



# Washington State Office of Civil Legal Aid

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## RFP 13-01 Amendment 2 October 23, 2013

This is Amendment 2 to RFP 13-01 (September 20, 2013) by the Washington State Office of Civil Legal Aid on behalf of the Washington Supreme Court’s 2014 Civil Legal Needs Study (CLNS) Update Committee as previously amended by Amendment 1 (October 10, 2013).

### This RFP is amended as follows:

1. **Section II - RFP Schedule** is hereby replaced in its entirety as follows:

RFP Released .....	09/20/2013
Last date for questions regarding RFP .....	10/04/2013
Proposals due 4:00 PM Pacific Time.....	11/01/2013
Notification of Top-ranked Vendors .....	11/08/2013
Interviews/Presentations with Top-ranked Vendors.....	11/20 – 11/21/2013
Apparent Successful Vendor announced .....	11/29/2013
Contract execution date.....	On or about 12/20/2013

2. **Section VIII - Process and Deliverables** is replaced in its entirety as follows:

The successful Vendor will work with the CLNS Update Committee to finalize and implement a methodology to achieve the principal research objectives within the limits of available resources and to produce a report that outlines principal findings in an effective and readily understandable manner.

Vendor must provide a response to each of the following Deliverables *and* provide sample documents for previous client research work experience that would demonstrates Vendor’s ability to produce quality, substantive work products.

### **Deliverable #1 – Research Methodology Approval and Project Schedule**

**Due: January 31, 2014**

Vendors will work with the CLNS Update Committee and a Technical Advisory Group comprised of civil legal aid delivery professionals and other professional providers of state-funded services to low income individuals to finalize the research methodology and relevant project schedule and associated timelines for completing each of the components of the study -- including data gathering,

analysis and final reporting – by February 15, 2015. Vendors will provide a detailed work plan outlining all activities associated with this engagement from inception to conclusion.

Components of this Deliverable include, but are not limited to:

- A written plan and schedule for community-based focus groups to refine areas of study focus and inform the development of survey instruments and approaches
- A written plan (including mix of research modalities) and schedule for conducting surveys of representative samples of low-income communities and sub-demographic cohorts
- A written plan and strategies for conducting outreach to representative numbers of individuals from communities that experience social, cultural, ability-based, linguistic, geographic and other barriers to effective participation in the study
- A written system and corresponding protocols for ensuring quality control during research gathering and data analysis
- A written plan and schedule for analyzing and reporting principal research findings

### **Acceptable Deliverable**

The final overall approach, work plan, fully developed schedule and accompanying documents must be reviewed, assessed, and approved by OCLA and the CLNS Update Committee.

### **RFP Response**

In response to Deliverable #1, Vendor must provide a proposed project schedule including a work breakdown structure (WBS) [e.g., tasks of four (4) week durations or less] for the Civil Legal Needs Study Update project as described within this RFP.

The proposed project schedule must identify all documentation and activities required for the Vendor to support successful completion of all deliverables within the allotted timeframe.

Vendor must also describe how it will coordinate project management efforts and reporting with OCLA and the CLNS Update Committee.

## **Deliverable #2 - Socio-Economic and Demographic Data Report**

**Due: January 31, 2014**

Vendor will analyze and present current socio-economic and demographic data for the low-income population in Washington State. The data will be presented in an aggregated format for the general low income population and disaggregated by target sub-demographic group. The objective is to provide socio-economic and demographic context for the substantive research effort.

### **Acceptable Deliverable**

A report and associated charts/graphs showing key demographic and socio-economic indicators for Washington State's low-income population by location, demographic and sub-demographic groups

### **RFP Response**

In response to Deliverable #2, Vendor must describe the approach, strategies, tactics, and tools it will use to develop a report with appropriate visual aids representing key demographics and socio-economic indicators for the required low-income population and associated groups.

To demonstrate Vendor experience and knowledge, Vendor must include samples of forms and documents used in the development of similar socio-economic and demographic data reports for previous Vendor clients.

Vendor's proposal must also include samples of final socio-economic and demographic data reports from previous Vendor clients.

## **Deliverable #3 –Focus Groups Documentation and Detailed Results Report**

**Due: April 18, 2014**

Vendor will work with the CLNS Update Committee's Methodology and Outreach Work Groups and the Technical Advisory Group to identify and conduct outreach to targeted segments of the low-income community and recruit, facilitate and report findings from a series of community based focus groups held throughout the state. Information generated from these focus groups will be used to further refine the focus of the research effort and inform the development of the final research instruments consistent with overall project scope and focus.

### **Acceptable Deliverable**

A written report documenting completion of focus groups including the date and location of each focus group; reports on focus group outreach and participation and documenting key findings; and submission of final research instruments. The report shall incorporate, transcripts, recordings, notes and/or summaries of focus group meetings, lists of participants, copies of materials used, a synthesis of the key findings both at the individual focus group level and in the aggregate.

### **RFP Response**

In response to Deliverable #3, Vendor must describe the approach, strategies, tactics, tools and timing it will use to identify and conduct focus groups targeted at high priority low-income community segments.

Vendor will describe its approach to working with the CLNS Outreach Committee and Technical Advisory Group in identifying location, composition and approach to conducting the focus groups.

Vendor must describe in detail how it intends to use the findings from the focus groups to further refine the focus of the research effort and to inform the development of the final research instruments used for the individual survey component.

### **Deliverable #4 – Low-Income Individuals Survey Report**

**Due: October 15, 2014**

Vendor will conduct and certify that it has completed the survey of low-income individuals consistent with the methodology and protocols approved by the CLNS Update Committee. Following contract award, Vendor shall submit a proposed number of surveys in order to provide substantive information for this report. The CLNS Update Committee will review the proposed number of surveys and collaboratively work with awarded Vendor to reach consensus on consistency with the approved methodology and protocols. The certification will be included in a written report documenting results of required surveys which have successfully achieved target contact and participation rates for the general low-income population and discrete sub-demographic cohorts.

### **Acceptable Deliverable**

The Low-Income Individuals Survey Report shall document completion of the agreed-upon minimum number of complete individual surveys necessary to meet critical global and sub-demographic sample size requirements, methods employed, participation rates, penetration rates by means of engagement (e.g., face-to-face,

telephone, web-based survey, etc.), geographic region and sub-demographic group, obstacles encountered and, if relevant, failure rates and perceived causes.

### **RFP Response**

In response to Deliverable #4, Vendor must describe the approach, strategies, tactics, tools and timing it will use to identify and conduct surveys to low-income individuals.

Vendor must describe in detail how it intends to recruit participants for the required survey, including its approach to meeting both the global and sub-demographic sample size requirements.

To demonstrate Vendor experience and knowledge, Vendor must include samples of forms and documents which it has used to recruit and conduct surveys for similar projects.

### **Deliverable #5 – Interim Report of Key Findings**

**Due: December 31, 2014**

Vendor will provide an interim report identifying initial key findings related to the primary areas of research inquiry focus.

### **Acceptable Deliverable**

A written interim report that aggregates and provides insight into key initial findings in response to the core areas of research inquiry focus. The Interim Report must be accompanied by a complete data set of individual respondent-level survey responses, including variables that provide time, date, and other details of survey administration, and data set code book that defines variables and data values. The machine-readable data file must be in standard data format (e.g., SPSS, SAS, STATA, Excel, etc.).

### **RFP Response**

In response to Deliverable #5, Vendor must describe the approach, strategies, tactics, and tools it will use to compile, aggregate and report out interim conclusions resulting from its analysis of high-level data sets from the survey results completed under Deliverable #4.

Vendor's proposal must also include samples of Interim Reports of Key Findings as a result of similar projects from previous Vendor clients.

## **Deliverable #6 – Delivery and Presentation of Final Report**

**Due: February 15, 2015**

Vendor will provide a final written report (Final Report) summarizing the key findings of the research effort within the context of the survey questions that served as the guideposts for the research effort.

Vendor will make an in-person presentation of the Final Report to the Washington Supreme Court, and the CLNS Update Committee at the Temple of Justice in Olympia, WA. Vendor shall also make a presentation to the Washington State Access to Justice (ATJ) Board and the Washington State Civil Legal Aid Oversight Committee (Oversight Committee).

The CLNS Update Committee, at its sole discretion, reserves the option for the awarded Vendor to also deliver the presentations to the ATJ Board and Oversight Committee in –person, via video-conference or similar live technology link up.

### **Acceptable Deliverable**

A final written report (both narrative findings and relevant appendices) to be formally presented at a meeting of the CLNS Update Committee. The oral presentations shall include a PowerPoint or similar presentation of the study's principal findings.

### **RFP Response**

In response to Deliverable #6, Vendor must describe the approach, strategies, tactics, and tools it will use to develop the Final Research Report as a result of completion of the other project deliverables.

To demonstrate Vendor experience and knowledge, Vendor proposal must include samples of Final Research Reports for similar projects from previous Vendor clients.

Vendor proposal must also include samples of stakeholder presentations for similar projects from previous Vendor clients. Samples should demonstrate a variation of approach between different project stakeholder groups, where appropriate.