



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 the State Bar of California’s Website Redesign (“**services**”).

The State Bar of California (“**the State Bar**”) is seeking proposals to redesign its public-facing websites, calbar.ca.gov and statebarcourt.ca.gov, to improve user experience, optimize for mobile and other devices, modernize their look and feel, and ensure their accessibility to persons with disabilities. Other goals include recommending appropriate (web technologies for content management while meeting high standards for design quality, visual appeal, and accessibility. This RFP does not cover redesign implementation, site hosting, domain registration, or domain name service.

The State Bar expects to award a contract based on this RFP on or before **April 25, 2024**, for the Initial Term to commence on or before **May 22, 2024**.

Please submit an electronic copy of your proposal by email to Sunly.Yap@calbar.ca.gov no later than **3:00 p.m. on April 15, 2024** (“**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 at <http://www.calbar.ca.gov/AboutUs.aspx>.

II. STATEMENT OF WORK/PROJECT DESCRIPTION/PROJECT SCOPE

A. Project Overview

The State Bar's websites—www.calbar.ca.gov and www.statebarcourt.ca.gov—are vital communication tools for the organization to carry out its mission. The [State Bar's main website](#) is the entry point for various interactions and transactions with several discrete audiences, including the public, attorneys, and prospective attorneys. In addition, the platform provides transparent information and analytics on State Bar programs and governance activities. The State Bar's website has nearly four million visitors per year.

The State Bar Court hears disciplinary charges filed against attorneys, and [its website](#) provides information on cases, proceedings, and opinions regarding those cases.

The State Bar seeks to redesign both websites and evaluate options for a more modern and functional content management system. We seek a strategic partner with a creative team who will quickly grasp our mission, values, culture, and strategic direction, and help support and reinforce these intangibles with our web presence.

This project will deliver a new and future-focused digital strategy and web presence that reflects best practices in design, user experience, usability, accessibility, and Search Engine Optimization (SEO). The State Bar is looking for an agency with demonstrated experience and expertise in website design best practices and consulting experience in choosing the best backend platform for content management.

B. Project Goals and Objectives

The State Bar is looking to partner with an agency with significant digital capabilities to create a streamlined and customized digital experience for members of the public, attorneys, law students/applicants, and other audiences and stakeholders. This RFP encompasses two key deliverables: 1) a redesign of both web properties and 2) an assessment of content management system options against our complex requirements (described in Section I, below) and recommendations for selecting a new Content Management System (CMS) platform. All project requirements and specifications support the project's core objectives:

- Highlight our mission, values, key messages, and services for various audiences.
- Improve content organization and navigability for better user experience.
- Use a more modular, flexible visual design that is fully functional and responsive in design for display across many screen sizes and devices and enables quick development of new interactive elements.
- Incorporate SEO best practices to improve searchability and access.
- Improve ADA accessibility and implement best practices to accommodate key user groups.

- Establish model User Interface (UI) standards for interactive applications, leading to greater standardization of app interfaces, which are outside this project's scope.
- Increase engagement, decrease bounce rates, and improve search rankings.
- Improve site performance metrics, for example, in page load time.

C. Our Current Website

The State Bar's public-facing websites are the first point of contact many people have with the organization and function as portals for them to access critical resources and perform regulatory obligations. The main website has more than 2,700 pages, 2,200 documents, and nearly four million visitors annually. The current websites are built in DNN, an open-source .NET content management system, with more than 20 integrations.

D. Our Key Audiences

The website redesign should provide unique customer journeys for these audiences:

- Members of the public looking to protect their rights, access legal services (such as through lawyer referral services and the attorney search), or submit attorney or nonattorney complaints to the State Bar;
- Prospective attorneys or law school students who need to engage with the State Bar throughout their course of study and in the admissions process;
- California attorneys who need to fulfill their annual reporting requirements and fee payment requirements and stay abreast of any changes to the rules they must abide by as professionals; and
- Stakeholders, the media, and others who want to stay informed about the State Bar's policy work, reform progress, funding, and other governance content.

E. Project Scope

The State Bar is open to all recommendations for innovative design techniques and modern technologies to provide an easy-to-use digital experience. We are seeking a vendor who understands our needs, will help guide us through the creative process of website design, and has the capability to provide ongoing services as needed to help support us in the future. We are not looking for a cookie-cutter, template, or generic solution. Our vendor needs to employ a strategic research-based and data-driven process to gather input, define expectations, and design a consistent framework for the website that meets the needs of all users.

The website design must focus on creating a simple, intuitive information architecture with SEO-friendly navigation that is consistent sitewide and leverages breadcrumbs and UX/UI best practices.

The vendor will be responsible for managing and executing the State Bar's Website Redesign project and must possess:

- Demonstrated experience documenting user functionality, business capabilities, and website design and architecture;
- Demonstrated experience showing depth and breadth of website design work in the public sector space, focusing on enhancing user experience and facilitating content and site management; and
- Demonstrated technical expertise and experience.

The redesign of integrated applications is outside this project's scope. In a separate project running in parallel and on an overlapping timeline, the State Bar will redesign its [My State Bar Profile](#) application. The vendor will review that work in progress to ensure a consistent look, feel, and user experience.

F. Discovery Phase: Strategy, User Experience, and Information Architecture

The vendor will:

- Gather input from stakeholder groups;
- Review style guide documents; and
- Review Google Analytics to understand user patterns.

Deliverables for the discovery phase will include:

- Web strategy brief, including the development of website personas;
- Creative brief; and
- Proposed user experience strategy to achieve the project's goals.

G. Design Phase

Ideally, the design will be CMS-agnostic, but we will consider proposals from integrated design/CMS providers. The final design will be a collaborative effort between the State Bar and the vendor. The cost estimate should include a minimum of three design concepts and up to five iterations. Upon completion of the project, the State Bar will obtain ownership of all design, deliverables, and website content.

We are interested in a flexible, modular, or component design framework. NOTE: Redesign of integrated applications is outside the scope of this proposal.

Deliverables to include:

- Responsive design renderings for 10–12 page layouts;
- User experience workflows and wireframes based on personas and the tasks they wish to accomplish;
- Graphic elements and content types;
- Style guide including a robust pattern library, typography, and page content hierarchies;
- Language access recommendations;
- Front-end coding (HTML/CSS) for responsive designs, accessible from a wide variety of devices; and
- Recommendations for SEO best practices. Search engine-friendly URLs, canonical URLs, page titles, description tags, and semantic markup are required.

H. Content Management System Evaluation Phase

The Content Management System (CMS) that supports the current websites dates back to early 2017. One of the goals of this RFP is to evaluate the current version of the existing CMS platform, understand its usage, capabilities, and scalability, and determine its ability to meet the desired requirements described in this RFP. Based on this detailed analysis, the State Bar

seeks recommendations for a CMS platform to meet the technical requirements and strategic goals and objectives outlined in this RFP.

The CMS evaluation and recommendation should include:

- A detailed list of the evaluated CMS platforms, including capabilities and features;
- A detailed justification for the recommended CMS platform that includes references to the desired functionality the State Bar is looking to obtain; and
- A side-by-side comparison of the evaluated CMS platforms that clearly show the capabilities and features available in each.

If feasible, the State Bar would like the vendor to include a high-level cost estimate for the recommended CMS platform.

Migration to a new CMS is outside the scope of this project.

I. Technical requirements and other considerations

This section outlines the technical requirements and considerations for the redesign and CMS recommendations.

1. Technical Requirements for the Redesign

The site should follow web standards (HTML5, CSS3, JS5), be accessible to those with disabilities, and comply with Americans with Disabilities Act Section 508 and World Wide Web Consortium standards. It should also meet all requirements of the Web Content Accessibility Guidelines, WCAG 2.2 preferred (Minimum Level AA).

Functionality should include:

- Editable navigation and sub-navigation;
- Flexible page templates;
- Content tags and site search recommendations;
- Photo galleries, lightboxes or slideshows, video player, audio player or audio embedded;
- Calls to action, promos, and buttons;
- Interactive and dynamic elements;
- Recommendations on a third-party event calendar;
- Embedded forms;
- News/social media/stories;
- Dynamic keyword searches;
- Data and statistics dashboards;
- Display of extensive content collections that users can filter/search (e.g., specialized directories and rule sets);
- The ability to display different content types (e.g., iframes, videos, public comment, rules, opinions, to name a few), as well as the ability to create custom content types;
- Support and enforcement of best practices for web-ready images, including image tags, image attributes, as well as ADA image requirements;
- Best practices for pulling from external data sources;

- Responsive design, displaying optimally on a range of screen sizes and devices (smartphones, tablets, desktop monitors), and including navigation for mobile and desktop screens; and
- Optimized design for fast loading, particularly on mobile devices as measured by Google PageSpeed Insights (fast performance of 90 or better) utilizing minifying CSS and JavaScript and “lazy loading” of page elements for optimized page load times.

The website design should also:

- Render correctly in widely used mobile and desktop browsers (Chrome, Edge, Firefox, Internet Explorer, and Safari);
- Be directly displayed as webpages and indexable by search engines;
- Provide a modular or atomic design framework, allowing for more flexibility in content design and delivery across site pages;
- Provide a pattern library that offers multiple options for content display, (e.g., a blockquote might feature bold text with a large background quotation, another might include an image, etc., and the pattern library would offer multiple button, list, image, video, accordion, tile, and tab styles, among others); and
- Use non-proprietary programming and frameworks for interactive features.

2. Technical Requirements and Considerations for a New CMS

a. **Functionality**—CMS recommendations should include platforms that are easy to use by our team of developers and offer the following functionality:

- Access to statistics and logging;
- Advanced search;
- Books, comments, and forums;
- Caching, lazy-loading content (using BigPipe), and feature throttling for improved performance;
- Custom content type and fields, and a user interface to create, manage, and display lists of content;
- Descriptive URLs (SEO);
- Multi-level menu system;
- Multi-site support;
- Multi-user content creation and editing;
- RSS feed and feed aggregator;
- Ability to create and configure user profiles;
- Various access control restrictions (user roles, IP addresses, email);
- Workflow tools (triggers and actions);
- Media management (simplifying the formatting and uploading of media files);
- WYSIWYG editor;
- Support for a Content Delivery Network and caching capabilities for static content; and
- Easy updating.

b. **SEO**—A new CMS should incorporate best practices to improve site visibility. The CMS should allow State Bar staff to manually change meta information/tags on

individual web pages (Page Title, Meta Title, Meta Description, Meta Image, Page Crawl Frequency) and hide pages from public/internal search. The CMS should have a sitemap (no index, no follow), clear page name/URL structure (page URLs all lowercase using hyphen separators), and an automated XML Sitemap. Pages should use H1-H5 headers. The CMS should provide the ability to include a robots.txt file to limit search engines to some content.

c. **Integrations**—Here is a partial list of the over 20 integrations on the current site:

- Customer relationship management system (CRM);
- Salesforce;
- My State Bar Profile (.NET);
- Agency Billing (.NET);
- Attorney Search;
- Power BI; and
- Google Tag Manager / Google Analytics.

3. Nonfunctional Requirements

a. **Availability**

- a. External system must be available 24/7 at all times except during scheduled maintenance windows and achieve 99.5 percent uptime during State Bar’s nonbilling period and 99.9 percent during billing peak time (Dec-Feb).
- b. Standard maintenance window will be defined for failover testing, application implementations.

b. **Capacity**

- a. System should support the expected peak concurrent sessions during peak times.
- b. System should support reporting demands without impacting performance.
- c. System should be able to store growing data and documents.
- d. System should have a sandbox to test configurations and new features.

c. **Data Integrity**

- a. Data integrity across all systems must be maintained for specific data elements.
- b. Must ensure no data loss. Also, transactional integrity must be maintained.

d. **Interoperability**

- a. The system should integrate with communication services to provide various message tracking (i.e., when the user reads the email) (nice-to-have-requirement).

e. **Manageability**

- a. The system must have various roles with different permissions or the ability to customize permissions/roles.
- b. The system should track or provide a report on changes made to the system and who made the changes for the last 90 days.

f. **Performance**

- a. The system must provide an average response time (in 95th percentile) for all user- based interactions/transactions.
- b. API service call must respond within 500 ms.

- c. Synchronous database request must respond within 500 ms.
- d. Document uploads have a goal of 5s. Poor network conditions or large document sizes may result in response times longer than 5s.
- e. The system should be horizontally scalable. The system capacity planning must be done taking into consideration current and future demands to sustain performance over time, including but not limited to document storage.
- g. **Recoverability**
 - a. Recovery Time Objective (RTO) - 4 hours
 - b. Integrity between data and supporting artifacts need to be maintained. Transactional integrity as well as disaster recovery integrity.
 - c. The system should be backed up on a regular predefined schedule, including immutability such that it may be restored to a working state.
- h. **Reliability**
 - a. The system must leverage redundancy for reliability.
- i. **Scalability**
 - a. The system should scale horizontally to handle increase in workload with the upper limit to optimize cost and scale down if workload decreases.
- j. **Security**
 - a. The system must confirm the validity of user authentication based on identity provider.
 - b. The system must use industry-standard OpenID Connect (OIDC) for authorization of Application Programming Interface (API) requests.
 - c. The system should only be allowed to be accessed via Identity Provider.
 - i. Internal users through State Bar Azure AD
 - ii. External users through Azure AD B2C
 - d. The system should support role-based access control for different groups of users.
 - e. The system should require multi-factor authentication for both internal and external users.
 - f. The system must make use of Transport Layer Security (TLS) 1.2 or higher to encrypt all network traffic between clients and servers. All data in transit will be encrypted via TLS or Secure File Transfer Protocol.
 - g. Sensitive PII and PCI data must be encrypted/masked/redacted.
 - h. The system will provide a security audit trail on application and infrastructure access, user activity and changes. Note: Functional requirements will specify minimum business-specific user audit requirements such as capturing user's IP address. Overarching requirements will be defined to track events and actions.
 - i. IT Internal Controls Assessment.
 - j. Provide a report of audit results through request or from a portal. Example: NIST 800-53.
 - k. Website should be accessed anywhere excluding certain countries. The system must support configurable network access control. The system should prevent data scraping for nonpublic information.

- l. The system must meet Open Source Foundation for Application Security (OWASP) Top 10 vulnerabilities. Critical, High, and Medium security vulnerabilities should be addressed.
- m. Lower environment should have scrubbed data. Tooling developed that allows this to be repeatable and fast.
- n. Provide virus scanning of all uploaded documents. (i.e., Currently OPSWAT is used).
- o. The system must meet NIST security guidelines.
- p. The system should perform penetration tests regularly and provide reports.
- q. Data should stay within U.S. servers.
- r. The system will prevent data scraping and crawling.
- k. **Usability**
 - a. Application must follow responsive web design to allow usage on different devices and browsers. Should support HTML5 capable browsers. Should be accessible on Android and iOS platforms. All exceptions or user errors must be clearly communicated with actionable feedback and help.
 - b. The system navigation and summary must be familiar and consistent.
 - c. The System must meet ADA and WCAG 2.2 requirements or similar.
- l. **Corporate and Legal Compliance**
 - a. Sensitive information (i.e. SSN, DOB) will need to be tokenized and masked during UI.
 - b. PII data needs to be handled appropriately according to the state and local law.
 - c. ADA compliant - to be in compliance with California Government Code Sections 7405 and 11135, and the Web Content Accessibility Guidelines 2.0, or a subsequent version, as published by the Web Accessibility Initiative of the World Wide Web Consortium at a minimum Level AA success criteria. <https://www.ca.gov/accessibility/>
- m. **Data Management**
 - a. The system must not delete any record or document and keep them in accordance with the retention policy.
 - b. Current real time integrations - in and out of applications - with rest of the IT applications must be maintained (for real time data and archive data).

J. Instructions to Vendors

The State Bar is seeking a detailed website proposal, budget, and timeline that accounts for all work per the project objectives. The proposed solution must meet the scope, requirements, and needs included herein, and be presented in a clear and organized manner. Please include:

- A general description of the vendor, including the number of years in business, overall experience in interactive web design and development, and experience working on projects similar in scope;
- Detail about the vendor's experience with project management, project discovery and research, persona development, digital strategy, user experience, information architecture, mobile and responsive web design, usability testing, website accessibility

(WCAG 2.1 and WCAG 2.0 Level A & AA compliance), SEO, content strategy, and digital marketing;

- A list of web content management systems the vendor has direct experience with;
- Case studies with URLs linking to examples of relevant work that is similar in scope to this project;
- A project plan that describes the vendor’s approach, methodology, and timeline for completing the work described in this RFP;
- Disclosure of any third-party vendors the vendor intends to use;
- Pricing for the project, including a breakdown by major elements or milestones (e.g., project management, discovery, strategy, UX, UI, and design), a total project cost, and an applicable hourly rate for possible scope changes and future work that may be needed related to the design and implementation.

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 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 as described in Section II.. 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, proof that it is in good standing and qualified to conduct business in California.
11. Proof of small business certification if vendor is certified as a small business by the California Department of General Services (DGS), or with a comparable small business certification from a California municipality.
12. 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 2: 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 with 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 and III 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 (50 percent).
4. The total cost of the proposal (30 percent).
For the purpose of evaluating the cost of the proposal, vendors certified as a small business by the California Department of General Services (DGS), or with a comparable small business certification from a California municipality, will receive a five percent (5 percent) bid preference, capped at \$50,000, if the lowest cost responsive bid is received from a vendor that is not a certified small business. A non-small business prime contractor who uses certified small business subcontractors for at least 25 percent of its net bid price is also eligible for the five percent (5 percent) bid preference when competing against another non-small business.

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 **April 25, 2024**, 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 **May 2, 2024**. 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 April 1, 2024**. 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, except upon request of the State Bar for additional information, responses to questions, or requests for revised pricing pursuant to Section III subsections D and E.

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 services similar to those described in the statement of work/project description/project scope.
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 Intellectual Property (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 (\$5,000,000.00) and a per occurrence limit of at least Five Million Dollars (\$5,000,000.00). 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 of an executed Agreement, Vendor will deliver proof of the insurance policies described in Section IV subsection F 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 associated 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.