



**District of Columbia Courts  
Administrative Services Division  
Procurement and Contracts Branch**



**AMENDMENT No. 1**

**TO: ALL PROSPECTIVE OFFERS**

**AMENDMENT  
ISSUE DATE: September 6, 2023**

**SUBJECT: Solicitation No. DCSC-23-FSS-170**

**FOR: Service Management Solution Software Licenses & Migration  
Services**

**SUBMISSION DATE: September 11, 2023, by 2:00 p.m., local time.**

The subject solicitation is amended as follows:

**Section C – Description/Specification/Work Statement**

**C.1.6 – Requirements**

1. **DELETE:** 10+ years of experience working in Cherwell and expertise in migrating and transforming customers from Cherwell to ServiceNow.
2. **ADD:** The vendor must have (10+) years of experience working in Cherwell and at least (3) years of expertise in migrating and transforming customers from Cherwell to ServiceNow.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.**

One (1) copy of this amendment is being sent to only those offers who received a copy the solicitation. Offers shall sign below and attach a signed copy of this amendment to each bid to be submitted to the Courts in response to the subject solicitation. Offers shall be mailed or delivered in accordance with the instructions provided in the original solicitation documents. Failure to acknowledge receipt of this amendment, for the subject solicitation may be cause for rejection of any offers submitted in response to the subject solicitation.

*Darlene D. Reynolds*  
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Darlene D. Reynolds  
Contracting Officer

**This amendment is acknowledged and is considered a part of the subject solicitation.**

\_\_\_\_\_  
**Signature of Authorized Representative**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Title of Authorized Representative**

\_\_\_\_\_  
**Name of Firm**