

REQUEST FOR PROPOSALS

***SUPERIOR COURT OF CALIFORNIA, COUNTY OF
ALAMEDA***

REGARDING:

Jury Summons Printing, Mailing, and Postage Services
SC 5621.2025.2.LM

PROPOSALS DUE:

SEPTEMBER 30, 2025, NO LATER THAN 2:00 P.M. PACIFIC TIME

KEY INFORMATION SUMMARY SHEET

Request for Proposal	Non-IT – Superior Court of California, County of Alameda – Jury Summons Printing, Mailing, and Postage Services
RFP Number:	SC 5621.2025.2.LM
RFP Issue Date:	September 16, 2025
RFP Issuing Office:	Jury Services
Procurement Contact:	Superior Court of California, County of Alameda Finance and Facilities Division Attention: Procurement – Eddie Sanchez RFP SC 5621.2025.2.LM 1225 Fallon Street, Room 210 Oakland, CA 94612
e-mail:	bidquestions@alameda.courts.ca.gov
Proposals are to be sent to:	bidquestions@alameda.courts.ca.gov
Timeline for this RFP	
Deadline for Questions:	September 19, 2025
Questions and Answers Posted (estimate only):	September 22, 2025
Proposal Due (Closing) Date and Time:	September 30, 2025, no later than 2:00PM PT
Evaluation of Proposals (estimate only):	October 1, 2025 through October 8, 2025
Notice of Intent to Award (estimate only):	October 9, 2025
Negotiations and Execution of Contract (estimate only):	October 14, 2025 through October 31, 2025
Contract Duration:	November 1, 2025 through September 30, 2026 with four 1-year options to extend through September 30, 2030
RFP Attachments	

Attachment 1: Administrative Rules Governing RFPs (Non-IT Services)	These rules govern this solicitation.
Attachment 2: Terms and Conditions	On this form, if exceptions are identified, Prospective Bidders must submit (i) a redlined version of Attachment 2 – Agreement Terms and Conditions and Supplemental Terms and Conditions 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 Court. If selected, the person or entity submitting a proposal (the “Prospective Bidder”) must sign Acceptance of Terms and Conditions form (Attachment 3): this Court Standard Form agreement (the “Terms and Conditions”).
Attachment 3: Prospective Bidder’s Acceptance of Terms and Conditions	<p>On this form, the Prospective Bidder must indicate acceptance of the Terms and Conditions or identify exceptions to the Terms and Conditions. If selected, the person or entity submitting a proposal must sign the form.</p> <p>If exceptions are identified, the Prospective Bidder must also submit (i) a red-lined version of the Standard Terms and Conditions that implements all proposed changes, and (ii) a written explanation or rationale for each exception and/or proposed change.</p> <p>Note: A material exception may render a proposal non-responsive.</p>
Attachment 4: General Certifications Form	The Prospective Bidder must complete the General Certifications Form and submit the completed form with its proposal.
Attachment 5: Payee Data Record Form	This form contains information the Court requires in order to process payments and must be submitted with the proposal.
Attachment 6: Iran Contracting Act Certification	The Prospective Bidder must complete the Iran Contracting Act Certification and submit the completed certification with its proposal.
Attachment 7: Unruh and FEHA Certification	The Prospective Bidder must complete the Unruh Civil Rights Act and California Fair Employment and Housing Act Certification.

Attachment 8: Bidder Declaration	The Prospective Bidder must complete this form only if it wishes to claim the disabled veteran business enterprise (DVBE) incentive associated with this solicitation.
Attachment 9: DVBE Declaration	Each DVBE that will provide goods and/or services in connection with the contract must complete this form. If Prospective Bidder is itself a DVBE, it must also complete and sign the DVBE Declaration.
Attachment 10: Darfur Contracting Act Certification	The Prospective Bidder must complete the Darfur Contracting Act Certification and submit the completed certification with its proposal.
Attachment 11: Question and Answer Form	Prospective Bidder must use the attached form to submit any questions.
Attachment 12: Reference Check Form	Prospective Bidder must complete the Reference Check Form information and submit with proposal.
Attachment 13: Technical Proposal Template	Prospective Bidder must submit their proposal using the Technical Proposal Template.
Attachment 14: Cost Proposal Template	Prospective Bidder must propose the cost using the Cost Proposal Template.
Attachment 15: Checklist	RFP Checklist, is a reference checklist that lists the required documents and attachments to complete and submit both the Technical Proposal and Cost Proposal

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1.0 BACKGROUND INFORMATION

- 1.1** The Superior Court of California, County of Alameda is issuing this Request for Proposal to obtain a vendor for the printing, mailing and providing postage for court issued jury summons and Failure to Appear (FTA) notices. In the last two calendar years, the Court printed and mailed approximately 409,202 (2023) and 436,688 (2024) jury summons and notices.

2.0 DESCRIPTION OF SERVICES AND DELIVERABLES

The Court seeks the services of a person or entity with expertise in printing, processing, and mailing its jury summons and notices postcard as described in this Section.

2.1 Jury Summons and Notices Printing

- a. The Court estimates printing and mailing approximately 400,000-450,000 summons and notices each year.
- b. Summons and notices shall be in the mail within 2 business days of receipt of the file transfer from the Court.
- c. Contractor will provide the Court's Project Manager with confirmation that the jury summons and notices have been mailed.
- d. Contractor will work with the Court's staff to configure the Court's current digital version of the jury summons and notices to be printed pursuant to Agreement.
- e. The Court will generate a jury summons and notices file using the vendors provided process and upload it to a secure FTP site maintained and managed by the Contractor.
- f. The Court will transfer the file via the secure FTP site to the Contractor.
- g. Contractor will certify the file to be Coding Accuracy Support System (CASS) and National Change of Address (NCOA) compliant. Any record within the file that has a registered change of address outside of the jurisdiction will be disqualified and a jury postcard packet will not be generated.
- h. A file based on the CASS and NCOA processes will be returned to the Court via FTP, which can be uploaded in the Court's Jury Management System using the JSI arm module, if applicable.

2.2 Jury Summons and Notices Postcard Specifications

- a. Postcard Size: 6" x 4.25"
- b. Postcard stock: Postal regulation 100# cover white
- c. Ink Colors: Full Color print with variable information – two (2) sides
- d. Jury Summons Postcard only: Include QR code for Juror Compensation Survey
- e. Perforations:
 - i. The postcard will have a perforation at 1.5" from right. This will allow jurors to easily separate the Juror Badge from the remainder of the postcard.
 - ii. The perforation line must be parallel to the height of the postcard, or 4.25" long. The perforation line cannot be parallel to the width of the postcard.
 - iii. The postcard can only support one perforation line.

2.3 Jury Summons and Notices Postage

- a. Contractor will mail the packets using a postage account funded by the Court. Contractor will request the Court to replenish the account as needed prior to funds running out.
- b. Contractor will provide notice to the Court when funds are low, allowing the Court to load the postage account without any interruptions to the service.
- c. Contractor will provide monthly postal reports with the balance and usage to authorized personnel.
- d. Contractor will be required to provide an ongoing accounting of the postage used and the account balance for a complete postage audit trail.
- e. The mailing process shall take advantage of all available sorting, coding, bar-coding and bundling operations permitted by the U.S. Postal Service to reduce the cost of mailing.
- f. Contractor shall provide the Court with notice of postage rate increases as ordered by the U.S. Postal Service within three (3) business days of published rate increase.

2.4 Data Security. To protect the privacy of individuals and the integrity of the juror information database, Contractor will be required to establish data maintenance procedures comparable to the processing and storage of financial transactions. Contractor shall establish data back-up systems and emergency processes related to loss or incapacitation of hardware and software systems and production facilities.

2.5 Expectations

- a. Contractor understands that at any given time the format, design, layout, data information and specifications of the jury summons and notices form may change. Contractor will work with Court staff in configuring a digital version of the revised jury summons and notices to be printed.
- b. Contractor understands the time sensitive requirements of providing their services and the statutory and Court Rules requirements that govern the Jury Summoning process of which they are a part.
- c. Contractor will make all reasonable effort to assist the Court in meeting its mandated jury processes in the event that there are any problems with the normal processing of the jury summons and notices.
- d. Contractor will comply with any requests by the Court for information on their processes and method of operation when needed in response to inquiries on the integrity of the Court's jury summoning process and procedures.

2.6 Other Requirements


- a. Contractor will provide a secure site with online view and approve capabilities, production tracking, mailing reports, and message board.
- b. Customer Service. Contractor will maintain a toll-free number for ordering and customer service inquiries from the Court on Monday through Friday, 8:00 am to 5:00 pm, excluding Court holidays.

Jury Summons Example:

Front:


	Superior Court of California County of Alameda René C. Davidson Courthouse 1225 Fallon Street (Room 100) Oakland, CA 94612	FIRST-CLASS MAIL PRSR US POSTAGE PAID PDS
JURY SUMMONS <i>Failure to respond can result in a fine, incarceration or both. CCP 209</i>		
14190		
		
Juror Compensation Survey		Juror Name Street Address City, State, Zip Code

Back:

 Badge #:  Group #:   JUROR BADGE	YOU HAVE BEEN SUMMONED FOR JURY SERVICE	
	BADGE #: 	GROUP #: 
	Report Dates: Week of  Monday [Month, Day, Year]	
	Location: Will be provided if directed to report	
	Reporting Instructions: After 5 p.m. on Friday before  and every night during your reporting week, check www.alameda.courts.ca.gov/juryreporting or call (510) 879-3079 for reporting instructions. If you are not directed to report, you will be placed on standby but will need to continue to check reporting instructions nightly for up to one week.	
	You must register at https://jportal.alameda.courts.ca.gov and complete our jury questionnaire before  5 calendar days before Report Date	
Disability Accommodations or General Questions: email jury@alameda.courts.ca.gov or call 510-891-6031		
New pilot program will pay jurors \$100/day – see court website		
Superior Court of California County of Alameda		
		

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PLACE IN HOLDER
DETACH HERE ►

Jury Summons Failure to Appear Notice Example:

 <p>Superior Court of California County of Alameda René C. Davidson Courthouse 1225 Fallon Street (Room 100) Oakland, CA 94612</p>	<p>JURY SUMMONS</p> <p>On [Month, Day, Year] you were summoned for jury duty and did not respond. By law, your failure to appear may be punishable by the Court with a fine up to \$1,500, a jail term or both.</p> <p>To avoid Court sanctions, you must appear for your new summons date.</p> <p>[NEW SUMMONS DATE] [Month, Day, Year]</p>
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3.0 PAYMENT INFORMATION

- 3.1** The Court will pay invoice based on the number of notices sent on a monthly basis. This invoice shall only be based upon the number of mailers which were successfully produced and mailed, not to include any mailers which were destroyed or deemed unfit for mailing.
- 3.2** The Contractor shall submit one original invoice for payment for services rendered under this Agreement for approval by the Court. The invoice must also specify the Jury Pool date. Contractor will be required to include separate line-items for printing and for postage.
- 3.3** The Court will process invoices within forty-five (45) days of receipt and approval by the Court's Project Manager. All invoices must reference the Contractor's purchase order number which will be provided by the Court.
- 3.4** Invoices must be submitted to the Court Accounts Payable at accountspayable@alameda.courts.ca.gov, with a copy to the Project Manager's email.
- 3.5** Court will not pay or reimburse the Contractor, or their employees, for travel, or any other related, expenses that are required as part of the Scope of Work.
- 3.6** Any requests made outside of the contract scope of work will be considered a separate purchase order outside of the contract purchase order and will be processed on a separate purchase order.
- 3.7** Contractor must provide written notice to the Court of the specific excess charge and obtain Court's consent prior to performing any additional service that would incur an excess charge.
- 3.8** Each monthly billing statement should contain the latest contact phone number to correct or update billing information.
- 3.9** Payment terms will be specified in the contract document that will be executed as a result of an award made under this RFP, however, prospective Contractors are hereby advised that the Court payments are made by the State of California, and the State does not make any advance payment for services. Payment will be made based upon completion of tasks as provided for in the agreement between the Court and the selected Service Provider.

4.0 SUBMISSION OF PROPOSALS

- 4.1** The Court may conduct interviews with Prospective Bidders to clarify aspects set forth in their proposals or to assist in finalizing the ranking of top-ranked proposals. The interview process may require a demonstration. The interview may also require a demonstration of equivalence if a brand name is included in the specifications. The interviews may be conducted via Zoom or by phone. The Court will notify eligible Prospective Bidders regarding interview arrangements.
- 4.2** Proposals should provide straightforward, concise information that satisfies the requirements of the “Proposal Contents” section 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.
- 4.3** The Prospective Bidder must submit its proposal in two separate emails, the Technical Proposal and the cost portion by the date and time listed on the coversheet of this RFP.
 - a. The proposals must be emailed to bidquestions@alameda.courts.ca.gov. The subject line of the email must include the RFP title and number.
 - b. The proposal must be signed by an authorized representative of the Prospective Bidder.
- 4.4** Late proposals will not be accepted.

5.0 QUESTIONS

- 5.1** Interested parties may submit a request for clarifications, modifications, or questions to the Court using the Question and Answer Form, provided in Attachment 11. Requests shall be submitted via email to bidquestions@alameda.courts.ca.gov no later than the date specified in the RFP timeline. Please indicate the RFP number and title in the subject line of the email. Contact with the Court shall be made only through the email address.
- 5.2** The Court will not accept telephone calls related to the RFP. All communications must be made with the Question and Answer Form.

6.0 PROPOSAL CONTENTS

The Prospective Bidder should refer to the RFP Checklist (Attachment 15) for a list of required documents and attachments to be included with your submission of the proposal contents below.

6.1 Technical Proposal. The following information must be included as part of the technical proposal (Attachment 13). A proposal lacking any of the following information may be deemed non-responsive.

- a. The Prospective Bidder's name, address, telephone and fax numbers, and federal tax identification number.

Note: If the Prospective Bidder 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 Prospective Bidder's designated representative for purposes of this RFP.
- c. The Prospective Bidder will provide a detailed response to each item in the technical proposal questionnaire. Any incomplete technical proposal lacking a detailed response to any of the items may be deemed non-responsive.
- d. Acceptance of the Terms and Conditions.

- i. On Attachment 3, the Prospective Bidder must check the appropriate box and sign the form. If the Prospective Bidder 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 Prospective Bidder must also submit (i) a red-lined version of the Terms and Conditions (Attachment 2) that implements all proposed changes, and (ii) a written explanation or rationale for each exception and/or proposed change.

Note: A material exception to a Minimum Term will render a proposal non-responsive. The Court, in its sole discretion, will determine what constitutes a material exception.

- e. Certifications, Attachments, and other requirements.
 - i. The Prospective Bidder must complete the General Certifications Form (Attachment 4) and submit the completed form with its proposal.
 - ii. The Prospective Bidder must complete the Payee Data Record Form (Attachment 5) and submit the completed form with its proposal.
 - iii. The Prospective Bidder must complete the Iran Contracting Act Certification (Attachment 6) and submit the completed certification with its proposal.

- iv. The Prospective Bidder must complete the Unruh Civil Rights Act and California Fair Employment and Housing Act Certification (Attachment 7) and submit the completed certification with its bid.
- v. The Prospective Bidder must complete the Bidder Declaration, DVBE Incentive (Attachment 8), if applicable, and submit the completed form with its proposal.
- vi. The Prospective Bidder must complete the DVBE Declaration (Attachment 9), if applicable, and submit the completed form with its proposal.
- vii. The Prospective Bidder must complete the Darfur Contracting Act Certification (Attachment 10) and submit the completed certification with its proposal.
- viii. The Prospective Bidder must complete the Reference Check Form (Attachment 12) by providing names, addresses, and telephone numbers of a minimum of three (3) clients for whom they have conducted similar services. The Court may check references listed by the Prospective Bidder.
- ix. The Prospective Bidder must complete the Technical Proposal Template (Attachment 13) and submit the completed form with its proposal.
- x. If Contractor is a California corporation, limited liability company (“LLC”), limited partnership (“LP”), or limited liability partnership (“LLP”), proof that Contractor is in good standing in California. If Contractor is a foreign corporation, LLC, LP, or LLP, and Contractor conducts or will conduct (if awarded the contract) intrastate business in California, proof that Contractor is qualified to do business and in good standing in California. If Contractor is a foreign corporation, LLC, LP, or LLP, and Contractor does not (and will not if awarded the contract) conduct intrastate business in California, proof that Contractor is in good standing in its home jurisdiction.
- xi. Copies of the Prospective Bidder’s (and any subcontractors’) current business licenses, professional certifications, or other credentials.
- xii. Proof of financial solvency or stability (e.g., balance sheets and income statements).

6.2 Cost Proposal. The following information must be included in the cost proposal (Attachment 14). A proposal lacking any of the following information may be deemed non-responsive.

- a. An all-inclusive total cost per unit per year for every year of the contract term

- b. A full explanation of the budget methodology used
- c. A comprehensive pricing sheet for Other Services provided
- d. Detailed justification for any price increase in the proposed budget for the contract term

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.

7.0 OFFER PERIOD

A Prospective Bidder's proposal is an irrevocable offer for ninety (90) days following the proposal due date. In the event a final contract has not been awarded within this period, the Court reserves the right to negotiate extensions to this period.

8.0 EVALUATION OF PROPOSALS

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

- 8.1** Evaluation Committee. The Court will conduct a comprehensive and impartial evaluation of proposals received in response to this RFP. All proposals received from Contractors will be reviewed and evaluated by a committee of qualified personnel (“Evaluation Committee”). The name, units, or experience of the individual members will not be made available to any Contractor.
- 8.2** Requests for Additional Information. The Court reserves the right to seek clarification or additional information from any Contractor throughout the solicitation process. The Court may require a Contractor’s representative to answer questions throughout the evaluation process with regard to the Contractor’s proposal. Failure of a Contractor to demonstrate that the claims made in its proposal are in fact true may be sufficient cause for deeming a proposal non-responsive.
- 8.3** Evaluation Criteria. The Court 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.

If a contract will be awarded, the Court will post an intent to award notice at <https://www.alameda.courts.ca.gov/general-information/contract-opportunities>

CRITERION	MAXIMUM NUMBER OF POINTS
Experience and Qualifications (Attachment 12 and Attachment 13)	20
Cost (Attachment 14)	50
Technical Proposal (Attachment 13)	25
Acceptance of the Terms and Conditions (Attachment 3)	5
TOTAL POINTS (not including DVBE Incentive)	100
DVBE Incentive – If the Prospective Bidder qualifies as a DVBE and is entitled to the DVBE incentive, as described in section 11.0., the DVBE incentive will be added. (Attachments 8 and 9)	5

Although some factors may be weighted more than others, all are considered necessary, and a proposal must be technically acceptable in each area to be eligible for award. With regard to cost, the Court reserves the right, in its sole discretion, to reject any proposal whose price is outside the competitive range.

9.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

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 Court will not disclose (i) social security numbers, or (ii) balance sheets or income statements submitted by a Prospective Bidder 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,” or otherwise, and regardless of any statement in the proposal (a) purporting to limit the Court’s right to disclose information in the proposal, or (b) requiring the Court to inform or obtain the consent of the Prospective Bidder 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. **Prospective Bidders are accordingly cautioned not to include confidential, proprietary, or privileged information in proposals.**

10.0 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 an application of the DVBE incentive is governed by the Court's DVBE Rules and Procedures. Prospective Bidder will receive a DVBE incentive if, in the Court's sole determination, Prospective Bidder has met all applicable requirements. If Prospective Bidder receives the DVBE incentive, a number of points will be added to the score assigned to Prospective Bidder's proposal. The number of points that will be added is specified in Section 10.5 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, Prospective Bidder may have an approved Business Utilization Plan ("BUP") on file with the California Department of General Services ("DGS").

If Prospective bidder wishes to seek the DVBE incentive:

1. Prospective Bidder must complete and submit with its proposal the Bidder Declaration (Attachment 8). Prospective Bidder must submit with the Bidder Declaration all materials required in the Bidder Declaration.
2. Prospective Bidder must submit with its proposal a DVBE Declaration (Attachment 9) completed and signed by each DVBE that will provide goods and/or services in connection with the contract. If Prospective Bidder is itself a DVBE, it must complete and sign the DVBE Declaration. If Prospective Bidder will use DVBE subcontractors, each DVBE subcontractor must complete and sign a DVBE Declaration. NOTE: The DVBE Declaration is not required is Prospective Bidder 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 Prospective Bidder not receiving the DVBE incentive. In addition, the Court may request additional written clarifying information. Failure to provide this information as requested will result in Prospective Bidder not receiving the DVBE incentive.

If Prospective Bidder receives the DVBE incentive: (i) Prospective Bidder will be Required to complete a post-contract DVBE certification if DVBE subcontractors are used; (ii) Prospective Bidder must use any DVBE subcontractor(s) identified in its proposal unless the Court 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.

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.

11.0 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 Prospective Bidder 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 Court to receive a solicitation specifications protest is the proposal due date. Protests must be sent to the Court address listed below via certified mail including signature required upon delivery. Personal and hand delivery of Protests will not be accepted.

Superior Court of California, County of Alameda
Finance and Facilities Division
Attention: Protest Hearing Officer
RFP SC 5621.2025.2.LM
1225 Fallon Street, Room 210
Oakland, CA 94612

The deadline to submit an Award Protest is five (5) business days after the Court posts the Intent to Award. Protests must be sent to the Court address listed below via certified mail including signature required upon delivery. Personal and hand delivery of Award Protests will not be accepted.

Superior Court of California, County of Alameda
Finance and Facilities Division
Attention: Protest Hearing Officer
RFP SC 5621.2025.2.LM
1225 Fallon Street, Room 210
Oakland, CA 94612