



**REQUEST FOR PROPOSAL**  
**Legal Operations, Technology, and Artificial Intelligence (AI) consultant**  
**Question and Answer #2**  
**August 9, 2024**

1. The insurance policy limits in the RFP are higher than what I currently carry and in some cases non relevant because I'm a solo consultant (workers comp insurance). Do I need to have the insurance at time of submittal or if selected can I change my policies to reflect the higher need?
  - The State Bar may consider exceptions to the standard insurance requirements. Please indicate the desired modification in response section IV.F, agreement with contracting terms. Certain insurance requirements are only triggered if specific conditions are met (e.g., "Comprehensive Automobile Liability Insurance coverage **if vehicle or mobile equipment are used to perform the Services** under the final Agreement.")
2. Section III.A of the RFP specifies that the proposal content should follow a specific sequence (items 1-15), while Section III.B.1 requires attachments in their original format to be included with the proposal package, distinct from the information corresponding to items 1-15 in Section III.A. Could the State Bar provide clarification on the preferred structure and sequencing for our final submission's content?
  - Proposal packets should follow the format specified in Section III.B.1., but must include all of the information specified in Section III.A. 1–15.
3. Is there an opportunity to provide a redacted version of the RFP submission for public records purposes? If so, what is the process for submitting the redacted version?
  - There is no such process and we do not accept redacted bid materials. Bidders should expect that any materials they submit may be subject to disclosure under the California Public Records Act.
4. The RFP states that the IT department isn't part of the assessment's scope. Could you provide some insight into why it's been left out and whether there will be any indirect involvement with the IT department?
  - The RFP seeks bids that will focus on the specific operational needs of OCTC, OGC, Regulation, and grantees.

5. What types of data will the vendor have access to during the project, and what are the specific data security protocols that need to be followed?
  - The security protocols will depend on what type of data (e.g., State Bar or consumer) and content are being shared. The State Bar does not apply global enforcement for data restrictions, and data security protocols would depend on the type of data, following industry standard classifications of public, proprietary, confidential, and restricted. Any proprietary, confidential, or restricted data will require some level of control which may include NDAs and confidentiality agreements, whereas restricted data would require auditable controls.
  - Individual departments will work with the vendor to provide appropriate data for the vendor's assessment. Some types of data each department may provide include:
    1. OA&I and legal aid organizations: aggregated or individual samples of grant applications and reports, additional materials as requested by the vendor;
    2. OCTC: cases in Odyssey (OCTC's case management system), files maintained on SharePoint and accessed through the OCTC intranet, Word macros that OCTC uses to generate documents, and data from Outlook and Teams;
    3. OGC: Although access to such information is not anticipated, the vendor may be exposed to confidential attorney-client information, bar exam/admissions information, licensee/applicant PII, OCTC case files, and other records the State Bar considers confidential. These records are maintained on the State Bar's SharePoint, Outlook, Teams, and other databases. With specific protocols, as described in the RFP, access may involve CORI records.
    4. Regulation: ethics hotline data including George (computer system) and the website, licensee records, ethics decisions, State Bar Court decisions, Model Rules, State Bar Rules, and Rules of Professional Competence.
6. Can you clarify the expectations for post-product work and cost, particularly regarding hourly rates for future work and any conditions that might change these rates?
  - Bids should include detailed budget estimates of all work to be completed as part of the contract. Any post-product or future work would require an additional contract.
7. Does the State Bar have an anticipated number of stakeholder interviews that will need to be conducted as part of the assessment process?
  - The State bar does not have an anticipated number of stakeholder interviews that should be conducted as part of the assessment process. Rather, bids should propose the number of interviews necessary for data collection.
8. A. The SOW indicates that the State Bar will evaluate past work products as part of this RFP process, indicating that the past products must be live, implemented products. For

purposes of this solicitation, please confirm “live, implemented product” refers to the final recommendations and deliverables and not the subsequent implementation of the proposed solution(s), which is not in scope of this RFP.

- This is correct. “Live, implemented product” refers to the final recommendations and deliverables.

B. Additionally, due to the bespoke nature of these projects and the confidential information contained in final work products, it will require significant redaction efforts and will not be a true “apples-to-apples” comparison. Would the State Bar consider removing the requirement to submit samples of past work products during the bid submission process, reserving review of that material for a live demonstration or orals from potentially successful bidders?

- The State Bar cannot accept redacted work products. Bidders should expect that any materials they submit may be subject to disclosure under the California Public Records Act.

C. If samples are required, please clarify where in the sequencing of our submission this information should be included. Please also confirm to what extent the samples will be factored into the evaluation criteria of the bid.

- Please include samples as Attachment 3, per Section III.B.1 of the RFP. The samples are part of the proposal package which will be evaluated based on the criteria listed under Section III.D.1 and III.D.3 of the RFP.

9. Please clarify whether there is a specific format or excel file template in which you would like the cost proposal information as the RFP states it should be in .xls.

- There is not a specific format or excel file template for cost proposal information. Since the questions about cost is open ended, we may follow up with bidders after all bids have been submitted to ask some specific follow-up questions to equalize costs across proposals.

10. Is your preference for the vendor to conduct the project onsite or via web meetings (please describe your preference for each of the State Bar offices, OA&I, and the three to five pilot legal aid organizations)?

- Vendors should articulate a strategy about whether to meet onsite, remotely, or both, that factors in the types of data to be collected, costs, and ease. The State Bar maintains offices in Los Angeles and San Francisco, and legal aid organizations are located throughout California.
  - a. If onsite, can we assume all meetings will take place in Los Angeles?
    - Onsite meetings would not necessarily take place in Los Angeles, per above.

11. How many State Bar focus groups do you estimate we will solicit current state and future state needs from? E.g., will there be a single core group from the OCTC or will there be several focus groups from OCTC? Please list the estimated number of focus groups we will meet with across the different offices as well as the OA&I.

- The State bar does not have an anticipated number of stakeholder interviews that should be conducted as part of the assessment process. Rather, bids should propose the number of interviews necessary for data collection. Similarly, bids will need to articulate whether to focus on a core group from each department or multiple groups in the same department.
12. For the current state assessment, we would normally analyze high level gaps in your current systems. To this end, can you please provide descriptions and/or product names of your current key systems that are supporting your current state processes?
- The State Bar is interested in seeing what processes bidders will identify organically as opportunities for operational efficiency improvements and declines to provide this information.
13. My company is relatively new and does not have previous experience working with State Agencies. Are there alternative work samples that may be acceptable? For example, could I share websites of previous companies or products I created.
- Proposals should include up to three samples of work products that best demonstrate a vendor's fit for the project. As appropriate, bidders may include an explanation about how the sample work products respond to the RFP.
14. Do you anticipate an extension for the RFP?
- Due to internal deadlines, we are unable to offer an extension for the RFP.