

**ATTACHMENT 1**  
**STATEMENT OF WORK**

**1.0 BACKGROUND INFORMATION**

1.1 The Superior Court of California, County of Santa Barbara (*Judicial Branch Entity*) (“JBE”) is seeking proposals from highly qualified vendors for the provision of on-call answering services with availability twenty-four hours per day, seven days per week, and three hundred sixty-five days per year. Proficiency in following protocols and maintaining confidentiality are compulsory requirements to the essential service.

**2.0 DESCRIPTION OF SERVICES AND DELIVERABLES**

The JBE seeks the services of an entity with expertise in providing the following services according to the protocols described:

2.1 The on-call answering service is expected to be available twenty-four hours per day, seven days per week, and three hundred and sixty-five days per year, to respond to phone calls from law enforcement seeking search warrants, arrest warrants, emergency protective orders, and restraining orders.

2.2 These phone calls often involve dangerous and life-threatening circumstances, therefore adhering to protocols and promptness is required.

2.3 The answering service is required to connect the law enforcement official with the on-call or other judicial officer using phone numbers indicated in a priority order.

2.4 There are twenty-one (21) Judicial Officers throughout the County who will be contacted by the answering service in response to calls from law enforcement. There are two separate regions within the County of Santa Barbara where judicial officers are scheduled to provide on-call coverage: the North County Region and the South County Region. The answering service is expected to refer to a list of phone numbers and an assigned schedule of judges who are “on call” during an assigned period of time and for the particular region. Each of the judges has two or more phone numbers which can be used to contact them. They list a primary

number, a secondary number, and in some circumstances, additional phone numbers.

- 2.5 The answering service, when contacted by law enforcement, is required to determine the nature of the law enforcement phone call and then contact the designated “on-call” judge. The answering service must use the first phone number designated as the primary phone number for the assigned judicial officer. In the event the answering service is unable to contact the judge using the primary number they must employ the secondary and any additional phone numbers indicated before attempting to contact another judicial officer.
- 2.6 In the event the answering service reaches voicemail, the answering service is required to leave a message including the operator’s name and number, time of the call and the nature of the call.
- 2.7 The answering service must be able to field phone calls from a judge who returns a call within a reasonable period of time in response to the initial contact. The answering service must be able to connect the responding judicial officer with the operator originally placing the call.
- 2.8 If the answering service is unable to reach the primary assigned judicial officer using all the judicial officer’s designated phone numbers, the answering service operator should attempt to call the primary phone number one more time.
- 2.9 If all efforts to reach the primary assigned judicial officer fail, and the judicial officer has not responded to voice-mail messages as indicated above, then the answering service operator must proceed to the “back-up” judicial officer assigned for that designated period of time.
- 2.10 In an effort to reach any “back-up” judicial officer, or any other judicial officer, the answering service operator must follow the protocol indicated above, call the primary phone number of the designated, or “back-up” judicial officer, their secondary number and any other number indicated. They must leave a message on any designated phone number which connects to a voicemail box as indicated above.
- 2.11 In the event that the answering service is unable to reach the primary or backup judicial officer using the protocol indicated above, then the operator must use the

phone numbers of the next judicial officer(s) on the list and continue through each judicial officer, employing this protocol, until a judicial officer is reached and the answering service connects the law enforcement officer with the contacted judicial officer.

- 2.12 In the event that all judicial officers are exhausted, and no successful contact is made, the answering service must start over with the primary judicial officer and backup judicial officer, and, if necessary, proceed through the entire list until a successful connection is made.
- 2.13 It is important to note that a judicial officer designated in an “on-call” status, does not mean that the judicial officer is awake and alert during the entire “on-call” period. Often, warrants and emergency protective orders are sought in the late evening and early morning hours. Patience is required in dealing with a judicial officer who is awakened for this purpose in the middle of the night.
- 2.14 The communication between the judicial officer and law enforcement often contains sensitive and confidential information. At no time should the answering service operator, or any employee of the answering service, listen in, or “eavesdrop” on any privileged conversation between the parties. In the event any member of the answering service’s company inadvertently or intentionally hears sensitive information between the judicial officer and law enforcement, it must be reported to management in the answering service’s hierarchy and immediately be reported to the designated project manager or contract administrator indicated at the Superior Court, by phone and e-mail.