



ADMINISTRATIVE OFFICE OF THE COURTS

MARYLAND JUDICIAL CENTER
580 TAYLOR AVENUE
ANNAPOLIS, MARYLAND 21401

Pamela Harris, State Court Administrator
410-260-1295

Questions/Responses No. 2 to the

Request for Proposal (RFP) K15-0048-89

Turnkey Digital Court Recording System-District Court of Maryland

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 who received the RFP. The statements and interpretations contained in the following responses to questions are not binding to 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.

32. Question: What percentage of these service call hours historically required on-site support?

Response: Approximately 20%

33. Question: Of the 500 service call hours, what was the historical percentage of hours required for AV hardware (audio capture), and computer hardware (workstation, server, network)?

Response: This information is not tracked by the AOC.

Issued by: Khrystine Bunche, Procurement Officer

May 1, 2015

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