



# Judicial Council of California

ADMINISTRATIVE OFFICE OF THE COURTS

CENTER FOR FAMILIES, CHILDREN & THE COURTS

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**TO:** **POTENTIAL PROPOSERS**

**FROM:** Administrative Office of the Courts  
Center for Families, Children & the Courts Division

**DATE:** March 15, 2007

**SUBJECT/PURPOSE OF MEMO:** **REQUEST FOR PROPOSALS**

The Center for Families, Children & the Courts (CFCC), a division of the Administrative Office of the Courts, seeks the services of a consultant to administer and compile data from a statewide survey of court executive officers and other court personnel on the court response to elder abuse and elder needs. Specific tasks will include producing the survey in more than one mode, identifying appropriate respondents in each of the counties, distributing the surveys, tracking responses, telephone follow-up with non-respondents and re-distributing surveys, designing a database for data entry, editing hard copy surveys, entering surveys into the database, and providing electronic data to CFCC staff.

**ACTION REQUIRED:** You are invited to review and respond to the attached Request for Proposals (RFP), as posted at <http://www.courtinfo.ca.gov/reference/rfp/>:

Project Title: COURT RESPONSE TO ELDER ABUSE AND ELDER NEEDS: DATA COLLECTION SERVICES

RFP Number: CFCC 03-07 Archstone-LM

**QUESTIONS TO THE SOLICITATIONS MAILBOX:** Questions regarding this RFP should be directed to [solicitations@jud.ca.gov](mailto:solicitations@jud.ca.gov) by **Friday, March 23, 2007, no later than 1 p.m. (PST)**.

**DATE AND TIME PROPOSAL DUE:** There will not be a pre-proposal conference for this RFP. Proposals must be received by **Monday, April 2, 2007, no later than 1 p.m. (PST)**.

**SUBMISSION OF PROPOSAL:** Proposals must be sent to:  
**Judicial Council of California**  
**Administrative Office of the Courts**  
**Attn: Nadine McFadden, RFP No. CFCC 03-07 Archstone-LM**  
**455 Golden Gate Avenue, 7th Floor**  
**San Francisco, CA 94102-3688**

## **JUDICIAL COUNCIL OF CALIFORNIA ADMINISTRATIVE OFFICE OF THE COURTS**

### **1.0 GENERAL INFORMATION**

#### **1.1 BACKGROUND**

1.1.1 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 Administrative Office of the Courts (AOC) is the staff agency for the Council and assists both the Council and its chair in performing their duties.

#### **1.2 THE CENTER FOR FAMILIES, CHILDREN & THE COURTS**

1.2.1 The Center for Families, Children & the Courts (CFCC), a division of the AOC, provides a range of services to Courts in California, including research and technical assistance for juvenile and family Courts, collaborative justice Courts, cases involving self-represented litigants, and cases involving family violence.

#### **1.3 THE ARCHSTONE GRANT**

1.3.1 CFCC was awarded a grant entitled "*Effective Court Practice for Abused Elders*" by the Archstone Foundation in 2006. In accordance with the proposal, CFCC is conducting a research project designed to document innovative practices in the handling of elder abuse cases. Along with studying the innovative practices, the study seeks to assess the needs of abused elders and the barriers they face in coming to Court to obtain protection from their abusers. The project will focus on a variety of Courts, including *criminal, civil, family, domestic violence* and *probate Courts*, where elders or their caregivers come to seek the Court's protection through restraining orders or conservatorships. Ultimately, the goal of the project is to improve the quality of justice for abused elders accessing the Court system.

1.3.2 The research team plans to address Court response to elder needs by exploring the innovative approaches that a few Courts have already developed to better serve abused elder litigants, documenting and highlighting these Court initiatives in the event that other Courts want to

replicate those models, and by creating a statewide survey that gathers information from all counties uniformly on whether local initiatives addressing elder needs exist. Specifically, the statewide survey will ascertain whether Courts have adopted practices to address elder issues generally or elder abuse specifically. In collaboration with a working group, the research team has developed the items to be used for the survey. Since more than one Court division may address elder abuse issues, the initial task for the Contractor is identifying the proper respondent for each section of the questionnaire.

## 2.0 TIMELINE FOR THIS RFP

- 2.1 The AOC has developed the following list of key events from the time of the issuance of this RFP through the intent to award contract. All dates are subject to change at the discretion of the AOC.

EVENT	KEY DATE
RFP issued to <a href="http://www.courtinfo.ca.gov/reference/rfp/">http://www.courtinfo.ca.gov/reference/rfp/</a> :	<b>March 15, 2007</b>
Deadline for questions to <a href="mailto:solicitations@jud.ca.gov">solicitations@jud.ca.gov</a>	<b>Friday, March 23, 2007 No later than 1 p.m.</b>
Latest date and time proposal may be submitted	<b>Monday, April 2, 2007 No later than 1 p.m.</b>
Evaluation of proposals ( <i>estimate only</i> )	<b>April 2, 2007 through April 10, 2007</b>
Notice of Intent to Award ( <i>estimate only</i> )	<b>April 13, 2007</b>
Negotiations and execution of contract ( <i>estimate only</i> )	<b>April 27, 2007</b>

## 3.0 PURPOSE OF THIS REQUEST FOR PROPOSALS (RFP)

- 3.1 The AOC seeks the services of a consultant with expertise in survey research and data collection, preferably in a court setting, to assist AOC research and legal staff in the completion of the statewide survey.
- 3.2 The purpose of this RFP is to secure a contractor to perform data collection and database construction tasks for the Archstone Grant. The research tasks to be performed by the Contractor will include tasks related to the administration and data compilation of a statewide survey of Court executive officers, and other Court personnel. Specific tasks will include producing the survey in more than one mode (hard copy, telephone and e-mail), identifying appropriate respondents in each of the counties, distributing the surveys (while ensuring confidentiality), tracking responses, telephone follow-up of non-respondents and

re-distributing of surveys, design of data base for data entry, editing of hard copy surveys, entry of surveys into data base and provision of electronic data to the AOC.

- 3.3 The Work of this RFP is provided in *Attachment 2 Contract Terms, Exhibit D - Work to be Performed*.

#### **4.0 RFP ATTACHMENTS**

- 4.1 Included as part of this RFP are the following attachments:

4.1.1 Attachment 1 - Administrative Rules Governing Request for Proposals. Proposers shall follow the rules, set forth in *Attachment 1, in preparation and submittal of their proposals*.

4.1.2 Attachment 2 - Contract Terms. Contracts with successful firms will be signed by the parties on a State of California Standard Agreement form and will include terms appropriate for this project. Terms and conditions typical for the requested services are attached as *Attachment 2 - Contract Terms* and include: *Exhibits A through E*.

4.1.3 Attachment 3 - Vendor's Acceptance of the RFP's Contract Terms. Proposers must either indicate acceptance of Contract Terms, as set forth in *Attachment 2 - Contract Terms*, or clearly identify exceptions to the Contract Terms, as set forth in this *Attachment 3*.

4.1.3.1 If exceptions are identified, then proposers must also submit (i) a red-lined version of *Attachment 2 - Contract Terms*, that clearly tracks proposed changes to this attachment, and (ii) written documentation to substantiate each such proposed change.

4.1.4 Attachment 4 - Payee Data Record Form. The AOC is required to obtain and keep on file, a completed Payee Data Record for each vendor prior to entering into a contract with that vendor. Therefore, vendor's proposal must include a completed and signed *Payee Data Record Form, set forth as Attachment 4*.

4.1.5 Attachment 5 - DVBE Participation Form. Proposers must demonstrate either (i) DVBE compliance with minimum participation goals, or (ii) written evidence of a "good faith effort" explaining why compliance with DVBE goals cannot be achieved. DVBE Participation goals are further explained under item *RFP: 12.0 Disabled Veteran Business Enterprise Participation Goals* of this RFP.

## **5.0 EVALUATION OF PROPOSALS**

Proposals will be evaluated by the AOC using the following criteria, in order of descending priority:

- 5.1 Quality of work plan submitted.
- 5.2 Credentials of staff to be assigned to the Project.
- 5.3 Experiences on similar assignments, particularly those involving mixed-mode surveys and requiring high response rates from public sector agency personnel.
- 5.4 Reasonableness of cost projections.
- 5.5 Ability to meet timing requirements to complete the Project.

## **6.0 SPECIFICS OF A RESPONSIVE TECHNICAL PROPOSAL**

The following information shall be included as the technical portion of the proposal:

- 6.1 Quality of work plan submitted.
  - 6.1.1 Approach.
    - 6.1.1.1 Proposed project and organization.
    - 6.1.1.2 Proposed methodology. Include plan for double data entry and error reporting.
    - 6.1.1.3 Proposed methods of data collection to obtain adequate response rate. Proposer recognizes significance of identifying appropriate respondents and includes an adequate response.
    - 6.1.1.4 Proposed strategies for maximizing the quality of data collected.
    - 6.1.1.5 Proposed plan for protecting subject confidentiality
  - 6.1.2 Contact information. Provide proposer's point of contact, including name, physical and electronic addresses, and telephone and facsimile numbers.
  - 6.1.3 Tax recording information. Complete and submit *Attachment 4 - Payee Data Record Form*. Note that if an individual or sole proprietorship, using a social security number for tax recording purposes, is awarded a contract, the social security number will be required prior to finalizing a contract.
  - 6.1.4 Compliance with Contract Terms. Complete and submit *Attachment 3 - Vendor's Acceptance of the RFP's Contract Terms*. If changes to *Attachment 3* are proposed, then also submit red-lined version of *Attachment 3- Vendor's*

*Acceptance of the RFP's Contract Terms* as well as written justification supporting any such proposed changes.

6.2 Credentials of staff to be assigned to the Project. Describe key staff's knowledge of the requirements necessary to complete this project. Provide professional qualifications and experience of key staff, as well as each individual's ability and experience in conducting the proposed activities. Submit hardcopy of key staff's information in proposal as well as electronically. (*See RFP: 8.0 Submissions of Proposals*)

6.3 Experiences on similar assignments.

6.3.1 Provide the names, physical and electronic addresses, and telephone numbers of a minimum of three (3) clients for whom the proposer has conducted similar services, and briefly, provide response rates and other relevant indicators of methodological rigor on comparable projects. The AOC may check references listed by the proposer.

6.3.2 Proposal includes examples of other projects in which high response rates were achieved.

6.3.3 Proposer has demonstrated experience with mixed-method surveys.

6.3.4 References are provided for similar types of prior work, including data collection, data entry, and database management.

6.3.5 Proposer has experience working in a Court or related setting [desirable but not necessary].

6.4 Reasonableness of cost projections. See below, *RFP: 7.0 Specifics of a Responsive Cost Proposal*.

6.5 Ability to meet timing requirements to complete the Project. Overall plan with time estimates for completion of all work required.

## **7.0 SPECIFICS OF A RESPONSIVE COST PROPOSAL**

The following information shall be included as the cost portion of the proposal:

7.1 Reasonableness of Cost Projections.

7.1.1 As a separate document, submit a detailed line item budget showing total cost of the services for each of the four Deliverables specified in *Attachment 2 Contract Terms, Exhibit D - Work to be Performed*. 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. Fully explain and justify all budget line items in a narrative entitled "Budget Justification."

7.1.2 The total cost for consultant services will range between \$15,000.00 - \$20,000.00, inclusive of personnel, materials, overhead rates, travel and profit. The method of payment to the consultant will be by cost reimbursement for each of the four deliverables specified in *Attachment 2 Contract Terms, Exhibit D - Work to be Performed*.

7.1.3 Complete and submit *Attachment 5 - DVBE Participation Form*.

## **8.0 SUBMISSIONS OF PROPOSALS**

- 8.1 Responsive proposals should provide straightforward, concise information that satisfies the requirements noted in items *RFP: 6.0 Specifics of a Responsive Technical Proposal* and *RFP: 7.0 Specifics of a Responsive Cost Proposal*, above. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the state's instructions, requirements of this RFP, and completeness and clarity of content.
- 8.2 Proposers will submit one (1) original and three (3) copies of the technical proposal and cost proposal signed by an authorized representative of the company, including name, title, address, and telephone number of one individual who is the responder's designated representative.
- 8.3 Proposals must be delivered to the individual listed under Submission of Proposals, as set forth on the cover memo of this RFP.
- 8.4 Only written responses will be accepted. Responses should be sent by registered or certified mail or by hand delivery.
- 8.5 In addition to submittal of the original and three copies of the proposals, as set forth in items 8.2, above, proposers are also required to submit an electronic version of the entire proposal on CD-ROM.

## **9.0 RIGHTS**

The AOC 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, obligation, or contract and in no way is the AOC or the State of California responsible for the cost of preparing the proposal. One copy of a submitted proposal will be retained for official files and becomes a public record.

## **10.0 ADDITIONAL REQUIREMENTS**

It may be necessary to interview prospective service providers to clarify aspects of their submittal. If conducted, interviews will likely be conducted by telephone conference call. The AOC will notify prospective service providers regarding the interview arrangements.

#### **11.0 CONFIDENTIAL OR PROPRIETARY INFORMATION**

The Administrative Office of the Courts policy is to follow the intent of the California Public Records Act (PRA). If a vendor's proposal contains material noted or marked as confidential and/or proprietary that, in the AOC's sole opinion, meets the disclosure exemption requirements of the PRA, then that information will not be disclosed pursuant to a request for public documents. If the AOC does not consider such material to be exempt from disclosure under the PRA, the material will be made available to the public, regardless of the notation or markings. If a vendor is unsure if its confidential and/or proprietary material meets the disclosure exemption requirements of the PRA, then it should not include such information in its proposal.

#### **12.0 DISABLED VETERAN BUSINESS ENTERPRISE PARTICIPATION GOALS**

The State of California Executive Branch requires contract participation goals of a minimum of three percent (3%) for disabled veteran business enterprises (DVBEs). The AOC is subject to this participation goal. If it would be impossible for your company to comply, an explanation of why and demonstration of written evidence of a "good faith effort" to achieve participation is required. Your company must complete the DVBE Compliance form and include the form with your Cost Proposal. If your company has any questions regarding the form, you should contact the individual listed in the Submission of Proposal section on the coversheet of this RFP. Information about DVBE resources can be found on the Executive Branch's Internet web site at: <http://www.dgs.ca.gov/default.htm> or by calling the Office of Small Business and DVBE Certification, at 916-375-4940.