Administrative Office of the Courts

Operations Division

Pre-Proposal Conference Question & Responses on 9/2/2020

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 Pre-Proposal Conference Call (9/2/2020) 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.

Question -1   Tech refresh DID to SIP?
A: Yes, we will need SIP connections. Will have PRI's with SIP, need to continue to support legacy

Question -2   MPLS connection to Data Center
A: Do not require Active/Active on either of MDJ's MPLS Networks, no network connection

Question 3   Replace all with SIP? Migrate to all IP End Points?
Gradual migration, need support for legacy

Question -4   Chat / Email Feature
A: Yes, need chat and email feature, internal among end users

Question -5   PA system for first 10 systems. Provide further details as it relates to paging and intercom, Overhead paging
A: PA Paging, not thru the phone. MDJ to reach out to facilities to obtain further information. Vendor will f/u with written questions.

Question -6   Microsoft Teams, Office 365 Integration. Describe how extensively it is utilized today

A: Not heavily utilized, some Teams rooms configured - verify Teams room can hook into VOIP solution for phone solution. Do not want it to be integrated at this time with Teams voice solution

Question -7   MS Teams / Office 365 integration. Different Level of Features. End Users receive calls from Mobile phones using MS Teams? Or share messages? Use limited features? For voice calls.
A: No requirement for that. List it in proposal is you want. Existing Teams rooms leverage VOIP solution to make outgoing and incoming phone calls

Question -8   Section 1.1, configuration of services and potential to MPLS network that is foundation of services? Will RFP allow management of existing routers of network
A: No. Do not want anyone to take over management of routers. MDJ will continue to manage routers

Question -9   Integration with NEC equipment. 4 Digit dialing to legacy sites. Option to integrate with other sites
A: Send in written question to MDJ.

Question -10   Offeror shall describe in detail real time software reporting and analytics.
Related to Call Detail Records? Historical reports of adds/move/changes. What was idea behind this section? Health System Dashboard? Overview view of system. Web page version? Call Detail Record for rest of company?
A: Need call activity for each agent as well as breakdown for each option of the menu (i.e. Password Reset = 1, MDEC = 2, etc) - need to report on all options within contact center, as well as call activity for each agent. Agent Reporting.

Yes, web site view. Do a report that comes into each option of the menu. Like a wallboard / dashboard. Breaks it down into each category of the menu.

No, just the agents. we have multiple contact centers.
ServiceDesk - use GNAV. Does not capture call statistics.
Self-help Service Desk - uses a Dashboard. More detailed than GNAV.

Question -11   F/U to above question. Expand on the scenario in previous question.
A: Contact Centers have different options. If there is a trend (i.e. Password reset) - put an informational message on the Dashboard based on trending.

Question -12   Is FEDRAMP authorization required for desired platform?
A: No, not requiring FEDRAMP certification. Yes, required to submit a SOC 2 / Type 2 report to verify Security Controls.

Question-13   Multi-instance cloud v. Multi-tenant cloud. Preference given to multi-instance over multi-tenant.
A: No preference.   The MDJ needs to have the ability to control its own data and have the ability to defer service maintenance outages if it conflicts with critical periods of operation. The vendor can

propose either cloud architecture and detail how data is partitioned and how MDJ will control/defer maintenance outage

Question -14   Survivability options. SIP Trunks went down - requirement to provide backup options using Session Border Controllers and analog equipment? To all outside – 911
A: Need to submit as a written question.

Question -15   3 different contact centers, require cloud solution to integrate, Full Contact Center solution? Or just the plain vanillaUCCaS. Full-fledged contact center to be proposed to all agents.
A: Part of the Contact Center Feature, Yes, 1 contact center and break it into the teams, with different phone numbers routing to department, Yes, this will be a new contact center proposal, in addition to existing contact centers

Question -16   Contact Center - Screen Reporting or Call Reporting required?
A: No. We have other tools to provide that

Question -17   Call Recording listed in matrix as a checked box under each user type.
A: No longer a requirement. Do not use Call Recording - not permitted. That was an optional feature – disregard

Question -18   Section 2.6 item #7: 911 capabilities. Calls will be duplicated. What does that mean? Kari's Law - Direct 911 dialing and internal notification, Ray Baum Act Dispatchable location for MLTS
A: 911 call should go to MDJ Security Guard. Get routed to 911 center and also an alert (notfication) to the security staff. Feature should be open to allow anyone to be identified. Propose solution that you feel is
Route to PSAP and notification to MDJ security.

Question -19   ServiceNow – Cloud based or Premise-based?
A: Cloud-based

Question -20   Since phase 2 is optional, should Pricing be just the Phase 1 locations (8 locations)
A: Yes. Pricing just for Phase 1.

PPC-21 PSTN, cloud based or premise based PSTN? Keep existing provider or new provider?
Cloud-based. New provider can be proposed. Need option to PORT numbers over.

Question -22   Solution will need lot of integration. Who is responsible to configure current technology to new solution? For example: Office 365
A: MDJ will be responsible for configuration in that specific example Vendor should provide documentation and guidance and support if there are issues. MDJ will implement the integration but vendor will be responsible for guidance and support

Question -23   For the phones, how many lines on the hard phones
A: Depends on the end user. Main line and rollover lines. With butt-ins for call forward, all busy, etc.

Secretaries / administrative assistance – may have multiple. 80% are standard users.

Question -24   Contractor needing to do site survey / cabling work. That all done AFTER award?
A: Correct, After contract award

Question -25   Voice Messaging. Optional transcription required for all us
A: Correction to information presented on the call: Confirmed Voicemail to email is called out as a requirement, not optional, under section 2.6.5

Question -26   Multi-media agents – multimedia. All 75 agents?
A: Yes, all 75.   Optional for Service Desk and Self Help Center, but not required for DC Automated Traffic System Agents

Question -27   ServiceNow – interface with NEC today?
A: Does not interface today. ServiceNow instance does not currently have telephone integration, but want to have integration in new solution.

Question -28   Pro-Bono Attorneys. How many? Named licensing within self-help desk.
A: Between 30-40 attorneys

Question-29   All contact center is front-ended by Keyworks. Reports – options that user choses. Keyworks is front-end IVR separate from VitalCheck IVR
A: YES

Question -30   Active Directory integration. What is needed?
A: On premise Active Directory, looking to use it for Single Signon

Question -31   Pricing Sheet Updated?
A: Yes, Appendix 1.4 Pricing Sheet was updated on 9/2/2020. Be sure you have the most current version of the 1.4 Appendix Pricing sheet from the website.

Issued by Karen Hoang
Procurement Officer
Date: 09/04/2020