Administrative Office of the Courts
Operations Division

Questions/Responses No. 3 to the

Request for Proposals (RFP) K21-0032-26

People's Law Library Hosting, Maintenance & Support Services

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.

61. Question: Is there a limit to the length of the Proposal? If yes, please mention.
Response: While there is no limit to the length of proposals, we do recommend that Offerors prepare proposals simply and economically, providing a straightforward, concise description of the Offerors proposal to meet the requirements of the RFP.

62. Question: Page 28 of RFP - 3.3 states "Charges for late payment of invoices are prohibited". So, is the contractor not expected to charge for late payments post 30 days of invoice generation? If so, how is this expected to be taken care of?
Response: Charges for late payment of invoices are prohibited. While the AOC does process invoices in a timely manner, there may be occasions when delays transpire for reasons outside of the AOC's control.

63. Question: Can Annexures be submitted along with the Technical Proposal?
Response: Yes, as long as they do not contain any elements of the Offeror's Financial Proposal.

64. Question: Are we expected to mention the Team structure and proposed personnel details? Are CVs of the Proposed team expected to be submitted?
Response: How information about team members is presented is up to the discretion of the Offeror. The proposal should demonstrate support capabilities and skills.

65. Question: The Maryland law mentioned "The place of performance of this Contract shall be the State of Maryland". Please elaborate as the current response indicates that the tasks can be performed outside of the US.
Response: The AOC will consider all proposals that are able to meet the requirements as described in the RFP.

66. Question: Can you please share the current website URL for reference?
    Response: https://www.peoples-law.org/

67. Question: Is the UI/UX expected to change during migration from Drupal 8 to Drupal 9?
    Response: No development is expected; see Appendix A section on User Experience for more information.

68. Question: How many design layouts templates current website has?
    Response: There are 17 content types in use on the site.

69. Question: "Live chat and email webform integration" – What software / third party plugins is used for live chat?
    Response: Live Chat is integrated through a 3rd party service. The integration is through scripting, no module.
     Email webform integration is through the Drupal Webform module. No development work is required, but configuration of this module may be required.

70. Question: How many active login user sessions does present at peak?
    Response: Typically, 2 users are logged in at any one time and typically, there are 10-100 active anonymous users on the site.

71. Question: "Drupal 9 Feature upgrade" – While upgrading to latest version for some of the features used from contributed module an upgrade might not be available, how important is to upgrade those features?
    Response: If a feature cannot be upgraded, importance depends on the feature. This will be addressed on a case-by-case basis. Alternative solutions must maintain current user experience/interface.

72. Question: "2.3.2 Drupal 9 Upgrade" – How many custom developed modules does current website has?
    Response: There are 3 custom modules on the site, and these relate to:
    i.   Breadcrumbs for navigation,
    ii.   2 modules for exposing fields in the Calendar and Legal Services Directory

73. Question: "2.3.2 Drupal 9 Upgrade" – How many contributed modules does the current website have?
    Response: The site does not have any contributed modules.

74. Question: "Drupal 9 Feature upgrade" – Appendix A – The upgrade to Drupal 9 depends upon Drupal core upgrade, other contributed modules used, and custom module built, can you classify and quantify those modules and provide list?
    Response: We cannot provide a full list of modules for security reasons. See the answers for questions 71 and 72 for information on custom and contributed modules.

Issued by: Valerie L. Mitchell
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Date: December 18, 2020