



Judicial Council of California
ADMINISTRATIVE OFFICE OF THE COURTS

CENTER FOR FAMILIES, CHILDREN & THE COURTS

455 Golden Gate Avenue • San Francisco, California 94102-3688
Telephone 415-865-7739 • Fax 415-865-7217 • TDD 415-865-4272

RONALD M. GEORGE
Chief Justice of California
Chair of the Judicial Council

WILLIAM C. VICKREY
Administrative Director of the Courts

RONALD G. OVERHOLT
Chief Deputy Director

DIANE NUNN
*Director, Center for Families,
Children & the Courts*

Date

April 24, 2003

To

POTENTIAL BIDDERS

From

Administrative Office of the Courts
Center for Families, Children & the Courts

Subject

Request for Proposals
Client Baseline Studies in the Family Court:
Data Collection Services —
CFCC 04-25-03-C

Action Requested

You are invited to review and respond to the
attached Request for Proposals (“RFP”)

Deadline

Proposals must be received by 5 p.m. on May
8, 2003

Contact

Proposals should be sent to:
Judicial Council of California
Administrative Office of the Courts
Attn: Don Will
455 Golden Gate Avenue
San Francisco, CA 94102

Contact

Don Will
415-865-7557 phone
415-865-7217 fax
don.will@jud.ca.gov

1.0 GENERAL INFORMATION

1.1 Background

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, a division of the AOC, provides a range of services to family and juvenile courts in California, including research and technical assistance to family court services programs. The CFCC maintains the Statewide Uniform Statistical Reporting System, which includes statewide longitudinal studies regarding cases that received court-based child custody mediation in 1991,1993,1996, and 1999.

2.0 PURPOSE OF THIS RFP

The AOC seeks the services of a consultant with expertise in survey research and data collection, preferably in a court setting.

The purpose of this Request for Proposals (RFP) is to secure a contract to perform a variety of data collection tasks for statewide research projects in the family courts. These research projects will take place in the summer and fall of 2003. Research projects will include a baseline study of clients who participate in mandatory court based mediation; a linked study of other services provided in the family court, including parent orientation, domestic violence assessment, investigation and evaluation; in certain courts a linked study evaluating new services and procedures in family court, including case management, instituted as part of the Unified Courts for Families project; and collection and analysis of data related to interpretation of family court proceedings related to domestic violence.

The consultant will be asked to provide data collection tools for these projects. These include production, printing and shipping of manual data collection instruments with unique identifiers; collection and data entry of manual forms; creation of data entry tools in Microsoft Access that court staff can use to enter survey information directly into their computers and transmit the data; creation of web based data entry tools for court staff with access to the internet to use in entering survey information; training and technical

assistance to court staff in using the electronic data collection tools; and cleaning and merging the electronic files before submitting them to the AOC.

3.0 SCOPE OF SERVICES

3.1. Services are expected to be performed by the consultant between May 26, 2003 and December 1st, 2003.

3.2. Confidentiality. The consultant must agree to observe rigorous measures for the protection of subject confidentiality and anonymity. All completed questionnaires, forms, and data files are confidential and must be returned with the final deliverables. Any access to electronic files with personal identifiers must be strictly controlled through passwords. The consultant is to retain no information about respondent identity, location, or interview status.

3.3. Training and technical assistance. Training of court staff on data collection is not within the scope of this contract. AOC staff will provide on-site training to court staff. However, the consultant is expected to provide documentation on the use of the data collection tools, and on-going support to the data collection tools by phone, email and the internet for the pilot and study periods. Technical support must be available 7:00 a.m. to 6:00 p.m. throughout the pilot and study period.

3.4. General scope of study. This study will collect data at the level of the service provided. When parents come to Family Court Services for a mediation appointment, they are each given a contact form and a survey form. After filling out the forms they proceed to the mediation appointment, where they give the forms to the counselor. After mediation they are each given a satisfaction form with an envelope addressed to the data collection contractor. The parents are asked to fill out the satisfaction form and mail it to the contractor. Also after mediation, the mediator fills out a survey on the mediation session. This general format is the same for data collected on non-mediation services, such as emergency assessments or case management conferences. No names appear on questionnaires. The consultant must devise a method that will package and link all the forms relevant to a case. In the past this has been done through pre-printed identification numbers on the forms and pre-printed manila envelopes to organize and ship the forms by case.

3.2.1 The AOC estimates that the training, data collection and technical assistance services described below will be required for the following numbers of courts, clients of court services, program staff, and services recorded:

Family Court Services Program sites in California	100
Family Court Services mediators & evaluators	400
Individuals (mothers and fathers) using Family Court Services during the study period:	6,000
Total Estimated Numbers of Questionnaires used in study period:	
Mediator contact form: 1 page (25 data items)	3,000

Mediator report of mediation service: 4-8 pages (50-75 data items)	3,000
Staff report on non-mediation services: 4 pages (25-50 data items)	3,000
Parents contact form: 1 page (15 data items)	6,000
Parents report of mediation service: 8-12 pages (75-125 data items)	6,000
Parents report of satisfaction: 2 pages (20 data items)	6,000
Parents report on non-mediation services: 4 pages (25-50 data items)	6,000

3.2.2 Estimates of printing and distribution. Consultant will be required to print and distribute the following to the 100 Family Court Services Sites (numbers given are the total number of forms to be printed and distributed, not the number per court)

One page sheet explaining the study to parents: English	13,000
One page sheet explaining the study to parents: Spanish	1,600
Forms for mediators and staff who will not be reporting electronically:	
Mediator contact form: 1 page (25 data items)	500
Mediator report of mediation service: 4-8 pages (50-75 data items)	500
Staff report on non-mediation services: 4 pages (25-50 data items)	500
Forms for parents who will not be reporting electronically:	
Parents contact form: 1 page (15 data items): English	6,000
Parents report of mediation service: 8-12 pages (75-125 data items): English	6,000
Parents report of satisfaction: 2 pages (20 data items): English	6,000
Parents report on non-mediation services: 4 pages (25-50 data items): English	6,000
Parents contact form: 1 page (15 data items): Spanish	1,600
Parents report of mediation service: 8-12 pages (75-125 data items): Spanish	1,600
Parents report of satisfaction: 2 pages (20 data items): Spanish	1,600
Parents report on non-mediation services: 4 pages (25-50 data items): Spanish	1,600

3.2.3 Description of printing. Camera ready copy will be provided in English and Spanish. Four and eight page questionnaires are to be produced as booklets (saddle stitched), two page questionnaires as two sides of one sheet.

- 3.2.4 Linked forms. See 3.4 above. The consultant must design a method of linking all the forms relevant to a case by identification number.
- 3.2.5 Mailing. The consultant is responsible for packaging and mailing the above forms and materials to each of the 100 study sites. The consultant is responsible for mailing costs, including the cost of the postage of the parent report of satisfaction mailed directly back to the consultant and the cost to courts of shipping completed forms to the consultant. The consultant is also responsible for receiving, unpacking, and sorting all the completed questionnaires.
- 3.2.6 Editing. Upon receiving forms filled out manually, the consultant must edit them for missing information and inconsistent responses before data entry. Editing will be based on rules provided by the AOC.
- 3.2.7 Estimates of data entry. Of the forms in the table above, estimate that 80% of the mediator and staff questionnaires will be entered by court staff using electronic tools provided by the contractor. The contractor will be required to collect and enter the remaining 20% of forms which will be completed manually. Of the forms completed by parents, estimate that only 10% to 20% will be entered electronically at the court, and that the consultant will be required to collect and enter the remaining 80% to 90%.
- 3.2.8 Data cleaning and merging. All data received electronically should be given electronic checks for completeness and consistency, and recoded.
- 3.2.9 Final deliverables. All data should be merged into final SAS files and provided to the AOC. All forms must be provided to the AOC.

3.3. The consultant will be asked to:

- 3.2.1 Meet with CFCC research staff to review the project design, data collection strategy and draft data collection instruments. **(Week of June 1, 2003)**
- 3.2.2 Operationalize the pilot data collection strategy: **(Weeks of June 2 and 9, 2003)**
 - 3.2.2.1 Prepare hard copy versions of all forms and project materials.
 - 3.2.2.2 Create data collection software for entry of mediator and parent forms at the local site. The data base should allow tracking of multiple services by multiple staff for a single case and family. The software should be in two versions:
 - an Access data base for courts where line staff does not have access to the internet,
 - a web enabled data base for courts where line staff has access to the internet.
- 3.2.3 With AOC staff, implement a one-week pilot version of the study in one court **(Weeks of June 16 and 23, 2003)**
 - 3.2.3.1 Install data collection tools
 - 3.2.3.2 Make all copies of forms for program staff who will be recording on hard copy

- 3.2.3.3 Be available by phone, email, and internet for technical assistance throughout the pilot period
- 3.2.3.4 Make one site visit during the pilot period to identify any problems in the data collection strategy
- 3.2.4 Prepare data files from the pilot by cleaning and merging any files from the internet or Access databases and provide to AOC (**June 30, 2003**)
- 3.2.5 Meet with AOC staff to review results of the pilot, define any changes to data collection instruments or software. (**Week of July 7, 2003**)
- 3.2.6 Make changes to data collection instruments and software.
- 3.2.7** Prepare all materials for mailing to courts for major study (**August, September 2003**)
- 3.2.8** Contact all courts and provide them with electronic data collection tools.
- 3.2.9** Ship all hardcopy materials to courts prior to October 6; follow-up to ensure delivery.
- 3.2.10 Field a two week study in all courts simultaneously (**Weeks of October 6 & 13, 2003**).
 - 3.2.10.1 Follow up requests for additional forms
 - 3.2.10.2 Monitor electronic data collection and reporting, follow up problems and non-reporters
 - 3.2.10.3 Provide technical assistance on use of electronic data collection and reporting through phone support, email, and internet. Support must be available 7 am to 6 pm.
- 3.2.11 Receive and monitor all hard copy instruments from the courts (Week of October 20, 2003)
- 3.2.12 Edit and clean hard copy forms (Weeks of October 27 and November 3, 2003)
- 3.2.13 Enter hard copy forms in computer system (By November 21, 2003)
- 3.2.14** Merge all data from three sources: Court entry of data via Access databases, court entry of data via the internet, and consultant's entry of data. (By December 1, 2003)

4.0 SPECIFICS OF A RESPONSIVE PROPOSAL

The following information shall be included in the proposal:

- 4.1 Name, address, telephone and fax numbers, and social security number or federal tax identification number.
- 4.2 Four copies of the 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.
- 4.3 Resumes describing the background and experience of key staff, as well as each individual's ability and experience in conducting the proposed activities.

- 4.4 Describe key staff's knowledge of the requirements necessary to complete this project.
- 4.5 Names, addresses, and telephone numbers of a minimum of five (5) clients for whom the consultant has conducted similar services. The AOC may check references listed by the consultant.
- 4.6 Responsive proposals should provide straightforward, concise information that satisfies the requirements noted 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.
- 4.7 Overall plan with time estimates for completion of all work required.
- 4.8 Method to complete the Project. Address the following points in your proposal:
 - 4.8.1 Proposed data collection methods. Describe in detail the web data collection system proposed. Describe the Access data base collection system proposed, and how data from this system will be transmitted to the contractor.
 - 4.8.3 Proposed training and technical assistance. Describe how the consultant will allocate resources and staff to provide technical assistance during the study period. Describe any tools for training/technical assistance/troubleshooting that will be provided for court staff.
 - 4.8.4 Quality control. Describe how data quality and response rates will be monitored during the study period and problems resolved.
 - 4.8.4 Proposed project and team organization.

5.0 COST PROPOSAL

Submit a detailed line item budget showing total cost of the services. Fully explain and justify all budget line items in a narrative entitled "Budget Justification."

The total cost for consultant services will not exceed \$86,000 inclusive of personnel, materials, computer support, travel, lodging, per diem, and overhead rates. The method of payment to the consultant will be by cost reimbursement.

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.

Only written responses will be accepted. Responses should be sent by registered or certified mail or by hand delivery. The consultant may send the AOC an advance copy by facsimile to the Project Manager at the fax number listed in Section 7.0, below. However, sending an advance copy by fax does not satisfy the submission requirements of paragraph 4.2.

7.0 PROJECT MANAGEMENT

The Project Manager for this RFP process is:

Don Will
Supervising Research Analyst
Center for Families, Children & the Courts
Administrative Office of the Courts
455 Golden Gate Avenue
San Francisco, CA 94102-3660
(415) 865-7557
(415) 865-7217
don.will@jud.ca.gov

8.0 EVALUATION OF PROPOSALS

Proposals will be evaluated by the AOC using the following criteria:

- a. Quality of work plan submitted
- b. Experience on similar assignments
- c. Credentials of staff to be assigned to the project
- d. Ability to meet timing requirements to complete the project
- e. Reasonableness of cost projections
- f. Innovative strategies for maximizing quality of data and response rate

9.0 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.

10.0 PROPOSED CONTRACT TERMS AND ADMINISTRATIVE RULES

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. Generally, the terms of the contract will include, but are not limited to: (1) completion of the project within the timeframe provided; (2) no additional work authorized without prior approval; (3) no payment without prior approval; (4) funding availability subject to Legislature; (5) termination of contract under certain conditions; (6) indemnification of the State; (7) approval by the State of any subcontractors; (8) national labor relations board, drug-free workplace, nondiscrimination, and ADA requirements; and (9) minimum appropriate insurance requirements.

Incorporated in this RFP, and attached as Attachment A, is a document entitled "Administrative Rules Governing Requests for Proposals. Consultants shall follow these rules in preparation of their proposals.

11.0 DISABLED VETERAN BUSINESS ENTERPRISE PARTICIPATION GOALS

The State requires contract participation goals of three percent (3%) for disabled veteran business enterprises (DVBEs). Therefore, your response should demonstrate DVBE compliance; otherwise, if it is impossible for you firm to comply, please use the DVBE participation form attached as Attachment B to explain why, and demonstrate written evidence of a "good faith effort" to achieve participation. Your firm must complete the attached DVBE participation requirement form even if it is only to explain why your firm cannot achieve the participation goal. Completing the attached form to the extent feasible is mandatory to be responsive to this solicitation's requirements. If your firm has any questions regarding the form, you should contact the Contracting Officer, Stephen Saddler, at 415-865-7989. For further information regarding DVBE resources, please contact the Office of Small Business and DVBE Certification, at 916-375-4940.