



# Administrative Office of the Courts

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## Operations Division

### Questions/Responses No. 1 to the Request for Proposals (RFP) K19-0076-25G Mediation Case Management Software, Maintenance & Training

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.

1. Question: How many user and mediation caseworkers will be using this Case Management System? The number mentioned in the RFP is 250 to 1000 workers, which is a huge range. We just want to get an idea how many in all in a consistent basis?

Response: The number provided includes users of all types such as staff, volunteers, and outside partners. We estimate the breakdown of these users to be the following:

Staff users at community mediation centers and MACRO: 100

Volunteer mediators/practitioners: 400-500

Board members at centers: 100

Referral partners: 100-300+

2. Question: What will be the average caseload per caseworker?

Response: The centers we support vary greatly in size, both in terms of caseload and in the number of staff who manage the caseload. Our smallest centers handle referrals of about 200 cases per year. While our biggest centers handle referrals of 1,200 to 1,500+ cases per year. It is not possible to give an average caseload per caseworker since each center is unique.

3. Question: How do they plan to roll out the system? What will be the time frame?

Response: We hope to conduct training during October, November, and December 2019 and to roll out the software in January 2020.

4. Question: Will they require county by county training in the roll out process?

Response: Training can be a mix of regional in-person trainings and online trainings.

5. Question: What is the existing arbitration system? Is built in-house?

Response: Our programs do not provide arbitration. However, the current system they use to manage their mediation programs is called MADtrac. It is a Microsoft Access-based program built by Soft Goals.

6. Question: What kind of hosting they want? Dedicated Hosting of Cloud?

Response: This topic is open for discussion.

7. Question: What are the budget thresholds?

Response: We do not provide budgetary information during the RFP process.

Issued by: Whitney Williams  
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