

Change Management Consulting Services

Request for Proposal: Questions & Responses

March 19, 2013

1. What is the status of the initiatives described in Section II.A “Background” of the RFP?

The IT initiative involves several components: We are currently implementing the first (of the four planned) system replacements – the case management system in the Office of Chief Trial Counsel – and expect it to be complete by November of this year. A panel is in the process of selecting a case management system for the State Bar Court, the second planned system replacement. Requirements gathering has begun for the third system, in the Office of Admissions. Work on the fourth planned system – member records and billing – has not begun. Finally, we expect to have a document management system up and running by the beginning of July 2013.

Schematic design for the bar’s new building in Los Angeles is complete; tenant improvements are expected to commence in June; and we expect to be fully moved in by the end of 2013. In San Francisco, some remodeling work is underway, but it is currently focused on areas slated for leasing rather than bar occupancy. A phased plan for office modernization in San Francisco is under development.

Operating process reengineering is at different stages in different offices: relatively advanced in the Office of Chief Trial Counsel, at an intermediate stage (process mapping near completion) in the Office of Admissions, and in the earliest stages elsewhere.

2. Does the State Bar’s change initiative encompass all of its offices and operations, or is it focused on a particular subset?

The overarching initiative is agency-wide, though particular projects and phases may focus on specific services, processes, or offices.

3. Regarding Deliverable #1(a) (individualized assessments of approximately twenty key executives), how many of the executives are located in San Francisco, and how many are in Los Angeles?

While the list is not yet final, we expect that roughly half will be in each city.

4. Were consultants involved in the preparation of the State Bar’s Five Year Strategic Plan (2012-16)?

No, the bar’s strategic plan was developed entirely with internal resources.