



REQUEST FOR PROPOSALS

JUDICIAL COUNCIL OF CALIFORNIA

**REGARDING:
MEMBER ASSISTANCE PROGRAM FOR
JUSTICECORPS MEMBERS**

RFP NO.: CFCC-2020-67-RB

**PROPOSALS DUE:
April 10, 2020 Friday
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. 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. The Judicial Council also adopts rules for court administration, practice, and procedure, and performs other functions prescribed by law. The Judicial Council is the staff agency for the council and assists both the council and its chair in performing their duties.
- 2.1 As one of the staff offices of the Judicial Council, the Center for Families, Children, and the Courts (“CFCC”), housed in the Council’s Operations and Services Division, provides services to support the council as it leads efforts to ensure the consistent, independent, impartial, and accessible administration of justice.

Founded in 2000, CFCC’s original mandate was to improve the quality of justice and services to children, youth, parents, families, victims of domestic violence, and self-represented litigants. The mandate has expanded to develop resources for tribal court-state court coordination, to 1) support best practices in a wider range of court case types including guardianships, conservatorships, and programs addressing truancy and school discipline problems; 2) to provide evidence-based practices to serve users struggling with behavioral health issues or traumatic stress; and 3) more generally to improve access for Californians facing language, racial, or cultural access barriers as well as other physical, remote, or equal access obstacles that limit utilization of the courts. Recognizing the reality that many potential court users face multiple challenges to access to justice, CFCC is committed to developing systemic solutions by collaborating to draw from high impact solutions and innovations in all program areas.

- 1.2 JusticeCorps Program (“Program”). JusticeCorps is a program of the California Courts, administered by California Volunteers and sponsored by the Corporation for National and Community Service.

JusticeCorps members assist self-represented litigants, under the direction of attorneys by serving in court-based self-help centers in the Bay Area, Los Angeles County and San Diego County educating litigants on their legal options, mapping out next steps, and helping them tell their story. By providing neutral assistance—not legal advice—JusticeCorps members empower litigants to understand their options, to have their voices heard, and to confidently move forward with their legal matter.

JusticeCorps members commit to a year of national service as AmeriCorps participants, to provide in-depth and individualized services to self-represented

litigants in a variety of civil matters, often in the litigant’s own languages. Parties are given clear information and options, and then connected quickly to the right resources. Litigants are assisted in completing appropriate and accurate pleadings, written orders and judgments under attorney supervision and, in the process, provided with a better general understanding of the court system. In exchange for their service, members receive a federally funded education award that can be applied toward educational expenses as well as an invaluable opportunity to learn about the law outside of the classroom.

The JusticeCorps Program uses the AmeriCorps model of national service to achieve its desired program outcome—educating and informing self-represented litigants so they can confidently move to the next steps of their cases--while increasing services to self-represented litigants in court-based self-help centers, enhancing the quality of that service, and fostering diversity among future professionals in law and law-related fields.

- 1.3 During their term of service, JusticeCorps members assist litigants in high-volume court-based legal access centers. Members are trained in depth on legal content through which they provide neutral assistance and information to the litigants they serve. JusticeCorps members spend the majority of their time providing direct service, listening to litigants as they tell their story, assisting them in filling out forms to move through the process, and providing knowledgeable appropriate customer service for a community of people who may be coming to court in crisis. Based on member feedback and staff evaluation of appropriate benefits, the program sees a huge need for the services an EAP can offer, to support JusticeCorps members in balancing their emotionally demanding service commitment with their own personal life and mental and physical wellness.

The JusticeCorps program is currently not equipped to offer an EAP benefit to its members—who are National Service members, not Judicial Branch employees—through the EAP program available to Judicial Council staff. The program itself has no dedicated HR team that would be responsible for member benefits and wellness. Program staff in each region are responsible for informing members about available benefits, and ensuring they have access to them. Therefore, the EAP product should be designed with AmeriCorps member needs in mind, easily accessible for college students and recent grads, and should offer a variety of wellness and work/life balance benefits.

1.4 JusticeCorps Member Profile

- Per program year the JusticeCorps program enrolls 319 AmeriCorps member slots.
- 264 members serve approximately 8 hours per week, for the duration of an academic year (JusticeCorps “Student” Members—300-hour, Minimum-Time AmeriCorps members)

- 55 members serve 5 days a week, 8 hours per day, for 12 months (JusticeCorps “Fellows”—1,700-hour, Full-Time AmeriCorps members)
 - In addition to serving at court-based legal access centers, JusticeCorps members participate in multiple training hours throughout their service year.
 - Many JusticeCorps Student Members—who are enrolled college students with a full course load—also hold down a part-time job. Many of the Fellows are prepping for what will come after their JusticeCorps year—grad school, law school, or full-time employment
- 1.4 The purpose of this Request for Proposals (RFP) is to identify and retain a qualified service provider to perform the following (“services”), specifically for the JusticeCorps members who serve annually as national service members in the California courts: Linking Members with relevant mental health professionals to guide them through emotional, health, and workplace issues such as emotional problems, stress, grief, caregiving responsibilities, or other personal problems. The provider must have demonstrated success in delivering confidential, timely, and relevant mental health services to AmeriCorps (national service) members. The provider will deliver up to three face-to-face or telephonic mental health-counseling sessions to up to approximately 320 JusticeCorps members and their eligible dependents and spouses/domestic partners.
- 1.5 JusticeCorps/Assistance Program Members have no financial responsibility in connection with services.
- 1.6 The JCC intends to award one (1) Agreement with an initial term of one year estimated to be performed by the successful Proposer from April 15, 2020 – September 30, 2020, with the possibility of two (2) one-year options to extend the 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, evening, and Saturdays at the offices of the contractor's counselors statewide.

Each member is eligible for up to three (3) in-person sessions per problem per year, as clinically appropriate.

2.1.4 Provide mental health professionals that have a minimum master's Level degree credentials

2.1.5 Provide in-person, web-based, or telephonic mental health professional sessions for JusticeCorps members.

2.1.6 Access to clinical MAP (Member Assistance Program) services through self-referral.

2.2 Other Desired Services

2.2.1 Childcare resource and referral

2.2.2 Eldercare resource and referral

2.2.3 Legal and Financial Support

2.2.4 Medical Advocacy

2.3 Program Management

2.3.1 Provide MAP (Member Assistance Program) services that can be easily administered through the Judicial Council for JusticeCorps members, serving in Los Angeles County, the San Francisco Bay Area, and San Diego County as well as their eligible dependents and spouses/domestic partners.

2.3.2 Provide training and informational materials for key staff.

2.3.3 Provide ongoing oversight of the network to ensure that services are provided in a timely and relevant manner.

2.3.4 Provide information/promotional materials so program staff 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 Monitor the utilization of the mental health professional network.

2.4.2 Make available electronic utilization reports. The utilization reports shall not include member identifiable information.

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	March 26, 2020
Deadline for questions to solicitations@jud.ca.gov	April 1, 2020 5:00pm (Pacific Time)
Questions and answers posted <i>(estimate only)</i>	April 4, 2020
Latest date and time proposal may be submitted to solicitations@jud.ca.gov	April 10, 2020 at 3:00 p.m. (Pacific Time)
Evaluation of Proposals <i>(estimate only)</i>	April 13-17
Notice of Intent to Award <i>(estimate only)</i>	April 17
Negotiations and execution of contract <i>(estimate only)</i>	April 20-29, 2020
Contract start date <i>(estimate only)</i>	May 1, 2020
Contract end date <i>(estimate only)</i>	September 1, 2020

4.0 RFP ATTACHMENTS

The following attachments are included as part of this RFP:

ATTACHMENT	DESCRIPTION
Attachment 1: Administrative Rules Governing RFPs (IT Goods and Services)	These rules govern this solicitation.
Attachment 2: Judicial Council Standard Terms and Conditions	If selected, the person or entity submitting a proposal (the “Proposer”) must sign a Judicial Council Standard Form agreement containing these terms and conditions (the “Terms and Conditions”).
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 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: DVBE Declaration	Complete this form only if the Proposer wishes to declare its DVBE eligibility.
Attachment 8: Bidders Declaration	Complete this form only if the Proposer wishes to claim the DVBE incentive associated with this solicitation.

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 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 non-cost portion and the cost portion.

6.2.1. The Proposer must submit **the non-cost portion of the proposal in the form as stated in Section 2 to solicitations@jud.ca.gov**. The non-cost portion of the proposal must be submitted to the Judicial Council *separate* from the cost portion. The Proposer must write the RFP title and number on the cover page.

- 6.2.2. The Proposer must submit **the cost portion of the proposal**. The cost portion of the proposal must be submitted to the Judicial Council, separate from the non-cost portion. The Proposer must write the RFP title and number on the cover page.
- 6.3 Proposals must be delivered by the date and time listed on the coversheet of this RFP through electronic mail to solicitations@jud.ca.gov.
- 6.4 Late proposals will not be accepted.

7.0 PROPOSAL CONTENTS

- 7.1 Technical Proposal. The following information must be included in the non-cost portion of the 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's name, the address of the proposing office, and then 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.
 - 7.1.2 A separate section covering the Proposer's background, Principal Officers, and Staff Qualifications and Experience
 - 7.1.3 A separate section describing the scope of required services, including the Proposer's ability to administer a Member Assistance Program specifically for AmeriCorps members.
 - 7.1.4 A separate section containing references, including contact information of prior clients - Names, addresses, and telephone numbers of a minimum of three (3) clients for whom the Proposer has conducted similar services. The Judicial Council may check references listed by the Proposer.
- 7.2 Acceptance of the Terms and Conditions.
 - 7.2.1 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.
 - 7.2.2 If exceptions are identified, the Proposer must also submit (a) a red-lined version of the Terms and Conditions that implements all proposed changes, and (b) 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:

- i. The Proposer must complete the General Certifications Form (**Attachment 4**) and submit the completed form with its proposal.
- ii. 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.
- iii. Copies of the Proposer’s (and any subcontractors’) current business licenses, professional certifications, or other credentials.
- iv. Proof of financial solvency or stability (e.g., balance sheets and income statements).
- vi. The Proposer must complete **Attachment 6**, Payee Data Record Form.
- vii. (Conditional) A signed **Attachment 7**, DVBE Declaration if proposer wished to claim the DVBE preference associated with this solicitation.
- viii. (Conditional) A signed **Attachment 8**, Bidders Declaration if proposer wished to claim the DVBE preference associated with this solicitation.

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

Cost per JusticeCorps member and their eligible dependents and spouse/domestic partner:

320 members x _____ cost per member.

Payment Schedule to be:

Annual Fees: _____ Monthly Fees: _____

The Judicial Council does not retain the services of third party or outsourced representation. All quoted rates are to be net, not commissionable.

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

9.0 EVALUATION OF PROPOSALS

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 will be awarded, the Judicial Council will post an intent to award notice at www.courts.ca.gov/rfps.htm.

CRITERION	MAXIMUM NUMBER OF POINTS
Credentials of staff to be assigned to the project	12
Quality of Work Plan Submitted	20
Experience on Similar Projects—Especially providing services to AmeriCorps Programs	25
Cost Reasonableness	30
DVBE	3
Acceptance of Terms and Conditions	10

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 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 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.

14.0 DISABLED VETERAN BUSINESS ENTERPRISE INCENTIVE

14.1 Qualification for the DVBE incentive is not mandatory. Failure to qualify for the DVBE incentive will not render a proposal non-responsive.

14.2 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 11 above.

14.3 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”).

14.4 If Proposer wishes to seek the DVBE incentive:

14.4.1 Proposer must submit with its proposal a DVBE Declaration (Attachment 7) 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.

14.4.2 Proposer must complete and submit with its proposal the Bidder Declaration (Attachment 8). Proposer must submit with the Bidder Declaration all materials required in the Bidder Declaration.

14.5 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.

14.6 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.

14.7 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.

15.0 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:

Judicial Council of California
Attn: Protest Hearing Officer
RFP# CFCC-2020-67-RB
Branch Accounting and Procurement | Administrative Division
455 Golden Gate Avenue, 6th Floor
San Francisco, CA 94102-3688