Administrative Office of the Courts

Operations Division

Questions/Responses No. 6 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.

38. Question: What are the different types of mediation cases?
    Response: The requirements refer to case type as the type of conflict. See p. 13. in the RFP.

39. Question: How many mediation sessions occur in a Mediation Case?
    Response: This is an open-ended range. Some cases will have zero sessions because the case never gets to the table. Many will have 1, 2 or 3 sessions. Others, though, might have 10 or more sessions.

40. Question: Are there different types of Mediation Sessions (e.g., intake, review of applicable laws, consensus, etc?)
    Response: There are different types of ADR processes a center might use: Mediation, Conflict Coaching, Facilitation, Community Conferencing, etc. Each of these processes can have sessions, but there are not different types of sessions. [Intakes are a different case activity but are not a session type.]

41. Question: Are there different categories of mediators and what are they?
    Response: We have different categories of practitioners: Mediator, Facilitator, Conflict Coach, etc. Additionally, practitioners can be categorized by Mediator, Co-Mediator and Observer.

42. Question: Are there mediation staff that work in more than one mediation center?
    Response: Not currently.

43. Question: Is it possible that different locations, referrals, or other categories may overlap between mediation centers, and therefore will have to be reconciled during data migration and cleanup?
    Response: Not relevant to the scope. Data migration was removed via Amendment No.2.

44. Question: Will there be open cases to be migrated which were initiated prior to January 1, 2019?
    Response: Not relevant to the scope. Data migration was removed via Amendment No.2.

45. Question: What are all the Party types? We know that prisoners are distinguished from non-prisoners. But are there different party types or roles bases on their relationship to a mediation, for example, Plaintiff, Defendant, Witness, Family Member, Employer, Dependent Child, etc.?
    Response: There are several options for party types, that centers use: youth or student; parent/guardian, plaintiff, defendant, attorney, not involved, school (meaning school staff member), initiating party (for bigger groups) and involved party. Ideally, the list of party types could be customized by centers if they work with particular populations more.

46. Question: What are the permissions for case Parties? We anticipate that they can see all documents filed in their case and their own PII, but not the PII of the other Part(ies). Is this correct?
    Response: Parties will not be users in the system. They will not be able to access anything.

47. Question: How many individual mediation sessions may be involved between the opening and closing of a mediation case?
    Response: See question 2 above.

48. Question: Are there any installations of MADtrac systems outside the MACRO office and all the mediation centers?
    Response: Other states use MADtrac, but they are not relevant to this project.

49. Question: Are there categories of Referrals or referral agencies?
    Response: There are categories of referrals that are used across all centers. The categories that are currently used can be seen in the sample Performance Summary Report provided. We will be reviewing and updating this list during the installation of the new software.

Each referral category might have several (or many) referral agencies that will be specific to each center location.

50. Question: Are there any Referrals which are not also locations?
    Response: Yes, there are many referral agencies that are not site locations (and vice versa).

51. Question: Does intake indicate that a mediation case is now open?
    Response: Cases are considered open once a referral is received. An intake occurs once a center has spoken with a person.

52. Question: When an intake does not result in a mediation, how and when is the intake or mediation case closed, if it is?
    Response: Cases are closed for many reasons. Centers use their internal case management practices to determine when cases should be closed.

53. Question: Are documents stored in the system simply associated with the case, or are they associated with particular mediation sessions, tasks or events in a mediation case?
    Response: Documents stored in the system would be associated with a particular case.

54. Question: What is the document called recording the agreement between mediation parties in a successful mediation?
    Response: Mediation Agreement.

55. Question: Is there a specific document associated with the closing of a mediation case, and if so, what is it called?
    Response: There is not a specific document associated with closing a case.

56. Question: What elements of information do mediators see before they accept a mediation case?
    Response: Currently, only mediators at centers that use a shared Google sheet can see any information about cases before they accept a case. In those cases, what they can see includes: Case number, whether observers are allowed (for mediators trying to complete their observations), potential mediators, potential observers, selected mediators, selected observers, language options, day of mediation, date of mediation, session time, type of case, session #, location site. This might change in the new system.

57. Question: What is the exhaustive list of user roles in MADtrac?
    Response: Not relevant to the scope.

58. Question: What different kinds of volunteers are there / what different volunteer roles are there?
Response: Volunteers can be practitioners, board members, or general volunteers.

59. Question: What elements do various volunteers see before they are assigned to a mediation case?
Response: Volunteers would only see case information if they are the assigned practitioner.

60. Question: What is the complete list of form letters the BOs would like to see the system capability to create?
Response: We want the system to be able to create form letters, but each center will create their own actual letters.

61. Question: Is there an additional step after a mediator accepts a mediation case when he or she is actually assigned the mediation case?
Response: Currently, centers send a "team confirmation" email to mediators once they have been selected with the names and phone numbers of the participants. This is currently done outside of the system. There is also a notification sent to mediators who signed up but are not selected.

62. Question: If an MBE prime also partners with an MBE sub, can the sub contribute to the requirement of 50% of work done by the prime—in other words, could the MBE prime do 35% of the work, the MBE sub do 25% of the work, and the remaining 40% be divided up with any remaining subs?
Response: The Judiciary MBE policy states that a certified MBE prime contractor may count their participation on contracts with MBE goals for up to 50% of the established MBE contract goal. The remaining 50% must be obtained by an MBE. In this case where there is a 10% goal, the prime may count their participation for 5%.

63. Question: The data migration has been removed from the scope of work. Can you provide some information/reasoning on this decision?
Response: Primarily cost and time savings.

64. Question: Are you still willing to consider data migration if we include it as an option in our proposal?
Response: Not at this time.

65. Question: How many of your programs provide re-entry mediation services?
Response:
Response: All of them have the opportunity to get re-entry cases, so all of them will need access to this feature of the program.

66. Question: For clarification on re-entry. I'm trying to plan out the on-boarding process and re-entry might create a place for distinguishing which centers to start and when. Can you tell me how many centers currently handle re-entry cases?
Response: 13 of the 15 centers are currently doing re-entry cases.

67. Question: On page 25 of the RFP Section 2.3 and 2.5.3 Security/Access mentions *"Regular data back-up by system host for all data stored on the cloud."* Will the Government please define the Recovery Point Objective (RPO) and Recovery Time Objective (RTO) for their data recovery?
Response: If the system goes down, our objective would be to have the system come back up within 30-60 minutes and would prefer to minimize data loss. We would probably be looking for nightly data back-ups.

Issued by: Whitney Williams
Procurement Officer
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