



Judicial Council of California
ADMINISTRATIVE OFFICE OF THE COURTS

CENTER FOR FAMILIES, CHILDREN & THE COURTS

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Director, Center for Families,
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Date

April 30, 2003

To

POTENTIAL BIDDERS

From

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

Subject

Request for Proposals
Continuum of Services in Court-Based Family
Dispute Resolution: Case Flow and Workload
Study — **CFCC 04-25-03-D**

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

Submission of Proposal

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 baseline and longitudinal studies of cases that received court-based child custody mediation in 1991, 1993, 1996, and 1999. CFCC also supports the study of mediation and other dispute resolution techniques designed to resolve child custody disputes.

2.0 PURPOSE OF THIS RFP

The AOC seeks the services of a consultant with expertise in survey research and workload studies, preferably in court settings.

The work of family court services programs in the family courts has expanded beyond providing mandatory custody mediation for parents with custody and visitation disputes. These services include assessment of domestic violence in families, emergency investigations, orientation, and education programs for parents, criminal and court records checks, case management conferences, judicial settlement conferences, and investigation or evaluation in child custody cases. However, the number of child custody mediations is still the basic unit of service in statistical reporting, budgeting, and evaluation of family court services. Collecting information on child custody mediation alone gives a distorted picture of the work being done in family court services. This study will quantify all services, case flow, and workload in a limited sample of family court services programs. The measures and descriptive information derived from the study will inform the AOC's process for defining workload standards in family court services, and the process for establishing new service reporting guidelines.

3.0 SCOPE OF SERVICES

3.1. Services are expected to be performed by the consultant between May 26, 2003 and August 31st, 2003.

3.2. The AOC estimates that the study will take place in 4 to 6 family court services programs in the state, and use a two week period for data collection. The training, data collection and technical assistance services required of the consultant are described below. The following table estimates the number of courts, cases, staff, and range of services that will be in the study:

Court type	Location/ # Sites	Cases in 2 week period	# line staff	# support staff	Range of services that can be provided to a case. (Includes orientation, special assessments, records checks, screening, mediation, parent education, evaluation or investigation, judicial settlement conferences.)
Large urban	Bay Area 3 sites	200	15-20	5-10	15-20 separate services
Large urban/rural	Central Valley	200	10-15	5-10	15-20 separate services
Medium rural	Central Valley	60	5-9	1-4	5-10 separate services
Small urban/rural	Bay Area	40	5-9	1-4	5-10 separate services
Small rural	North	4	1-4	1	5-10 separate services

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 May 26, 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 case tracking forms, time logs for all staff, file review checklists, interview guidelines and other data collection instruments.

3.2.2.2 Create data collection software for case tracking and time logs. 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.

- 3.2.2.3 An estimated 20% of case tracking forms and time logs will be completed by hand. Consultant must perform data entry for forms completed by hand.
- 3.2.3** With AOC staff, implement a two-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 Hold orientation session for family court services staff in pilot court
 - 3.2.3.4 Hold training sessions with family court services staff in pilot court on using the data collection forms and software
 - 3.2.3.5 Be available by phone for technical assistance throughout the pilot period
 - 3.2.3.6 Make one follow-up 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 performing any necessary data entry, 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 Field a two week study in 4-5 courts simultaneously **(Weeks of July 21 and 28, August 4 2003)**
 - 3.2.7.1 Install data collection tools
 - 3.2.7.2 An estimated 20% of case tracking forms and time logs will be completed by hand. Consultant must perform data entry for forms completed by hand.
 - 3.2.7.3 Make all copies of forms for program staff who will be recording on hard copy
 - 3.2.7.4 With AOC staff, hold orientation session for family court services staff in 5 courts regarding program goals and objectives
 - 3.2.7.5 Hold training sessions with family court services staff in 5 courts on using the data collection forms and software
 - 3.2.7.6 Be available by phone for technical assistance throughout the two-week study period
 - 3.2.7.7 Make one follow-up visit to each site during the study period to identify and resolve any problems in data collection
- 3.2.8** Prepare data files from the study by performing any necessary data entry, cleaning and merging any files from the internet or Access databases and provide to the AOC. **(Week of August 11, 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, experience with court-based research, 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 provided similar services. The AOC will 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. Describe how the estimated 20% of forms that courts will fill out by hand will be collected and entered by the consultant.
 - 4.8.3 Proposed training and technical assistance. Describe how the consultant will allocate staff to provide coverage to several courts around the state during the study period. Describe any tools for training/technical assistance/troubleshooting that will be provided for court staff.
 - 4.8.4 Response rate. Describe any strategies that will be employed during the orientation period or the study period to maximize response from the court staff involved in the study. Address common problems:
 - Court staff lacking time or motivation to track case and time information and enter it into a computer system,

- Court staff unfamiliar with technology and resistant to using it

4.8.5 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 \$50,000 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.

6.0 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.

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.