



STATE OF MARYLAND JUDICIARY
Administrative Office of the Courts
REQUEST FOR PROPOSALS (RFP)
Conflict Coaching Trainer
RFP# 9398

This procurement is being conducted as a Small Procurement Request for Proposals (RFP) as described in the Judiciary Procurement Policy, not to exceed \$25,000.

Purpose & Background

The Administrative Office of the Courts (AOC) on behalf of the Maryland Judiciary Mediation and Conflict Resolution Office (MACRO) issues this Small Procurement Request for Proposals (RFP) to secure a trainer to provide Conflict Coaching training for staff members from the three Judiciary Alternative Resolution Dispute (ADR) Offices: MACRO, District Court ADR Office, and the Court of Appeals ADR Division, as well as to a limited number of staff from our community mediation grantee partners.

The Judiciary ADR staff are often called upon to support other Judiciary offices and court locations through the provision of ADR services. Currently the ADR staff can offer multi-person conflict resolution processes such as mediation or large group facilitation. We are seeking this training so that staff can also offer conflict coaching to individuals experiencing conflict when a multi-person conflict resolution process is not possible. In addition, as conflict coaching becomes more popular as a conflict resolution methodology in our field, we feel it is important for us to have the necessary training to support the growth of this process.

We also intend to include a small number of staff from our community mediation grantee partners in this training. These partners have expressed an interest in learning more about conflict coaching as a service when one or more parties does not want mediation. Adding conflict coaching to their menu of services will give the centers the ability to still help the person who sought assistance even if others in the conflict decline mediation. By including them in this training, we intend to provide centers with a better understanding of what conflict coaching is and whether it is a service they should consider adding.

1. Scope of Work

The Contractor Resource shall provide a 3-day conflict coaching training that will provide 20-25 participants with the following (at minimum):

- An understanding of what conflict coaching is and the principals behind it
- A clear understanding of when it is appropriate to use conflict coaching, and when

it is not appropriate

- A clear demonstration of how to provide conflict coaching services
- Multiple roll plays that give participants the opportunity to practice conflict coaching skills

2. Place/Date of Performance

- a. The training will likely occur at the Judicial College Education and Conference Center, 2011 Commerce Park Drive, Annapolis, MD 21401. The exact location will be confirmed post award.
- b. Optimal training dates will occur between March and August 2019. Exact date to be determined post award.

3. Contractor Resource Minimum Requirements

To be considered, proposed Contractor Resource must:

- Have provided at least 10 conflict coaching trainings
- Have provided conflict coaching services to 50 or more individuals
- Understand the principles of mediation and alternative dispute resolution

4. Contract Type

The resulting contract shall be for Fixed Price.

5. Contract Term

The Contract resulting from this Small Procurement (RFP) shall begin **with contract execution** and extend through the conclusion of the training.

6. Procurement Officer

The sole point-of-contact for purposes of this Small Procurement (RFP) prior to the award of any Contract shall be the Procurement Officer at the address listed below:

Whitney Williams

Maryland Judiciary, Administrative Office of the Courts

Department of Procurement, Contract and Grant Administration

Telephone: 410-260-1581

Email: whitney.williams@mdcourts.gov

7. Form of Response

Proposals must be in writing.

- a. **Part I** – Technical proposal must include a written response to the Scope of Work that demonstrates the following:
 - A detailed resume of the Contractor Resource’s skills and background- including the conflict coaching trainings provided, and the number of people to whom they provided conflict coaching services
 - An overview of the Contractor Resource’s training approach
 - A training outline of what the Contractor Resource will cover during the three days
 - Provide 3 customer references where the customer is similar in size to the RFP scope.
- b. **Part II** – Price proposals must include the fully loaded fixed price for the services proposed using Attachment A (Price Proposal Form).

8. Proposal Closing Date

All proposals must be received via email to the Procurement Office at the email address listed in Section Number 5, no later than **no later than 2:00pm (local time) on February 28, 2019** in order to be considered.

9. Award Determination

The Contract resulting from this Small Procurement (RFP) will be awarded to the Offeror whose proposal is determined to be the most advantageous to the State, based on the evaluated spectrum of services proposed and price.

- Skills and Background
- Training Approach
- Training Outline
- Price

Attachment A - Price Proposal Form

Contractor's price proposal must be complete and include all charges. AOC will not pay for any charges not listed in their quote.

Labor Categories- Conflict Coaching Trainer	Price
Training & Materials for all 3 days	\$
Travel Costs	\$
*Total Evaluated Price	\$

***Fully loaded fixed price that includes all direct and indirect costs and profit for the Contractor to perform. Indirect costs shall include all costs that would normally be considered general and administrative costs and/or travel costs, or which in any way are allocated by the Contractor against direct labor hours as a means of calculating profit or recouping costs which cannot be directly attributable to the Contract.**

Submitted by Authorized Signature
Date
Print Name and Title
Company Name
Company Address
Telephone
Federal Tax Identification No.