



Administrative Office of the Courts

Operations Division

**Questions/Responses No. 4 to the
Request for Proposals (RFP) K18-0057-29
Criminal, Civil and Family – SMS Text Notification System**

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.

4. Question: Can you please confirm that in section 2.2 Item 5 IVR refers to Interactive Voice Response?

Response: Yes, section 2.2 item 5 does refer to Interactive Voice Response. It was an example of extensibility option to other messaging formats.

5. Question: During the conference it was said that the desired feature might be voice reminders - just want to make sure that this is what you had in mind by IVR.

Response: See Amendment 1

6. Question: Do you require any integrations with a Case Management System? If so, can you share the requirements and the name of the system?

Response: Current Case Management System: ODY

**Future additions for Case Management System
DV Office – when DV Office goes statewide, we will need to integrate with the application suite for hearing notifications**

7. Question: Can a proposer provide the past performances of a subcontractor, with expertise in SMS Text Notification System implementation domain?

Response: Yes

8. Question: Additionally, can a prime satisfy evaluation and award criteria of the RFP by the qualifications?

Response: Yes

Issued by: Khrystine Bunche
Procurement Officer
March 23, 2018