



ADMINISTRATIVE OFFICE OF THE COURTS

GOVERNMENT RELATIONS
INFORMATION TECHNOLOGY
INTERNAL AFFAIRS
JUDICIAL COLLEGE OF MARYLAND
OPERATIONS
PROGRAMS

Amendment #1

Request for Proposals

K20-0009-29

JIS Service Desk Technician Resources

This Amendment is being issued to amend and clarify certain information contained in the above-named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended.

The following changes/additions are listed below; new language has been underlined and language deleted has been marked with a ~~strikeout~~ (ex. ~~language deleted~~)

1. **Revise RFP- 2.3 Acceptance of Services:**

2.3.3 PERFORMANCE PROBLEM MITIGATION

In the event JIS is not satisfied with the performance of the Contractor Personnel, the mitigation process is as follows:

- JIS will notify the Contractor in writing describing the problem and delineating remediation requirements. The Contractor will have three business days to respond to JIS Manager with a written remediation plan. The plan will be implemented immediately upon acceptance by the JIS Manager. Should performance issues persist, the JIS Manager may give written notice or request immediate removal of the assigned resource.
- Contractor personnel can be removed due to non-performance or potential conflicts at the JIS Manager's discretion at any time during the duration of the contract.

2.3.4 SUBSTITUTION OF PERSONNEL

The substitution of personnel procedures are as follows:

- a. The Contractor may not substitute personnel without the prior approval of the JIS Manager.

- b. The Contractor shall provide at least 2 weeks advance notice for replacement of staff.
- c. To replace any personnel, the Contractor shall submit resumes of the proposed personnel specifying their intended and approved labor category.
- d. All proposed substitute personnel shall have qualifications equal to or better than those of the replaced personnel and must be approved by the JIS Manager.
- e. The JIS Manager shall have the right to interview the proposed substitute personnel.
- f. After the interview, the JIS Manager shall notify the Contractor of acceptance or denial of the requested substitution.

2. **Revise RFP- SECTION 3 – PROPOSAL FORMAT**

3.4.5 Offeror's Technical Response to RFP Requirements:

A. General.

- **Offeror's response should highlight and concentrate on resume (with references) of the proposed resource.**

B. Offerors Experience and Capabilities:

- **Detailed resume and references of proposed candidate**

Issued by: Karen Hoang

Procurement Officer

June 28, 2019