



Addendum No. 1
MJUD Master Contract – Staff Augmentation & Professional Consulting Services
K23-0094-25L

04/11/2023

The purpose of this addendum is to amend and clarify certain portions of the above-referenced solicitation with all prospective bidders/offerors.

Clarifications:

- C1.** **Delete:** Attachment 2 – Judicial College Usage
Replace with: Attachment 2 – Revision 1 – Judicial College Usage

Questions:

- Q1.** If a firm is an MBE, but not certified through MDOT, are we able to bid using proof of application?
A1. Refer to Section II.N. of the RFP. Any MBE/VSBE goals will be set within PORFPs issued under this RFP. Offerors do not need to be an MBE/VSBE to respond to this RFP.
- Q2.** Does a prospective Offeror need to be registered with SDAT to submit a proposal?
A2. Please see Section I.K. of the RFP.
- Q3.** What has been the annual spend for the last 3 years under all of these 5 categories?
A3. The Judiciary does not have this information.
- Q4.** Are there any Consulting Services that are Remote or is everything onsite?
A4. Yes, there will be remote services. The individual PORFPs issued under this RFP will specify whether work shall be performed onsite, remote, or a mixture of both.
- Q5.** Are the resources required or expected to work on-site? If not, can the resources work fully remotely from another state?
A5. The individual PORFPs issued under this RFP will specify whether work shall be performed onsite, remote, or a mixture of both.
- Q6.** As a Canadian company, in place of a W-9, will a W-8BENe suffice?
A6. Yes.
- Q7.** Do Offerors need to submit candidate resumes along with the response?
A7. No. See Section IV.B. for the required submittals.
- Q8.** Is Attachment 2 supposed to reference only “FA I and FA II” or “FA III and FA IV”, or Functional Areas I, II, III, and IV?
A8. Yes. See C1 of this addendum.
- Q9.** What are some examples of potential services for Functional Areas V & VI and is it similar to what was provided for Functional Areas I, II, III, and IV with attachments 2 and 3?
A9. Functional Area V/VI will provide similar services for specializations not included in Functional Areas I-IV. For example, Functional Area V may include staff augmentation services for financial positions, paralegal, marketing, etc.
- Q10.** Are there differences in Potential Resources for Functional Area I and Functional Area II, or do both Functional Areas cover all Potential Resources listed in Attachment 3?

- A10.** Functional Area I is for IT staff augmentation (i.e., one resource for a specific position). Functional Area II is for IT professional consulting services (i.e., one or more than one resources for a specific project). For example, Functional Area II would be used to source an ERP implementation partner, whereas Functional Area I would be used to source one (1) Network Security Engineer for a 5-year placement to supplement our existing workforce.
- Q11.** What should an Offeror include in a response to the RFP requirements for a Staff Augmentation Approach or a Software Development Solution Approach to the requirements listed in Attachments 2 and 3?
- A11.** See Section IV.B.2.b.(1). of the RFP.
- Q12.** What must an Offeror include for key personnel resources at the IDIQ level as specified in Section IV.B.2.b.(2).i.-ii.?
- A12.** See Section IV.B.2.b.(2) of the RFP. Offeror shall provide a high-level overview of the available resources (e.g., number of available resources per specialization, junior vs. senior resources, etc.).
- Q13.** What are some examples of staffing augmentation and professional consulting resources required for Functional Areas V and VI?
- A13.** See A9 of this addendum.
- Q14.** Are Offerors required to provide resumes for each functional area or only a general personnel experience and qualifications for each functional area?
- A14.** Resumes are not required. See Section IV.B.2.b.(2) of the RFP.
- Q15.** Can Offerors provide a sample copy of the insurance for their response?
- A15.** See Section IV.B.2.a.(5) of the RFP.
- Q16.** What must be included in the Technical Response and are the responses for each applicable Functional Area?
- A16.** See Section IV.B.2.b.(1) of the RFP. Yes, there will be a technical response for each Functional Area for which the Offeror proposes.
- Q17.** Are Vendors not in the state of Maryland eligible to respond if they have a license to do business in Maryland?
- A17.** Yes. Please see Section I.K. of the RFP.
- Q18.** Can the requirements for staff augmentation duties be performed remotely if the vendor has the capabilities and technology to do so?
- A18.** See A5 of this addendum.
- Q19.** Has this RFP been previously awarded?
- A19.** No. This is a new solicitation for the Judiciary.
- Q20.** What will be the estimated annual budget for this project?
- A20.** The Judiciary does not release budget information.
- Q21.** What is the total number of vendors to be awarded this contract?
- A21.** See Section II.C., para. 2, of the RFP.
- Q22.** How will job requests be shared among multiple awarded vendors?
- A22.** See Section III.E. of the RFP.
- Q23.** Will all job requests be shared among all awarded vendors simultaneously?
- A23.** See Section III.E. of the RFP.
- Q24.** Is there any ranking system for sharing job requests among awarded vendors such as primary bidder, secondary bidder, and then other awarded bidders?

- A24.** No. See Section III.E. of the RFP.
- Q25.** Are references from large commercial entities acceptable?
A25. Yes.
- Q26.** How many positions are required under this contract?
A26. Unknown. The Judiciary will issue PORFPs as needed.
- Q27.** How many positions are currently open?
A27. This is not relevant to this RFP.
- Q28.** How many positions are currently used in a single day?
A28. This is not relevant to this RFP.
- Q29.** What are the most filled positions?
A29. Functional Area I & III (i.e., Attachment 2 & 3) include the most used positions.
- Q30.** What would be the estimated hours for given positions?
A30. Estimated and/or required hours will be specified in any issued PORFPs under this RFP.
- Q31.** What are the minimum guaranteed hours per week for these positions?
A31. Estimated and/or required hours will be specified in any issued PORFPs under this RFP.
- Q32.** What is weekend and holiday shift work rate policy of County such as 1.5-time standard hourly rate?
A32. Required work hours will be specified in any issued PORFPs under this RFP, including the opportunity to provide increased hourly rates for after hours, weekend, or holiday work.
- Q33.** What is the share shift timings and location of services?
A33. Estimated and/or required hours, and the location of services (i.e., remote/onsite) will be specified in any issued PORFPs under this RFP.
- Q34.** What is average response time to provide resume of qualified resources?
A34. The Judiciary anticipates approximately fourteen (14) to twenty-one (21) days between issuing a PORFP and the PORFP closing date and time. However, the Judiciary reserves the right to reduce or increase the available response time.
- Q35.** Will you award this contract to the lowest responsive bidders?
A35. See Section II.C. of the RFP.
- Q36.** Will the AOC be giving any preference to local vendors?
A36. No.
- Q37.** In order to be responsive, is it mandatory to have physical office in the State of Maryland?
A37. No.
- Q38.** In order to be responsive, is it mandatory to provide Business Registration Certificate (BRC) with the proposal response?
A38. See Section I.K. of the RFP.
- Q39.** Can Offerors provide Business Registration Certificate after the award?
A39. See Section I.K. of the RFP.
- Q40.** Are Offerors required to provide pricing with the response?

- A40.** No. The Judiciary has not requested any financial information as a proposal submittal. See Section IV.B. of the RFP.
- Q41.** Are Offerors required to provide hourly rates?
- A41.** No. The Judiciary has not requested any financial information as a proposal submittal. See Section IV.B. of the RFP.
- Q42.** Are Offerors required to provide hourly bill rate or markup percentage?
- A42.** No. The Judiciary has not requested any financial information as a proposal submittal. See Section IV.B. of the RFP.
- Q43.** Are there any Subcontracting requirements to comply with the bid requirements?
- A43.** See Section III.D.1.f. of the RFP.
- Q44.** Does an out-of-state MBE firm qualify to bid as an MBE in Maryland?
- A44.** See Section I.B.10. of the RFP. There is not requirement to be a certified MBE to respond to this RFP.
- Q45.** Will Offerors be responsible for providing qualified staff and managing payroll of professionals or the will the AOC manage the projects?
- A45.** See Section III.D. of the RFP. The Judiciary will issue PORFPs to contract with Master Contractors based on the specification included in any individual PORFP.
- Q46.** Are experienced staffing companies only qualified for Functional Areas I, III, and V?
- A46.** The Judiciary is unable to evaluate an Offeror without submitting a proposal in response to this RFP.
- Q47.** What is the total number of possible contract years, to include the base year?
- A47.** See the Key Information Summary Sheet (page 2) of the RFP for the contract term.
- Q48.** Is the Offeror expected to propose a staffing model for all six functional areas or can they propose a staffing model for a selected functional area?
- A48.** Offerors shall submit a proposal for any Functional Area for which the Offeror believes they are qualified to provide services. Offerors may submit for one (1), or more than one (1) Functional Area.
- Q49.** Please clarify if a COI is required with the proposed submission but the level of insurance amounts can be negotiated/discussed post award.
- A49.** See Section II.O.4-5, and Section IV.B.2.a.(5). of the RFP.
- Q50.** Can the AOC clarify the difference between the Scope for Functional Area I listed in Section III.2.a.(2)., and Functional Area II listed on Page 22 Section III.2.b.(2).? Both state “Provision of qualified personnel to the AOC on a temporary basis, with the goal of augmenting the AOC’s existing workforce. The resources provided by the Offeror shall be skilled in the required areas and shall be able to perform the duties and responsibilities as outlined in the issued PORFP. The resources shall work closely with the AOC’s existing team and follow the policies and procedures of the AOC’s organization (as applicable).”. Are there differences in Potential Resources for these Functional Areas? Or do both Functional Areas cover all Potential Resources listed on Attachment 3?
- A50.** Functional Area I/II/V are for staff augmentation (i.e., one resource for a specific position). Functional Area II/IV/VI is for professional consulting services (i.e., one or more than one resources for a specific project). For example, Functional Area II would be used to source an ERP implementation partner (i.e., team of resources), whereas Functional Area I would be used to source one (1) Network Security Engineer for a 5-year placement to supplement our existing workforce.
- Q51.** Section V.B.2. of the RFP states “Extent to which the Offeror’s personnel experience and qualifications demonstrate their ability to provide the requested services outline in Section III”. Does the AOC require

vendors to provide resumes for each functional area stated in section III? Or does the AOC require general personnel experience and qualifications for each functional area stated in section III?

- A51.** No, resumes are not required. See Section IV.B.2.b.(2) of the RFP. Offeror shall provide a high-level overview of the available resources.
- Q52.** Please confirm the details and requirements for the Technical Proposal mentioned on page 27 of the RFP. Are these the responses to Functional Areas or something else entirely?
- A52.** See Section IV.B.2.b.(1) of the RFP. There will be a technical response for each Functional Area for which the Offeror proposes.
- Q53.** In the section of Available Resource Overview does the Offeror have to attach the candidate profiles as well?
- A53.** Resumes are not required. See Section IV.B.2.b.(2) of the RFP.
- Q54.** Is the claim of confidentiality the form Offerors can term as NDA?
- A54.** No. See Section IV.B.2.a.(2), and Section I.O. of the RFP.
- Q55.** Please confirm that the additional insurance coverage may be purchased at the time of award and not at the time of submittal.
- A55.** See Section II.O.4-5, and Section IV.B.2.a.(5). of the RFP.
- Q56.** What are the historical volumes of spending annually in the programs?
- A56.** The Judiciary does not have this information.
- Q57.** Are there any incumbent companies that currently provide these services to the agency? If yes who are they?
- A57.** Offerors may review previously awarded procurements for solicitations issued on or before June 30, 2022, here: <https://www.courts.state.md.us/procurement/awards>. For previously awarded procurements for solicitations issued after June 30, 2022, Offerors may review awards here: <https://mdcourts.bonfirehub.com/portal/?tab=pastOpportunities>.
- Q58.** Is there a forecasted/approved budget for this opportunity?
- A58.** The Judiciary does not release budget information.
- Q59.** Does a federal Small Business Administration EDWOSB provide any advantages in bidding?
- A59.** No.
- Q60.** Can we use the same reference for different Functional Areas when responding to the proposal?
- A60.** Yes. However, per Section IV.B.2.b.(3), the references shall be from customers/clients who can document the Offeror's ability to provide the goods and/or services specified in the RFP. For example, a reference used for a staff augmentation functional area may not be applicable for a functional area for professional consulting services.
- Q61.** Can the bidder only submit a proposal for one functional area?
- A61.** Offerors shall submit a proposal for any Functional Area for which the Offeror believes they are qualified to provide services. Offerors may submit for one (1), or more than one (1) Functional Area.
- Q62.** Can you please provide more details on the labor categories and work expected to be performed under Functional Area V – All Other Staff Augmentation Services and Functional Area VI – All Other Professional Consulting Service?
- A62.** Functional Area V/VI will provide similar services for specializations not included in Functional Areas I-IV. For example, Functional Area V may include staff augmentation services for financial positions, paralegal, marketing, etc.
- Q63.** As part of the proposal, the Judiciary will not expect any pricing proposal, is that correct? If this is correct, shall the price form be submitted at the task order level?

- A63.** The Judiciary has not requested any financial information as a proposal submittal for this RFP. See Section IV.B. of the RFP. The Judiciary will issue individual PORFPs to Master Contractors and request pricing at that time.
- Q64.** What is the approximate number of awards you intend to give?
A64. See Section II.C., para. 2, of the RFP.
- Q65.** What is the tentative start date of this engagement?
A65. See the Key Information Summary Sheet (page 2) of the RFP for the contract term.
- Q66.** What is the work location of the proposed candidates?
A66. The individual PORFPs issued under this RFP will specify whether work shall be performed onsite (including location), remote, or a mixture of both.
- Q67.** Please provide the evaluation criteria for evaluating the bids for this RFP.
A67. See Section V of the RFP.
- Q68.** Are there any pain points or issues with the current vendor(s)?
Q68. The is a new Contract.
- Q69.** Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?
A69. See Section III.D.1.f. and Section II.N. of the RFP.
- Q70.** How many requisitions will be required per year or throughout the contract?
A70. See Section I.A. The Judiciary will issue PORFPs on an as-needed basis.
- Q71.** If the proposed candidates are not available at the time of award, will the Judiciary allow us to provide replacement personnel with similar or more skill sets?
A71. See Section I.V. for specifications regarding the substitution of key personnel that will apply to all PORFPs issued under this Master Contract.
- Q72.** Can we provide hourly rate ranges for the given positions?
A72. No. The Judiciary has not requested any financial information as a proposal submittal. See Section IV.B. of the RFP.
- Q73.** Could you please provide the list of holidays?
A73. Holidays can be found at the following link: <https://www.mdcourts.gov/administration/holidays>
- Q74.** Are there any mandated Paid Time Off, Vacation, etc.?
A74. No.
- Q75.** Are the employees that are selected paid as 1099s or do you prefer them to be W2 employees? Is this at the discretion of the contractor?
A75. See Section II.C. of the RFP. Offerors awarded a Contract under this RFP will receive future PORFP requests, as needed, based on their awarded functional areas. If a Master Contractor is awarded a Purchase Order pursuant to PORFP request, the Purchase Order is issued to the Master Contractor, and thus, the Master Contract must submit payment in accordance with Section II.N. of the RFP, Section III.D.3. of the RFP, and any additional terms and conditions regarding payment as specified in a PORFP.
- Q76.** In RFP Section II.N.3., it is mentioned that there is no MBE or VSBE goal established for this master solicitation and that the MBE or VSBE goals shall be established for each individual PORFP issued under the resulting award. Please advise if Offerors are required to use any MBE and VSBE subcontractors. Do

Offerors only need to give their information in response and if there are any additional forms needed to submit.

- A76.** See Section II.N. of the RFP. If a PORFP issued under this RFP includes an MBE/VSBE goal, the PORFP will include and request all applicable attachments/forms at that time.
- Q77.** Will any diversity, equity, inclusion and belonging consulting services be included as part of this master service contract?
- A77.** See Section II.N. of the RFP.
- Q78.** Are non-US companies (Canadian) eligible to bid?
- A78.** Yes.
- Q79.** We did not see an Attachment or appendix for submitting pricing but we saw in the Evaluation Criteria a reference to a Best and Final Offer (BAFO). Can you please confirm if pricing is required for this level from the Offeror?
- A79.** No. The Judiciary has not requested any financial information as a proposal submittal. See Section IV.B. of the RFP.
- Q80.** Please confirm if we can get the proposals or pricing of the incumbent(s).
- A80.** There are no incumbents.
- Q81.** Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.
- A81.** This is a new solicitation for the Judiciary.
- Q82.** Could the AOC please clarify the difference between the attachment for experience and qualifications of staff and availability of staff? We're not able to envision what we should submit in these two files apart from resumes.
- A82.** For Section IV.B.2.b.(2). of the RFP, Offerors shall establish that the available resources are capable to perform the services requested in the RFP by highlighting experience and qualifications. For Section IV.B.2.b.(2).i-ii., Offeror shall provide a high-level overview of available resources/services (e.g., number of available resources per specialization/service).
- Q83.** Could the AOC please provide information on the current contracts including spend by functional area and contract rates?
- A83.** This is a new solicitation.
- Q84.** Can an Offeror submit for this solicitation while undergoing MWBE certification at the same time or do they need to be certified prior and submit as the prime/subcontractor?
- A84.** Refer to Section II.N. of the RFP. Any MBE/VSBE goals will be set within PORFPs issued under this RFP. Offerors do not need to be an MBE/VSBE to respond to this RFP.

All addenda will be incorporated into the final contract documents and will be binding on all Bidders/Offerors responding to this solicitation. Each Bidder/Offeror submitting a bid/proposal must acknowledge receipt of all addenda on the Procurement Portal; failure to acknowledge addenda may result in the rejection of the bid/proposal.

If you have any questions regarding this addendum, please contact me at (410) 260-2468 or email me at Savannah.Healy@mdcourts.gov

Savannah Healy

Savannah Healy
Procurement Officer





Attachment 2 – Judicial College Usage

The following information is based on historical data and known future needs and shall allow Offerors to understand the type of work that may be requested under this RFP for FAIII and FAIV.

- A. Technical Assistant**
Provide general hardware and software technical support for Judicial College staff. Provide technical support for remote training sessions provided by the judicial College, edit recorded webinars and videos using video editing software, submit, track, and edit closed captioning services
- B. Microsoft Office/Zoom Technology Trainer**
Deliver hands-on instructor-led training (both onsite and via distance learning) for commercially available software and hardware used for the Maryland Judiciary including, but not limited to, current and legacy versions of Microsoft operating systems, Microsoft Office, Office 365, Zoom for Government, PDF software, mobile devices, printers, scanners, etc.
- C. Proprietary Software Technology Trainer**
Deliver hands-on instructor-led training (both onsite and via distance learning) for highly customized or proprietary software used by the Maryland Judiciary, which may include the Maryland Electronic Courts (MDEC) case management system, Revenue Collection System (RCS), PeopleSoft Human Resources and Learning Management System (branded as CONNECT), etc.
- D. Instructional Systems Designer (ISD)**
Using knowledge of adult learning principles and best practices in online delivery, the ISD will design and development eLearning lessons using both Articulate Storyline 360 and Articulate Rise, that may include multimedia components. Experience with Learning Management Systems, the ability to effectively work with subject matter experts, and excellent communication skills are also critical components to success in this role.
- E. Curriculum Developer**
Research content and work with subject matter experts to develop curricula for face-to-face and instructor-led virtual professional development classes, workshops, and webinars customized for judicial audiences using adult learning principles, engagement, and applications of concepts. Materials include facilitator guides, learner guide and resources, and PowerPoint slides to support the curricula.
- F. Trainer**
Deliver face-to-face and instructor-led virtual professional development classes, workshops, and webinars customized for judicial audiences using adult learning principles, engagement, and applications of concepts.
- G. Copy Editor**
Copy edits educational and training materials, such as course transcripts, marketing materials, and documentation with proper grammar, punctuation, spelling, and crafting of word choice and in alignment with Judiciary style guides.
- H. Graphic Designer**
Designs professional-level brochures, catalogs, eblasts using software applications, such as Adobe Illustrator, InDesign, and Photoshop, and in alignment with Judiciary-specific styles.