



The State Bar of California

OFFICE OF GENERAL SERVICES

845 S. Figueroa Street, Los Angeles, CA 90017

REQUEST FOR PROPOSAL

This document is a Request for Proposal (“RFP”) Bar Card Printing.

The State Bar of California (“State Bar”) seeks proposals for the printing, processing and mailing of State Bar Licensee Bar cards. The State Bar will award a contract for an initial term of three (3) years (“Initial Term”), with an option to renew for two (2) additional one (1)-year terms (“Renewal Periods”). The Initial Term, with Renewal Period(s), if elected, means the Term. The State Bar expects to award a contract based on this RFP by September 4, 2020 for a contract term to begin by October 15, 2020.

Please submit one (1) flash drive containing the proposal in PDF (file-to-PDF only, do not print and scan) and attachments in Excel format no later than 4:00 p.m. on August 28, 2020 (“Submission Deadline”) to:

The State Bar of California
845 South Figueroa Street
Los Angeles, CA 90017

Attn: Sunly Yap
Office of General Services
213-765-1121
Sunly.Yap@calbar.ca.gov

I. INTRODUCTION

The State Bar, created in 1927 by the Legislature and adopted as a judicial branch agency by amendment to the California Constitution in 1960, is a public corporation within the judicial branch of state government. The purpose of the State Bar of California is to ensure that the people of California are served by the legal profession in a manner consistent with the highest standards of professional competence, care, and ethical conduct; to carry out such additional programs as may be required by law or by rule of court; and to contribute generally to the science of jurisprudence and the administration of justice. The State Bar serves as an administrative adjunct to the California Supreme Court in all matters pertaining to the admission, discipline, and regulation of California lawyers. The California Constitution, the State Bar Act and California Rules of Court vest in the State Bar the duty to regulate the legal profession, formulate and elevate educational and professional standards, raise the quality of legal services, advance the science of jurisprudence, and aid in the improvement of the administration of justice.

The State Bar of California’s mission is to protect the public and includes the primary functions of licensing, regulation and discipline of attorneys; the advancement of the ethical and

competent practice of law; and support of efforts for greater access to, and inclusion in, the legal system. The State Bar is the largest state bar in the country and licenses approximately 250,000 attorneys. For more information, visit the [State Bar website](#). The State Bar's offices are located in San Francisco and Los Angeles.

II. STATEMENT OF WORK

Each aspect of the Statement of Work shall be applied on an annual basis.

Vendor shall design, produce, personalize, collate and mail the Bar Card Packages more fully described below (hereinafter "Bar Card Packages") to all attorney licensees specified in the electronic files provided by the State Bar (hereinafter the "Services"). The personalization and mailings shall be done on a weekly basis using the specific names provided by the State Bar.

Detailed specifications for production, personalization, collation and mailing, and the obligations of the vendor for each stage of the Services are as follows:

A. COLORS

Bar Card: The three colors for the tints and screens used in producing the Bar Card shall be PMS color 7706, PMS 445 (blue), and black.

B. PROOFS

The proofs for the Bar Card Package shall be in color and shall be based upon the sample artwork supplied by the State Bar and approved on a yearly basis. All proofs shall be completed to the satisfaction of the State Bar and the Vendor shall promptly change and/or revise such proofs, as needed, until the State Bar is completely satisfied with the proofs. Accordingly, the Vendor shall provide the initial proofs to the State Bar for review sufficiently in advance of the completion dates as to follow for any changes or revision to the proofs.

The Personalized Data Positioning Layout for the Bar Card Package shall be made using a copy of the Bar Card Package proofs.

C. PRODUCTION OF BAR CARD PACKAGE COMPONENTS

The Bar Card Package shall consist of three components: the Bar Card, the Carrier; and the outgoing envelope. After production, the Bar Card and the Carrier shall be personalized for each individual State Bar attorney licensee, as set forth below in Section D. Vendor shall typeset the copy to be pre-printed onto each component of the Bar Card Packages. Vendor shall produce enough of each Bar Card Package component as set forth above to accommodate 60,000 Bar Cards in year one, with potential for incremental increases in subsequent years of the contract.

After production, Vendor shall place all of the Bar Cards into a secured vault for safekeeping until needed for personalization. The nonpersonalized Carriers and the outgoing envelopes shall also be stored by the Vendor for later use.

1. Specifications: Bar Card (see **Attachment C: 2020 Bar Card Sample**)
 - a. Dimensions/Medium: The Bar Card shall be made of 20 mil white vinyl stock and shall be cut so that each card is 3-3/8" (w) x 2-1/8" (h) with rounded corners.
 - b. Ink Colors: The colors for the graphic design and pre-printed lettering shall be designated in PMS numbers.
 - c. Signature strip. The Bar Card shall be produced with a white signature strip on the bottom of the back side of Card, which shall enable Bar Card users to easily and permanently affix their signatures to the Bar Cards.
 - d. Magnetic Strip: The vendor must have the ability to provide additional card data and security. Such as Barcode, QR, Magnetic Stripe, Anti Copy/Counterfeit capabilities.
 - e. The Bar Card shall be produced with a QR code on the card. The QR code is to be encoded with the attorney licensee's name, bar number and status.
2. Carrier (see **Attachment D: 2020 Carrier Sample**)
 - a. Dimensions/Medium: The Carrier shall be printed on a white, 8- 1/2" x 11" , #90 index form.
 - b. Ink Colors: Ink colors for the graphic design and pre-printed lettering on the front and back of the Carrier shall be designated in PMS numbers.
 - c. Ultra-Form: Vendor shall use "Ultra-Forms" or any other suitable method for the Carrier. The card will be affixed to the Carrier with glue in such a way that the placement of the Bar Card in the Carrier does not interfere with or damage printed or imaged copy, or disrupt the ability for the Carrier to be properly folded, as designed for mailing.
3. Outgoing Envelope (**Attachment E: 2020 Outgoing Envelope Sample**)
 - a. Dimensions/Medium: The outgoing envelope shall be 9-1/4" x 3- 7/8" in size and shall be made of opaque white paper with an

address window on the front of the envelope through which the attorney licensee name and mailing address imaged on the Carrier may be easily read.

- b. Ink Color: The ink color used for printing the State Bar's return address and other lettering on the face of the envelope shall be black (see the attached sample). There shall be no printing on the back of the envelope.

D. PERSONALIZATION OF BAR CARD PACKAGE

After production of the Bar Card Packages, Vendor shall thermally print onto the Bar Cards and image on the Carriers, using black ink, specified attorney licensee information. The envelopes will not be personalized.

- 1. Attorney Licensee Data Files: On a weekly basis beginning in December 2020, the State Bar shall electronically transmit a file that contains attorney licensee data. Vendor shall use the file data to personalize the Bar Card Package for each State Bar attorney licensee listed therein.
 - a. The attorney licensee data provided by the State Bar for each State Bar attorney licensee shall consist of the following information: attorney licensee name, attorney licensee number, attorney licensee status (active or inactive), attorney licensee MCLE Group number (1-3), attorney licensee address, and alpha numeric security code (printed on the backside of card).
 - b. The State Bar will provide the fields of data specified above using the agreed upon format.
- 2. Thermal Printing
 - a. Vendor shall use the attorney licensee data supplied by the State Bar to thermally print one (1) personalized Bar Card for each attorney licensee listed on the tape. Only the following fields of data shall be thermally printed on each Bar Card: attorney licensee name, State Bar attorney licensee number, attorney licensee MCLE Group (1-3), attorney licensee status (active or inactive), and alpha numeric security code (printed on the backside of card).
 - b. The thermally printed attorney licensee data shall be placed on the Bar Cards (sample attached).
 - c. The outgoing envelope and Carrier shall not be thermally printed.

3. Imaging

- a. Vendor shall use the attorney licensee data supplied by the State Bar to image one (1) personalized Carrier for each attorney licensee listed in the data file. Only the following fields of data shall be imaged onto each Carrier: attorney licensee name, State Bar attorney licensee number and attorney licensee address.
- b. The imaged attorney licensee data shall be placed on the Carriers as shown in the Imaged Data Positioning Layout using 240 dpi imaging.
- c. The outgoing envelope and Bar Card shall not have imaging.

E. PERSONALIZED TEST RUN

After production, but prior to personalization of the first group of Bar Card Packages, Vendor shall generate a personalization test run of 50 Bar Card Packages,

1. For the test run, Vendor shall use Blank Bar Card Packages and authentic attorney licensee data provided by the State Bar to test the quality and accuracy of the thermal printing and imaging of attorney licensee data. At this time, Vendor shall also collate the test run packages as described below in Section F for the State Bar's inspection.
2. The Program Director for Attorney Regulation & Consumer Resources of the State Bar or their designee (hereinafter "Director") will check the results of the test run. The Director shall inspect and verify that the data is correctly placed and encoded, that the Packages are properly collated, and that the entire test run is of a quality acceptable to the State Bar.
3. If the results of the test run described above do not meet with the complete satisfaction of the Director, in their sole discretion, Vendor shall re-run the test run, as described above, as many times as the State Bar deems are necessary, until the test run meets with the complete satisfaction of the Director, in their sole discretion.

F. SAMPLE BAR CARD PACKAGES

After the personalization test run has been approved by the State Bar, Vendor shall personalize 50 sample Bar Card Packages (and shall collate the Packages, as described below in Section G) for the State Bar's distribution within the State Bar sample packages and shall include all imaged data but shall use fictitious attorney licensee information (e. g., Attorney Licensee name' "A Sample Attorney Licensee", State Bar number "000001", etc.).

G. COLLATING AND MAILING OF BAR CARD PACKAGES

1. Collating Bar Card Packages: Vendor shall collate the personalized Bar Card Packages, as described below, such that all components of the Bar Card Packages shall consistently have a neat, smooth and professional appearance.
 - a. Carrier: The Carrier shall be folded twice, horizontally, so that it is divided into three sections so that the attorney licensee name and address imaged on the Carrier appears in the envelope window.
 - b. Bar Card: The left edge of the Bar Card shall be attached so that the front of the Bar Card shall be facing up.
 - c. Outgoing Envelope: The folded Carrier, with the Bar Card inserted therein as directed above, shall be inserted into the outgoing envelope so that the address can easily be read through the envelope window and shall meet all U.S. Postal Service (USPS) requirements.
 - d. Insert: The insert shall be placed in the envelope so that it falls behind the Carrier and front facing.

2. Mailing: Vendor shall transport the Bar Card Packages, in a dedicated U.S. Postal Service Truck, to the U.S. Post Office closest to the Vendor site, for mailing to the State Bar attorney licensee whose names and addresses appear in the windows of the outgoing envelope. Vendor must assure use of complete addresses as provided by the State Bar.
 - a. Addresses/Use of Mail Hygiene Software :The attorney licensee address used by the Vendor for mailing shall be each attorney licensee’s address of record as it is supplied by the State Bar via electronic file, without any changes, except that Vendor may use mail hygiene software to make changes only in punctuation or to add a ‘u+ 4” zip code extension.
 - b. Postage and Pre-sorting Rates
 - (1) Vendor shall sort the finished Bar Card Packages to obtain the best available first-class postal rate. For U.S. addresses, the sorting process shall use pre-barcode sort, pre-sort and residual piece rates. Postal rates shall be adjusted to meet current USPS rates.
 - (2) Any attorney licensee’s address that is rejected by the mail

hygiene software for reasons other than punctuation or adding a “u +4” zip code extension shall be dropped out of the mail queue and sent separately to the attorney licensee’s address of record using the current USPS first class postage rate.

- (3) On a monthly basis, Vendor shall calculate the total dollar amount of postage required for both U.S. and foreign mailings. Vendor shall prepare an invoice which itemizes and details all postage charges, by number of items and rates charged and shall send this invoice, by mail, facsimile or email, to the State Bar Director.

H. BACKUP FACILITIES

The Vendor shall maintain sufficient backup facilities so that the project can be completed by the deadline in the event that the Vendor’s original facility cannot complete the project as planned.

I. BAR CARD RUNS

80% of the Bar Cards will be delivered between December and March, and will continue at a lower volume throughout the year. Vendor will be expected to fulfill 10,000 Bar Card Package mailings per week during the busiest weeks.

J. SERVICE LEVEL AGREEMENT (“SLA”)

The Vendor shall maintain a level of service that meets the State Bar’s Service Level Objectives

1. Design, production, personalization and collating of the Bar Card Packages including:
 - a. Design of Bar Card, Carrier and outgoing envelope as specified in the Scope of Work (Section C).
 - b. Delivery and approval of proofs as specified in the Scope of Work (Section B).
 - c. Accurate personalization of Bar Card Packages as specified in the Scope of Work (Section D).
 - d. Successful personalized test run as specified in the Scope of Work (Section E).

2. Timely delivery of Bar Card Packages to the attorney licensees within 6 calendar days of receipt of attorney licensee data files from the Client.
3. Vendor to provide weekly performance metrics, which includes a report of the production of Bar Card Packages and delivery to the attorney licensees.
4. Penalties for nondelivery or under delivery of services.
5. The State Bar may reserve the right to re-evaluate the SLA in year two and year three of the contract.
6. The vendor shall provide a Point of Contact to be available to State Bar staff to provide research and assistance in resolving issues with weekly print runs, and resolving any reports of production or mailing problems.

The State Bar is responsible for the:

- a. Timely review and approval of proofs
- b. Review of the personalized test run
- c. Review of sample Bar Card Packages
- d. Weekly transmittal of attorney licensee data files

K. TIME LINE FOR PRODUCTION OF STATE BAR ATTORNEY LICENSEE CARD PACKETS+

Dates indicated are deadlines for **typical** years. Work may be completed before these dates, however, the State Bar is expecting the vendor to be able to turn around the card stock within the timeframe set forth in the following schedule. *For 2021 packets, it is understood that dates will shift due to the RFP award process.*

October 15: Approved artwork to Vendor for cards and carriers

November 2: Test electronic file transmitted to Vendor

November 16: Programming completed and Vendor sends test card showing print name, status and bar number

December 10: First live electronic file transmitted to Vendor

December 17: Bar Card Packages – first mailing complete

III. GENERAL INFORMATION

The submission requirements for this RFP are set forth below. A proposal shall constitute an irrevocable offer for sixty (60) Business Days following the Submission Deadline. Reference to a certain number of days in this RFP shall mean Business Days unless otherwise specified.

“Business Day” means any day except any Saturday, any Sunday, any day which is a federal legal holiday in the United States or any day on which banking institutions in the State of California are authorized or required by law or other governmental action to close.

Contact with State Bar personnel in connection with this RFP may not be made other than as specified in this RFP. Unauthorized direct or indirect contact with any State Bar personnel may be cause for rejection of a bid.

A. Submission Requirements

To be considered responsive, a proposal must contain the following, prefaced by a table of contents, referenced by table number and page number, and in the order below.

1. An executive summary of no more than five pages, providing overview of bidder’s organizational structure, history, services, market position, unique qualifications, strategic alliances, etc.
2. Qualifications, background, experience and resumes of the project director and other staff proposed to work on the project.
3. A general description of the techniques, approaches and methods to be used in completing the project.
4. A description of the chronology for completing the work, including a timeline and deadlines for each task. Timelines should be designed in weeks, in series starting from week 1; any and all concurrent services should be clearly noted as such.
5. A detailed cost proposal, including any travel costs and other expenses. Bidders must submit Attachment A: Itemized Cost Proposal electronically in native .xls format per instructions below. If necessary, Vendors’ travel expenses will be reimbursed in accordance with the public [Travel and Business-Related Expense Policy](#). It is unlawful for any person engaged in business within this state to sell or use any article or product as a “loss leader” as defined in section 17030 of the Business and Professions Code. As the State Bar may award a contract based on the initial offer, a bidder should make its initial offer on the most favorable terms available. The State Bar reserves the right, however, to have discussions with those bidders falling within a competitive range, and to request revised pricing offers from them and to make an award or conduct negotiations thereafter.

6. At least three (3) references for clients for whom the bidder has performed services similar to those being requested in this RFP. The references should include the name of a contact person, title, physical and email addresses, and telephone numbers. The State Bar may, but is not obligated to, contact these references.
7. A description of the history of work previously performed for other State of California agencies or State Judicial Branch Entities.
8. The most recent year's annual reports, or comparable document, including detailed current profit and loss, assets and liabilities, and other relevant financial data. Bidders must submit Attachment B: Vendor History Questionnaire electronically in native .xls format per instructions below.
9. A list and description of any legal actions, lawsuits, arbitrations or formal protests related to services in which bidder has been involved in the last twenty-four (24) months that would have an impact on the bidder's ability to provide the requested services.
10. Confirmation that bidder has all necessary business licenses, professional certifications or other credentials to perform the services, and that bidder, if a corporation, is in good standing and qualified to conduct business in California.
11. A written acknowledgement of the acceptance of the Contracting Requirements set forth in Section IV of this RFP, or an explanation of specific bidder concerns or requested changes. Specific terms may be reserved for future negotiation, but must be clearly identified and reasons given for the reservation.

B. Submission Requirements Format Summary

Proposals must be delivered to Sunly Yap, Office of General Services, by the Submission Deadline noted on Page 1 of this RFP.

The proposal package must include:

1. One (1) flash drive containing the proposal in PDF (file-to-PDF only, do not print and scan) and attachments in Excel format.
 - Proposal (.pdf)
 - Attachment A: Itemized Cost Proposal (.xls)
 - Attachment B: Vendor History Questionnaire (.xls)

If specific submission components (including the sample reports and contracts requested) are particularly large and self-contained they may be included in a separate appendix rather than in the body of the proposal. Submittals should not direct the evaluation team to general brochures, marketing materials, or websites to obtain information related to the specific submission requirements; submittals that utilize references to external materials as an answer will be considered nonresponsive.

Proposals should be prepared simply and economically, providing a straightforward and concise description of the bidder's ability to meet the requirements of this RFP. Emphasis should be placed on completeness and clarity of content, and on conformity to the State Bar's instructions. Proposals should not include generic promotional materials and graphics that increase page count and PDF file size without addressing substantive content. Brochures and marketing materials may be included as a supplement if desired, in hard copy or in a separate PDF file.

C. Rejection of Proposals

The State Bar reserves the right in its sole discretion to reject any or all proposals in whole or in part, without incurring any cost or liability whatsoever. All proposals will be reviewed for completeness of the submission requirements. If a proposal fails to meet a material requirement of the RFP, or if it is incomplete or contains irregularities, the proposal may be rejected. A deviation is material to the extent that a proposal is not in substantial accord with RFP requirements.

Notwithstanding the foregoing, immaterial deviations may cause a bid to be rejected. The State Bar may or may not waive an immaterial deviation or defect in a proposal. The State Bar's waiver of an immaterial deviation or defect will in no way modify the RFP or excuse a bidder from full compliance with the RFP requirements.

Any proposal may be rejected where it is determined to be not really competitive, inaccurate or unreliable, or where the cost is unreasonable.

Proposals that contain false or misleading statements may be rejected if in the State Bar's opinion the information was intended to mislead the State Bar regarding a requirement of the RFP.

Proposals that fail to address each of the submission requirements, and in the order requested, above may be deemed nonresponsive and will not be further considered. The State Bar, solely upon its own discretion, will judge bidders on their overall compliance, may judge a bidder to be materially compliant, even if that bidder is noncompliant to a particular requirement of the RFP.

D. Evaluation Process and Highest Score Bidder

An evaluation team will review, in detail, all proposals received to determine the Highest Score Bidder ("HSB").

The State Bar reserves the right to determine the suitability of proposals on the basis of a proposal's meeting administrative requirements, technical requirements, the review team's assessment of the quality and performance of the equipment and services proposed, and cost.

The following criteria will be used in reviewing and comparing the proposals and in determining the HSB. The weight to be assigned to each criterion appears following each item.

1. Responsiveness of the proposal to the submission requirements set forth in the RFP (10%).
2. Agreement with the State Bar's Contracting Requirements (10%).
3. The technical ability, capacity, and flexibility of the bidder to perform the contract in a timely manner, on budget and to the State Bar's standards of professionalism and customer service, as verified by: the content and quality of the proposal; the content and quality of any demonstration or presentation; client references; demonstrated success in projects with similar requirements; reputation in the marketplace; and any other contracts or experience with the State Bar (45%).
4. The total cost of the proposal. If the proposal contains itemized rates, per piece pricing, or commission-based pricing, the State Bar reserves the right to calculate total contracted cost by calculating rates using either previous known usage activity or future projected volume. Costs will be evaluated only if a proposal is determined to be otherwise qualified. Costs should be itemized by type to allow the State Bar to implement the proposal over the term of the contract (35%).

During the evaluation process, the State Bar may require a bidder to answer questions or submit additional information with regard to the proposal; and/or may require a bidder to participate in an oral interview with or make a formal presentation to the evaluation team and/or the State Bar Leadership Team. A key element of any oral interview or presentation will be the participation of the specific team members that the bidder intends to work on the State Bar's account.

Following the initial review and screening of the written Proposals, using the selection criteria described above, several bidders may be invited to participate in the final selection process, which may include participation in an oral interview and/or submission of any additional information as requested by the State Bar.

The State Bar reserves the right to review the proposals using a tiered evaluation system, with the top candidates advancing as finalists and receiving a full evaluation as outlined above, which may include requests for revised pricing from such bidders.

This RFP does not commit the State Bar to awarding a contract. Bidders shall bear all costs incurred in the preparation of the proposal and participating in the proposal evaluation process.

E. Award and Execution of Contract

Subject to the State Bar's right to reject any or all proposals, the HSB will be awarded the contract. In the case of a virtual tie (defined as evaluation scores within two points of one another) the Chief Administrative Officer may determine who will be awarded the contract. Notice will be posted at the State Bar's offices at 180 Howard Street, San Francisco, CA and written notice sent to bidders on or about September 4, 2020 of the State Bar's intention to award the contract to the HSB. It is anticipated that final selection of the HSB will be made by September 14, 2020. The evaluation team will select a winning proposal subject to approval by the Board of Trustees. Upon selection, the State Bar and the selected Vendor will enter into good faith negotiations on a contract containing, without limitation, the Statement of Work and Contracting Requirements sections below.

No contract or agreement, express or implied, shall exist or be binding on the State Bar before the execution of a written contract by both parties. If agreement on the terms of such a contract cannot be reached after a period deemed reasonable by the State Bar in its sole discretion, the State Bar may enter into negotiations and sign a contract with any other bidder who submitted timely and responsive proposals to this RFP.

If, after the State Bar and the HSB agree to terms and execute a contract, that contract is terminated for any reason, the State Bar may, in its sole discretion, either enter into negotiations with the next highest scored bidder, or issue a new RFP and begin the proposal process anew.

Questions regarding the State Bar's award of any business on the basis of proposals submitted in response to the RFP, or on any other matter in connection with the selection process, should be addressed in writing to Sunly Yap, Senior Program Analyst at Sunly.Yap@calbar.ca.gov.

Where written notice is required in this RFP, the notice must be sent by U.S. mail and either facsimile or email.

F. Errors in the RFP

If a bidder discovers any ambiguity, conflict, discrepancy, omission, or other error in the RFP, the bidder should immediately provide the State Bar with written notice of the problem and request that the RFP be clarified or modified. Without disclosing the source of the request, the State Bar may modify the document prior to the Submission Deadline by issuing an addendum to all potential bidders to whom the RFP was sent.

If prior to the Submission Deadline, a bidder knows of or should have known of an error in the RFP but fails to notify the State Bar of the error, the bidder shall bid at its own risk, and if, awarded the contract, shall not be entitled to additional compensation or time by reason of the error or its later correction.

G. Questions Regarding the RFP

Questions regarding the RFP may be addressed in writing to Sunly Yap at Sunly.Yap@calbar.ca.gov. All questions must be submitted no later than five days prior to the date for submission of proposals. Questions and answers regarding the RFP may be shared with all bidders known to be interested in submitting a proposal.

If a question relates to a proprietary aspect of its proposal and the question would expose proprietary information if disclosed to competitors, the bidder may submit the question in writing, conspicuously marking it as "CONFIDENTIAL." With the question, the bidder must submit a statement explaining why the question is sensitive. If the State Bar concurs that the disclosure of the question or answer would expose proprietary information, the question will be answered, and both the question and answer will be kept in confidence, subject to the California Public Records Act. If the State Bar does not concur regarding the proprietary nature of the question, the question will not be answered in this manner and the bidder will be notified.

A bidder who believes that one or more of the RFP's requirements is onerous or unfair, or unnecessarily precludes less costly or alternative solutions, may submit a written request that the RFP be changed. The request must set forth the recommended change and reason for proposing the change. The State Bar must receive any such request no later than five days before the Submission Deadline.

H. Addenda

The State Bar may modify the RFP prior to the Submission Deadline by posting, mailing, emailing or faxing an addendum to the bidders known to be interested in submitting a proposal. If any bidder determines that an addendum unnecessarily restricts its ability to bid, it must notify the State Bar in writing no later than five Business Days prior to the Submission Deadline.

I. Withdrawal and Resubmission/Modification of Proposals

A proposal may be withdrawn at any time prior to the Submission Deadline by notifying the State Bar in writing of its withdrawal. The notice must be signed by the bidder. The bidder may thereafter submit a new or modified proposal, provided that it is received at the State Bar no later than the Submission Deadline. Modification offered in any other manner, oral or written, will not be considered. Proposals cannot be changed after the evaluation process begins.

J. Protest Procedure

A bidder may protest the award if it meets any of the following conditions:

1. The State Bar failed to follow the procedures specified in either subdivision (c) of Public Contract Code section 10344.

2. The State Bar failed to apply correctly the standards for reviewing the format requirements or evaluating the proposals as specified in this RFP.
3. The State Bar failed to follow the methods for evaluating and scoring the proposals specified in this RFP.
4. The State Bar is proposing to award the contract to a bidder other than the bidder given the highest score by the evaluation team.

A bidder qualified to protest should contact Sunly Yap, Senior Program Analyst, 213-765-1121, to attempt an informal resolution. If this contact is unable to resolve the protest to the bidder's satisfaction, the bidder must file a written protest prior to the award. Within five days after filing the protest, the protesting bidder shall file a full and complete written statement specifying the grounds for the protest. The written protest must state the facts surrounding the issue and the reasons the bidder believes the award to be invalid. The protest must be sent by certified or registered mail or delivered personally to:

The State Bar of California
180 Howard Street
San Francisco, CA 94105-1639
Attention: Chief Administrative Officer

Protests will be reviewed and decided by the State Bar's Award Protest Team within 30 days after the State Bar issues written acknowledgment of the protest. In the event that a protest is filed, the contract award will be postponed pending resolution of the protest.

K. News Releases

News releases pertaining to the award of a contract may not be made without the prior written approval of the State Bar.

L. Disposition of Materials

All materials submitted in response to an RFP will become the property of the State Bar and will be returned only at the State Bar's option and at the expense of the bidder. One copy of each proposal will be retained for the State Bar's official files and become a public record pursuant to the California Public Records Act. By submitting a proposal, a bidder agrees to these terms and waives any right to pursue a cause of action for damages incurred as a result of the release of any information contained in a proposal.

IV. CONTRACTING REQUIREMENTS

Upon selection of a Vendor, the terms set forth in this RFP are to be embodied in a definitive agreement ("Agreement") containing such additional covenants and other provisions as may be mutually acceptable.

The State Bar contemplates that, in addition to the terms and conditions described above in this RFP, final agreement between the State Bar and the selected Vendor will include, without limitation, the below terms and conditions (“Contracting Requirements”). Submission of a proposal shall constitute agreement to contract on these Contracting Requirements, except for any term specifically reserved in the proposal for future negotiation.

A. Time of Essence

Time is of the essence with respect to Vendor’s performance of the services and equipment to be provided in the final Agreement.

B. Warranties and Representations

1. Vendor and its personnel and employees have the education, qualifications, expertise and experience, and the ability necessary to perform the services in a diligent, timely, professional, and workmanlike manner consistent with the highest industry standards for similar services.
2. Vendor, its employees, agents and subcontractors shall keep and maintain all such licenses, permits or special licenses in good standing and in full force and effect at all times while performing the Services.
3. Vendor’s subcontractors, if any, warrants that its subcontractors, if any, will have the same standards of professionalism, ability and expertise as are required of Vendor, and its personnel and employees by the final Agreement.
4. The services furnished pursuant to the final Agreement shall conform with the requirements of the final Agreement.
5. Vendor has or shall obtain in a timely manner all permits, licenses, registrations or approvals which are necessary or applicable to Vendor’s delivery of the services under the final Agreement.
6. Vendor warrants that all Work Product is and shall be Vendor’s original work (except for material in the public domain or provided by the State Bar) and does not and will not violate or infringe upon the intellectual property right or any other rights of any person, firm, corporation or other entity.
7. Vendor warrants that the State Bar will receive good and valid title to all Work Product, free and clear of all encumbrances and liens of any kind.
8. (i) Vendor owns all right, title, and interest in, or otherwise has full right and authority to permit the use of any Pre-Existing IP; (ii) to the best of Vendor’s knowledge, the Pre-Existing IP does not infringe the rights of any third party, and use of the Pre-Existing IP

as well as any of Vendor's intellectual property rights in connection with the applicable statement of work does not and will not violate the rights of any third parties; (iii) Vendor will comply with the terms and conditions of any licensing agreements which govern the use of third party materials; and (iv) Vendor will comply with all laws and regulations as they relate to the services and deliverables.

9. If any deliverable fails to conform to the standard specified above, Vendor, at its sole expense, will promptly correct the defective deliverable. This remedy is cumulative of any and all other remedies to which the State Bar may be entitled pursuant to the final Agreement and applicable law.
10. Vendor has been duly organized, is validly existing and in good standing under the laws of its respective jurisdiction of organization, and is duly qualified to do business in and is in good standing in the State of California.
11. Vendor represents that no litigation is pending or, to the knowledge of Vendor, threatened against or affecting Vendor or any affiliate of Vendor (i.e., entity in which Vendor has a minority stake in ownership of such entity) in connection with the Services contemplated by the final Agreement, that will have a material adverse effect on Vendor's ability to perform Services.
12. **Accessibility Standards.** Vendor will meet certain disability accessibility standards as specified in "The State Bar of California Accessibility Standards in Procurement", as may be attached to the final Agreement.
13. **Inducement.** The representations and warranties in the final Agreement are essential inducements on which the State Bar relies in awarding and performing under the final Agreement.
14. **Survival of Warranties.** Vendor's representations and warranties under the final Agreement will survive the termination or expiration of the Agreement and will remain in full force and effect throughout the useful life of the deliverables.

C. Independent Contractors

1. The relationship of the parties established under the final Agreement is that of independent contractors. The final Agreement will not be construed to establish a partnership, joint venture, agency, employer-employee, or other similar relationship between the parties. Neither the State Bar nor Vendor is liable for any of the obligations or liabilities the other incurs.
2. **Vendor Acknowledgements.** Vendor further acknowledges and agrees:
 - a. The State Bar may not withhold any amount for any tax or other withholdings from any sums due Vendor under the final Agreement;

- b. Unless otherwise provided in the final Agreement, Vendor must furnish all labor, tools, equipment and materials necessary for the performance of the Services;
- c. Vendor has no rights under workers' compensation laws or to the coverage under the State Bar's workers' compensation plan as a result of any services performed; and
- d. Vendor assumes full and sole responsibility for the payment of all compensation and expenses for its employees, including workers' compensation coverage as required, all federal, state and local income taxes, unemployment and disability insurance, Social Security and other applicable withholdings.

D. Indemnification

1. Vendor's Indemnification Obligation.

- a. To the fullest extent permitted by law, Vendor will indemnify, defend and hold harmless the State Bar, including its Board of Trustees, directors, officers, agents, and employees, and each of their successors and assigns, (as the same may be constituted from time to time and hereinafter referred to as "State Bar Indemnified Party (or Parties)") from and against any and all claims, demands, damages, judgments, debts, liabilities, losses, obligations, costs, expenses, liens, actions or causes of action (including but not limited to reasonable attorneys' fees, costs and expenses), or any other amounts that the State Bar incurs or pays arising directly or indirectly, whether or not litigation is actually commenced (collective, "Losses"), arising out of: (a) the material breach by Vendor of any warranty, representation, term or condition made or agreed to by Vendor; (b) all products and services prepared by or for Vendor hereunder and provided to the State Bar; (c) any claim or action for personal injury, death or otherwise involving alleged defects in Vendor's business or any of its products or services provided to State Bar; (d) any breach by Vendor of any statutory or regulatory obligation; (e) the actual or alleged infringement by Vendor of any Intellectual Property Rights of any person or entity; and/or (f) any act or omission of Vendor, its employees, agents or Subvendors.
- b. If both Parties are named as defendants in the same civil action, and the State Bar determines that a conflict of interest exists between the Parties, Vendor will provide, at its own cost, independent counsel for the State Bar. The State Bar may, at its option, designate its Office of General Counsel as an equal participating counsel in any litigation wherein the State Bar is defended by Vendor

2. Indemnification Procedures.

- a. If any third party claim is commenced against any State Bar Indemnified Party entitled to indemnification under this section, notice thereof will be given to Vendor as promptly as practicable. Vendor will immediately take control of the defense and investigation of such claim and to employ and engage attorneys reasonably acceptable to the State Bar to handle and defend the same, at Vendor's sole cost and expense. The State Bar Indemnified Party will cooperate, at the sole cost of Vendor, in all reasonable respects with Vendor and its attorneys in the investigation, trial and defense of such claim and any appeal arising therefrom; provided, however, that the State Bar Indemnified Party may, at its own cost and expense, participate, through its attorneys (including, but not limited to, its Office of General Counsel) or otherwise, in such investigation, trial and defense of such claim and any appeal arising therefrom. Vendor will not enter into a settlement of any claim that involves a remedy other than the payment of money by Vendor without the prior written consent of the State Bar. If Vendor does not assume full control over the defense of a claim that Vendor is obligated to defend as provided in this section, Vendor may participate in such defense, at its sole cost and expense, and the State Bar will have the right to defend the claim in such manner as it may deem appropriate, at the sole cost and expense of Vendor.
- b. Notwithstanding anything to the contrary in this Article, the State Bar may select its own legal counsel to represent its interests, and Vendor shall:
 - i. reimburse the State Bar for its costs and attorneys' fees immediately upon request as they are incurred; and
 - ii. remain responsible to the State Bar for any Losses indemnified under Section IV.D.1.a.
- c. If any legal work reasonably necessary to the State Bar's defense as described herein is performed by in-house counsel for the State Bar, the State Bar will determine the value of such work at a reasonable hourly rate for comparable outside counsel and be promptly paid by Vendor; provided, however, the parties hereby confirm that such fees will be recoverable with respect to legal work performed by the State Bar's in-house counsel only to the extent that such work is not duplicative of legal work performed by outside counsel paid for by Vendor and representing the State Bar in such matter.
- d. **Survival.** Vendor's obligations under this indemnity provision will survive the expiration and termination of the final Agreement.

- e. **Enforcement of this Provision.** Vendor will be liable to the State Bar for all costs (including but not limited to reasonable attorneys' fees, costs and expenses) that may be incurred by the State Bar for the purposes of enforcing this section.

E. Rights in Work Product

1. **Intellectual Property Rights Defined.** For purposes of the final Agreement, the term "Intellectual Property Rights" means know-how, inventions, patents, patent rights, and registrations and applications, renewals, continuations and extensions thereof, works of authorship and art, copyrightable materials and copyrights (including, but not limited to, titles, computer code, designs, themes, concepts, artwork, graphics and visual elements, and methods of operation, and any related documentation), copyright registrations and applications, renewals and extensions therefore, mask works, industrial rights, trademarks, service marks, trade names, logos, trademark registrations and applications, renewals and extensions therefore, derivative works, trade secrets, rights in trade dress and packaging, publicity, personality and privacy rights, rights of attribution, paternity, integrity and other similarly afforded "moral" rights, and all other forms of intellectual property and proprietary rights recognized by the U.S. laws, and other applicable foreign and international laws, treaties, and conventions.
2. **Work Product.** Vendor recognizes and agrees that all right, title and interest, including all Intellectual Property Rights, which may be prepared, procured or produced in whole or in part in, or resulting from, the Services rendered by Vendor or Subvendors pursuant to the final Agreement, including, without limitation, any and all Deliverables, (collectively referred to as "Work Product") will be owned by the State Bar. To ensure that the Work Product becomes the sole property of the State Bar, in consideration of the mutual promises contained in the final Agreement, Vendor agrees to transfer, in perpetuity, to the State Bar, all of the right, title and interest in the Work Product, in the United States of America and throughout the world, and agrees to assign any and all renewals and extensions of each such copyright that may be secured under the laws now or hereafter pertaining; and Vendor will execute at the State Bar's expense, all documents reasonably required to perfect the foregoing rights in the State Bar. In the event Vendor fails to execute any documents, Vendor appoints the State Bar as its attorney-in-fact to execute such documents on Vendor's behalf. Vendor hereby waives and/or transfers any and all moral rights, including without limitation any right to identification of authorship or limitation on subsequent modification that Vendor (or its employees, agents, or consultants) has or may have in the Work Product or any part thereof.
3. **No Transfer of Title in and to Vendor's Pre-Existing IP.** Notwithstanding the foregoing, the State Bar acknowledges that independent of the final Agreement, Vendor has created, acquired or otherwise has rights in and may, in connection with the performance of the final Agreement, employ certain intellectual property, including, without limitation, various concepts, ideas, methods, methodologies, procedures, processes, know-how, techniques (collectively, "Pre-Existing IP"). The State Bar and

Vendor intend that title in and to such Pre-Existing IP remain vested in Vendor, provided however, that to the extent that Deliverable incorporates any Pre-Existing IP, Vendor hereby grants to the State Bar a world-wide, nonexclusive, fully paid-up, royalty-free, perpetual, irrevocable right and license to use such Pre-Existing IP as incorporated into such Deliverable to enable the State Bar to have full use of such Deliverable as contemplated by the final Agreement, including, without limitation, the right to run, execute, copy, modify, create derivative works, display, distribute and sublicense such rights. Vendor represents that its rights to any Pre-Existing IP are sufficiently broad to meet the requirements of this section.

4. **No Transfer of Title in and to State Bar's Pre-Existing IP.** As between Vendor and the State Bar, the State Bar is, and will remain, the sole and exclusive owner of all right, title, and interest in and to any documents, specifications, data, know-how, methodologies, software, Confidential Information and other materials provided to Vendor by the State Bar ("State Bar Materials"), including all Intellectual Property Rights therein. Vendor has no right or license to reproduce or use any State Bar Materials except solely during the term of the Agreement to the extent necessary to perform Vendor's obligations under the final Agreement. All other rights in and to the State Bar Materials are expressly reserved by the State Bar. Vendor has no right or license to use the State Bar's trademarks, service marks, trade names, logos, symbols, or brand names.
5. **Third Party Materials.** As used in the final Agreement, "Third Party Materials" means proprietary third party materials which are incorporated into the Deliverables. All Third Party Materials are the exclusive property of their respective owners. Vendor must inform the State Bar of all Third Party Materials that may be required to perform the Services or otherwise integrated into the Deliverables. Under such circumstances, Vendor will inform the State Bar of any need to license and unless otherwise provided for by the State Bar, Vendor will obtain the license(s) necessary to permit the State Bar's use of the Third Party Materials consistent with the usage rights granted herein. In the event Vendor fails to properly secure or otherwise arrange for any necessary licenses or instructs the use of Third Party Materials, Vendor hereby indemnifies, saves and holds harmless the State Bar from any and all damages, liabilities, costs, losses, or expenses (including reasonable attorney's fees and costs) arising out of any claim, demand, or action by a third party arising out of Vendor's failure to obtain copyright, trademark, publicity, privacy, defamation or other releases or permissions with respect to materials included in the Deliverables.

F. Insurance Obligations of Vendor

1. Without in any way limiting Vendor's liability pursuant to the "Indemnification" Section of the final Agreement, Vendor must maintain in full force and effect during the term of the Agreement at Vendor's own expense, insurance in the amounts and coverages indicated below and pursuant to the following provisions.

Vendor will provide and keep in full force and effect during the term of the final Agreement, at its own cost and expense, the following insurance policies for the joint benefit of Vendor and the State Bar:

- i. **Commercial General Liability Insurance** with a general aggregate limit (other than products/completed operations) of no less than Two Million Dollars (\$2,000,000.00) and including products/completed operations coverage with a limit of no less than One Million Dollars (\$1,000,000.00); at least One Million Dollars (\$1,000,000.00) premises and operations limit; at least One Million Dollars (\$1,000,000.00) personal and advertising injury limit; at least One Million Dollars (\$1,000,000.00) each occurrence limit. Such commercial general liability insurance shall name the State Bar, its Board of Trustees, directors, officers, and employees as additional insured. Such commercial general liability insurance coverage will be with an insurance carrier with an A. M. Best rating of not less than A:X.
- ii. **Workers' Compensation** coverage as required by law, together with employer liability coverage with limits of not less than One Million Dollars (\$1,000,000.00) per occurrence. Such workers' compensation insurance coverage will be with an insurance carrier with an A. M. Best rating of not less than A:X.
- iii. **Comprehensive Automobile Liability Insurance** covering owned, leased, hired and nonowned vehicles, with a combined liability per occurrence limit of at least One Million Dollars (\$1,000,000.00). Such comprehensive automobile liability insurance shall name the State Bar, its Board of Trustees, directors, officers, and employees as additional insured. Such comprehensive automobile liability insurance coverage will be with an insurance carrier with an A. M. Best rating of not less than A:X.
- iv. **Professional Liability Insurance** with a general aggregate limit of Two Million Dollars (\$2,000,000.00) and a per occurrence limit of at least Two Million Dollars (\$2,000,000.00). Such professional liability insurance coverage will be with an insurance carrier with an A. M. Best rating of not less than A- VII.
- v. **Privacy Security Liability/Cyber Insurance** coverage for a minimum limit of One Million Dollars (\$1,000,000) per claim and annual aggregate. Such privacy security liability/cyber insurance will be with an insurance carrier with an A. M. Best rating of not less than A:X.
- vi. **Umbrella Liability Insurance** with general aggregate limit of Five Million Dollars (\$5,000,000.00) and a per occurrence limit of at least Five Million Dollars (\$5,000,000.00). Such umbrella liability insurance shall name the State Bar, and its Board of Trustees, directors, officers, and employees as additional insured. Such umbrella liability insurance coverage will be with an insurance carrier with an A. M. Best rating of not less than A:X

2. **If Blanket Fidelity/Commercial Blanket Bond** is required, the State Bar, its Board of Trustee, directors, officers, and employees will be named as additional loss payees. In addition, all insurance policies will: (i) be primary and noncontributing with respect to any other insurance available to the Additional Insureds, with respect to any claims arising out of the final Agreement; (ii) apply separately to each insured against whom a claim is made or suit is brought; (iii) include a waiver of subrogation provision or endorsement in favor of the State Bar; and (iv) be with insurance carrier(s) that are authorized to do business in the State of California, and are satisfactory to the State Bar.
3. Vendor will deliver to the State Bar offices, **Attn: Risk Management, 180 Howard Street, San Francisco, CA 94105**, certificates of insurance evidencing compliance with the requirements of this section (including completed certificates and policy endorsements) no later than 15 days after the execution of the final Agreement. In no event will Vendor commence operations under the final Agreement before furnishing to the State Bar such certificates of insurance.
4. All policies must provide 30 days' advance written notice to the State Bar of reduction or nonrenewal of coverages, material change of coverages, or cancellation of coverages for any reason. All such notice will be sent to the Risk Management Office of the State Bar as listed in Section IV.F.3 above. In addition, notwithstanding any notices sent to the State Bar by the insurer, Vendor will immediately notify the State Bar when it becomes aware of any cancellation or material change in the amounts of or type of coverage of the insurance policies required.
5. Should any of the required insurance be provided under a claims-made form, Vendor will maintain such coverage continuously throughout the term of the final Agreement and, without lapse, for a period of three years beyond the expiration of the final Agreement, to the effect that, should occurrences during the contract term give rise to claims made after expiration of the Agreement, such claims will be covered by such claims-made policies.
6. Should any of the required insurance be provided under a form of coverage that includes a general annual aggregate limit or provides that claims investigation or legal defense costs be included in such general annual aggregate limit, such general annual aggregate limit will be double the occurrence or claims limits specified above.
7. Should any required insurance lapse during the term of the final Agreement, requests for payments originating after such lapse will not be processed until the State Bar receives satisfactory evidence of reinstated coverage as required by the final Agreement, effective as of the lapse date. If insurance is not reinstated, the State Bar may, at its sole option, terminate the final Agreement effective on the date of such lapse of insurance. Termination will be in addition to any other rights or remedies that the State Bar may have under the final Agreement.

8. Failure to maintain insurance will constitute a material breach of the final Agreement. If Vendor fails to secure and maintain insurance policies complying with the provisions of the final Agreement, the State Bar may purchase the required insurance coverage and Vendor will reimburse the State Bar for all associated costs, which will be in addition to any other rights or remedies available to the State Bar under the final Agreement. Alternatively, the State Bar may terminate the final Agreement. Termination will be in addition to any other rights or remedies that the State Bar may have under the final Agreement.
9. If Vendor assigns, subcontracts, or delegates any portion of the duties under the final Agreement, Vendor will ensure that each assignee, Subvendor, or delegee purchases and maintains the same insurance coverage required pursuant to the final Agreement, provided however, that nothing herein will be construed as permitting Vendor to assign, subcontract or delegate any portion of the duties under the Agreement without the State Bar's prior written consent.

G. Termination

1. **Termination.** The State Bar may terminate the final Agreement, in its sole discretion, without cause and for any reason upon 14 calendar days' written notice to Vendor, such termination effective upon the State Bar's delivery of such termination notice. Vendor's sole compensation shall be for that portion of the Services performed to the date of termination, together with reimbursable expenses, if any, then due pursuant to the Agreement; provided, however, that the State Bar shall not be obligated to pay Vendor for any services or expenses not authorized by the State Bar pursuant to the final Agreement.
2. **Automatic Termination.** The final Agreement will terminate automatically in the event of: (i) the bankruptcy or insolvency of either party; (ii) the death or total incapacity of Vendor or other occurrence beyond the control of Vendor which will materially affect the timeliness or quality of Services performed; or (iii) failure to comply with federal, state or local laws, regulations, or requirements.
3. **Termination in Event of Material Breach.** Without limiting any of the rights specified in this section, either party may terminate the final Agreement (the "Terminating Party") if the other party is in breach of a material obligation arising under the final Agreement and fails to cure that breach within 15 Business Days following the Terminating Party's written notice of its intention to exercise its rights under this section.
4. **Appropriation of Funds.** If the term of the final Agreement extends beyond the fiscal year in effect when the final Agreement was entered into by the Parties, Vendor acknowledges that continuation of the final Agreement may be subject to annual funding through the state legislative process. In such event, if funds to effect the continuation of the Term are not appropriated, Vendor shall commence and perform, with diligence, all actions necessary on the part of Vendor to effect the termination of

the final Agreement on the date specified by the Authorized Representative and to minimize the liability of Vendor and the State Bar to third parties as a result of termination, including, without limitation, accepting the return from the State Bar of any affected equipment, products, software or hardware furnished under the final Agreement, and ceasing performance of the Services as directed by the Authorized Representative without any further obligation on the part of the State Bar.

H. Confidentiality and Publicity

- 1. Confidentiality Obligations.** “Confidential Information” means all information identified in written or oral format by the State Bar as confidential, a trade secret or proprietary information, including without limitation, licensee (former and current) or applicant records, data, nonpublic information pertaining to financial, personnel, or the activities, business or operations of the State Bar. Vendor will not disclose Confidential Information to any third party other than persons in the direct employ of Vendor or Subvendors who have a need to have access to and knowledge of the Confidential Information solely for the purpose of carrying out Vendor’s Services under the final Agreement. Vendor must take appropriate measures by instruction and agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. Confidential Information does not include information which: (a) Vendor can demonstrate was rightfully in possession of or known to Vendor without any obligation of confidentiality prior to receiving it from the State Bar; (b) is, or subsequently becomes, legally and publicly available without breach of the final Agreement; (c) is rightfully obtained by Vendor from a source other than the State Bar without any obligation of confidentiality; or (d) is disclosed by Vendor under a valid order created by a court or government agency, provided that Vendor provides prior written notice to the State Bar of such obligation and the opportunity to oppose such disclosure. Upon written demand of the State Bar, Vendor will cease using the Confidential Information and return the Confidential Information and all copies, notes, or extracts thereof to the State Bar within 10 calendar days of receipt of notice. The parties agree that this Section applies retroactively to all disclosures made by the State Bar prior to the execution of the final Agreement, and that the terms and conditions herein supersede any prior nondisclosure and confidentiality agreement previously entered into by the parties.
- 2. Injunctive Relief.** Vendor hereby acknowledges and agrees that in the event of any breach of the final Agreement by Vendor, including, without limitation, the actual or threatened disclosure or unauthorized use of Confidential Information in violation of the final Agreement, the State Bar will suffer an irreparable injury, such that a remedy at law will not afford it adequate protection against, or appropriate compensation for, such injury. Accordingly, Vendor hereby agrees that the State Bar will be entitled, upon proper showing of probable risk of such injury, to seek specific performance of Vendor’s obligations under the final Agreement and injunctive or other equitable relief as a remedy for any such breach or anticipated breach without the necessity of posting a bond. Any such relief will be in addition to and not in lieu of any appropriate relief in the way of monetary damages as may be granted by a court of competent jurisdiction.

3. **No Publicity.** Without the State Bar’s prior written consent, Vendor may not issue any public announcements concerning the State Bar, including, without limitation, referencing the State Bar on Vendor’s website or other publicity or promotional materials.

I. Compliance with Laws

Vendor must comply with all applicable laws, ordinances and regulations adopted or established by federal, state or local governmental bodies, or agencies, including but not limited to the provisions of the Fair Employment and Housing Act (Government Code section 12900 et seq.) and any applicable regulations promulgated thereunder (California Code of Regulations, Title 2, section 7285.0 et seq.), Americans with Disabilities Act /ADA Amendments Act of 2008, and section 508 of the Rehabilitation Act. Vendor must include the nondiscrimination and compliance provisions of this clause in all subcontracts to perform work under the final Agreement.

J. Staffing

1. No Assignment, Subcontracting, Delegation or Transfer.
 - a. Vendor shall not assign, subcontract, delegate or otherwise transfer any of the rights, duties or obligations of the final Agreement to any third party without the prior written consent of the State Bar and compliance with the requirements set forth below.
 - b. **Conditions Precedent for Vendor to Subcontract the Services.** Vendor may retain independent Subvendors to furnish Services and access Confidential Information (as defined in Section IV, subsection H.1.) only in accordance with this section (“Subvendors”). All Subvendors must be approved in advance in writing by the State Bar, such approval to be granted in the State Bar’s sole discretion. In advance of providing any Services or receiving any Confidential Information, all Subvendors will execute a written agreement reasonably satisfactory to the State Bar: (i) sufficient to secure compliance by such Subvendors with the obligations of confidentiality concerning Confidential Information as set forth in Section IV, subsection H; (ii) in accordance with Section IV, subsection E.2. (Rights in Work Product), acknowledging Subvendor's obligation to transfer and/or assign any rights, title, and interest to all materials and Work Product in connection with performance hereunder; and (iii) effecting assignments of all Intellectual Property Rights concerning the Work Product, including the Deliverables to the State Bar as specified in Section IV, subsection E. The State Bar, upon request, may review such agreements at any time before or after execution by such Subvendors to ensure compliance with the final Agreement.

- c. **Assignment of Personnel.** Vendor must have control of its employees and Subvendors (if any) (individually and collectively, "Personnel") it assigns to perform Services; provided, however, that if the State Bar becomes dissatisfied with the performance of any of Vendor's Personnel providing Services, the State Bar may notify Vendor of the details of the unsatisfactory performance and the parties will cooperate to remedy the problem as soon as reasonably possible. If the State Bar makes such a request, Vendor will use its best efforts to reassign any Personnel who are the subject of the State Bar's dissatisfaction and instead attempt to provide Services through replacement Personnel. Services performed under the terms of the final Agreement will be performed at the State Bar's offices or Vendor's offices.

- d. **Vendor's Project Liaison.** Vendor must designate an employee of sufficient management rank to act as its representative in dealing with the State Bar ("Vendor's Project Liaison"). Vendor's Project Liaison must represent Vendor and have responsibility for ensuring that Vendor performs its obligations under the final Agreement and for communicating with the State Bar regarding status of and issues related to performance of Services. Vendor must use reasonable efforts to minimize changing the person who is serving as Vendor's Project Liaison during the Term.

K. Backup Facilities

Contractor will have sufficient backup facilities so that the State Bar's project can be completed as scheduled in the event that Contractor's original facility cannot complete the project as planned.

L. Conflict of Interest

The State Bar, as a public corporation, and its designated employees and consultants, are subject to government-mandated conflict of interest provisions. Vendor will familiarize itself with the State Bar's Conflict of Interest Code ("Code"), and agree to comply with the provisions of and file reports required by the Code.

M. General Provisions

1. **Force Majeure.** Neither party will be deemed in default of the final Agreement or any provision hereunder to the extent that any delay or failure in the performance of the obligations of such party (other than the payment of money) results from any significant and material causes beyond its reasonable control and without fault or negligence by such party. Examples of such causes include, but are not limited to, (a) acts of God or public enemy, (b) acts of the government in either its sovereign or contractual capacity, (c) fires, (d) floods, (e) epidemics, (f) quarantine restrictions, (g) strikes, (h) embargoes, (i) earthquakes, and (j) unusually severe weather.

2. **Jurisdiction.** The final Agreement is deemed to have been made and entered into by the parties at San Francisco, California and will be construed according to the laws of the State of California. Any litigation arising out of or in connection with the final Agreement will be filed in the appropriate court in San Francisco, California.

3. **Audit.** The State Bar reserves the right to have an independent audit conducted of Vendor's compliance with the terms of the final Agreement if the State Bar reasonably believes such audit is necessary to ensure confidentiality and or financial or program accountability or integrity. Accordingly, Vendor agrees that the State Bar or its designated representative will have the right to review and to copy any records and supporting documentation pertaining to the performance of the final Agreement. Vendor agrees to maintain such records for possible audit for a minimum of two years after final payment, unless a longer period is stipulated. Vendor agrees to allow interviews of any Personnel who might reasonably have information related to such records. Further, Vendor agrees to include a similar right of the State Bar to audit in any subcontract related to the performance of the final Agreement.

4. **License.** In those instances where required, Vendor represents and warrants that Vendor holds a license, permit or special license to perform the services pursuant to the final Agreement, as required by law, or employs or works under the general supervision of the holder of such license, permit or special license and shall keep and maintain all such licenses, permits, or special licenses in good standing and in full force and effect at all times while Vendor is performing the services pursuant to the final Agreement.