

RFP Title: JusticeCorps Program Evaluation
RFP Number: CPAS-201102-RB



REQUEST FOR PROPOSALS

ADMINISTRATIVE OFFICE OF THE COURTS (AOC)

REGARDING:

**Request For Proposals -
JusticeCorps Program Evaluation
RFP # CPAS-201102-RB**

PROPOSALS DUE:

3:00 pm Pacific Time, May 4, 2012

1.0 BACKGROUND INFORMATION

- 1.1 Judicial Council of California – AOC. 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 AOC is the staff agency for the council and assists both the council and its chair in performing their duties.
- 1.2 Objective. Court Programs and Services, a division of the Administrative Office of the Courts, seeks the services of a program evaluation consultant (Contractor), who has expertise in observing program processes and reporting on their impact and where they might improve. The consultant should be familiar with how successful court and/or community-based legal services programs are implemented, especially those that integrate volunteer or student efforts into their program model. Additionally, knowledge of community service, current volunteer trends, and/or AmeriCorps programs will be beneficial to successfully completing the scope of work. The consultant will develop, implement, and report on an evaluation of the JusticeCorps program by observing the program and interviewing JusticeCorps and other court staff and gathering information from self represented litigants who have been served by the program. The final evaluation report will be used for a variety of purposes, including meeting requirements for Federally administered AmeriCorps funding.
- 1.3 Website. For additional information about this solicitation, including electronic copies of the solicitation documents, see the California Courts Website located at www.courts.ca.gov/rfps.htm (“Courts Website”).
- 1.4 Background on the California JusticeCorps Program. The California JusticeCorps program is a collaborative project of the California Administrative Office of the Courts, the Superior Courts of California, Counties of Los Angeles, Alameda, San Francisco, San Mateo, Santa Clara and San Diego; various University of California and California State Universities; and community based legal aid services providers. Created in 2004 with an AmeriCorps grant, the JusticeCorps program offers a unique approach to addressing one of the most pressing issues faced by courts around the country today: providing equal access to justice.

The JusticeCorps program aims to increase services to self-represented litigants in court based self-help centers, enhance the quality of that service and also foster diversity among future professionals in law and related fields. JusticeCorps meets these goals by recruiting and training a diverse group of

civically minded students to work as assistants to court staff (typically attorneys and clerks) in court-based self-help centers.

The program recruits and trains 300 diverse undergraduate students (“members”) annually to augment overburdened court and legal aid staff who assist self-represented litigants in court-based self-help programs in Los Angeles, the Bay Area, and San Diego. These trained JusticeCorps members 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 are provided a federally funded \$1,000.00 education award that can be applied toward educational expenses as well as an invaluable opportunity to learn about the law outside of the classroom.

Bidders for this RFP can learn more about the California JusticeCorps program at: <http://courts.ca.gov/programs-justicecorps.htm>

Bidders can also learn about the California Judicial Branch’s commitment to Equal Access at: <http://courts.ca.gov/programs-equalaccess.htm>

2.0 DESCRIPTION OF SERVICES AND DELIVERABLES

- 2.1 The AOC seeks the services of a person or entity with expertise in: 1) program evaluation, with a focus on demonstrating the program’s impact on the community it serves as well as the program’s volunteers; 2) identifying elements that lead to successfully implemented court based or community based and volunteer-driven legal services programs; and 3) established experience with legal services programs, community service and current trends in volunteerism, and/or AmeriCorps programs and the services they deliver.
- 2.2 Services are expected to be performed by the Contractor from June 1, 2012 and May 31, 2013. The estimated value of this RFP is in the range of \$19,200 to \$24,000.
- 2.3 The overarching evaluation question is the following: *What are the JusticeCorps programs’ strengths and opportunities for improvement in terms of how it utilizes AmeriCorps members (volunteers) in court based self-help centers? This includes how members serve litigants, how they are supervised, and trained and also what impact the program has on them.* In past evaluations, the program used focus groups and exit surveys, to yield information about the extent to which litigants are helped by JusticeCorps members, An external evaluation was also conducted that resulted in data supporting program strengths in: providing increased

language access for non-English-speaking litigants, increasing the numbers of litigants self-help centers are able to serve, and providing strong customer satisfaction. This evaluation also showed areas for further study, including preparation of site supervisors for their roles as mentors, a more focused look at testing and training methods, and use of supportive staff such as university representatives.

- 2.4 The AOC seeks a Contractor to look further into one or more of those program components, to assess effectiveness—especially of member development and knowledge acquisition—by conducting interviews, reviewing existing training and testing materials, and or examining particular parts of the program’s infrastructure. The evaluation would ideally focus on members and how the program works with them to deliver services and also, how their service experience impacts them. For example: How are the members integrated into the staffing at the centers? Where in the service delivery process are they most effective? How well are they trained for what they do? How well do they perform the tasks they are assigned? How highly to they regard the importance of their service? How do they feel it may impact their future education and or career?
- 2.5 Work will be conducted largely offsite, with a specified number of in-person meetings with the AOC project managers to discuss project progress and collaborate on deliverables where necessary. The work will also include at least one in-person presentation by the evaluator to report on findings to the JusticeCorps partnership and other key stakeholders. Where possible, evaluators will observe JusticeCorps in action at one or more service site.

3.0 TIMELINE FOR THIS RFP

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

EVENT	DATE
RFP issued	April 23, 2012
Deadline for questions to solicitations@jud.ca.gov	April 26, 2012
Questions and answers posted (<i>estimate only</i>)	April 27, 2012
Latest date and time proposal may be submitted	3:00 p.m. Pacific time May 4, 2012
Notice of Intent to Award (<i>estimate only</i>)	May 11, 2012

EVENT	DATE
Contract start date <i>(estimate only)</i>	June 1, 2012
Contract end date <i>(estimate only)</i>	May 31, 2013

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: AOC Standard Terms and Conditions	If selected, the person or entity submitting a proposal (the “Proposer”) must sign an AOC Standard Form agreement containing these terms and conditions (the “Terms and Conditions”). <u>The provisions marked with an (*) within the Terms and Conditions are minimum contract terms and conditions (“Minimum Terms”).</u>
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: Payee Data Record Form	This form contains information the AOC requires in order to process payments and must be submitted with proposal.
Attachment 5: Darfur Contracting Act Certification	Proposer must complete the Darfur Contracting Act Certification and submit the completed certification with its proposal.
Attachment 6: No Conflict of Interest Certification	Proposer must complete the No Conflict of Interest Certification and submit the completed certification with its proposal.
Attachment 7, Reference Form	Proposer must complete the Reference Form to list its references and submit it with its proposal.

5.0 SUBMISSIONS OF PROPOSALS

- 5.1 Proposals should provide straightforward, concise information that satisfies the requirements of Section 6 (“Proposal Contents”). 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:
 - 5.2.1 One (1) original and 3 hard copies of the entire proposal. The original must be signed by an authorized representative of the Proposer.
 - 5.2.2 One (1) CD or DVD containing all parts of the proposal in Word, PDF or other format acceptable to the AOC.
- 5.3 The proposal must be contained in a sealed envelope with the RFP title and number clearly marked on the outside.
- 5.4 Proposals must be delivered by the date and time listed on the coversheet of this RFP to:

Administrative Office of the Courts
Attn: Nadine McFadden, RFP CPAS-201101-RB
455 Golden Gate Avenue
San Francisco, CA 94102
- 5.5 Late proposals will not be accepted.
- 5.6 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.

6.0 PROPOSAL CONTENTS

- 6.1 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.
 - 6.1.1 Proposer's name, address, telephone and fax numbers, and federal tax identification number. Note that if Proposer is a sole proprietor using his or her social security number, the social security number will be required before finalizing a contract.
 - 6.1.2 Name, title, address, telephone number, and email address of the individual who will act as Proposer's designated representative for purposes of this RFP.
 - 6.1.3 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.
 - 6.1.4 Names, addresses, and telephone numbers of a minimum of three (3) clients for whom the Proposer has conducted similar services. The AOC may check references listed by Proposer.

6.1.5 Proposed method to complete the work.

6.1.5.1 Proposed overall project plan and organization. Include plan for developing research questions.

6.1.5.2 Proposed methodology. Include plan for gathering input from participating JusticeCorps courts (in Los Angeles, the Bay Area, and San Diego), and for examining and incorporating previously completed evaluations of the program.

6.1.5.3 Proposed methods for working with courts to research the program's efficiencies and impacts, identify where improvements may be made, and recording these interactions and reporting on those findings.

6.1.5.4 Proposed methods for outreach to, discussion with, and recording the impressions of JusticeCorps members who have served in the program.

6.1.5.5 Proposed method for analyzing data and presenting findings.

6.1.6 Experience on similar assignments, with an emphasis on experience evaluating use of the same program model in different environments.

6.1.6.1 Provide the names, physical and electronic addresses, and telephone numbers of a minimum of (3) clients for whom the proposer has conducted similar services. The AOC may check references listed by the proposer.

6.1.6.2 Proposal includes examples of other research projects that combine quantitative and qualitative data.

6.1.6.3 Proposer has demonstrated experience with research related to court-based or community-based volunteer-driven legal services programs.

6.2 Acceptance of the Terms and Conditions.

6.2.1 On Attachment 3, the Proposer must either indicate acceptance of the Terms and Conditions or clearly identify exceptions to the Terms and Conditions. An "exception" includes any addition, deletion, qualification, limitation, or other change.

6.2.2 If exceptions are identified, the Proposer must also submit a red-lined version of the Terms and Conditions that clearly tracks proposed changes,

and a written explanation or rationale for each exception and/or proposed change.

- 6.3 Proposer must properly complete and include the following certifications, attachments, and other requirements in its proposal:
 - 6.3.1 Attachment 3: Proposer's Acceptance of the RFP's Contract Terms, and a redlined Attachment 2, if applicable.
 - 6.3.2 Attachment 4: Payee Data Record Form
 - 6.3.3 Attachment 5: Darfur Contracting Act Certification.
 - 6.3.4 Attachment 6: No Conflict of Interest Certification
 - 6.3.5 If Proposer is a corporation, proof that Proposer is in good standing and qualified to conduct business in California.
 - 6.3.6 Attachment 7: Reference Form.
- 6.4 Cost Proposal. The following information must be included in the cost proposal. Note that the successful Proposer will be paid on a firm-fixed price per Deliverable basis.
 - 6.4.1 A detailed line item budget showing total cost of the proposed services: As a separate document, submit a detailed line item budget showing total cost of the services for each of the eight (8) Deliverables specified in Attachment 2 Contract Terms, Exhibit C - Payment Provisions. This budget should identify unique hourly rates, titles, and responsibilities for each "Key Personnel," but can group this information for other personnel in a more general manner. Staff rates should be fully burdened, including indirect costs, overhead and profit. The cost proposal should also include separate line items for postage/ mailing costs and travel and lodging.
 - 6.4.2 Fully explain and justify all budget line items in a narrative entitled "Budget Justification."
 - 6.4.3 A "not to exceed" total for all work and expenses payable under each phase of the contract, if awarded: The total cost for Contractor services shall be inclusive of personnel, materials, overhead rates, travel and profit. Please note, Contract Phase II Deliverables 6, 7, and 8 are contingent upon available funding. The method of payment to the Contractor will be by firm fixed price for each of the eight (8) Deliverables specified in Attachment 2 Contract Terms, Exhibit C - Payment Provisions.

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.

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 ninety (90) day period, the AOC reserves the right to negotiate extensions to this period.

8.0 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 AOC 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.

CRITERION	MAXIMUM NUMBER OF POINTS
Quality of work plan submitted (Section 6.1.5.2, through 6.1.5.5)	30
Experience on similar assignments (Section 6.1.6)	20
Cost (Section 6.4)	30
Credentials of staff to be assigned to the project (Sections 6.1.1 through 6.1.4, and 6.3.6)	5
Acceptance of the Terms and Conditions (Sections 6.2, 6.3.1 through 6.3.5, and Attachment 3)	10
Ability to meet timing requirements to complete the project (Section 6.1.5.1)	5

9.0 INTERVIEWS

The AOC 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 AOC's offices in San Francisco. The AOC will not reimburse Proposers for any costs incurred in traveling to or from the interview location. The AOC will notify

eligible Proposers regarding interview arrangements.

10.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

One copy of each proposal will be retained by the AOC for official files and will become a public record. California judicial branch entities are subject to rule 10.500 of the California Rule of Court, which governs public access to judicial administrative records (see www.courtinfo.ca.gov/cms/rules/index.cfm?title=ten&linkid=rule10_500).

If information submitted in a proposal contains material noted or marked as confidential and/or proprietary that, in the AOC's sole opinion, meets the disclosure exemption requirements of Rule 10.500, then that information will not be disclosed upon a request for access to such records. If the AOC finds or reasonably believes that the material so marked is **not** exempt from disclosure, the AOC will disclose the information regardless of the marking or notation seeking confidential treatment.

11.0 DISABLED VETERAN BUSINESS ENTERPRISE PARTICIPATION GOALS

The AOC has waived the inclusion of DVBE participation in this solicitation.

12.0 PROTESTS

Any protests will be handled in accordance with Chapter 7 of the Judicial Branch Contract 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 AOC to receive a solicitation specifications protest is latest date and time a proposal may be submitted as set forth in Section 3, Timeline For This RFP. Protests should be sent to:

AOC – Business Services
ATTN: Protest Hearing Officer
455 Golden Gate Avenue, Seventh Floor
San Francisco, CA 94102