



ADMINISTRATIVE OFFICE OF THE COURTS
Procurement and Contract Administration
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Questions/Responses #3
IT Migration Support Services
RFP Project #K15-0006-29
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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.

13.) Question: Please clarify the difference 3.4.5.2 and 3.4.5.3 if requesting candidate references., 3.4.5.3 information for value, type, and possibly duration, may be difficult to obtain since this information is typically not available to candidates vetted external to the vendor. If not available, will this be looked upon as negative to the qualifications of the candidate(s)? **Response: Not necessarily – we are looking for the best qualified candidate taking all aspects into consideration.**

14.) Question: Regarding Paragraph 2.2.2 of the RFP, in the fourth subparagraph

This requires the "Contractor" to meet monthly with the Micro/LAN Manager and pertinent staff to discuss progress and issues and document changes. Will this meeting only involve the on-site assigned customer resources, or should the contractor plan to provide a company representative at such meetings? **Response: Refers to on-site resource only.**

15.) Question: In your previous answer to question number 3.), distributed on July 21, you indicated that day to day oversight by a Contractor Program Manager is not required and that oversight (and presumably direction) to contractor-supplied resources will be done by JIS personnel.

Please clarify whether the JIS or Maryland Judiciary anticipates regular communications or scheduled meetings with contractor's corporate office concerning the contractor's on-site staff performance, issues, problems, concerns, or kudos? **Response: Only as circumstances warrant and time permits.**

16.) Question: In your previous answer to Question 2.), distributed on July 21, you indicated that contractor's cannot bill for personal absences like doctor's appointments, sick time, etc.

What is the State's policy regarding payments to contractors whose personnel are ready, willing and able to come to work on a given day, but due to government office closures or delayed openings may not do so and work less than a full 8 hour day (e.g. power outages, heavy snow closures, etc.)? **Response: Under this contract, only documented actual hours worked may be billed, with consideration to potential travel reimbursements as permitted.**

17). Question: Must proposed employees be proficient in speaking and writing and using Business English in their support work? **Response: ABSOLUTELY YES.**

Issued by Gisela Blades, Procurement Officer