

RFP Title: Statewide Translation Services
RFP Number: CFCC-2019-08-MS

REQUEST FOR PROPOSALS

JUDICIAL COUNCIL OF CALIFORNIA

REGARDING:

**PROPOSALS TO PROVIDE STATEWIDE TRANSLATION
SERVICES**

RFP: CFCC-2019-08-MS

PROPOSALS DUE:

NO LATER THAN SEPTEMBER 12, 2019 - 3:00 P.M. PACIFIC TIME

1.0 BACKGROUND INFORMATION

- 1.1 The Judicial Council of California, chaired by the Chief Justice of California, is the chief policy-making body 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. Staff to the Judicial Council assists both the Council and its chair in performing their duties.

The majority of cases in the California courts begin in one of the trial or superior courts that reside in each of the state's 58 counties. As used within this RFP, the term "trial court" is synonymous with superior court.

In order to leverage purchasing power among California judicial branch entities, and to standardize terms and conditions for similar purchases through the judicial branch, the Judicial Council solicits statewide master agreements for the benefit of judicial branch entities. The Judicial Council is conducting this RFP for the benefit of all California judicial branch entities. Unless otherwise specifically set forth, any representations, warranties, or certifications made by a proposer or potential vendor pursuant to this RFP are deemed to be made to all of the foregoing entities.

- 1.2 The Center for Families, Children and the Courts (CFCC) is dedicated to improving the quality of justice and services to meet the diverse needs of children, youth, and families, including self-represented litigants, litigants with disabilities, and litigants with limited English proficiency (LEP). The CFCC works to maximize the effectiveness of court services and legal processes, increase public access and promote court services to the legal community and the public, through the development of educational content, including web content, for dissemination to self-represented litigants, including LEP court users.

The Judicial Council is responsible for preparation and modification of Judicial Council forms for use by the courts, attorneys and the public. It provides foreign language versions of forms and information sheets for educational purposes and ensures that foreign language versions of forms are modified in tandem with their English counterparts.

Each year since the adoption of the branch's *Strategic Plan for Language Access* in January 2015, the Judicial Council and other judicial branch entities have increased their year-over-year spending on translations and maintenance of translated forms and web content. The translation volume for calendar year 2018 was approximately \$210,000.00.

- 1.3 The Judicial Council intends to award one or more master agreements ("Master Agreements"), each with an initial term of two (2) years, commencing on the

Effective Date set forth on the Master Agreement coversheet with three (3) one-year options to extend the term, which option(s) may be exercised by the Judicial Council in its sole discretion any time prior to the expiration of the initial term or any option term. Notwithstanding the foregoing, the Judicial Council in its sole discretion may decide to make no award.

2.0 DESCRIPTION OF SERVICES AND DELIVERABLES

- 2.1 The Judicial Council seeks to facilitate the provision of translation services for the State of California’s judicial branch. The Judicial Council, for itself and on behalf of the fifty-eight (58) Superior Courts of California, the California Appellate Courts, which include the Supreme Court of California, and the Habeas Corpus Resource Center (hereafter collectively referred to as “Purchasing Group,” and individually, a “member of the Purchasing Group” or “Purchasing Group Member”), is requesting proposals from highly qualified proposers with expertise in providing translation and formatting services.
- 2.2 The Judicial Council seeks proposals from Proposers that will provide translation, formatting, and field testing of the translations of legal forms; translation and formatting of foreign legal documents and contracts; translation and formatting of posters, brochures and other informative leaflets/notices; translation of web content; *translation of the text interface of software applications; and translation and formatting of correspondence.*
- 2.3 The Judicial Council seeks proposals from Proposers that provide translation services between English and the following languages:
 - Arabic
 - Armenian (Eastern)
 - Armenian (Western)
 - Chinese Simplified
 - Chinese Traditional
 - Farsi
 - Hmong
 - Khmer
 - Korean
 - Punjabi
 - Russian
 - Spanish
 - Tagalog
 - Vietnamese
- 2.4 The translation services specifications and related requirements are set forth in Attachment 2: Contract Terms and Conditions.

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2.5 Under the Master Agreement, any Purchasing Group Member can establish a Participating Addendum with the successful proposer for the provision of translation services. There is no guarantee of any minimum quantity of services to be ordered by any Purchasing Group Member from any Master Agreement that may result from 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	August 12, 2019
Deadline for Questions submitted to TCSolicitation@jud.ca.gov	August 21, 2019 5:00 pm Pacific Time
Questions and Answers posted www.courts.ca.gov/rfps.htm (<i>estimate only</i>)	August 27, 2019
Proposal Due Date	September 12, 2019 3:00 PM Pacific Time
Interview date (<i>estimate only</i>)	September 16, 2019
Evaluation of Proposals (<i>estimate only</i>)	September 19, 2019
Notice of Intent to Award (<i>estimate only</i>)	September 30, 2019
Negotiations and execution of contract (<i>estimate only</i>)	Completed by October 15, 2019
Contract start date (<i>estimate only</i>)	October 31, 2019
Contract end date of initial term (<i>estimate only</i>)	October 30, 2021
Master Agreement Term (five years – two (2) years plus three (3) one-year options to extend)	October 31, 2024

4.0 RFP ATTACHMENTS

The following attachments are included as part of this RFP:

ATTACHMENT	DESCRIPTION
Attachment 1: Administrative Rules Governing RFPs (Non-IT Services)	These rules govern this solicitation. Proposers shall follow the rules set forth in this attachment in preparing their proposals.
Attachment 2: Judicial Council Contract Terms and Conditions, including Participating Addendum	This attachment contains the Master Agreement for Services, which includes General Provisions, a detailed description of Services and Deliverables, Payment Provisions under the contract including the Participating Addendum.
Attachment 3: Proposer’s Acceptance of Terms and Conditions	On this form, Proposers must indicate acceptance of the Terms and Conditions. Note: Any material exceptions to the Terms and Conditions shall be a negative factor in the evaluation.
Attachment 4: General Certifications Form	Proposers must complete this form and submit the form with their proposal.
Attachment 5: Darfur Contracting Act Certification	Proposers must complete this form and submit with their proposal.
Attachment 6: Payee Data Record Form	This form contains information the Judicial Council requires in order to process payments and must be submitted with the proposal.
Attachment 7: Pricing Form	This form contains the cost information required from Proposers.
Attachment 8: DVBE Declaration	Complete and return this form with the proposal only if Proposer wishes to declare DVBE status.
Attachment 9: DVBE Bidder Declaration	Complete and return this form with the proposal only if Proposer wishes to claim the DVBE incentive associated with this RFP.
Attachment 10: Unruh and FEHA Certification	Proposers must complete the Unruh Civil Rights Act and California Fair Employment and Housing Act Certification.

5.0 SUBMISSION OF PROPOSALS

5.1 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.

5.2 The Proposer must submit its proposal in the following manner:

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- The Proposer must submit one (1) original and seven (7) copies of the proposal. The original must be signed by an authorized representative of the Proposer. The original proposal (and the copies thereof) must be submitted to the Judicial Council in a single sealed envelope. The Proposer must write the RFP title and number on the outside of the sealed envelope.
 - The Proposer must submit an electronic version of the entire proposal on a USB memory stick/flash drive. The files must be in PDF, Word, or Excel formats.
- 5.3 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.
- 5.4 Proposals must be delivered by the date and time listed on the coversheet of this RFP to:
- Attention: Sheryl Berry
CFCC-2019-08-MS
Judicial Council of California
455 Golden Gate Avenue, 6th Floor
San Francisco, CA 94102-3688
- 5.4 Late proposals will not be accepted.

6.0 PROPOSAL CONTENTS

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

- 6.1 Cover Letter. The Proposer must prepare a cover letter on the Proposer's business letterhead to accompany the proposal. The purpose of this letter is to transmit the proposal; therefore, it should be brief. The cover letter should conform to the following requirements:
- A. The letter must be signed by an individual who is authorized to bind the organization to all statements, including services and prices, contained in the proposal.
 - B. The cover letter must state who the proposed prime contractor is, name the proposed subcontractors (if applicable), and provide the Proposer's contact information, including the Proposer's name, address, telephone and fax numbers, and federal tax identification number. Note that if the Proposer is a sole proprietor using his or her social security number, the social security number will be required before finalizing a contract.

6.2 Introduction. This section should include the following:

- A. Name, title, address, telephone number, and email address of the individual who will act as the Proposer's designated representative for purposes of this RFP.
- B. A short narrative description of the Proposer's organization, including organization charts and indication of company officers where applicable. The description should include the total number of years in business and number of years providing services similar in size and scope to those requested in this RFP.
- C. For each key staff member: a resume describing the individual's background and experience, as well as the individual's ability and experience in conducting the proposed activities.
- D. If subcontractors are proposed for this RFP, a description of the services provided by the subcontractor(s), their location, and the proposer's contract management process and selection criteria for subcontractors. State the percentage of work performed by subcontractors (non-employees). Indicate "no outsourcing for this language," or "do not offer translation for this language" as applicable:
 - Arabic
 - Armenian (Eastern)
 - Armenian (Western)
 - Chinese Simplified
 - Chinese Traditional
 - Farsi
 - Hmong
 - Khmer
 - Korean
 - Punjabi
 - Russian
 - Spanish
 - Tagalog
 - Vietnamese
- E. A list of certifications, credentials and experience of staff members, contractors and subcontractors who would perform translation and formatting work, including copies of all certifications and/or credentials. Indicate the languages each person would translate. If Proposer offers plain language editing as a service, include this information for contractors and subcontractors involved in this work.

6.3 Knowledge and Experience with Legal Translation and Formatting. Proposer should include in its proposal the following:

- A. The approximate dollar amount of business it received in the past year for translating and formatting all types of documents (not just legal) from English into the languages listed above;
- B. A description of its knowledge and experience with translation in the specified languages, the formatting of translated documents and field testing of translations.
- C. If proposer offers plain language editing, a description of its knowledge and experience with plain language editing.
- D. A description of its knowledge and experience with legal translation, including the translation of legal terminology and concepts on legal forms from English to the specified target languages and the formatting of legal forms;
- E. A description of its knowledge and experience with legal translation, specifically the translation of legal terminology and concepts in web content from English to the specified target languages for public sector customers; and
- F. A description of proposer's ability to meet scope requirements in Attachment 2: Contract Terms and Conditions.

6.4 Translation, Quality Assurance, and Customer Service Processes. Proposer should include in its proposal the following:

- A. A project plan that describes Proposer's process for the translation and formatting of documents, including the use of any translation memory software.
- B. A description of Proposer's ability to adhere to the translation process contained in the approved Translation Protocol available here: <https://www.courts.ca.gov/documents/lap-Translation-Protocol.pdf>
- C. Proposer's plan for receiving orders for services and implementing projects, including:
 - Communication process with Members of the Purchasing Group, including designated contact persons for the Purchasing Group Members(s) and who will be in direct communication concerning requested services;
 - Process to establish an account for a member of the Purchasing Group that may wish to purchase services under any Master Agreement that

may result from this RFP, including how the individual accounts would be linked together and identified as a statewide account associated with the Master Agreement;

- Process for ordering, including the various options available (e.g. Internet access, telephonic, facsimile, etc.), including the ordering and acknowledgment requirements. See Attachment 2, Terms and Conditions, Appendix A, Work to be Performed, paragraph 3 Ordering.

D. Proposer should include the following information regarding its work quality and quality assurance process:

- A description of its quality assurance process, including internal levels of review of translations and qualifications of reviewers, in addition to the Proposer's policy on revisions based on customer feedback.
- It is the intent of this RFP and any resulting agreement to promote consistency between translations of similar documents (e.g. consistency in terminology used on legal forms; consistency among brochures and web content, etc.). The Judicial Council's Language Access Toolkit contains a Spanish-English glossary of approved terms and the branch makes all previously translated resources publicly available. Proposer must describe its methodology for leveraging existing resources and other strategies it will employ to promote consistency among translated documents.

E. Proposer should include the following information regarding its customer service process:

- Program evaluation (on-time delivery, customer satisfaction and issue resolution);
- Proposer's ability to provide quarterly reports. See Attachment 2, Terms and Conditions, Appendix A, Work to be Performed, paragraph 3.6, Reports.
- Level of customer service that will be provided, including procedures that will ensure consistency, as well as procedures for problem escalation and resolution. See Attachment 2, Terms and Conditions, Appendix A, Work to be Performed, paragraph 3.5, Customer Service. These customer service procedures should include, but should not be limited to: telephone customer service and onsite service organizational structure, contact process (phone, email, fax, etc.), follow-up process, internal procedures to track customer service contact and resolution, escalation process to

resolve outstanding customer service and maintenance issues, and remedies for not meeting the committed response time for a member of the Purchasing Group;

6.5 Samples of prior translation and formatting work.

Proposer must provide samples of forms, brochures or web content containing translations and/or design and formatting work in various languages performed by the Proposer. Each sample must be numbered. Proposer must provide a list of the samples in the RFP response and indicate whether the sample is of general translation, legal translation and/or formatting (a sample can demonstrate more than one type of work). Each sample should include the original document that has been translated. Proposer should include any explanatory comments about the sample. If Proposer offers plain language editing, at least one sample should demonstrate Proposer's work in this area.

6.6 Proposed Fees. Proposer must include a completed copy of Attachment 7, Pricing Form in the cost proposal.

6.7 Software capabilities. Proposer must include a description of the following:

- A. The organization's ability to provide translations in Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Adobe PDF (read, amend, and create) and Adobe LiveCycle (Adobe Experience Manager);
- B. The organization's ability to provide translated documents in native format, convert translated documents into PDF format, and receive and transmit original and final versions electronically via email or web portal; and
- C. Any additional software Proposer utilizes, and the languages such software supports (if there are no restrictions as to what types of languages are supported for the named software, please state "supports all languages"). Include any additional comments or descriptions of software used.

6.8 Acceptance of the Terms and Conditions in the Master Agreement for Services.

- A. On Attachment 3, the Proposer must check the appropriate box and sign the form. If the Proposer marks the second box, it must provide the required additional materials. An "exception" includes any addition, deletion, or other modification.
- B. If exceptions are identified, the Proposer must also submit (i) a red-lined version of the Master Agreement for Services that implements all proposed changes, and (ii) a written explanation or rationale for each exception and/or proposed change.

6.9 Disabled Veteran's Business Enterprise Incentive. If Proposer wishes to qualify for the Disabled Veteran's Business Enterprise (DVBE) incentive, Proposer must

submit a completed copy of Attachment 8, DVBE Declaration and Attachment 9, DVBE Bidder Declaration. See section 11 of this RFP for additional information on requirements for demonstrating eligibility for the DVBE incentive.

6.10 Certifications, Attachments, and other requirements.

- A. The Proposer must complete the General Certifications Form (Attachment 4) and submit the completed form with its proposal.
- B. The Proposer must complete the Darfur Contracting Act Certification (Attachment 5) and submit the completed certification with its proposal.
- C. The Proposer must complete the Payee Data Record Form (Attachment 6) and submit it with its proposal.
- D. If Proposer is a California corporation, limited liability company (“LLC”), limited partnership (“LP”), or limited liability partnership (“LLP”), proof that Proposer is in good standing in California. If Proposer is a foreign corporation, LLC, LP, or LLP, and Proposer conducts or will conduct (if awarded the contract) intrastate business in California, proof that Proposer is qualified to do business and in good standing in California. If Proposer is a foreign corporation, LLC, LP, or LLP, and Proposer does not (and will not if awarded the contract) conduct intrastate business in California, proof that Proposer is in good standing in its home jurisdiction.
- E. Copies of the Proposer’s (and any subcontractors’) current business licenses, professional certifications, or other credentials.
- F. The Proposer must complete the Unruh Civil Rights Act and California Fair Employment and Housing Act Certification (Attachment 10) and submit the completed certification with its proposal.

7.0 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.

8.0 EVALUATION OF PROPOSALS

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

8.2 The Judicial Council will evaluate the proposals on a 100-point scale using the criteria set forth in this section. Each criterion is described in detail below. Awards, if made, will be to the highest-scored proposals.

CRITERION	MAXIMUM NUMBER OF POINTS	REFERENCED RFP SECTIONS
Knowledge and Experience with Legal Translation and Formatting	22	Section 6.3 Section 8.2(A)
Translation, Quality Assurance, and Customer Service Processes	20	Section 6.4 Section 8.2(B)
Quality of Samples of Prior Translation and Formatting Work	10	Section 6.5 Section 8.2(C)
Proposed Fees	30	Section 6.6 Section 8.2(D) Attachment 7: Pricing Form
Software Capabilities	5	Section 6.7 Section 8.2(E)
Acceptance of Contract Terms and Conditions	10	Section 6.8 Section 8.2(F) Attachment 2: Contract Terms and Conditions Attachment 3: Proposer's Acceptance of Terms and Conditions
Disabled Veteran Business Enterprise (DVBE) Incentive	3	Section 6.9 Section 8.2(G) Section 11.0 Attachments 8 and 9

A. Knowledge and Experience with Legal Translation and Formatting

Proposers will be evaluated on the amount of experience they have in the field of translation generally, and specifically with the translation of legal concepts and the production of translated legal content for the general public. Proposers will also be evaluated on their experience with formatting translated documents, including legal forms. The Judicial Council will consider the amount of business the Proposer conducted in these areas during the last year, and the specific knowledge, experience and certifications of its staff and proposed subcontractors.

B. Translation and Quality Assurance Processes, including Problem Escalation and Resolution

Proposers will be evaluated on their stated processes for translation, review, formatting, quality assurance, and addressing and resolving problems. Proposers

will be evaluated on their use of human and electronic resources, including permanent staff, subcontractors, and any translation memory or other software employed in the process. The Judicial Council will consider the qualifications of key personnel and subcontractors involved at each stage of the translation, review and formatting processes and personnel tasked with dispute escalation resolution.

C. Quality of Samples of Prior Translation and Formatting Work

Samples of translation and formatting work will be evaluated for overall quality of translation, preservation of register and tone of the source text, and adherence to the formatting and interface of the source text.

D. Proposed Fees

Proposers must submit a pricing proposal in the form attached hereto as Attachment 7, Pricing Form. Pricing is based on a per source word amount for translation and an hourly rate for formatting and field-testing work. The per word and hourly amounts are dependent on whether the turnaround time for the project is Regular (Non-Rush), Rush or Urgent. Each of these turnaround times is defined on the pricing form in Attachment 7.

E. Software Capabilities

Proposers will be evaluated on the range and depth of their expertise with Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Adobe Acrobat Pro, and Adobe LiveCycle (Adobe Experience Manager). The Judicial Council will also consider other software programs employed by the Proposers for generating translations and languages supported.

F. Acceptance of Contract Terms and Conditions

The Judicial Council prefers Proposers that will accept the Judicial Council's Contract Terms and Conditions without exceptions. Acceptance of the Terms and Conditions in the form Master Agreement shall be an affirmative factor in the evaluation of the Proposal. By contrast, significant exceptions to the Standard Terms and Conditions shall be a negative factor in the evaluation.

G. Disabled Veteran Business Enterprise (DVBE) Incentive

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 above. See section 12 of this RFP for additional information

on requirements for demonstrating eligibility for the Disabled Veteran's Business Enterprise incentive.

- 8.3 If a contract will be awarded, the Judicial Council will post an intent to award notice at <http://www.courts.ca.gov/rfps.htm>.

9.0 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.

10.0 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 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 will be disclosed in response to applicable public records requests. Such disclosures 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 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. Proposers are accordingly cautioned not to include confidential, proprietary, or privileged information in proposals.

11.0 DISABLED VETERAN BUSINESS ENTERPRISE INCENTIVE

- 11.1 Qualification for the DVBE incentive is not mandatory. Failure to qualify for the DVBE incentive will not render a proposal non-responsive.
- 11.2 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").
- 11.3 If Proposer wishes to seek the DVBE incentive:
- A. Proposer must submit with its proposal a DVBE Declaration (Attachment 8) 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.

B. Proposer must complete and submit with its proposal the Bidder Declaration (Attachment 9). Proposer must submit with the Bidder Declaration all materials required in the Bidder Declaration.

- 11.4 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.
- 11.5 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.
- 11.6 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 MISREPRETATION IN CONNECTION WITH THE DVBE INCENTIVE IS A MISDEMEANOR AND IS PUNISHABLE BY IMPRISONMENT OR FINE, AND VIOLATORS ARE LIABLE FOR CIVIL PENALTIES. SEE CALIFORNIA MILITARY AND VETERANS CODE, SECTION 999.9.

12.0 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 the proposal due date. Protests must be sent to:

Attention: Sheryl Berry
CFCC-2019-08-MS
Judicial Council of California
455 Golden Gate Avenue, 6th Floor
San Francisco, CA 94102-3688