

ATTACHMENT 10

Form for Vendor Question Submission

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
1	<p>The request for a 'train-the-trainer' model suggests that the Court seeks a program in which our organization would train a select group of 3-5 individuals. These individuals would then be responsible for facilitating Restorative Practices within the Court's staff to address conflicts. Could you please confirm if our understanding is correct? Specifically, we seek to clarify whether the role of these 3-5 trained individuals will be solely to facilitate the Restorative Practices themselves, or will they also be expected to train additional staff members in the facilitation of these practices?</p>	<p>2.1.3</p> <p>B. Provide a train-the-trainer model to implement the program. In-person training must be provided for the court staff who will serve as Restorative Practices facilitators, which we anticipate to be approximately 3-5 people. Trainers must be trained to the point where they can successfully apply restorative practices methodology to resolve conflicts with minimal help.</p>	<p>Yes, it is correct that the selected vendor would be responsible to train the individuals who have been designated to facilitate Restorative Practices at the Court. These individuals would also need to train others on this method whenever required by attrition or succession planning.</p>

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2	<p>Could the Court provide a specific timeline or set of expectations regarding the rollout of the Restorative Practices program, including any preferred start and completion dates? We would appreciate details on any scheduling preferences, especially given the logistical complexities of coordinating training sessions for a staff of 600 employees and onboarding 3-5 Restorative Practices facilitators. Understanding the Court's timeline will help us in designing a detailed project plan that ensures timely and effective implementation.</p>	<p>2.1.3</p> <p>A. Develop a plan and timeline to implement the program in all court locations provided below.</p>	<p>We would like to roll out the program as soon as possible, with the goal date of 7/1/24 or shortly thereafter, depending on the training and policy recommendations and any change management required.</p>
3	<p>Could you please clarify if the Court anticipates the need for distinct timelines and strategies for implementing Restorative Practices within each court location? Are we to understand that each court may encounter unique challenges that would necessitate a tailored approach to conflict resolution, or is the expectation for a standardized, universal method to be applied across all courts? Furthermore, does this extend to devising a customized implementation program that is specific to each court location</p>	<p>2.1.3 -</p> <p>B. Develop a plan and timeline to implement the program in all court locations provided below.</p>	<p>There is no need to create a unique strategy for individual courthouses – in fact, we would need a consistent policy and program for all court staff, regardless of location. We may need to make some very small adjustments by classification/role/union membership, to ensure we can provide the most helpful and accessible RP support possible. The implementation of the program should also be standardized.</p>

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4	<p>Is there an established procedure to engage with Human Resources, Union Representatives, and the Court’s Legal Team in the development and customization of a Restorative Practices program policy? Their input and collaboration seem essential for the successful implementation of a Restorative Practices conflict resolution program. Can you confirm if their involvement is anticipated in the process, and to what extent will the program be integrated within existing HR policies related to conflict resolution?</p>	<p>2.1.1</p> <ul style="list-style-type: none"> a. Conduct a full assessment and analysis of the Court’s organizational and policy infrastructure, including the Court’s Personnel Organization, Policies and Rules (POPR), in support of building an effective employee conflict resolution program in the workplace. b. Determine what is needed to fulfill the Court’s programmatic requirements for Restorative Practices in alignment with any applicable local, state, and federal regulations and collective bargaining agreements (MOUs) in order to build a successful Restorative Practices program for Court employees. 	<p>The HR Director will be one of the members of the Court’s implementation team and provide HR representation. Once we have developed a draft policy and a plan for implementation, we will engage with our unions to address impacts and ensure alignment. The new policy will be integrated into the Court’s existing policies to ensure consistency and broad understanding of the program. The Court does not currently have a formal conflict resolution process.</p>

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5	<p>Has the Court already selected the 3-5 individuals who will serve as facilitators for the Restorative Practices program? If not, could you outline the intended process for their selection? We are interested in understanding whether the selection will be conducted internally by the Court, and if we are expected to provide support or consultation during this process.</p> <p>Additionally, we would like to inquire about the scope of the facilitators' responsibilities. Will the role of a facilitator be their primary duty, or will it be an adjunct to their existing job functions? How is the Court envisioning the integration of the facilitators' duties with their current roles and daily tasks within the organization?</p> <p>Furthermore, what qualifications and experience are being sought for these facilitator positions? This information will be crucial for us to tailor our training program to meet the competencies required by the Court for these roles.</p>	<p>2.1.2 Restorative Practices Program Development</p> <p>e. Create a training plan and training materials to implement the program. Train Court employees who will serve as the Restorative Practices program facilitators (3-5 people) on how to effectively lead a restorative conversation, how to provide appropriate follow up and consultation with the affected employees, how to identify ways to strengthen workplace relationships and address issues before they become a bigger conflict and recommend ways to update the policy when needed.</p>	<p>The Court has not yet selected the 3-5 individuals who will be designated as facilitators for this program. These individuals will most likely be designated by our Court Executive Officer, and will need to be confidential employees.</p> <p>At this time we plan to have this duty as a facilitator to be adjunct to their existing job functions. The current plan is to rotate the facilitation between these 3-5 people as requests come in, with note to ensure there are no conflict of interest.</p> <p>The individual facilitator qualifications and requirements are first and foremost that they serve as a confidential employee, either in an assigned confidential role at the court, and/or by virtue of their licensure (attorney, social worker, etc.). The individuals should have some experience with sensitive and confidential employee or client relations, and ideally with some experience with mediation or conflict resolution.</p>

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6	<p>What mechanisms are currently employed by the Court to address internal conflicts? We would appreciate a detailed description of any existing systems or procedures, including whether these are applied uniformly across all Court locations or if there is variability in their application. Furthermore, in light of the 20-25 average cases that necessitate intervention, could you elaborate on the specific challenges these cases present? Understanding the nature of these challenges will be instrumental in assessing how a restorative approach could offer a more effective resolution and what types of restorative alternatives may be most beneficial for the Court's needs.</p>	<p>2.1.3 E - RFP</p> <p>Currently the court is expecting approximately 20-25 conflict resolution requests per year.</p>	<p>The Court has employed several mechanisms to address conflict. One is through a case-by-case basis offering of restorative practices mediation via one trained employee on staff (HR Director), which is used rarely and only as approved by the CEO; two is when we have hired consultant mediators through our employee assistance program to address tougher issues; and three, through a temporary conflict resolution contract the court has with an outside vendor to address a specific issue in one unit, which expires June 30, 2024. This has been applied consistently across the court as issues arise. We anticipate 20-25 average cases requesting mediation, but won't be able to know for sure until we launch the program. We anticipate the nature of these challenges for mediation being primarily interpersonal, i.e. formal complaints that come to HR regarding ongoing issues and conflicts between staff that we may be able to refer to mediation prior to it becoming a formal investigation to try to resolve the issues at the lowest level.</p>

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7	<p>Given that the Court employs approximately 600 staff members, we would like to understand if there is prior experience with organization-wide training initiatives of a similar scale and nature to the Restorative Practices sessions we propose. These sessions are intensive, requiring 4-6 hours of commitment for each, and can accommodate 30-40 participants per session.</p> <p>Could you advise on whether the Court has the internal resources to coordinate with our team to schedule these comprehensive training sessions? Furthermore, we seek insight into the Court's expectations regarding the timeframe for training all 600 employees. Are there preferred deadlines for the full staff to be trained in Restorative Practices, and if so, could you provide guidance on the desired schedule?</p>	<p>2.1.3 D page 9 RFP Restorative Practices “awareness” training, which introduces the concepts of restorative practices, restorative conversations, and the intent behind the program, must be developed and implemented for all Court staff (over 600 employees). It need not be in-person training.</p>	<p>The Court has a Learning & Development team that can coordinate this type of training roll out. Due to some operational challenges with coordinating in-person training (for some staff roles we would be restricted to only to Fridays for training) the type of training you’re describing would take many months, if not a full year, to roll out to all court staff.</p> <p>Ideally we would fully roll out the program within a 12 month period.</p>

8	<p>We seek clarification on the types of conflicts that the Court anticipates channelling through the Restorative Practices resolution processes. Could you specify the criteria or nature of conflicts deemed suitable for this approach? Additionally, who within the Court's structure will be responsible for deciding whether a particular conflict warrants the use of Restorative Practices?</p> <p>Understanding the expected timeline for addressing conflicts once identified is also essential. Does the Court have a set timeframe in which it aims to initiate and complete the Restorative Practices process for each case?</p> <p>We would like to confirm the extent to which our organization is expected to assist the Court in establishing these protocols. The details of these processes are likely to influence the selection criteria for the 3-5 facilitators who will be conducting these sessions, as their skills and experiences should align with the types of conflicts and the decision-making frameworks they will be working within.</p>	2.1.2 E page 9 RFP	<p>The type of conflicts suitable for Restorative Practices will generally be interpersonal or other workplace conflicts that do not rise to the level of legal workplace harassment, retaliation, discrimination, workplace violence, physical or sexual assault, or inappropriate workplace conduct based on protected class.</p> <p>The Executive Office or Human Resources will be responsible for deciding whether a particular conflict warrants the use of Restorative Practices, however, all participation will be voluntary.</p> <p>Ideally a Restorative Practices process could start within 2 weeks of receiving the complaint, concern, or request. The process could take place over several months, and involve several sessions to resolve. Should the conflict not be resolved within 3 sessions, the Court would revisit to identify whether further sessions should be granted.</p> <p>We would like the selected vendor to help us understand best practices around timelines and protocols. Once the Court has this understanding, we can identify</p>
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RFP Title: Restorative Practices Program Development & Implementation

RFP Number: SC 1701.2024.2.JG

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			what will work best for our Court culture within our existing policy structure.