



Administrative Office of the Courts

Operations Division

**Questions/Responses No. 6 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.

17. Question: Did MD Courts purchase ServiceNow license from a reseller or directly from ServiceNow?

Response: This information is not relevant to Offeror's proposals.

18. Question: If MD Courts purchased ServiceNow from a reseller, who is the vendor? Did MD Courts have any support contract like Administration support or Developer support from the reseller and when does the support contract expire?

Response: This information is not relevant to Offeror's proposals.

Issued by: Khrystine Bunche
Procurement Officer
May 16, 2018