

STATE OF MARYLAND JUDICIARY
Procurement and Contract Administration
REQUEST FOR PROPOSALS (RFP)
Workshop on Giving and Receiving Feedback

This procurement is being conducted as a Small Procurement as described in the Judiciary Procurement Policy, not to exceed \$25,000.00.

1. Purpose

The District Court of Maryland Alternative Dispute Resolution (ADR) Office is seeking a consultant to design and present a five (5) to seven (7) hour workshop on giving and receiving feedback. The same workshop will be presented in four (4) locations around the state in 2013. The primary audience for this workshop is limited to District Court volunteer mediators, as selected by the ADR Office.

2. Background

In late 1999, the Maryland ADR Commission, under the leadership of Chief Judge Robert M. Bell of the Court of Appeals, published its consensus-based practical action plan, Join the Resolution. One of the outcomes of the plan included institutionalizing the Maryland judiciary's court ADR programs; thus the District Court of Maryland ADR Office was developed. The ADR Office was created in 2001 by then Chief Judge of the District Court Martha Rasin. Current Chief Judge Ben C. Clyburn has continued to provide support and leadership to the ADR programs in the District Court. The mission of the ADR Office of the District Court of Maryland is to educate all participants and stakeholders on the uses and benefits of ADR Programs; establish and maintain high quality ADR programs that empower litigants; encourage the use of ADR options early-on and throughout the litigation process; and, ensure that the ADR options are appropriate to the case and accessible.

The District Court ADR Office provides mediation and settlement conference programs to District Court litigants in Pre-trial, Day of Trial programs, and (mediation only) for select Peace Order cases around Maryland.

ADR in the District Court consists of two processes: mediation and settlement conferences. Those two processes may be conducted either before the day of trial (pre-trial) or on the day of trial (day of trial). Both processes are available for virtually all *civil* cases. Currently, all ADR services are provided to litigants free of charge, courtesy of the roughly 300 ADR Practitioners who volunteer their time around the State. The volunteers include attorneys (who may provide mediation or settlement conference services, depending on their training), and non-attorneys, who provide mediation services only. Some mediators are affiliated with community mediation centers with whom the ADR Office has formal partnerships.

3. Statement of Work

The District Court ADR Office is seeking proposals from a consultant to design and present an interactive workshop on giving and receiving feedback. The total time of the workshop will be between five (5) to seven (7) hours, including the following: 2 ten minute breaks, a 40 minute lunch and up to 90 minutes for the District Court ADR Office to welcome the participants, provide announcements, introductions and purpose of training (at the beginning of the day), and to review next steps, best practices, Apprentice Process procedures and Apprentice forms (at the end of the day). The remaining time will be devoted entirely to the topic of giving and receiving feedback as developed by the vendor.

Contractor shall design and present an interactive workshop on giving and receiving feedback after a mediation session.

The requirements are as follows:

1. Design an interactive workshop that provides participants with information about the following:

- A. An understanding of the various types of giving feedback, one of which must be elective feedback.
- B. The advantages and disadvantages of using each type of feedback.
- C. How a person might receive the various types of feedback.
- D. How to incorporate feedback into future practice.
- E. What to do and/or how to respond to unreceptive feedback recipients.
- F. Any other goals offeror's would provide to this training.
- G. Identifying what the mediator (feedback recipient) wants to work on.

It should be noted that mediation examples are to be used to the extent possible throughout the workshop.

2. The workshop material must be presented in an interactive way which could include role plays, fish bowl, and viewing and discussing ethical situations on tape, use of movie, TV or internet clips, to name a few methods. Creativity and innovation are encouraged.

3. District Court ADR Office Lead Mediators attending this workshop will range in mediation experience from having recently completed beginning mediation training to over 20 years of experience. Therefore, the workshop must be relevant to all levels of mediation experience.

4. The workshop will be held in four (4) different locations across Maryland (exact cities yet to be determined). The District Court ADR Office will secure the actual meeting site in each location. Tentative locations include Towson, Columbia, Annapolis, Upper Marlboro, and Southern Maryland.

5. The exact date for each workshop will be determined jointly by the District Court ADR Office and the contractor. All workshops will be held on a weekday. The exact time of each workshop will be determined jointly by the District Court ADR Office and the contractor.

6. District Court ADR Office has the right to copy and use curriculum and materials for future workshops on this subject matter, with attribution to the trainer. District Court ADR Office will not charge attendees for the materials and training if used, and will not sell the materials

4. Contractor shall submit the following information:

1. A description of the workshop, including the interactive exercises and tools to be used during the workshop and time frames for each component of the workshop to be used and the amount of time spent on each lecture, activity, etc. Since those who are reviewing your proposal are unable to observe the workshop the vendor is proposing in its entirety, it is important to fully describe what you plan to do in the workshop.

2. Contractor shall indicate how the workshop will address the items outlined in number 1.

3. A résumé which includes how and when the contractor has conducted training on the same topic in recent years. Please indicate the title, description, year, number of participants and the organization for who the training was conducted.

4. Three references from individuals who have taken training on this topic from you and/or organizations that have contracted with you for training services. Please provide name and contact information.

5. Contract Type

The resulting Contract (Purchase Order) shall be based on Fixed Price.

6. Procurement Officer

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

Karen Hoang, Procurement Officer
Telephone: 410-260-11582
Email: karen.hoang@mdcourts.gov

7. Form of Response

Proposals must be in writing. Two volumes must be separately prepared and submitted.

5a. Volume I – Technical proposal a written response to the Scope of Work that demonstrates the Offeror’s capabilities and experience in providing the required services.

5b. Volume 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 to Karen Hoang the email address listed in Section 6, no later than 2:00 PM (local time) on April 10, 2013 in order to be considered.

9. Award Determination

The Contracts resulting from this 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.

Evaluation Criteria in descending order of importance:

- Offeror’s Experience and Qualifications
 1. A member of the Maryland Program for Mediator Excellence for at least two years at the time of the submission of the proposal, or the equivalent from another State.
 2. At least five (5) years’ experience as a trainer.
 3. Have experience training on this topic on at least 2 other occasions.
 4. Must have mediated no fewer than 100 cases.
 5. Active involvement in the field is desirable.
 6. Offerors will be asked for in person interviews.
- Offeror’s Work Plan for this engagement
- Price

Attachment A – Price Proposal Form

Workshop on Giving and Receiving Feedback

Respondent shall list all costs associated with the performance of this solicitation on a separate sheet.

Preparation

Agenda & Documents \$_____ x 40 hours = \$_____

Meetings w/ ADR Staff \$_____ x 10 hours = \$_____

Work shops

Trainer Fees (up to) 7 hour training x 4 locations \$_____ x 28 hours = \$_____

Travel- 3 hours (round trip) x 4 locations \$_____ x 12 hours = \$_____

Grand Total = \$_____

*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 #: