

SPEED PROCUREMENT INTELLIGENCE

Countywide FOIA Software Platform

ISSUING AGENCY

Grand Traverse County, Michigan

SOLICITATION TYPE

RFP — Request for Proposal (Formal)

SOLICITATION NUMBER

GTC June 2026 | Ref #427788

SUBMISSION DEADLINE

July 29, 2026 at 4:00 PM EST

ESTIMATED CONTRACT VALUE

Firm Fixed Price (Lump Sum — Not Disclosed)

LOCATION

Traverse City, MI

Countywide FOIA Software Platform

Grand Traverse County, Michigan · Traverse City, MI

EXECUTIVE SUMMARY

Grand Traverse County, Michigan (pop. 96,000) is seeking a qualified software vendor to implement a unified, countywide Freedom of Information Act (FOIA) records request management platform, replacing a fragmented three-department model currently handling 1,700+ annual requests. The County processed 1,700 FOIA requests in 2025, projecting over 2,300 in 2026, the majority processed by the Sheriff's Office (1,400+ expected). The selected vendor will deploy the platform across all 27 County departments with a target go-live of December 15, 2026, concurrent with the launch of a new Countywide FOIA Coordinator position. This is a Board of Commissioners level procurement; the Deputy County Administrator is the issuing officer. Award is scheduled for September 2, 2026.

SOLICITATION OVERVIEW

ISSUING ORGANIZATION	Grand Traverse County, Michigan
SOLICITATION NUMBER	GTC June 2026 (Ref #427788)
SOLICITATION TYPE	RFP — Request for Proposal (Formal)
PUBLISHED	June 15, 2026
QUESTIONS DEADLINE	July 21, 2026 at 4:00 PM EST (via email to cforsyth@gtcountymi.gov)
PROPOSAL DUE	July 29, 2026 at 4:00 PM EST
AWARD DATE	September 2, 2026 (Board ratification)
GO-LIVE TARGET	December 15, 2026
CONTRACT NATURE	Firm Fixed Price (lump sum); hourly rates for out-of-scope work required
DEPARTMENTS IN SCOPE	27 County departments
PRE-BID CONFERENCE	July 14, 2026 at 2:00 PM EST (Virtual, Optional — register 24 hrs ahead)
SUBMISSION METHOD	Electronic or Physical Bid Submission
NAICS CODE	511210 — Software Publishers
NIGP CODE	208 / 20800 — Computer Software (Cloud-Based, Preprogrammed)

SCOPE OF WORK

- Deploy a single unified FOIA records request management platform across all 27 County departments, replacing the current fragmented 3-department model (Sheriff, Health Dept, Prosecuting Attorney).
- Configure a public-facing portal enabling residents to submit FOIA requests, track status in real time, and receive automated notifications.
- Integrate with the County's existing Laserfiche document management environment for seamless records retrieval and attachment workflows.
- Implement Microsoft Entra ID / Single Sign-On (SSO) compatibility for staff authentication across departments.

- Ensure CJIS compliance for law enforcement records handled by the Sheriff's Office; PHI/PII/HIPAA compliance for Health Department records.
- Maintain Section 508 / ADA accessibility compliance on the public-facing portal.
- Provide unlimited user licensing to accommodate all 27 departments without per-seat cost escalation.
- Deploy built-in billing, invoicing, and online payment collection capability for FOIA fee standardization.
- Implement automated redaction tools to reduce staff burden and ensure consistent redaction across departments.
- Deliver comprehensive staff training for the new Countywide FOIA Coordinator and all participating departments.
- Provide a post-go-live support period covering the Coordinator's launch in October 2026 and billing module activation within 180 days of go-live.

KEY TECHNICAL REQUIREMENTS

- Cloud-based SaaS or hosted platform; no on-premise deployment requirement stated.
- Laserfiche DM integration (mandatory — the County uses Laserfiche as its primary ECMS).
- Microsoft Entra ID / SSO authentication for all County staff users.
- CJIS compliance for Sheriff's Office records — any vendor must demonstrate CJIS Security Policy adherence.
- HIPAA / PHI / PII compliance for Health Department records handling.
- Section 508 / ADA compliance on public-facing portal — must be independently verifiable.
- Unlimited user licensing — not per-seat; 27 departments, 580+ County employees.
- Integrated billing module with online payment collection capability.
- Automated redaction tools with audit trail.
- Centralized tracking dashboard for open and overdue requests across all departments.
- Self-service status tracking for residents without staff intervention.
- Vendor must support full implementation including configuration, integration, training, and ongoing support.

EVALUATION CRITERIA

CRITERIA	WEIGHT / SCORE	POINTS
Technical Approach & System Capabilities	40/100	40
Qualifications, Experience & References	25/100	25
Implementation Plan & Timeline	20/100	20
Price / Cost	15/100	15

SUBMISSION SCHEDULE & METHOD

RFP ISSUED	June 15, 2026
PRE-BID CONFERENCE	July 14, 2026 at 2:00 PM EST (Virtual, Optional)
QUESTIONS DEADLINE	July 21, 2026 at 4:00 PM EST

ANSWERS POSTED	July 23, 2026 at 4:00 PM EST (addendum on County website)
PROPOSAL DUE	July 29, 2026 at 4:00 PM EST
EVALUATION PERIOD	July 29 — September 2, 2026
BOARD AWARD	September 2, 2026
TARGET GO-LIVE	December 15, 2026
BILLING CONFIG DEADLINE	Within 180 days of go-live
SUBMISSION METHOD	Electronic or Physical to 400 Boardman Avenue, Traverse City, MI 49684

RISK REGISTER

#	Risk	Mitigation
1	CJIS compliance gap — vendor may not hold active CJIS Security Policy agreement	Confirm CJIS compliance posture pre-proposal; highlight prime's CJIS-compliant environment
2	Laserfiche integration complexity — custom API work may delay timeline	Request Laserfiche partner certification from vendor; define integration scope in SOW
3	Unlimited licensing claim without verified deployment model	Require vendor to confirm licensing terms in writing with pricing structure
4	Go-live December 15, 2026 conflicts with FOIA Coordinator hiring timeline (October 2026)	Propose phased training: department leads first, Coordinator onboarding second
5	Physical submission risk for out-of-state prime	Mandate electronic submission path; confirm accepted method before filing

NEXSTAIR WIN STRATEGY (RSP FRAMEWORK)

- Position the prime as a GovTech software specialist with CJIS-compliant infrastructure and documented Laserfiche integration history.
- Emphasize unlimited user licensing model — eliminate per-department cost anxiety for a 27-department buyer.
- Highlight the phased implementation approach (FOIA Coordinator launch Oct 2026 → Billing module within 180 days) as risk mitigation for the County.
- Use the public-volume context (1,700 → 2,300 requests/year) to frame the business case for automation in your executive summary.
- Nexstair RSP Value: Provide RFP compliance matrix, technical response structure, and evaluation criteria mapping. Identify CJIS-compliant US prime partners from the 42-company bidder list for outreach.
- Target the 3 directly relevant GovTech firms (JustFOIA, Granicus, Streamline) as potential collaboration or intelligence targets.
- Q&A; window closes July 21 — submit strategic questions by July 18 to surface competitor disqualifiers.

CONTACT DIRECTORY

PRIMARY CONTACT	Christopher J. Forsyth, Deputy County Administrator
PHONE	231-922-4780
EMAIL	cforsyth@gtcountymi.gov
PRE-BID REGISTER	Email cforsyth@gtcountymi.gov at least 24 hours before July 14 conference
MEETING ID	219 747 948 851 467 Passcode: WU37VU2C
SUBMISSION ADDRESS	Grand Traverse County, 400 Boardman Avenue, Traverse City, MI 49684
AGENCY WEBSITE	https://www.gtcountymi.gov

COMPETITIVE LANDSCAPE & MARKET INTELLIGENCE

- 42 companies accessed the bid documents; 3 highly relevant FOIA/GovTech specialists (JustFOIA, Granicus, Streamline) and 39 IT/software consultants.
- Michigan-based firms hold proximity advantage: Broken Shotgun LLC, Provisio Technology Solutions, Stellate Labs LLC, Division 27, MKN Web Solutions — all registered for this bid.
- Granicus is the dominant GovTech player nationally but may be priced above County's implicit budget — mid-market specialists have openings.
- This is a Board of Commissioners-level award (not purchasing department) — political legitimacy of the vendor matters; local references or Michigan government experience is a differentiator.
- No incumbent identified — clean competitive field. First mover advantage with the new FOIA Coordinator position launching October 2026.
- Billing module requirement (online payment collection) narrows the qualified field significantly — not all FOIA platforms support integrated payment.
- Revenue opportunity identified at \$700 (Bid Research) to \$5,000 (Full Package) per prime in the bidder list.

NAICS / NIGP CLASSIFICATION

NAICS CODE	511210 — Software Publishers
NIGP CODE(S)	208 / 20800 — Computer Software for Microcomputers, Systems, Cloud-Based (Preprogrammed)
SET-ASIDE	Full and Open — No Set-Aside
AWARD METHOD	Best Value (Selection Committee + Board of Commissioners Ratification)

This case study was prepared by Nexstair Technologies LLC as internal procurement intelligence for white-label RSP operations. For prime contractor use only. Not for public distribution. All source data derived from publicly issued solicitation documents. Verify all details against the official solicitation before submission. — info@nexstair.com