



# ADMINISTRATIVE OFFICE OF THE COURTS

GOVERNMENT RELATIONS  
INFORMATION TECHNOLOGY  
INTERNAL AFFAIRS  
JUDICIAL COLLEGE OF MARYLAND  
**OPERATIONS**  
PROGRAMS

## Amendment #1

### Request for Proposals

K19-0006-29

### ServiceNow Support 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 Section 1.1, Summary Statement

The Administrative Office of the Courts (AOC) issues this Request for Proposals (RFP) to solicit the services of one ServiceNow Systems Administrator, one ServiceNow Systems Developer, and one ServiceNow Systems Analyst to assist JIS' IT Service Delivery team with direct support of the ServiceNow platform.

**Offerors may only submit one candidate per position. The AOC anticipates making multiple awards.**

**The AOC reserves the right to disqualify any candidate proposed by multiple Offerors. Affected Offerors will be given three business days to submit a substitute.**

**The AOC reserves the right to make additional awards of like staff to the awarded Contractor during the life of the contract at the proposed labor rates. The AOC reserves the right to roll off support staff with 30 day notice, if assignments are completed prior to contract expiration.**

## 2. Revise RFP Section 1.4, Contract Duration

The Contractor shall begin work ~~July 1, 2018~~ July 2, 2018, and extend for a base period of one year. The Judiciary shall have the sole right to exercise up to two consecutive one-year renewal options at its discretion.

Issued by: Khrystine Bunche, Procurement Officer

May 15, 2018