



Administrative Office of the Courts

Operations Division

Questions/Responses No. 4 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.

25. Question: In the original RFP it stated that "three years of successfully progressive experience in a service desk technician role can substitute for any or all education requirement" but the most recent QA states candidates must have a bachelor's degree. Can you clarify?

Response: The Judiciary is permitting work experience to substitute education. To clarify the previous QA, we are not removing the option for a bachelor's degree.

Issued by: Khrystine Bunche
Procurement Officer
October 18, 2018