



Administrative Office of the Courts

Operations Division

Questions/Responses No. 2 to the Request for Proposals (RFP) K20-0009-29

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.

1. **Question:** Can you clarify if the resource must have previous MD Judiciary experience and an understanding of the Judiciary network structure or is this boilerplate language from a previous RFP?

Response: Candidate does not need to have previous Judiciary Service Desk experience.

2. **Question:** Knowledge of software specific to the MD Judiciary and its unique environment?

Response: Knowledge of industry leading Off-the-shelf software such as Microsoft Office, MS Project, MS Visio, Adobe Pro, etc.

3. **Question:** Knowledge of TCP/IP device configuration and the Judiciary network structure?

Response: Knowledge of TCP/IP, device configuration and basic network structure.

Issued by: Karen Hoang
Procurement Officer
July 02, 2019