

CITY OF WILLIAMSPORT, PA RESOLUTION

RESOLUTION # 9307

DATE 10-13-22

TITLE

RESOLUTION ACCEPTING A CONTRACT WITH NEXT REQUEST TO PURCHASE SOFTWARE FOR RIGHT TO KNOW REQUESTS

WHEREAS, the City of Williamsport receives a substantial amount of Right to Know requests each month.

WHEREAS, the company Next Request offers an all-in-one platform for managing records request and the City of Williamsport will enter into a two year agreement with a discount of 3% with the total being \$4,644.36 per year. The last 3 months of 2022 will be added for the City at no cost.

WHEREAS, BE IT FURTHER RESOLVED that funding for this software be placed in the 2023 budget of the City Clerk, with first payment occurring in January 2023 and annually thereafter.

NOW THEREFORE, BE IT HEREBY RESOLVED, the Williamsport City Council of the City of Williamsport accepts the agreement with Next Request and the appropriate City Officials are hereby authorized to execute the attached agreement.

Approved

James M. Frank
City Clerk

AMG
President



POWERED BY CIVICPLUS

NextRequest for City of Williamsport, PA

Prepared for: Janice Frank

Prepared by: Kristin Lussier (NextRequest)

Date: Oct 12, 2022

What do I get with NextRequest?

An all-in-one platform for managing records requests across your entire agency. It's an annual subscription and includes:

- Workflow Tools
- Document Hosting & Management
- Dashboards and Custom Reporting
- Request Diversion
- Regular Product Improvements and Feature Updates

Security?

We protect your information using:

- SOC 2 Security Audit
- Encryption and Threat/Uptime Monitoring
- See a full overview at: nextrequest.com/security

Technical Requirements?

NextRequest is entirely web based and software-as-a-service

- Everything in the cloud - no downloads or installations
- Works on all modern web browsers



POWERED BY CIVICPLUS

NextRequest & City of Williamsport, PA Agreement

Current Date: Oct 12, 2022 (valid for 60 days from Current Date)

Customer	City of Williamsport, PA		
Account URL(s)*	cityofwilliamsportpa.nextrequest.com		
Address	100 West 3rd Street, Williamsport, PA, 17701	Start Date	October 14, 2022
Primary Contact	Janice Frank	Invoice Date	January 1, 2023
		Renewal Date	January 1, 2025

*Account URL **cannot** be altered once created

October 14, 2022 - December 31, 2023	Price	QTY	Subtotal
NextRequest Economy License (monthly pricing, billed annually) <ul style="list-style-type: none"> Unlimited Staff users Up to 5 Admin-Publisher users Up to 1 TB of storage Public Request Portal Public Reading Room Premier Security Package Premium Email Monitoring Suite Email notifications Automatic Reminders Task assignment and tracking Time Tracking Invoicing 	\$399.00	15	\$5,985.00
Economy Self-Onboarding <p>Self-onboarding and support includes:</p> <ul style="list-style-type: none"> Go-Live Project Plans Weekly Group Training Webinars In-app Training Video Tutorials Knowledge Base Articles Service Level Agreement 	\$0.00	1	\$0.00



POWERED BY CIVICPLUS

One-Time Credit for Service	-\$399.00	3	-\$1,197.00
One-Time Credit of \$1,197 applied for 3 months of service.			
		Subtotal	\$4,788.00
		2 Year (3% Discount)	-\$143.64
		Total	\$4,644.36

January 1, 2024 - December 31, 2024	Price	QTY	Subtotal
NextRequest Economy License (monthly pricing, billed annually)	\$399.00	12	\$4,788.00
<ul style="list-style-type: none"> • Unlimited Staff users • Up to 5 Admin-Publisher users • Up to 1 TB of storage • Public Request Portal • Public Reading Room • Premier Security Package • Premium Email Monitoring Suite • Email notifications • Automatic Reminders • Task assignment and tracking • Time Tracking • Invoicing 			
		Subtotal	\$4,788.00
		2 Year (3% Discount)	-\$143.64
		Total	\$4,644.36

Service Agreement

Welcome to NextRequest! Thanks for using our platform. This Service Agreement ("Agreement") is entered between NextRequest Co., with a place of business at 548 Market St., Suite PMB 77522 San Francisco, CA 94104 USA ("NextRequest"), and the Customer listed above ("Customer"), as of the Effective Date. This Agreement includes the above subscription and support (the "Services") and incorporates the above Order Form as well as the Terms and Conditions and Service Level Agreement available at <https://www.nextrequest.com/terms-conditions> and which contains, among other things, warranty disclaimers, liability limitations and use limitations. There shall be no force or effect to any different terms of any related purchase order or similar form even if signed by the parties after the date hereof.



POWERED BY CIVICPLUS

Renewals

Pricing may be subject to a standard 5% annual increase to account for application improvements, new features and inflation.

City of Williamsport, PA

NextRequest LLC

Signature: *Derek Slaughter*

Signature:

Name & Title: *Derek Slaughter, Mayor*

Name & Title:

Date: *10/13/22*

Date:

City of Williamsport, PA

City of Williamsport, PA

Signature: *Margaret J. Woodring*

Signature:

Name & Title: *Margaret J. Woodring*

Name & Title:

Date: *10/14/22*

Date:

Jeanne M. Frank
City Clerk
10-13-22

Accounts Payable Info

Will issue PO?

Name:

Email:

Phone:

Yes:

No:

Download our W-9 at: nextrequest.com/w-9 (password: foiasoftware)

NextRequest Co.
212 W Main St,
Durham, NC 27701
Office (833) 698-7778

August 30, 2022

City of Williamsport, PA
100 West 3rd Street
Williamsport, PA 17701

To Whom it May Concern:

This letter serves to document that NextRequest is the sole creator of the functionality that our software delivers. To our knowledge, there is no other company that produces the following combination of functionality, expertise and customer service:

- 1) ***NextRequest is the only public records solution company that provides Data Loss Prevention tools as a part of a records request management platform.***

This Risk Module assessment tool will automatically scan your documents to try to determine the likelihood that they contain sensitive information, alerting you to any potential PII (Personal Identifiable Information) or PHI (Personal Health Information) within your portal

This risk assessment will identify documents that potentially are high risk, medium risk or low risk, to help ensure the information can be redacted or protected from inadvertent release.

- 2) ***NextRequest is the only company that provides a true batch and draft redaction module as a part of a records request management platform.*** This RapidReview tool

includes processing, redacting, reviewing, and releasing a large number of responsive documents for records requests collaboratively.

The tool makes it easier for multiple users to manipulate and interact with large numbers of files within a defined workflow. It allows staff users working with large PST or ZIP files that contain thousands of emails to: extract those large files, batch redact them and release them to the public or to the requester all at once. Redactions may be applied across all selected documents (even thousands of documents).

Draft redaction allows collaborative redaction that persists across visits and allows multiple users to work on redacting documents, exit out of the redaction tool and return to the tool to complete the redactions later. The tool allows staff users to comment back and forth and collaborate on suggested redactions, before burning redactions into the document. Draft redactions are autosaved.

The tools can also be used to view many files rapidly to determine whether or not files need redaction, organize those files, and zip them together to prepare for release.

3) ***NextRequest is the only company that is solely focused on public records request management.***

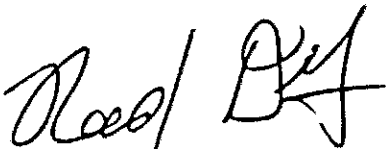
We are the only company that is 100% built for managing public records requests. While other companies offer a FOIA request management module as part of a larger suite of products, it's all we do. This hyper-focus allows us to develop a product that meets the needs of government agencies even as laws around records requests are rapidly changing.

NextRequest has implemented and launched our all-in-one public records request platform to more than 230 city, county, state agencies, special districts and universities across the U.S. Each customer is assigned a dedicated Customer Onboarding Team who are experts in configuring your account to meet your agency's specific needs while adhering to state requirements.

Due to our sole focus on public records request management, NextRequest is uniquely poised as an expert in best practices for configuration, management and ongoing development of a public request software system for your organization.

The aforementioned factors are core and critical to a successful implementation of a public records request management system for Williamsport and are solely available through the NextRequest platform.

Sincerely,

A handwritten signature in black ink, appearing to read "Reed Duecy-Gibbs". The signature is fluid and cursive, with the first name "Reed" and last name "Duecy-Gibbs" clearly distinguishable.

Reed Duecy-Gibbs

Chief Strategy Officer/ Co-Founder, NextRequest



NextRequest for City of Williamsport, PA

Prepared for: Janice Frank, City of Williamsport, PA
Prepared by: Kristin Lussier (NextRequest)
Date: Aug 29, 2022



What do I get with NextRequest?

An all-in-one platform for managing records requests across your entire agency. It's an annual subscription and includes:

- Workflow Tools
- Document Hosting & Management
- Dashboards and Custom Reporting
- Request Diversion
- Regular Product Improvements and Feature Updates

Security?

We protect your information using:

- SOC 2 Security Audit
- Encryption and Threat/Uptime Monitoring
- See a full overview at: nextrequest.com/security

Technical Requirements?

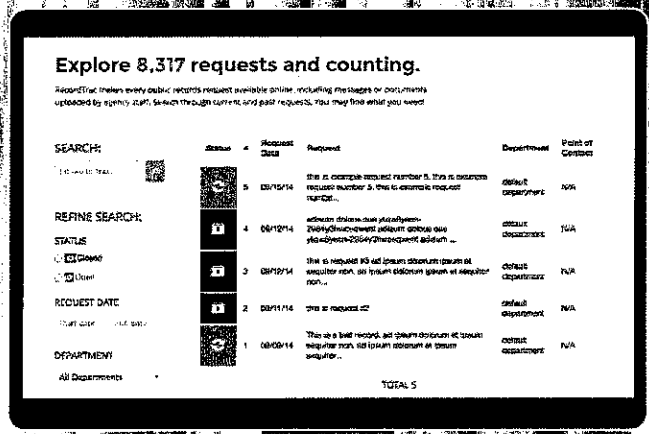
NextRequest is entirely web based and software-as-a-service

- Everything in the cloud - no downloads or installations
- Works on all modern web browsers



NextRequest

POWERED BY CIVICPLUS



Open Public Records

BETTER FOR THE AGENCY

NextRequest provides a simple interface for managing record requests. Help staff improve response times and quality through better coordination.

BETTER FOR THE PUBLIC

NextRequest makes it easy to submit a public records request and allows the public to track requests as they're being processed. Help avoid duplicate request and direct to people to the information they need before a request is made.

BENEFITS

- **Digital by Default**
Make requests digital from start to finish and save everyone time.
- **Reduce Unnecessary Requests**
Smart search features reduce both duplicate requests and requests sent to the wrong agency.
- **Efficient Processing & Management**
Automated routing, responses, and deadline reminders as well as collaboration and correspondence features for complex requests.
- **Data Driven Decisions**
Help strategic decision making with metrics on requests by department and response time. Use the API for in depth data analysis.

"So much better than the cumbersome old system, it's really a tremendous difference. It saves me time, mostly from the far more nimble interface... the public end-users also find it much easier to work with."

Jim Bondi
City of Oakland

Inquiries Contact

info@nextrequest.com
(844) 767-8263





Proactive Publishing with NextRequest

POWERED BY CIVICPLUS

Government agencies across the United States continue to be flooded with public records requests as expectations of transparency increases. NextRequest can help save you time, money and eliminate duplicate work with a "Proactive Publishing" policy and portal, in which certain classes of records are automatically made available to citizens.

PROACTIVE PUBLISHING IS NOT CONTROVERSIAL

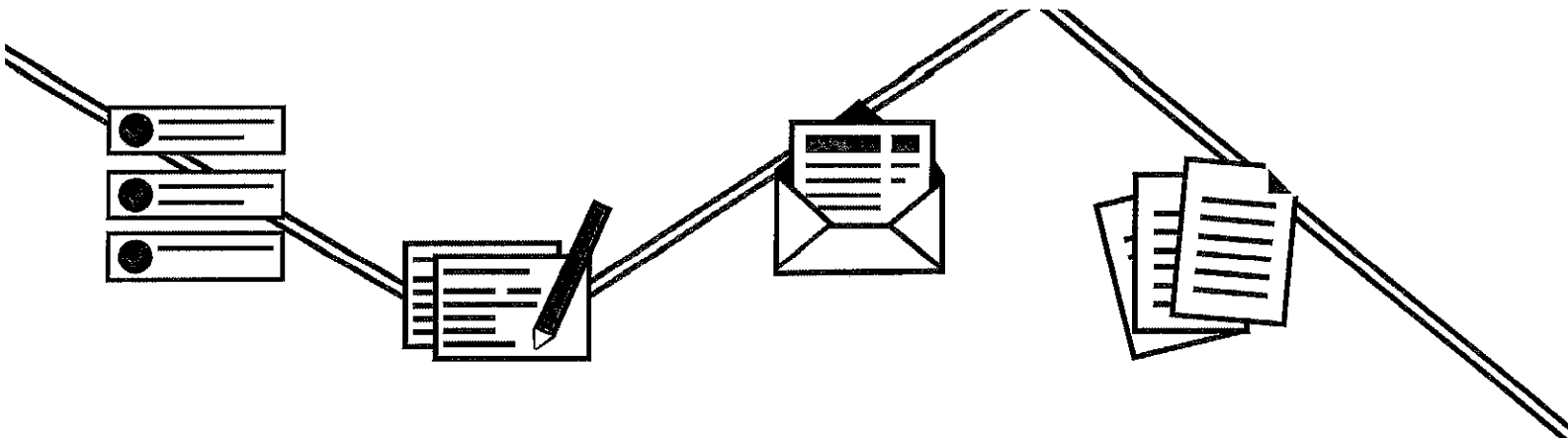
In fact, it's the opposite. By declaring in a policy which types of documents and records you will automatically release, communication between the municipality and its constituents is transparent which means fewer questions regarding motives in today's polarizing political climate. With proactive publishing, your agency can:

-  Reduce personnel burden associated with repeat requests
-  Get information to your community faster
-  Prioritize records requests more efficiently
-  Save your agency money

PROACTIVE PUBLISHING SAVES MONEY

Gone are the days of having to answer the same request multiple times. If your municipality proactively publishes records, those responsible for fulfilling public records requests will be able to prioritize one-off requests of greater importance and have more time to tend to their other governmental obligations, saving governments time and in turn, money.





PROACTIVE PUBLISHING ISN'T AN ALL OR NOTHING POLICY

It won't always make sense to publish records, and you don't have to. Each agency determines what records it should proactively publish and which should be kept private. In addition, some departments within a jurisdiction can auto-publish records and others can remain restricted. Each permission is granted by the account administrator on a case-by-case basis. Some records should be held until requested, and upon using **NextRequest's RapidReview** they can be released with the proper data withheld. Before you start proactively publishing, you should get buy-in from departments that manage records requests and consult with your legal team to determine which requests should be published or not.



Jeremy Profitt
Fairfield Police Department
Fairfield, California

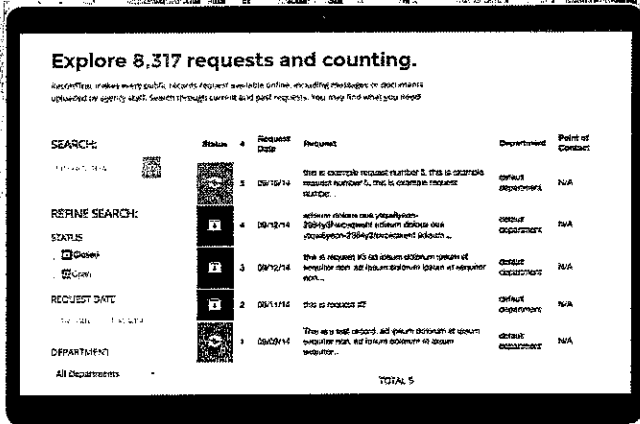
“ We developed this transparency portal that shares our standard operating procedures, that shares legislation, that shares training. And what we try to do is tie into these community messages. Here's the tangible information where you can get the facts. The portal is to educate on new legislation that is passed, explain what we are doing, anything pertaining to the police, this is where we store our training as well.”

With records requests on the rise nationwide, it's time to get proactive and publish the documents and requests you can to the public so you can focus your energy on responding to those more difficult requests. With NextRequest's proactive publishing portal, agencies cut out repeat work, saving time and improving community perceptions. Communities around the United States are already proactively publishing records:



NextRequest

POWERED BY CIVICPLUS



Open
Public
Records

BETTER FOR THE AGENCY

NextRequest provides a simple interface for managing record requests. Help staff improve response times and quality through better coordination.

BETTER FOR THE PUBLIC

NextRequest makes it easy to submit a public records request and allows the public to track requests as they're being processed. Help avoid duplicate request and direct to people to the information they need before a request is made.

BENEFITS

- **Digital by Default**

Make requests digital from start to finish and save everyone time.

- **Reduce Unnecessary Requests**

Smart search features reduce both duplicate requests and requests sent to the wrong agency.

- **Efficient Processing & Management**

Automated routing, responses, and deadline reminders as well as collaboration and correspondence features for complex requests.

- **Data Driven Decisions**

Help strategic decision making with metrics on requests by department and response time. Use the API for in depth data analysis.

"So much better than the cumbersome old system, it's really a tremendous difference. It saves me time, mostly from the far more nimble interface. The public end-users also find it much easier to work with."

Jim Bondi

City of Oakland

Inquiries Contact

info@nextrequest.com
(844) 767-8263





Proactive Publishing with NextRequest

POWERED BY CIVICPLUS

Government agencies across the United States continue to be flooded with public records requests as expectations of transparency increases. NextRequest can help save you time, money and eliminate duplicate work with a "Proactive Publishing" policy and portal, in which certain classes of records are automatically made available to citizens.

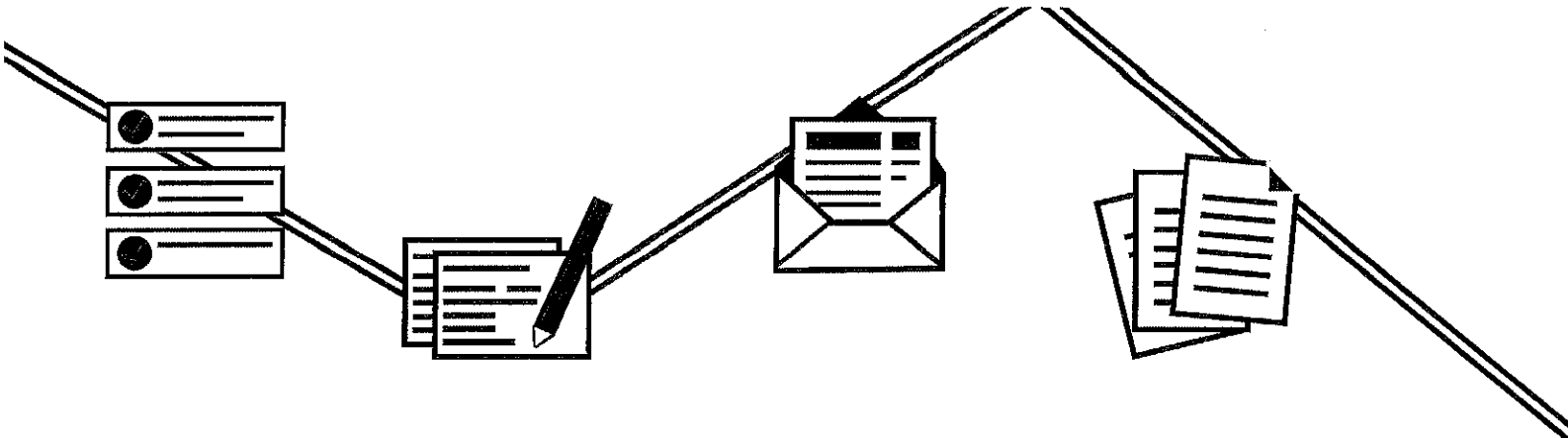
PROACTIVE PUBLISHING IS NOT CONTROVERSIAL

In fact, it's the opposite. By declaring in a policy which types of documents and records you will automatically release, communication between the municipality and its constituents is transparent which means fewer questions regarding motives in today's polarizing political climate. With proactive publishing, your agency can:

-  Reduce personnel burden associated with repeat requests
-  Get information to your community faster
-  Prioritize records requests more efficiently
-  Save your agency money

PROACTIVE PUBLISHING SAVES MONEY

Gone are the days of having to answer the same request multiple times. If your municipality proactively publishes records, those responsible for fulfilling public records requests will be able to prioritize one-off requests of greater importance and have more time to tend to their other governmental obligations, saving governments time and in turn, money.



PROACTIVE PUBLISHING ISN'T AN ALL OR NOTHING POLICY

It won't always make sense to publish records, and you don't have to. Each agency determines what records it should proactively publish and which should be kept private. In addition, some departments within a jurisdiction can auto-publish records and others can remain restricted. Each permission is granted by the account administrator on a case-by-case basis. Some records should be held until requested, and upon using **NextRequest's RapidReview** they can be released with the proper data withheld. Before you start proactively publishing, you should get buy-in from departments that manage records requests and consult with your legal team to determine which requests should be published or not.



Jeremy Proffitt
 Fairfield Police Department
 Fairfield, California

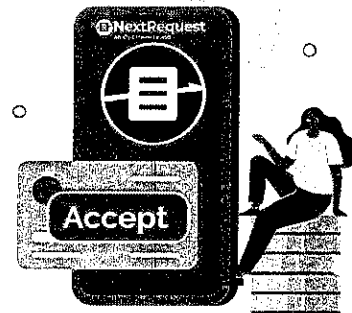
“ We developed this transparency portal that shares our standard operating procedures, that shares legislation, that shares training. And what we try to do is tie into these community messages. Here's the tangible information where you can get the facts. The portal is to educate on new legislation that is passed, explain what we are doing, anything pertaining to the police, this is where we store our training as well.”

With records requests on the rise nationwide, it's time to get proactive and publish the documents and requests you can to the public so you can focus your energy on responding to those more difficult requests. With NextRequest's proactive publishing portal, agencies cut out repeat work, saving time and improving community perceptions. Communities around the United States are already proactively publishing records:



Why NextRequest?

Five Reasons You Should Be Processing Records Requests With NextRequest:



1 Records Requests Can Get Missed.

Not responding to requests puts your agency at risk of non-compliance with state records laws. With email reminders, automated workflows, and a clear audit trail, NextRequest ensures you always know the status of records requests.

2 Large Requests Take Time To Review And Redact.

Save time with email extraction, bulk actions, and batch redaction through NextRequest's RapidReview feature. Quickly review documents and emails in context and redact information from many documents at once.

3 Redacting Sensitive Information Is Crucial.

Avoid accidentally releasing sensitive information. NextRequest's Risk Module automatically scans for personal identifying information in all uploaded documents and assigns a risk level based on the frequency and type of sensitive information found.

4 Requests Pile Up, And It's Important To Get Ahead.

Increase transparency and efficiency by proactively publishing documents to reduce duplicate requests, connect requesters with self-serve information, and automatically route staff to requests that need their attention.

5 Payment Processing Slows Requests Down.

Save staff time by accepting payments online with custom invoicing templates and automatic billable hours calculation, and leverage visual dashboards to identify trends.

As the leading provider of records requests management software in the public sector, NextRequest enables local and state governments, law enforcement agencies, and special districts across the country to save time, reduce risk, increase compliance, and decrease costs associated with records requests management.

Discover how you can simplify FOIA records management and requests today!

[See a Demo!](#)

NextRequest.com/contact/sales