

REQUEST FOR PROPOSALS

***JUDICIAL COUNCIL OF CALIFORNIA,
LEADERSHIP SUPPORT SERVICES***

REGARDING:

***COURT INTERPRETER SCHEDULING
SOFTWARE***

RFP Number: LSS-2026-207-RB

PROPOSALS DUE:

May 1, 2026, NO LATER THAN 3:00 P.M. PACIFIC TIME

1.0 BACKGROUND INFORMATION

- 1.1. 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.
- 1.2. The California Constitution directs the Judicial 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.
- 1.3. The Judicial Council also adopts rules for court administration, practice, and procedure, and performs other functions prescribed by law.
- 1.4. The Judicial Council of California is the staff agency for the council and assists both the council and its chair in performing their duties.
- 1.5. Leadership Support Services (LSS) is an office within the Judicial Council.
- 1.6. The council’s Language Access Services Program (LAS) is housed within LSS. The Court Interpreters Program (CIP) is a unit within LAS.
- 1.7. CIP strives to ensure access to the courts for limited-English-proficient (LEP) or deaf or hard-of-hearing individuals, by developing programs and practices that enhance the quality of interpretation and increase the availability of qualified interpreters in the courts.
- 1.8. CIP and LSS require a single three-year subscription (with a two-year option to renew) for a court interpreter scheduling software solution that will automate and streamline court requests for and assignment of qualified interpreters to court cases for (1) in-person cross-assignments (in which a court employee from one court travels to and assists another court for a temporary assignment) and (2) video remote interpreting (VRI) assignments where court interpreter employees can assist a requesting court remotely for a case assignment.
- 1.9. Among other features, the software will handle interpreter requests from courts and acceptance of assignments, send automated alerts, and track performance to capture data on numbers of interpreter assignment requests received and successful completion of interpreter assignments.
- 1.10. See RFP Exhibit 1 for software requirements. All software functions, features, reports, etc. will be accessed via the Internet.

2.0 DESCRIPTION OF SERVICES AND DELIVERABLES

2.1 The Judicial Council is requesting proposals from highly qualified providers of court interpreter scheduling software for the CIP and LSS. This software is needed as a 3-year subscription-based tool to allow courts to request and assign court employee cross-assignments and VRI assignments via email and text communications to various contact groups. More details can be found in **Exhibit 1: Minimum Court Interpreter Scheduling Software Requirements**.

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2.2 The Judicial Council intends to award one proposal for an initial three (3) year subscription. If the Judicial Council elects to extend the term, it will continue to be based on a two (2) year subscription.

2.3 The Judicial Council may elect to make an award to court interpreter scheduling software provider if it is in the Judicial Council’s best interest to do so. The Judicial Council reserves the right to make only one award, or to reject any or all proposals submitted in response to this RFP. The Judicial Council reserves the right to make no award and to modify or cancel, in whole this RFP.

3.0 TIMELINE FOR THIS RFP



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

EVENT	DATE
RFP issued	April 13, 2026
Deadline for questions submitted to Solicitations@jud.ca.gov	April 17, 2026, at 3:00 p.m. (Pacific Time)
Questions and answers posted at https://www.courts.ca.gov/rfps.htm (estimate only)	April 21, 2026
Final Proposal due date and time – Technical and Cost Proposals are submitted in different mailboxes, please see below:	
Technical Proposal only must be submitted to – Solicitations@jud.ca.gov	May 1, 2026, at 3:00 p.m. (Pacific Time)
Cost Proposal Only must be submitted separately to LSS-2026-207-RB-COSTS@jud.ca.gov	May 1, 2026, at 3:00 p.m. (Pacific Time)
Evaluation of proposals (estimate only)	May 4 to 15, 2026
Technical scores posted on the Judicial Council website (estimate only)	May 21, 2026
Public cost opening. Details will be emailed to respondents.	May 22, 2026
Notice of Intent to Award (estimate only)	May 29, 2026
Agreement start date (estimate only)	June 15, 2026
Initial Term (estimate only)	June 15, 2026, to June 14, 2029
Option Term (2-year) (estimate only)	June 15, 2029, to June 14, 2031

4.0 RFP ATTACHMENTS

The following attachments are included as part of this RFP:

ATTACHMENT	DESCRIPTION
Attachment 1: Administrative Rules	These rules govern this solicitation.

ATTACHMENT	DESCRIPTION
Attachment 2: Judicial Council Standard Terms and Conditions	If selected, the person or entity submitting a proposal (the “Proposer”) must sign the Judicial Council 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.
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	This form needs to be completed and signed by the Proposer if the Contractor is participating in the Small Business Preference and submitted with the proposal.
Attachment 6: Payee Data Record Form 204 and 205	<p>This form contains information the Judicial Council requires to process payments and must be submitted with the proposal.</p> <p>PAYEE DATA RECORD FORM (STD 204) https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std204.pdf </p> <p>PAYEE DATA RECORD SUPPLEMENT (STD 205) https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std205.pdf </p>
Attachment 7: Iran Contracting Act Certification	The Proposer must complete this Certification and submit the completed certification with its proposal.
Attachment 8: Unruh	The Proposer must complete this Certification and submit the completed certification with its proposal.
Attachment 9: Darfur	The Proposer must complete this Certification and submit the completed certification with its proposal.
Attachment 10: Bidder Declaration	This form needs to be signed by the Proposer if the Contractor is participating in the DVBE incentive and submitted with the proposal.
Attachment 11: DVBE Declaration	Each DVBE that will provide goods and/or services in connection with the contract must complete this form. If the Proposer is itself a DVBE, it must also complete and sign the DVBE Declaration.
Attachments 3-11 must be signed by an authorized representation of the Provider	
Exhibit 1 – Minimum Email Marketing Tool Requirements	System requirements document.

5.0 PAYMENT INFORMATION

See **Attachment 2**: Judicial Council Standard 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 in conformity to the RFP’s instructions and requirements, and completeness and clarity of content.

The Proposer must submit its proposal in two parts with associated attachments: the Technical Proposal and the Cost Proposal.

6.1.1 Technical Proposal

6.1.1.1 All Technical Proposals and related attachments must be submitted to the Solicitations mailbox at solicitations@jud.ca.gov.

6.1.1.2 The Proposer must submit their Technical Proposal via email as a separate attachment from the Cost Proposal.

6.1.1.3 The Technical Proposal must be signed by an authorized representative of the Proposer. The Proposer must indicate the RFP title and number in the subject line of the email, as well as on any Proposal attachments

6.1.2 Cost Proposal

6.1.2.1 All Cost Proposals and related attachments must be submitted to the mailbox at LSS-2026-207-RB-COSTS@jud.ca.gov.

6.1.2.2 The Cost Proposal must include all components required in Section 2.0 and in the ***Deliverables Matrix***.

6.1.2.3 The Proposer must indicate the RFP title and number in the Subject line of the submission email and on any Proposal attachments.

6.1.3 Acceptance of submissions will be based on the date and time the emails are received by the Judicial Council. Both proposal emails must be received prior to the due date and time.

Proposal submitted or received after the published due date and time will not be accepted.

7.0 PROPOSAL CONTENTS

Technical proposals should cover the following topics:

1. Executive Summary

- Understanding of court interpreter scheduling challenges
- Summary of proposed solution and key benefits

2. Vendor Qualifications

- Experience with courts or justice agencies
- References from comparable government clients
- Financial stability
- Years providing scheduling/workforce management systems

3. Functional Capabilities

- Interpreter scheduling (staff and independent contractors)
- Automated matching (language, certification level, location, availability)
- Calendar integration
- Conflict detection
- Waitlist / reassignment features
- Remote proceeding support (e.g., video platforms)
- Multi-court/location management
- Real-time updates and notifications
- Reporting (usage, costs, compliance, interpreter hours)
- Mobile access (if available)

4. Compliance & Certification Support

- Tracking of interpreter certification status
- Credential expiration alerts
- Compliance with court policies and applicable standards
- Accessibility (WCAG compliance)
- Data privacy and confidentiality safeguards

5. Technical Architecture

- Hosting model (cloud/on-prem)
- System architecture overview
- APIs and integration capability (case management, HR, finance)
- Scalability and performance

6. Security

- Encryption (at rest/in transit)
- Role-based access controls
- Audit logs
- Incident response plan
- Disaster recovery/business continuity

7. Implementation Plan

- Project timeline and milestones
- Data migration approach
- Configuration vs. customization

- Testing and user acceptance plan
- Training plan (court staff and interpreters)

8. Ongoing Support

- Help desk structure and hours
- Service level agreements (SLAs)
- Upgrade and maintenance policy
- Account management

9. Risk & Transition

- Key risks and mitigation strategies
- Data ownership
- Data export capabilities
- Termination assistance

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

Cost proposals should include the following information:

Pricing

- Detailed cost breakdown (implementation, licensing, support)
- Optional modules
- Multi-year total cost of licensing and support

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 Judicial Council reserves the right to negotiate extensions to this period.

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.

The Judicial Council 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 is awarded, the Judicial Council will post an intent to award notice at <http://www.courts.ca.gov/rfps.htm>.

CRITERION	MAXIMUM NUMBER OF POINTS
Quality of work plan submitted <i>Proposals should include a work plan that demonstrates an understanding of the scope of work in the RFP, including timeline, specific project approaches, and proposed staffing. Work plan should</i>	17

CRITERION	MAXIMUM NUMBER OF POINTS
<i>include concrete steps that will be taken by bidder to timely meet all project deliverables and ensure high quality work products.</i>	
Experience on similar assignments and credentials of staff to be assigned to the project <i>Proposals should indicate prior experience and/or examples of similar previous projects performed, including specific qualifications/experience for key personnel assigned to each project.</i>	13
Ability to meet timing requirements to complete the project <i>Proposals should demonstrate a firm capacity to perform all deliverables within the specific timeframe. Evaluation of ability to meet timing requirements will factor in previous work/projects that successfully met project time requirements and milestones.</i>	12
Cost <i>Proposals should include a detailed line-item budget (maximum firm fixed amount for each deliverable) with detailed explanation and justification to ensure timely, effective and efficient delivery of work. Proposal costs will be evaluated to determine whether the anticipated costs are reasonable and appropriate for completion of all project deliverables.</i>	50
Acceptance of the Terms and Conditions	5
DVBE Incentive	3

10.0 INTERVIEWS

The Judicial Council 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 Judicial Council’s offices. The Judicial Council will not reimburse Proposers for any costs incurred in traveling to or from the interview location. The Judicial Council 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 Judicial Council 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 Judicial Council’s right to disclose information in the proposal, or (b) requiring the Judicial Council 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, pursuant to this Section 11.0. 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 10. 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 11 completed and signed by each DVBE that will provide goods and/or services in connection with the 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 Judicial Council 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, see the

Judicial Council’s Small Business Preference Procedures for the Procurement of Information Technology Goods and Services.

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.

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 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 Judicial Council to receive a solicitation specifications protest is on the proposal due date. Protests must be sent to the Contracts Manager.

14.0 GENERATIVE ARTIFICIAL INTELLIGENCE

Definitions:

“Artificial intelligence” or “AI” means technology that enables computers and machines to reason, learn, and act in a way that would typically require human intelligence.

“Generative Artificial Intelligence” or “GenAI” means an artificial intelligence system that can generate derived synthetic content, including text, images, video, audio, code, and data visualizations, that emulates the structure and characteristics of the system’s training data.

15.1 In its proposal, Proposer must notify the Judicial Council if Proposer’s goods or services contain or utilize GenAI (or will contain or utilize GenAI), or if GenAI is or will be included in any services, goods, or deliverables that materially impact:

(a) functionality of a Judicial Council system (i.e., the work using GenAI could have a significant, substantial effect on the system’s data integrity, availability, confidentiality, or security, and failure to perform such work in accordance with the contract could cause major disruptions to Judicial Council operations).

(b) risk to the Judicial Council (i.e., the work using GenAI could have a significant, substantial effect on the Judicial Council’s operations, security, or reputation, and failure to perform such work in accordance with the contract would constitute a high likelihood of damage to the Judicial Council); or

(c) contract performance (i.e., when failure to conduct work which uses GenAI in accordance with the contract would constitute a material breach of contract).

15.2 Proposer’s failure to disclose GenAI to the Judicial Council may result in disqualification (at the Judicial Council’s sole discretion), and the Judicial Council reserves the right to seek any and all relief it may be entitled to as a result of such non-disclosure.

15.3 The Judicial Council reserves the right to incorporate GenAI-related provisions into the final contract and to reject bids/offers that present an unacceptable level of risk to the Judicial Council, as determined by the Judicial Council in its sole discretion.