



# Administrative Office of the Courts

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## Operations Division

### Amendment #1

### Request for Proposals

**K19-0039-29**

### JIS Service Desk Technician Resources

This Amendment 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 underlined and language deleted has been marked with a ~~strikeout~~ (ex. ~~language deleted~~)

## 1. Revise RFP Summary Sheet

**RFP Issue Date:** September 25, 2018

**RFP Issuing Office:** Procurement, Contract and Grant Administration

**Procurement Officer:** Khrystine Bunche  
Maryland Judiciary, Administrative Office of the Court  
Department of Procurement, Contract and Grant Administration  
2003 C Commerce Park Drive  
Annapolis, MD 21401  
410-260-2556  
[Khrystine.Bunche@mdcourts.gov](mailto:Khrystine.Bunche@mdcourts.gov)

**Proposals must be sent to:** Khrystine Bunche  
Maryland Judiciary, Administrative Office of the Courts  
Department of Procurement, Contract and Grant Administration  
2003 C Commerce Park Drive  
Annapolis, MD 21401

**Pre-Proposal Conference:** ~~October 15, 2018 at 10:00AM~~  
~~2003C Commerce Park Drive~~  
~~Annapolis, MD 21401~~

**Closing Date and Time:** October 19, 2018 at 2:00PM

## 2. Revise RFP Section 1.7, Pre-Proposal Conference

~~A Pre-Proposal Conference will be held on October 15, 2018, beginning at 10:00AM, at 2003C Commerce Park Drive Annapolis, MD 21401. Attendance at the Conference is not mandatory, but all interested Offerors are encouraged to attend in order to facilitate better preparation of their proposals.~~

~~In order to assure adequate seating and other accommodations at the Conference, please e-mail the Conference Response Form to the attention of the Procurement Officer no later than October 12, 2018 at noon. The Conference Response Form is included as Attachment D to this RFP.~~

~~The Conference will be summarized. As promptly as feasible subsequent to the Conference, that record and all questions and answers known at that time will be posted to the Judiciary's Procurement website and eMarylandMarketplace.~~

A Pre-proposal conference will NOT be held for this solicitation. Potential Offerors are encouraged to submit all questions regarding this solicitation via e-mail to the Procurement Officer at [Khrystine.Bunche@mdcourts.gov](mailto:Khrystine.Bunche@mdcourts.gov)

## 3. Revise RFP Section 3.4.5, Offerors Technical Response to RFP Requirements

### General

**Offeror may only propose one candidate per position. Offeror's response should highlight and concentrate on resume (with references) of the proposed resource.**

Offerors shall address each RFP requirement in the Technical Proposal and describe how its proposed services will meet those requirements. If the Judiciary is seeking the Offeror's agreement to a requirement, the Offeror shall state agreement or disagreement. Any paragraph that responds to a work requirement shall not merely rely on a stated agreement to perform the requested work, but rather, the Offeror should outline how the Offeror can fulfill the requested tasks in a manner that best meets the Judiciary's needs.

### Offerors Experience and Capabilities:

The Offeror shall include information on past experience with similar engagements. The Offeror shall describe their experience and capabilities through a response to the following: An overview of the Offeror's experience providing the services. (additional items if needed, plans, timelines, etc.) and a detailed resume and references of proposed candidate

Issued by: Khrystine Bunche, Procurement Officer

September 26, 2018