



# REQUEST FOR PROPOSALS

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**JUDICIAL COUNCIL OF CALIFORNIA**

**REGARDING:**

***Employee Assistance Program for the  
State of California's Judicial Branch  
RFP #HR-2017-08-LV-EAP***

**PROPOSALS DUE:**

***September 29, 2017*** NO LATER THAN **2:00** P.M.  
PACIFIC TIME

## 1.0 BACKGROUND INFORMATION

- 1.1 The Judicial Council of California (“JCC”), 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 JCC is the staff agency for the council and assists both the council and its chair in performing their duties.

The JCC serves as the liaison to the employee assistance provider for several judicial branch entities including Supreme Court justices and employees, Courts of Appeal justices and employees, Habeas Corpus Resource Center employees, Commission on Judicial Performance employees, California Judicial Center Library employees, JCC employees, and retired judges in the Assigned Judge program and all eligible dependents or spouses/domestic partners.

- 1.2 The purpose of this Request for Proposals (RFP) is to identify and retain a qualified service provider to perform the following services (“Services”): Linking Members with relevant mental health professionals to guide them through emotional, health, and employee/employer workplace issues such as anger management, interpersonal communications, and effective working relationships, through the provider's network of mental health professionals throughout the 58 counties of the state of California, to ensure support. The provider must have demonstrated success in designing a methodology to deliver confidential, timely, and relevant mental health services to the California judicial branch's Members. The provider will deliver up to six face-to-face or telephonic mental health-counseling sessions per incident to up to approximately 2,200 Members and eligible Members of their household. The Membership will include California judicial branch's justices, retired judges in the Assigned Judges Program, and employees of the Supreme Court, Courts of Appeal, Judicial Council of California (“JCC”), California Judicial Center Library, Habeas Corpus Resource Center (“HCRC”), and the Commission on Judicial Performance (“CJP”) and respective Members of their household.

The service provider will also provide referral services and sessions as needed by the Judicial Council's Human Resources (“HR”) office for workplace and productivity issues, life events, personal challenges, or other issues that an employee may not feel comfortable discussing with a supervisor or human resources representative.

- 1.3 Members have no financial responsibility in connection with services. However, fees for professional services provided by resources other than the contractor or counselors will be the responsibility of the member and/or his or her group health plan or other benefit programs, as applicable.

- 1.4 The JCC intends to award one (1) Agreement with an initial term of six-months estimated to be performed by the successful Proposer from January 1, 2018 through June 30, 2018 with the possibility of four (4) one-year options to extend the term. The Judicial Council in its sole discretion may exercise option terms prior to the expiration of the initial term or any option term.

## **2.0 DESCRIPTION OF SERVICES AND DELIVERABLES**

The selected contractor will be required to provide the following services/perform the following activities listed below:

### **2.1 Mental Health Professionals Network**

- 2.1.1 Maintain a toll-free telephone access line 24 hours per day, 365 days per year, for members to access mental health professional services. Intake specialists must be available through the telephone access line to assess a member's problem and arrange for appropriate counselor services. In addition, the intake specialist must provide crisis counseling.
- 2.1.2 Members are to be referred to relevant and geographically desirable mental health professionals.
- 2.1.3 In-person sessions are to be made available by appointment on weekdays, evenings, and Saturdays at the offices of the contractor's counselors statewide. A counselor must be available to provide an in-person session within seven (7) days of the request for service in connection with routine matters and within forty-eight (48) hours for urgent matters. The intake specialist must assess the member's problems and, in accordance with the intake specialist's best judgment, provide brief counseling and/or refer the member to an appropriate treatment provider and/or community resource.

Each member is eligible for up to six (6) in-person sessions per problem per year, as clinically appropriate. For substance abuse issues, (alcohol, drugs), up to ten (10) sessions per problem per year. If the intake specialist determines that a member requires services beyond the scope of the program including medical care or other specialized services, the intake specialist will refer the member to an appropriate treatment provider and/or community resources.

- 2.1.4 Provide intake specialists familiar with identifying geographically feasible and befitting mental health professionals for member needs.
- 2.1.5 Provide a qualified and diverse mental health professional pool in each of California's 58 counties.
- 2.1.6 Provide services such as problem-focused form of individual or family outpatient counseling that (a) seeks resolution of problems in living

(e.g., parenting concerns, emotional stress, marital and family distress, alcohol- and drug-related problems) rather than basic character change; (b) emphasizes counselee skills, strengths and resources; (c) involves setting and maintaining realistic goals that are achievable in a one to five month period; (d) encourages counselees to practice behavior outside the counseling session to promote therapeutic goals; and (e) in which the counselor provides structure, interprets behavior, offers suggestions, and assigns "homework" activities.

- 2.1.7 Provide mental health professionals with the following licenses: marriage and family therapist (MFT), licensed professional counselors (LPC), licensed clinical social workers (LCSW), and psychologists (PhD). Although desired, but not required, if any of the above health professionals are also an attorney with a JD, please include a statement of those individual's degrees.
- 2.1.8 Provide in-person, web-based, or telephonic mental health professional sessions for employees.
- 2.1.9 Provide an interpreter or written information in a specific language, if requested.
- 2.1.10 Throughout the State of California, at least one counselor must be available to provide in-person sessions as follows: urban and suburban areas: within a 5-mile radius, at least 95% of the time, of a member's home or work location; and rural areas: within a 25-mile radius, at least 95% of the time, of a member's home or work location. All counselors must have (1) training and experience in assessing substance abuse problems and in conducting focused, problem-resolution counseling and (2) at least a master's level degree in the appropriate field or such other training and practical experience in behavioral health treatment settings that qualify them to provide the applicable Services.
- 2.1.11 Access to clinical EAP services through self-referral, supervisor referral, and human resources referral.
- 2.1.12 Review mental health professionals' qualifications and allow the JCC to retain the right of selecting the assigned mental health professionals. The provider will conduct mental health professional audits a minimum of twice yearly to determine current licensure, active network membership, client satisfaction, and to ensure that appointments are being made within one week of the employee or employer's call.
- 2.1.13 Upon request of HR, the contractor will provide consultation to any manager or supervisor considering the referral of an Employee to the program and will assist the manager or supervisor in the "supportive confrontation" process as needed. In the case of a supervisor-referred employee, the contractor will remain in regular contact with the referring

supervisor regarding work performance issues. The contractor will also provide consultation regarding management of high-risk situations in which an employee's personal problems may create a threat of violence in the workplace. As appropriate and to the extent authorized by an employee or as otherwise permitted by law, the contractor will provide consultation on the process required to facilitate an employee's return to work.

- 2.1.14 Upon request by HR, provide trainings, workshops, classes, specialized orientations and materials for a supplemental fee on a fee-for-service basis. The content can include topics such as reducing employee absenteeism, stress management, wellness, etc. The contractor shall submit their fee-for-service to HR and not provide the following services without prior approval by HR. The training seminars and related services shall also include the development of customized training materials.
- 2.2 Critical Need Consultation. Respond to and consult in connection with a sudden, unanticipated, traumatic incident or circumstance occurring at the workplace (e.g., accident, death, threat of violence, natural disaster) that produces a high degree of distress in the affected workplace of the State or an immediate or delayed emotional reaction in employees that surpasses normal coping mechanisms.
- 2.3 Program Management
  - 2.3.1 Provide a dedicated program manager with experience regarding the administration, marketing, monitoring, and maintenance of an employer-provided mental health professional network.
  - 2.3.2 On a semiannual basis or as requested by HR, monitor and maintain the list of service providers within the mental health professional network to ensure service providers are active and their information is current.
  - 2.3.3 Provide ongoing oversight of the network to ensure that services are provided in a timely and relevant matter. Member calls should be answered at all times and members should receive an initial counseling session within one week of placing a call to the provider.
  - 2.3.4 Provide informational/promotional materials so that HR can continually inform members of services and contact information via electronic means, e.g. flyers, brochures, intranet postings, etc.
- 2.4 Record Keeping and Utilization
  - 2.4.1 The contractor will maintain records for each member who contacts the contractor for Services.
  - 2.4.2 Monitor the utilization of the mental health professional network and

make recommendations to improve utilization.

2.4.3 Provide quarterly utilization reports using aggregate data and including entity type: Justice, Retired Judge in Assigned Judge program, Habeas Corpus Resource Center employee, Supreme Court employee, Courts of Appeal employee, California Judicial Center Library employee, Commission on Judicial Performance employee, Judicial Council employee, eligible spouse/entity type, and eligible dependent/entity type and call type: marriage/family, substance abuse, job related, stress, illness, etc.

2.4.4 The utilization reports shall not include member identifiable information. Age and gender data may be included if available.

2.5 Transition Services. Provide a transition plan for services that are in progress at the time of change-over from the existing employee assistance provider to the new service provider.

### 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.

**Table 1:**

<b>EVENT</b>	<b>DATE</b>
RFP issued	<b>September 5, 2017</b>
Deadline for questions to <a href="mailto:solicitations@jud.ca.gov">solicitations@jud.ca.gov</a>	<b>September 12, 2017</b>
Questions and answers posted ( <i>estimate only</i> )	<b>September 15, 2017</b>
Latest date and time proposal may be submitted	<b>September 29, 2017, 2:00 p.m. Pacific Time</b>
Evaluation of proposals ( <i>estimate only</i> )	<b>October 2 – October 6, 2017</b>
Notice of Intent to Award ( <i>estimate only</i> )	<b>October 16, 2017</b>
Negotiations and execution of contract ( <i>estimate only</i> )	<b>October 16 – October 24, 2017</b>
Contract start date ( <i>estimate only</i> )	<b>January 1, 2018</b>
Contract end date ( <i>estimate only</i> )	<b>June 30, 2018</b>

#### 4.0 RFP ATTACHMENTS

The following attachments are included as part of this RFP:

**Table 2:**

ATTACHMENT	DESCRIPTION
Attachment 1: Administrative Rules Governing RFPs (Non-IT Services)	These rules govern this solicitation.
Attachment 2: JCC Standard Terms and Conditions	If selected, the person or entity submitting a proposal (the “Proposer”) must sign this JCC Standard Form agreement.
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. <b>Note: A material exception to a Minimum Term may render a proposal non-responsive.</b>
Attachment 4: General Certifications Form	The Proposer must complete the General Certifications Form and submit the completed form with its proposal.
Attachment 5: Darfur Contracting Act Certification	The Proposer must complete the Darfur Contracting Act Certification and submit the completed certification with its proposal.
Attachment 6: Payee Data Record Form	This form contains information the JCC requires in order to process payments and must be submitted with the proposal.
Attachment 7: Questions for Proposers	Proposers must provide an answer to each question. Answers must be numbered to correspond with the question number.
Attachment 8: Rate Proposal Form	Proposers must use this form to provide their rate per covered employee per month and submit the completed form with its cost proposal.
Attachment 9: Unruh and FEHA Certification	The Proposer must complete the Unruh Civil Rights Act and California Fair Employment and Housing Act Certification.

#### 5.0 PRE-PROPOSAL CONFERENCE

The Judicial Council will not hold a pre-proposal conference.

#### 6.0 SUBMISSIONS OF PROPOSALS

6.1 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.

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 three (3) copies** of the non-cost portion of the proposal. The original must be signed by an authorized representative of the Proposer. The original non-cost portion of the proposal (and the copies thereof) must be submitted to the JCC in a single sealed envelope, separate from the cost portion. 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 three (3) copies** of the cost portion of the proposal. The original must be signed by an authorized representative of the Proposer. The original cost portion of the proposal (and the copies thereof) must be submitted to the JCC in a single sealed envelope, separate from the non-cost portion. 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 or USB memory stick/flash drive. The files must be in PDF, Word, or Excel formats.

6.3 Proposals must be delivered by the date and time listed on the coversheet of this RFP to:

Judicial Council of California  
Attn: **Solicitations**, RFP #HR-2017-08-LV-EAP  
455 Golden Gate Avenue, Sixth Floor  
San Francisco, CA 94102-3688

6.4 Late proposals will not be accepted.

6.5 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 A cover letter containing the name of the Proposer, the address of the proposing office, and the name, phone number, mailing address and email of the individual who will act as the Proposer's designated



representative for the purposes of this RFP.

- 7.1.2 A table of contents including an index of the proposal contents and attachments.
- 7.1.3 A separate section covering the Proposer's background, Principal Officers, and Staff Qualifications and Experience
  - a. State how long the Proposer's firm has been licensed to do business and where the firm is incorporated, if applicable.
  - b. Indicate if the firm is a subsidiary or affiliate of another firm.
  - c. Describe any pending agreements to merge or sell the firm.
  - d. Describe the organization of the key staff (including the dedicated program manager) that would service the contract. Provide a listing of the staff, including name, title, and length of service within the organization along with a resume for each staff member. Other staff should be identified by name and title; additional qualifications and experience on similar projects may be included.
- 7.1.4 A separate section describing the scope of required services, including the Proposer's ability to administer a full employee assistance program across the state. Describe in the detail the ability to provide services sought by the JCC, as indicated below:

#### **Member Reach**

- a. List office locations and hours.
- b. Describe your experience in handling multiple locations in California, including availability of staff and referral network across the state.
- c. Given the diverse entities eligible to receive services from this program, describe your proposed methodology for determining member eligibility.
- d. State the California counties in which you will have a limited capacity to provide in-person mental health professional sessions. If so, describe the extent of the limitation.
- e. State the California counties in which you will have no ability to provide in-person mental health professional sessions.
- f. Describe your firm's ability to provide mental health sessions via video web-based tools.

#### **Services**

- g. Describe your firm's philosophy towards mental health services and counseling.
- h. Describe your experience in working with entities that have approximately 2,200 members and providing similar services as described in RFP Section 2.0.
- i. Describe your methodology to provide telephonic consultation and support to supervisors/managers regarding workplace issues as requested by HR.
- j. Describe your methodology for a response to and consultation in connection with a sudden, unanticipated, traumatic incident or circumstance occurring at the workplace (e.g., accident, death, threat of violence, natural disaster) that produces a high degree of distress in the affected workplace or an immediate or delayed emotional reaction in employees that surpasses normal coping mechanisms.
- k. Describe your proposed process for the referral process of linking members with a mental health professional.
- l. Describe your methodology to provide telephonic consultation and support to supervisors/managers regarding workplace issues as requested by HR.
- m. Describe your ability to maintain confidential records of member calls.
- n. Describe how you will handle, process, and reply to employee inquiries. Include whether or not you provide a toll-free customer number. Indicate if there will be 24-hour emergency coverage.
- o. Specify the timeframe for scheduling appointments from initial request by participant and explain the process of answering the phone calls in the clinic.

### **Counselor Qualifications**

- p. Provide the number of counselors who are professionally licensed as marriage and family therapist (MFT), licensed professional counselors (LPC), licensed clinical social workers (LCSW), attorneys (JD), psychologists (PhD), and any other licenses in your proposed network for the program.
- q. Describe your methodology for the credentialing process used to evaluate potential counselors for the program.
- r. Describe the minimum credentials and qualifications you require of your mental health professionals and phone intake specialists.

- s. Describe your methodology for auditing the mental health professional qualifications as described in RFP Section 2.1.7.
- t. Provide the retention rate of the mental health professionals that have been with your company for three years or more.

### **Transition Planning**

- u. Describe your proposed transition plan for services that are in progress at the time of change-over from the existing employee assistance provider to the new service provider.

### **Network**

- v. Describe out-of-network referral process, if any. Explain whether such services are included in the basic fee, or, if additional, how fees are calculated.

#### 7.1.5 A separate section describing the reports provided to the JCC.

- a. Specify all reports that will be issued to the JCC. Furnish examples of all reports and indicate frequency of each.
- b. Describe your methodology for conducting utilization analysis and providing quarterly reports as described in RFP Section 2.4.3.
- c. Provide statistics regarding in-house counseling versus referrals made (averages for client services).

#### 7.1.6 A separate section describing training and communication.

- a. Describe the initiative and tactics your firm has used to encourage and/or increase employee participation in the EAP.
- b. Provide samples of the promotional materials that would be used to communicate the availability of the mental health professional network to members.
- c. Describe the training and employee communication strategy that would be used to educate employees.
- d. Provide a list of courses, noting descriptions and length.

#### 7.1.7 A separate section containing references, including contact information of prior clients.

- a. List the number of EAP clients the organization is currently servicing.

- b. Names, addresses, and telephone numbers of a minimum of four (4) clients for whom the proposer has conducted similar services. The JCC may check references listed by proposer.

7.2 Acceptance of the Terms and Conditions.

- 7.2.1 On Attachment 3, 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.
- 7.2.2 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.
- 7.2.3 **Note: A material exception to a Minimum Term will render a proposal non-responsive.**

7.3 Certifications, Attachments, and other requirements. Proposer must include the following certification in its proposal:

- 7.3.1 The Proposer must complete the General Certifications Form (Attachment 4) and submit the completed form with its proposal.
- 7.3.2 The Proposer must complete the Darfur Contracting Act Certification (Attachment 5) and submit the completed certification with its proposal.
- 7.3.3 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.
- 7.3.4 Proposer must include in its proposal a completed and signed Payee Data Record Form (see Attachment 6), or provide a copy of a form previously submitted to the JCC.
- 7.3.5 Proposer must complete the Questions For Proposers (Attachment 7) and submit the completed form with its proposal.
- 7.3.6 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. JCC may verify by checking with California's Office of the Secretary of State.

7.3.7 Copies of the Proposer's (and any subcontractors') current business licenses, professional certifications, or other credentials.

7.3.8 Proof of financial solvency or stability (e.g., balance sheets and income statements).

7.3.9 The Proposer must complete the Unruh Civil Rights Act and California Fair Employment and Housing Act Certification (Attachment 9) and submit the completed certification with its bid.

7.4 Cost Proposal. The following information must be included in the cost proposal.

7.4.1 A detailed line item budget showing total cost of the proposed services.

7.4.2 A full explanation of all budget line items in a narrative entitled "Budget Justification."

7.4.3 A "not to exceed" total for all work and expenses payable under the contract, if awarded.

7.4.4 A completed Attachment 8, Rate Proposal Form

7.4.5 Describe how you calculated and arrived at your proposed rates in Attachment 8.

**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 period, the JCC reserves the right to negotiate extensions to this period.

## **9.0 EVALUATION OF PROPOSALS**

The JCC 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 JCC will post an intent to award notice at [www.courts.ca.gov/rfps.htm](http://www.courts.ca.gov/rfps.htm).

**Table 3:**

<b>CRITERION</b>		<b>MAXIMUM NUMBER OF POINTS</b>	<b>REFERENCED RFP SECTION</b>		
<b>Credential of staff to be assigned to the project</b>					
1.	Key Staff Qualifications and Experience (1-5 points)	20	<b>1. RFP Sections 7.1.3 (a-d), 7.1.4 (b, f) and 7.3.6</b>		
2.	Counselor Qualifications (1-5 points)				
<b>Quality of Work Plan Submitted</b>					
3.	Member Reach (1-5 points)	30	<b>3. RFP Section 7.1.4 (a, b, d, e, f), 4. RFP Section 2.0, Section 7.1.4. (c.) Section 1.2 5. RFP Section 2.5, Section 7.1.4 (u) 6. RFP Section 2.0 (2.1), Section 7.1.4 (b, v, w), Section 7.1.6 (b) 7. RFP Section 2 (2.4.3, 2.4.4), Section 7.1.5 (a, b, c), Section 7.1.6 (a, b, c, d) and 7.1.7(a, b) 8. RFP Section 2.1.10, 7.1.6 (a, b, c, d) and 7.1.7 (a, b)</b>		
4.	Services (1-5 points)				
5.	Transition Planning (1-5 points)				
6.	Network (1-5 points)				
7.	Reporting Quality (1-5 points)				
8.	Training and Communication (1-5 points)				
9.	Cost Reasonableness			30	<b>9. RFP Section 7.4 and Attachment 7, Question 10, and Attachment 8</b>
10.	Acceptance to Terms and Conditions			10	<b>10. RFP Section 7.2 and Attachment 3</b>
11.	Ability to meet timing requirements to complete the project	10	<b>11. RFP Section 2, Attachment 2 section 3.0</b>		
<b>Maximum Score</b>		<b>100</b>			

## 10.0 INTERVIEWS

The JCC 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 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 in person or by phone. 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 PURSUANT TO APPLICABLE PROVISIONS OF THE CALIFORNIA PUBLIC CONTRACT CODE AND RULE 10.500 OF THE CALIFORNIA RULES OF COURT.** 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 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 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. Proposers are accordingly cautioned not to include confidential, proprietary, or privileged information in proposals.

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

The JCC has waived the of DVBE incentive in this solicitation.

## **13.0 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](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 JCC to receive a solicitation specifications protest is RFP Due Date and Time set forth in Table 1 of Section 4. Protests should be sent to:

Judicial Council of California  
Business Services  
ATTN: Protest Hearing Officer  
455 Golden Gate Avenue  
San Francisco, CA 94102 -3688