



Administrative Office of the Courts

Operations Division

Questions/Responses No. 3 to the Request for Proposals (RFP) K19-0077-29 eLicense User & Tech Support

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.

14. **Question:** What application/tool does current Incumbent use to communicate confirmed issues to the JIS help desk/HW Vendor? Email? ServiceNow?

Response: Email.

15. **Question:** What is the current staffing level?

Response: Current staff is a software engineer and an analyst.

16. **Question:** We are MDOT certified MBE firm. Can we fulfill the MBE goal of 10% by ourselves or do we have to team up with MBE firm to fulfill this goal?

Response: If you are a certified MBE firm, your MBE goal is fulfilled. You do not have to team-up with a MBE firm.

Issued by: Yashica Forrester
Procurement Officer
April 11, 2019