PUBLIC RECORD REQUESTS

Public record request management and fulfillment is growing more complex and time-consuming each year.

11 RESPONSES

A formal bid was posted in PlanetBids from 12/20/23 through 2/6/24. All bids were scored and the top four (4) vendors were asked to demo their software. Based on demos, the top two (2) vendors were chosen and reference checks were conducted.

CLIENTS

- Dayton, OH
- Columbus, OH
- Lakewood, OH
- Twinsburg, OH
- Cleveland Heights, OH
- Durham, NC

CIVICPLUS NEXT REQUEST

Based on scoring, demos and reference checks, CivicPlus, LLC's software **Next Request** was selected.

The City currently has contracts with CivicPlus, LLC for other software offerings (SeeClickFix and CivicRec).
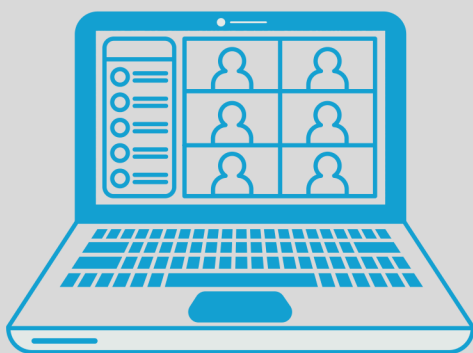
5 YEAR CONTRACT

Year	Amount
2024	$22,188
2025	$19,188
2026	$20,147
2027	$21,154
2028	$22,212

The City and CivicPlus are entering into a five year contract, subject to annual appropriations.

IT'S TIME TO TAKE ACTION

Implementation: 4 months

Departments involved: IT, Communication, Law, Police, Fire and SMEs from each division.

PROJECT MANAGER:

Lauren Schulze
Project Manager
Information Technology

BENEFITS TO:

RESIDENTS:

Public online library
Create an account or submit it anonymously
Pull documents from the portal

EMPLOYEES:

Load documents to the portal
Multiple department involvement
Ability to charge for requests