

JUDICIAL COUNCIL OF CALIFORNIA

QUESTIONS AND ANSWERS

CFCC-2021-27-CD

May 18, 2021

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1. **Question:** Regarding the 3 data sources mentioned in section 2.3: What platform/file type are they in?

Answer: Data from legal services programs is collected in Qualtrics as well as through extracts from their case management systems. Court data is provided in Qualtrics, and through reports from Excel and other data sets. Data from legal services programs and courts is currently analyzed in SPSS. Quarterly update reports are collected in Word and Qualtrics and quantitative data is analyzed in SPSS.

2. **Question:** Regarding technical support and onramping new users: Will this need to be done on-site/in person, or could it be remotely/online?

Answer: The technical support can generally be provided remotely/online. While it is always helpful to see a program in operation, that is not required, particularly since many programs are operating remotely due to COVID restrictions.

3. **Question:** Regarding the "brief statistical reports" mentioned in section 2.2, the RFP indicates that they will be on "various topics." When would the awardee be provided the individual topics for these reports?

Answer: At least one topic will be the impact of the COVID pandemic upon the delivery of services and lessons learned. The awardee will propose additional topics based upon consultation with Judicial Council staff, the Sargent Shriver Civil Counsel Advisory Committee, Shriver projects, and after review of existing data as part of the workplan described in the RFP. The choice and timing of the additional topics will be made by the Judicial Council.

4. **Question:** The 2020 Evaluation Report mentions the use of a comparison group for the Pilot Child Custody Projects. Will/could the awardee have access to such a comparison group for the timeframe of this project?

Answer: Creating a comparison group would need to be done in collaboration with the Shriver projects. The awardee would work with interested projects to develop a process for random assignment or developing another comparison group. It would then work closely with the project(s) on implementation of those protocols.

5. **Question:** Please advise if a comprehensive final report is an expected deliverable at the end of the first-year term.

Answer: No. That is not an expected deliverable at the end of the first-year term.