Administrative Office of the Courts

Operations Division

Questions/Responses No. 12 to the

Request for Proposals (RFP) K21-0018-29

Cloud-Based Unified Communications Solution

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: The RFP states Self-Service IVR options for Ticket Status & Password Resets. Please describe in your own terms self-service IVR for Ticket Status.
Response: Ability for a caller to enter their ticket number to get status/updates regarding ticket

2. Question: Describe any back-end system integration or data lookups needed to enable the Self-Service IVR.
Response: Data dips into ServiceNow will be required

3. Question: We saw a mention for Screen Pops but no information on what applications you need screen pops for. Please describe what systems you use? Are they web based? Will they support HTTP URL pops etc,. Please quantify the number of unique types of Screen Pops and the data elements that need to be provided by the CC Platform.
Response: The Judiciary is currently not using screen pops but could come from Service Now or other Judiciary systems. Explain any constraints

4. Question: What is the customer facing website that you would publish the chat? Are there any data elements that are collected as part of the chat request form?
Response: Customer facing website that has Chat capability
https://www.mdcourts.gov/selfhelp

5. Question: Do you have call volume estimates that go to VitalChek for payment IVR? For Phase 2, do you require us to propose a solution that comes with its own payment solution or somehow integrate with VitalChek?
Response:
1. No
2. If option to replace VitalChek the payment solution would be required to have a PCI Compliance component

6. Question: In your Speech IVR, how many languages do you require be supported? English only or English & Spanish etc.,
Response: System should support multi-lingual. Vendor should describe how the solution supports multiple languages if adopted later.

7. Question: RFP requests a quote for the buyback of your existing phones/etc. For us to provide a quote, we need the below info a) Number of phones you expect us to do a buyback. b) The model number(s). If you are currently using different models across all these locations, we would need the exact count of each model.
Response:
a) Estimated number is 780,
b) Majority are NEC DT300

Issued by Karen Hoang
Procurement Officer
Date: 09/22/2020