



# REQUEST FOR PROPOSALS

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**ADMINISTRATIVE OFFICE OF THE COURTS  
(AOC)**

**REGARDING:**

PROPOSALS TO PROVIDE REPRESENTATION TO ALL CHILDREN  
AND PARENTS IN JUVENILE DEPENDENCY PROCEEDINGS IN THE  
SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN LUIS OBISPO

**RFP: CFCC 08-12-LM**

**PROPOSALS DUE:**

**AUGUST 27, 2012, NO LATER THAN 2:00 P.M. (PACIFIC TIME)**

## GENERAL INFORMATION

### INTRODUCTION

The purpose of this Request for Proposals (RFP) is to solicit and award a multi-year contract to a qualified service provider for high quality, cost-effective representation for parties in juvenile dependency proceedings for the Superior Court of California, County of San Luis Obispo (Court). The representation is for all children<sup>1</sup> and parents<sup>2</sup> in juvenile dependency proceedings in San Luis Obispo County, including all levels of conflict children and conflict parents. This RFP is the means for prospective service providers to submit their qualifications and request selection as a service provider.

Additional information about and documents pertaining to this solicitation, including electronic copies of the solicitation documents, can be found on the California Courts Website located at [www.courts.ca.gov/rfps.htm](http://www.courts.ca.gov/rfps.htm) (Court's Website).

Proposals will be considered from all juvenile dependency provider types, including but not limited to:

- Government agencies;
- Non-profit organizations;
- Private firms;
- Panel organizational configurations; and
- Any combination of the above.

### 1.0 BACKGROUND INFORMATION

1.1 Judicial Council of California – AOC. The Judicial Council of California (Judicial Council), chaired by the Chief Justice of California, is the chief policy making agency of the California judicial system. The California Constitution directs the council 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 council 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 council and assists both the council and its chair in performing their duties.

1.2 The Center for Families, Children & the Courts.

1.2.1 The Center for Families, Children & the Courts (CFCC) is dedicated to improving the quality of justice and services to meet the diverse needs of children, youth, families, and self-represented litigants in the California courts.

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<sup>1</sup> "Child" or "children" refers to all children and youth, including eligible non-minor dependents in juvenile dependency proceedings.

<sup>2</sup> "Parent" or "parents" refers to all parents, guardians, and de facto parents in juvenile dependency proceedings.

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1.2.2 CFCC has implemented the Dependency Representation Administration Funding and Training (DRAFT) program to further the Judicial Council's goal of improving the quality of court-appointed counsel in juvenile dependency proceedings and maximizing the resources available for those services.

### 1.3 Court-Appointed Counsel Funding.

1.3.1 Contracts issued pursuant to this RFP will be funded by the court-appointed counsel (CAC) program budget. This program operates on a structural deficit. Annual expenditures have exceeded the state allocation of \$103.725 million by at least \$7 million for the last six years; full funding has been achieved via one-time transfers from other court operations areas. The fiscal year 2011-2012 program funding level has been reduced, and another reduction is anticipated for fiscal year 2012-2013, with the goal of discontinuing the transfer process by that year.

## 2.0 DESCRIPTION OF SERVICES

The services are expected to be performed by the selected service provider between **October 1, 2012** through **September 30, 2015**. The AOC Scope of Services and Service Levels are provided as *Attachment 2, Exhibit B*. The Scope of Services for the San Luis Obispo County Juvenile Dependency Court is provided as *Attachment 4*.

## 3.0 TIMELINE FOR THIS RFP

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	July 20, 2012
Deadline for questions to <a href="mailto:Solicitations@jud.ca.gov">Solicitations@jud.ca.gov</a>	August 6, 2012 by 2:00 PM
Questions and answers posted	August 13, 2012
Latest date and time proposal may be submitted	August 27, 2012 by 2:00 PM
Anticipated interview dates ( <i>estimate only</i> )	September 4 to 7, 2012
Evaluation of proposals ( <i>estimate only</i> )	August 28 to September 7, 2012
Notice of Intent to Award ( <i>estimate only</i> )	September 10, 2012
Negotiations and execution of contract ( <i>estimate only</i> )	September 14, 2012
Contract start date ( <i>estimate only</i> )	October 1, 2012
Contract end date ( <i>estimate only</i> )	September 30, 2015

#### 4.0 RFP ATTACHMENTS

The following attachments are included as part of this RFP:

ATTACHMENT & APPENDICES	DESCRIPTION
Attachment 1: Administrative Rules Governing RFPs (Non-IT Services)	These rules govern this solicitation. Description of services expected.
Attachment 2: AOC Standard Terms and Conditions	If selected, the person or entity submitting a proposal (the “Proposer”) must sign an AOC Standard Form agreement containing these terms and conditions (the “Terms and Conditions”).  The provisions marked with an (*) within the Terms and Conditions are minimum contract terms and conditions (“Minimum Terms”).
Attachment 3: Proposer’s Acceptance of Terms and Conditions	On this form, the Proposer must indicate acceptance of the Terms and Conditions or identify exceptions to the Terms and Conditions.
Attachment 4: Scope of Services for San Luis Obispo County	The Scope of Services for the San Luis Obispo County Juvenile Dependency Court.
Appendix A: JCATS Screen Shot	<i>This Appendix, posted on the RFP website, provides a snapshot of the case management program that Proposers will be required to use for caseload reporting to the AOC, as required by Section 7.1.2.f of the RFP.</i>
Appendix B: Budget Template	<i>Proposers must use this Excel spreadsheet, which is on the RFP website, to provide the cost proposal, as required by Section 6.2.3.1 of the RFP.</i>
Attachment 5: Payee Data Record Form	This form contains information the AOC requires in order to process payments.
Attachment 6: Darfur Contracting Act Certification	Proposer must complete the Darfur Contracting Act Certification and submit the completed certification with its proposal.
Attachment 7: Conflict of Interest Certification Form	This form contains the certifications required when submitting a proposal.

#### 5.0 PRE-PROPOSAL PRESENTATION

- 5.1 The AOC has prepared a pre-recorded webinar to familiarize proposers with dependency counsel solicitations that are administered by the AOC for courts participating in the DRAFT program. The webinar information will be posted on the Courts Website for this RFP, *San Luis Obispo County Dependency Representation at: <http://www.courts.ca.gov/rfps.htm>*
- 5.2 Proposers are encouraged to view the webinar information after its posting, scheduled for July 26, 2012.

## 6.0 SUBMISSIONS OF PROPOSALS

- 6.1 Proposals should provide straightforward, concise information that satisfies the requirements of *Section 7.0, Proposal Contents*. 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.
- 6.2 The Proposer must submit its proposal *in two parts*, the technical proposal and the cost proposal.
- 6.2.1 The Proposer must submit one (1) original and five (5) 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.
- 6.2.2 The Proposer must submit one (1) original and five (5) 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.
- 6.2.3 The Proposer must submit an electronic version of the entire proposal on CD-ROM. The files contained on the CD-ROM should be in PDF as well as *editable/unprotected* Word or Excel formats.
- 6.2.3.1 The cost proposal, in Excel, must be completed using the Budget Template provided as *Appendix B, Budget Template*. This template includes protected formulas and formatting, required for analysis of cost proposals. Cost proposals submitted in any other format, including an Excel spreadsheet created by a Proposer to look similar/identical to the provided Budget Template, will not be accepted.
- 6.3 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, 7<sup>th</sup> Floor  
455 Golden Gate Avenue  
San Francisco, CA 94102-3688
- 6.3.1 Proposals must be received by the date and time listed on the coversheet of this RFP. Late proposals will not be accepted.
- 6.3.2 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.

## 7.0 PROPOSAL CONTENTS

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

### 7.1.1 Title Page

The title page will include the following information:

- a. Proposal title;
- b. Date submitted;
- c. Proposer's name;
- d. Identification of Proposer as individual, partnership, corporation, public agency, or joint venture of one or more of the preceding;
- e. Identification of the business structure of the proposed representational model (e.g., public agency, private for-profit organizational representation, private non-profit organizational representation, solo practitioner, centrally administered panel, any combination of the preceding, etc.);
- f. Proposer's contact information (physical and electronic addresses, telephone, and fax);
- g. Name and contact information (physical and electronic addresses, telephone, and fax) for the person or persons who will be authorized to make representations for the Proposer; and
- h. Signature of duly authorized representative.
  - If the proposal is made by a sole proprietor, it must be signed by the sole proprietor.
  - If the proposal is made by a partnership, it must be signed by a member of the partnership and include the name and address of each member of the partnership.
  - If the proposal is made by a corporation, it must be signed by two officers of the corporation, consisting of one of each of the following: (1) chairman of the board, president, or vice president, and (2) the secretary, assistant secretary, chief financial officer, or assistant financial officer.
  - If the proposal is made by a corporation and is signed by a person other than an officer, or by only one officer, there must be attached to the proposal satisfactory evidence that the person signing is authorized by the corporation to execute contracts and bind the corporation on its behalf (e.g., certified copy of a corporation resolution or copy of appropriate corporate bylaws).
  - If the proposal is made by a joint venture, it must be signed on behalf of each participating company by officers or other individuals who have the full and proper authorization to do so as noted above. Note

that the AOC will enter into a contract with only one entity, so the lead company who will sign on behalf of the joint venture must be noted.

- If the proposal is made by a public agency, it must be signed by an individual authorized to make representations on behalf of the agency.

#### 7.1.2 Description of Services to be Provided:

##### a. Services

Provide a general description of the services to be provided to meet the Scope of Services requirements, as described in *Attachment 4, Sections 2-4*. The proposal must address how services will be provided to clients who use English as their second language.

##### b. Organization and Staffing Plan

For all provider types, this section of the proposal must include information regarding the Proposer's proposed organizational structure, including the following:

- A description of the methods to be used for the recruitment and hiring of attorneys and support staff, including a description of minimum qualifications, and expertise and standards to be required;
- Organizational chart that outlines divisions/units, including:
  - Classification and full-time equivalent (FTE) or part-time status for each attorney and non-attorney position included in each division/unit e.g., if 25% of person's time will be dedicated to this contract, indicate ".25 FTE");
  - Ratio of supervising attorneys to line attorneys, if applicable;
- Job descriptions for all employee classifications;
- Proposed number of clients per attorney, including a separate indication of the caseloads of supervising attorneys (counting each child as a client, irrespective of sibling group affiliation, where applicable).
- The Proposer must describe how they will supervise the work and work products to ensure the quality, performance and consistency of dependency representation, including courtroom coverage, for both attorney and non-attorney staff and any independently contracted attorneys used by the Proposer.

##### c. Courtroom Coverage and Calendar Management

Proposers must submit a proposal to represent parties in the current arrangement of all dependency departments. The proposal must describe how each courtroom will be staffed so as to ensure adequate attorney

availability at all times. A Courtroom Coverage and Calendar Management Plan (Plan) that includes each of the following elements must be included:

- A description of how courtroom coverage will be provided at all court locations, based on the information provided in *Attachment 4, Section 4*;
- A description of how calendaring conflicts with both local non-dependency and out-of-county cases, if applicable, will be avoided; and
- A description of how qualified substitute representation will be provided when assigned counsel is unavailable due to vacation, illness, or other unavoidable absence. **Substitute counsel must be prepared to address substantive case issues in order to avoid court delay.**
  - A list of proposed substitute counsel may be included in the Plan.
  - A list of substitute attorneys must be approved by the AOC within thirty days of execution of a new contract.

N.B. Substitute counsel are subject to the competency and education requirements specified in *Section 7.1.3* below, as well as the performance requirements outlined in *Attachment 4, Section 2*.

d. Proposals for Conflicts

Proposals must include a detailed plan for identifying and handling conflict situations, pursuant to the criteria contained in *Attachment 4, Section 8*.

All proposals must describe how all potential levels of conflicts will be addressed, and must demonstrate the ability to provide representation for all levels of conflict, including procedures to avoid ethical conflicts while providing representation to more than one party in a dependency case. Proposals must describe how secondary conflicts will be identified and avoided.

e. Facilities

Proposers must identify the proposed location(s) of office(s) and client interview facilities, which must be in San Luis Obispo County.

f. Reporting and Billing Requirements

Proposals must include a plan for maintaining case and statistical information required for reporting and billing purposes, as specified in *Attachment 4, Section 10*.

Contractors will be required to provide statistical information via the Juvenile Court Activity Tracking System (JCATS), a web-based case management program. A snapshot of the JCATS screen, showing required reporting elements, is provided in *Appendix A, JCATS Screen Shot*.

7.1.3 Competency and Experience Requirements (Including Resumes of Key Staff)

a. Competency and Continuing Education



The Proposer must describe how dependency counsel competency requirements will be met, as described in the California Rules of Court (CRC) Rule 5.660.

CRC Rule 5.660 may be found at:  
[http://www.courts.ca.gov/xbcr/cc/title\\_5.pdf](http://www.courts.ca.gov/xbcr/cc/title_5.pdf).

If the Proposer is proposing to subcontract with one or more organizations to provide dependency representation, the Proposer must describe how the competency and experience requirements of the Court will be met by that agency, and how the Proposer intends to monitor compliance of the subcontractor.

b. Key Staff Qualifications and Resumes

Resumes must be included in this section for key staff that describes their background and experience in conducting the proposed activities. Key staff includes all executive and supervisory level staff. Proposal must describe key staff's knowledge of the requirements necessary to complete this project and describe professional qualifications and experience of key staff, as well as each individual's ability and experience in conducting the proposed activities. If the Proposer is proposing to subcontract with one or more organizations to provide dependency representation, key staff resumes for those agencies must also be included. Resumes for key attorney staff must demonstrate training and experience necessary to comply with CRC Rule 5.660.

7.1.4 Improving Child Welfare Outcomes

The Proposer must describe the role of dependency counsel for parents, children or both in improving outcomes for children and families in the child welfare system, and how the services provided by the Proposer will help to further the DRAFT Program Goals, as identified in *Attachment 4, Section 5*. The Proposer must specifically speak to the role of counsel with respect to relative and sibling placement, reunification, reentry and guardianship rates, and must address the specific data presented regarding child welfare outcomes in San Luis Obispo County.

7.1.5 Acceptance of the Terms and Conditions

- a. On *Attachment 3, Proposer's Acceptance of the Terms and Conditions*, the Proposer must either indicate acceptance of the Terms and Conditions or clearly identify exceptions to the Terms and Conditions. An "exception" includes any addition, deletion, qualification, limitation, or other change.
- b. 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.

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N.B. A material exception to a Minimum Term will render a proposal non-responsive.

#### 7.1.6 Certifications, Attachments, and other requirements

Proposer must include the following certification in its proposal:

- a. Proposer must include in its proposal a completed and signed *Attachment 5, Payee Data Record Form*, or provide a copy of a form previously submitted to the AOC.
- b. If Proposer has had business activities or other operations outside of the United States within the previous three years, Proposer must complete *Attachment 6, Darfur Contracting Act Certification* and submit the completed certification with its proposal.
- c. Using *Attachment 7, Conflict of Interest Certification Form*, Proposer certifies it has no interest that would constitute a conflict of interest under California Public Contract Code sections 10365.5, 10410 or 10411; Government Code sections 1090 et seq. or 87100 et seq.; or rule 10.103 or rule 10.104 of the California Rules of Court, which restrict employees and former employees from contracting with judicial branch entities.
- d. If Proposer is a corporation, proof that Proposer is in good standing and qualified to conduct business in California.
- e. Copies of current business licenses, professional certifications, or other credentials.
- f. Proof of financial solvency or stability (e.g., balance sheets and income statements).
- g. The proposal must include a statement that the Proposer is financially capable of supporting the operation for seventy-five (75) days prior to the first payment. The statement must describe how this will be accomplished. After receipt of a proper invoice, first payment for services will be forwarded to the successful Proposer via U.S. mail, within 45 days after the first thirty (30) days of service. Thereafter, the Proposer may bill on a monthly basis; the AOC will pay valid invoices within sixty (60) days of receipt *except in the absence of a new State Budget Act*.

#### 7.2 Cost Proposal and Detailed Program Budget.

7.2.1 Cost proposals will be evaluated on their own merit, without regard to proposals submitted in response to any other RFP.

7.2.2 Due to uncertainty regarding funding for this program area, as described in *Section 1,1.3* above, Proposers are asked to submit proposals based on the Caseload

Funding Model adopted by the Judicial Council in October 2007<sup>3</sup>.

- 7.2.2 Total annual funding for proposals, not including any necessary start up and transition costs, will be limited to the following amount, from **\$630,100.00** to **\$707,059.00**.
- 7.2.3 The Proposer must specify the total maximum cost to the AOC for the project for the following periods:  
October 1, 2012 – September 30, 2013,  
October 1, 2013 – September 30, 2014, and  
October 1, 2014 – September 30, 2015.
- 7.2.4 Proposers must also provide in this section of the proposal a detailed line item budget for the periods below using *Appendix B, Budget Template*. *Appendix B* includes tabs for each period and proposers must complete all tabs.  
October 1, 2012 – September 30, 2013,  
October 1, 2013 – September 30, 2014, and  
October 1, 2014 – September 30, 2015.
- 7.2.5 The budget template includes the following line items:
- Personnel,
  - Benefits (e.g., medical/dental, vacation, etc.),
  - Additional Professional Services (e.g., interpreters, etc.),
  - Travel (includes in-county and out-of-county travel),
  - Training,
  - Insurance: These costs must reflect coverage levels as outlined in *Attachment 2, Exhibit A, Section 14*. Deductible amounts must be provided in the budget narrative;
  - Rent;
  - Overhead (includes utilities, supplies, etc.); and
  - Reimbursable expenses (expert witnesses, out-of-state travel to visit child clients, and conflict appointment payments).
- 7.2.6 As specified in *Attachment 2, Exhibit C, Sections 2-3*, the State will provide reimbursement for out-of-state travel to visit child clients and expert witnesses, as well as for conflict appointment payments. An estimate of these expenses must be included in the Budget Template.

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<sup>3</sup> The Judicial Council adopted the Caseload Funding Model at its October 26, 2007 meeting. The report to the Judicial Council detailing the model may be found at <http://www.courts.ca.gov/documents/102607itemF.pdf>.

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7.2.7 All Proposers are required to submit an electronic copy of the completed Budget Template in Excel format to the AOC, as specified in *Section 6.2.3*, above.

7.2.8 If the proposal includes any subcontract representation, the payment method and rate for cases that require representation other than by personnel employed by the organization must be described (e.g., hourly, per case, per hearing, etc.) in the Budget Template.

7.2.9 Pursuant to *Attachment 4, Section 4*, no facilities will be provided for the Proposer under this proposal. All office space will be the responsibility of the Proposer.

7.2.10 Budget Justification Narrative

Proposers must submit a narrative that explains all budgeted line items shown in the Budget Template.

**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 ninety (90) days following the proposal due date. In the event a final contract has not been awarded within this ninety (90) day period, the AOC reserves the right to negotiate extensions to this period. The AOC may release all offers upon issuance of a Notice to Award. (*See Section 3.0, above*)

## **9.0 EVALUATION OF PROPOSALS**

At the time proposals are opened, each proposal will be checked for the presence or absence of the required proposal contents. Proposals will be evaluated by an evaluation team to determine the proposer has demonstrated ability to provide quality legal services to parties in dependency proceedings.

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. The evaluation categories, maximum possible points for each category, and evaluation criteria for each category are set forth below:

CRITERION	MAXIMUM POINTS
<p>Plan to provide comprehensive, high quality and timely services to all dependency departments of the Court, including:</p> <ol style="list-style-type: none"> <li>1. Description of how services will be provided.</li> <li>2. Related experience, background and professional qualifications of the personnel who are responsible for providing dependency counsel services and program administration.</li> <li>3. Adequate oversight of the quality of services provided by the Proposer and subcontractors, if applicable, under this proposal.</li> <li>4. Complete and timely response to follow-up questions from the Court and the AOC regarding the proposal, if applicable.</li> </ol>	<b>40</b>
<p>Reasonableness of cost proposal, including:</p> <ol style="list-style-type: none"> <li>1. Proposed average cost per client; and</li> <li>2. Percentage of Proposer’s costs directly applied to attorney services, and to indirect costs.</li> </ol>	<b>30</b>
<p>Explanation of the role of children’s and/or parents’ counsel in impacting child welfare outcomes, including:</p> <ol style="list-style-type: none"> <li>1. Description of how representation impacts the placement and permanency outcomes, and how the services provided by the Proposer will help to further the DRAFT Program Goals, as identified in <i>Attachment 4, section 5</i>; and</li> <li>2. Explanation of the role of counsel with respect to relative and sibling placement, reunification, reentry and guardianship rates.</li> </ol>	<b>20</b>
<p>Acceptance of Proposal Contract Terms and Conditions, including:</p> <ol style="list-style-type: none"> <li>1. Attachment 2 – AOC Standard Terms and Conditions (submit only if there are exceptions/modifications as indicated on Attachment 3)</li> <li>2. Attachment 3 – Proposer’s Acceptance of Terms and Conditions</li> <li>3. Attachment 5 – Payee Data Record Form</li> <li>4. Attachment 6 – Darfur Contracting Act Certification</li> <li>5. Attachment 7 – Conflict of Interest Certification Form</li> <li>6. Proposer’s written statement that Proposer is financially capable of supporting the operation for seventy-five (75) days prior to the first payment, per <i>Section 7.1.6.g</i>, above.</li> </ol>	<b>10</b>

**10.0 INTERVIEWS**

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. If conducted in person, interviews will likely be held at the AOC’s offices 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.

**11.0 RIGHTS**

The AOC reserves the right to reject any and all proposals, in whole or in part, as well as the right

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to issue similar RFPs in the future. This RFP is in no way an agreement, obligation, or contract and in no way is the AOC or the State of California responsible for the cost of preparing a proposal. One copy of each proposal will be retained by the AOC for official files and will become a public record.

## **12.0 CONFIDENTIAL OR PROPRIETARY INFORMATION**

California judicial branch entities are subject to rule 10.500 of the California Rule of Court (see [www.courtinfo.ca.gov/cms/rules/index.cfm?title=ten&linkid=rule10\\_500](http://www.courtinfo.ca.gov/cms/rules/index.cfm?title=ten&linkid=rule10_500)), which governs public access to judicial administrative records.

If information submitted in a proposal contains material noted or marked as confidential and/or proprietary that, in the AOC's sole opinion, meets the disclosure exemption requirements of Rule 10.500, then that information will not be disclosed upon a request for access to such records. If the AOC finds or reasonably believes that the material so marked is **not** exempt from disclosure, the AOC will disclose the information regardless of the marking or notation seeking confidential treatment.

## **13.0 DISABLED VETERAN BUSINESS ENTERPRISE PARTICIPATION GOALS**

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

## **14.0 PROTESTS**

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](http://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 due date and time for submittal of proposals. Protests must be sent to:

AOC – Business Services  
Attn: Protest Hearing Officer, RFP: CFCC 08-12-LM  
455 Golden Gate Avenue, Seventh Floor  
San Francisco, CA 94102-3688

***END OF RFP***

