



ADMINISTRATIVE OFFICE OF THE COURTS

MARYLAND JUDICIAL CENTER
580 TAYLOR AVENUE
ANNAPOLIS, MARYLAND 21401

Pamela Harris, State Court Administrator
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Addendum No. 1 Request for Proposal (RFP) K15-0043-29 ITSM Business Process Implementation

This Addendum 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 **bolded and underlined** and language deleted has been marked with a strikeout (ex. ~~language deleted~~).

1. Section 2.3.3 of the RFP – insert new language:

Service and Operating Level Agreements (SLA and OLA)

Managing Service Level Agreements (internal between JIS and the AOC user community as well as inter-JIS department support) and Operating Level Agreements (between JIS/AOC and vendors that supply services to AOC) will assist AOC to define/refine priorities and standards of acceptable performance, manage customer expectations for service delivery and maintain & gradually improve business aligned IT service quality through a constant cycle of agreements, monitoring, reporting and measuring against established baseline performance expectations and agreements. This continuous process of reviewing IT service achievements and identifying areas for improvement will help initiate actions, mitigate risks and lay a path to eliminate unacceptable levels of service. In various sections of this RFP (i.e., Incident Management, Capacity Management and Risk Management) SLAs and OLAs are mentioned. In reality, only a few SLAs exist today; these existing SLAs need to be refreshed based upon the changing technical service environment. In addition, and as the processes mature, there is an expectation that SLAs and OLAs will need to be created where none exist today and included in various deliverables during the performance period.

2. ~~Change Due Date from Monday, June 1, 2015, 2:00 PM to Wednesday, June 3, 2015, 2:00 PM~~

Issued by Gisela Blades, Procurement Officer, May 20, 2015

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