



## Administrative Office of the Courts

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### Operations Division

#### Questions/Responses No. 1 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.

1. Question: Can we dial in for the pre-proposal conference?

**Response: Please see Amendment 1 cancelling the pre-proposal conference**

2. Question: How many copies are required to be considered for award?

**Response: One original and 5 copies.**

3. Question: Can you elaborate of the specific software used by the MD Judiciary?

**Response: ServiceNow, Active Directory, VM Ware Applications, Peoplesoft Applications, Microsoft Office Suite 2013 – Office 365, Bomgar, and Adobe Products.**

4. Question: Can you please specify which attachments need to be included in the Offeror's Proposal?

**Response: The Bid Proposal Affidavit must be included in the Technical Proposal and the Price Proposal Form must be included in the Financial Proposal.**

5. Question: Are there any incumbents for this position?

**Response: No**

6. Question: When will interviews of resources take place?

**Response: See section 1.13**

7. Question: Who will be designated as JIS Project Manager for the scope of this contract?

**Response: See section 1.5**

8. Question: Only one transmittal letter is needed and does not need to be bound with the Technical Proposal.” Should the transmittal letter be attached with the unbound original?

**Response: Yes**

9. Question: “Enclose five copies and one electronic version inside the sealed package...and an unbound original.” Is this to say that the unbound original will be packaged separately from the other copies?

**Response: No. Only the financial and technical proposal need to be sealed separately**

10. Question: Does Attachment E – Price Proposal Form require a signature?

**Response: Yes.**

11. Question: Please confirm vendors are to submit a completed copy of Attachment E for each proposed candidate?

**Response: Confirmed.**

12. Question: How many references and what contact information for each proposed candidate should vendors provide?

**Response: Three**

13. Question: Attachment G – HR Background Consent Form is listed in the Attachments list on page 29, but not the table of contents, nor is it provided. Will vendors need to include this form in proposals?

**Response: No.**

14. Question: Is it necessary to incorporate the resume of the proposed personnel into “Volume I – Technical Proposal”? If yes, then in which section of “Technical Proposal” do we have to incorporate the same?

**Response: See Amendment 1**

15. Question: How many candidates can we propose for Service Desk Technician? Can we propose five candidates as AOC has five openings?

**Response: Yes**

Issued by: Khrystine Bunche  
Procurement Officer  
October 1, 2018