



# Administrative Office of the Courts

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## Operations Division

### Questions/Responses No. 3 to the Request for Proposals (RFP) K21-0064-25 Judicial College Technology Education Trainers

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.

5. Question: Section 2.1 on page 13: Please clarify what is meant by ***"The AOC reserves the right to make additional awards of like staff as awarded within the Contractor pool during the life of the contract at the proposed labor rates. The AOC reserves the right to roll off support staff with 30 days' notice if assignments are completed prior to contract expiration."***

Does this mean that AOC can ask the contractor to add to the existing pool of three trainers? Also does the last statement mean that AOC can at any time, remove any of the support staff due to lack of work?

**Response: The AOC reserves the right to make additional awards of like staff to Contractors within the life of the Contract. The AOC also reserves the right to roll off staff with 30 days' notice if assignments are completed prior to contract expiration.**

6. Question: Page 14, top of page: Can you clarify what is meant by the following statement? ***"Perform other functions necessary to support the mission of the AOC Judicial College of Maryland."***

Can you provide an example of what other functions could entail?

**Response: Additional projects and assignments may arise in the course of the contract that are unanticipated at this time. Additional work may include training and/or administrative tasks to support the mission of the AOC Judicial College of Maryland. Additional assignments will vary depending on each candidate's unique skillset. For example, additional projects may include, but are not limited to,**

creating training marketing materials, assisting with SharePoint site administration, assisting with instructional design and quality assurance of training resources, providing technical support for online learning, facilities support, in person or online conference support, and other various training or office duties as assigned.

7. Question: Section 2.3, pages 14 & 15: A number of bullets mention “***extensive experience, experience or proficiency.***”

Can AOC quantify what is meant by these terms by providing a number of associated years? This will ensure an apples-to-apples comparison of skills and price.

**Response: References to experience or proficiencies indicate that the candidate is able to perform the listed item with minimal to no additional training needed. Length of time is not specified. See RFP Section 2.2.2 for Required and Preferred candidate information.**

8. Question: On page 15 under the heading ‘***Physical Capabilities CR must have:’*** Is it assumed that all training equipment can be transported in an automobile? In other words, does AOC envision any situation where a van or SUV would be needed to accommodate large amounts or large pieces of equipment? Under the second bullet where it mentions “***the ability to lift...***”

Can an assumption of the maximum weight that is expected to be lifted?

**Response: All training equipment can fit in an automobile with a regular sized trunk. Equipment includes, but is not limited to, pelican cases containing laptops and peripherals, training projectors, etc. Candidates must be able to lift up to 25 pounds.**

9. a. Question: Section 2.5, page 15: States “***CR must be available for multiday overnight travel.***”

What is the typical multiday travel expected?

**Response: There is not a typical model for multi-day travel or training delivery.**

b. Can we assume it would be within a work week and not include weekends?

**Response: Normal operational hours are 8am to 4:30pm. Off-site training duration is driven by product and location needs. This travel may rarely include weekends (e.g., travel to site on Sunday evening for Monday morning training start date).**

c. Do typical multiday trips span 2, 3 or 4 days?

**Response: With notice, Contractor resources should be available to travel to various locations within the state of Maryland to conduct off-site training deliveries for one or several days.**

10. Question: Section 2.7, page 17: “***The AOC Contract Manager or his/her designated representative has sole authority to determine the acceptable level of service.***”

Will the acceptance/success criteria be clearly articulated when each task is assigned?

**Response: Yes. Details and expectations for each assignment will be clearly outlined by the Contract Manager.**

11. Question: Section 2.8, page 17: ***“Should the Contractor fail to respond to the request for service as specified herein, the Judiciary may, at its option, directly or by contract, take whatever measures are necessary to provide the necessary services at the expense of the Contractor.”***

What is meant by ‘whatever measures are necessary’?

**Response: The Judiciary shall take any necessary measures to rectify failure to respond to contracted services.**

12. Question: Section 2.9, page 17: ***“A System Development Life Cycle (SDLC) methodology and framework based on best practices and industry standards, such as the incremental waterfall methodology, and the agile software development framework.”***

Since this is a training task with some tier 2 help desk and system deployment work, how do the SDLC, Incremental Waterfall and Agile methodologies apply?

**Response: This terminology does not apply to this solicitation.**

13. Question: Under Proposal Format: It states, ***“E. Subcontractors: Offerors must identify non-MBE subcontractors, if any, and the role these subcontractors shall have in the performance of the Contract.”*** “Can we assume that if a prime has MBE partners, it is not required to list them in the proposal?”

**Response: All subcontractors must be identified in the proposal.**

14. Question: Are there incumbents on the three trainer positions described in the Statement of work? If yes, would they be eligible to re-bid?

**Response: Yes**

Issued by: Robin Smith  
Procurement Officer  
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