REQUEST FOR PROPOSAL MCLE SYSTEM
Questions and Answers #2
December 11, 2024

1. The RFP states "Vendors are encouraged to assess the current process for sending and referencing notices, including the potential integration with tools such as HubSpot, and propose streamlined or innovative solutions for managing and tracking notifications. The proposed solution must ensure notifications remain fully accessible for staff." What is the current process for sending and referencing notices?

   The current process for sending and referencing notices involves two main systems:
   - **MCLE Compliance Notices:**
     - Applications use HubSpot to send notices.
     - The business team utilizes campaigns in HubSpot for managing notifications.

   - **MCLE Provider Notices:**
     - AS400 System is used for generation of MCLE provider letters, which are automatically saved in a designated folder on the main drive.
       - Staff retrieve the generated file and merge the information onto form letters using merge fields in MS Word.
       - The merged letters are then converted to PDF format and saved in a designated folder on SharePoint.
       - Staff manually attach the PDF letter to emails and send them to the respective provider.
     - Chron codes and notes are automatically generated and saved under provider's record in AS400.

2. With what software is the State Bar's LMS built? Does it have a robust API?
   - State bar has partnered with "Infopro Learning" for LMS. Please check www.infoprolearning.com for more details.

3. With what software is the Attorney Database built? Does it have a robust API?
   - Attorney information system was built on IBM AS400/iSeries/System i with RPG and database is DB2 for i. It is a legacy application. No robust API's.

4. With what software is the Provider Information Management System (PIMS) built? Does it have a robust API?
   - PIMS built on IBM AS400/iSeries/System i with RPG and database is DB2 for i. No robust API's.

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5. The RFP states "The MCLE Management System requires a precise and secure migration process to transition data from AS400, Provider Information Management System (PIMS), SharePoint, and other legacy systems with minimal downtime and high data integrity." Has the AS/400 database been upgraded in recent years? When? To what hardware & software?
   - Version 7, Release 5 & Modification level 0 (V7R5M0)
   - This is the latest version of IBM i

6. What is the expected average number of concurrent users of the MCLE? What is the maximum number of current users for the MCLE?
   - **Average Concurrent Users:** Approximately 550-1,500 expected users during standard operational periods.
   - **Maximum Concurrent Users:** Up to 5,500 concurrent users.

7. Is there currently a process and practice for assuring that all of the State Bar's systems are using the same list of attorneys? providers? Which system is considered the 'source of truth'?
   - Yes. Attorney information system for attorneys
   - Provider information management system for provides.
   - Both applications on IBM i/AS400 with RPG and DB2 for i