

## **PRE-PROPOSAL CONFERENCE SUMMARY**

### **REQUEST FOR PROPOSALS PROJECT NUMBER K19-0006-29 ServiceNow Support Resources May 14, 2018**

Judiciary Panel Representatives:

Khrystine Bunche, Procurement Officer  
Susan Bowen  
Paul Williamson  
Michelle Deal  
Sara Marks

Attendees list is posted as a separate document on the Judiciary's Procurement website and eMaryland Marketplace.

Ms. Bunche, Procurement Officer for the Request for Proposals (RFP), convened the meeting at 11:35 AM and asked the Judiciary panel representatives and Offerors to introduce themselves.

Ms. Bunche then addressed the following sections of the RFP:

- Sections 1 – General Information
- Section 3 – Proposal Format
- Section 4 – Evaluation Process

Ms. Bunche placed emphasis on the following:

- As the Procurement Officer, Ms. Bunche is the sole point of contact for the RFP. Making contact with anyone other than Ms. Bunche could result not only in receiving incorrect information, but may also result in the rejection of the Offeror's proposal.
- RFP Section 1.1 Summary Statement – The Judiciary is seeking proposals for one ServiceNow Systems Administrator, one ServiceNow Systems Developer, and one ServiceNow Systems Analyst. Offerors are encouraged to obtain a signed and dated Exclusive Rights to Representation.
- RFP Section 1.4 Contract Duration – Contractors shall begin work July 2, 2018. The contract duration is a 1 year base with 2 one year renewal options.
- RFP Section 1.8 Questions – There is no cut off time or date for questions but please allow for sufficient time to formulate an answer and post responses. Additionally, Offerors must submit all questions in writing to the Procurement Officer. Questions will be answered in the form of a question and response document posted on eMaryland Marketplace and the Judiciary's Procurement site.
- RFP Section 1.9 Proposal Due (Closing) Date – Offerors are reminded that the Proposals are due no later than 2:00PM on May 21, 2018. Offerors may submit proposals prior to the closing date. No late proposals will be accepted

- RFP Section 1.13 Oral Presentations/Discussions – Resources being considered for award will be required to interview
- RFP Section 3.2 Proposals –The electronic copy can be either a CD or a flash drive. No e-mail submissions will be accepted
- RFP Section 4.2 Technical Criteria – Technical factors bear greater weight than financial factors. Quality of the candidate shall bear greater weight than financial factors

The floor was then opened for questions. Q&A documents will be posted to the Maryland Judiciary and eMaryland Marketplace websites.

The meeting adjourned at 12:07 PM.

**Notice: Nothing stated at the Pre-Proposal conference may change the RFP unless a change is made by the Procurement Officer by written amendment. This summary does not constitute a written amendment.**

**Offerors are specifically directed NOT to contact any Judiciary personnel or its contracted consultants for meetings, conferences, or discussions that are specifically related to this RFP at any time prior to any award and execution of a contract. Unauthorized contact with any Judiciary personnel or the Judiciary's contracted consultants may be cause for rejection of the Offeror's proposal.**