

RFP Title: Managed Services Service Desk Support
RFP Number: RFP-IT23-153RB

REQUEST FOR PROPOSALS

JUDICIAL COUNCIL OF CALIFORNIA

**REGARDING:
MANAGED SERVICES SERVICE DESK SUPPORT**

RFP NUMBER: RFP-IT23-153RB

**PROPOSALS DUE:
NO LATER THAN *1:00* P.M. PACIFIC TIME ON **1/29/2024****

1.0 BACKGROUND INFORMATION

1.1 Judicial Council of California

The Judicial Council of California (Judicial Council or JCC), chaired by the Chief Justice of California, is the policy-making entity 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 JCC Information Technology Office (JCC IT) coordinates court technology initiatives statewide and supports coordination throughout the Judicial Branch; manages centralized statewide technology projects; and optimizes the scope and accessibility of accurate state-wide judicial information.

1.2 California Courts Technology Center (CCTC)

In February 2003, the JCC approved the establishment of the California Courts Technology Center (CCTC). The CCTC has been an important cornerstone of enterprise application hosting technology for the California Judicial Branch. It has supported the JCC's goal of branch wide standardization for hardware and software platforms, databases, business applications and support, and is consistent with the council's strategic plan.

The current service provider is providing infrastructure and operational support for the applications that have been migrated to the cloud. The services detailed in Exhibit F – Scope of Work will need to be transitioned from the current service provider to the vendor that is awarded this RFP.

1.3 The Request for Proposal (RFP)

The JCC seeks information technology (IT) operational managed services support to address the evolving IT needs of the JCC. Accordingly, this RFP seeks proposals from interested vendors (Proposers) that can provide managed services service desk support by meeting the needs identified.

The goal of this RFP is to establish an agreement for an initial three (3) year term, with three (3) additional consecutive one-year option terms for a potential maximum term of six (6) years. The initial term of the Agreement is anticipated to cover the period of 2/1/2024 through 1/31/2027 (estimated). Each of the option terms may only be exercised at the JCC's sole discretion.

The JCC reserves the right to reject any and all proposals, to amend or cancel this RFP, to award an Agreement in whole or in part and/or negotiate any or all items with individual Proposers if it is deemed in the JCC's best interest, or not award any Agreements based on submitted proposals.

2.0 DESCRIPTION OF SERVICES

2.1 Scope

RFP Title: Managed Services Service Desk Support
RFP Number: RFP-IT23-153RB

The JCC seeks to contract with a single organization that is experienced and knowledgeable in providing service desk managed services, including administration, management, and support of cloud hosted technologies (“Service Desk Support”). The scope of the RFP is to select a service desk support provider that can provide service desk support in accordance with the details and expertise described in Exhibit F.

2.2 Business and Technical Requirements

The business and technical requirements and response (Exhibit A), describes in detail the responsibilities that Service Desk Support must fulfill. In the response tab, those submitting bids in response to this RFP (Proposers) will set forth specific and detailed approaches as to how the Proposer will address each of the listed activities and services, as listed in each service area, over the course of the proposed term. Responses should describe how these objectives will be achieved in both the short and long term. Exhibit A is required as part of each Proposer’s technical proposal.

3.0 TIMELINE FOR THIS RFP

The JCC has developed the following list of key events related to this RFP. All dates are subject to change at the discretion of the JCC. It shall be the sole responsibility of prospective Proposers to monitor the Court Website at: www.courts.ca.gov/rfps.htm to ascertain whether the JCC has issued an addendum changing any element of the RFP, including events or key dates.

EVENT	DATE
RFP Issued	1/10/2024
Deadline for Questions to: solicitations@jud.ca.gov	1/17/2024 1:00 pm PST
Questions and answers posted (<i>estimate only</i>) www.courts.ca.gov/rfps.htm	1/18/2024
Latest date and time proposal may be submitted	1/29/2024 1:00pm (PST)
Proposer Interviews (<i>estimate only</i>) (specific dates & time to be set with individual bidders)	2/5 to 2/7, 2024
Evaluation of proposals (<i>estimate only</i>)	2/8 to 2/14, 2024
Non-Cost Proposals Scores Posted (<i>estimate only</i>) www.courts.ca.gov/rfps.htm	2/15, 2024
Public Opening of Cost Proposals via Team Meeting: Meeting Link: Click here to join the meeting Meeting ID: 253 000 669 769 Meeting Password: paRjZL Dial in Number: 415-906-0569 Phone Conference ID: 417883701#	2/16/2024 at 3pm (PST)
Notice of Intent to Award (<i>estimate only</i>) www.courts.ca.gov/rfps.htm	2/20/2024

RFP Title: Managed Services Service Desk Support

RFP Number: RFP-IT23-153RB

EVENT	DATE
Negotiations and execution of contract (<i>estimate only</i>)	2/22-2/29, 2024
Contract Start Date (<i>estimate only</i>)	3/1/2024
Contract End Date (initial term of 3 years; <i>estimate only</i>)	2/29/2027

4.0 RFP ATTACHMENTS

4.1 The following attachments, appendices, annexes and exhibits are included as part of this RFP:

ATTACHMENT	DESCRIPTION
Attachment 1: Administrative Rules Governing RFPs (IT Goods and Services)	These rules govern this solicitation.
Attachment 2: JCC Standard Agreement Terms and Conditions	<p>If selected, the person or entity submitting a proposal (the “Proposer”) must sign a JCC agreement containing these terms and conditions (the “Terms and Conditions”). If exceptions are identified or additional provisions proposed, the Proposer must also submit a redlined version of the Terms and Conditions (in Microsoft Word format) that clearly identifies all proposed changes and provides a written explanation or rationale for each proposed change.</p> <p>Notwithstanding any other provision in this RFP, the JCC reserves the right at its discretion to negotiate any or all items with individual Proposers, including the right to propose or require additional terms and conditions for the agreement prior to execution.</p> <p>Attachment 2 also contains: Appendix A – General Terms and Conditions Appendix B - Payment Appendix C – Defined Terms Appendix D – Unruh Civil Rights Act and FEHA Certification</p> <p>Annex 1 – Scope of Work Annex 2 – Fees and Pricing Annex 3 – Service Level Requirements and Fee Reductions Annex 4 - Reporting</p>
Attachment 3: Proposer’s Acceptance of Terms and Conditions	On this form, the Proposer must either indicate acceptance of the JCC’s Terms and Conditions or, alternatively, must identify exceptions to the JCC’s Terms and Conditions.
Attachment 4: General Certifications Form	The Proposer must complete the General Certifications Form and submit the completed form with its proposal.
Attachment 5: Small Business Declaration	The Proposer must complete this form only if it wishes to claim the small business preference associated with this solicitation.
Attachment 6A: Payee Data Record Form (STD 204)	This form contains information the JCC requires in order to process payments and must be submitted with the proposal.
Attachment 6B Payee Data Record Supplement (STD205)	This form is optional. This form is used to provide remittance address information if different than the mailing address on the STD 204 – Payee Data Record. Use this form to provide additional remittance addresses and additional Authorized Representatives of the Payee not identified on the STD 204.

Attachment 7: Iran Contracting Act Certification	The Proposer must complete the Iran Contracting Act Certification and submit the completed certification with its proposal.
Attachment 8: Unruh and FEHA Certification	The Proposer must complete the Unruh Civil Rights Act and California Fair Employment and Housing Act Certification and submit the complete certification with its proposal.
Attachment 9: Darfur Contracting Act Certification	The Proposer must complete the Darfur Contracting Act Certification and submit the completed certification with its proposal.
Attachment 10: DVBE Declaration	The Proposer must complete the DVBE Declaration form only if the Proposer is a DVBE.
Attachment 11: Bidder's Declaration	The Proposer must complete this form if it wishes to claim the DVBE incentive associated with this solicitation.
Exhibit A: Business & Technical Requirements & Response	This describes in detail the services and activities required to provide and support the JCC's computing systems. The Proposer must fill out the response sheet tab and provide this in its Technical Proposal.
Exhibit B: Section 1 to 4: Evaluation Criteria and Proposal Submission Forms	This Exhibit has a total of four (4) sections. The Proposer must fill out the sections and provide this along with Exhibit A in its Technical Proposal.
Exhibit C: Cost Response	The Proposer must complete this and return as part of its Cost Proposal.
Exhibit D: Service Level Requirements	This describes the service level requirements that the JCC is seeking.
Exhibit E: Reporting	This describes the reporting required of the awarded Proposer. This includes the level of detail and frequency with which this data should be provided.
Exhibit F: Statement of Work	This describes in detail the services, activities, and skills needed to provide and support the JCC's computing systems.
Exhibit G: Service Desk Metrics	This provides metrics for call volumes, from where each call originates, and the types of calls the awarded Proposer handles.

5.0 PAYMENT INFORMATION

Payments shall be made in accordance with Attachment 2: JCC Terms and Conditions.

6.0 SUBMISSIONS OF PROPOSALS

6.1 Proposals should provide straightforward, concise information that satisfies the requirements of the "Proposal Contents" section below. Emphasis should be placed on

conformity to the RFP's instructions and requirements, and completeness and clarity of content.

- 6.2 The Proposer must submit their proposal electronically in two (2) separate parts. Part One is the Technical Proposal, which covers the qualifications for the Proposers corresponding to Section 2.0 above, and Part Two is the Cost Proposal.
- a. Technical Proposal - The Proposer must submit its Technical Proposal as a separate attachment to an email sent to: solicitations@jud.ca.gov
 - b. The Technical Proposal must be signed by an authorized representative of the Proposer. The Technical Proposal must include Exhibit A and Exhibit B, in order to be evaluated and scored. The Technical Proposal must not include any cost-related information.
 - c. The Proposer must indicate the RFP title and number on the subject line of the submission email and the Proposer must ensure that the RFP title and number appear on all of the Technical Proposal's attachments.
 - d. Cost Proposal - The Proposer must submit its Cost Proposal as an attachment separate from the Technical Proposal to the Judicial Council's solicitations mailbox at:

RFP-IT23-153RB-COST@JUD.CA.GOV
 - e. The Cost Proposal must be signed by an authorized representative of the Proposer and must include Exhibit C, Cost Response Workbook.
 - f. The Proposer must indicate the RFP title and number on the subject line of the submission email and ensure that the RFP title and number are on the Proposal attachments.
- 6.3 Submission acceptance will be based on the date and time the emails are received by the JCC. Both emails must be received prior to the due date and time, or the proposal will not be accepted.
- 6.4 Late proposals will not be accepted. However, as necessary, the JCC may request clarification from Proposers after the submission of proposals.
- 6.5 The JCC reserves the right to reject any and all proposals, in whole or in part, as well as the right to issue similar RFPs in the future. This RFP is in no way an agreement, obligation, or contract and in no way is the JCC or the State of California responsible for the cost of preparing the proposal. Submitted proposals may be retained for official files and may become a public record.

7.0 PROPOSAL CONTENTS

7.1 Technical (Non-Cost) Proposal. The following information must be included in the technical, non-cost portion of the proposal. A proposal lacking any of the following information may be deemed non-responsive.

- a. The Proposer's name, address, telephone and fax numbers, and federal tax identification number. Note that if the Proposer is a sole proprietor using his or her social security number, the social security number will be required before finalizing a contract.
- b. Name, title, address, telephone number, and email address of the individual who will act as the Proposer's designated representative for purposes of this RFP.
- c. Proposer must submit the Business and Technical Requirements and Response, Exhibit A. Proposer will provide responses under each of the services being requested along with full narrative approach, if appropriate.
- d. Proposer must complete and submit Exhibit B, Sections A1-A4. Proposers will need to provide responses to all sections.
 - i. A1 – Methodologies: Describe and discuss the methodologies for providing the services and activities identified in Exhibit A. If the Proposer plans to use subcontractors for any of the services or work pursuant to this RFP, also provide the following information:
 - The full legal name, address, contact person, and telephone number of each subcontractor
 - The portions of the work to be done by the subcontractors.
 - How and why these subcontractors were selected.
 - Resumés of each major subcontract participant; and
 - Description of how subcontracted work will be controlled, monitored, and evaluated by the Proposer.
 - ii. A2 – Organizational Experience: Describe experience with managing similar programs, provide references, and identify key staff and their specific roles and experience.
 - iii. A3 – Acceptance of Terms and Conditions: Proposers must submit a completed Attachment 3.
 - iv. A4 – Viability of Firm: Proposers must demonstrate that they are a stable, long-term viable business entity that provides staff sourcing services.
- f. Acceptance of the Terms and Conditions.
 - i. On Attachment 3, the Proposer must check the appropriate box and sign the form. If the Proposer marks the second box, it must provide the required additional materials. An "exception" includes any addition, deletion, or other modification.
 - ii. If exceptions are identified, the Proposer must also submit (a) a red-lined version of the Terms and Conditions (i.e., the main agreement and all appendices, and

annexes attached thereto) and provide (b) a written explanation or rationale for each exception.

Note: A material exception (addition, deletion, or other modification) to any of the Terms and Conditions may render a proposal non-responsive. The JCC, in its sole discretion, will determine what constitutes a material exception.

iii. Notwithstanding any other provision in this RFP, the JCC reserves the right at its discretion to negotiate any or all items with individual Proposers, including the right to propose or require additional terms and conditions for the agreement prior to agreement execution.

g. Certifications, Attachments, and other requirements.

i. The Proposer must complete the General Certifications Form (Attachment 4) and submit the completed form with its proposal.

ii. If Proposer is a California corporation, limited liability company (“LLC”), limited partnership (“LP”), or limited liability partnership (“LLP”), proof that Proposer is in good standing in California. If Proposer is a foreign corporation, LLC, LP, or LLP, and Proposer conducts or will conduct (if awarded the contract) intrastate business in California, proof that Proposer is qualified to do business and in good standing in California. The Proposer shall provide a copy of their Certificate of Status with the Secretary of State of California. The JCC may verify by checking with California’s Office of the Secretary of State. If Proposer is a foreign corporation, LLC, LP, or LLP, and Proposer does not (and will not if awarded the contract) conduct intrastate business in California, proof that Proposer is in good standing in its home jurisdiction.

Note: Proposer may be required to register with the California Secretary of State if it meets the definition of transacting intrastate business or “doing business” under the California Corporations Code. As there is no easy definition for what constitutes “doing business”, it is important for Proposer to carefully evaluate their own connections—even indirect—to California. Any Proposer with concerns regarding the Secretary of State registration requirements is encouraged to consult with its legal counsel.

You can find out information regarding the steps on how to register a business with the California Secretary of State at:

<https://bizfileonline.sos.ca.gov/>

iii. Copies of the Proposer’s, including any subcontractors’, current business licenses, professional certifications, or other credentials.

iii. The Proposer must complete the Payee Data Record forms (Attachment 6A and 6B) and submit the completed form with its proposal.

v. The Proposer must complete the Iran Contracting Act Certification (Attachment 7) and submit the completed certification with its proposal.

- vi. The Proposer must complete the Unruh Civil Rights Act and California Fair Employment and Housing Act Certification (Attachment 8) and submit the completed certification with its bid.
- vii. The Proposer must complete the Darfur Contracting Act Certification (Attachment 9) and submit the completed certification with its proposal.
- viii. By submitting a proposal, the Proposer certifies that: (i) it is in compliance with economic sanctions imposed pursuant to applicable laws by the U.S. government in response to Russia's actions in Ukraine, as well as any sanctions imposed under state law (collectively, "Economic Sanctions"); and (ii) it is not a target of Economic Sanctions. If the JCC determines that Proposer is not in compliance with Economic Sanctions or is a target of Economic Sanctions, that shall be grounds for rejection of its proposal.

7.2 Cost Proposal.

The following information must be included in the Cost Proposal.

- i. Proposer must submit Cost Response Workbook, Exhibit C. Costs provided in any other format than the template provided may disqualify the Proposer's cost proposal from consideration for an award.
- ii. Proposer will provide rates based on number of calls handled as well as a monthly fixed price.
- iii. By submitting a Cost Proposal, Proposer certifies that if awarded an Agreement, it agrees to the rates specified in the Cost Response.
- iv. List any and all assumptions in the section provided in the Cost Response.
- v. Proposer may provide an alternative cost model; provided, however, to have the Cost Proposal scored, Proposer must first complete the primary sheet in Exhibit C.

NOTE: It is unlawful for any person engaged in business within this state to sell or use any article or product as a "loss leader" as defined in Section 17030 of the Business and Professions Code.

8.0 OFFER PERIOD

A Proposer's proposal is an irrevocable offer for 120 days following the proposal due date. In the event a final contract has not been awarded within this period, the JCC reserves the right to negotiate extensions to this period.

9.0 EVALUATION OF PROPOSALS

The cost portion of proposals will be publicly opened at the date and time noted in Section 3.0, or if such date and time are changed at the discretion of the JCC, an addendum will be posted at: www.courts.ca.gov/rfps.htm for the new date and time.

The JCC will evaluate the proposals on a 100-point scale using the criteria set forth in the table below. Awards, if made, will be to the highest-scored proposal.

If the JCC decides to issue an intent to award, the JCC will post an intent to award notice at www.courts.ca.gov/rfps.htm.

Category	Factors	Total Possible Points
Cost	Overall cost based on the fee structure described in Exhibit C.	50
Quality of proposal	Completeness and inclusion of required information in conformance with the RFP submission requirement, and clarity of the proposal content	10
Methodology; business and technical aspects.	Methodology for providing services as set forth in Exhibits D to G, the extent to which the Proposer meets the business and technical requirements set forth in this RFP.	10
Organizational Experience	Experience of the proposing organization based upon similar programs described in the Proposal.	12
Acceptance of Terms and Conditions	Level of Proposer’s acceptance of Terms and Conditions.	10
Viability of Firm	Must demonstrate a stable, long-term viable business entity that provides managed services like those described in this RFP utilizing similar expertise and experience.	5
DVBE Incentive	DVBE incentive points.	3
	Total Possible Points	100

10.0 INTERVIEWS

The JCC may conduct interviews with Proposers that meet the requirements. The purpose of any scheduled interviews is to clarify matters set forth in proposals or to assist in finalizing the ranking of top-ranked proposals. The interviews may be conducted in person, by phone, or remotely. If conducted in person, interviews will likely be held at the JCC’s offices. The JCC will not reimburse Proposers for any costs incurred in traveling to or from the interview location. The JCC will notify eligible Proposers regarding interview arrangements.

11.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

PROPOSALS ARE SUBJECT TO DISCLOSURE TO THIRD PARTIES AND MEMBERS OF THE PUBLIC PURSUANT TO APPLICABLE LAWS, INCLUDING PUBLIC DISCLOSURE PURSUANT TO RULE 10.500 OF THE CALIFORNIA RULES OF COURT. Except as required by law, the JCC 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 may be disclosed in response to applicable public records requests, or as otherwise required by law. Such disclosure may be made regardless of whether the proposal (or portions thereof) is marked “confidential,” “proprietary,” “copyright ©,” or otherwise, and regardless of any statement in the proposal (a) purporting to limit the JCC’s right to disclose information in the proposal, or (b) requiring the JCC 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. Submission of any proposal pursuant to this RFP constitutes acknowledgment and consent by the Proposer to the potential public disclosure of its proposal content, as set forth in this Section 11. Proposers are accordingly cautioned not to include confidential, proprietary, or privileged information in proposals.

12.0 DISABLED VETERAN BUSINESS ENTERPRISE INCENTIVE

Qualification for the DVBE incentive is not mandatory. Failure to qualify for the DVBE incentive will not render a proposal non-responsive.

Eligibility for and application of the DVBE incentive is governed by the Judicial Council's DVBE Rules and Procedures. Proposer will receive a DVBE incentive if, in the Judicial Council's sole determination, Proposer has met all applicable requirements. If Proposer receives the DVBE incentive, a number of points will be added to the score assigned to Proposer's proposal. The number of points that will be added is specified in Section 9.0 above.

To receive the DVBE incentive, at least 3% of the contract goods and/or services must be provided by a DVBE performing a commercially useful function. Or, for solicitations of non-IT goods and IT goods and services, Proposer may have an approved Business Utilization Plan ("BUP") on file with the California Department of General Services ("DGS").

If Proposer wishes to seek the DVBE incentive:

1. Proposer must complete and submit with its proposal the Bidder Declaration (Attachment 11). Proposer must submit with the Bidder Declaration all materials required in the Bidder Declaration.
2. Proposer must submit with its proposal a DVBE Declaration (Attachment 10) completed and signed by each DVBE that will provide goods and/or services in connection with any awarded contract. If Proposer is itself a DVBE, it must complete and sign the DVBE Declaration. If Proposer will use DVBE subcontractors, each DVBE subcontractor must complete and sign a DVBE Declaration. NOTE: The DVBE Declaration is not required if Proposer will qualify for the DVBE incentive using a BUP on file with DGS.

Failure to complete and submit these forms as required will result in Proposer not receiving the DVBE incentive. In addition, the JCC may request additional written clarifying information. Failure to provide this information as requested will result in Proposer not receiving the DVBE incentive.

If this solicitation is for IT goods and services, the application of the DVBE incentive may be affected by application of the small business preference. For additional information, section 13, below.

If Proposer receives the DVBE incentive: (i) Proposer will be required to complete a post-contract DVBE certification if DVBE subcontractors are used; (ii) Proposer must use any DVBE subcontractor(s) identified in its proposal unless the Judicial Council approves in writing the substitution of another DVBE; and (iii) failure to meet the DVBE commitment set forth in its proposal will constitute a breach of contract.

If using DVBE subcontractors, the Proposer must complete and return to the Judicial Council a copy of the post-contract certification form (<https://www.courts.ca.gov/documents/JBCM-Post-Contract-Certification-Form.docx>), promptly upon completion of the awarded contract, and by no later than the date of submission of Proposer's final invoice to the Judicial Council. If the Proposer fails to do so, the Judicial Council will withhold \$10,000 from the final payment, or withhold the full payment if it is less than \$10,000, until the Proposer submits a complete and accurate post-contract certification form.

When a Proposer fails to comply with the post-contract certification requirement in this section and a payment withhold is applied to a contract, the Judicial Council shall allow the Proposer to cure the deficiency after written notice. Notwithstanding the foregoing or any other law, if after at least

15 calendar days, but no more than 30 calendar days, from the date of the written notice the Proposer refuses to comply with the certification requirements, the Judicial Council shall permanently deduct \$10,000 from the final payment, or the full payment if less than \$10,000.

FRAUDULENT MISREPRESENTATION IN CONNECTION WITH THE DVBE INCENTIVE IS A MISDEMEANOR AND IS PUNISHABLE BY IMPRISONMENT OR FINE, AND VIOLATORS ARE LIABLE FOR CIVIL PENALTIES. SEE MVC 999.9.

13.0 SMALL BUSINESS PREFERENCE

Eligibility for and application of the small business preference are governed by the JCC's Small Business Preference Procedures for the Procurement of Information Technology Goods and Services. The Proposer will receive a small business preference if, in the JCC's sole determination, the Proposer has met all applicable requirements. If the Proposer receives the small business preference, the score assigned to its proposal will be increased by an amount equal to 5% of the points assigned to the highest scored proposal. If a DVBE incentive is also offered in connection with this solicitation, additional rules regarding the interaction between the small business preference and the DVBE incentive apply.

Small business participation is not mandatory. Failure to qualify for the small business preference will not render a proposal non-responsive.

To receive the small business preference, the Proposer must be either (i) a Department of General Services ("DGS") certified small business or microbusiness performing a commercially useful function, or (ii) a DGS-certified small business nonprofit veteran service agency.

If the Proposer wishes to seek the small business preference, the Proposer must complete and submit with its proposal the Small Business Declaration (Attachment 5). The Proposer must submit with the Small Business Declaration all materials required in the Small Business Declaration.

Failure to complete and submit the Small Business Declaration as required will result in the Proposer not receiving the small business preference. In addition, the JCC may request additional written clarifying information. Failure to provide this information as requested will result in the Proposer not receiving the small business preference.

If the Proposer receives the small business preference, (i) the Proposer will be required to complete a post-contract report; and (ii) failure to meet the small business commitment set forth in its proposal will constitute a breach of contract.

FRAUDULENT MISREPRESENTATION IN CONNECTION WITH THE SMALL BUSINESS PREFERENCE IS UNLAWFUL AND IS PUNISHABLE BY CIVIL PENALTIES. SEE GOVERNMENT CODE SECTION 14842.5.

14.0 PROTESTS

Any protests will be handled in accordance with Chapter 7 of the Judicial Branch Contracting 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 JCC to receive a solicitation specifications protest is the proposal due date.

RFP Title: Managed Services Service Desk Support
RFP Number: RFP-IT23-153RB

Protests must be sent via email to solicitations@jud.ca.gov with the following heading:

Judicial Council of California
Branch Accounting and Procurement
ATTN: Protest Hearing Officer
RFP Title: Managed Services Service Desk Support
RFP Number: RFP-IT23-153RB
455 Golden Gate Avenue, 6th Floor.
San Francisco, CA 94103