

The State Bar of California

REQUEST FOR PROPOSAL



This document is a Request for Proposal (“RFP”) for Examination Delivery Services.

The State Bar is seeking proposals for delivery services for their Bar examinations to and from the various test centers in California per the details provided in this solicitation. Desired contract term is for a period of one (1) year, with an option to renew for an additional one (1) year term.

Please submit 5 copies of your proposal no later than 4 p.m. on April 14, 2014 to:

The State Bar of California
180 Howard Street
San Francisco, CA 94105-1639

Attn: Greg Shin
Admissions
(213)765-1505
greg.shin@calbar.ca.gov

I. INTRODUCTION

The State Bar of California (“the State Bar”) created in 1927 by the Legislature and adopted into the California Constitution in 1960, is a public corporation within the judicial branch of state government. The primary purpose of the State Bar is to serve 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 membership is mandatory for all attorneys who are licensed to practice law in the state. In addition to its mandated licensing, disciplinary and certification functions, the State Bar offers a number of other programs designed to assist, educate and protect its members and the public. The State Bar’s programs are financed by fees paid by attorneys and applicants to practice law. The

State Bar has over 247,000 members, making it the largest unified state bar in the country. The State Bar has offices located in Los Angeles and San Francisco. For more than 80 years, The State Bar of California has shaped the development of the law, regulated the professional conduct of the state's lawyers and provided greater access to the justice system for all citizens. More information about the organization can be found at <http://www.calbar.ca.gov/AboutUs.aspx>.

II. STATEMENT OF WORK

A. Office of Admissions

The Office of Admissions of the State Bar of California administers examinations throughout the state of California in support of its core responsibility of admitting new attorneys to the practice of law in California. The Office of Admissions has staff in San Francisco and Los Angeles. The administration of these examinations requires the movement of examinations and examination supplies from our offices and vendors to various locations throughout the state. All of the examinations require special handling due to the security of the material. Some material may require warehousing for a limited time prior to or after the administration of the examinations. Only bonded, secure warehouses may be used.

Four examinations are administered each year by the Office of Admissions. The smallest is the First-Year Law Students' Examination (FYLSX) which is administered on the fourth Tuesday of June and October. Those two examinations last from one to two days depending on the test center. Those examinations are administered at test centers in the San Francisco Bay area and the greater Los Angeles area. The larger examination is the California Bar Examination (CBX) which is administered starting the Tuesday before the last Wednesday in February and July. Those two examinations last from three to eight days depending on the test center. Those examinations are administered in the Sacramento, San Francisco, greater Los Angeles, and the San Diego areas.

The examinations for the FYLSX are printed in San Francisco and the examination supplies (i.e. test center signs, proctor materials, etc.) are provided by the Los Angeles Office of Admissions. The examinations and supplies are currently delivered to the test centers by a trucking company with special handling and tight delivery deadlines. After the administration of the examination, the supplies are returned to the Los Angeles Office of Admissions and examination answers are delivered to the San Francisco Office of Admissions.

The examinations for the CBX are also printed in San Francisco with one component of the examination purchased from a vendor in Wisconsin (National Conference of Bar Examiners; NCBE). The examination supplies are currently provided by the Los Angeles Office of Admissions. The examinations from the NCBE are presently delivered to a warehouse in the Los Angeles area where it is inventoried and repacked into trunks for distribution to the test centers. The examinations printed in San Francisco are presently shipped to warehouses in San Francisco and Los Angeles where they are separated by test

center and consolidated with the examination supplies for the same test center and then trucked to the individual test centers. The examination supplies are trucked from the Los Angeles Office of Admissions to the warehouses in San Francisco and Los Angeles for consolidations with the examinations for trucking to the individual test centers. After the administration of the examination, the supplies are returned to the Los Angeles Office of Admissions and the NCBE examination booklets are trucked to the warehouses in San Francisco and Los Angeles and consolidated for shipment to the vendor based on the vendor's shipment preference. The examination answer booklets and covers are shipped to the warehouses in San Francisco and Los Angeles for consolidation for trucking to the San Francisco Office of Admissions.

B. Vendor Requirements

The Office of Admissions is seeking a vendor to handle the pick-up/delivery/storage logistics related to the administration of the FYLSX and the CBX. The vendor should have a physical facility capable of securely warehousing the examinations and supplies for a limited time before and after the administration of examinations. There is also a detailed process which we undergo to inventory the testing materials delivered from Wisconsin and this is also handled in the physical facility mentioned above.

The vendor should have sufficient trucking capabilities (equipment and staff) to deliver all of the materials to the test centers on a timely basis (schedule and timing shown in the attachment). The vendor should also have sufficient staff capable of assisting the Office of Admissions' staff in inventorying all of the shipments, to and from the test centers and the San Francisco and Los Angeles offices. The vendor should also have sufficient staff to assist the Los Angeles Admissions' staff with some packing tasks (detailed below).

C. FYLSX Materials

1. Examinations: The examinations (printed in San Francisco) for the FYLSX come in two forms: essay questions and multiple choice booklets. Four essay questions are printed on long sheets and folded into 8 1/2 by 11 inch booklets. The essays questions are placed in boxes by the printer with the test center designations printed on the boxes. The boxes are shrink-wrapped on pallets. About 20 boxes are used for each administration of the examination. The multiple choice booklets contain an answer sheet that is sealed inside the booklet. Each multiple choice booklet and answer sheet contains a serial number. The multiple choice booklets are placed in boxes by the printer with the test center designations printed on the boxes. The boxes are shrink-wrapped on pallets. About 20 boxes are used for each administration of the examination.
2. Supplies: The examination supplies are packed in the Los Angeles Office of Admissions. The examination supplies are placed on rolling carts. Presently, the examination supplies are shrink-wrapped on the carts by a

vendor. About 15-20 carts are used for each administration of the examination.

D. CBX Materials

1. Examinations: The examinations for the CBX come in three forms: essay questions, performance tests, and multiple choice booklets. Three essay questions are printed on 11 by 17 inch sheets and folded into 8 1/2 by 11 inch booklets. The performance tests consist of several booklets wrapped into a packet with a paper band. The essay questions and performance tests are printed in San Francisco. The last form consists of a multiple choice booklet with an answer sheet that is sealed inside the booklet. The booklets and answer sheets contain a serial number. The multiple choice examinations are purchased from a vendor that has the multiple choice booklets delivered to us via a trucking company of their choice.

The essay questions and performance test packets are placed in boxes by the printer with the test center designations printed on the boxes. The boxes are shrink-wrapped on pallets. After the administration of the examination, the essays and performance test answer books are delivered to the San Francisco Office of Admissions.

The multiple choice booklets are delivered in boxes to a warehouse in the Los Angeles area about two to three weeks before the examination. Upon arrival, the boxes are inventoried and stored in a secure area. A few days later, Admissions staff visits the warehouse to count, open and verify the contents of each box. The booklets come in packets of ten. The packets are placed in lockable trunks and stored at the warehouse until they are consolidated with other material for delivery to the test centers. After the administration of the examination, the booklets are delivered to a warehouse where they are stored and then delivered to UPS for shipment to the vendor.

2. Supplies: The examination supplies are packed in the Los Angeles Office of Admissions. The examination supplies are placed on carts with wheels. Presently, the examination supplies are shrink-wrapped by a vendor on the carts in the Los Angeles Office of Admissions. About 50 carts are used for each administration of the examination.

E. Test Centers

The following list will provide an illustrative view of the various test center locations used in the past to administer the various Bar examinations:

FYLSX: Standard

Oakland Convention Center
550 10th Street
Oakland, CA 94607

South San Francisco Conference Center
255 S. Airport Blvd.
S. San Francisco, CA 94080

The Pasadena Center
300 East Green Street
Pasadena, CA 91101

Ontario Convention Center
2000 Convention Center Way
Ontario, CA 91764

FYLSX: Accommodations

Marriot Hotel
1001 Broadway
Oakland, CA 94607

South San Francisco Conference Center
255 S. Airport Blvd.
S. San Francisco, CA 94080

Sheraton Hotel-Pasadena
303 Cordova Street
Pasadena, CA 91101

The Pasadena Center
300 East Green Street
Pasadena, CA 91101

Doubletree Hotel-Ontario
222 N. Vineyard Ave.
Ontario, CA 91764

CBX: Standard

Alameda County Fairgrounds
4501 Pleasanton Ave.
Pleasanton, CA 94566

Oakland Convention Center
550 10th Street
Oakland, CA 94607

Sacramento Convention Center
1400 J Street
Sacramento, CA 95814

Santa Clara Convention Center
5001 Great America Pkwy
Santa Clara, CA 90054

Century Plaza Hotel
2025 Avenue of the Stars
Los Angeles, CA 90067

The Pasadena Center
300 East Green Street
Pasadena, CA 91101

Ontario Convention Center
2000 Convention Center Way
Ontario, CA 91764

Town and Country Hotel
500 Hotel Circle North
San Diego, CA 92108

San Diego Convention Center
111 West Harbor Drive
San Diego, CA 92101

CBX: Accommodations

Hilton Sacramento Arden West
2200 Harvard Street
Sacramento, CA 95815

Crowne Plaza Hotel
1177 Airport Blvd.
Burlingame, CA 94010

California Market Center
110 E. Ninth Street
Los Angeles, CA 90079

Doubletree Hotel-Westside
6161 W. Centinela Ave.
Culver City, CA 90301

Doubletree Hotel-Orange
100 The City Drive
Orange, CA 92868

Sheraton Four Point Hotel
8110 Aero Drive
San Diego, CA 92123

F. Origins/Destinations of Examination Material

1. FYLSX: The examination is printed in San Francisco by the Office of Admissions' vendor. The examinations are stored at the printer's location until picked-up for distribution. The supplies are packed at the Los Angeles Office of Admissions and stored on-site until picked-up for distribution. The supplies must be shrink-wrapped on the carts by the trucking vendor. The examinations and supplies must be delivered to the Los Angeles Office of Admissions for consolidation and then shipped to the Los Angeles warehouse for eventual shipment to the San Francisco warehouse and held for distribution to the test centers on the prescribed day and time.
2. CBX: The multiple-choice question booklets are supplied by the Office of Admissions' vendor in Wisconsin. That vendor coordinates the shipment of the booklets to and from the destination specified by the Office of Admissions. Presently, the booklets are delivered by truck to a warehouse in the greater Los Angeles area about two to three weeks prior to the administration of the examination. Upon arrival, the boxes are inventoried and stored in a secure area. No one is allowed access to this material until staff from the Los Angeles Office of Admissions performs a detailed inventory of the contents of the shipment and repacks the booklets into trunks for future shipment to test centers. The trunks are placed on pallets and shrink-wrapped. Each pallet will have a label showing its eventual test center destination. The essay questions and performance tests are printed in San Francisco by the Office of Admissions' vendor and are

stored at the printer's location until picked-up for distribution. The material is placed on pallets and is shrink-wrapped. Each pallet has a label showing its eventual test center destination. The supplies are packed at the Los Angeles Office of Admissions and stored on-site until picked-up for distribution. The supplies must be shrink-wrapped on the carts by the trucking vendor. The supplies must be delivered to a warehouse in the Los Angeles area for consolidation and then shipment to the other warehouse for eventual shipment to the test centers on the prescribed day and time. See *Attachment C: Present Examination Logistics* for a visual workflow.

G. Special Handling Requirements

1. General: Anytime a shipment is being delivered, an Office of Admissions staff member and the trucking company must inventory the shipment and verify the detailed bill of lading signed by the trucking company's representative and the Office of Admissions' staff member is correct. Any errors will be documented by both parties. The trucks used to pick-up and deliver shipments must be locked during the transfer to and from destinations. Failure to lock the truck during transfer of material will be considered a violation of the agreement between the trucking company and the State Bar of California. The trucking company must provide sufficient staff to enable shipments to be loaded and/or unloaded within a half hour of arrival to the test center. The trucking company will provide sufficient staff to enable shrink-wrapping of supplies at the Los Angeles Office of Admissions during the two days prior to pick-up of the supplies from the Los Angeles Office of Admissions. The trucking company will use drivers and/or helpers with sufficient knowledge of English to enable communication between the trucking company's staff and the staff of the Office of Admissions. The trucking company will deliver examination materials to the test centers within a half hour of the agreed upon schedule which will be published by the Office of Admissions no later than four weeks prior to the examination. The trucking company will provide a method for the Office of Admissions' staff to determine the location of shipments to and from test centers.
2. FYLSX: Transfer of the examinations from the printer in San Francisco to the test centers will be based on the agreed upon schedule published by the Office of Admissions no later than four weeks prior to the examination.
3. CBX: The multiple choice booklets are delivered about two weeks prior to the examination and will be temporarily stored in a secure location within the Los Angeles area in a secure warehouse. Transfer of the examinations from the printer in San Francisco to the test centers will be based on the agreed upon schedule published by the Office of Admissions no later than four weeks prior to the examination. Consolidation of the examinations and supplies will be as specified in this document and the trucking

company will not unilaterally change the process without prior agreement with the Office of Admissions.

H. FYLSX Receipt and Delivery Timelines

1. Two weeks prior to examination. Examination materials at the printer in San Francisco will be picked-up and delivered to the San Francisco Office of Admissions by vendor contracted by the Office of Admissions. The multiple-choice booklets and answer sheets will be serial numbered by the San Francisco Office of Admissions. Special examinations will be prepared and available at the San Francisco Office of Admissions.
2. One week prior to examination. Examination materials at the San Francisco Office of Admissions must be picked-up and delivered to the Los Angeles Office of Admissions. The examination material is separated and packaged for the test centers by the Los Angeles Office of Admissions.
3. Tuesday or Wednesday prior to examination. Examination materials are picked-up from the Los Angeles office and delivered to the Los Angeles area warehouse. The supplies for northern California test centers must be trucked to the San Francisco warehouse for delivery the next day.
4. Monday before examination. Examinations and supplies for all test centers must be delivered by 8:00 a.m.
5. Tuesday of examination week. Examinations and supplies are picked-up from the standard test centers at about 7:00 p.m. and delivered to the area warehouse.
6. Wednesday of examination week. Examinations and supplies are picked-up from the accommodations test centers at about 7:00 p.m. and delivered to the warehouse (San Francisco or Los Angeles).
7. Thursday of examination week. Examinations are delivered to the San Francisco office. Supplies are delivered to the Los Angeles office.

I. CBX Receipt and Delivery Timelines

1. About two or three weeks before examination. The multiple choice booklets are delivered to the Los Angeles area warehouse on a predetermined date and time. The material is received by the warehouse and staff from the Los Angeles Office of Admissions. The shipment is inventoried to verify all boxes have been delivered. The shipment is stored in a secure area. No one is allowed access to the shipment. Several days later, staff from the Los Angeles Office of Admissions will unpack

the boxes, verify the contents, and repack the multiple choice booklets into trunks. The trunks will be locked and stacked onto pallets with labels showing the assigned test center. The pallets will be shrink-wrapped and stored in a secure location until shipment to the assigned test center.

2. Thursday before examination. Supplies are picked-up from the Los Angeles Office of Admissions and shipped to the Los Angeles area warehouse. Examinations are picked-up from the printer and shipped to the San Francisco area warehouse.
3. Friday before examination. The examination materials at the Los Angeles area warehouse that are to be used in northern California are shipped to the San Francisco area warehouse. The examination materials at the San Francisco area warehouse that are to be used in southern California are shipped to the Los Angeles area warehouse.
4. Sunday before examination. The examination materials at the Los Angeles area warehouse that are to be used at accommodations test centers in southern California are delivered to the test centers by 10:00 a.m. The examination materials at the San Francisco area warehouse that are to be used at accommodations test centers in northern California are delivered to the test centers by 10:00 a.m.
5. Monday before examination. The examination materials at the Los Angeles area warehouse are delivered to the standard test centers in southern California by 8:00 a.m. The examination materials at the San Francisco area warehouse are delivered to the standard test centers by 8:00 a.m.
6. Thursday of examination. After confirmation from the standard test centers, the examination materials at the standard test centers are picked-up and delivered to the local warehouse. The examination materials will need to be shrink-wrapped and inventoried before loading.
7. Friday of examination. The examination materials at the San Francisco warehouse that are destined for the San Francisco Office of Admissions are delivered by 10:00 a.m. The examination materials at the San Francisco warehouse that are destined for the Los Angeles Office of Admissions are shipped to the Los Angeles warehouse. The examination materials at the Los Angeles warehouse destined for the Los Angeles Office of Admissions are delivered by 5:00 a.m. The examination materials at the Los Angeles Office of Admissions destined for the San Francisco Office of Admissions are shipped to the San Francisco warehouse. The multiple-choice examination materials are consolidated at the San Francisco warehouse and delivered to the nearest shipping facility of the trucking company specified by the multiple-choice examination

vendor (presently using UPS). The multiple-choice examination materials are consolidated at the Los Angeles warehouse and delivered to the nearest shipping facility of the trucking company specified by the multiple-choice examination vendor (presently using UPS).

8. Sunday after examination. After confirmation from the accommodations test centers, the examination materials at the accommodations test centers are picked-up and delivered to the local warehouse.
9. Monday after examination. Examination materials at the San Francisco warehouse are delivered to the San Francisco Office of Admission by 10:00 a.m. Examination materials at the Los Angeles warehouse are delivered to the Los Angeles Office of Admissions by 5:00 a.m.
10. Week after examination. Any accommodations multiple-choice examination materials at the Los Angeles Office of Admissions are consolidated and arrangements are made for the trucking company specified by the multiple-choice examination vendor (presently using UPS) to pick-up the materials and ship them to the multiple-choice examination vendor. Special examination materials in the Los Angeles Office of Admissions are shipped to the San Francisco Office of Admissions via internal courier.

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 deadline for its submission. Reference to a certain number of days in this RFP shall mean business days unless otherwise specified.

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 number and in the order below.

1. A brief description of the history and organization of the bidder's firm, and of any proposed subcontractor.
2. Copies of business licenses, professional certifications or other credentials, together with evidence that bidder, if a corporation, is in good standing and qualified to conduct business in California.

3. The most recent year's annual reports, or comparable document, including detailed current profit and loss, assets and liabilities, and other relevant financial data. Bidders must submit ***Attachment B: Vendor History Questionnaire*** electronically in native .xls format per instructions below.
4. A description of at least three (3) similar projects completed by the bidder within the past three (3) years. Include personal references with contact information for each.
5. Qualifications, background and experience of the project director and other staff proposed to work on the project.
6. A general description of the techniques, approaches and methods to be used in completing the project.
7. A detailed cost proposal, including any travel costs and other expenses. Bidders must submit ***Attachment A: Itemized Cost Proposal*** electronically in native .xls format per instructions below. If necessary, contractors' travel expenses will be reimbursed in accordance with the public [Travel and Business-Related Expense Policy](#). It is unlawful for any person engaged in business within this state to sell or use any article or product as a "loss leader" as defined in [Section 17030](#) of the Business and Professions Code. As the State Bar may award a contract based on the initial offer, a bidder should make its initial offer on the most favorable terms available. The State Bar reserves the right, however, to have discussions with those bidders falling within a competitive range, and to request revised pricing offers from them and to make an award or conduct negotiations thereafter.
8. A written acknowledgement of the acceptance of the Contracting Requirements set forth in section IV of this RFP. 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 should be prepared simply and economically, providing a straightforward and concise description of the Vendor's ability to meet the requirements of this RFP. Emphasis should be on completeness and clarity of content.

1. Deliver 5 physical hardcopies to the attention of Greg Shin, no later than 4 p.m. April 14, 2014.

2. Each set should include all attachments requested, including copies of the electronic attachments itemized below.
3. Deliver electronically in with above (one set--CD-ROM, DVD, or USB flash drive) in native unlocked format as noted below:
 - a. ***Attachment A: Itemized Cost Proposal (.xls)***
 - b. ***Attachment B: Vendor History Questionnaire (.xls)***

Proposals that fail to address each of the submission requirements above may be deemed non-responsive and will not be further considered. The State Bar, solely upon its own discretion, will judge vendors on their overall compliance, and may judge a vendor to be materially compliant, even if that vendor is non-compliant to a particular requirement of the RFP.

If specific submission requirements 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 non-responsive.

Submittals should provide straightforward and concise information that fulfill the requirements of the RFP. Emphasis should be placed on brevity, conformity to the State Bar's instructions, and completeness and clarity of content. Proposals should not include generic promotional materials and graphics that increase page count and PDF file size without addressing substantive content. Hard copy brochures and marketing materials may be included as a supplement if desired.

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.

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

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

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.

D. Evaluation Process and Highest Scored Bidder

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

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.

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

During the evaluation process, the State Bar may require a bidder’s representative to answer questions with regard to the proposal and/or require certain bidders to make a formal presentation to the evaluation team and/or the State Bar Senior Executive Team. The State Bar may also have discussions with those bidders falling within a competitive range, request revised pricing offers from such bidders, and make an award and/or conduct negotiations thereafter.

This Request for Proposal 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. The State Bar reserves the right to reject any and all Proposals, to accept the Proposal it considers most favorable in its sole discretion, and to waive minor irregularities. The State Bar further reserves the right to seek new Proposals when such procedure is considered by it to be in the best interest of the State Bar.

1. 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.
 - a. Responsiveness of the proposal to the submission requirements set forth in the RFP (10%).
 - b. Agreement with the State Bar’s contracting requirements (10%).
 - c. The technical ability, capacity, financial viability, and flexibility of the bidder to perform the contract in a timely manner and on

budget, as verified by, e.g., the quality of any demonstration, client references, demonstrated success in projects with similar requirements and any other contracts with the State Bar (50%).

d. The total cost of the proposal solution. If the proposal contains itemized rates, per piece pricing, or commission-based pricing, the State Bar reserves the right to calculate total contracted cost by calculating rates using either previous known usage activity or future projected volume. Costs will be evaluated only if a proposal is determined to be otherwise qualified. Costs should be itemized by type to allow the State Bar to implement the solution over the term of the contract (30%).

2. If a large number of proposals are received, the State Bar reserves the right to review the proposals using a tiered evaluation system. All qualified proposals will be evaluated based on the Submission Requirements and Cost, with the top candidates advancing as finalists and receiving a full evaluation as outlined above.

E. Award and Execution of Contract

Subject to the State Bar's right to reject any or all proposals, the HSB will be awarded the contract. Notice will be posted at the State Bar's offices at 180 Howard Street, San Francisco, CA and written notice sent to bidders on or about May 8, 2014 of the Bar's intention to award the contract to the HSB. It is anticipated that final selection of the HSB will be made by May 15, 2014. The evaluation team will select a winning proposal subject to approval by the Board of Trustees. Upon selection, the State Bar and the selected Vendor will enter into good faith negotiations on a contract containing, without limitation, the Statement of Work and Contracting Requirements sections below.

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

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

Questions regarding the State Bar's award of any business on the basis of proposals submitted in response to the RFP, or on any other matter in connection

with the selection process, should be addressed in writing to Andrew Conover, Procurement Director at andrew.conover@calbar.ca.gov.

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

F. Errors in the RFP

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

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

G. Questions Regarding the RFP

Questions regarding the RFP may be addressed in writing to Greg Shin at greg.shin@calbar.ca.gov. All questions must be submitted no later than 8 days prior to the date for submission of proposals. Questions and answers regarding the RFP may be shared with all bidders known to be interested in submitting a proposal.

If a question relates to a proprietary aspect of its proposal and the question would expose proprietary information if disclosed to competitors, the bidder may submit the question in writing, conspicuously marking it as "CONFIDENTIAL." With the question, the bidder must submit a statement explaining why the question is sensitive. If the State Bar concurs that the disclosure of the question or answer would expose proprietary information, the question will be answered, and both the question and answer will be kept in confidence. 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 5 days before the deadline for submitting proposals.

H. Addenda

The State Bar may modify the RFP prior to the date fixed for submission by posting, mailing, emailing or faxing an addendum to the bidders known to be interested in submitting a proposal. If any bidder determines that an addendum unnecessarily restricts its ability to bid, it must notify the State Bar in writing no later than 5 days before the deadline for submitting proposals.

I. Withdrawal and Resubmission/Modification of Proposals

A proposal may be withdrawn at any time prior to the deadline for submitting proposals 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 deadline.

Modification offered in any other manner, oral or written, will not be considered. Proposals cannot be changed after the evaluation process begins.

J. Protest Procedure

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

1. The bidder has submitted a proposal that it believes is or should have been the HSB, under the criteria set forth above;
2. The bidder believes that its proposal meets the State Bar's administrative and technical requirements, proposes services of proven quality and performance, and offers a competitive cost to the State Bar; and
3. The bidder believes that the State Bar has incorrectly selected another bidder.

A bidder qualified to protest should contact Andrew Conover, Procurement Director, (415) 538-2207, 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 within 5 days of the notice of intention to award the contract. The written protest must state the facts surrounding the issue and the reasons the bidder believes the award to be invalid. The protest must be sent by certified or registered mail or delivered personally to:

The State Bar of California
180 Howard Street
San Francisco, CA 94105-1639

Attention: Peggy Van Horn, Chief Financial Officer

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

K. News Releases

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

L. Disposition of Materials

All materials submitted in response to an RFP will become the property of the State Bar of California 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. Specific limited pages of a proposal, not including proposed cost and compensation, may be marked as proprietary and confidential. The entire proposal cannot be deemed confidential. The bidder's consent will be requested before release of such confidential pages to non-State Bar personnel. 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 containing such additional covenants and other provisions as may be mutually acceptable.

The State Bar contemplates that, in addition to the terms described above in this RFP, final agreement between the State Bar and the selected vendor will include, without limitation, the following terms. Submission of a proposal shall constitute agreement to contract on these terms, 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

Vendor warrants and represents that it possesses such expertise, experience and resources to perform the scope of services required in a diligent, timely and professional manner consistent with the standards of the industry. Vendor represents and warrants that none of its work performed under this Agreement

will infringe on the rights of third parties. Vendor will supply at all times an adequate number of well-qualified personnel to perform the work. Vendor will provide a contact person available and authorized to remedy any non-conformity with this warranty. If any of Vendor's work is found to be infringing, Vendor will correct the work to be non-infringing at no charge to the State Bar.

C. Equipment, Tools, Supplies

The Vendor will supply all equipment, tools, supplies, offices, personnel, instrumentalities, transportation, support services and insurance required. The Vendor is not required to purchase, rent or hire any equipment, tools, supplies, offices, transportation, personnel, insurance or instrumentalities from the State Bar. The State Bar has no obligation whatsoever to provide any equipment, tools, supplies, offices, personnel, instrumentalities, transportation, support services or insurance required to perform services under this agreement.

D. Indemnity Obligations of Vendor

Vendor will indemnify and defend the State Bar (including its Board of Trustees, officers, director, agents, employees and volunteers, as the same may be constituted from time to time) from all claims, demands, damages, debt, liability, obligations, cost, expense, lien, action or cause of action (including but not limited to actual damages, fines and attorneys' fees, whether or not litigation is actually commenced) arising out of: (i) the material breach by Vendor of any warranty, representation, term or condition made or agreed to by Vendor; (ii) all products and services prepared by or for Vendor hereunder and provided to State Bar; (iii) the loss or theft of exam materials or supplies while in Vendor's custody or control; (iv) any claim or action for personal injury, death or otherwise involving alleged defects in Vendor's business or any of its products or services provided to State Bar; (v) any breach by Vendor of any statutory or regulatory obligation; (vi) the actual or alleged infringement by Vendor of any patent, copyright, trademark or other proprietary right of any person or entity; and/or (vi) any act or omission of Vendor, its employees, agents or subcontractors.

E. Insurance Obligations of Vendor

The Vendor will provide and keep in full force and effect during the term of this agreement, at the Vendor's own cost and expense, the following insurance policies for the joint benefit of the Vendor and the State Bar, with an insurer reasonably acceptable to the State Bar:

1. Commercial general liability insurance with a general aggregate limit (other than products/completed operations) of at least Two Million Dollars (\$2,000,000.00); at least One Million Dollars (\$1,000,000.00) personal and advertising injury limit; at least One Million Dollars (\$1,000,000.00)

premises and operations limit; at least One Million Dollars (\$1,000,000.00) each occurrence limit;

2. Workers' compensation coverage as required by law, together with employer liability coverage with limits of not less than One Million Dollars (\$1,000,000.00) per occurrence.
3. Comprehensive automobile liability insurance covering owned, leased, hired and non-owned vehicles with at least One Million Dollars (\$1,000,000.00) combined single limit.
4. Professional liability insurance with a general aggregate limit of Two Million Dollars (\$2,000,000) and an occurrence limit of two Million Dollars (\$2,000,000).

The Vendor will deliver to the State Bar offices at 180 Howard Street, San Francisco, CA 94105 Attn: Risk Management, true and correct copies of its insurance policies required above, and certificates of such insurance within seven (7) days of the execution of this agreement. Each such policy will name the State Bar as an additional insured and will state that the Vendor's policy shall be primary and that any insurance carried by the State Bar shall be noncontributing with respect thereto. Each such policy will provide for thirty (30) days prior written notice to the State Bar in the event of cancellation or reduction in coverage or amount. If the Vendor fails to secure and maintain insurance policies complying with the provisions of this agreement, the State Bar may purchase the appropriate insurance policies and the Vendor will pay upon demand the cost of it to the State Bar or the State Bar may terminate this agreement. Additionally, if the Vendor assigns any portion of the duties under this agreement, each subcontractor or assignee will purchase and maintain the same insurance coverage required hereunder.

The Vendor will immediately notify the State Bar if the Vendor's commercial general liability insurance contains restrictive endorsements other than those restrictive endorsements normally included in the State of California. If the Vendor's commercial general liability insurance contains such restrictive endorsements, the Vendor shall have five (5) business days to remove said restrictions. If the Vendor is unable to do so, the State Bar may terminate this agreement, and will be required to give the Vendor no more than two (2) days' notice of such termination, anything in this agreement to the contrary notwithstanding.

F. Termination

1. **At Will.** The agreement may be terminated by the State Bar, in its sole and complete discretion, upon thirty (30) days written notice to Vendor. In the event of termination pursuant to this section, the vendor's sole

compensation will be for that portion of services performed or goods delivered up to the date of termination, together with reimbursable expenses, if any then due. Vendor will not be paid for any services, goods or reimbursable expenses associated with any work or service not specifically authorized by the State Bar.

2. **Authorization of Funds.** If the term of this agreement extends into fiscal year(s) subsequent to that in which it is signed, it is understood that the continuation of this contract is subject to the authorization of sufficient funding for such purpose by the California State Legislature. If sufficient funds are not so authorized, the parties mutually agree that the contract may be terminated or amended as appropriate in response to the reduction in funding. If the agreement is terminated, Contractor agrees to take back any affected equipment, products, software, or hardware furnished under this contract, and relieve the State Bar of any further obligation, except for the State Bar's obligation to pay for services already performed pursuant to this agreement.
3. **Default by Vendor.** This agreement may be terminated by the State Bar upon fifteen (15) days written notice to the Vendor in the event the Vendor is in default under any of its provisions. In the event this agreement is terminated due to the default by the Vendor, the Vendor will not be entitled to receive any compensation for services performed or for any reimbursable expenses incurred, and the State Bar will have the right to have the services completed by other parties and the Vendor will reimburse the State Bar for the actual costs to complete the services in excess of the balance of the fee and reimbursable expenses, if any, provided for in this agreement. Any such act by the State Bar will not be deemed a waiver of any other right or remedy of the State Bar, including, without limitation, the State Bar's right to consequential damages caused directly or indirectly by the Vendor's default.
4. **Automatic Termination.** This agreement will automatically terminate on the occurrence of any of the following events: (a) bankruptcy or insolvency of either party; (b) sale of the business of either party; (c) failure to comply with federal, state or local laws, regulations or requirements, or (d) expiration of the agreement.

G. Confidentiality and Publicity

The Vendor will retain all information provided by the State Bar in the strictest confidence and will neither use it nor disclose it to anyone other than employees requiring the information to perform services under this agreement without the prior written consent of the State Bar. The State Bar retains the right to enjoin any unauthorized disclosure in an appropriate court of law. The Vendor will not issue

any public announcements concerning the State Bar without the prior written consent of the State Bar.

H. Compliance with Laws

The Vendor agrees to comply with all applicable federal, state, and local laws and regulations, including but not limited to the provisions of the Fair Employment and Housing Act (Govt. Code, § 12900 et seq.) and any applicable regulations promulgated there under (Cal. Code of Regs., tit. 2, § 72850.0 et seq.). Vendor agrees to include the non-discrimination and compliance provisions of this clause in any and all subcontracts to perform work under the agreement.

I. Assignment/Subcontracting

1. **Assignment.** The Vendor will not assign or transfer its interest, in whole or in part, under this agreement, without the written consent of the State Bar, which consent may be granted or withheld in the sole and absolute discretion of the State Bar.
2. **Subcontracting.** The Vendor may subcontract with other qualified firms or individuals as required to complete all, or a portion of, the delivery of equipment and services, with the prior written approval of the State Bar.

The Vendor will clearly describe the reason for using any subcontractors, the specific role each subcontractor will play in the project, and the relationship between the Vendor and its subcontractor to be maintained during the term of this agreement. No subcontract will be approved unless the Vendor provides a written guarantee that the Vendor's firm will be contractually obligated to assume all project responsibilities and the insurance requirements set forth above.

J. General Provisions

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

3. **Attorneys' Fees.** In the event either party institutes any action or proceeding against the other party relating to this agreement, the unsuccessful party in such action or proceeding will reimburse the successful party for its disbursements incurred and for its reasonable attorneys' fees as fixed by the court. In addition to the foregoing award of attorneys' fees to the successful party, the successful party in any lawsuit will be entitled to its attorneys' fees and costs incurred in any post-judgment proceedings to collect or enforce the judgment. This provision is separate and will survive the merger of this provision into any judgment on this agreement.
4. **Audit.** Vendor agrees that the State Bar or its designee shall have the right to review and copy any records and supporting documentation pertaining to the performance of this Agreement. Vendor agrees to maintain such records for possible audit for a minimum of three (3) years after final payment, unless a longer period of records retention is stipulated. Vendor agrees to allow the State Bar or its designee access to such records during normal business hours and to allow interviews of any employees who might reasonably have information related to such records. Further, Vendor agrees to include a similar right of the State Bar or its designee to audit records and interview staff in any subcontract related to performance of this Agreement.
5. **License.** In those instances where required, the Vendor represents and warrants that the Vendor holds a license, permit or special license to perform the services pursuant to this agreement, as required by law, or employs or works under the general supervision of the holder of such license, permit or special license and shall keep and maintain all such licenses, permits or special licenses in good standing and in full force and effect at all times while the Vendor is performing the services pursuant to the agreement.