

ATTACHMENT 2 CONTRACT TERMS

EXHIBIT D – WORK TO BE PERFORMED

1.0 SCOPE OF SERVICES

- 1.1. **TERM:** Services are expected to be performed by the consultant between **January 31, 2008** and **July 31, 2008**.
- 1.2. **REQUIREMENTS:**
 - 1.2.1 **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.
 - 1.2.2 **Training and technical assistance.** The consultant is expected to provide on-site training to court staff on data collection with AOC staff. 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.
 - 1.2.3 **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.

- 1.2.4 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. Consultant will be required to print and distribute the following to all the Family Court Services Sites in 58 counties (about 100 FCS sites in 2003).
- 1.2.5 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.
- 1.2.6 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.
- 1.2.7 Data entry. The contractor will be required to collect and enter the forms which will be completed manually by the mediators and the parents.
- 1.2.8 Data cleaning and merging. All data received electronically should be given electronic checks for completeness and consistency, and recoded.
- 1.2.9 Final deliverables. All data should be merged into final SAS files and provided to the AOC. All forms must be provided to the AOC.

1.3. THE CONSULTANT WILL BE ASKED TO:

- 1.3.1 Meet with CFCC research staff to review the project design, data collection strategy and draft data collection instruments.
- 1.3.2 Operationalize the pilot data collection strategy:
 - 1.3.2.1 Prepare hard copy versions of all forms and project materials.
 - 1.3.2.2 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.

- 1.3.3 With AOC staff, implement a one-week pilot version of the study in one court
 - 1.3.3.1 Install data collection tools
 - 1.3.3.2 Make all copies of forms for program staff who will be recording on hard copy
 - 1.3.3.3 Be available by phone, email, and internet for technical assistance throughout the pilot period
 - 1.3.3.4 Make one site visit during the pilot period to identify any problems in the data collection strategy
- 1.3.4 Prepare data files from the pilot by cleaning and merging any files from the internet or Access databases and provide to AOC
- 1.3.5 Meet with AOC staff to review results of the pilot, define any changes to data collection instruments or software.
- 1.3.6 Make changes to data collection instruments and software.
- 1.3.7 Prepare all materials for mailing to courts for major study
- 1.3.8 Contact all courts and provide them with electronic data collection tools.
- 1.3.9 Ship all hardcopy materials to courts prior to **March 17**; follow-up to ensure delivery.
- 1.3.10 Field a one week study in all courts simultaneously **from March 17 through March 21, 2008**).
 - 1.3.10.1 Follow up requests for additional forms
 - 1.3.10.2 Monitor electronic data collection and reporting, follow up problems and non-reporters
 - 1.3.10.3 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.
- 1.3.11 Receive and monitor all hard copy instruments from the courts
- 1.3.12 Edit and clean hard copy forms

1.3.13 Enter hard copy forms in computer system

1.3.14 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.

1.4 DELIVERABLES AND DUE DATES: The contractor will be asked to do the following, by the dates listed to the right of each deliverable: (All dates subject to negotiation prior to execution of a contract.)

1.6.1

| First Deliverable: | | Due Date |
|----------------------|---|-------------------------|
| | Develop pilot data collection implementation plan and data collection software | |
| Deliverable 1 is due | Upon completion and Acceptance of Deliverable 1, as defined in <i>this Attachment 2 Contract Terms, Exhibit D – Work to be Performed</i> , the Contractor shall submit an invoice for Deliverable 1 | February 8, 2008 |

1.6.2

| Second Deliverable: | | Due Date |
|----------------------|---|--------------------------|
| | Implement a one-week pilot version of the study in one court; prepare data files from the pilot study and define any changes to data collection instruments or software | |
| Deliverable 2 is due | Upon completion and Acceptance of Deliverable 2, as defined in <i>this Attachment 2 Contract Terms, Exhibit D – Work to be Performed</i> , the Contractor shall submit an invoice for Deliverable 2 | February 22, 2008 |

Project Title: Client Baseline Studies in Family Court: Data Collection Services Collection
 RFP Number: CFCC 01-08 Client Baseline Studies-LM
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 December 20, 2007

1.6.3

| Third Deliverable: | Due Date |
|---|-----------------------|
| Field a one week study in all 58 courts; receive and monitor all hard copy instruments from the courts and provide a tracking report | |
| Deliverable 3 is due | March 31, 2008 |
| Upon completion and Acceptance of Deliverable 3, as defined in <i>this Attachment 2 Contract Terms, Exhibit D – Work to be Performed</i> , the Contractor shall submit an invoice for Deliverable 3 | |

1.6.4

| Fourth Deliverable: | Due Date |
|---|---------------------|
| A cleaned SPSS file with merged data from all source | |
| Deliverable 4 is due | June 6, 2008 |
| Upon completion and Acceptance of Deliverable 4, as defined in <i>this Attachment 2 Contract Terms, Exhibit D – Work to be Performed</i> , the Contractor shall submit an invoice for Deliverable 4 | |