



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 25, 2003

Deadline
**Proposals must be received by 3 p.m. on
May 9, 2003**

To
POTENTIAL BIDDERS

Submission of Proposal:
Proposals should be sent to:
Judicial Council of California
Administrative Office of the Courts
Attn: Michael L. Wright
455 Golden Gate Avenue
San Francisco, CA 94102

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

Subject
REQUEST FOR PROPOSALS
Child Support Governmental Forms Plain
Language Project

Contact
Michael L. Wright
Supervising Attorney/
AB1058 Program Manager
415-865-4297 fax
michael.wright@jud.ca.gov

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

Project Title: Plain Language Child Support
Forms
RFP Number: CFCC 04-25-03-A

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 Center for Families, Children & the Courts

The Center for Families, Children & the Courts (CFCC)–AB 1058 Child Support Program, a division of the AOC, will coordinate and direct this project. CFCC is responsible for the preparation and modification of Judicial Council forms (forms for family law, juvenile court, and domestic violence; foreign-language instructional forms in these fields; and other specialized forms, including “plain language” forms designed for use by self-represented litigants, interactive “fillable” forms that may be completed on computers, and interactive forms with special features making them accessible by persons with disabilities).

<http://www.courtinfo.ca.gov/programs/cfcc/programs/index.htm>

2.0 PURPOSE OF THIS RFP

The AOC seeks the services of a consultant with expertise in the creation of “plain language” forms for the following purposes: (1) to provide drafting, layout, and other assistance to the Judicial Council in the development and production of “plain language” child support forms; and (2) to provide to the AOC electronic versions of these forms.

The consultant will provide the “plain language” text and/or the formatting for Judicial Council child support governmental forms. The list of child support forms to be “translated” into “plain language” and formatted is attached as Attachment B.

2.1 The consultant may submit a proposal for a part or all of this project, as follows:

2.1.1 The consultant may submit a proposal solely for providing the plain language text of the forms.

2.1.2 The consultant may submit a proposal solely for providing the formatting of the forms.

2.1.3 The consultant may submit a proposal for performing both aspects of this project.

3.0 SCOPE OF SERVICES

3.1. Services are expected to be performed by the consultant beginning on or about May 30, 2003 through October 31, 2003.

3.2. The consultant will be asked to:

3.2.1 Subsections 3.2.4 through 3.2.10 apply to consultants who apply for the entire project.

3.2.2. Subsections 3.2.4 through 3.2.8 apply to consultants who wish to apply solely for providing the plain language text of the forms (as set forth in Subsection 2.1.1).

3.2.3. Subsections 3.2.6 through 3.2.10 apply to consultants who apply solely for formatting the plain language forms (as set forth in Subsection 2.1.2).

3.2.4 Provide plain language text for governmental child support forms in conformity with the AOC's Plain Language Style Guide, which is Attachment C to this RFP.

3.2.5 Provide drafts of "plain language" governmental child support forms, within five (5) business days of a request from the AOC transmitted by telephone, facsimile, or e-mail, or within two (2) business days in the event of an urgent request.

3.2.6 Convert existing form file to a proposed software program(s).

- The current official forms publisher produces and revises the forms using Omniform®, a software product of Scansoft, Inc. Some AOC personnel who work on Judicial Council forms also use this program to prepare drafts of new and revised forms. Other software programs that have been used to prepare drafts of new and revised Judicial Council forms include Microsoft Word®, Adobe Acrobat®, and Quark XPress®. (Quark XPress has been used to create "plain language" forms, which require special graphics and other formatting

to enhance their readability. Quark XPress is not favored for continued use.)

- 3.2.7 Receive and transmit drafts of forms from and to the AOC by facsimile and by secure electronic file attachments to e-mail. The AOC customarily requires transmission of electronic file copies of draft forms to the AOC as pdf files.
- 3.2.8 Participate in extensive revision processes with some revisions being prepared by consultant, and some revisions being prepared by AOC staff using AOC software. Revisions prepared by the consultant will have a three (3) business day turnaround. The revision process will be deemed completed when AOC staff is satisfied with the text of the form
- 3.2.9 Conduct field testing of plain language child support forms. Advise AOC staff regarding additional field testing of the forms that the AOC will conduct.
- 3.2.10 Provide formatting of plain language child support forms that conform to a set of format and appearance guidelines that the AOC will provide (see Attachment C). Examples of “plain language” forms may be seen under the adoption and domestic violence form categories on the California Courts Web site at www.courtinfo.ca.gov/forms. “Plain language” forms are designed for use by self-represented persons. Formatting will be done using the proposed software program(s). Graphics may be used sparingly where appropriate.

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 Two 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 is required.
- 4.8 Method to complete the Project
- 4.8.1 Please specify the proposed process necessary to address the project objectives.
- 4.8.2 Please specify the proposed project and team organization.
- Identifying key employees and/or supervisor, who will be the designated contact persons with whom staff of the AOC will directly communicate concerning Judicial Council forms. Preference will be given to bidders whose designated contact persons are available during normal business hours in California (8 a.m. to 5 p.m., United States Pacific time) regardless of where they are located.
- 4.8.3 Please specify the proposed field testing process, including an explanation of the field testing tool to be used, and prior experience with that tool.
- 4.8.4 Please include samples of work, including copies of drafts from before and after conversion of plain language text and/or formatting.
- 4.8.5 Please prepare a plain language text and/or formatted version of the attached form entitled Attachment D.
- Please specify the software program(s) you would propose to use to prepare or modify the forms, including any software costs.
 - Please specify your capability to convert existing form files to the specified software program(s) you propose to use, or any other processes you propose for working with current forms files. You may examine Adobe® Portable Document Format (pdf) file copies of all

current Judicial Council forms on the California Courts Web site at www.courtinfo.ca.gov/forms.

- Please specify the format you propose to use to send electronic file copies of forms between you and the AOC, and all necessary software, including software costs.

4.8.6 Description of any background experience using legal terms and/or prior experience with legal forms. Experience with legal terms and/or legal forms is desirable.

5.0 COST PROPOSAL

The total cost for consultant services will not exceed \$80,000.00 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 subject to available funding.

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.

- The AOC reserves the right to develop and make available for public use a set of simple, "fillable" electronic Judicial Council at no cost to the public. The consultant will have no ownership right in any of the forms produced or revised under the requirements of the contract contemplated by this RFP and cannot copyright them.

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:

Michael L. Wright
Administrative Office of the Courts
Center for Families, Children & the Courts
455 Golden Gate Avenue
San Francisco, CA 94102-3660
415-865-4297 fax
michael.wright@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 or fee proposal.
- e. Knowledge of legal terms and/or legal forms.
- f. Knowledge of software, programming, and technology applicable to form design and developments.
- g. Quality of samples of work product submitted.
- h. Quality of plain language text and/or formatted version of Attachment E.
- i. References.

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.