



**ADMINISTRATIVE
OFFICE OF THE COURTS**

GOVERNMENT RELATIONS
INFORMATION TECHNOLOGY
INTERNAL AFFAIRS
JUDICIAL COLLEGE OF MARYLAND
OPERATIONS
PROGRAMS

**Questions/Responses No. 3 to the
Request for Proposals (RFP) K16-0078-40
District Court Self-Help Centers and the Maryland Courts Self-Help Centers**

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 Judiciary unless the RFP is expressly amended. Nothing in the Judiciary's response to these questions is to be construed as agreement to or acceptance by the Judiciary of any statement or interpretation on the part of the Offeror asking the question.

1. Question: It would be beneficial to understand how many clients are being serviced and how many are unable to receive services due to the staffing/call volume relationship.
 - Can you provide call volumes (offered/answered/abandoned) and call durations by 30 min or one hour intervals for the open hours?
2. Response: [see Attachment A](#)

Issued by: April Molley
Procurement Officer
April 21, 2016