

RFP Title: AB1194 CONSERVATORSHIP STUDY
RFP Number: CFCC-22-132RB

REQUEST FOR PROPOSALS

JUDICIAL COUNCIL OF CALIFORNIA

REGARDING:

RFP TITLE: AB1194 CONSERVATORSHIP STUDY

RFP NUMBER: CFCC-22-132RB

AMENDMENT 1

PROPOSALS DUE:

JANUARY 27, 2023, NO LATER THAN 3:00 P.M. PACIFIC TIME

This Amendment 1 hereby modifies the RFP as follows:

1. Changes/ insertions in the RFP are shown in bold underlined italicized font (***bold underlined font***). Paragraph numbers refer to the numbers in the original RFP.
2. The following changes are made to this RFP, Sections 2 and 3:

2.0 DESCRIPTION OF SERVICES AND DELIVERABLES

The Judicial Council seeks the services of a person or entity with expertise in quantitative and qualitative evaluation, statistical analysis, court file review, public policy, and conservatorship.

TERM: The services are expected to be performed for a period of approximately eleven (11) months with an *estimated* starting date of February ***15***, 2023, through December 30, 2023.

SCOPE OF SERVICES

- 2.1 The Proposer is expected to develop a comprehensive study examining effectiveness in conservatorship cases as outlined in Assembly Bill 1194 (AB 1194), culminating in a report provided to the Judicial council with a summary of findings and recommendations. The Proposer will be expected to collect data on approximately 2,000 conservatorship cases from 5 – 10 small, medium, and large size courts. Casefile review may include electronic case files but will require substantial in-person, onsite hard copy file review. The Proposer will need to obtain their own license for a secure data collection platform and provide a copy of all data collected to the Judicial Council. The data collection is expected to begin as early as February 2023 and must be completed no later than June ***15***, 2023. The Proposer is expected to analyze the data and provide a draft report to the Judicial Council by July ***14***, 2023. A finalized, edited version of the report is due to the Judicial Council no later than ***August 1***, 2023. Throughout the contract period, the Proposer is expected to meet with the JCC AB 1194 Program Manager on a monthly basis and provide a summary of project progress status on all aspects of the study including but not limited to data collection, summaries and findings of data analyzed, and focus groups.
- 2.2 All research plans must be approved by the JCC AB 1194 Program Manager prior to performing work.

All written reports should adhere to the latest version of the JCC Style Guide and any other related report guidelines, templates, etc. as directed by the JCC when submitting written work. All written work must be transmitted in a hardcopy format, as required by the JCC, and electronically in an editable Microsoft Word format. All charts, tables, and graphics must be submitted in an editable format as well. The Proposer must submit an annotated bibliography and hard copies of all source materials used with each deliverable (and include an electronic link to an online source if available).

- 2.3 Develop a study measuring court effectiveness in conservatorship cases including the effectiveness of protecting the legal rights and best interests of a conservatee.

The study will include onsite, manual review of temporary and general probate conservatorship cases filed with the courts in Fiscal Year (FY) 2018 – 2019 for a sample size of 5 – 10 courts. Review must be conducted at a minimum of one small court, one medium sized court, and one large court.

Prepare a written report to the Judicial Council including a summary of data, analysis, and findings of the Study, an analysis of the effectiveness of protecting the legal rights and best interests of a conservatee and compliance with statutory timeframes. The Study must include recommendations for statewide performance measures to be collected, best practices that serve to protect the legal rights of conservatees, and staffing needs to meet case processing requirements, as required by Probate Code § 1458.

Provide all data collected to the Judicial Council.

Written report must contain the following analyses with case data separated by cases in which a professional fiduciary was appointed from cases in which a nonprofessional conservator was appointed:

- 2.3.1 Number of petitions filed requesting appointment of a conservator by granted and denied.
 - 2.3.2 Number of conservatorships under court supervision at the end of the fiscal year in which a court investigation was conducted.
 - 2.3.3 Number of conservatorships under court supervision at the end of the fiscal year in which a court review hearing was held.
 - 2.3.4 Number of petitions or objections filed by, or on behalf of a conservatee, challenging a conservator's action, failure to act, accounting or compensation by granted and denied.
 - 2.3.5 Number of conservatorships under court supervisions in which accountings due, and the number of accountings received after they were due or not received at all.
 - 2.3.6 Number of conservatorships of the estate, or of the person and the estate, under court supervision in which bond was not required of the conservator.
 - 2.3.7 An analysis of compliance with statutory timeframes in the FY 2018-2019.
 - 2.3.8 A description of operational differences between courts that affect the processing of conservatorship cases including timeframes and steps taken to protect the legal rights and best interests of conservatees.
 - 2.3.9 The report shall include recommendations for statewide performance measures to be collected, best practices that serve to protect the legal rights of conservatees, and staffing needs to meet case processing requirements.
- 2.4 Work with the AB 1194 Program Manager or designee to update and ensure the sampling strategy yields sufficient data for the analysis. Initial sample size estimates yielded a sample of 5 – 10 courts with approximately 1,829 cases to be analyzed. Perform the casefile review, enter data into the casefile review tool, and conduct an analysis on the case file data (from approximately 1,829 case files). Provide a detailed plan for the handling of collected case file review data including a timeline on data

management.

- 2.5 After casefile data collection, organize and conduct 3-5 focused discussion groups involving clerks, attorneys, litigants who have appeared or tried to appear, and other parties from the same 5-10 small, medium, and large size courts included in the sample to obtain more information regarding the operational processes that may have impacted the processing of conservatorship cases, including timeframes and steps taken to protect the legal rights and best interests of conservatees. Focus groups may be conducted via videoconference or in person if permitted by the court.

The focused discussion group will elicit feedback on 1) the operational processes of how a conservatorship case is handled by the court, 2) information on processes that may have impacted the processing of the case(s), 3) what processes are in place that aid in the processing of the conservatorship cases, and 4) what improvements could be made to the way in which conservatorship cases are processed by their courts. Develop a list of discussion questions for each focus group in consultation with the JCC AB 1194 Program Manager. Submit a written report on focus group themes, operational differences between courts affecting the processing of conservatorship cases, and other notable themes to be included in the final report to the Judicial Council.

- 2.6 Provide updates on data analysis and findings from both court file data collection and focus groups useful for the development of draft recommendations of statewide performance measure to be collected, best practices that serve to protect the legal rights of conservatees, and staffing needs to meet case processing requirements on a monthly basis.
- 2.7 Collaborate with the JCC AB 1194 Program Manager and other JCC staff, as appropriate, to develop draft statewide performance recommendations based on the findings from the casefile review and focus group(s).
- 2.8 On a monthly basis, meet and collaborate with the JCC AB 1194 Program Manager and other JCC staff to provide an update and summary on data collection, summary of findings, and report progress. Provide the JCC AB 1194 Program Manager with an initial draft report of all the findings of the research estimated to be no later than July 15, 2023, and a revised final report by no later than August 1, 2023.
- 2.9 Participate in monthly videoconference or teleconference meetings with the JCC AB 1194 Program Manager and other JCC staff, as appropriate, to review the development of research design, data analysis procedures and research methodology, and written reports and be responsive to emails and phone calls from the JCC AB 1194 Program Manager on an ongoing basis.
- 2.10 DELIVERABLES AND *ESTIMATED* DUE DATES: The Proposer will be asked to do the following, by the dates listed to the right of each deliverable:
- 2.10.1 Deliverable 1: Meeting with JCC AB 1194 Program Management and staff

Deliverable 1	<i>Estimated Due Date</i>	<i>Estimated Maximum Firm Fixed Amount</i>
First videoconference or teleconference meeting.	On or before February 15 , 2023	\$5,000

2.10.2 Deliverable 2: Case File Review Sample Size Calculation

Deliverable 2	<i>Estimated Due Date</i>	<i>Estimated Maximum Firm Fixed Amount</i>
Review the AB 1194 statute, draft casefile review tool, and update the sample size calculation with the number of the courts to be sampled in the case file review with the JCC AB 1194 Program Manager. Submit a Microsoft Excel spreadsheet detailing calculations and formulas used, including a written summary of how figures were derived.	On or before March 3 , 2023	\$15,000

2.10.3 Deliverable 3: Casefile Review Data collection

Deliverable 3	<i>Estimated Due Date</i>	<i>Estimated Maximum Firm Fixed Amount</i>
Submit detailed written final plan for the handling of collected case file review data and written report development. Include data management timeline of data entry procedures, data validation techniques, research methodology, and proposed statistical tests.	On or before March 17 , 2023	\$60,000
Begin casefile review data collection at courts.		

2.10.4 Deliverable 4: Monthly Casefile Review Data Collection Check-in

Deliverable 4	<i>Estimated Due Date</i>	<i>Estimated Maximum Firm Fixed Amount</i>
Provide monthly summaries on the progress of data collection including aggregate findings, draft analyses, and discussion of results to the Judicial Council AB 1194 Program Manager.	On or before May 15 , 2023	\$375,000 (\$125,000 per monthly check-in for 3 months, March, April, May)
Submit a detailed written plan for identifying the focus groups and the handling of focus group interview data and analysis for Deliverable 6. Submit detailed written final plan describing focus group timeline, recruitment, questions, and sampling strategy to ensure statewide representativeness, organization, facilitation, transcription, audio recording, and written report development for all three groups as identified in Section 2.3 above.		

2.10.5 Deliverable 5: Case File Review Data Analysis

Deliverable 5	<i>Estimated Due Date</i>	<i>Estimated Maximum Firm Fixed Amount</i>
<p>Submit electronic database of data entered from case file review in both Microsoft Excel and .csv formats, include coding sheet. Submit uniformly formatted charts, tables, and graphics of analyzed data, in addition to copies of syntax and formulas used to run various statistical tests and data analyses, and a written summary of how these numbers were derived.</p> <p>Submit written report in a Microsoft Word format of case file review findings and results and litigant characteristics as reflected in previous California child support guideline studies, as well as any research limitations or challenges encountered while conducting this part of the study. The report shall include the Items identified in Section <u>2.3</u> above.</p>	On or before <u>June 2</u> , 2023	\$250,000

2.10.6 Deliverable 6: Focus Groups and Data Analysis

Deliverable 6	<i>Estimated Due Date</i>	<i>Estimated Maximum Firm Fixed Amount</i>
<p>Hold focus group meetings.</p> <p>Submit written report in a Microsoft Word format of focus group themes and findings, as well as any research limitations or challenges encountered while conducting this part of the study.</p> <p>Submit digital copies of audio recordings and written transcripts from all three focused discussion groups.</p>	On or before June <u>15</u> , 2023	\$30,000

2.10.7 Deliverable 7: Draft Report

Deliverable 7	<i>Estimated Due Date</i>	<i>Estimated Maximum Firm Fixed Amount</i>
<p>Submit a report with written policy recommendations based on findings from The casefile review and focus groups. The following criteria should be used when making the policy recommendations:</p> <ol style="list-style-type: none"> 1) ensure the recommendations provide guidance on statewide performance measures to be collected 2) ensure that the recommendations address best practices that courts should follow that serve to protect the legal right of conservatees 3) ensure that the recommendations address staffing needs/requirements that are essential to meet case processing requirements. <p>Submit a written final draft report in a Microsoft Word format. The final draft report should include the written reports from Deliverables 1-7 (as identified above), analysis of data elements identified in Section 2.3 – 2.5, in</p>	On or before July <u>14</u> , 2023	\$100,000

addition to the policy recommendations.		
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2.10.8 Deliverable 8: Final Report

Deliverable 8	<i>Estimated Due Date</i>	<i>Estimated Maximum Firm Fixed Amount</i>
Submit a revised final report based on feedback from the program manager. This final report will include an introduction describing the background of the study, in addition to a conclusion that also addresses any research limitations or challenges encountered while conducting the study.	On or before <i>August 1</i> , 2023	\$90,000

2.10.9 Deliverable 9: Telephone and Email Contact with JCC AB 1194 Program Management

Deliverable 9	<i>Estimated Due Date</i>	<i>Estimated Maximum Firm Fixed Amount</i>
Consult with the JCC AB 1194 Program Manager, JCC staff, or designee via telephone on a biweekly basis and be responsive to emails and phone calls from the JCC AB 1194 Program Manager on an as-needed basis. Every other week schedule, including day and time, to be arranged.	On or before Dec 30, 2023	\$20,000

2.10.10 Deliverable 10: Telephone and Email Contact with JCC AB 1194 Program Management

Deliverable 10	<i>Estimated Due Date</i>	<i>Estimated Maximum Firm Fixed Amount</i>
Proposer will be available on an on-going basis through December 30, 2023, to respond to any questions regarding methodology and study findings that may arise during the public comment or review by the JCC.	On or before Dec 30, 2023,	\$5,000

2.10 Authority and Approval

The Proposer is not authorized to make final and binding decisions or approvals on behalf of the JCC. As required in this Agreement, the Proposer will obtain the necessary approvals from the AB 1194 Program Manager and/or the Contracts Manager as may be required.

2.11 Monthly Project Status

The Proposer shall submit monthly project status reports to the Project Manager, describing work performed, work status, work progress difficulties encountered, remedial

actions, and statement of activity anticipated subsequent to reporting period for approval prior to payment of invoices. Invoices shall include, in detail, all costs and charges applicable.

2.12 Proposer Responsibilities

2.12.1 The Proposer's Project Manager will have the following responsibilities under this Contract:

- 1) Works closely with JCC AB 1194 Program Manager.
- 2) Manages, prepares and refines the Contract's deliverables.
- 3) Proactively assists with resolution of issues with any aspect of the Work.
- 4) Proactively anticipates Project deviations and is responsible for taking immediate corrective action; and
- 5) Works with Program Manager to manage and coordinate work and knowledge transfer.

2.12.2 The Proposer's Key Personnel will have the following responsibilities under this Contract:

- 1) Works closely with Proposer's Project Manager and JCC AB 1194 Program, Manager, as appropriate, to accomplish Deliverables.
- 2) Proactively assists with preparing and refining the Contract's deliverables.
- 3) Proactively assists with identification and resolution of issues with any aspect of the Work; and
- 4) Assists with performing work and knowledge transfer.

2.13 JCC Responsibilities

The JCC AB 1194 Program Manager will be responsible for managing, scheduling, and coordinating all Project activities, including Project plans, timelines, and resources, and escalating issues for resolution to JCC management.

3.0 TIMELINE FOR THIS RFP

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

EVENT	DATE
RFP issued	Dec 30, 2022
Deadline for questions	Jan <u>17</u> , 2023, at 3:00 PM (PST)

EVENT	DATE
Questions and answers posted	Jan <u>18</u> , 2023, at 3:00 PM (PST)
Latest date and time proposal may be submitted	Jan <u>27</u> , 2023, at 3:00 PM (PST)
Evaluation of proposals (<i>estimate only</i>)	January <u>30 – February 3</u> , 2023
Notice of Intent to Award (<i>estimate only</i>)	<u>February 3</u> , 2023
Negotiations and execution of contract (<i>estimate only</i>)	<u>February 6 - 10</u> , 2023
Contract start date (<i>estimate only</i>)	Feb <u>15</u> , 2023
Contract end date (<i>estimate only</i>)	December 30, 2023