

REQUEST FOR PROPOSALS

JUDICIAL COUNCIL OF CALIFORNIA

REGARDING:

RFP Title: California JusticeCorps Program Evaluation
Services

RFP number: CFCC-2023-61-DM

PROPOSALS DUE:

April 10, 2024, NO LATER THAN 1:00 P.M. PACIFIC TIME

1.0 BACKGROUND INFORMATION

- 1.1 Judicial Council of California. The Judicial Council of California, 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 Judicial Council of California is the staff agency for the council and assists both the council and its chair in performing their duties.
- 1.2 Within the Judicial Council’s Center for Families, Children, and the Courts, the California JusticeCorps program helps California courts meet the needs of self-represented litigants by recruiting and training college students and recent graduates annually to assist self-represented litigants seeking services at court-based legal self-help centers. 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. Members provide referrals, assist in forms completion, and help people navigate the entire court process. The program operates in Los Angeles, the Bay Area, and San Diego. JusticeCorps helps make it possible for families to finalize parenting plans during a divorce, for someone in fear of violence to obtain a restraining order, and for tenants to respond to an eviction notice and secure time necessary to find replacement housing. JusticeCorps measures its impact by the number of people assisted by members and by measuring litigant confidence, knowledge, and preparedness after being served by a JusticeCorps member. JusticeCorps is supported with grant funding from AmeriCorps.
- 1.3 As a recipient of federal AmeriCorps grant funding, the JusticeCorps program design must include a set of performance measures that assesses impact on the beneficiary population served, via one output and at least one corresponding outcome for the primary needs and service activity performed by its members. JusticeCorps’ primary performance measure is measured via a snapshot study of Litigant Feedback to demonstrate increased confidence and knowledge of litigants assisted by JusticeCorps members. The snapshot study is currently designed to be implemented when litigants have received assistance in person. JusticeCorps needs to develop a reliable component measuring litigants served remotely. Additionally, all AmeriCorps programs are required to conduct a program evaluation within each three-year grant cycle in which they receive funding. During Year One of the grant cycle, evaluation efforts are focused on building a strong foundation for the evaluation that will be implemented during Year Two.

2.0 DESCRIPTION OF SERVICES AND DELIVERABLES

- 2.1 CFCC seeks the services of a service provider (“Proposer”) with expertise in developing and refining performance measurement tools and designing rigorous evaluations for

established programs operating with a strong evidence-based model. Additionally, the Proposer should demonstrate experience with National Service or other volunteer-based programs. The Proposer is expected to be familiar with how successful court and/or community-based legal services programs are implemented. The successful Proposer will:

- A. Research and report on remote service activities including Webinar workshops for litigants, telephone assistance, and LiveChat, etc.
- B. Develop and pilot a “remote assistance” component for the JusticeCorps Snapshot Study of Litigant Feedback.
- C. Consult on and contribute to the 2025-2028 Statewide Evaluation Plan, the research question for which may explore how remote/hybrid service has affected program outcomes, member experience, and program future plans. Additionally, assist in finalizing the plan.
- D. Collaborate with Judicial Council lead staff to gather baseline data and relevant information.

2.2 This Request for Proposals (“RFP”) is the means for prospective program evaluation proposers to submit their qualifications and request selection as the Contractor for the Work of this RFP. The ideal Service Provider shall (i) possess program analysis skills with a focus on demonstrating the program’s impact on the community it serves, (ii) possess experience with designing and implementing remote, real-time survey tools; (iii) review and make recommendations on the program’s ongoing data collection methods and tools; and (iv) possess experience with or knowledge of community service, current trends in volunteerism, and/or AmeriCorps programs and the services they deliver.

2.3 Term of Awarded Agreement

It is the intention of the Judicial Council to award a single contract for an **18-month** period, estimated to begin **June 1, 2024**, through **December 31, 2025**. The available fund for Work under this Project will be **\$60,000.00** which includes transportation expenses.

2.4 Deliverables

Deliverable	Description	Estimated Completion Date
1.	Develop and submit project plan and timeline to Project Manager.	June 30, 2024
2.	Conduct literature review on remote and hybrid service activities in other AmeriCorps programs currently operating. Attend meetings to consult with Project Manager as Evaluation Plan is drafted. Document and submit findings from literature review and make recommendations to inform framework of the Evaluation Plan.	August 30, 2024

Deliverable	Description	Estimated Completion Date
3.	Inventory and curate JusticeCorps Member remote service activities at self-help centers, which may necessitate observation of member activities. Analyze findings and submit report to Program Manager. This deliverable may include travel to Los Angeles, San Diego, or the Bay Area	September 30, 2024
4.	Review current “In-Person” snapshot study design, including survey tool and training materials. Conduct research to consider options for gathering feedback from litigants who have received remote assistance from JusticeCorps members. This may involve engaging JusticeCorps Regional staff, court partners’ Self Help and IT staff, and JusticeCorps members in focus groups, video conferences, or other convenings. Present 2-3 recommendations for providing litigants who have receive remote assistance an option for completing the Survey of Litigant Feedback and Knowledge.	January 1, 2025
5.	Present plan for pilot implementation of Hybrid Snapshot Study (capturing both in-person and remotely assisted litigants). Plan will include: (1) Survey completion method being tested. (2) Technology needs assessment; (3) Revised draft training materials; (4) Service/court site(s) and date(s) of pilot	April 1, 2025
6.	Implement hybrid Snapshot Study and provide draft report including: Successes and challenges; technical recommendations; lessons learned; and feedback for scaling statewide	July 1, 2025
7.	Submit Snapshot Study Final Report. Final report may include assessment of where lessons learned from the Snapshot Study that can be applied to the Evaluation Plan (deliverable 8).	October 1, 2025
8.	Collaborate with Project Manager to respond to AmeriCorps input on Evaluation Plan, to further develop the research question, and assist in identifying baseline data sets. Proposer will be available on an on-going basis, to respond to any questions regarding Evaluation Plan during review and approval by California Volunteers,	November 1, 2025

Deliverable	Description	Estimated Completion Date
	AmeriCorps, or the JCC.	

3.0 TIMELINE FOR THIS RFP

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

EVENT	DATE
RFP issued	March 20 2024
Deadline for questions Solicitations@jud.ca.gov	April 2, 2024 By 1:00 PM (Pacific Time)
Questions and answers posted (estimate only) www.courts.ca.gov/rfps.htm	April 4, 2024
Latest date and time proposal may be submitted solicitations@jud.ca.gov	April 10, 2024 By 1:00 PM (Pacific Time)
Evaluation of proposals (<i>estimate only</i>)	April 11 – 19, 2024
Notice of Intent to Award (<i>estimate only</i>) www.courts.ca.gov/rfps.htm	April 26, 2024
Negotiations and execution of contract (<i>estimate only</i>)	May 3, 2024 – May 31, 2024
Contract start date (<i>estimate only</i>)	June 1, 2024
Contract end date (<i>estimate only</i>)	December 31, 2025

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.
Attachment 2: JBE Standard Terms and Conditions	If selected, the entity submitting a proposal (the “Proposer”) must sign a JBE 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 5: Darfur Contracting Act Certification	The Proposer must complete the Darfur Contracting Act Certification and submit the completed certification with its proposal.
Payee Data Record Form (STD204) https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std204.pdf	This form contains information the JBE requires in order to process payments and must be submitted with the proposal.
Payee Data Record Supplement (STD205) https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std205.pdf	This form is optional. This form is used to provide remittance address information if different than the mailing address on the STD 204 – Payee Data Record. Use this form to provide additional remittance addresses and additional Authorized Representatives of the Payee not identified on the STD 204.
Attachment 6: Bidder Declaration	The Proposer must complete this form only if wishes to claim the disabled veteran business enterprise (DVBE) incentive associated with this solicitation.
Attachment 7: 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.

5.0 PAYMENT INFORMATION

5.1 Subject to the terms in Attachment 2, Appendix B, Payment Provisions, payment will be made in the form of a firm fixed amount at completion of each Deliverable.

- 5.2 The firm-fixed amount for each deliverable shall be fully loaded and inclusive of all costs including, but not limited to personnel, materials, computer support, travel, lodging, per diem, fringe benefits, operating expenses, overhead or indirect costs and other costs. Deliverables are specified in Sections 2.4 of this RFP. Contractor shall submit invoices upon satisfactory completion of services.
- 5.3 The Judicial Council standard payment term is **Net 60** from date of receipt of invoice or acceptance of Deliverable (s).

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 on conformity to the RFP’s instructions and requirements, and completeness and clarity of content.
- 6.2 The Proposer must submit its proposal electronically in two parts, Part One is the Technical Proposal and Part Two is the Cost Proposal.
- a. **Technical Proposal** - The Proposer must submit their Technical Proposal as a **separate attachment** from the Cost Proposal to an email sent to: Solicitations@jud.ca.gov
 - b. The Technical Proposal must be signed by an authorized representative of the Proposer. The Proposer must indicate the RFP title and number on the subject line of the submission email and ensure that the RFP title and number are on the Proposal attachments.
 - c. **Cost Proposal** - The Proposer must submit their cost proposal **as a separate attachment** from the Technical Proposal to an email sent to: Solicitations@jud.ca.gov
 - d. The cost proposal must be signed by an authorized representative of the Proposer. The cost proposal may be submitted in the same email as the technical proposal above but should be a **separate attachment** marked “COST PROPOSAL” from the technical proposal. The Proposer must indicate the RFP title and number on the subject line of the submission email and ensure that the RFP title and number are on the Proposal attachments.
- 6.3 Submission acceptance will be based on the date and time the emails are received by the Council. Both of the technical and cost proposal must be received prior to the due date and time, or the proposal will not be accepted. Due to the potential for email transmission delays, which may cause late receipt and non-acceptance of proposals, it is recommended that Proposers email their proposals well in advance of the due date and time.

- 6.4 Late proposals will not be accepted. However, as necessary, the Council may request clarification from Proposers after the submission of proposals.
- 6.5 The Council reserves the right to reject any and all proposals, in whole or in part, as well as the right to issue similar RFPs in the future. This RFP is in no way an agreement or contract, and does not create any obligation to form a contract. The Council and/or the State of California shall not be responsible for the cost of preparing a proposal. Submitted proposals may be retained for official files and may become a public record.

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.

- a. The Proposer's name, address, telephone and fax numbers, and federal tax identification number.
- b. 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.
- 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. Names, addresses, and telephone numbers of a minimum of **three (3) clients** for whom the Proposer has conducted similar services. The JBE may check references listed by the Proposer.
- e. Proposed method to complete the work.
 - i. Propose overall project plan and organization for Snapshot Study. Include: (i) a plan for examining existing snapshot study design, training materials, and related activities; (ii) a plan for researching and reporting on options for requesting litigant feedback in a remote setting; and (iii) a plan for piloting the Snapshot Study in a remote setting.
 - ii. Propose plan for assistance on Evaluation Plan development and finalization. Include: (i) a plan for providing input to development of research question and.
 - iii. Propose plan for incorporating stakeholder feedback. Include plan for gathering input from participating JusticeCorps courts (currently, sites in Los Angeles, the Bay Area, and San Diego)

- iv. Propose method for presenting progress reports, findings and recommendations.

- f. Acceptance of the Terms and Conditions.
 - i. 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.

 - ii. If exceptions are identified, the Proposer must also submit (i) a red-lined version of the Terms and Conditions (Attachment 2) that implements all proposed changes, and (ii) a written explanation or rationale for each exception and/or proposed change.

- g. Certifications, Attachments, and other requirements.
 - i. The Proposer must complete the General Certifications Form (**Attachment 4**) and submit the completed form with its proposal.

 - ii. The Proposer must complete the Darfur Contracting Act Certification (**Attachment 5**) and submit the completed certification with its proposal.

 - iii. 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. **The Proposer shall provide a copy of their Certificate of Status with the Secretary of State of California.** The Council may verify by checking with California's Office of the Secretary of State. 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.

Note: Proposer may be required to register with the California Secretary of State if it meets the definition of transacting intrastate business or “doing Business” under the California Corporations Code. As there is no easy definition for what constitutes – even indirectly – “doing Business” in California, proposers with concerns regarding the Secretary of State registration requirements are encouraged to consult with their legal counsel.

You can find out information regarding the steps on how to register a business with the California Secretary of State at:

<https://bizfileonline.sos.ca.gov/>

- iv. The Proposer must complete the Payee Data Record form and submit the completed form with its proposal. Form and instructions are in fillable PDF format available in the following link:

<https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std204.pdf>

- v. Data Record Supplement STD 205 (if applicable). STD 205 is optional, and it is required only if the remittance address information is different than the mailing address on the STD 204 form. Form and instructions are in fillable PDF format available in the following link:

<https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std205.pdf>

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

- i. A detailed line-item budget showing total cost of the proposed services.
- ii. A full explanation of all budget line items in a narrative entitled “Budget Justification.”
- iii. A firm fixed cost per deliverable that includes travel expenses. Travel expenses will not be reimbursed separately.

Deliverable	Proposed Firm Fixed Cost
Deliverable 1	
Deliverable 2	
Deliverable 3	
Deliverable 4	
Deliverable 5	
Deliverable 6	
Deliverable 7	
Deliverable 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 JBE 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 JBE 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 JBE will post an intent to award notice at:
<http://www.courts.ca.gov/rfps.htm>

CRITERION	MAXIMUM NUMBER OF POINTS
Completeness and inclusion of required information in conformance with the RFP submission requirement	5
Quality of proposed method to complete the work	17
Experience on similar assignments	20
Cost	30
Credentials of staff to be assigned to the project	12
Acceptance of the Terms and Conditions	10
Ability to meet timing requirements to complete the project	3
("DVBE") Incentive - Disabled Veterans Business Enterprise incentive is available to qualified proposers.	3
Total Maximum Number of Points	100

10.0 INTERVIEWS

The JBE 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 JBE's offices. The JBE will not reimburse Proposers for any costs incurred in traveling to or from the interview location. The JBE 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 JBE 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 JBE's right to disclose information in the proposal, or (b) requiring the JBE 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 JBE's DVBE Rules and Procedures. Proposer will receive a DVBE incentive if, in the JBE'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 6**). 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 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.

Failure to complete and submit these forms as required will result in Proposer not receiving the DVBE incentive. In addition, the JBE 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 JBE'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 JBE 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.

If using DVBE subcontractors, the Proposer must complete and return to the JBE a Copy of the post-contract certification form (<https://www.courts.ca.gov/documents/JBCM-Post-Contract-Certification-Form.docx>), promptly upon completion of the awarded contract, and by no later than the date of submission of Proposer's final invoice to the JBE. If the Proposer fails to do so, the JBE will withhold \$10,000 from the final payment, or withhold the full payment if it is less than \$10,000, until the Proposer submits a complete and accurate post-contract certification form.

When a Proposer fails to comply with the post-contract certification requirement in this section and a payment withhold is applied to a contract, the JBE shall allow the Proposer to cure the deficiency after written notice. Notwithstanding the foregoing or any other law, if after at least 15 calendar days, but no more than 30 calendar days, from the date of the written notice the Proposer refuses to comply with the certification requirements, the JBE shall permanently deduct \$10,000 from the final payment, or the full payment if less than \$10,000.

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 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 the proposal due date. In order to be considered valid, all such protests must be submitted by email to: Solicitations@jud.ca.gov and must indicate the Solicitation Number and Name of Your Firm in the subject line of your email.