

Addendum No. 1

Issue Date: 02/12/2025

Project Name: **Public Records Requests Software**

Project Number: **298-RFP-PRRsoftware-FY25**

TO: **Prospective Applicants**

This addendum forms a part of the **Request for Proposals** and modifies the original Project Number **298-RFP-PRRsoftware-FY25** only to the extent specifically noted below. Failure to acknowledge this addendum in the submittal may subject the submitter to being deemed non-responsive.

This Addendum is posted on the City procurement website at www.ashevollenc.gov/bids. This is *the official source* of this addendum. All addenda and attachments shall be published to the same location.

This Addendum consists of six (6) pages in total.

This Addendum is to address Responses to Questions.

Answers to Questions

1. Question: *Do you have a centralized or decentralized process? For example, if there are multiple departments in a dropdown menu on the request form, do you want the request to go directly to that department or person?*

Response: All requests, regardless of which department they are for or related to, will first need to go directly to the City's public records officer. After review, the public records officer will then assign it to the appropriate staff member or department.

2. Question: *How many active public records requests does the City currently have?*

Response: The City currently has 38 open / active public records requests.

3. Question: *What is the current volume of data for active and inactive public records requests?*

Response: The City does not have this information.

4. Question: *How many public records requests would the City predict having on an annual basis?*

Response: The City averages around 700 public records requests on an annual basis. A

total of 708 requests were received in 2024, and a total of 699 requests were received in 2023.

5. Question: *Can you provide more information about the configuration options required for the solution, and how they can be tailored to meet the City's specific needs?*

Response: Please submit what your configuration options are and what your software is capable of. The City is interested in software improvement and open to other processes.

6. Question: *What are the City's security and data protection requirements, and are there any specific security protocols or certifications that our solution must meet?*

Response: Any sensitive data, PII, or HIPAA data needs to be encrypted data at rest and in transit using strong, industry-standard algorithms; strict access controls need to be implemented; use data loss prevention tools to prevent sensitive data from leaving the vendor's control without authorization; implement a clear privacy policy for the data, to include data retention information. In the event of a data breach, provide information on how / when the City would be notified. With all of that said, the City is requesting public records requests software. Therefore, it is not expected that the selected vendor would ever be working with PII, HIPAA, or other protected City data given that the solution is explicitly focused on public records.

7. Question: *What systems does the City currently have that would require collection (example: SharePoint, SharePoint O365, OneDrive O365, Laptops, One Drive Desktops, Network Shares, Office 365, Exchange, Documentum, etc.)?*

Response: The City uses Google Workspace.

8. Question: *Which Microsoft products are currently used by the City?*

Response: The City has very limited use of Microsoft products. All employees use Google Workspace. A handful of staff also use Microsoft Office for specific work tasks.

9. Question: *What is the estimated amount of unfiltered data collected annually?*

Response: The City does not have this information.

10. Question: *How many Office 365 users does the City have, if applicable?*

Response: The City does not use Office 365.

11. Question: *Can the City provide details on the MS Office 365 integration desired?*

Response: No MS Office 365 integration is desired.

12. Question: *How many users would the City need?*

Response: The City would like the ability to have an administrator and at least 44 other user accounts for City staff. In your response, please specify the effect total users has on

pricing.

13. Question: *Does the City desire the migration of existing FOIA / eDiscovery data to the new solution?*

Response: While not required, the City would be interested in learning about any available data migration services.

14. Question: *What is the City using for redaction and is audio / video redaction in-scope?*

Response: The City currently uses Adobe for redaction. While not required, the City would be interested in learning about in-platform redaction options. Audio / video redaction is not required, as the City has other means of making these redactions, however the City would be open to learning about these potential capabilities.

15. Question: *Do you have a need for a legal hold solution as part of this request?*

Response: While not required, the City would be interested in learning about any available legal hold solutions.

16. Question: *How long after the award would you like to be up and running in the application of choice?*

Response: The software as a service (SaaS) would need to be up and running by July 1, 2025, with all training completed and the platform finalized and ready for full use.

17. Question: *What kind of reporting and analytics capabilities does the City require, and are there any specific metrics or key performance indicators (KPIs) that we should be tracking and reporting on?*

Response: The City does not have any specific reporting and analytics requirements, not any KPI requirements. However, the City is interested in learning about potential capabilities for any proposed solution.

18. Question: *Do you expect the need to view demos of the top contenders? If so, when would this take place?*

Response: Viewing demos of the top contenders is not a requirement for the City.

19. Question: *Can the City share a 3 Year Total Cost Estimate?*

Response: The City has not yet set a specific budget for this contract.

20. Question: *Has the City officially allocated and / or assigned funding for this project?*

Response: The City has not yet set a specific budget for this contract.

21. Question: *What is the City's budget for the public records request management software as a service (SaaS) platform, and are there any specific cost constraints or limitations*

that we should be aware of when developing our proposal?

Response: The City has not yet set a specific budget for this contract.

22. Question: *Assuming the City receives a response that aligns with its needs, will the City absolutely move forward with the issuance of an award?*

Response: The City will move forward with the issuance of an award if it receives a response that aligns with its needs.

23. Question: *Please provide a list of what vendors and / or solutions the City has reviewed or received in the past year?*

Response: The City has not reached out to any vendors / solutions in the past year. JustFOIA supplied the City with information regarding the services they provide.

24. Question: *Please confirm yes or no, does the City have an existing implementation of any type of public records management or eDiscovery solution? If yes, who is / are the vendor/s and the product/s?*

Response: The City currently uses a public records requests management software provided by Civic Plus, previously known as NextRequest.

25. Question: *Will there be a public ranking of vendors after the Notice of Award?*

Response: The evaluation committee will score proposals in order to rank vendors for recommendation for award.

26. Question: *Why has this RFP been issued?*

Response: The City requires this particular service, and in compliance with City procurement policy the contract must be competitively procured periodically.

27. Question: *Please provide the name(s) the current software application(s) the City utilizes for public records request management, if any.*

Response: The City currently uses a public records request management software provided by Civic Plus, previously known as NextRequest.

28. Question: *What is the process for citizens to request records (i.e. mailed in paper form, telephone inquiry, online web portal, etc.)?*

Response: Anyone may submit a public records request in any manner they choose (i.e. mailed in paper form, in person, email, online web portal, etc.). All requests are then routed through the City's online public records request portal.

29. Question: *Please explain the current internal workflow in place for public records request management once the request is made?*

Response: After a request is received, the public records officer communicates with the appropriate department regarding the retrieval of any responsive records. The records are pulled by the custodian department and sent to the public records officer, who reviews them and performs any necessary redactions. Records are released to requesters via the online public records requests portal, which is also where communication with requesters takes place during the request process.

30. Question: *What is the preferred workflow / process or vision for the future workflow process for citizens to request public records request management from initial request to fulfillment?*

Response: Please submit what your process would be and what your software is capable of. The City is looking for improvements and is open to other processes.

31. Question: *What kinds of records requests do the City receive? Please list all types of requests.*

Response: Requests include a wide spectrum of material, including any and all physical and digital records created or held by the City.

32. Question: *What is the estimated average volume of requests received on a daily, monthly, and yearly basis?*

Response: This is highly variable, including on a monthly or daily basis, but the City previously received 708 requests in 2024 and 699 requests in 2023.

33. Question: *If there are peak months where requests increase, which months would be considered "peak months"?*

Response: There are no months that the City would consider to be "peak months" for public record requests.

34. Question: *How many departments receive and fulfill records requests?*

Response: Public records requests may be related to any City department, however all requests are received, facilitated, and fulfilled by the City's public records officer.

35. Question: *What are the challenges / pain points the City has experienced with the existing public records request management process and / or software application?*

Response: The City's current provider has satisfied all contractual obligations, however our procurement policy requires this contract to be procured periodically.

36. Question: *Where do the files currently "live" within the City's environment (i.e. filing cabinet, existing software database, etc.)?*

Response: Records may "live" in existing software databases, Google Drive, or in filing systems if they are in paper form. It depends on the type, age, and retention / disposition schedule of said record.

37. Question: *We'd like to understand how many concurrent and named users you feel will need to access the workflows in the system at any given time. We would also like to know how many users that may only need to access to "View" the system.*
- a. *Workflow concurrent users?*
 - b. *Workflow named users?*
 - c. *View only users?*

Response: The City would like the ability to have an administrator and at least 44 other user accounts for staff. In your response, please specify the effect total users has on pricing. The City would prefer the ability for anyone (i.e. the public) to view closed / fulfilled requests in the system at any time. Open / active requests in the system should be able to be viewed and contributed to by staff / users at any time.

38. Question: *In the Projects section, bidders are to provide the client contact information. Some of our Project and Reference clients could be the same. Can bidders utilize clients who fit in both the Project and Reference categories for this section?*

Response: Clients in the Project and Reference categories may overlap, however if there could be some separation that would be advisable.

39. Question: *The References section specifically requests clients within the State of North Carolina. Is this bid open to vendors with business operations outside North Carolina?*

Response: This bid is open to vendors with business operations outside North Carolina.

40. Question: *What is the expected spend / budget for this contract?*

Response: The City has not yet set a specific budget for this contract.

41. Question: *Since the Business Inclusion Outreach section is not included in the Evaluation Criteria metrics, how will the City "score" bidders based on which checkbox is selected for "Self-Perform" or "Subcontract Outreach"?*

Response: Inclusion of the ABI forms are part of responsiveness to the RFP. If not responsive to the RFP, proposals will not be reviewed.

I understand that failure to acknowledge any addenda may cause this bid/proposal to be deemed non-responsive.

Authorized Signature

Company

Date

- End -