



Administrative Office of the Courts

Operations Division

Questions/Responses No. 2 to the Request for Proposals (RFP) K21-0044-29 Maryland Judiciary Online Dispute Resolution Assessment

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: Is there an incumbent for this effort?
Response: No.
14. Question: How many departments are involved that include the up to 50 Judiciary personnel and stakeholders?
Response: 8 departments.
15. Is there a need to be on-site for the duration of this contract? If so, please express desired on-site requirements.
Response: Not at this time, however, that could change.
16. Question: Is there any existing architecture diagrams showing the MD Judiciary infrastructure? What are the existing Case Management suite of products?
Response: We have technical environment documentation that may be share post award and we are using Odyssey Case Management System from Tyler Technologies.
17. Question: When does MD Judiciary plan to issue an award and start date for this effort?
Response: There is no anticipated award date at this time.
18. Question: For meetings, are they expected to be in- person or can they be conducted with Google Meets or Teams?
Response: The Maryland Judiciary currently uses Microsoft Teams or Zoom.
19. Question: Is there any existing documentation on the technical environment? Is

there any existing documentation on the case management process?

Response: We have existing documentation of court business processes and the technical environment that will be shared post contract award.

20. Question: Can the proposal responses just be emailed considering the current pandemic environment?

Response: No, please see RFP section 1.9.

21. Question: Does the MD Judiciary have any internal tools or systems used to document requirements, if so, what is the tool?

Response: The Maryland Judiciary currently uses Microsoft Excel or Microsoft Word to document requirements.

22. Question: Please clarify whether you require a fixed price quote, or a time and expenses quote based on hourly billing rate.

Response: Fixed price. Please refer to Section 1.3 and Attachment E in the RFP.

23. Question: Will the business requirements and process engineering reports be limited to court requirements and process or will they include requirements and process of other agencies/organizations? If so, which agencies/organizations?

Response: District Court Headquarters, Mediation Court Alternative Dispute Resolution, Judicial Information Systems. Administrative Office of the Courts-Program Division, Access to Justice, Juvenile and Family Services and Research and Analysis.

24. Question: Is any ODR software under State's consideration?

Response: Not currently.

25. Question: Are you looking for a COTS solution or are you open to bespoke build?

Response: We prefer COTS solution.

26. Question: Please state how many hours per day the Judicial Personnel would be available to requirement gathering sessions.

Response: Not everyone will be needed at all meetings. It is reasonable that people can participate 2-4 hours per day.

27. Question: Does the Maryland Judiciary have a governance structure planned for this ODR project/deliverables with whom the contractor can direct questions as they arise?

Response: Yes-engagement will have a Judiciary Manager and the ODR work group.

28. Are there existing performance metrics/baseline measures of time to disposition for each of the pertinent case types? (non-incarcerable traffic, small claims, and child support)

Response: Yes, however we feel ODR should improve these metrics.

29. Question: Are there any constraints when your subject matter experts may not be available to participate in project activities?

Response: The Maryland Judiciary does not anticipate SME's not being available.

Issued by: Valerie L Mitchell
Procurement Officer
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