Questions/Responses No. 5 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.

37. Question: Relative to question number 33, can you please discuss what the user roles of board members and referral partners will be and also the estimate of users for each category?

Response: Please see our revised response to question number 33 and an updated estimate on the number of users for each category:

- **Administrators (16)** – likely one at each center (and at MACRO). These users have full rights to create new users, manage existing users.

- **Staff (100)** – multiple at each of the centers. Will include case managers and volunteer managers, as well as executive oversight. These users have full rights to the center's data, can add/edit data, run queries and reports. They can't add new users or manage existing users. Board members may be given staff level user role, depending on their role at the Center.

- **Practitioners (500-600)** – these are volunteer mediators and facilitators who are connected to a center but should not have access to all the center's records. They can view information on cases they've been assigned and can submit reports on cases they've been assigned. Some Board members are also Practitioners, so would be given Practitioner user role. [Could be a portal.]

- **Referral Partners (50-250)** – These are outside agencies that send cases to the centers. Many centers currently used a shared Google Sheet with their

referral partners, so the partners can see the status of their cases. Some partners even submit cases to their Center through this method. We want the new system to give centers and their referral partners the ability to share this referral/case status information. Referral partners would only be able to see limited status information on the cases that their organization has sent to their Center. [Could be a portal.]

Issued by: Whitney Williams
Procurement Officer
March 26, 2019