



Administrative Office of the Courts

Operations Division

Questions/Responses No. 8 to the Request for Proposals (RFP) K21-0018-29 Cloud-Based Unified Communications Solution

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: Please provide an estimated quantity of concurrent call paths (CC's) required for the SIP trunking part of the solution.

Response: Updated: We will need at least 2 call paths per person. 1500 call paths in total. The RFP has 2 1 GIG connections to our MPLS for these call paths.
Vendor should design and size- based on the RFP requirements

2. Question: Are the NEC systems integrated or separate?

Response: NEC is integrated with GNAV and QWORKS

3. Question: Are the extensions unique to a site (are they designed not to overlap ex: 3000 -3100 at two different sites)?

Response: Updated: Our extensions are not unique to each site. We have extensions ranging from 1000-8999; They do not overlap. There is no overlap within the Phase I locations outlined in the RFP

4. Question: Does the NEC have the capacity to support a PRI/TI for tie trunking? MJD will need to provide the interfaces for the NEC systems if needed for tie trunking

Response: Yes - There is a tie between MJC and APOD and a tie between JIS and APOD. Tie between courts of appeals and APOD. And a tie between JIS and COA.

5. Question: What is the current methodology used for interfacing with the IVR system? Is the connectivity FXO/FXS/Tie-Trunk?

Response: DC is using T1 analogue between NEC's phone system and DC IVR

6. Question: Should we account for all users for Annapolis to be able to work from home or a certain number of the users

Response: Yes, All users should have the capability to work from home

7. Question: How is the current Everbridge Mass Notification System used today and does it interface with phone systems

Response: Update: This system sends calls and/or texts out to staff during an emergency. Assessment will need to be completed to determine if this system interfaces with the phone system; If not we would like the system to interface with the phone system.

Currently it does not interface with the phone system, but the Judiciary would like to see integration with the new solution.

8. Question: 2.6.5 Station and User Requirements – the table has call recording. Is the goal to record all calls? Record selective end users? Or record on demand

Response: Updated: We do not require Call Recording.

Call recording was listed as an optional feature but is not permitted. Please disregard this request.

9. Question: Can Maryland Judiciary provide more clarification on the ServiceNow applications currently being utilized? What functionality is the Judiciary using today from ServiceNow? Is the Government happy with ServiceNow and wish to remain using their solution?

Response: We currently use Service now to track calls that comes into the Service Desk, run reports, track assets as well as assign requests to other departments within the Judiciary. We also have a self-Service Feature where our current employees can create tickets accordingly. We also use service now to create and track change requests. We would like to remain with Service now, however, would like a dashboard of some kind to capture call volume trends such as pw resets, etc.

Issued by Karen Hoang
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