Questions/Responses No. 3 to the

Request for Proposals (RFP) K19-0039-29

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.

21. Question: Would the Maryland Judiciary consider removing the bachelor's degree requirement from section 2.2.3? Typical help desk candidates do not have 4 year degrees.

    Response: No – we are not going to remove the requirement. We have had candidates present in good numbers historically with bachelor's degrees or higher. The intent is to get candidates that not only have work experience, but also education as well.

22. Question: On average, how many service desk tickets are submitted daily/monthly?

    Response: This varies. We average about 1,000 calls a week – each of which has a ticket created. We also get tickets from other sources. So it can vary weekly anywhere from 1,000-1,500. Monthly, average about 5k.

23. Question: On average, how many hours are worked after-hours/weekends?

    Response: It depends on on-call work after hours (we don't know when people will call or need assistance), also depends on project work that is going on. Will vary accordingly.

24. Question: under Section 2.2.3,under the topic, Education, Skills and Experience, it is specified that the proposed candidates should have:

- Knowledge of TCP/IP device configuration and the Judiciary network structure
- Knowledge of software specific to the MD Judiciary and its unique environment.

Which are very specific to JIS. Does this merely mean that the candidates should have similar Network Structure and Software background perhaps with any other clients or they should have worked at JIS in the past? Please clarify.

Response: General knowledge of TCP/IP device configuration and network structure. General knowledge of Microsoft Office Suite, Adobe Products, ServiceNow, Bomgar, Nitro – generally speaking an understanding of COTS products, how they work, how to install and troubleshoot.

Issued by: Khrystine Bunche
Procurement Officer
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