



Administrative Office of the Courts

Operations Division

Questions/Responses No. 2 to the Request for Proposals (RFP) K19-0039-29

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.

16. Question: Would the government have information on the amount of travel required for these positions? How many miles? Which locations will be visited the most or has the most recurring incidents? Is there some historical information/analytics the government could provide either on the technical support these resources will be providing or the travel they will be required to perform?

Response: The amount of travel will vary daily/weekly, based on assignments as they come in and projects as they are scheduled. We support over 72 locations across the State of Maryland including all Circuit Court Locations, all District Court Locations, and the Administrative Offices of the Courts in Annapolis. We go as far West as Garrett county, as far East as Ocean City, as far South as St. Mary's County, and as far North as Cecil County. Everything in between.

There is not a matter of what locations are visited the most or have the most recurring incidents, we have to go wherever a customer needs support where we are needed on suite.

Any candidate selected will be expected to be able to travel to any of the locations, and must be able to drive themselves and be able to transport equipment.

17. Question: What equipment, if any, will the government provide the resources (i.e., cell phone/pager, laptop, diagnostic tools, etc.)

Response: We provide all Techs with a Laptop, and access to any Judiciary applications or resources to perform their job duties. Cell Phones are required, but are not provided by the Judiciary. Techs will need to be accessible by Cell Phone throughout the day or for any on-call work.

18. Question: Would the Maryland Judiciary consider removing the requirements for references for proposed candidates? Typically candidates do not give these out for proposals?

Response: No

19. Question: Is Section 3.4.5 of the response are we to only include resumes?

Response: Please see section 3.4, Volume I Technical Proposal for Technical Proposal Requirement and section 3.5, Volume II Financial Proposal for the Financial Proposal requirement.

20. Question: What potential fees are associated with obtaining a badge? Who pays for these expenses?

Response: Contractor shall cover expense of DGS-issued identification cards (currently \$15.00)

Issued by: Khrystine Bunche
Procurement Officer
October 4, 2018