



ADMINISTRATIVE OFFICE OF THE COURTS

MARYLAND JUDICIAL CENTER
580 TAYLOR AVENUE
ANNAPOLIS, MARYLAND 21401

Pamela Harris, State Court Administrator
410-260-1295

Addendum No. 1 Request for Proposal (RFP) K15-0044-29 ITSM Software as a Service

This Addendum is being issued to amend and clarify certain information contained in the above named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been **bolded and underlined** and language deleted has been marked with a strikeout (ex. ~~language deleted~~).

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1. **CHANGE DUE DATE from Monday, June 1, 2015 to FRIDAY, JUNE 5, 2015, 2:00 PM**
2. **ADD PRICE SHEET – see attachment**
3. **Add the following verbiage in preparation of price proposal:**

Regarding the pricing model in the attached spreadsheet, and specific to Asset Management items 5, 7 and 8 – a short discussion

- a. The costs for the level of effort for both IT and FIXED AM is bundled into the fixed price.
 - i. Since we began putting this together:
 1. We have talked about converting all of the assets from Magic to the new ITSM product
 2. We have also talked about holding off until we’ve determined a course of action with or without using Peoplesoft for fixed assets.
- b. Please quote Fixed Asset Management CMDDB portion as “optional” at AOC’s discretion (will be evaluated) for the proposal and increase focus on ITAM and Discovery right now (where we want to go anyhow).
 - i. This way we hope to reduce the fixed price and we can focus on the IT portion of assets and true CMDDB.

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Regarding the following line item on both the evaluated Price Form and Optional Price Form:

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13			Professional Services (Includes items 14-17) (Fixed Price per Month for first 9 months)	
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According to the language of the RFP on Pages 18 and 19, ” Professional Services from the Contractor are required to assist AOC in transitioning from ITSM SaaS K15-0044-29 the current legacy Magic system to the new System. The period of performance for this task will be limited to nine (9) months. If additional services are required, AOC will utilize the Work Order process (see Section 2.9) to acquire those services. If professional services are required for follow- on contract years, they shall be provided by a separate Work Order.

Therefore, the number of months indicated for prof services is listed as 9 months.

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Page 30

A description of the Service Level Agreement between Contractor and AOC and processes to be used by Contractor to ensure that these service levels are maintained. See Section 3.3.10.

Should read "Section 2.5.10"

Page 30

Status reports shall include the information described in Section 3.3.7.5.

Should read "Section 2.5.7.5"

Page 30

A transition plan containing, at a minimum, the information described in Section 3.3.9.

Should read "Section 2.5.9"

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