



Administrative Office of the Courts

Operations Division

Questions/Responses No. 3 to the Request for Proposals (RFP) K19-0006-29 ServiceNow Support Resources

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.

7. Question: Can non-MBE certified firms participate in this RFP?

Response: Yes

8. Question: Are telephone and video conferencing options for the interview?

Response: See Question and Responses 2.

9. Question: Is there any restriction on the work authorized type like no H1b, TN permit, etc.?

Response: No, but the resource must be able to legally work in the United States without any assistance from the Maryland Judiciary.

10. Question: If selected to provide consultants, would all the 3 consultants/sub-contractors necessarily be working on our company's payroll or can we also do third party sub-contracting?

Response: The proposed resources do not have to be on the Offeror's payroll. Subcontractors must be identified in the Offeror's proposal. See RFP section 1.19.

Issued by: Khrystine Bunche
Procurement Officer
May 14, 2018