



Administrative Office of the Courts

Operations Division

Questions/Responses No. 1 to the Request for Proposals (RFP) K20-0042-29 JIS Service Desk Technicians

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:** There are five Service Desk Technician positions identified. Are there incumbents currently performing the work? If yes, who are these incumbents?

Response: Yes. This information is not pertinent to the Offeror's proposal.

2. **Question:** When would the interview process take place? Would a phone interview or a skype interview allowed?

Response: End of October to Early November, in-person.

3. **Question:** When is the anticipated start date for these positions at JIS?

Response: Early January

4. **Question:** Can you clarify if the resource must have previous MD Judiciary experience and an understanding of the Judiciary network structure or is this boilerplate language from a previous RFP?

Response: Candidate does not need to have previous Judiciary Service Desk experience.

5. **Question:** Knowledge of software specific to the MD Judiciary and its unique environment?

Response: Knowledge of industry leading Off-the-shelf software such as Microsoft Office, MS Project, MS Visio, Adobe Pro, etc.

6. **Question:** Knowledge of TCP/IP device configuration and the Judiciary network structure?

Response: Knowledge of TCP/IP, device configuration and basic network structure.

Issued by Yashica Forrester,
Procurement Officer
September 30, 2019