REQUEST FOR PROPOSAL CONTACT CENTER APPLICATION AS A SERVICE
Questions and Answers #2
August 7, 2023

1. Can you confirm if NIST Security and ADA are hard requirements? Providing a Soc2 usually meets the requirements for most customers we work with.
   - NIST security is preferred, but SOC 2 will be accepted. ADA compliance is a hard requirement for this application.

2. AIMS, Koala, My George, Respondents i6180/6190, CMS Case Views, CFS. Can you provide a description of these applications and how they pertain to the agent?
   - These applications are used by the agents to lookup caller information to validate their identity, lookup all interactions with partnering offices dependent on the caller type, and to add call notes for the partnering offices to read.
   - AIMS – Admissions Information Management System. Contains all information related to applicants (candidates who want to become attorneys).
   - KOALA – part of the AS400 Legacy application, contains financial information (used by Finance) and Licensee reinstatement information (used by Office of Attorney Regulations).
   - Respondents i6180/6190 – Web application used for Assumption of Practice cases (when the State Bar assumes the practice of an attorney who was deceased).
   - My George is a web interface to the AS400 Licensee management system application.
   - CMS Case View – a web view into specific Case information from the Chief Trial Counsel's CMS.
   - CSF – Client Security Fund's case management application.

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