Response: [At this time, the Judiciary plans to pursue the service fee model. However, if a prospective Offeror wishes to provide both options with its proposal, the Judiciary would consider the information for future changes.](#)
2. Question: For the original/copies of the proposal, will the Judiciary accept a proposal that has been originally signed by an officer of the offeror via stamp or electronic signature?
Response: [No](#)
3. Question: Who is your current payment service provider and what are the current rates?
Response: [The Judiciary does not currently have an incumbent for these services.](#)
4. Question: When is the "go-live" date (this is the date that requires everything to be up and running)?
Response: [See section 4.2 of the solicitation.](#)
5. Question: If the respondent uses an affiliated partner to provide services, are there any requirements for the affiliated company other than registration?
Response: [See sections 1.19 and 3.4 of the solicitation.](#)
6. Question: Pursuant to questions 12 and 13, will the existing portal provide the data to validate the user license number? Will the process work as follows: Citizen goes to MDcourts.com, goes to renew licenses, enters license number, enters the payment

button, then is transferred to the payment portal with the validated information, then the person is transferred back to mdcourts after the payment is processed?

Response: The Judiciary anticipates for the users to be able to enter their business license number into the payment portal to retrieve the payment amount from the business licensing system.

7. Question: What are the business goals the agency seeks to achieve with the selected vendor of this RFP (beyond offering credit/debit card payments to applicants)?

Response: See section 2 of the solicitation.

8. Question: Statement of Work requirement 2.2.2 references implementation of a solution using iFrame technology. Are vendors allowed to propose alternative solutions which would benefit the Judiciary and provide a better user experience for applicants?

Response: At this time, the Judiciary plans to pursue the solution using iFrame technology. However, if a prospective Offeror wishes to provide both options with its proposal, the Judiciary would consider the information for future changes.

9. Question: Will financial disbursements go to more than one bank account?

Response: No

10. Question: Please confirm that only credit/debit payments are in scope for this work.

Response: See section 2.2 of the solicitation.

11. Question: Please provide a breakdown of current transaction volume by channel and type: (ex. Credit/Debit- online, Credit/Debit- POS, Credit/Debit- IVR, ACH- Online, ACH-POS, ACH-IVR)

Response: At this time, a majority of our court locations are not accepting credit card payment for licenses.

12. Question: Are in-office, over-the-counter credit/debit card payments in scope for this RFP? If so, how many counter terminals will be required? Would the judiciary require check scanners?

Response: See section 2.2 of the solicitation. No check scanners are not required.

13. Question: Does the Judiciary require IVR services?

Response: No

14. Question: Does the Judiciary have a preferred pricing response template? Does the plan to absorb all costs for payment processing, or pass costs on to applicants?

Response: See Attachment E in the solicitation and question #1 above.

15. Question: What is the average cost for a new license application? What is the average cost for a license renewal? How many new applications does the Judiciary process in a year? How many renewals?

Response: The cost differs depending on which license is being purchased. The Judiciary processes approximately 108,000 licenses annually.

16. Question: Are API endpoints available for the JIS and eLicense systems?
Response: Vendor provided API integration with eLicense is a possibility.
17. Question: Does the agency require real-time integrations for all systems, or are push updates at regular intervals sufficient for some systems?
Response: Real-time can perhaps be useful at a future date but regular updates is the current plan.
18. Question: Are the current back-office systems hosted on-prem, in the cloud, or mixed?
Response: The Judiciary will not be able to release this information.
19. Question: Would the State of Maryland be willing to accept alternative pricing plans from prospective respondents in addition to a Fixed Cost basis?
Response: See question #1 above.
20. Question: Can the State of Maryland AOC provide insight as to what other applications may be forthcoming with an award?
Response: Not at the moment.
21. Question: Can the State of Maryland AOC provide prospective respondents with a copy or link to the Judiciary's Procurement Policy?
Response: Yes, the policy can be found here: <https://mdcourts.gov/procurement/>
22. Question: Can the State of Maryland provide prospective respondents with data relative to volume, transaction counts, revenue amounts transacted, current fee, total remits, returned check counts, returned check amounts, charge counts, chargeback amounts, data on volume relative to AMEX, VISA, MasterCard, Discover, E-Check and transaction data relative to Credit and Debit card usage?
• Can the Maryland AOC please provide recent merchant statements?
Response: At this time majority of our court locations accept payments for licenses by cash or check. The total number of license transactions are approximately 108,000 annually totaling to approximately \$15 million.
23. Question: Do all the Courts' within the Maryland Judiciary utilize the service fee model (customer pays) or do some absorb the fees (pay it on behalf of the customer)?
Response: At this time, various departments within the Judiciary use the service fee model.
24. Question: Can the State of Maryland AOC advise a list of present vendors that the successful respondent will need to integrate with during the course of the contract?
Response: No
25. Question: Would the State of Maryland AOC allow for a 15-day cure period to remedy any service response issues that may arise?
Response: No
26. Question: Can the State of Maryland AOC advise how many over-the-counter terminals will be needed? Is the expectation that the awarded contractor will provide such terminals in their RFP submission?
Response: Over-the counter terminals are not required for this solicitation.

27. Question: Would the State of Maryland AOC be willing to negotiate a mutually acceptable cap on damages and costs associated with this section?

Response: [See section 1.20 of the solicitation.](#)

28. Question: Would the State of Maryland AOC agree to exclude any confidential or proprietary contractor items, designs, code, from this section?

Response: [See section 1.20 of the solicitation.](#)

Issued by: Joeshia Brawner
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