STATE OF NEW YORK

JUDICIARY

—REQUEST FOR BID—

(This is not an order)
BID MUST BE MADE ON THIS SHEET
OR AS OTHERWISE SPECIFIED

Bid/Proposal Number: OCA/ADRCIP RFP 005 **Issue date: JUNE 14, 2012**	**Commodity Group:**
Opening date: **AUGUST 9, 2012** **2PM**	**Commodity Name: COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM**

NEW YORK STATE
OFFICE OF COURT ADMINISTRATION
DIVISION OF PROFESSIONAL AND COURT SERVICES
98 NIVER STREET, COHOES, NY 12047

(Agency Name and Address)

Direct Inquiries to: AMELIA HERSHBERGER, SR. COURT ANALYST
Telephone No.: (518) 238-4357

Price to include delivery to (describe exact location and method of delivery)

PER ATTACHED RFP/SPECIFICATIONS

OFFICE OF GENERAL SERVICES "GENERAL SPECIFICATIONS" (DECEMBER 1998) ARE FULLY INCORPORATED HEREIN.

Agency's Specification of item(s) Required (include quantities)	Bidder's Quotation and Specific Description of Item Offered
UCS ATTACHMENT I, ATTACHMENT III AND ATTACHMENT IV ATTACHED & INCORPORATED HEREIN. THE UCS IS SEEKING PROPOSALS FOR THE OPERATION OF COMMUNITY DISPUTE RESOLUTION CENTERS IN THE COUNTIES LISTED IN EXHIBIT VI **TERM:** JANUARY 1, 2013 – MARCH 31, 2017	BIDDERS ARE TO SUBMIT ALL REQUIRED DOCUMENTATION AND PRICING IN THE FORMAT PRESCRIBED BY THE ATTACHED RFP SPECIFICATIONS.

NOTICE TO BIDDERS

Pursuant to the Rules and Regulations of the Chief Administrator for the Courts, sealed bids for furnishing the item(s) in this Request for Bid will be received at the above address. When submitting a bid, you must:

1) Complete this form and all required attachments and appendices in their entirety using ink or computer/typewriter and return with all other documents.

2) Explain any deviations or qualifications if your bid deviates from the specifications. If necessary, attach a separate sheet setting forth such explanations.

3) Sign the bid. The bid must be completed in the name of the bidder (corporate or other) and must be fully and properly executed by an authorized person.

4) INDICATE THE BID NUMBER, THE BID OPENING DATE AND TIME ON THE ENVELOPE CONTAINING THE SEALED BID.

5) Mail the bid to the above agency address in sufficient time for it to be received before the specified bid opening. **LATE BIDS WILL BE REJECTED.**

BIDDER HEREBY CERTIFIES THAT THE ABOVE QUOTED (OR OTHERWISE NOTED) PRICES ARE APPLICABLE TO ALL CUSTOMERS FOR COMPARABLE QUANTITIES, QUALITY, STYLES OR SERVICES.

BIDS MUST BE SIGNED

Bidder's Firm Name:	Employer's Federal Identification Number		
Address Street	City	State	Zip
Bidder's Signature	Official Title		
Printed or Typed Copy of Signature	Area Code/ Telephone Number		

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
GENERAL SPECIFICATIONS

In addition to such other terms, conditions and provisions presented herein, the NYS Unified Court System Standard Request For Bid Clauses & Forms - **Attachment I**, Vendor Responsibility - **Attachment III** and UCS **Attachment IV** are attached and incorporated herein.

Background:
In 1981, the State of New York enacted Article 21-A of the New York State Judiciary Law and created the Community Dispute Resolution Centers Program (CDRCP). This initiative provides community-based forums for the resolution of civil and minor criminal disputes through dispute resolution processes other than litigation. Pursuant to this legislation, the New York State Unified Court System, Office of Alternative Dispute Resolution and Court Improvement Programs, contracts with and provides funding to not-for-profit centers throughout the State that provide arbitration, conciliation and mediation services.

The Community Dispute Resolution Centers (CDRCs) serve several vital functions. First, the centers empower parties to play a greater role in deciding the procedural and substantive outcomes of their disputes that they might otherwise do in litigation. Second, the centers help courts streamline their dockets by providing dispute resolution services to those people who are able and willing to resolve their conflict without the assistance of a Judge. Third, the centers collaborate with other human services organizations in their communities and connect parties with available services and resources. Finally, centers serve as promoters of peaceful communities and help individuals become more effective communicators and negotiators, not only through direct delivery of services but also through ongoing training and community outreach efforts.

The Office of Alternative Dispute Resolution and Court Improvement Programs strongly encourages centers to employ volunteers for two primary reasons: first, an active volunteer pool often infuses the center with a level of enthusiasm and diversity of life experience that is seldom attainable solely with paid staff; second, use of volunteers allows paid staff to focus on outreach and case development, volunteer recruitment and management, and ongoing program monitoring.

Purpose & Scope:
It is the intent of this Request for Proposals (RFP) to award contracts for CDRCs in the counties listed in Exhibit VI. The Office of Alternative Dispute Resolution and Court Improvement Programs, an office of the Office of Court Administration, is soliciting sealed proposals for the purpose of establishing one or more contracts to provide the services herein.

Proposal due date:
All proposals must be received on or before **Thursday, August 9, 2012, at 2:00 pm**, to receive consideration. Addenda to submitted proposals must be received on or before **Thursday, August 9, 2012, at 2:00 pm** to receive consideration.

Contract term:
The term of any awarded contract shall be for a period of FOUR (4) YEARS AND THREE (3) MONTHS (51 MONTHS) commencing JANUARY 1, 2013 and expiring MARCH 31, 2017. UCS reserves the right to extend any awarded contract for a period not to exceed nine (9) months, subject to the approval of the NYS Attorney General (hereinafter OAG) and the NYS Office of the

State Comptroller (hereinafter OSC).

Method of Award:

Award shall be made to the responsible proposer in each county funded in this RFP who receives the highest point value as indicated in **Award Criteria**. "Responsible" shall be defined to include, but not be limited to, compliance with these specifications, references, bidder's performance history, financial stability, resources, cost factors and experience with comparable awards/contracts.

Paperwork:

Complete the paperwork with this solicitation unless otherwise specified herein. **Do not amend any portion of this solicitation.** Failure to comply may result in disqualification of proposer's response.

Copies:

In addition to one (1) complete, original blue ink-signature proposal with all required appendices, bidders must include FIVE (5) complete copies of same. Failure to do so may result in rejection of proposal.

Please Note: Original may be bound or contained in a three ring binder, however all copies of the proposal should not be submitted in a three-ring binder, or in any other bound fashion. Please submit the copies bound only by rubber bands, staples, clips or similar devices.

Submission of Paperwork:

Proposals must be submitted on bidder's letterhead and be clearly marked, "**RFP# OCA/ADRCIP #005**" in the top left or right of the first page. Proposals must be received at the address below on or before August 9, 2012 at 2pm:

Amelia Hershberger
Senior Court Analyst
Office of Alternative Dispute Resolution and Court Improvement Programs
98 Niver Street, Cohoes, NY 12047

Original signature proposals and all required copies must be contained in a sealed envelope or carton and the statement clearly marked on the exterior: "SEALED PROPOSAL - DELIVER IMMEDIATELY - DO NOT OPEN. RFP OCA/ADRCIP #005 DUE DATE AUGUST 9, 2012, 2:00 PM".

Implied Requirements:

Products and services that are not specifically requested in the RFP, but which are necessary to provide the functional capabilities proposed by the bidder, shall be included in the offer.

Silence of the Specifications:

The apparent silence of the specifications contained as a part of this package as to any detail or to the apparent omission of a detailed description concerning any point, shall be regarded as meaning that only the best practices are to prevail. All interpretations of these specifications shall be made on the basis of this statement.

Liability - Personal Injury:

Awarded contractor(s) shall hold harmless the State of New York, the Unified Court System and the Office of Court Administration with respect to any injuries sustained by contractor's employees, agents, subcontractors, etc. during the contract period.

Unacceptable Bids/Proposals:
The UCS may reject any proposals from bidders who previously defaulted on contract obligations, as surety or otherwise, upon any obligation to the state of New York; who have been declared not responsible, or disqualified, by any agency of the State of New York; or have any proceeding pending relating to the responsibility or qualifications of the bidders to receive public contracts.

Alternate Proposals:
In the event satisfactory bids are not received, OCA/ADRCIP reserves the right to consider alternate proposals containing deviations from specifications. Bidders shall explain in detail where such alternatives deviate from or qualify the terms of the proposal and specifications as issued.

Failure to Provide Data:
Failure to submit any documents or information requested by OCA/ADRCIP in a timely manner may result in rejection of bidder's proposal.

Pre-Bid Conference
A Pre-Bid Conference will be held on **JULY 12, 2012 from 10:00AM-11:30AM** with both an in-person and telephone conference/internet option. If you intend to participate, you must email Amelia Hershberger at ahershbe@courts.state.ny.us prior to **JULY 11, 2012.**

Bidders can attend the conference in person at:
Office of Court Administration, 98 Niver Street, Cohoes, New York 12047

Or attend via conference call and internet through "Meeting Place." To attend, call 1-888-795-5787 (US Toll-free) and enter meeting ID 3057 **and** sign online to https://mp.nycourts.gov/a/056d10037b5c9b48252ce2dcd9ca5777

Immediately prior to participating in the conference online, you MUST email Amelia Hershberger at ahershbe@courts.state.ny.us and indicate the names, titles, and affiliations of all attendees at your location.

While participation in either the in-person or internet bidders' conference is not mandatory, it is strongly recommended.

Questions:
Prospective bidders are to direct any inquiries regarding this solicitation **by JULY 12, 2012** and solely to the attention of:

Amelia Hershberger
Senior Court Analyst
Office of Alternative Dispute Resolution and Court Improvement Programs
98 Niver Street, Cohoes, NY 12047
E-mail:ahershbe@courts.state.ny.us
(518) 238-4357

For written questions, the bid number must be indicated on the subject line.
All questions and responses will be uploaded to the web site
http://www.nycourts/gov/admin/bids

Notice to parties accessing solicitations or bid documents issued by the New York State Unified Court System via the internet

The electronic versions of such solicitations & bid documents are intended solely as a convenience to the bidder and vendor community.

Any and all individuals, firms or organizations accessing any Request for Bid(s) (RFB), Requests for Proposal(s)(RFP), Specifications or any related documents from this website shall remain solely and wholly responsible for reviewing the respective solicitation & bid documents on the internet regularly, **up to the scheduled date and time of the bid/proposal due date**, to ensure their knowledge of any amendments, addenda, modifications or other information affecting the solicitation or bid documents in question. The New York State Unified Court System (UCS) - Office of Court Administration (OCA) shall have no responsibility or liability with respect to any party or submission which does not address any and all such amendments, addenda, modifications or other information posted on this website or which purports to respond to any solicitation/bid change not issued by UCS - OCA. Further, UCS - OCA shall not be responsible or liable for any losses or damages caused by any party's failure or inability to access such data for any reason whatsoever, including, but not limited to, power failures, system failures, inaccessibility of on-line service providers, or log-on or transmission delays.

Please ensure all Attachments, Exhibits and Appendices are downloaded from the web site.

All times indicated are E.S.T. or E.D.S.T.(Eastern Standard Time or Eastern Daylight Savings Time)

All responses are to be in English.

DETAILED SPECIFICATIONS

Funding:
Available funding for this program is defined in Exhibit VI, 12 Month Estimated Grant Awards and Total Required Budgets.

UCS is particularly interested in proposals that creatively use funding provided under this RFP to leverage community resources to the maximum extent feasible so that services provided to disputants in the CDRCs are enhanced.

Pursuant to Judiciary Law § 849-d (2), the UCS may award up to $40,000.00 per county served in unmatched grant funding. Any additional CDRCP funding beyond the $40,000.00 per county served that the UCS awards must be matched on a dollar-for-dollar basis by local revenue. Proposers must submit a program narrative and budget in accordance with the requirements set forth in this RFP.

Eligibility of bidders:
Pursuant to Judiciary Law § 849-a (3), the UCS may only consider proposals submitted by nonprofit corporations that are organized for the resolution of disputes or for religious, charitable or educational purposes. In accordance with the requirements set forth in this RFP, each proposer must submit a photocopy of correspondence issued by the Internal Revenue Service that indicates the proposer's status as a tax-exempt organization (Internal Revenue Code § 501(c)(3)).

Award selection criteria:
UCS intends to award one or more contracts to provide dispute resolution services in each county listed in Exhibit VI. Proposers may submit proposals to serve a single county or multiple counties.

Proposals will be scored using the Evaluation Tool included herein as Exhibit VII.

Award shall be made to the responsible proposer who receives the highest point value by county until funding is exhausted as indicated in **Award Criteria**. Responsible shall be defined to include, but not be limited to, compliance with these specifications, references, bidder's performance history, financial stability, resources, cost factors and experience with comparable awards/contracts.

Proposals will be evaluated on the following criteria as defined in:
Exhibit VII, Evaluation Tool

Organizational ability.	**Point Value 30 (19%)**
Appropriateness and quality of proposed program.	**Point Value 73 (46%)**
Appropriateness of staffing plan.	**Point Value 20 (13%)**
Reasonableness of cost	**Point Value 35 (22%)**
TOTAL POSSIBLE POINTS	**158 (100%)**

A minimum score of 115 is required for a contract to be awarded.

The following documents must also be completed, executed with original signature in blue ink and attached:

Appendix B The first page of this document, completed and signed.

Attachment I Cover Sheet, Pages 3 of 10 (Non-Collusive Bidding Certification) and 4 of 10 (Acknowledgment Form).

Attachment III Vendor Responsibility

Attachment IV UCS Attachment IV

Appendix C Completed budget worksheets

Appendix D Required Attachments:

- Audited financial report
- Organizational chart
- Listing of Board of Directors
  - For each board member include name, address, length of current term, total years of service on the board, and number of meetings attended in fiscal year 2011-2012.
- Certificate of incorporation
- Staff job descriptions and resumes
- Photocopy of correspondence issued by the Internal Revenue Service that indicates the proposer's status as a tax-exempt organization.

Appendix E List three (3) references for the organization. Each reference should be familiar with the organization's services, particularly its dispute-resolution services, if possible. The list should state each reference's name, address, telephone number, a description of the work performed for the reference organization, and the name of a contact person.

Appendix F Attach the organization's:

- Strategic plan
- Resource development plan
- Mission statement.

If the organization does not have one of these documents in place, attach a statement to that effect.

Budget:
The budget should cover the 12 month period April 1, 2013-March 31, 2014. Funding requests must be submitted on the worksheets and budget summary forms in Appendix C. The budget requests must include a brief narrative providing explanation of each non-personnel item, including the breakdown of UCS and other funding.

Awarded contracts:
This request for proposal (RFP), bidder's proposal and required appendices shall serve as the basis of a contract with the UCS. Such proposed agreements are subject to the review and approval of the offices of the New York State Attorney General and Comptroller.

The applicant may be required to submit a clarified program description and budget and may also be asked to address specific questions or recommendations of the UCS evaluation committee before contract award.

Compliance with laws:
Contractors shall be compliant with all applicable federal, state and local laws, rules and regulations including, but not limited to the Americans with Disabilities Act.

Confidentiality:
Proposer acknowledges that any and all information, records, files, documents or reports contained in any media format accessible to the proposer, employees, servants, contractors, agents or volunteers (hereafter Agents) by the court, or which may be otherwise encountered by Agents shall be considered extremely confidential and shall be handled accordingly at all times. Neither the proposer, nor any of its Agents shall at any time be permitted to utilize such confidential information for the any purpose outside the scope of any resulting agreement without the express prior written authorization of the UCS. Any breach of this confidentiality by the proposer or any of its Agents may result in the immediate termination of the contract and may subject the proposer to further legal penalties.

PROGRAM NARRATIVE COMPONENTS

Please submit the narrative **single-sided and double-spaced, retyping each question and including its number**. The program narrative must include a separate response to each question specified below and should include the full text of the question being answered. **Character counts follow each question and are purely suggested totals and should not be interpreted as restrictive minimums or maximums.** There is no penalty for exceeding the character counts indicated after each question, and providing clarification of your answer is helpful. Skipping questions or not answering questions completely will result in a lower score.

The following Exhibits are provided for informational purposes only:

Exhibit V	Proposed contract
Exhibit VI	12 Month Estimated Grant Awards and Total Required Budgets
Exhibit VII	Evaluation Tool
Exhibit VIII	Summary of Budget Categories for use in completing Appendix C
Exhibit IX	Applicable laws, regulations and program policies as outlined in the CDRCP Program Manual, please download at: http://www.nycourts.gov/ip/adr/Info_for_Programs.shtml
Exhibit X	Demographic information by county: http://quickfacts.census.gov/qfd/maps/new_york_map.html
Exhibit XI	List of CDRCs statewide

Organizational Questions

1. Explain how the proposed center is in alignment with the organization's mission, as attached in Appendix F, and, if relevant the organization's history. [6375 characters]

2. Briefly explain how the organization's strategic plan attached in Appendix F was created. Include details about who was involved, the process, the duration of the process, and use of any outside experts. If your organization does not have a strategic plan, please explain. [2125 characters]

3. Provide the following information: (a) number of full board meetings held in calendar year 2011; (b) number of full board meetings with a quorum present;(c) list of active board sub-committees, including frequency of meetings for each; (d) total amount of financial support given by the board in fiscal year 2011-2012; (e) percentage of board members contributing financial support to the agency; and (f) The mechanism and process the board uses to evaluate the performance of the Executive Director/Chief Executive Officer. [2125 characters]

4. **For Existing Providers listed in Exhibit XI:**
Complete the following grid to indicate past funding the agency has secured for the proposed program, answering on a state fiscal year basis. Please include total financial support, even if it exceeds the minimum match requirements and/or has not been listed in past reconciliations or budgets. Preference will be given to proposals that demonstrate the ability to secure funds in the following order of preference:

(1) Public and private revenue to support core and complementary dispute resolution programs;

(2) Fee for service revenue that will directly support dispute resolution programs;

(3) In kind revenue;

(4) Public and private revenue that supports complementary non-dispute resolution programs.

		2007-2008	**2008-2009**	**2009-2010**	**2010-2011**	**2011-2012**
Category 1	NYS Unified Court System CDRC grant and Judicial District funding.					
	Other Public revenue that directly supports dispute resolution programs.					
	Foundations and other grant makers					
	Individual donations					
Category 2	Fee-for-service dispute resolution revenue					
	Revenue from mediation and dispute resolution training					
Category 3	In kind revenue supporting the CDRC program					
Category 4	Public and private revenue that supports complementary non-dispute resolution programs					

For Prospective Providers not listed in Exhibit XI:
Complete the following grid to indicate past funding that the agency has secured in sum for its current programs, answering on a state fiscal year basis. Preference will be given to proposals that demonstrate the ability to secure funds in the following order of preference: (1) Public and private revenue including grants and donations; (2) Fee-for-service revenue; (3) In kind revenue.

		2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
Category 1	Public and private revenue					
	Foundations and other grant makers					
	Individual donations					
Category 2	Fee-for-service revenue					
	Revenue from mediation and dispute resolution training					
Category 3	In kind revenue					

5. Briefly explain how the organization's resource development[1] plan attached in Appendix F was created. Include details about who was involved, the process, the duration of the process, and use of any outside experts. If your organization does not have a resource development plan, please explain. [2125 characters]

[1] A resource development plan (RDP) is a planning document that clearly articulates how an organization will manage its fundraising function as well as how it will secure the funds needed to operate existing and future programming. All RDPs should state specific funding goals, provide a budget detailing the expenses needed to implement the plan, and explain the strategies that the organization will use to obtain resources from individual, corporate, foundation, and/or government funding sources. Some RDPs also include an organizational overview, case statements, historical review of past funding sources, and analysis of the current funding climate. When the CDRC is within an umbrella organization and both the CDRC and umbrella organization have resource development plans, include that which refers to the CDRC specifically. If your organization has a resource development plan for only the overall agency, please indicate such, and then complete the answer.

6. **For Existing Providers listed in Exhibit XI:**
Complete the grid to demonstrate your organization's past experience in submitting thorough ADRCIP reports in a timely manner (for existing providers):

	Due Date	FY 2009-10 Submission Dates	FY 2010-11 Submission Dates	FY 2011-12 Submission Dates
First Quarter reconciliation	8/15			
Second Quarter reconciliation	11/15			
Third Quarter reconciliation	2/15			
Final reconciliation	5/15			
Bi-Annual Report (mid year)	11/15			
Bi-Annual Report (final)	5/15			
Yearly Agency Audit	varies			

For Prospective Providers not listed in Exhibit XI:
Describe the organization's capacity to timely prepare and submit fiscal reports required by existing donors or funders. What types of fiscal reports are you presently required to provide, when were they due and when were they submitted for FY 2009-10, FY 2010-11 and FY 2011-12? [2125 characters]

7. Discuss the organization's capacity to resolve computer-related issues and its back-up protocols.

8. Describe how the organization will use technological components, including DRCMS, website, and videoconferencing, to meet the needs of staff, referral sources, clients, neutrals, and the Unified Court System [2125 characters]

9. Define each dispute resolution process that the center will provide, and describe the fee policy that the program will utilize in determining client fees for dispute resolution services. [4250 characters]

10. Please explain the quality assurance mechanisms that the center will use to monitor the quality of intake and screening services. Please include information about staff training, management and development; policies and procedures; written manuals; and any other pertinent processes or mechanisms. Please reference rather than attach any written materials. [4250 characters]

11. Please explain the mechanisms that the center will use to monitor the quality of dispute resolution services (mediation, conciliation, and arbitration). Please include information about training, apprenticeships, continuing education, mediator evaluation, and any other pertinent processes or mechanisms. Please reference rather than attach any written materials. [4250-8500 characters]

12. Describe your agency's: (a) internal controls procedure[2] and (b) role of program staff in developing programmatic budgets.
[4250 characters]

13. Beyond meeting requirements of laws governing discrimination of individuals in protected classes, describe the practices and methods by which your agency will attract and maintain a diverse and culturally competent workforce and environment. . [6375 characters]

14. If the proposer is a multi-purpose agency[3], please describe the method or basis for allocating indirect costs. Indirect costs are those that benefit more than one program and, therefore, are shared. They include general maintenance and operation expenses, general office and administrative expenses, general overhead, etc. Some common methods of allocating indirect costs are based upon time, space, units of service, or percentage of funding. [2125 characters]

15. **For Existing Providers listed in Exhibit XI:**
Attach resumes of all staff and a proposed organizational chart in Appendix D. Resumes should be limited to one page per person. Please provide a staffing plan for the program. Describe the capacity of the organization to administer the proposed program, including descriptions of the proposed supervisory structure and supervisory practices of the program. [no limit]

For Prospective Providers not listed in Exhibit XI:
Attach the job descriptions for all functions and a proposed organizational chart in Appendix D. In the space below provide a staffing plan for the program. Describe the capacity of the organization to administer the proposed program, including descriptions of the proposed

[2] Internal controls procedures are systematic methods such as reviews, checks and balances instituted by an organization to conduct its business in an orderly and efficient manner; safeguard its assets and resources; deter and detect errors, fraud and theft; ensure accuracy and completeness of accounting data; produce reliable and timely financial and management information; and ensure adherence to agency policies and plans.

[3] Multi-purpose indicates that the agency operates two or more discrete programs whose administrative costs are shared by one organizational entity. For instance, an organization operates a CDRC program and a CASA program, and splits administrative costs between the two contracts.

supervisory structure of the program. [no limit]

16. Define all fringe benefits available to staff, including those that are required by law (such as Social Security, FICA, and Medicaid), as well as all eligibility requirements and restrictions. [4250 characters]

OCA/ADRCIP RFP #005
BID OPENING 08/09/12 2:00PM
County Specific Questions

County-Specific Questions. Complete one (1) copy of this section for each county for which you are applying, including counties that will be handled on a part-time basis or through regional or satellite offices. For instance, if you are proposing a program in three (3) counties, complete one (1) for each county for a total of three (3) submissions.

ENTER COUNTY NAME HERE:

17. Please describe the facilities that are available for the center including the proposed main office and/or regional offices. For each proposed office, identify the following: (1) the number of program staff who will work at the office; (2) the number of rooms available for simultaneously holding arbitration, conciliation, or mediation sessions; (3) whether there is a waiting area; (4) the degree to which the organization will need to furnish staff areas, session rooms or the waiting area (5) taking into consideration accessibility and convenience, why this location was selected for use as a CDRC, and (6) other community locations that are available to you. [no limit]

18. Using the grid below, describe the organization's technological infrastructure, including the organization's current inventory of computers, photocopiers, fax machines, and telephones (including voicemail).

	Number	Average Age	Oldest	Newest
Computer				
Fax				
Phone				
Copier				

19. **For Existing Providers listed in Exhibit XI:**
Please complete the following grid with information about your currently active mediation panel, including both staff and volunteers. For each box, please include both total numbers and percentages. If your program supervises a peer mediation program, please include a separate summary of the demographic characteristics of those mediators.

For Prospective Providers not listed in Exhibit XI:
Please complete the following grid with information about the mediation panel you expect to use to provide the services described in question 8.

Sex		**Ethnicity**		**Age**	
Male	/ %	American Indian	/ %	Under 20	/ %
Female	/ %	Asian		20-29	/ %
Total	/100%	Black	/ %	30-39	/ %
		Latino	/ %	40-49	/ %
		White	/ %	50-59	/ %
		Other	/ %	60-69	/ %
		Total	/100%	70+	/ %
				Total	/100%

20. Please compare your response to question 18 regarding the composition of your mediator panel with the demographic data about your county as provided in Exhibit X. Discuss how the organization will recruit a panel of neutrals who reflect the diversity of the community the organization will serve. If the organization has faced particular challenges recruiting a diverse panel of neutrals in the past, please explain the challenges, strategies that have been attempted, and possible new approaches. [4250 characters]

21. **For Existing Providers listed in Exhibit XI:**

For each of the last three calendar years, provide the total number of cases and percentage of cases in which volunteers provided dispute resolution services[4]. In the column entitled Next Contractual Period, estimate the percentage of cases in which volunteers will provide dispute resolution services during the contractual period covered by this RFP. Please feel free to provide any additional information about volunteer utilization and/or include a breakout of percentages for specific case types, dispute resolution processes, or referral sources.[2125 characters]

[4] Dispute resolution services include mediation, arbitration, conciliations, facilitation, restorative justice session, or any other like process.

For Prospective Providers not listed in Exhibit XI:
In the column entitled Next Contractual Period, estimate the percentage of cases in which volunteers will provide dispute resolution services during the contractual period covered by this RFP.

	2009	2010	2011	Next Contractual Period
Volunteers	/ %	/ %	/ %	%

22. **For Existing Providers listed in Exhibit XI:**
Complete the grid below to indicate the years of experience of the currently Active Mediators[5].

Years of Experience	Number of Active Staff Mediators	Number of Active Volunteer Mediators
0-2		
3-4		
5-9		
10-14		
15-19		
20+		

23. Provide a detailed plan to recruit, utilize, and retain volunteer neutrals. Please refer to your responses to questions 19-21. If you are proposing a plan that includes new approaches to recruiting, utilizing, and retaining volunteer mediators, please explain how it differs from past practices.[4250 characters]

24. Describe the dispute resolution needs of the communit(ies) that the center will serve. How were these needs assessed? How will the center attempt to meet those needs, and how was this approach determined? [8500 characters]

25. **For Existing Providers:**

In the chart on the next page, report the number of cases for which the center provided

[5] Active Mediator status is defined by the CDRCP Program Manual as annually (a) conducting —as lead or co-mediators—a minimum of three (3) mediation sessions and (b) completing at least six hours of continuing education (This may include, at the discretion of the local Program Director, in-services scheduled by the local center, attendance at in-services conducted by other centers, or attendance at conferences or trainings that meet the needs of the local center)

services in fiscal year 2011-12 as well as the number of cases in which it expects to provide services in the first three years of the proposed contract period. For each year specify the number of cases in which dispute resolution services are provided in the DR Provided column. Those cases where dispute resolution services are not provided, but intake and other related services are provided should be reported in the NO DR column. Please include only those cases funded by category 1 and 2 funding as indicated in question 4. Do not include complementary services such as CASA or SDMC.

For Prospective Providers:
In the chart on the next page, project the number of cases for which the center expects to provide services in the first three years of the proposed contract period. For each year specify the number of cases in which dispute resolution services are provided in the DR Provided column. Those cases where dispute resolution services are not provided, but intake and other related services are provided should be reported in the NO DR column.

OCA/ADRCIP RFP #005
BID OPENING 08/09/12 2:00PM
County Specific Questions

	2011-12		**2013-14**		**2014-15**		**2015-16**	
	DR	No DR	DR	No DR	DR	No DR	DR	No DR
Agricultural - Credit								
Agricultural - Non Credit								
Child Permanency								
Civil – Housing Dispute								
Civil – Large Claim								
Civil – Small Claim								
Criminal – Felony								
Criminal – Misdemeanor/ Violation								
DSS Conciliation								
Juvenile Delinquency								
Lemon Law								
Manufactured Housing								
Matrimonial								
Other								
Parenting Issues								
Peer Mediation								
Permanency								
PINS/Pre-PINS								
Special Education								
Youth Issues								
TOTAL								

26. **For Existing Providers listed in Exhibit XI:**
For the last fiscal year indicate the number and percentage of referrals the center has received from its six most frequent referral sources. Also complete column entitled Next Contractual Period with the percentage of referrals the program expects to receive from these referral sources.

For Prospective Providers not listed in Exhibit XI:
Identify the six most frequent sources of case referrals in the column labeled Referral Source. Complete the column labeled Next Contractual Period with the percentage of referrals the program expects to receive from each source.

Referral Source[6]	FY 2011-12	Next Contractual Period
	/ %	%
	/ %	%
	/ %	%
	/ %	%
	/ %	%
	/ %	%

27. Provide a detailed outreach plan of how your organization will develop and maintain referrals with courts and other community institutions, and how this plan will achieve the projections provided in questions 25 and 26. Also identify any factors known to the organization's staff or directors that could inhibit the development of a productive referral relationship with any Judge, court employee, or other current or potential referral source in the community to be served. [4250-8500 characters]

28. Provide a detailed description of how the center will promote the center's services to the public, and how this effort will specifically help achieve the projections detailed in questions 25 and 26. [4250 characters]

[6] When including a referral source, please use one of the following: Adult Protective Services, Attorney General, Business/Corporation, City Court, County Court, Criminal Court, Department of Social Services, District Attorney, Division of Human Rights, Family Court Intake, Family Court Judge, Family Court Magistrate, Housing Court, Law Guardian, Legal Aid, Media, NYS Division of Housing, Police, Prior Client, Private Agency, Public Agency, Public Defender, Referred by Previous Client, Religious Referral, School, Sheriff, Small Claims Court, State Police, Supreme Court, Surrogate's Court, Town and Village Court, Walk-In, Word of Mouth, or Other (please specify).