



Administrative Office of the Courts

Operations Division

Amendment #2

ServiceNow Developer Request for Proposals

Project ID: K22-0007-29

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 (ex. new language) and language deleted has been marked with a strikethrough (ex. ~~language deleted~~).

1. Modify Page 15 – Resource Management Notations

2.6.5 In the event JIS is not satisfied with the performance of the Contractor Resource, the mitigation process is as follows:

- JIS will notify the Contractor in writing describing the problem and delineating remediation requirements. The Contractor will have three business days to respond to JIS manager with a written remediation plan. The plan will be implemented immediately upon acceptance by the JIS Manager. Should performance issues persist, the JIS Manger may give written notice or request immediate removal of the assigned resource.
- The Contractor Resource can be removed due to non-performance or potential conflicts at the JIS Manager's discretion at any time during the duration of the contract.

Issued by: Nia Graves
Procurement Officer
August 11, 2021