



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") for Contact Center Application as a Service. ("services").

The State Bar of California ("the State Bar") is seeking proposals for Contact Center Application as a Service that will replace the legacy contact center solution. The State Bar will award a contract for an initial term of three years ("Initial Term"), with an option to renew, at the State Bar's sole discretion, for two additional one-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 on or before **October 12, 2023**, for the Initial Term to commence on or before **November 27, 2023**.

Please submit an electronic copy of your proposal by email to Sunly.Yap@calbar.ca.gov no later than **3:00 p.m. on September 14, 2023** ("Submission Deadline"). Bidders will receive a confirmation email notifying them of receipt. If bidders do not receive such email, please follow up by email to Sunly Yap.

I. INTRODUCTION

The State Bar of California ("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 the state government. The purpose of the State Bar 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 the 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 is a unified, or integrated bar, and all attorneys who wish to practice law in the State of California must be licensed by the State Bar and in good standing. In addition to its mandated licensing, disciplinary, and certification functions, the State Bar offers several other programs designed to assist, educate, and protect the public and licensees. Fees paid by licensees and applicants to practice law finance the State Bar's programs. The State Bar has nearly 300,000 licensees, making it the largest unified state bar in the country with offices

located in Los Angeles and San Francisco. For more than 90 years, the State Bar has shaped the development of the law, regulated the professional conduct of the state's attorneys, and provided the public with greater access to information in the attorney discipline system.

More information about the State Bar can be found on [our website](#).

II. STATEMENT OF WORK/PROJECT DESCRIPTION/PROJECT SCOPE

The State Bar of California's (Bar) Public Trust Liaison (PTL) seeks proposals for a Contact Center Application as a Service (CCaaS) that will replace the legacy contact center solution. The PTL seeks a comprehensive modern CCaaS solution that: a) meets the PTL functional requirements; b) addresses the system non-functional requirements that the Bar requires; c) allows for in-house configurations and integrations; and d) enhances the public user experience through a new modernized and intuitive web interface that provides the public with the ability to view the status of their inquiries and communicate with the PTL office.

The CCaaS platform must allow the PTL to effectively receive, track, escalate, and resolve PTL inquiries, and provide management with a view of the PTL activities, recommendations, and resolutions.

The Bar has recently completed a detailed requirements exercise where current and future state contact center business processes and user stories were defined. The results of that requirements effort form the basis for this SOW and vendors should base their proposed solution and implementation timeline and costs on these artifacts.

The successful vendor will also demonstrate an understanding of Contact Center solutions, processes, and industry best practices for CRMs and will have experience with similar implementations.

Please refer to Attachments B through F which are referenced throughout this SOW.

A. Background

The Public Trust Liaison (PTL) helps educate members of the public about how the State Bar can help them within the areas of our public protection mission.

With an initial focus on attorney discipline issues and admissions issues, the Public Trust Liaison receives and responds to inquiries, questions, and concerns brought by members of the public that remain unresolved through other channels and examines to ensure proper procedures were followed.

The existing contact center receives all inquiries for the Public Trust Liaison. The contact center runs on an older Cisco platform (Finesse UUCX 11.6.2..10000-38 (ES08-13)), that lacks the capabilities that the PTL staff needs (e.g. limited number of call queues, inability for supervisors to see calls flowing to each agent for QA silent monitoring purposes, and lack of metrics in the current system). The PTL office's intent is to replace this platform with a modern, cloud-based solution that will provide PTL with enhanced functionality (e.g. call back features, speech analytics, call recording, automatic call transcription, remote silent monitoring, etc.), increased bandwidth for additional call queues, escalation of inquiries to the PTL and full lifecycle inquiry tracking and management capabilities, a public portal that allows people to submit PTL inquiries, and track them from

submission to resolution (the public portal will be part of a phase 2 rollout), and robust integration capabilities to connect with existing key systems within the State Bar. Key business priorities include:

1. Streamline processes internally and externally
2. Improve the public experience with State Bar
3. Enable staff time to be focused on higher value activities
4. Ensure quick and effective resolution of escalated inquiries

B. Project Objectives & Scope

The State Bar seeks to implement a cloud-based comprehensive, modern Contact Center solution as a Service that leverages modern design, cloud and SaaS technology, scales with the increasing demands on the call center, enables additional self-service and automation capabilities, reduces manual effort while maintaining administrative control of key functions, and enhances the public's experience with the State Bar.

The new CCaaS solution must include the ability to initiate, track, and escalate inquiries in a robust inquiry tracking system (also called case management system). The system allows the PTL team to manage the PTL inquiry lifecycle from initiation to closure and will provide the PTL team with the ability to collaborate on existing inquiries, escalate inquiries as needed, upload inquiry-related documents (including emails and attachments), and provide robust reporting on escalated inquiries, types of inquiries, resolutions, and recommendations.

The new CCaaS platform must include a public-facing interface (portal) that allows the public to submit their inquiries online, without the need to call the contact center. The new CCaaS platform should be scalable and allow for in-house configurations to accommodate changes and modifications to the Contact Center processes.

Please refer to the Attachment B, Product Charter, for additional details on the implementation goals and success criteria.

The Contact Center handles a large number of calls. The calls range in complexity with most of the calls resolved without escalation.

Below is a summary of the inbound and outbound calls in 2022:

Inbound	
Handled	104,500 calls
Presented	120,156 calls
Outbound (populated complaint form of behalf of ADA Complaint Witness)	
Outbound ADA Service Calls	375
Outbound (Requests from partnering offices that required an outbound call by PTL Agent)	
Outbound Agent Assignment	74
Contact Center Translation Services	
Caller that do not speak English or Spanish	116

C. Workload Distribution

The contact center handles a large number of inquiries on a daily basis. These inquiries, as stated earlier, vary in nature and complexity. The figure below provides a snapshot of the various offices that the Contact Center supports and services.

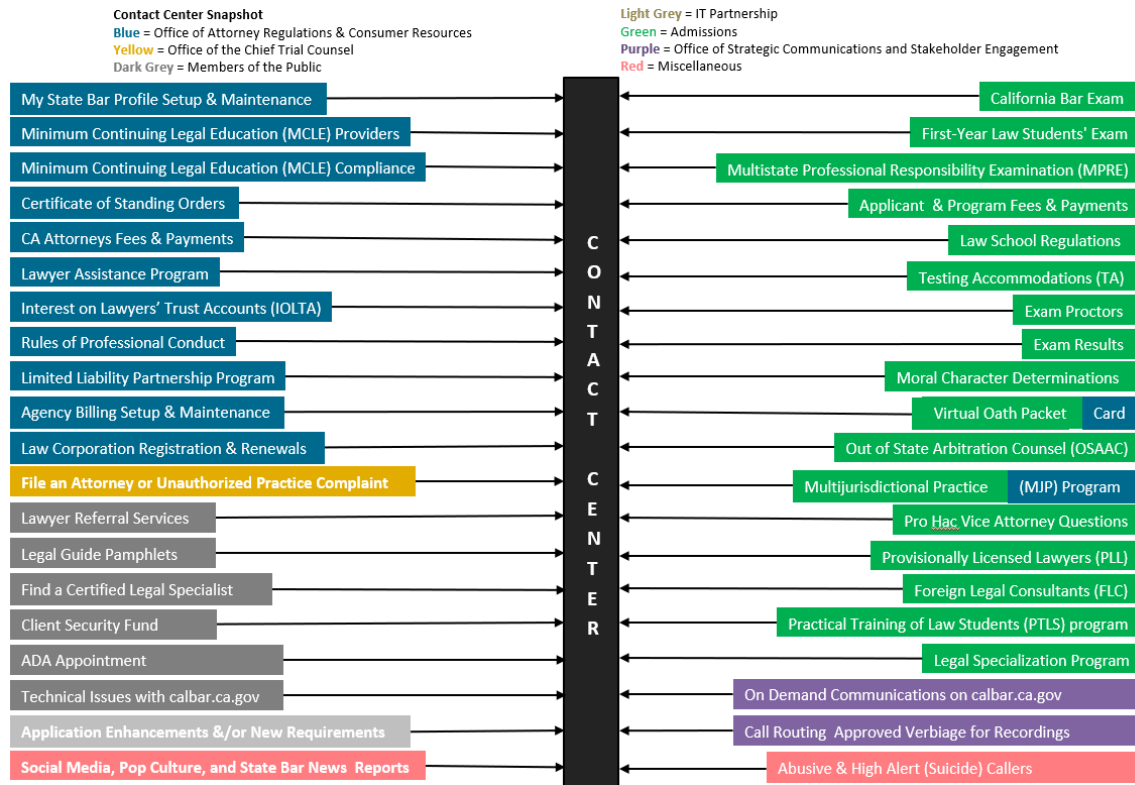


Figure 1 - Contact Center Snapshot

A closer look at the nature of inquiries and functions that the contact center handles for the major offices at the State Bar.

i. Attorney Regulations

- Finance/billing inquiries, Law Corporation & Limited Liability registration and renewal
- Minimum Continuing Legal Education (MCLE) and fingerprint compliance inquiries
- Agency billing account registration assistance
- New attorney training assistance
- Oath card inquiries
- MCLE audit and self-study ID inquiries
- Status and name change inquiries
- Reporting technical and maintenance issues
- Escalations to senior staff for handling

ii. Office of Chief Trial Counsel (OCTC)

- Attorney complaints.
- Lawyer referral services (LRS)

- ADA assistance – providing 30-minute dictation appointments between 2:00 p.m. and 4:00 p.m., to complete complaint forms, add dictated statements, mail, or email documents to complaining witnesses for review and submission to OCTC Intake.
- Complaint status assistance
- Website navigation assistance – callers seeking referral services information or attorney information
- Email or mail out attorney complaint forms to judges, public callers (English or Spanish)

iii. Office of Admissions

- Bar exam application support
- Admissions Information Management System (AIMS) navigation and account registration assistance
- Status updates from AIMS and escalations
- Website navigation assistance – applicants seeking forms, FAQs, Exam Day Guides, MPRE results, dates and deadlines, refunds, and document submission status.
- Instructions on whitelisting State Bar domain
- Uploading documents into AIMS feed
- Moral character determination status.

iv. Reporting

The new Public Trust Liaison's Contact Center platform should include a robust reporting engine that allows the PTL team to meet the State Bar's reporting needs in the following categories:

- **Executive management and planning:** In some cases, this includes legal requirements to report data to other agencies including the Supreme Court and the Legislature as well as our own board and management. These reports are either cyclical or highly customized.
- **Line Management and User Reports:** This is the real time data that we need to perform and supervise daily operations and identify issues and performance data.
- **Legal Requirements:** The State Bar is subject to the California Public Records Act (CPRA). This includes the electronic data stored in this application and we are required to fulfill CPRA requests on a daily basis. In addition, we provide information needed for State Bar disciplinary hearings as well as to other regulatory agencies and to courts and law enforcement agencies.
- **Activity and Audit Log Reporting:** PTL staff must be able to report on Licensee activity such as when they logged in to their account, which documents they opened, and which pages they reviewed.

Please refer to the following attachments for further detail regarding each of these major areas of functionality, technology, and solution:

- *Attachment B – CCaaS Product Charter*
- *Attachment C – CCaaS Product Backlog (Functional Requirements)*
- *Attachment D – CCaaS Non-Functional Requirements*
- *Attachment E – CCaaS Personas*
- *Attachment F – Application Interface Inventory*

NOTE: The State Bar's Discovery of business functions, technical architecture and solution design decisions may require validation and confirmation as the CCaaS solution is configured and implemented.

D. Description of Existing Technology

The Call Center is a Voice Tree application in UCCX that provides callers with English and Spanish options. The call flow allows for checks with Time of Day and Day of Week plus Holiday checks. It also checks for agents logged in and Emergency checks. There is also a Post Call Survey that is presented to callers as an option. The application also has counters in place to gather information for reporting purposes. Agents log on to a web application "Finesse" where they go ready and are presented with calls based on the skills they have been assigned. Supervisors can monitor their agents through this application and can view the calls on hold based on the queues.

The Contact Center currently utilizes Cisco Finesse v11.6 as the tool for agents to accept live inbound calls through its IVR (Interactive Voice Response) feature. The Cisco Finesse IVR allows a telephone caller in both English and Spanish to select options from a voice menu to select routing options along with the ability to input a unique identifier when prompted by a recorded greeting.

In order to support moving agents to a remote role in 2020, Cisco Jabber was added to have the ability to interact with all State Bar staff which is being replaced with Microsoft Teams Voice.

E. CCaaS System Integration Approach

The current Contact Center platform does not integrate with any other State Bar application. Agents currently log in separately to each of the applications they need to access to get the necessary information. The new Contact Center platform should provide the ability to integrate with key systems at the State Bar, to allow agents easily retrieve caller information (when the caller is an applicant, or a licensee), and route callers to the appropriate State Bar personnel (using Teams Voice).

Please refer to Attachment F – Application Interface Inventory for a complete list of the interfaces between the CCaaS and the other applications and systems within the State Bar.

F. CCaaS Product Backlog

The Product Backlog contains business and technology features/requirements for the CCaaS system expressed through User Stories, Features, and Epics.

NOTE: Vendors should review the User Stories and apply their own assessment with regards to the sizing estimate and factor that assessment in their proposal.

Please refer to Attachment C for a complete view of the CCaaS Product Backlog.

G. Change Management

The implementation of the new PTL CCaaS platform represents a change in the Public Trust Liaison's process for the State Bar and its contact center agents. The State Bar is looking to enhance the public experience and create a more interactive user experience for the general public as they communicate with the State Bar.

Vendors must include a change management proposal in their response that outlines a plan for assisting the State Bar PTL team in adopting and embracing the new features and functions of CCaaS and the PTL Public Portal.

H. Project Deliverables

In support of the above efforts, the successful Vendor must provide the State Bar with services and deliverables in the following categories:

- a) System Design, Configuration, and Deployment
- b) System Testing and User Acceptance
- c) System Implementation
- d) Training Plans and Content
- e) Change Management Plans and Content
- f) Posting of System Support
- g) Project Management and Coordination
- h) Issue and Problem Resolution Protocols

I. Project Costs

Vendors must provide a comprehensive cost proposal to the State Bar which includes the following components:

- a) CCaaS Release 1 (currently identified user stories) design, development, configuration, and deployment, including expected growth of user stories or complexity during design
- b) CCaaS Release 1 system interfaces data synchronization design, development, and deployment
- c) CCaaS Release 1 Change Management and Training for Licensees, Agency Admins, and State Bar users
- d) CCaaS Release 1 Training and Knowledge transfer to State Bar IT
- e) CCaaS Release 1 Month-to-month post go live support for up to 1 year from launch (to be determined at time of launch)

Please see **Attachment A – RFP Cost Worksheet** to capture the above costs and any other costs not identified in the above.

J. Vendor Experience and Qualifications

The vendor will be responsible for managing and executing the implementation of the Contact Center for the Office of Public Trust Liaison, and must possess the following qualifications and experience:

- Demonstrated experience implementing and integrating CCaaS solutions with secure modern cloud-native architecture
- Demonstrated experience working contact centers within organizations similar to the State Bar
- Demonstrated experience designing and developing custom user experiences to front-end public facing websites
- Demonstrated experience with agile development methods and practices
- Demonstrated experience in developing applications with ADA, PII and PCI compliance data
- Demonstrated experience integrating with other software systems and platforms outside the CCaaS ecosystem (including AS400, Salesforce, Oracle Cloud, M365, etc.)
- Demonstrated experience in implementing software security best practices

III. GENERAL INFORMATION

The submission requirements for this RFP are set forth below. A proposal shall constitute an irrevocable offer for 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 an overview of the 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 detailed description of the services, techniques, approaches and methods to be used in completing the project scope described in Section II.
4. A detailed description of the chronology for completing the work, including a timeline and deadlines for each task and deliverables (as applicable). 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, as described in Section II. If necessary, bidders' travel expenses will be reimbursed in accordance with the State Bar's [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 references from 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, or ask the bidder to provide additional 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 1: 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 the project scope described in Section II in which the bidder has been involved in the last 24 months that would have an impact on the bidder's ability to provide the requested services.
10. Confirmation that the bidder has all necessary business licenses, professional certifications or other credentials to perform the services, and that the 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 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 emailed to Sunly.Yap@calbar.ca.gov by the Submission Deadline noted on Page 1 of this RFP.

The proposal package must include:

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

If specific submission components (including the requested plans, samples, 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 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 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 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.

The State Bar 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 Scored Bidder

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

The State Bar reserves the right to determine the suitability of a proposal based on that proposal meeting the administrative and technical requirements of this RFP, and the evaluation team's assessment of the quality and performance of the services proposed and the cost of such services.

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. Overall responsiveness of the proposal to Sections II.B. and II.C. as set forth in the RFP (10 percent).
2. Agreement with the State Bar's contracting requirements (10 percent).
3. The functional and 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 (40 percent).

4. The total cost of the proposal (40 percent).

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's 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 below, 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.

- E. 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.

- F. 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 emailed to the bidders on or about **October 12, 2023**, 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 **October 19, 2023**. The evaluation team will select a winning proposal subject to approval by the Board of Trustees. Upon selection, the State Bar and the selected Bidder will enter into good faith negotiations on a contract containing, without limitation, the Statement of Work/Project Scope section above and Contracting Requirements section 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 an 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 the terms and execute a contract, and 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, Principal Program Analyst at Sunly.Yap@calbar.ca.gov.

Where written notice is required in this RFP, the notice must be sent by-email.

G. 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.

H. 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 **3 p.m. on August 17, 2023**. 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 fourteen (14) calendar days before the Submission Deadline.

I. Addenda

The State Bar may modify the RFP prior to the Submission Deadline by emailing 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 seven calendar days prior to the Submission Deadline.

J. 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.

K. 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 correctly apply 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, Principal Program Analyst at Sunly.Yap@calbar.ca.gov, 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 calendar 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
Attention: Chief Administrative Officer
180 Howard Street
San Francisco, CA 94105-1639

Protests will be reviewed and decided by the State Bar's Award Protest Team within 30 calendar 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.

L. News Releases

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

M. 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 warrants that Vendor and its personnel, employees, and subvendors have the education, qualifications, expertise, experience, and 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'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
3. Vendor warrants that the Services furnished pursuant to the final Agreement will conform to the requirements of the final Agreement.

4. Vendor warrants that it has, or it will obtain in a timely manner, all permits, licenses, registrations, or approvals necessary or applicable to Vendor's delivery of the Services under the final Agreement.
5. (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.
6. Vendor warrants that all Work Product is and will 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 rights or any other rights of any person, firm, corporation, or other entity.
7. 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.
8. 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.
9. Vendor represents that it has been duly organized, is validly existing and in good standing under the laws of the jurisdiction of its organization and is duly qualified to do business in and is in good standing in the State of California.
10. Vendor represents that to the knowledge of Vendor no litigation is pending or threatened against or affecting Vendor or any affiliate of Vendor (i.e., entity in which Vendor has a minority stake in the ownership of such entity) that will have a material adverse effect on Vendor's ability to perform the Services.
11. **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.
12. **Survival of Warranties.** Vendor's representations and warranties under the final Agreement will survive the termination or expiration of the final Agreement and will remain in full force and effect throughout the useful life of the deliverables.

C. Independent Contractors

1. The Parties agree that Vendor is an independent contractor and not an associate, employee, agent, joint venturer, or partner of the State Bar. Nothing in the final Agreement will be interpreted or construed as creating or

establishing the relationship of employer and employee between the State Bar and Vendor or any assistant, employee, or agent of Vendor. Neither Vendor nor its employees or agents will perform any act or acts that might lead others to believe that they are representatives of the State Bar, except as to the performance of the Services. Vendor has no authority (and will not hold itself out as having authority) to bind the State Bar and Vendor will not make any agreements or representations on the State Bar's behalf without the State Bar's prior written consent.

2. The State Bar will not control or direct the manner or means by which Vendor, or Vendor's employees or subvendors, perform the Services.
3. The Parties agree that the Services performed are outside the usual course of the State Bar's business.
4. Vendor represents that it is customarily engaged in an independently established trade, occupation, or business of the same nature as the Services performed hereunder.
5. Unless otherwise provided in the final Agreement, Vendor will furnish, at its own expense, all labor, tools, equipment, and materials necessary to perform the Services.
6. Vendor will comply with all rules and procedures communicated to Vendor in writing by the State Bar, including those related to safety, security, and confidentiality.
7. Vendor is not eligible to participate in any vacation benefits, group medical or life insurance, disability benefits, retirement benefits, or any other fringe benefits or benefit plans offered by the State Bar to its employees. The State Bar will not be responsible for withholding or paying any income, payroll, Social Security, or other federal, state, or local taxes. The State Bar will not be responsible for making any insurance contributions, including for unemployment, disability, or workers' compensation insurance on Vendor's behalf.
8. Vendor may, at Vendor's own expense, retain or employ such assistants, employees, or personnel as Vendor deems necessary to perform the Services and such individuals will be Vendor's employees or subvendors. Vendor assumes full and sole responsibility for the payment of all compensation and expenses of these assistants, employees, or personnel, including workers' compensation coverage as required, all federal, state, and local income taxes, unemployment and disability insurance, Social Security, or other applicable withholdings.

D. Indemnity Obligations of Vendor

1. **Indemnification by Vendor.** Vendor will indemnify and defend and hold harmless the State Bar, including its Board of Trustees, officers, directors,

agents, employees, successors, and assigns (as the same may be constituted from time to time, hereinafter referred to as "State Bar Indemnified Party (or Parties)" from and against any and all claims, demands, damages, debts, liabilities, losses, obligations, costs, expenses, liens, judgments, awards, penalties, fines, actions, or causes of action (including but not limited to reasonable attorneys' fees, costs, and expenses), whether or not litigation is actually commenced (collectively, "Losses"), arising out of or in connection with any actual or alleged direct claim or third-party claim alleging: (i) breach by Vendor of any warranty, representation, term, condition, or obligation under the final Agreement; (ii) any claim or action related to the Work Product, the Services, and the deliverables prepared by or for Vendor in connection with the final Agreement and provided to the State Bar; (iii) any claim or action for personal injury, death, or otherwise involving alleged defects in Vendor's business or any of its products or services prepared or created in connection with the final Agreement, whether or not provided to the State Bar; (iv) any failure by Vendor to comply with any statutory or regulatory obligation in the performance of its obligations under the final Agreement; (v) the actual or alleged infringement by Vendor of any copyright, trademark, or other proprietary right of any person or entity; (vi) breach or potential breach of data or privacy; or (vii) any act or omission of Vendor or its employees, agents, or subvendors.

2. Indemnification Procedures.

- a. If any third-party claim is commenced against any State Bar Indemnified Party entitled to indemnification under this Article, the State Bar will promptly give written notice thereof to Vendor, and Vendor will immediately assume the defense of such claim with counsel satisfactory to the State Bar. The State Bar's failure to provide a notice to Vendor under this section does not relieve Vendor of any liability that Vendor may have to the State Bar. 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 in 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, the State Bar's Office of General Counsel) or otherwise, in such investigation, trial, and defense of such claim, and any appeal arising therefrom. Vendor will coordinate the defense of any third-party claim with the State Bar, including any investigation and trial, and any appeal 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 an immediate defense of a claim that Vendor is obligated to defend, 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 will:
 - 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 this section.
- c. If any legal work reasonably necessary to the State Bar's defense as described herein is performed by the Office of General Counsel, the State Bar will determine the value of such work at a reasonable hourly rate for comparable outside counsel and it will 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 Office of General 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) incurred by the State Bar for the purposes of enforcing this indemnity provision.

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 thereof, mask works, industrial rights, trademarks, service marks, trade names, logos, trademark registrations and applications, renewals and extensions thereof, derivative works, trade secrets, rights in trade dress and packaging, publicity, personality and privacy rights, rights of attribution, authorship, 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 pursuant to the final Agreement, including, without limitation, any and all deliverables, research, proposals, materials, reports, plans, other writings,

and other work product (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 hereby 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 hereby assigns any and all renewals and extensions of each such copyright that may be secured under the laws now or hereafter. Vendor will execute, at the State Bar’s request and expense, during and after the Term, all further actions including execution and delivery of 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 or transfers any and all moral rights, including without limitation any right to attribution, identification, integrity, disclosure, authorship or any other rights that may be known as “moral rights,” or limitation on a subsequent modification that Vendor (or its employees, agents, or subvendors) 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, or techniques (collectively, “Pre-Existing IP”). The State Bar and Vendor intend that Vendor’s interests in or title to such Pre-Existing IP will remain vested in Vendor; provided, however, that to the extent that Work Product incorporates any Pre-Existing IP, Vendor hereby grants to the State Bar a worldwide, perpetual, nonexclusive, fully paid-up, royalty-free, irrevocable right and license to use such Pre-Existing IP as incorporated into such Work Product to enable the State Bar to have full use of such Work Product 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 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, during the Term of the final Agreement, Vendor will maintain and keep in full force and effect at Vendor's own cost and expense, the below insurance policies for the joint benefit of Vendor and the State Bar.
 - (i) **Commercial General Liability Insurance** coverage having a combined single limit of not less than One Million Dollars (\$1,000,000) for bodily injury and property damage liability, Two Million Dollars (\$2,000,000) annual aggregate, and One Million Dollars (\$1,000,000) for products/completed operations. Such commercial general liability insurance will name the State Bar and 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 if Vendor has one or more employees as defined by the State of California, coverage as required by applicable California state law and federal statutes covering liability for injuries to all persons employed by the insured in the conduct of its operations, together with employer's liability insurance in the amount of One Million Dollars (\$1,000,000) for each accident and One Million Dollars (\$1,000,000) policy limit for bodily injury by disease. 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** coverage if vehicle or mobile equipment are used to perform the Services under the final Agreement, having a combined single limit of not

less than One Million (\$1,000,000) per occurrence and insuring against liability for claims arising out of the ownership, maintenance, or use of any owned, hired or nonowned vehicles. Such comprehensive automobile liability insurance will name the State Bar and 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** coverage with the minimum limit of Two Million Dollars (\$2,000,000). 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** coverage with a general aggregate limit of Five Million Dollars (\$5,000,000) and a per occurrence limit of at least Five Million Dollars (\$5,000,000). Such umbrella liability insurance will 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 ("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. Within 15 calendar days of the Effective Date, Vendor will deliver to the State Bar offices at:

The State Bar of California
Attention: Risk Management
845 South Figueroa Street
Los Angeles, CA 90017

Please include certificates of insurance evidencing compliance with the requirements in this Article. Each certificate will provide that the issuing

company (the insurer) will mail written notice to the State Bar 30 calendar days prior to any cancellation of the policies or reduction in coverage or amount. In addition, Vendor will also provide prompt written notice to the State Bar if there are any cancellations or lapses, reductions in coverage or coverage limit, or other material changes to the insurance policies. Failure to maintain insurance will constitute a material breach of the final Agreement. If Vendor fails to secure and maintain the required insurance policies as set forth in this Section, the State Bar may, but is not required to, purchase the required insurance coverage and Vendor will reimburse the State Bar for all the associated costs. 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 Vendor assigns, subcontracts, or delegates any portion of the duties, Vendor will ensure that each such assignee, subvendor, or delegee purchases and maintains insurance coverage required by the final Agreement.

4. 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 final Agreement, such claims will be covered by such claims-made policies.
5. 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.

G. Termination

1. The State Bar may terminate the final Agreement, in its sole discretion, with or without cause and for any reason upon 30 calendar days written notice to Vendor. Vendor's sole compensation will be for that portion of the Services performed by Vendor to the date of termination, together with reimbursable expenses, if any, then due pursuant to the final Agreement; provided, however, that Vendor will not be paid for any services or reimbursable expenses associated with any work or service which was not authorized by the State Bar pursuant to the final Agreement.
2. The final Agreement will terminate automatically in the event of the bankruptcy or insolvency of either Party.
3. If the Term of the final Agreement extends into fiscal year(s) subsequent to that in which it is signed, it is understood that the continuation of the final Agreement is subject to an authorization of sufficient funding for such purpose by the California State Legislature and the Governor of the State of California. If sufficient funds are not so authorized, the Parties mutually agree that the final

Agreement may be terminated or amended as appropriate in response to such occurrence. If the final Agreement is terminated, Vendor agrees to relieve the State Bar of any further obligations, except for the State Bar's obligation to pay for the Services already performed or reimbursable expenses already incurred up to the date of termination pursuant to the final Agreement.

4. No Party will be liable or responsible to the other Party, nor be deemed to have defaulted under or breached the final Agreement, for any failure or delay in fulfilling or performing any terms of the final Agreement, when and to the extent such failure or delay is caused by or results from acts beyond the affected Party's ("Impacted Party") reasonable control, including, without limitation, the following force majeure events ("Force Majeure Events"): (a) acts of God; (b) flood, fire, earthquake, other specific potential disasters or catastrophes, such as epidemics, pandemics, or quarantines, or explosions; (c) war, invasion, hostilities (whether war is declared or not), terrorist threats or acts, riot, or other civil unrest; (d) government order or law; (e) actions, embargoes, or blockades in effect on or after the date of the final Agreement; (f) action by any governmental authority; (g) national, regional, or local emergency; (h) strikes, labor stoppages or slowdowns, or other industrial disturbances; or (i) shortage of adequate power or transportation facilities. The Impacted Party will give notice within seven (7) days of the Force Majeure Event to the other Party, stating the period of time the Force Majeure Event is expected to continue, and describing the impact on performance of the Services and other obligations under the final Agreement. Notwithstanding the preceding sentence, if either Party's performance is affected by any Force Majeure Event, either Party may terminate the final Agreement by written notice to the other Party, without any penalty, liability, or any other costs or damages, whatsoever.
5. Upon expiration, cancellation, or termination of the final Agreement, or at any other time upon the State Bar's written request, Vendor will, within seven calendar days after such expiration, cancellation, termination, or written request:
 - a. deliver to the State Bar all deliverables (whether complete or incomplete), Work Product and all materials, equipment, and other property provided for Vendor's use by the State Bar;
 - b. deliver to the State Bar all tangible documents and other media, including any copies, containing, reflecting, incorporating, or based on the Confidential Information;
 - c. permanently erase all the Confidential Information from Vendor's computer and phone systems; and
 - d. certify in writing to the State Bar that Vendor has complied with the requirements of this Section.

H. Confidentiality and Publicity

1. **Confidentiality Obligations.** Vendor agrees to maintain in strictest confidence any nonpublic, proprietary, or confidential information, or material disclosed or provided by the State Bar to Vendor or its employees, consultants, vendors, subvendors, and agents (collectively, "Vendor's Representatives"), either orally, in writing, electronically or in any other form or medium, or that Vendor or Vendor's Representatives may otherwise receive access to in connection with the Services, concerning any aspect of the affairs of the State Bar, including by way of example and without limitation any information or material pertaining to the State Bar's operations, processes, plans, policies, procedures, Board of Trustees, leadership, management, employees, personnel, vendors, volunteers, legal and regulatory affairs, financial data, licensees (former and current), applicants, and relationships with third-parties ("Confidential Information"). Confidential Information also includes any notes, analyses, compilations, studies or other material, Work Product, deliverables or documents prepared by Vendor and Vendor's Representatives which contain, reflect, or are based, in whole or in part, on the Confidential Information. Confidential Information also includes any confidential or proprietary information of any third-party who may disclose such information to the State Bar in the course of the State Bar's affairs. Confidential Information will also include the existence and terms of the final Agreement. Confidential Information does not include information that: (a) is or becomes a part of the public domain through no act or omission of Vendor or Vendor's Representatives; (b) is lawfully disclosed to Vendor or Vendor's Representatives by a third-party without restrictions on disclosure; or (c) was in Vendor or Vendor's Representative's lawful possession, as established by documentary evidence, prior to the disclosure by the State Bar.
2. Vendor will safeguard such Confidential Information and will take all necessary steps to protect such Confidential Information. Vendor will only use and disclose Confidential Information to Vendor's Representatives requiring such Confidential Information to perform the Services pursuant to the final Agreement. Vendor will require each of Vendor's Representatives to execute a written agreement containing obligations of confidentiality substantially similar to those in the final Agreement. All Confidential Information furnished to Vendor by the State Bar is the sole and exclusive property of the State Bar or, where applicable, other third-parties. Vendor will notify the State Bar immediately of any unauthorized use, access, or disclosure of Confidential Information and take all commercially reasonable steps to prevent further use, access, or disclosure.
3. Vendor will not disclose Confidential Information or permit it to be disclosed, in whole or part, to any third-party without the prior written consent of the State Bar in each instance. If any person or entity requests by a subpoena or court order any information or materials relating to the final Agreement which is within the possession, custody, or control of Vendor (or the possession, custody, or control of personnel, employees, agents, or representatives of Vendor), Vendor will promptly inform the State Bar of such request and cooperate with the State Bar to the extent the State Bar objects or moves to quash such request or subpoena. Notwithstanding any contrary provision contained herein, Vendor may disclose Confidential Information to the extent that such disclosure is

required by law or regulation, or is pursuant to a valid order of a court of competent jurisdiction or an authorized governmental authority; provided that Vendor: (a) immediately notifies the State Bar in writing of the disclosure request and to the extent not prevented from doing so by an applicable government authority, provides the State Bar a copy of the order by the applicable court or governmental authority so the State Bar may seek a protective order or another appropriate remedy; (b) cooperates with the State Bar if it seeks a protective order or other appropriate remedy preventing or limiting disclosure; and (c) seeks confidential treatment of any Confidential Information required to be disclosed before disclosure. If the State Bar cannot obtain a protective order, another appropriate remedy, or otherwise fails to quash the legal process requiring disclosure, Vendor will work with the State Bar to disclose the requested Confidential Information only to the extent required by such law, regulation, or order.

4. **Injunctive Relief.** Vendor acknowledges that irreparable harm can result to the State Bar and to third parties by disclosure or threatened disclosure of Confidential Information that cannot be adequately relieved by money damages alone. Accordingly, the State Bar may seek equitable remedies including a temporary or permanent injunction or other equitable relief from any court of competent jurisdiction, without the necessity of showing actual damages and without the necessity of posting any bond or other security. The equitable relief will be in addition to, not in lieu of, legal remedies, monetary damages, or other available forms of relief. If the State Bar incurs any loss or liability arising out of disclosure or use of any Confidential Information by any one or more of Vendor's Representatives other than as authorized herein, that disclosure or use will be deemed to have been by Vendor for purposes of determining whether Vendor breached any of its obligations under the final Agreement.
5. **No Publicity.** Vendor will not issue any public announcements or statements related to the final Agreement or the Services performed for the State Bar or engage in any publicity or advertising related to the same without obtaining the prior written consent of the State Bar.

I. Compliance with Laws

Vendor, and its personnel, employees, and subvendors will 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 (California Government Code, section 12900 et seq.) and any applicable regulations promulgated thereunder (California Code of Regulations, Title 2, section 7285.0 et seq.), ADA/ADAAA, and section 508 of the Rehabilitation Act. Vendor will include the nondiscrimination and compliance provisions of this Section in all subcontracts that will perform work under the final Agreement.

J. Staffing

1. **No Assignment, Subcontracting, Delegation or Transfer.**

- a. Vendor will not assign, subcontract, delegate, or otherwise transfer any of the rights, duties, or obligations set forth in the final Agreement to any third-party without the prior written consent of the State Bar.
- 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) only in accordance with this section (hereinafter referred to as "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 the work of the Project; 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 Project status and issues. Vendor must use reasonable efforts to minimize changing the person who is serving as Vendor's Project Liaison during the Term.

K. General Provisions

1. **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.
2. **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, or financial or program accountability or integrity. Vendor will retain all records associates with the Services performed for a period of four years from the expiration, cancellation, or termination of the final Agreement. 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 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.