

RFP Title: AOC On-Site Catering Sacramento
RFP Number: CJER-122013-OSCS-CF



REQUEST FOR PROPOSALS

ADMINISTRATIVE OFFICE OF THE COURTS (AOC)

RFP TITLE: AOC ON-SITE CATERING
SACRAMENTO

RFP NUMBER: CJER-122013-OSCS-CF

PROPOSALS DUE: JANUARY 8, 2013
NO LATER THAN 3:00 P.M. PACIFIC TIME

**AOC ON-SITE CATERING SACRAMENTO
REQUEST FOR PROPOSALS
RFP NO. CJER-122013-OSCS-CF**

TABLE OF CONTENTS

Item No.	Item	Page Number
1	<u>BACKGROUND</u>	3
2	<u>DESCRIPTION OF SERVICES AND DELIVERABLES</u>	4
2.3	Scope of Services	4
2.3.1	Order Placement	4
2.3.2	Delivery, Set-up and Pick-up	4
2.3.3	Presentation	5
2.3.4	Inventory	5
2.4	Problem Resolution	5
2.5	Unscheduled Visits	6
2.6	Billing	6
3	<u>TIMELINE FOR THIS RFP</u>	6
4	<u>RFP ATTACHMENTS</u>	7
5	<u>SUBMISSION OF PROPOSALS</u>	8
6	<u>PROPOSAL CONTENTS</u>	9
6.1	Technical Proposal	9
6.1.1	Company Information	9
6.1.2	Methods and Plans	9
6.1.3	Menus	10
6.1.4	Logistics	10
6.2	Cost Proposal	11
6.2.1	Pricing	11
6.2.2	Attachment 7, Pricing Form and Menu Examples.....	11
6.3	Acceptance of AOC Master Agreement Terms and Conditions.....	11
6.4	Certifications, Attachments and Other Requirements	11
7	<u>OFFER PERIOD</u>	12
8	<u>INTERVIEWS AND MENU TASTING</u>	12
9	<u>EVALUATION OF PROPOSALS</u>	12
9.4	Evaluation Criteria	13
10	<u>CONFIDENTIAL OR PROPRIETARY INFORMATION</u>	14
11	<u>DISABLED VETERAN BUSINESS ENTERPRISE PARTICIPATION GOALS</u>	14
12	<u>PROTESTS</u>	14

1 BACKGROUND INFORMATION | [back](#)

- 1.1 Judicial Council of California. The Judicial Council of California (JCC), chaired by the Chief Justice of California, is the chief policy making agency of the California judicial branch. The California Constitution directs the JCC to improve the administration of justice by surveying judicial business, recommending improvements to the courts, and making recommendations annually to the Governor and the Legislature. The JCC also adopts rules for court administration, practice, and procedure, and performs other functions prescribed by law. The Administrative Office of the Courts (AOC) is the staff agency for the JCC and assists both the council and its chair in performing their duties.
- 1.2 The AOC seeks the services of a person or entity with expertise in the day-to-day business catering.
- 1.3 As an internal services organization, the Faculty & Conference Services Group (located within the Center for Judiciary Education of the AOC) is tasked with placing the catering orders in conjunction with meetings in the Sacramento area, most frequently taking place in the conference rooms that are located at the AOC's offices at 2860 Gateway Oaks Drive, Sacramento. Historically, the AOC has tried to establish an on-going and mutually beneficial relationship with a professional catering company to service these catering needs throughout the year. This is done in an effort to leverage the volume of business into cost savings that would allow the AOC to administer public funds in a sound and fiscally responsible manner.
- 1.4 The AOC seeks to identify and retain a qualified Contractor to prepare, deliver, set-up and tear-down catered meals, in a professional manner with the utmost attention to detail. This RFP is the means for Proposers to submit their qualifications to the AOC and request selection as a Contractor for these services.
- 1.5 The AOC anticipates awarding a master agreement for an initial 12-month term, with three (3) additional consecutive one-year option terms for a potential maximum total of four (4) years. The initial term of the awarded master agreement is anticipated to commence on or about **February 1, 2014** and run for 12 months. The three (3) consecutive one-year option terms will then run 12-months each, and may only be exercised at the AOC's sole discretion.
- 1.6 The AOC does not guarantee that the Contractor will receive a specific volume of work, a specific total amount, or a specific order value under the awarded master agreement for these services. Additionally, there will be no limit on the number of orders the AOC may issue under the Master Agreement, nor will there be any specific limitation on the quantity, minimum and/or maximum value of individual orders.

RFP Title: AOC On-Site Catering Sacramento
RFP Number: CJER-122013-OSCS-CF

1.7 Background Information on Historic Catering Needs and Expenditures (not a guarantee of future expenditures):

1.7.1	Fiscal year 2010/2011:	\$81,822.58
1.7.2	Fiscal year 2011/2012:	\$34,783.85
1.7.3	Fiscal year 2012/2013:	\$40,726.23

2 DESCRIPTION OF SERVICES AND DELIVERABLES | [back](#)

2.1 Meals are catered in the building on an average of one-and-a-half (1.5) per week, which amounts to some weeks having no orders alternated by weeks with multiple orders. Peak numbers of meals served is Tuesday through Friday. The meals served most often are either some variation of a continental breakfast or a morning break/coffee service (not both simultaneously to the same meeting), lunch, and an afternoon break. Receptions and dinners are rarely served, and would likely take place at an off-site location such as the State Capitol Building and/or an additional office location of 770 L Street, Suite 700, Sacramento, CA.

2.2 Daily averages (not a guarantee of future expenditures): The AOC currently averages between zero (0) and two (2) catering orders per week with the occasional week of 5 or more orders. The average order is for 33 covers (people) for a total of 85 meals served per week.

2.3 Scope of Services

The Contractor will be asked to provide the AOC with the following work:

2.3.1 Order Placement

- 2.3.1.1 Orders shall be placed using a **Menu Options/ Order Placement Form** containing substantially the same information as in Exhibit E, *Menu Options*, in Attachment 2, *AOC Master Agreement Terms and Conditions*.
- 2.3.1.2 Orders may be placed Monday through Friday until 3:00pm, at least one (1) business day prior to the event.
- 2.3.1.3 Menu selection changes may be made to a previously placed order up to one (1) business day in advance of the event time/date.
- 2.3.1.4 Changes in the number of meals specified in an order may be made by 3:00 P.M. on the business day preceding the scheduled delivery without penalty (increase or decrease).
- 2.3.1.5 Full cancellation of orders previously placed may be made up to one (1) business day in advance of event time/date, without charge.

2.3.2 Delivery, Set-up and Pick-up

- 2.3.2.1 All orders are to be delivered and set-up by the specified “set-up” time on the *Menu Options/ Order Placement Form*.

- 2.3.2.2 Any orders delivered late by 30 minutes or more will be at no charge to the AOC.
- 2.3.2.3 All deliveries will be made to the loading dock, and via the service elevator. If the service elevator is unavailable, the caterer will contact the AOC representative prior to using the public elevator.
- 2.3.2.4 If the Contractor anticipates a late delivery, they will immediately call the AOC representative with an estimated time of arrival.
- 2.3.2.5 Prior to room set-up, the Contractor will always check in at the Reception desk upon arrival to the AOC, to receive any last minute information or instructions (i.e., room changes).
- 2.3.2.6 All catering equipment (serving utensils etc.) must be cleared from the building no earlier than 3:30pm, and no later than 6:00pm on day of delivery (with the exception of days when late afternoon or early evening receptions are scheduled to take place).
- 2.3.2.7 All meals must be delivered fully prepared and ready to serve (there are no on-site kitchen facilities).

2.3.3 Presentation

- 2.3.3.1 The display of catered items will be place on AOC provided tables and must include at a minimum all of the following items:
 - 2.3.3.1.1 Carafes are used for orange juice service;
 - 2.3.3.1.2 Linen table clothes are used on buffet surfaces;
 - 2.3.3.1.3 Professionally printed food labels are used on buffets for indication of coffee type, and vegetarian selection at a minimum.

2.3.4 Inventory

- 2.3.4.1 The Contractor agrees to keep an inventory of a minimum of the following in a supply closet at the AOC:
 - 2.3.4.1.1 100 plates, 200 sets of eating utensils (plastic forks, knives, spoons and paper napkins etc.), and 200 plastic cups, and two airpots at all times.
 - 2.3.4.1.2 Supply of seasonings, teas, sweeteners.
- 2.3.4.2 Contractor will be responsible for monitoring and replenishing inventory as necessary.

2.4 Problem Resolution

- 2.4.1 The AOC requires direct access to a management representative with the Contractor, in order to gain immediate and accurate information and problem resolution;
- 2.4.2 The Contractor will ensure prompt problem resolution, with appropriate and concise follow-up to the AOC's Project Manager.

RFP Title: AOC On-Site Catering Sacramento
RFP Number: CJER-122013-OSCS-CF

2.5 Unscheduled Visits

2.5.1 The Contractor agrees to periodic unscheduled tours of the catering facility by the AOC staff.

2.6 Billing

2.6.1 All invoices must be emailed to the AOC's Project Manager on no less than a weekly basis.

2.6.2 Each individual invoice must include the following information:

- 2.6.2.1 Cost per meal;
- 2.6.2.2 Number of meals served;
- 2.6.2.3 Date of Service;
- 2.6.2.4 Name of meeting;
- 2.6.2.5 Room name.

2.6.3 Each invoice must have its own specific invoice number for tracking purposes.

2.6.4 Any questions or concerns regarding payment of bills should be directed to the AOC's Project Manager.

2.6.5 Contractor must be able to provide the AOC with a monthly statement listing all outstanding (unpaid) invoices.

3 TIMELINE FOR THIS RFP | [back](#)

The AOC has developed the following list of key events related to this RFP. All dates are subject to change at the discretion of the AOC:

EVENT	DATE
RFP issued	December 20, 2013
Deadline for Questions (send to solicitations@jud.ca.gov)	December 30, 2013 1:00 P.M. Pacific Time
Questions and Answers posted	January 3, 2014
Deadline for Submitting Proposals	January 8, 2013 3:00 P.M. Pacific Time
Evaluation of Proposals (<i>estimate only</i>)	January 9 – 17, 2014
Anticipated Interview Dates (<i>estimate only</i>)	January 20 – 23, 2014
Menu Tasting of Top-Ranked Proposers (<i>estimate only</i>)	January 24, 2014

RFP Title: AOC On-Site Catering Sacramento
RFP Number: CJER-122013-OSCS-CF

EVENT	DATE
Notice of Intent to Award (<i>estimate only</i>)	January 29, 2014
Finalize and Execute Master Agreement (<i>estimate only</i>)	January 30, 2014
Notice of Award (<i>estimate only</i>)	January 31, 2014
Contract Start Date (<i>estimate only</i>)	February 1, 2014
Contract End Date (<i>estimate only</i>)	January 31, 2015

4 RFP ATTACHMENTS | [back](#)

The following attachments are included as part of this RFP:

ATTACHMENT	DESCRIPTION
Attachment 1: Administrative Rules Governing RFPs (Non-IT Services)	These rules govern this solicitation.
Attachment 2: AOC Master Agreement Terms and Conditions	If selected, the person or entity submitting a proposal (the “Proposer”) must sign the <i>AOC Master Agreement Terms and Conditions</i> .
Attachment 3: Proposer’s Acceptance of AOC Master Agreement Terms and Conditions	On this form, if exceptions are identified, proposers must submit (i) a red-lined version of Attachment 2 – <i>AOC Master Agreement Terms and Conditions</i> that clearly track proposed changes to this attachment, (ii) written documentation to substantiate each such proposed change and (iii) written explanation to indicate how each proposed change will benefit the AOC. Note: A material exception to a Minimum Term* may render a proposal non-responsive. * <i>Minimum Terms</i> are noted with an asterisk (*) in <i>Attachment 2, AOC Master Agreement Terms and Conditions</i> .
Attachment 4: Payee Data Record Form	This form contains information the AOC requires in order to process payments.
Attachment 5: Darfur Contracting Act Certification	Proposer must complete the Darfur Contracting Act Certification and submit the completed certification with its proposal.
Attachment 6: Conflict of Interest Certification Form	Proposer must complete the <i>Conflict of Interest Certification Form</i> and submit the completed certification with its proposal

ATTACHMENT	DESCRIPTION
Attachment 7: Pricing Form and Menu Examples	For evaluation purposes only, Proposer must complete this form to provide three descriptive examples of packaged menu items [Breakfast, Breaks (A.M. and P.M.), Lunch and Dinner], along with proposed pricing for each.

5 SUBMISSION OF PROPOSALS | [back](#)

- 5.1 Proposals should provide straightforward, concise information that satisfies the requirements of the “Proposal Contents,” Section 6, below. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the RFP’s instructions and requirements, and completeness and clarity of content.
- 5.2 The Proposer must submit its proposal in two parts: 1) the *Technical Proposal*, (6.1); and 2) the *Cost Proposal* (6.2).
 - 5.2.1 The Proposer must submit **one (1) original and four (4) copies** of the *Technical Proposal*. The original must be signed by an authorized representative of the Proposer. The Proposer must write the RFP title and number on the outside of the sealed envelope.
 - 5.2.2 The Proposer must submit **one (1) original and four (4) copies** of the *Cost Proposal*. The original must be signed by an authorized representative of the Proposer. The original cost proposal (and the copies thereof) must be submitted to the AOC in a single sealed envelope, separate from the technical proposal. The Proposer must write the RFP title and number on the outside of the sealed envelope.
- 5.3 The Proposer must submit an electronic version of the entire proposal on CD-ROM or flash drive. The files contained on the CD-ROM or flash drive should be in PDF, Word, or Excel formats.
- 5.4 Proposals must be delivered by the date and time listed on the coversheet of this RFP to:

Judicial Council of California
Administrative Office of the Courts
Attn: Nadine McFadden, **RFP #CJER-122013-OSCS-CF**
455 Golden Gate Avenue, Sixth Floor
San Francisco, CA 94102
- 5.5 Late proposals will not be accepted.

- 5.6 Only written proposals will be accepted. Proposals must be sent by registered or certified mail, courier service (e.g. FedEx), or delivered by hand. Proposals may not be transmitted by fax or email.

6 PROPOSAL CONTENTS | [back](#)

The following information must be included in the proposal. A proposal lacking any of the following information may be deemed non-responsive.

6.1 **Technical Proposal.**

The following information must be included in the technical proposal.

6.1.1 **Company Information**

- 6.1.1.1 **Legal name, business address, phone and fax numbers.** Proposer's name, address, telephone and fax numbers, and federal tax identification number (as shown on tax returns. Note that if Proposer is a sole proprietor using his or her social security number, the social security number will be required before finalizing a contract.
- 6.1.1.2 **History.** Provide a brief history of your company. Include management philosophy, length of years in the catering business, annual volume of catering business, and industry associations to which your company belongs.
- 6.1.1.3 **Staffing.** Indicate staffing level and an organization chart identifying the members of your team, their roles, responsibilities, lines of authority and knowledge necessary to complete this project.
- 6.1.1.4 **Key staff resumes.** For each key staff member of the Proposer's catering team: a resume describing the individual's background and experience, as well as the individual's ability and experience in conducting the proposed activities.
- 6.1.1.5 **Designated representative.** Name, title, address, telephone number, and email address of the individual who will act as Proposer's designated representative for purposes of this RFP.
- 6.1.1.6 **References.** Names, addresses, and telephone numbers of a minimum of **four (4)** clients for whom the Proposer has conducted similar catering services. The AOC may check references listed by Proposer.

6.1.2 **Methods and Plans.**

- 6.1.2.1 **Method.** Describe your proposed method to complete the work including catering order placement & order confirmation methods, as well as your proposed delivery and pick-up procedures. For example:

The Proposer receives an order for catering services from the AOC for an all day, on-site event with 40 attendees. Describe the method you would use to complete the work?

- 6.1.2.2 **Customer Satisfaction Plan.** Describe the plan you will implement to ensure continued customer satisfaction throughout this engagement. Include items such as guarantees, client surveys, problem escalation procedures, and periodic meetings with the AOC Project Manager.
- 6.1.2.3 **Invoicing process.** Describe your proposed invoicing process. Please note that the AOC will make every effort to insure that invoices are paid promptly, but is unable to pay any late fees or interest payments on invoices past due.

6.1.3 Menus

- 6.1.3.1 **Menu Options.** Submit an assortment of several cold lunch menu options, as well as any hot lunch menu options (desired but not a requirement), several cold breakfast menu options, and several morning and afternoon break options. Menus should be creative and flexible. They should have the potential to rotate every six to 12 months if the AOC so desires. They should be presented in both a la carte and package options for maximum flexibility. (See Exhibit E, *Menu Options in Attachment 2, AOC Master Agreement Terms and Conditions*).
- 6.1.3.2 **Beverages.** Package menu selections should include an assortment of beverages. **Beverages should not, however, include bottled water.**
- 6.1.3.3 **Baked Goods.** All baked good items served (with the exception of sliced breads for sandwiches) should be fresh, and not consist of pre-packaged or mass marketed/branded items (e.g., Kirkland brand from Costco).
- 6.1.3.4 **Dietary restrictions.** Packaged menu options must include selections that can accommodate dietary restrictions (e.g., diabetic, vegetarian, gluten-free, vegan, nut allergies, etc.).

6.1.4 Logistics.

- 6.1.4.1 **Physical location.** Provide the physical address of the location where catering service meals will be prepared for delivery to the AOC.
- 6.1.4.2 **Delivery locations.** Indicate your ability/willingness to fulfill catering orders at the following locations: 1) AOC offices, 2860 Gateway Oaks Drive, Sacramento, CA 95833 (primary location); 2) The California State Capitol Building, 1300 10th St, Sacramento, CA 95814 (occasionally); and/or 3) 770 "L" Street, Suite 700, Sacramento, CA 94814 (occasionally).

6.2 **Cost Proposal.**

The following information must be included in the cost proposal:

6.2.1 **Pricing.**

- 6.2.1.1 In accordance with California State mandated maximum rates, per person package options must be priced no higher than the following price structure:
 - 6.2.1.1.1 \$8.00 for continental Breakfast options;
 - 6.2.1.1.2 \$4.00 for A.M./P.M. Break options;
 - 6.2.1.1.3 \$12.00 for Lunch options; and
 - 6.2.1.1.4 \$20.00 for Dinner options.
- 6.2.1.2 The above price structure must be inclusive of tax and service charge.
- 6.2.1.3 Though the above pricing structure represents the maximum allowable by the AOC, lower cost options will be viewed favorably for the purposes of this RFP.
- 6.2.1.4 Any increase(s) in the California State mandated maximum rates in Paragraph 6.2.1.1, above, that occur(s) subsequent to the execution of the initial term of the Agreement shall be applied to Contractor's per person pricing on a prorated basis by amendment during execution of the next option term.

- 6.2.2 **Attachment 7, Pricing Form and Menu Examples.** For evaluation purposes only, complete this form to provide three descriptive examples of the packaged menu items specified, along with the proposed pricing for each. (Note: prices must be inclusive of all taxes and fees.)

6.3 **Acceptance of AOC Master Agreement Terms and Conditions.**

- 6.3.1 Proposer must either indicate acceptance of the Terms and Conditions or clearly identify exceptions to the Terms and Conditions (Attachment 3 above). An "exception" includes any addition, deletion, or other modification.
- 6.3.2 If exceptions are identified, the Proposer must also submit a red-lined version of the Terms and Conditions that clearly tracks proposed changes, and a written explanation or rationale for each exception and/or proposed change.
- 6.3.3 **Note: A material exception to a Minimum Term will render a proposal non-responsive.** (See Attachment 2, *AOC Master Agreement Terms and Conditions*)

6.4 **Certifications, Attachments, and Other Requirements.** Proposer must include the following completed forms/documents in its proposal:

- 6.4.1 Attachment 3, *Proposer's Acceptance of the Terms and Conditions*;

RFP Title: AOC On-Site Catering Sacramento
RFP Number: CJER-122013-OSCS-CF

- 6.4.2 Attachment 4, *Payee Data Record Form*;
- 6.4.3 Attachment 5, *Darfur Contracting Act Certification Form*;
- 6.4.4 Attachment 6, *Conflict of Interest Certification Form*;
- 6.4.5 Attachment 7, *Pricing Form and Menu Examples*;
- 6.4.6 If Proposer is a corporation and the contract will be performed within California, proof that Proposer is in good standing and qualified to conduct business in California. AOC may verify by checking with California's Office of the Secretary of State;
- 6.4.7 Copies of current business licenses, professional certifications, or other credentials; and
- 6.4.8 Proof of financial solvency or stability (e.g., balance sheets and income statements).

7 OFFER PERIOD | [back](#)

A Proposer's proposal is an irrevocable offer for one hundred and twenty days (120) days following the proposal due date. In the event a final contract has not been awarded within this one hundred and twenty days (120) day period, the AOC reserves the right to negotiate extensions to this period.

8 INTERVIEWS AND MENU TASTING | [back](#)

- 8.1 The AOC may conduct interviews with Proposers to clarify aspects set forth in their proposals or to assist in finalizing the ranking of top-ranked proposals. The interviews may be conducted in person or by phone during the dates in the timeline. If conducted in person, interviews will be held at the AOC's office in San Francisco. The AOC will not reimburse Proposers for any costs incurred in traveling to or from the interview location. The AOC will notify eligible Proposers regarding interview arrangements.
- 8.2 It will be necessary for the **top-ranked proposers, only**, to present in person at the AOC, a tasting of several items from the proposed breakfast and lunch menus. Delivery, presentation, food quality and portion size will be assessed by the project management staff at this time. All expenses associated with this tasting shall be borne by the proposer. The AOC will notify the top-ranked Proposers regarding the tasting arrangements. **Note: Evaluators may request to taste samples of the packaged menu examples described in Attachment 7, Pricing Form and Menu Examples.**

9 EVALUATION OF PROPOSALS | [back](#)

- 9.1 At the time proposals are opened, each proposal will be checked for the presence or absence of the required proposal contents.

RFP Title: AOC On-Site Catering Sacramento
RFP Number: CJER-122013-OSCS-CF

9.2 The AOC will evaluate the proposals on a 100-point scale using the criteria set forth in the table below. Award, if made, will be to the highest scored proposal. Although some categories are weighted more than others, all are considered necessary, and a proposal must be technically acceptable in each area to be eligible for award.

9.3 If a contract will be awarded, the AOC will post an intent to award notice at: <http://www.courts.ca.gov/rfps.htm>

9.4 Evaluation Criteria

EVALUATION CRITERIA	REFERENCE	MAXIMUM NUMBER OF POINTS
Reasonableness of fee proposal	6.2, <i>Cost Proposal</i>	30
Ability to meet timing requirements to complete the project, i.e., fulfill catering orders	6.1.2, <i>Methods and Plans</i>	15
Appealing menu selections	6.1.3, <i>Menus</i>	15
Experience on similar assignments and positive feedback from references	6.1.1, <i>Company Information</i>	10
Compliance with requirements of the RFP and acceptance of <i>AOC Master Agreement Terms and Conditions</i> .	6.3, <i>Acceptance of AOC Master Agreement Terms and Conditions</i> ; 6.4, <i>Certificates, Attachments and Other Requirements</i> .	15
Proximity of catering operation relative to the AOC's building	6.1.4, <i>Logistics</i>	5
Subtotal Evaluation Points		90

Top-ranked candidates only:

Presentation and Quality of Menu Tasting (to be scheduled)	8, <i>Interviews and Menu Tasting</i>	10
Total Evaluation Points		100

10 CONFIDENTIAL OR PROPRIETARY INFORMATION | [back](#)

PROPOSALS ARE SUBJECT TO DISCLOSURE PURSUANT TO APPLICABLE PROVISIONS OF THE CALIFORNIA PUBLIC CONTRACT CODE AND RULE 10.500 OF THE CALIFORNIA RULES OF COURT. The AOC will not disclose (i) social security numbers, or (ii) balance sheets or income statements submitted by a Proposer that is not a publicly-traded corporation. All other information in proposals will be disclosed in response to applicable public records requests. Such disclosure will be made regardless of whether the proposal (or portions thereof) is marked “confidential,” “proprietary,” and regardless of any statement in the proposal (a) purporting to limit the AOC’s right to disclose information in the proposal, or (b) requiring the AOC to inform or obtain the consent of the Proposer prior to the disclosure of the proposal (or portions thereof). Any proposal that is password protected, or contains portions that are password protected, may be rejected. Proposers are accordingly cautioned not to include confidential, proprietary, or privileged information in proposals.

11 DISABLED VETERAN BUSINESS ENTERPRISE (DVBE) PARTICIPATION GOALS | [back](#)

The AOC has waived the inclusion of DVBE participation in this solicitation.

12 PROTESTS | [back](#)

Any protests will be handled in accordance with Chapter 7 of the Judicial Branch Contract Manual (see www.courts.ca.gov/documents/jbcl-manual.pdf). Failure of a Proposer to comply with the protest procedures set forth in that chapter will render a protest inadequate and non-responsive, and will result in rejection of the protest. The deadline for the AOC to receive a solicitation specifications protest is the proposal due date set forth in Section 4, Timeline For This RFP. Protests should be sent to:

AOC – Business Services
ATTN: Protest Hearing Officer
455 Golden Gate Avenue, Sixth Floor
San Francisco, CA 94102