



Administrative Office of the Courts

Operations Division

Questions/Responses No. 1 to the Request for Proposals (RFP) K19-0006-29 ServiceNow Support Resources

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: Is this a new project or are there incumbents on this work?

Response: This is a new project.

2. Question: There are 3 positions listed in the RFP. Are there going to be multiple awards or a single award?

Response: See RFP section 1.1

3. Question: The selected candidates will not start until July 1st but the vendors are only given less than 2 weeks to identify candidates. Is there a reason for that?

Response: The timeline is carefully designed for the July 1 deadline.

4. Question: Do we have to be a CATS+ Vendor to provide this resource to you?

Response: No

5. Question: Is there a dial-in number for the pre-proposal conference?

Response: No, but a summary will be posted online as soon as possible.

Issued by: Khrystine Bunche
Procurement Officer
May 9, 2018