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Addendum No. 1 to RFP K14-0002-29
Mainframe System Technical Support
April 17, 2013

This Addendum 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~~).

Modify Section 3.4.6.1 as follows:

3.4.6 Offeror Experience and Capabilities Qualifications: Offerors shall include information on past experience with similar requirements. Offerors shall describe their experience and capabilities through a response to the following:

3.4.6.1 ~~An overview of the Offeror's experience providing the goods and/or services, as applicable, to that included in this RFP. This description shall include:~~

- ~~▪ Significant and demonstrable experience in all areas and deliverables specified in this Statement of Work~~
- ~~▪ Knowledge and experience with business process change management~~
- ~~▪ Knowledge and experience with technology transition management~~
- ~~▪ Proven expertise in areas of group facilitation, leading seminars and focus groups, survey development and administration, large and small group presentation creation and delivery, and related areas applicable to the nature and scope of this RFP~~

1. Personnel Minimum Qualifications

Any proposed support technician must have at least four years experience performing similar duties. Collectively, the proposed team of support technicians must have experience with all hardware and software listed in subsequent Sub Section B: Hardware and Software

All proposed technicians must have the ability and interpersonal skills required to successfully interface with applications, operations, end users, tech support, management and vendors.

2. Contractor Minimum Qualifications

The contractor shall demonstrate it meets all minimum qualifications and capable of providing all services required to successfully support the tasks in the detailed scope. The contractor shall provide an affidavit declaring the proposed individuals are under contract to perform said services on the first day of the term of the contract.

The contractor must have a minimum of not less than five years of State of Maryland experience providing services for IBM zO/S supporting operating system software identified in Section A. Sections 1 through 8

Date Issued: April 17, 2013
Lisa Peters, Procurement Specialist

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