

Massachusetts Law Reform Institute

Request for Proposals

Domestic Violence Restraining Order eLearning Modules

I. Description, Purpose and Objectives of the Project	1
II. Specifications	3
III. Budget and Timing	4
IV. Format of Vendor Responses	4
V. Terms and Conditions	5
VI. Basis of Award	7

I. Description, Purpose and Objectives of the Project

Massachusetts Law Reform Institute (MLRI) is requesting proposals from qualified vendors to design, develop and deliver the initial two modules in an online course that will train lawyers representing domestic violence survivors in Massachusetts to handle 209A Restraining Order cases.

About MLRI

MLRI provides statewide advocacy and leadership in advancing laws, policies, and practices that secure economic, racial, and social justice for low-income people and communities. We also manage the Civil Legal Aid for Victims of Crime (CLAVC) Initiative, a statewide program that provides free legal assistance to victims of crime throughout Massachusetts. The CLAVC Initiative is supported by the Massachusetts Office for Victim Assistance through a Victims of Crime Act of 1984 (VOCA) grant from the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice.

Project Purpose

Survivors of domestic violence in Massachusetts often file in court for 209A abuse prevention orders (commonly referred to as restraining orders or 209As) as part of their overall safety planning. This is a two part process – the survivor often gets an initial order on their own, but is required to go back to court for a hearing within 10 days to get the order extended. There are a wide range of attorneys who represent survivors at the court hearing, including volunteer lawyers and staff attorneys at legal services programs and domestic violence support centers. Many of these attorneys are relatively new to 209A practice. Several legal services programs hold in person trainings throughout the year to train these attorneys.

Through this project, we plan to build two modules:

- a 45 to 60 minute “nuts and bolts” module on the essentials of 209As, to supplement the in person trainings, and
- a 30 to 45 minute module on special considerations involved for lawyers working with survivors of domestic violence.

Target Audience

The training will be used by attorneys new to 209A practice who will be representing survivors of domestic violence in 209A proceedings. The “special considerations” module will also be used by attorneys working with survivors of domestic violence in other legal proceedings.

Project Scope

This RFP is for two initial modules in what may be a longer series of training modules for attorneys representing survivors of domestic violence.

A. 209A module:

The 209A module will address the essentials of the 209A process, including an overview of the law and the requisite legal procedures, the timelines involved, what papers and forms need to be filed and what will happen at the court hearing. We do not expect that the 209A module on its own will include all the information necessary for an attorney to learn to represent someone in a 209A. In particular, we anticipate that additional in person trainings and/ or mentoring will be part of the process. However, we would like this module to cover the nuts and bolts, so that attorneys can get an overview before an in person training. We would also like this module to serve as a reference and refresher for attorneys to return to during the course of their representation of survivors seeking 209As..

We would like the 209A module to include a timeline, chunked content so that attorneys do not need to complete the course in one sitting, and interactive elements and assessments to reinforce what the attorneys have learned. Part of the module will likely include an interactive annotation of the 209A statute. We do not intend to use video of live actors. We plan to include

links to a reference library. We would like professional narration, but to also have more extensive text be incorporated as part of the visuals.

B. Special considerations module:

This module will include an overview of what domestic violence is, and how domestic violence may impact both the attorney client relationship and how a domestic violence survivor interacts with the legal system.

As with the 209A module, we would like this module to include chunked content so that attorneys do not need to complete the course in one sitting, and interactive elements and assessments to reinforce what the attorneys have learned. We do not intend to use video of live actors. We plan to include links to a reference library. We would like professional narration, but to also have more extensive text be incorporated as part of the visuals.

II. Specifications

MLRI expects the successful vendor to complete the following tasks as part of this project:

- A. Design and build the two modules described above using a readily available eLearning authoring platform. We would prefer that the modules be built in Articulate Storyline, because we have in house expertise with that platform but are open to other platforms if there is a compelling reason to use a different platform. We must be able to maintain the course on our own after completion.
- B. We anticipate that the 209A module will be about 45 minutes to 60 minutes long, and the special considerations module will be about 30 to 45 minutes long. They can share design elements, such as overall look and feel, font, color, etc., but we would like to break them into two separate modules, to make it easier for attorneys to complete them in a limited time frame.
- C. The modules should include:
 1. Clearly defined and measurable learning objectives
 2. Interactive methods for effective adult learning, including visual, auditory and kinesthetic learners
 3. Intuitive and logical navigation
 4. Links to supplementary resources, research and information
 5. Multiple self-assessments for the learner integrated throughout each module
 6. Professional narration
 7. Graphic elements
- D. The modules must be accessible on Mac/Windows operating systems, as well as common web browsers including chrome, firefox, internet explorer and safari, and should be responsive to different screen sizes.
- E. The modules must be Americans with Disabilities Act (ADA) compliant including but not limited to deaf and hearing impaired individuals as well as visually impaired individuals,

The site must implement UI/UX best practices including but not limited to use of WCAG 2.1 guidelines. We require the modules to be 508 compliant.

- F. Because the modules will be providing legal information, we will work closely with the successful vendor on the script, including assisting in the preparation of initial drafts, and reviewing and editing later scripts for legal accuracy. We will provide subject matter experts knowledgeable in the content areas being covered. However, the vendor will be responsible for the overall course development.
- G. MLRI will provide a project lead to coordinate the project on our end. In addition, there will be a small committee of subject matter experts who will be part of the process.

Please note that the modules will not be part of a learning management system; instead, we will be linking them to a page on the www.masslegalservices.org website. See an example of a prior course here, <https://www.masslegalservices.org/content/eviction-process-training-lfd-volunteers>.

III. Budget and Timing

The selected vendor must be prepared to begin work on this project on November 8, 2019. We expect the project work to be completed within 4 to 6 months, and that a mutually agreed upon project timeline will be developed by the selected vendor. The budget cannot exceed \$15,000.

The timeline for the RFP process is as follows:

- RFP released – October 4, 2019
- Responses due not later than 11:59 pm ET on October 25, 2019
- Successful vendor announced – November 1, 2019
- Contract signed and work commences – November 8, 2019

Vendors whose responses have not been selected for further negotiations or award will be notified via e-mail. Vendors selected to provide application services will be expected to enter into a contract with MLRI.

IV. Format of Vendor Responses

Proposals should include information about the following.

- A. Qualifications
 1. Please provide links to samples of your work.
 2. Include qualifications and experience of your company and its staff.

3. Please provide three references of organizations that have used your eLearning development services. Include the contact name, title, company name, address, phone number and email address for each reference.

B. Learning Solution

1. Describe your approach to the scope of this project, and define the roles of the staff involved.
2. Describe the overall creative and instructional approach that will be used to engage the learner.
3. Identify the authoring platform that you intend to use, and provide a rationale for selecting this platform.
4. Describe the methods and procedures you will use to achieve the work listed above, including the primary primary interactions.
5. Explain your process for creating a project plan - e.g., define deliverables, create milestones, identify roles/responsibilities, etc.
6. Explain your client communication and evaluation procedures.

C. Budget and timeline

1. Please provide a specific work plan, broken down by cost and time per project task. Include major milestones and rounds of review.
2. Identify all expenses, fees, etc. that you will require to complete the project.

D. Additional Information

1. Please attach any additional information that will help explain your company's capabilities and the proposed solution.

V. Terms and Conditions

A. RFP Coordinator:

Upon release of this RFP, all vendor communications concerning this acquisition must be directed to the RFP Coordinator listed below. Any oral communications will be considered unofficial and non-binding on MLRI. Only written statements issued by the RFP Coordinator may be relied upon.

Rochelle Hahn
MLRI
40 Court Street
Boston, MA 02108
E-mail: rhahn@mlri.org

B. Vendor Questions:

Vendors may contact the RFP Coordinator at the email address listed in Section V(A) above with any questions concerning this RFP. All questions must be received prior to the response due date and time listed in Section III above. Written questions are preferred and should be submitted by e-mail to ensure receipt and timely response.

C. Response Format:

The proposal must be sent electronically via e-mail in Microsoft Word 97 or newer version, RTF, or Adobe PDF format to the RFP Coordinator designated in Section V(A) of this RFP. The e-mail subject should be clearly marked "209A E-learning Proposal".

Vendors should allow enough electronic delivery time to ensure timely receipt of their proposals by the RFP Coordinator. Vendors assume the risk for any e-mail delay problems.

D. Response Requirements and Content:

Vendors must respond to each question/requirement contained in Section IV. In preparing their response, vendors should restate each requirement and then give their response.

E. Costs of Preparing Responses:

MLRI will not pay any vendor costs associated with preparing responses submitted in response to this RFP.

F. Responses Property of MLRI:

All responses, accompanying documentation and other materials submitted in response to this RFP shall become the property of MLRI and will not be returned.

G. RFP Amendments/Cancellation/Reissue/Reopen:

MLRI reserves the right to change the RFP Schedule or issue amendments to this RFP at any time. MLRI also reserves the right to cancel or reissue the RFP.

H. Minor Administrative Irregularities:

MLRI reserves the right to waive minor administrative irregularities contained in any response.

I. Inability to Enter Contract:

MLRI reserves the right to eliminate from further consideration any vendor that MLRI, because of legal or other considerations, is unable to contract with at the time responses are due in accordance with the schedule contained in Section III above.

J. No Obligation to Enter a Contract:

The release of this RFP does not compel MLRI to enter any contract.

1. MLRI reserves the right to refrain from contracting with any vendor that has responded to this RFP whether or not the vendor's response has been evaluated and whether or not the vendor has been determined to be qualified. Exercise of this reserved right does not affect MLRI's right to contract with any other vendor.
2. MLRI reserves the right to request an interview with any vendor and/or a demonstration from any vendor prior to entering a contract with that vendor. If a vendor declines the request for an interview or demonstration for any reason, the vendor may be eliminated from further consideration.

K. Multiple Contracts:

MLRI reserves the right to enter contracts with more than one vendor as a result of this RFP.

L. Non--Endorsement:

The selection of a vendor pursuant to this RFP does not constitute an endorsement of the vendor's services. The vendor agrees to make no reference to MLRI in any literature, promotional material, brochures, sales presentations, or the like without the express written consent of MLRI.

M. Contract Payment Limitations:

Vendors should anticipate payment at the end rather than the beginning of the invoice period in which they provide services or after they submit any deliverable for which a payment is due.

N. Conflict of Interest

By submitting a proposal, contractors acknowledge that they and their affiliates have no undisclosed conflicts of interest.

VI. Basis of Award

Evaluation factors will include, but are not limited, to the following:

- Proposed authoring platform

- Technical approach
- Prior experience, including experience with legal topics, and work samples
- Client references
- Cost proposal
- Proposed timeline including management milestone
- Methods of project management
- Ability of vendor to provide sufficient time for client feedback at each stage
- Platform used to review prototype, feedback process, and edits

We may also consider past contract performance and check references beyond those listed in the vendor's response.