Addendum & Responses to FOIA Questions

Addendum: A confirmation email to vendors who submit a proposal to the Village's Request for Proposals reply will be provided and shall serve as confirmation receipt. Any vendor who does not receive a receipt must call 708.358.5450 by March 22, 2024, 4:15 P.M. Central Time.

1. Do you have an approved budget for this project? If so, what is the maximum amount?
   Response: Yes. No specific maximum amount.
2. What existing agency systems do you use? Is what is provided an exhaustive list?
   Response: The posted RFP states the systems in use. No, it's not an exhaustive list.
3. How many records requests do you receive per year? Do you have a typical request growth rate per year?
   Response: In the past 3 full years, we have received over 2,000 2,500 and 2,700 requests. We do not have a specific growth rate.
4. Do you intend on keeping your Laserfiche system described active or is this a full replacement?
   Response: We intend on completing a replacement of existing the FOIA system, but we will retain Laserfiche system for other use.
5. Will you need redaction for audio or video files?
   Response: We are open to receiving cost options.
6. What specific encryption standards is the Village targeting for the Public Record Management System, especially concerning data in transit and at rest? Could the Village specify if advanced protocols, such as AES 256-bit for data at rest and TLS 1.3 for data in transit, align with their security requirements?
   Response: The Village is looking for a FOIA vendor's proposed solution and options.
7. Which specific data protection regulations and compliance frameworks does the Village require the Public Record Management System to adhere to, beyond the general scope of GDPR for European residents and California's CCPA?
   Response: The Village is looking for a FOIA vendor's proposed solution and options.
8. How does the Village plan to address compliance with potentially applicable frameworks such as the Health Insurance Portability and Accountability Act (HIPAA) for health-related information or the Family Educational Rights and Privacy Act (FERPA) for educational documents?
   Response: The Village is looking for a FOIA vendor's proposed solution and options.
9. Moreover, could you detail any anticipatory measures the Village expects to implement in response to upcoming legislation, such as the potential national privacy laws currently under discussion in Congress?
   Response: The Village is looking for a FOIA vendor's proposed solution and option.
10. Could you specify the required multi-factor authentication (MFA) methods for the Public Record Management System to verify the identity of requesters? Are there preferences for certain types of MFA, such as SMS codes, email verification, authentication apps, or hardware tokens?
    Response: Ideally, an MFA app for staff.
11. How does the Village assess the balance between user convenience and security in the authentication process, particularly for public users accessing the system? Is there an interest in exploring newer authentication technologies, such as biometric verification or single sign-on (SSO) capabilities, to enhance user experience while maintaining stringent security measures?
    Response: Ideally, SSO for staff.

12. What accessibility standards or guidelines must the online submission interface for FOIA requests adhere to, ensuring full accessibility for all users? Is the Village targeting compliance with specific levels of the Web Content Accessibility Guidelines (WCAG), such as 2.1 Level AA, to accommodate users with diverse needs?
    Response: We are open to receiving cost option.
13. Additionally, how does the Village anticipate handling updates or changes to these standards, and are there expectations for the system to easily adapt to future guidelines?
    Response: The Village is looking at the FOIA vendor's proposed solution and option on this matter.
14. Could the Village also elaborate on any required features or functionalities, such as screen reader compatibility or keyboard-only navigation, that are essential for compliance and user accessibility?
    Response: The Village is looking at the FOIA vendor's proposed solution and option on this matter.
15. Could the Village elaborate on the preferred structure or format for unique identifiers assigned to FOIA requests, especially in terms of ensuring seamless compatibility and integration with the Village's existing case management or tracking systems? Are there specific conventions or patterns, such as alphanumeric codes, timestamps, or a combination thereof, that the system should utilize?
    Response: Ideally the FOIA ID's are 2-digit year, hyphen and 5 digit sequential number starting at 1 each calendar year.
16. What communication channels does the Village prioritize for delivering real-time updates to FOIA requesters? Are specific methods, such as direct email notifications, SMS messages, or access through an online portal, preferred for their immediacy and accessibility?
    Response: The Village is looking at the FOIA vendor's proposed solution and option on this matter.
17. Furthermore, how does the Village envision these channels supporting different types of updates, for example, submission acknowledgments, status changes, or document availability notifications?
    Response: The Village is looking at the FOIA vendor's proposed solution and option on this matter.
18. Is there a requirement for the system to allow requesters to choose their preferred communication method, and how should this choice be integrated into the user profile management functionality?
    Response: The Village is looking at the FOIA vendor's proposed solution and option on this matter.
19. How critical is it for the search functionality within the FOIA system to incorporate advanced technologies like natural language processing (NLP) for more intuitive search capabilities?
    Response: We are open to receiving cost option.
20. Are there specific types of queries or data retrieval scenarios where the Village anticipates NLP could significantly enhance efficiency and accuracy?
    Response: The Village is looking at a FOIA vendor's proposed solution and options.
21. Furthermore, does the Village have any requirements or preferences for the search system's ability to understand context, synonyms, or natural user language patterns to improve the retrieval of relevant documents and information?
    Response: The Village is looking at a FOIA vendor's proposed solution and options.
22. How do you anticipate utilizing these logs for compliance reviews, security monitoring, or operational analysis? Are there expectations for the system to support automated log analysis features, such as anomaly detection or trend analysis, to proactively identify issues or optimize FOIA request processing workflows?
    Response: The Village is looking at a FOIA vendor's proposed solution and options.
23. What specific features or content management systems (CMS) do you prioritize for the public-facing portal to ensure straightforward updates and maintenance? Are there preferences for certain CMS

platforms, such as WordPress, Drupal, or a custom solution, that align with the Village's existing digital ecosystem?

Response: The Village is looking at a FOIA vendor's proposed solution and options.

24. Additionally, does the Village require the portal to support dynamic content elements, such as interactive FAQs, live chat support, or a searchable database of FOIA requests and responses?

    Response: The Village is looking at a FOIA vendor's proposed solution and options.

25. How do you plan to manage content updates—is there a desire for workflow tools to schedule and review content before publication?

    Response: The Village is looking at a FOIA vendor's proposed solution and options.

26. With the upcoming transition from the in-house developed Laserfiche system, could the Village specify any preferred data formats or structures for migrating existing records into the new system? Are there particular concerns or requirements for maintaining data integrity, such as metadata preservation, during the migration process?

    Response: The Village is not looking to migrate existing records.

27. Could you elaborate on any anticipated future integrations or expansions that the Public Record Management System's architecture should be designed to accommodate?

    Response: The posted RFP states some of this in the Integration with Other Systems portion.

28. Are there specific technological trends or emerging digital services, such as AI-driven analytics or blockchain for secure recordkeeping, that the system should be scalable for?

    Response: The Village is looking at a FOIA vendor's proposed solution and options.

29. How does the Village envision adapting the system to evolving compliance standards or incorporating new functionalities that may arise from legislative changes or community needs?

    Response: The Village is looking at a FOIA vendor's proposed solution and options.

30. What approach do you prefer for managing updates to the Public Record Management System, particularly in terms of development methodology and update cycles? Are there specific practices, such as agile methodologies with iterative updates or continuous deployment for real-time enhancements, that the Village finds more conducive to ensuring the system remains current and responsive to new requirements?

    Response: The Village is looking at a FOIA vendor's proposed solution and options.

31. Are you seeking to incorporate specific advanced security features within the new system, such as anomaly detection mechanisms or AI-based threat analysis, to bolster the protection of sensitive information?

    Response: The Village is looking at a FOIA vendor's proposed solution and options.

32. How do you, Village prioritize these advanced security measures in the context of evolving cybersecurity threats, and are there particular types of threats or vulnerabilities that the system should be specifically designed to mitigate?

    Response: The Village is looking at a FOIA vendor's proposed solution and options.

33. What is the anticipated gigabyte data volume you envision storing within the eDiscovery platform you choose?

    Response: The Village is currently not looking for an eDiscovery platform.

34. How long will you be storing the data? Is there a standardized deletion schedule?

    Response: This is to be determined in the future.

35. What is the expected turn-around in days for public record requests?

    Response: Compliance within the specified timeframes set forth in the Illinois FOIA.

36. What is the current FOIA workflow? Are you currently satisfying State reporting requirements with said workflow?
    Response: The Village's general workflow is submission, assignment, processing, review approval and fulfillment. The Village adheres to any required reporting requirements.
37. How many internal users would The Village of Oak Park need?
    Response: We currently have approximately 60 internal users.
38. Does the software platform need to have the ability to collect documents responsive to a public records request?
    a. If so, what data sources would The Village of Oak Park like to collect from?
    Response: The Village is looking at the FOIA vendor's proposed solution and option on this matter.
39. Does the software platform need the ability to review documents responsive to a public records request?
    Response: Staff need to review documents within the FOIA vendor's proposed software solution.
40. Approximately how many Legal Holds are active at any time? How many custodians are on these holds?
    Response: Not applicable.
41. Is audio or video redaction in scope?
    Response: The Village is looking at a FOIA vendor's proposed solution and options.
42. What target date do you want the solution to be live?
    Response: This calendar year.
43. Has the budget already been allocated?
    Response: Yes.
44. What is the biggest challenge with your current process?
    Response: Resources.
45. Do you plan on releasing a public ranking of submissions or top contenders prior to the demonstration stage?
    Response: No.
46. What legal technology is being used today to include legal hold, ECA, ESI collection, forensic collection from physical devices/remote endpoints?
    Response: Not applicable.
47. Does your current legal hold solution have the ability to preserve data in-place from your sources or does IT/3rd party preserve this data manually?
    Response: Generally, IT/3rd party.
48. Is tracking employee status changes, department moves, movement out of the company a challenge?
    Response: Yes.
49. Does The Village of Oak Park have an Early Case Assessment (ECA) and Collection Tool?
    b. If no, Which data sources will you want our solution to search and collect from: Could include Email (What version), SharePoint, One Drive, Network Shares, Laptops, Desktops, Archive (if so which ones)?
    Response: No. We are open to receiving cost options.
50. Is automating the E-Discovery process and associated workflows using E-Discovery Project Management software in scope?
    Response: The Village is currently not looking for an eDiscovery platform.
51. Could you please describe the roles and responsibilities of the parties involved in the request process (e.g., Requestor, Administrator, Users/Groups, Custodians, Assistants)?

c. Is the Administrator the site Administrator (i.e., responsible for workflow configurations)?

d. Do the Users/Groups fulfill the role of a Request Administrator (i.e., responsible for setting due dates, and assigning workflow tasks)?

e. Who performs the collections of data?

f. Who reviews the data?

Response: a) Administration of accounts is staff and ideally the vendor does the configuration; b) generally a group fulfills this role; c) the Processor; and d) generally, everyone who is assigned a specific part of a FOIA request.

52. What data sources contain data that might need to be gathered to answer a Public Records Request (email? Network file shares? Proprietary databases?)

    Response: Any date source.

53. What is The Village currently doing for Redaction?

    Response: Combination of software and manual then scan.

54. Does The Village need to produce reports like the Federal Vaughan report where the specific redactions are enumerated?

    Response: The Village is looking at a FOIA vendor's proposed solution and options.

55. Would The Village want to merge in progress or completed requests from their current system to the new system? If so, in what system are the requests held currently?

    Response: No.

56. How do requesters currently pay any fees associated with a request?

    Response: The Village permits payment in-person, mail and online.

57. Are anonymous requests required?

    Response: Yes.

58. Are all documents gathered by Subject Matter Experts and imported into the tracking system or is there a need to search data sources for date range

    Response: The operating department staff gathers and imports documents.