



# Administrative Office of the Courts

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## Operations Division

**Questions/Responses No. 4 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.

11. Question: How many candidates can we submit?

**Response: See amendment 1**

12. Question: Will you be publishing a list of attendees?

**Response: Yes. Please view the sign-in sheet on the Judiciary's Procurement site and eMaryland Marketplace.**

13. Question: Would you consider a one week delay to the proposed submission date so that offerors may fully vet the candidates?

**Response: Unfortunately, with the required timeline, the due date cannot be extended.**

14. Question: Is there a particular format in which you need the resumes?

**Response: No.**

15. Question: Can you send the price sheet in Word or a fillable PDF file?

**Response: Yes. This will be added to eMaryland Marketplace and the Judiciary's Procurement site.**

Issued by: Khrystine Bunche  
Procurement Officer  
May 14, 2018