



# Judicial Council of California

ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

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**TO: POTENTIAL PROPOSERS**

**FROM: ADMINISTRATIVE OFFICE OF THE COURTS  
CENTER FOR FAMILIES, CHILDREN & THE COURTS DIVISION**

**DATE: February 2, 2008**

**SUBJECT/PURPOSE OF MEMO: REQUEST FOR PROPOSALS**

The Center for Families, Children & the Courts (CFCC), a division of the Administrative Office of the Courts, seeks the services of a consultant to perform a variety of data collection tasks for statewide research projects in the family courts, which includes statewide longitudinal studies regarding cases that received court-based child custody mediation.

**ACTION REQUIRED:** You are invited to review and respond to the attached Request for Proposals (RFP), as posted at <http://www.courtinfo.ca.gov/reference/rfp/>:

Project Title: STATEWIDE CLIENT BASELINE STUDIES IN THE FAMILY  
COURT: DATA COLLECTION SERVICES

RFP Number: CFCC 03-08 Statewide Client Baseline Studies-LM

**QUESTIONS TO THE SOLICITATIONS MAILBOX:** Questions regarding this RFP should be directed to [solicitations@jud.ca.gov](mailto:solicitations@jud.ca.gov) by **Wednesday, January 30, 2008, no later than 1 p.m. (PST).**

**DATE AND TIME PROPOSAL DUE:** There will not be a pre-proposal conference for this RFP.

Proposals must be received by **Monday, February 11, 2008, no later than 1 p.m. (PST).**

**SUBMISSION OF PROPOSAL:** Proposals must be sent to:  
Judicial Council of California  
Administrative Office of the Courts  
Attn: Nadine McFadden, RFP No. CFCC 03-08 Statewide Client Baseline Studies-LM  
455 Golden Gate Avenue, 7th Floor  
San Francisco, CA 94102-3688

## AOC RESPONSES TO VENDORS' QUESTIONS

*Question # 1:* How many surveys do you anticipate will be needed, as hard copy returned direct to us, or entered into Access, or entered via the Web? How many respondents, in other words, are expected to use each response type? Could you clarify how many forms there are, and how many copies of each form would need to be printed? How will it be determined which modality is used at each of the 100 sites?

*Answer # 1:* *The referenced text is Section 1.2.4 in Exhibit D.*

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).

We anticipate sending out a total of 2000 mediator/evaluator surveys, 4000 parent surveys and 4000 parent exit surveys this year. We received a total of 1585 surveys or 85% of all mediation sessions during the study week in 2003. In addition, 2691 parents returned the surveys. Less than 10% of the mediator surveys were returned using the electronic database. All the parent surveys and exit surveys were returned in hard copy.

Weeks before the one-week data collection period, AOC will contact the directors at each Family Court Services to find out their staff's accessibility to the web-based and Access-based data entry tools and the numbers of printed surveys needed at each site. We anticipate that the basic mode will be hard-copy, and that approximately 10-15% will be completed electronically by mediators (based on past performance).

*Question # 2:* It looks like four surveys total (based on information in section 3.1); is this correct?

*Answer # 2:* Yes, there are four kinds of surveys, but the mediator and evaluator surveys will be separate set of surveys:

Mediator / Evaluator Survey (after session)

Mediator/Evaluator Profile (one-time)

Parent survey (before session)

Parent exit survey (after session)

*Question # 3:* How many questions per survey?

*Answer # 3:* Mediator Report/ Evaluator Report Survey: about 22 questions

Mediator/Evaluator Profile (one-time): 12 questions

Parent Survey: 22 questions with some sub-questions

Parent Exit survey: 17 questions

*Question # 4:* If these instruments have been long in the past, would you consider developing shorter instruments?

*Answer # 4:* We are currently modifying the instruments with consideration of shortening the length of the survey.

*Question # 5:* Could you clarify the number of different studies/data collection activities? Section 3.2 (*Study Purpose*) describes four different studies, but *Attachment 2, Exhibit D (Scope of Services)* does not distinguish these four different studies. Is that Scope of Services for just one of the four studies, or would a similar scope of services be required for each of the four studies (resulting in 4 pilot studies, 4 one-week statewide data collection periods, etc.)?

*Answer # 5:* *The referenced text is 3.2 Study Purpose and 1.2.3 in Exhibit D:*

3.2 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 spring of 2008. 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, and collection and analysis of data related to interpretation of family court proceedings related to domestic violence.

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.

The Scope of Services described is for one overall study. Only one pilot study in 2 to 3 counties and one one-week data collection period across the state are involved.

*Question # 6:* It sounds like there already is an ongoing system of data collection as described in *Attachment 2, Exhibit D, Section 1.2.3*. What is new or different about this proposed study?

*Answer # 6:* *The referenced text is Section 1.2.3 in Exhibit D:*

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The Snapshot study is an on-going study of custody mediation in California. It is unique in that it represents the only data collection system which links the perspectives of the counselors and parents involved in the mediation. The study began in 1991 and has been repeated in 1993, 1996, 1999 and 2003. It provides critical information about mediation clients, including trend data on who is coming to mediation and issues they bring and get resolved in mediation. This year, the research team has modified some of the survey items to streamline the survey.

*Question # 7:* Will the contractor be required to conduct on-site training at *EACH* of the 100 sites (*Attachment 2, Exhibit D, Section 1.2.2*)?

*Answer # 7:* *The referenced text is Section 1.2.2 in Exhibit D:*

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.

The trainings will be grouped into several regional trainings and large court visits, not at every sites. CFCC researchers will share the responsibility of those on-site training tasks. The contractor will be required to attend between 6 and 8 site trainings.

*Question # 8:* In addition to on-site trainings, the one site visit to the pilot site (*Attachment 2, Exhibit D, Section 1.3.3.4*), and the meeting with CFCC research staff (*Attachment 2, Exhibit D, Section 1.3.1*). Are there other travel expectations?

*Answer # 8:* *The referenced text is Section 1.3.3.4 and Section 1.3.1 in Exhibit D:*

1.3.3.4 Make one site visit during the pilot period to identify any problems in the data collection strategy

1.3.1 Meet with CFCC research staff to review the project design, data collection strategy and draft data collection instruments.

There are no other travel expectations other than those specified in Exhibit D.

*Question # 9:* Are there particular web-based platforms or data entry tools that the AOC has used on previous project that are preferred for this project? Would you be open to other formats for courts to submit data electronically (e.g., through Survey Monkey or with a "point and click form" that could be emailed to the evaluator) as opposed to creating a web enabled data base?

*Answer # 9:* There is no preference for the web-based platforms or data entry tools. However, the contractor 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. We are open to other formats for courts to submit data electronically. Please specify these alternatives in your proposal if you are submitting one.

*Question # 10:* It appears that the project involves just a one-week period of data collection (*Attachment 2, Exhibit D, Section 1.3.10*), despite the fact that there are ongoing data collection efforts and existing data files. To clarify, the current contractor would *not* be responsible for entering, preparing, or analyzing any data other than the data generated from the one-week data collection period?

*Answer # 10:* *The referenced text is Section 1.3.10 in Exhibit D:*

1.3.10 Field a one week study in all courts simultaneously **from May 12 through May 16 or May 19 through May 23, 2008.**

The contractor will only be responsible for entering, preparing, or analyzing the data generated from the one-week data collection period.

*Question # 11:* It sounds as if court based staff will be responsible for data collection: will these staff have FTE dedicated to ensure sufficient response rates? Does the response rate indicated in the RFP (78%) refer to courts (e.g. 78% of courts participate in the study) or to individuals (e.g. 78% of parents and counselors participate in the study).

*Answer # 11:* The staff at the Family Court Services has been asked to participate in the data collection during the one-week study period. We have never encountered great difficulty in the past five data collection effort in 1991, 1993, 1996, 1999, and 2003 respectively. As mentioned above, we received Mediator Surveys on 85 percent of all mediation sessions and Parent Surveys on 95 percent of all sessions for which a mediator's survey was also received. Family Court Services Directors play an active role at prioritizing the data collection activities during the one-week data collection period. As has been done during each data collection wave, we anticipate their participation and help with this endeavor again this year.

*Question # 12:* Are court staff and judges aware of and in support of the project?

*Answer # 12:* Yes, the CFCC research team have been presenting at the statewide mediators and directors meeting as well as at several Family Court Services locations. Everyone in family court services has been made aware of the project and has been generally open to the idea.

*Question # 13:* The timeline for some tasks seems tight, especially the first deliverable due in mid-March. Would there be any room for renegotiating any of the deadlines?

*Answer # 13:* Yes, there will be rooms for negotiating any of the deadlines as long as we could launch our one-week study during May 12 to 16 or May 29 to 23.

*Question # 14:* What is your tentative timeline for the completion of the data collection tasks?

*Answer # 14:* We anticipate launching the one-week study during the week of May 12th or the week of May 19th.

*Question # 15:* Is it fair to assume that there will be staff members at each site who would administer the surveys? If yes, for training purposes, how many individual survey administrators do you foresee for each survey? Does this mean one in each of the 56-58 counties? Or will there be one for each site?

*Answer # 15:* The staff at the Family Court Services has been asked to participate in the data collection during the one-week study period and staff members at each site who would administer the surveys. The trainings will be grouped into several regional trainings and large court visits, not at every sites. CFCC researchers will share the responsibility of those on-site training tasks. The contractor will be required to attend between 6 and 8 site trainings.

*Question # 16:* In the last bullet above, you mention collection *AND* analysis of data. What data analysis will be expected?

*Answer # 16:* CFCC will be responsible for major data analysis. The contractor is expected to clean

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