Administrative Office of the Courts

Operations Division

Questions/Responses No. 2 to the

Request for Proposals (RFP) K19-0096-26O

MD Judiciary Website Accessibility Study

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.

13. Question: Are you open to considering proposals that include manual testing and usability testing with actual users with disabilities in addition to automated testing?

Response: Yes.

14. Question: 2.3.1 says the test results will be in a written report. Does this mean a hard copy sent via postal service or courier, or do you mean an email report, or perhaps a SharePoint site folder your team can access the reports and past reports?

Response: The report can be sent via email OR a file sharing service. The preferred format is either PDF or Word.

15. Question: Are you open to a joint proposal submitted by two companies having a Contractor Team Arrangement ("CTA") where both companies are considered prime contractors or would a joint proposal by two companies be limited to a traditional prime contractor-subcontractor relationship?

Response: The AOC will consider proposals with a traditional prime and subcontractor relationship.

16. Question: If a vendor proposes a third-party product as the Accessibility online management system, then would AOC need the vendor to provide support for the third-party product through the entire duration of the contract (including option years) or would AOC prefer to have a support contract/subscription directly with the third-party company providing the Accessibility online management system?

Response: Yes, the prime Contractor would need to provide support for the third-party product throughout the entire duration of the contract (including option years).

17. Question: Can we propose any optional deliverables (not currently listed on the price proposal), that we think would add value to AOC for this initiative?

Response: Yes- Offerors shall specify optional services in their proposals.

18. Question: Could you please elaborate on what you mean by a "online accessibility management system."?

Response: A web-based system for managing and running accessibility reports and testing. If the system can integrate with Drupal, then this would satisfy the requirement.

19. Question: 2.3.6 – will you please explain what you mean by "ability to administer users"?

Response: The ability to add and assign users access to the system. If the system is able to integrate with Drupal, then this would satisfy the requirement.

20. Question: 2.3.8 – how many PDFs? Samples? Auto generated? Any generated by COTS solutions?

Response: There are approximately 25,000 PDFs. A solution to autogenerate or manually request the recommendations and there are no COTS solutions.

21. Question: 2.3.9 – is the automated audit to be completed once or ongoing over the duration of the contract?

Response: Ongoing over the duration of the contract period.

22. Question: 2.3.10 Please expand on what is desired in the short-term and long-term solution plans.

Response: Short-term solution are areas where we would need immediate attention (i.e. scanned PDF documents, missing alt image tags). Long-term would refer to a management plan for continuing to monitor accessibility issues and areas of less need and any recommendations for additional site features.

23.   Question: 2.3.11 – Will you please expand on what is desired for online training and resources? How many training sessions?

Response: One training session on using the management system for no more than 5 people which includes a manual or reference guide.

24.   Question: 2.4.5 -should the technical response map with each of the sections under 2.3 SOW/Deliverables?

Response: Yes

25.   Question: How many pages, templates, and PDFS are included in the scope?

Response: Approximately 5,000 pages and 25,000 PDF documents and a Drupal theme.

26.   Question: If selected for an oral presentation, is there an option to attend remote?

Response: The AOC does not anticipate oral presentations for this solicitation.

27.   Question: 1.26- Can you please provide the web address where potential Offerors may register with the Department of Assessments and Taxation?

Response: https://egov.maryland.gov/BusinessExpress/Account/Logon

Issued by: Whitney Williams
Procurement Officer
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