



Attachment B – Vendor Background Assessment

- 1) To meet the needs of this project the chosen vendor must possess advanced project management skills.
 - a. Describe the advanced project management skills that your staff have. Be specific, and include the years of experience, the types of projects completed, and the clients, professions and industries you've served. If available, provide samples of the work of the staff you intend to assign to this project.
- 2) Do you have any experience producing an e-learning product for the legal profession in California, or any other U.S. state? If so, which state, and which client or organization? Do you have a sample of that work? If available, please provide. If not available, please describe the nature of the product.
- 3) How much of the work will be performed by remote independent contractors, and how much of it will be performed by permanent full-time employees? If split, please describe which aspects will be performed by remote independent contractors, and which aspect will be performed by your permanent full-time employees.
- 4) Will the individuals working on this project be located in the Pacific Time Zone? If not, please specify where.
- 5) Describe your quality control measures. Prior to each delivery to the State Bar, at each progress point, what review is performed by your staff for accuracy and consistency with State Bar instructions? Will there be one project manager who performs that function? Or is this function left to the individuals performing the work? In your answer, please describe your proofreading and quality control protocols.
- 6) Do you save over each progress delivery, or are you able to preserve prior versions as the project is developed for reference while developing the project?
- 7) When pricing the project, please describe what elements and functions are included. For example, explain how many minutes of video can be produced, how many minutes of audio can be included, and how many minutes of other audio and visual media (such as motion graphics) can be included; and what degree of gamification or interactive elements can be included as

opposed to just reading text on a screen. Provide examples of interactive media content that is included in the project pricing.

- 8) Describe what you envision for the courses. For example, what types of ideas do you have for these courses? What have you seen in our existing courses that could be improved and how?
- 9) What types of functionalities, gamification, animation, and customization can we expect? Do you have any additional options that are not included? If so, what would be the added cost for each?
- 10) Do you offer a maintenance plan? If so, is there an added cost to that? Please provide details about any proposed or offered maintenance plan. Please describe what services are included in the maintenance plan, and whether it would serve the State Bar's potential need for the following: The State Bar may need to establish a maintenance agreement that addresses product updates to ensure compliance with the American with Disabilities Act (ADA) consistent with Web Content Accessibility Guidelines and multi-platform compatibility, and other State Bar technology requirements.
- 11) Do you offer a warranty or correction period following final delivery? If so, please provide detailed information regarding this offering.
- 12) What AI products do you use in generating your content, including but not limited to, generative AI.
- 13) If you use AI, what cost savings are passed on to the State Bar.
- 14) In your voice overs, do you use AI? If so, what programs do you use?
- 15) How many review cycles do offer? In your answer, include the number of review cycles and a corresponding proposed progress payment schedule.
- 16) Describe your access to stock images and videos. For example, what photo and video libraries do you use?
- 17) How do you ensure there are not repetitive use of photos in the product?
- 18) Using your content library, please share 3 images that you feel are representative of the legal profession and attorney education, while avoiding overused stereotypes of the profession.