

Addendum # 1

RFP# FY17-ADMIN-02

Public Records Request Management Solution

Questions and Answers

1. Does the County have a Document Management Solution or Enterprise Content Management solution? If yes, what solution are you using?

Answer: No, it doesn't.

2. If the answer to #1 is no, is the county exploring Document Management solutions in addition to the Public Record Request solution?

Answer: No.

3. What is the current process for managing public records request?

Answer: We receive records requests in several ways. Either through email, regular mail or via a link on our website that delivers the request to the public information officer in the form of an email. The process for managing these requests is completely manual with the public information officer asking the appropriate parties in each department to provide records that match the request. The public information officer then compiles the records and delivers them to the requestor either by email or regular mail.

4. Which departments, within Sandoval County, will use the proposed system? Are all users internal or do they have multiple locations?

Answer: The public information office and the sheriff's office will be the primary users. We are seeking a system with workflow capabilities so that all departments can route records to either the public information office or the sheriff's department. All users are internal to the county.

5. If the law enforcement/sheriff/public safety department will also be using the system, would the County require CJIS compliant system?

Answer: There would be no requirement for CIIS compliance.

6. What is the volume of requests processed by each department annually?

Answer: We don't have an accurate figure for this. That is one reason why we are seeking this system so that we can track that number.

7. Are there any system integrations? Does the vendor have to populate the proposed Public Records System with legacy data?

Answer: We are seeking a cloud-based system that would only require a link from our website, not integration with any other systems. There would be no requirement for loading legacy data.

8. Does the County currently use any document management system?

Answer: The County does not have a document management system.