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Description of document: Federal Labor Relations Authority (FLRA) Records regarding the sunseting of FOIAonline and its replacement 2023

Requested date: 06-December-2021

Release date: 26-July-2023

Posted date: 21-August-2023

Source of document: Office of the Solicitor
Federal Labor Relations Authority
1400 K Street, NW
Washington, DC 20424
Fax: 202-343-1007
Email: solmail@flra.gov

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UNITED STATES OF AMERICA
FEDERAL LABOR RELATIONS AUTHORITY
WASHINGTON, D.C. 20424

OFFICE OF THE SOLICITOR

VIA E-MAIL

July 26, 2023

The Federal Labor Relations Authority (“FLRA”) is an independent administrative federal agency created by Title VII of the Civil Service Reform Act of 1978, also known as the Federal Service Labor-Management Relations Statute (the “Statute”), 5 U.S.C. §§ 7101-7135 (2018). The Statute allows certain non-postal federal employees to organize, to bargain collectively, and to participate through labor organizations of their choice in decisions affecting their working lives.

The Solicitor’s Office of the FLRA received your request under the Freedom of Information Act (“FOIA”) on December 6, 2021. You requested:

Records including memos, emails, letters, plans, etc. concerning the sunset of the FOIAonline system in September 2022, and planned replacement of this FOIA tracking and administration capability in the FLRA FOIA Office. I believe relevant records are located in the Office of the FLRA Chief Information Officer or equivalent, and in the FLRA FOIA Office.

In accordance with § 2411.7 of the FLRA’s regulations (5 C.F.R. § 2411.7), your request has been granted in part and denied in part. We disclose records responsive to your request. However, the FLRA has determined that redacting the records pursuant to Exemption 6 of the FOIA, 5 U.S.C. § 552(b)(6) is necessary because the agency reasonably foresees that disclosing certain content in the records would harm a privacy interest protected by Exemption 6. Therefore, we have redacted documents that contain potentially personally identifiable information that is protected under Exemption 6. Additionally, we have also withheld emails that are protected under Exemptions 4 and 5 of the FOIA, 5 U.S.C. § 552(b)(4) and (b)(5), because the FLRA reasonably foresees that disclosing the records would either reveal trade secrets and commercial or financial information

protected by Exemption 4 or conflict with the deliberative process privilege protected by Exemption 5.

There are no charges associated with processing your request pursuant to § 2411.13(b)(2) of the FLRA's regulations.

Pursuant to the FOIA Improvement Act of 2016, 5 U.S.C. § 552(a)(6)(A)(i)(III), the decision of the undersigned with regards to your request may be appealed to the Chairman of the FLRA, Susan Grundmann, within 90 days of the receipt of this response. If you would like to discuss this response before filing an appeal to attempt to resolve your dispute without going through the appeals process, you can contact our FOIA Public Liaison for assistance at:

Erica Balkum, Chief
Case Intake and Publication
Federal Labor Relations Authority
FOIA Public Liaison
1400 K Street, NW, 2nd Floor
Washington, DC 20424
Phone: 771-444-5805
Email: ebalkum@flra.gov

If you have any questions, please also feel free to contact me at solmail@flra.gov.

Sincerely,

/s/ Nariea Nelson
Attorney
Federal Labor Relations Authority

From: [Hamilton, Marshall](#)
To: [Osborne, Rebecca](#)
Subject: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago
Date: Wednesday, December 14, 2022 10:03:43 AM
Attachments: [image001.png](#)

Hi Rebecca,

I hope all is well since we last spoke and that your oral arguments went well! Per our last conversation a few weeks ago, you asked me to touch base with you about FLRA's plans to find a FOIAOnline replacement in mid-December.

I just left a voicemail but wanted to follow up with an email as well. My hope is to find a time in early January to have an introductory conversation. How does the first or second week of January work?

Marshall Hamilton

Account Executive

Tyler Technologies – Federal Division

Cell: 7[REDACTED]

Office: 571-346-3729 (ext:53729)

www.tylertech.com



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From: [Hamilton, Marshall](#)
To: [Osborne, Rebecca](#)
Subject: Re: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago
Date: Thursday, December 15, 2022 1:07:56 PM
Attachments: [image001.png](#)

How does Monday between 3 and 5 work? I'm thinking 30 minutes for the call.

Get [Outlook for iOS](#)

From: Osborne, Rebecca <rosborne@flra.gov>
Sent: Thursday, December 15, 2022 11:55:05 AM
To: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>
Subject: Re: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

Marshall,

Is there a time next week that works for you?

Thanks,

Rebecca.

Rebecca J. Osborne
Acting Solicitor
Federal Labor Relations Authority
771-444-5778

From: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>
Sent: Wednesday, December 14, 2022 10:03 AM
To: Osborne, Rebecca <rosborne@flra.gov>
Subject: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

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From: [Hamilton, Marshall](#)
To: [Osborne, Rebecca](#)
Subject: RE: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago
Date: Thursday, December 15, 2022 2:59:05 PM
Attachments: [image001.png](#)

Great. I just sent over an invite. From an agenda perspective, I wanted to make sure I confirmed what you'd like us to prepare to discuss on the call. Every agency who's looking to replace FOIAOnline is in a different phase, so I don't want to go into the call assuming what you're ready and willing to discuss.

Marshall Hamilton
Account Executive
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From: Osborne, Rebecca <rosborne@flra.gov>
Sent: Thursday, December 15, 2022 1:08 PM
To: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>
Subject: Re: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

I can talk at 4:00

Rebecca J. Osborne
Acting Solicitor
Federal Labor Relations Authority
771-444-5778

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From: [REDACTED]@gmail.com
To: dc [REDACTED]@gmail.com
Subject: \$\$ Centrally funded FOIA portal and case managements platform for all! \$\$
Date: Thursday, January 12, 2023 5:42:21 PM
Attachments: [Hammond Public Comments List.pdf](#)

Greetings Chief FOIA Officers, FOIA professionals, media, non-profit FOIA advocacy groups, GAO, interested parties!

\$\$ Please see my suggestions below for a robust centrally funded FOIA portal and case management system for the entire federal government to join. This is particularly important for those agencies using FOIAonline, which will be sunset in 2023. \$\$

I fear that the federal government may be going down the path of numerous FOIA portals/case management platforms with disjointed procurement, costing we taxpayers unnecessary premiums for systems that will still have to program to the FOIA.gov draft API.

Please share this with your leadership. You may provide comments (non-attribution) to the FOIA Advisory Committee (foia-advisory-committee@nara.gov), DOJ OIP Director Bobby Talebian and DOJ Associate Attorney General Vanita Gupta (bobak.Taleblian@usdoj.gov; Vanita.Gupta19@usdoj.gov). You may ask that your comments be provided to the full Chief FOIA Officers Council – no attribution if you wish.

With my deep respect,

Robert Hammond

From: [REDACTED]@gmail.com <[REDACTED]@gmail.com>
Sent: Friday, January 6, 2023 2:20 PM
To: joo.y.chung2.civ@mail.mil; 'Duchak, George D SES DLA INFO OPERATIONS (USA)' <George.Duchak@dla.mil>
Cc: Lewis.Oleinick@dla.mil;; 'FOIA Advisory Committee' <foia-advisory-committee@nara.gov>; [REDACTED]@gmail.com
Subject: DLA + FW: FOIA.gov Program Records [Centrally funded FOIA portal and case managements platform for all]

Ms. Chung (DOD Chief FOIA Officer) and Mr. Duchak (DLA Info Ops),

Please see attached and below suggesting that DLA might build a robust FOIA portal and case management system for the entire federal government to join. Best of breed. This may seem like a burden, but DLA uses FOIAonline as do many other DOD entities, such that DLA must already be working on a FOIAonline replacement. This may be a matter of scaling to accommodate all.

I also believe that it is nuts to have a rudimentary FOIA.gov portal to which all FOIA case management systems must interface. No criticism of DOJ; just that DLA is the preeminent major automated information system development/maintenance entity in the federal government. No one does it better!

DLA has also integrated records management and contracting into its FOIA process withing Info Ops, enabling DLA to answer simple FOIA requests in two days on average. No one else comes close. Perhaps DOD may work with OMB and DOJ on initial funding.

See The FOIA Improvement Act of 2016:

m(1) The Director of the Office of Management and Budget, in consultation with the Attorney General, shall ensure the operation of a consolidated online request portal that allows a member of the public to submit a request for records under subsection (a) to any agency from a single website. The portal may include any additional tools the Director of the Office of Management and Budget finds will improve the implementation of this section.. (2) This subsection shall not be construed to alter the power of any other agency to create or maintain an independent online portal for the submission of a request for records under this section. The Director of the Office of Management and Budget shall establish standards for interoperability between the portal required under paragraph (1) and other request processing software used by agencies subject to this section.’’.

With my deep respect,

Robert (Bob) Hammond
Copy to GAO, et. al.

From: [REDACTED]@gmail.com <[REDACTED]@gmail.com>
Sent: Friday, January 6, 2023 1:10 PM
To: [REDACTED]@gmail.com
Cc: 'FOIA Advisory Committee' <foia-advisory-committee@nara.gov>; [REDACTED]@gmail.com
Subject: FW: FOIA.gov Program Records [Centrally funded FOIA portal and case managements platform for all]

Greetings Chief FOIA Officers, FOIA professionals, media, non-profit FOIA advocacy groups, GAO, interested parties!

Particularly with FOIAonline going away in 2023, I believe DOJ/lead agency should budget for and centrally fund a robust FOIA portal and case management system now as discussed below. This is the best use of scarce tax dollars and will significantly improve FOIA processing and reporting. DOJ may select an agency to lead development/maintenance which has major automated information system development as a core competency (Defense Logistics Agency, for example, if they can be convinced to do it outside of the Defense Working Capital Fund. DOD accounts for more than half of federal discretionary spending each year with commensurate FOIA case volume and with many DOD components needing a replacement for FOIAonline anyway.).

You may make your thoughts known to DOJ and the FOIA Advisory Committee – non-attribution.

Also, for agencies using FOIAonline, please plan to preserve every unique data element for each FOIA request, which constitutes unique FOIA case processing records that must be preserved. *See* my public comment, “Preserve FOIAonline Records.” This is another reason

why a robust, centrally funded FOIA portal and case management system makes sense to me going forward – global preservation of records with centralized released records search at no or minimal costs to the agencies.

With my respect,

Robert Hammond

From: [REDACTED]@gmail.com [REDACTED]@gmail.com
Sent: Friday, January 6, 2023 7:21 AM
To: 'FOIA Advisory Committee' <foia-advisory-committee@nara.gov>
Cc: [REDACTED]@gmail.com
Subject: FOIA.gov Program Records

FOIA Advisory Committee,

While my highest priority for the Technology WG is preservation of unique FOIAonline case processing records, I believe that the Committee may want to review FOIA.gov program records to ascertain the functional requirements, etc. to see what we taxpayers were supposed to get for our money and what improvements may be needed to make FOIA.gov a robust FOIA portal and case management system meeting the needs of requesters and agencies alike and useable by all. (See Muckrock.com and FOIAonline functionality.) This is essentially the statutory mandate.

Instead, FOIA.gov has virtually no capability and drives costs for the entire federal government by requiring agency FOIA platforms to program to a draft Application Program Interface (API) to exchange only basic data regarding FOIA requests and appeals. And, as I have documented, FOIA.gov does not even have visibility of agencies not submitting quarterly data (e.g., NARA) such that the statistical data in FOIA.gov is pure garbage and unusable for any purpose.

I seek records in the attached FOIA request as a starting point to see how FOIA.gov may be improved to serve the interests of the agencies and requester community alike. Should FOIA.gov be coupled with commercial case management software, such software should include a government-wide license or be listed on a GSA IT schedule where agencies may purchase seats/licenses a significantly reduced cost. I fear that the federal government may be going down the path of numerous FOIA portals/case management platforms with disjointed procurement, costing we taxpayers unnecessary premiums for systems that will still have to program to the FOIA.gov draft API. I note further that DOJ is not very good at developing major automated information systems – just because it is not among their core competencies. Perhaps FOIA.gov would be better managed by another agency with expertise in system development as a core competency and with a configuration management board to approve and prioritize systems changes. There are various ways to charge agencies if DOJ/lead agency is unable to secure stand-alone funding (preferred approach).

Congress already approved development of a centralized FOIA portal, but without funding. It is up to the lead agency to seek such finding in budget requests. Given the many written public comments that I have submitted documenting massive false/errant FOIA reporting, I believe that Congress will support funding for a central FOIA portal/case management system that

entices federal agencies to use it instead of each developing something new.

--/

REDACTED. Thank you for your service to our nation.

I look forward to reviewing my many public comment recommendations with the appropriate Committee working groups and supporting the Committee in any way I can

Good luck!

Robert (Bob) Hammond

#	Hammond Public Comments. Document Cloud Alphabetical (25 per page on web, not alphabetical) https://www.documentcloud.org/app?q=%2Buser%3Arobert-hammond-106693%20
1	2022- 2024 FOIA Advisory Committee Bylaws - Recommended Changes
2	2022- 2024 FOIA Advisory Committee Inaugural Meeting. DOJ OIP OGIS Grossly Underfunded
3	All Panelist Chat to June 9 2022 FOIA Advisory Committee Meeting. OGIS DOJ Funding + Miss
4	Combining Appeals Across FY NARA Massive FOIA Fraud
5	Comments to Unlawful Chief FOIA Officers Meeting of November 17 2021
6	DOD FOIA Misconduct Part IV. FY 2018 Appeals Disappeared + DOJ OIP & OGIS Underfunded, Thus Ineffective
7	DOD FOIA Misconduct Part V. Navy FY 2018 Appeals Dispositions Bases Not Reported
8	DOD Massive False FOIA Reporting. Part 1. Letter to SECDEF, Complaint to DOJ OIG
9	DOD MASSIVE FALSE REPORTING PART II + Still Interested Abuse. Updated July 27, 2022
10	DOD Massive False Reporting Part III. 5-year Late Acknowledgements Unusual Circumstances Abuse +
11	DOD' Cites Change to CFR 32 CFR part 286.4 as Unlawful Basis for Omitting OGIS Mediation Rights
12	DOJ OIP (Inaccurate) CFO Report Assessment 2022
13	DOJ OIP Compliance Inquiries
14	DOJ OIP Improper and Unlawful Standard Glomar Responses With Implicit (b)(1) & (b)(7)
15	Failure - FOIA Compliance Oversight & Funding. Part 2. No Joking Matter
16	FOIA Advisory Committee December 1, 2022 Meeting Hammond Comments
17	FOIA Line-Item Budgets Now. Let the citizens be heard. Retire FOIA Bob.
18	FOIAonline - Recommended System Changes
19	Foreseeable Harm Standard Vanita Gupta. November 3, 2022 CFO Meeting
20	Foreseeable Harm Standard. DOJ OIP Misinformation + Navy Misconduct and Idiocy?
21	Hammond Questions Comments for September 8 2022 Meeting. OGIS and DOJ OIP Lack of Funding w.attach1
22	Hammond Recommendations and Chat Comments to 4.7.2022 FOIA Advisory Committee Meeting
23	HOT! Semo OGIS. Budget Numbers do not Comport w. NARA Published Budgets!
24	Individualized Tracking Numbers. NARA Fraud. Hatch Act Violations
25	Mandatory Right to OGIS Dispute Resolution - OGIS Malfeasance 20220616

26	Moot Appellate Determinations
27	NARA FOIA & Financial Malfeasance \$789,730 + Alteration of Records and Loss of Public Trust
28	NARA FY 2022 Data Stripped From FOIA.gov
29	NARA, PLEASE FUND OGIS!! (PART 1). Robert Hammond September 9, 2021 Speaker Notes
30	Navy FOIA Fraud - False Reporting, Refusal of FOIA.gov, etc
31	Navy FOIA Misconduct. No IDA Letter & Fee Abuse. DON-NAVY-2023-000588
32	Navy FY 2018 FOIA Appeals Disappeared
33	OGIS & DOJ OIP Misstate Recommendation to Post FOIA Logs - Why
34	OGIS & Navy FOIA Fraud. Mediation, ECDs, False FOIA Reporting
35	OGIS Funding and Case Accountability Logs
36	OGIS Negligence Generally & Improper June 29, 2022 FOIA Meeting
37	OGIS Posting Policy for Public Comments
38	Posting FOIA Logs. Tech Committee Recommendation #2. FOIA Ombudsman Inaccurate Citation
39	Preserve FOIAonline Records + Decertify FOIA.gov + Audit NARA + Post FOIA Logs
40	QUESTIONS for June 29, 2022 OGIS Annual FOIA Meeting v2
41	Response to Hon. David S. Ferriero June 10 2021 Comments to FOIA Advisory Committee
42	Sample FOIA Template to Combat Agency Misconduct 20220616
43	Senate-hearing-on-foia.-dojs-lack-of-enforcement-malfeasance-open-the-government-statement.v2
44	Senator Grassley - DOJ OIP'S Position Doesn't Pass the "Common Sense Test"
45	Senators Unite to Slam FOIA Compliance + POGO
46	Subpoena Threat and Congressional Demand for OGIS to Release Records. OMB Kills Recommendations
47	Sued into Oblivion. Foreseeable Harm Standard
48	Violations of the ADA in FOIA Redactions, Simple Solution

From: [REDACTED]@gmail.com
To: [REDACTED]@gmail.com
Subject: FW: \$\$ Centrally funded FOIA portal and case managements platform for all! \$\$
Date: Thursday, January 12, 2023 5:47:03 PM
Attachments: [Hammond Public Comments List.pdf](#)

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Robert (Bob) Hammond

From: [Edwards, Jeff](#)
To: [christie.m.sharpe@cbp.dhs.gov](#); [sabrina.burroughs@cbp.dhs.gov](#); [Patrick.A.Howard@cbp.dhs.gov](#); [Bouziane.Michele](#); [Tamara.Qureshi@csb.gov](#); [Lewis.Oleinick@dla.mil](#); [Tanya.Akins@dla.mil](#); [Teresa.W.Smith@dla.mil](#); [Judith.Mansfield@dla.mil](#); [JGoode@doc.gov](#); [bParsons@doc.gov](#); [NCormier@doc.gov](#); [Barbara.Gonzalez@DODIG.MIL](#); [Mark.Dorgan@DODIG.MIL](#); [Searle.Slutskan@DODIG.MIL](#); [rachel.spector](#); [Natasha.Alcantara@sol.doi.gov](#); [cindy.cafaro](#); [Schumacher, Wendy](#); [christopher.a.julka@navy.mil](#); [Moumbleaux, Joan](#); [Epp, Timothy](#); [Weth, Patricia](#); [Rementer, Nicole \(she/her/hers\)](#); [Thompson, BrianK](#); [Johnson, Laura-S](#); [Edwards, Jeff](#); [Wheeler, Ashley \(she/her/hers\)](#); [Wells, Jeffrey](#); [Grimm, Patrick](#); [Noga, Vaughn](#); [Alvarado, David](#); [Henderson, Austin](#); [vanessa.lamb@fcc.gov](#); [Stephanie.Kost@fcc.gov](#); [Angela.Wyatt@fcc.gov](#); [Benish.Shah@fcc.gov](#); [Osborne, Rebecca](#); [daniel.hall@gsa.gov](#); [kimberly.veach@gsa.gov](#); [Jennifer.Everling@mspb.gov](#); [Fon.Muttamara@mspb.gov](#); [Karin.Kelly@mspb.gov](#); [Mark.Jeweler@nlrb.gov](#); [Julie.Yarbrough@nlrb.gov](#); [Synta.Keeling@nlrb.gov](#); [Perry.Camilla@pbqc.gov](#); [MaryAnn.Zimmerman@ssa.gov](#); [Sarah.Reagan@ssa.gov](#); [Lorrell.Woods@ssa.gov](#); [Anthony.Tookes@ssa.gov](#); [Torya.Mathes-Evans@ssa.gov](#); [Stan.Cierlitsky@ssa.gov](#); [Navdeep.Sarai@ssa.gov](#); [Monica.de.los.Reyes@ssa.gov](#); [Josue.Vega@ssa.gov](#); [Lawrence.E.Walker.II@ssa.gov](#); [Nianti.Colon-Torres@ssa.gov](#); [Christopher.Oehrle@stb.gov](#); [Marquis.Toson@stb.gov](#); [Steve.Husk@usdoj.gov](#); [Anissa.Banks@usdoj.gov](#); [Kevin.Krebs@usdoj.gov](#); [Joshua.Cooper@cherokee-federal.com](#); [Rhonda.Martinez](#); [Sherice.Mariani](#); [Winter-Moy, Kristin \(CGI Federal\)](#); [Glover, Michael](#)
Subject: FOIAonline System Maintenance Notification
Date: Tuesday, January 17, 2023 2:45:50 PM
Attachments: [image001.png](#)



FOIAonline Partners,

FOIAonline will undergo **required system maintenance** and updates as required by Amazon Web Services **tonight - Tuesday, January 17, 2023**.

You may experience **intermittent service** during the maintenance window of **10:30 PM until 1:00 AM eastern**.

Thank you for your understanding and we apologize for any inconvenience this may cause.

Jeff

Jeff Edwards

Office of Enterprise Information Programs
Office of Mission Support
U.S. Environmental Protection Agency
919-541-2677

From: [Edwards, Jeff](mailto:Edwards.Jeff)
To: christie.m.sharpe@cbp.dhs.gov; sabrina.burroughs@cbp.dhs.gov; Patrick.A.Howard@cbp.dhs.gov; [Bouziane, Michele](mailto:Bouziane.Michele); Tamara.Qureshi@csb.gov; Lewis.Oleinick@dla.mil; Tanya.Akins@dla.mil; Teresa.W.Smith@dla.mil; Judith.Mansfield@dla.mil; JGoode@doc.gov; bParsons@doc.gov; NCormier@doc.gov; Barbara.Gonzalez@DODIG.MIL; Mark.Dorgan@DODIG.MIL; Searle.Slutskyn@DODIG.MIL; rachel.spector; Natasha.Alcantara@sol.doi.gov; cindy.cafaro; [Schumacher, Wendy](mailto:Schumacher.Wendy); christopher.a.julka@navy.mil; [Moumbleaux, Joan](mailto:Moumbleaux.Joan); [Epp, Timothy](mailto:Epp.Timothy); [Weth, Patricia](mailto:Weth.Patricia); [Rementer, Nicole \(she/her/hers\)](mailto:Rementer.Nicole); [Thompson, BrianK](mailto:Thompson.BrianK); [Johnson, Laura-S](mailto:Johnson.Laura-S); [Edwards, Jeff](mailto:Edwards.Jeff); [Wheeler, Ashley \(she/her/hers\)](mailto:Wheeler.Ashley); [Wells, Jeffrey](mailto:Wells.Jeffrey); [Grimm, Patrick](mailto:Grimm.Patrick); [Noga, Vaughn](mailto:Noga.Vaughn); [Alvarado, David](mailto:Alvarado.David); [Henderson, Austin](mailto:Henderson.Austin); vanessa.lamb@fcc.gov; Stephanie.Kost@fcc.gov; Angela.Wyatt@fcc.gov; Benish.Shah@fcc.gov; [Osborne, Rebecca](mailto:Osborne.Rebecca); daniel.hall@gsa.gov; kimberly.veach@gsa.gov; Jennifer.Everling@mspb.gov; Fon.Muttamara@mspb.gov; Karin.Kelly@mspb.gov; Mark.Jeweler@nlrb.gov; Julie.Yarbrough@nlrb.gov; Synta.Keeling@nlrb.gov; Perry.Camilla@pbqc.gov; MaryAnn.Zimmerman@ssa.gov; Sarah.Reagan@ssa.gov; Lorrell.Woods@ssa.gov; Anthony.Tookes@ssa.gov; Torya.Mathes-Evans@ssa.gov; Stan.Cierlitsky@ssa.gov; Navdeep.Sarai@ssa.gov; Monica.de.los.Reyes@ssa.gov; Josue.Vega@ssa.gov; Lawrence.E.Walker.II@ssa.gov; Nianti.Colon-Torres@ssa.gov; Christopher.Oehrle@stb.gov; Marquis.Toson@stb.gov; Steve.Husk@usdoj.gov; Anissa.Banks@usdoj.gov; Kevin.Krebs@usdoj.gov; Joshua.Cooper@cherokee-federal.com; [Rhonda Martinez](mailto:Rhonda.Martinez); [Sherice Mariani](mailto:Sherice.Mariani); [Winter-Moy, Kristin \(CGI Federal\)](mailto:Winter.Moy); [Glover, Michael](mailto:Glover.Michael)
Subject: FOIAonline System Notification
Date: Friday, January 20, 2023 10:02:38 AM
Attachments: [image001.png](#)



FOIAonline Partners,

The FOIAonline team is aware of a critical bug related to task assignment because of recent code deployment.

The specific cause of this issue has been identified and a bugfix has been designed, implemented and is currently being tested. We will deploy the bugfix ASAP and keep you informed.

We apologize for the inconvenience this has caused.

Jeff

Jeff Edwards

Office of Enterprise Information Programs
Office of Mission Support
U.S. Environmental Protection Agency
919-541-2677

From: [Edwards, Jeff](#)
To: [christie.m.sharpe@cbp.dhs.gov](#); [sabrina.burroughs@cbp.dhs.gov](#); [Patrick.A.Howard@cbp.dhs.gov](#); [Bouziane.Michele](#); [Tamara.Qureshi@csb.gov](#); [Lewis.Oleinick@dla.mil](#); [Tanya.Akins@dla.mil](#); [Teresa.W.Smith@dla.mil](#); [Judith.Mansfield@dla.mil](#); [JGoode@doc.gov](#); [bParsons@doc.gov](#); [NCormier@doc.gov](#); [Barbara.Gonzalez@DODIG.MIL](#); [Mark.Dorgan@DODIG.MIL](#); [Searle.Slutskind@DODIG.MIL](#); [rachel.spector](#); [Natasha.Alcantara@sol.doi.gov](#); [cindy.cafaro](#); [Schumacher, Wendy](#); [christopher.a.julka@navy.mil](#); [Moumbleaux.Joan](#); [Epp, Timothy](#); [Weth, Patricia](#); [Rementer, Nicole \(she/her/hers\)](#); [Thompson, BrianK](#); [Johnson, Laura-S](#); [Wheeler, Ashley \(she/her/hers\)](#); [Wells, Jeffrey](#); [Grimm, Patrick](#); [Noga, Vaughn](#); [Alvarado, David](#); [Henderson, Austin](#); [vanessa.lamb@fcc.gov](#); [Stephanie.Kost@fcc.gov](#); [Angela.Wyatt@fcc.gov](#); [Benish.Shah@fcc.gov](#); [Osborne, Rebecca](#); [daniel.hall@gsa.gov](#); [kimberly.veach@gsa.gov](#); [Jennifer.Everling@mspb.gov](#); [Fon.Muttamara@mspb.gov](#); [Karin.Kelly@mspb.gov](#); [Mark.Jeweler@nlrb.gov](#); [Julie.Yarbrough@nlrb.gov](#); [Synta.Keeling@nlrb.gov](#); [Perry.Camilla@pbqc.gov](#); [MaryAnn.Zimmerman@ssa.gov](#); [Sarah.Reagan@ssa.gov](#); [Lorrell.Woods@ssa.gov](#); [Anthony.Tookes@ssa.gov](#); [Torya.Mathes-Evans@ssa.gov](#); [Stan.Cierlitsky@ssa.gov](#); [Navdeep.Sarai@ssa.gov](#); [Monica.de.los.Reyes@ssa.gov](#); [Josue.Vega@ssa.gov](#); [Lawrence.E.Walker.II@ssa.gov](#); [Nianti.Colon-Torres@ssa.gov](#); [Christopher.Oehrle@stb.gov](#); [Marquis.Toson@stb.gov](#); [Steve.Husk@usdoj.gov](#); [Anissa.Banks@usdoj.gov](#); [Kevin.Krebs@usdoj.gov](#); [Joshua.Cooper@cherokee-federal.com](#); [Rhonda.Martinez](#); [Sherice.Mariani](#); [Winter-Moy, Kristin \(CGI Federal\)](#); [Glover, Michael](#)
Subject: RE: FOIAonline System Notification
Date: Tuesday, January 24, 2023 12:10:02 PM
Attachments: [image002.png](#)
[image003.png](#)



FOIAonline Partners,

The FOIAonline team has deployed the bugfix and this has been resolved. As always, please let us know if you have questions.

Thank you,
Jeff

Jeff Edwards

Office of Enterprise Information Programs
Office of Mission Support
U.S. Environmental Protection Agency
919-541-2677

From: Edwards, Jeff
Sent: Friday, January 20, 2023 10:02 AM
To: [christie.m.sharpe@cbp.dhs.gov](#); [sabrina.burroughs@cbp.dhs.gov](#); [Patrick.A.Howard@cbp.dhs.gov](#); [Michele.Bouziane@csb.gov](#); [Tamara.Qureshi@csb.gov](#); [Lewis.Oleinick@dla.mil](#); [Tanya.Akins@dla.mil](#); [Teresa.W.Smith@dla.mil](#); [Judith.Mansfield@dla.mil](#); [JGoode@doc.gov](#); [bParsons@doc.gov](#); [NCormier@doc.gov](#); [Barbara.Gonzalez@DODIG.MIL](#); [Mark.Dorgan@DODIG.MIL](#); [Searle.Slutskind@DODIG.MIL](#); [rachel.spector@sol.doi.gov](#); [Natasha.Alcantara@sol.doi.gov](#); [cindy.cafaro@sol.doi.gov](#); [Schumacher, Wendy](#) <wendy.schumacher@sol.doi.gov>; [christopher.a.julka@navy.mil](#); [Moumbleaux, Joan](#) <moumbleaux.joan@epa.gov>; [Epp, Timothy](#) <Epp.Timothy@epa.gov>; [Weth, Patricia](#)

<Weth.Patricia@epa.gov>; Rementer, Nicole (she/her/hers) <rementer.nicole@epa.gov>; Thompson.BrianK@epa.gov; Johnson, Laura-S <Johnson.Laura-S@epa.gov>; Edwards, Jeff <Edwards.Jeff@epa.gov>; Wheeler, Ashley (she/her/hers) <Wheeler.Ashley@epa.gov>; Wells, Jeffrey <Wells.jeffrey@epa.gov>; Grimm, Patrick <Grimm.Patrick@epa.gov>; Noga, Vaughn <Noga.Vaughn@EPA.GOV>; Alvarado, David <alvarado.david@epa.gov>; Henderson, Austin <Henderson.Austin@epa.gov>; vanessa.lamb@fcc.gov; Stephanie.Kost@fcc.gov; Angela.Wyatt@fcc.gov; Benish.Shah@fcc.gov; rosborne@flra.gov; daniel.hall@gsa.gov; kimberly.veach@gsa.gov; Jennifer.Everling@mspb.gov; Fon.Muttamara@mspb.gov; Karin.Kelly@mspb.gov; Mark.Jeweler@nlrb.gov; Julie.Yarbrough@nlrb.gov; Synta.Keeling@nlrb.gov; Perry.Camilla@pbgc.gov; Mary.Ann.Zimmerman@ssa.gov; Sarah.Reagan@ssa.gov; Lorrell.Woods@ssa.gov; Anthony.Tookes@ssa.gov; Torya.Mathes-Evans@ssa.gov; Stan.Cierlitsky@ssa.gov; Navdeep.Sarai@ssa.gov; Monica.de.los.Reyes@ssa.gov; Josue.Vega@ssa.gov; Lawrence.E.Walker.II@ssa.gov; Nianti.Colon-Torres@ssa.gov; Christopher.Oehrle@stb.gov; Marquis.Toson@stb.gov; Steve.Husk@usdoj.gov; Anissa.Banks@usdoj.gov; Kevin.Krebs@usdoj.gov; Joshua.Cooper@cherokee-federal.com; Rhonda.Martinez@cherokee-federal.com; Sherice Mariani <Sherice.Mariani@cherokee-federal.com>; Kristin Winter-Moy (CGI Federal <kristin.winter-moy@cgifederal.com>; Glover, Michael <Glover.Michael@epa.gov>

Subject: FOIAonline System Notification



FOIAonline Partners,

The FOIAonline team is aware of a critical bug related to task assignment because of recent code deployment.

The specific cause of this issue has been identified and a bugfix has been designed, implemented and is currently being tested. We will deploy the bugfix ASAP and keep you informed.

We apologize for the inconvenience this has caused.

Jeff

Jeff Edwards

Office of Enterprise Information Programs

Office of Mission Support

U.S. Environmental Protection Agency

919-541-2677

From: [Johnson, Laura-S](#)
Cc: [Thompson, BrianK](#); [Edwards, Jeff](#); [Perkins, Shannon](#); [Wells, Jeffrey](#); [Grimm, Patrick](#); [Bruecker, Corey](#); [Martin, JohnT](#)
Subject: FOIAonline Decommissioning Messaging Roll Out TONIGHT
Date: Thursday, February 2, 2023 8:08:20 PM
Attachments: [FOIAonline Decommissioning FAQ FINAL 01272023.docx](#)
Importance: High

Good evening FOIAonline Partners,

Tonight we will roll out the FOIAonline decommissioning messaging on our website, informing the public of our intent to decommission the application on September 30th, 2023.

The decommissioning messaging will include a variety of approaches, including encouraging the public to learn more from our Decommissioning Frequently Asked Questions (FAQs) document.

More specifically, the FOIAonline website decommissioning messaging will include:

- pop-up windows when arriving at the FOIAonline homepage and at the registered public account user landing page, announcing the decommissioning date and providing a hyperlink to the Decommissioning FAQs (see attached),
- banner at the top of the homepage, announcing the decommissioning date,
- Decommissioning FAQs hyperlink located at top and center of homepage,
- listing of Partner status in FOIAonline (e.g., active vs not active) near top and center of homepage,
- reminder that regardless of a Partner agency's status in FOIAonline, the public can always submit a FOIA request via FOIA.gov (located near top and center of homepage).

We will update all mention of Partner status (i.e., on the homepage and in the Decommissioning FAQs) as Partners offboard from and no longer receive FOIA requests in FOIAonline.

Please feel free to reach out to Jeff and me regarding our FOIAonline decommissioning messaging, for our webpage messaging and communications approach will be enriched and refined over the next few months as we continue to interface with you, our helpdesk, and the public.



(last updated 01-27-2023)

FOIAonline to be Decommissioned

ALERT: FOIAonline will decommission on September 30, 2023.

The last day for public access to FOIAonline is September 30, 2023.

FOIAonline Partner Departures

FOIAonline Partners (Partners) must leave FOIAonline by September 30, 2023, at which point the FOIAonline web-application will be decommissioned. Please check here regularly for Partner departure updates.

The following Partners are no longer using FOIAonline to manage or receive Freedom of Information Act (FOIA) requests:

- U.S. National Archives and Records Administration (**NARA**)
- U.S. Nuclear Regulatory Commission (**NRC**)
- U.S. Small Business Administration (**SBA**)

The following Partner is no longer receiving new FOIA requests via FOIAonline:

- U.S. Customs and Border Protection (**CBP**)

Submit FOIA requests to the abovementioned Agencies via FOIA.gov.

For more information, visit the Partners' respective FOIA websites.

Frequently Asked Questions

What change is coming to FOIAonline?

The U.S. Environmental Protection Agency (EPA) has decided to decommission the FOIAonline multi-agency web-application on September 30, 2023.

Why is EPA decommissioning the FOIAonline application?

Since the inception of FOIAonline in 2012, the commercial market for FOIA case management applications has seen significant growth and encouraging technological advances. Based on the advancements of such FOIA case management products and alternatives, EPA concluded that the commercial market has sufficiently progressed so that it no longer needs to provide a customized FOIA case management application.

How can I submit a FOIA request as FOIAonline Partners depart?

Regardless of a Federal Agency's participating status in FOIAonline, FOIA requests can always be submitted through FOIA.gov. FOIA.gov serves as the U.S. government's comprehensive FOIA website.

If you wish to submit a FOIA request to a Partner that left FOIAonline, please visit that Partner's FOIA website for instruction and additional information. If your FOIA request is intended for an actively participating FOIAonline Partner, you may continue to submit FOIA requests via FOIAonline until that Partner departs from FOIAonline, or until the decommissioning date of September 30, 2023, whichever

comes first. Please check the Partner Departures section of this FAQ for updates on FOIAonline Partner status.

What happens when a Partner departs from FOIAonline prior to the September 30, 2023, decommissioning date?

As Partners leave, FOIAonline will execute a coordinated data migration and off-boarding process with Partners and, where applicable, coordinate with their replacement vendors. If you would like to ensure you have copies of FOIAonline information available to you during this transition, we encourage you to download or save that information at your earliest convenience. Once a Partner's final data migration and offboarding is complete, the Partner's FOIAonline data will no longer be accessible through FOIAonline.

How long will I retain access to my FOIAonline registered public user account?

FOIAonline public users will retain full functionality of FOIAonline leading up to, and on the day of, September 30, 2023. However, as Partners leave FOIAonline, access to FOIA requests and responses specific to those departed Partners will no longer be accessible through FOIAonline, including information housed in FOIAonline registered public user accounts. If you would like to ensure you have copies of FOIAonline information available to you during this transition, we encourage you to download or save that information at your earliest convenience. Ultimately, on October 1, 2023, FOIAonline registered public user accounts will no longer be accessible.

What happens to open cases in FOIAonline after the September 30, 2023, decommissioning date?

FOIAonline engineering efforts will allow for the export of a Partner's FOIAonline data (including open cases). If a FOIA request is submitted to a participating Partner leading up to, and as late as September 30, 2023, that request will be included in the Partner's data export. Partners will manage open cases outside of FOIAonline, following their departure from FOIAonline.

Will FOIAonline information be accessible to the public after the September 30, 2023, decommissioning date?

Not via FOIAonline. September 30, 2023, is the last day for the public to access the FOIAonline website, submit FOIA requests to active Partners via FOIAonline, and access FOIAonline registered public user accounts. On October 1, 2023, FOIAonline will be decommissioned, removing public access to the FOIAonline site and FOIAonline registered public user accounts. Partner FOIAonline data will be exported and provided to each Partner upon their departure from FOIAonline. Please contact Partners directly with questions as to how you can access their respective FOIAonline migrated data.

From: [Aram Smith](#)
To: [SolMail](#); bradley@flra.gov
Subject: RE: Copper River Introduction - FOIA Services Support at FLRA
Date: Friday, February 3, 2023 10:53:04 AM
Attachments: [image001.png](#)

Good Morning Mr. Bradley,

Can you let me know if FLRA is looking for a replacement to FOIAonline? We have successfully supported FOIA data migrations to an industry leading and compliant solution, and can help your team with that transition before FOIAonline goes offline in September. Please let me know if you would like to discuss.

Regards,

Aram



Aram Smith
Account Executive
Copper River Enterprise Services
P: 240-426-8751 | F: 703-234-9040
Aram.Smith@CopperRiverES.com | www.CopperRiverES.com

CONFIDENTIALITY NOTICE: This communication and all associated attachment(s) is considered confidential and proprietary to Copper River Technologies. Unauthorized disclosure or distribution of confidential/proprietary information contained in this communication is strictly prohibited.

From: Aram Smith
Sent: Monday, November 7, 2022 2:56 PM
To: solmail@flra.gov
Cc: bradley@flra.gov
Subject: Copper River Introduction - FOIA Services Support at FLRA

Hello Mr. Peters,

Copper River is an Alaskan Tribally Owned 8a and we have been helping agencies, such as DHA and SBA, migrate from FOIAOnline to an alternate FEDRAMP certified solution. Can we can set up a time to discuss our capability to help FLRA with that transition?

Thanks,
Aram Smith

Aram Smith
Account Executive
Copper River Enterprise Services
P: 240-426-8751 | F: 703-234-9040



Aram.Smith@CopperRiverES.com | www.CopperRiverES.com

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From: [Osborne, Rebecca](#)
To: [Aram Smith](#); [SolMail](#); bradley@flra.gov
Subject: Re: Copper River Introduction - FOIA Services Support at FLRA
Date: Friday, February 3, 2023 10:54:54 AM
Attachments: [image001.png](#)

Mr. Smith,

If you are available next week, I am available for a call.

Thank you,

Rebecca.

Rebecca J. Osborne
Acting Solicitor
Federal Labor Relations Authority
771-444-5778

From: Aram Smith <aram.smith@copperriveres.com>
Sent: Friday, February 3, 2023 10:52 AM
To: [SolMail](mailto:solmail@flra.gov) <solmail@flra.gov>; bradley@flra.gov <bradley@flra.gov>
Subject: RE: Copper River Introduction - FOIA Services Support at FLRA

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Regards,

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From: [Aram Smith](#)
To: [Osborne, Rebecca](#); [SolMail](#); [bradley@flra.gov](#)
Subject: RE: Copper River Introduction - FOIA Services Support at FLRA
Date: Friday, February 3, 2023 10:58:15 AM
Attachments: [image001.png](#)

Hi Ms. Osborne,

Thank you for that quick response. How does Monday afternoon at 2 or 3PM work for you? I also have availability on Tuesday morning at 10 or 11AM.

Thanks,
Aram



Aram Smith
Account Executive
Copper River Enterprise Services
P: 240-426-8751 | F: 703-234-9040
Aram.Smith@CopperRiverES.com | www.CopperRiverES.com

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From: Osborne, Rebecca <rosborne@flra.gov>
Sent: Friday, February 3, 2023 10:55 AM
To: Aram Smith <aram.smith@copperriveres.com>; [SolMail](#) <solmail@flra.gov>; [bradley@flra.gov](#)
Subject: Re: Copper River Introduction - FOIA Services Support at FLRA

You don't often get email from rosborne@flra.gov. [Learn why this is important](#)

CAUTION: EXTERNAL EMAIL

Mr. Smith,

If you are available next week, I am available for a call.

Thank you,

Rebecca.

Rebecca J. Osborne
Acting Solicitor
Federal Labor Relations Authority
771-444-5778

From: Aram Smith <aram.smith@copperriveres.com>
Sent: Friday, February 3, 2023 10:52 AM
To: SolMail <solmail@flra.gov>; bradley@flra.gov <bradley@flra.gov>
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Regards,

Aram



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Sent: Monday, November 7, 2022 2:56 PM
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Thanks,
Aram Smith

Aram Smith
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P: 240-426-8751 | F: 703-234-9040



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From: [Aram Smith](#)
To: [Osborne, Rebecca](#); [SolMail](#); bradley@flra.gov
Subject: RE: Copper River Introduction - FOIA Services Support at FLRA
Date: Friday, February 3, 2023 10:58:16 AM
Attachments: [image001.png](#)

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Thank you for that quick response. How does Monday afternoon at 2 or 3PM work for you? I also have availability on Tuesday morning at 10 or 11AM.

Thanks,
Aram



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P: 240-426-8751 | F: 703-234-9040
Aram.Smith@CopperRiverES.com | www.CopperRiverES.com

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From: Osborne, Rebecca <rosborne@flra.gov>
Sent: Friday, February 3, 2023 10:55 AM
To: Aram Smith <aram.smith@copperriveres.com>; [SolMail](mailto:solmail@flra.gov) <solmail@flra.gov>; bradley@flra.gov
Subject: Re: Copper River Introduction - FOIA Services Support at FLRA

You don't often get email from rosborne@flra.gov. [Learn why this is important](#)

CAUTION: EXTERNAL EMAIL

Mr. Smith,

If you are available next week, I am available for a call.

Thank you,

Rebecca.

Rebecca J. Osborne
Acting Solicitor
Federal Labor Relations Authority
771-444-5778

From: Aram Smith <aram.smith@copperriveres.com>
Sent: Friday, February 3, 2023 10:52 AM
To: SolMail <solmail@flra.gov>; bradley@flra.gov <bradley@flra.gov>
Subject: RE: Copper River Introduction - FOIA Services Support at FLRA

Good Morning Mr. Bradley,

Can you let me know if FLRA is looking for a replacement to FOIAonline? We have successfully supported FOIA data migrations to an industry leading and compliant solution, and can help your team with that transition before FOIAonline goes offline in September. Please let me know if you would like to discuss.

Regards,

Aram



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Account Executive
Copper River Enterprise Services
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Aram.Smith@CopperRiverES.com | www.CopperRiverES.com

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From: Aram Smith
Sent: Monday, November 7, 2022 2:56 PM
To: solmail@flra.gov
Cc: bradley@flra.gov
Subject: Copper River Introduction - FOIA Services Support at FLRA

Hello Mr. Peters,

Copper River is an Alaskan Tribally Owned 8a and we have been helping agencies, such as DHA and SBA, migrate from FOIAOnline to an alternate FEDRAMP certified solution. Can we can set up a time to discuss our capability to help FLRA with that transition?

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From: [Aram Smith](#)
To: [Osborne, Rebecca](#); [SolMail](#); [bradley@flra.gov](#)
Subject: RE: Copper River Introduction - FOIA Services Support at FLRA
Date: Friday, February 3, 2023 10:58:17 AM
Attachments: [image001.png](#)

Hi Ms. Osborne,

Thank you for that quick response. How does Monday afternoon at 2 or 3PM work for you? I also have availability on Tuesday morning at 10 or 11AM.

Thanks,
Aram



Aram Smith
Account Executive
Copper River Enterprise Services
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Aram Smith

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From: [Osborne, Rebecca](#)
To: [Aram Smith](#); [SolMail](#)
Subject: Re: Copper River Introduction - FOIA Services Support at FLRA
Date: Friday, February 3, 2023 10:59:16 AM
Attachments: [image001.png](#)

Mr. Smith, later in the week, potentially Thursday, works better for me.

Rebecca J. Osborne
Acting Solicitor
Federal Labor Relations Authority
771-444-5778

From: Aram Smith <aram.smith@copperriveres.com>
Sent: Friday, February 3, 2023 10:58 AM
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From: [Aram Smith](#)
To: [Osborne, Rebecca](#); [SolMail](#)
Subject: RE: Copper River Introduction - FOIA Services Support at FLRA
Date: Friday, February 3, 2023 11:01:16 AM
Attachments: [image001.png](#)

Thursday works for me. Please let me know what time works for you and I will send an invite.

Thanks,
Aram



Aram Smith
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P: 240-426-8751 | F: 703-234-9040
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Subject: Re: Copper River Introduction - FOIA Services Support at FLRA

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771-444-5778

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Subject: RE: Copper River Introduction - FOIA Services Support at FLRA

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Federal Labor Relations Authority
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To: SolMail <solmail@flra.gov>; bradley@flra.gov <bradley@flra.gov>
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Sent: Monday, November 7, 2022 2:56 PM
To: solmail@flra.gov
Cc: bradley@flra.gov
Subject: Copper River Introduction - FOIA Services Support at FLRA

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From: [Aram Smith](#)
To: [Osborne, Rebecca](#); [SolMail](#)
Subject: RE: Copper River Introduction - FOIA Services Support at FLRA
Date: Friday, February 3, 2023 11:01:46 AM
Attachments: [image001.png](#)

Thursday works for me. Please let me know what time works for you and I will send an invite.

Thanks,
Aram



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Account Executive
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P: 240-426-8751 | F: 703-234-9040
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From: [Osborne, Rebecca](#)
To: [Aram Smith](#); [SolMail](#)
Subject: Re: Copper River Introduction - FOIA Services Support at FLRA
Date: Friday, February 3, 2023 11:04:55 AM
Attachments: [image001.png](#)

1:00 p.m.

Rebecca J. Osborne
Acting Solicitor
Federal Labor Relations Authority
771-444-5778

From: Aram Smith <aram.smith@copperriveres.com>
Sent: Friday, February 3, 2023 11:01 AM
To: Osborne, Rebecca <rosborne@flra.gov>; SolMail <solmail@flra.gov>
Subject: RE: Copper River Introduction - FOIA Services Support at FLRA

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From: [Aram Smith](#)
To: [Osborne, Rebecca](#)
Subject: RE: FLRA FOIA Solution Discussion
Date: Thursday, February 9, 2023 12:58:56 PM
Attachments: [image001.png](#)

Great, that works for me as well. I will change the meeting invite accordingly. Also, I extended the invite to our FOIA Solution partners, OPEXUS, who provide FOIAXpress, the leading FEDRAMP'ed solution agencies are turning to from FOIAonline.

Regards,
Aram



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From: Osborne, Rebecca <rosborne@flra.gov>
Sent: Thursday, February 9, 2023 12:55 PM
To: Aram Smith <aram.smith@copperriveres.com>
Subject: Re: FLRA FOIA Solution Discussion

CAUTION: EXTERNAL EMAIL

I could do Monday at 3:00 p.m.

Rebecca J. Osborne
Acting Solicitor
Federal Labor Relations Authority
771-444-5778

From: Aram Smith <aram.smith@copperriveres.com>
Sent: Thursday, February 9, 2023 12:50 PM
To: Osborne, Rebecca <rosborne@flra.gov>
Subject: RE: FLRA FOIA Solution Discussion

Hello Ms. Osborne,

I have availability Monday afternoon from 1-4PM and can adjust to your schedule if necessary. Please let me know what time works best for you.

Regards,
Aram



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From: Osborne, Rebecca <rosborne@flra.gov>
Sent: Thursday, February 9, 2023 12:46 PM
To: Aram Smith <aram.smith@copperriveres.com>
Subject: Re: FLRA FOIA Solution Discussion

CAUTION: EXTERNAL EMAIL

Mr. Smith,

I'm trying to get a brief done and need to reschedule to next Monday. What is your availability that day?

Rebecca J. Osborne
Acting Solicitor
Federal Labor Relations Authority
771-444-5778

From: Aram Smith
Sent: Friday, February 3, 2023 11:07 AM
To: Aram Smith <aram.smith@copperriveres.com>; Osborne, Rebecca <rosborne@flra.gov>
Subject: FLRA FOIA Solution Discussion
When: Thursday, February 9, 2023 1:00 PM-1:30 PM.
Where: Microsoft Teams Meeting

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 257 927 323 48

Passcode: dWMLoh

[Download Teams](#) | [Join on the web](#)

Or call in (audio only)

[+1 571-299-4315,,208770096#](#) United States, Arlington

Phone Conference ID: 208 770 096#

[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

From: [Osborne, Rebecca](#)
To: [Osborne, Rebecca](#)
Subject: FW: NTT DATA FOIA demonstration Follow-up
Date: Friday, March 3, 2023 9:39:48 AM
Attachments: [image001.png](#)
[Modernizing FOIA Whitepaper.pdf](#)
[Attach 1 - PWS FOIA Case Management System - 11-17-2022 FINAL.1668723330117.pdf](#)

From: Gray, Detra <Detra.Gray@nttdata.com>
Sent: Tuesday, December 27, 2022 12:47 PM
To: Osborne, Rebecca <rosborne@flra.gov>
Cc: Clelland, Kellie <Kellie.Clelland@nttdata.com>
Subject: NTT DATA FOIA demonstration Follow-up

Hi Rebecca,

Hope you had a fantastic holiday break.

Following up on our demonstration last week, I've attached the NTT DATA Modernizing FOIA white paper for your review. I am also including the EPA FOIA PWS that was recently released. It gives you an idea of what most agencies are including in their FOIA requirements.

We are updating our pricing estimates. I will provide that information shortly.

Thank you and have a Happy New Year!!

Detra

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**RFQ NO. 1587621 – ATTACHMENT 1
PERFORMANCE WORK STATEMENT (PWS)
FOIA Case Management System and Support Services**

**UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
OFFICE OF GENERAL COUNSEL
NATIONAL FOIA OFFICE**

PERFORMANCE WORK STATEMENT

For

FOIA Case Management System and Support Services

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1. INTRODUCTION AND BACKGROUND

The United States Environmental Protection Agency's (the Agency) Office of General Counsel (OGC), National FOIA Office (NFO) seeks to purchase a FOIA Case Management System and Support Services solution.

The following Performance Work Statement (PWS) is intended to describe work to be performed for the United States Environmental Protection Agency's (EPA) Office of General Counsel's (OGC) National FOIA Office (NFO). The NFO will contract to provide the public and EPA users with the next generation EPA FOIA case management software system. The system will, manage request submissions; provide efficient workflows and request tracking; manage billing; provide effective document management; produce required and ad-hoc reporting; and provide communications tracking and management while delivering user-friendly access to requests and records. The new system will be accessible, stable, state of the art, cost efficient, financially sustainable, and an easy-to-use service for both the public and EPA users.

The Environmental Protection Agency (EPA), Office of General Counsel (OGC), National FOIA Office (NFO) is responsible for implementing the Freedom of Information Act (5 U.S.C. § 552) (FOIA). The FOIA allows any person to obtain access to federal agency records, or portions of them, from agencies including the EPA. The FOIA allows agencies to withhold information from release only if disclosure would harm an interest protected by one of nine exemptions.

The Act identifies response time periods; agency records subject to disclosure; outlines disclosure procedures; and specifies nine exemptions that protect information from release. The NFO's mission is to lead the Agency's response to requests in a defensible and timely manner. The NFO, receives FOIA requests through a centralized intake structure; assigns the requests to headquarters and regional offices for processing; and conducts tracking, analysis, and reporting of EPA's FOIA processing.

In 2012, EPA launched FOIAonline - a multi-agency, web-based software application - to allow the public to submit FOIA requests; track request processing; communicate with agency staff; search other requests; access released responsive documents; and file appeals. For partner agencies, including EPA, FOIAonline is their workflow case management system and records repository. FOIAonline allows EPA users to receive and store requests; assign requests to offices and regions for processing; record processing steps and processing decisions; communicate with requesters; manage records including records release; generate metrics; and create ad hoc, quarterly, and annual reports.

In November 2021, EPA announced its intention to shut down FOIAonline at the end of calendar year 2023. By September 30, 2023, the system will be deprecated and FOIAonline will no longer receive new requests or process existing requests. During the last three months of calendar year 2023, its operations will be limited to preparing fiscal year 2023 annual FOIA reports. On December 31, 2023, FOIAonline will be removed from EPA IT systems and will be destroyed.

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2. PURPOSE

EPA is acquiring a software as a service (SaaS), commercial-off-the-shelf (COTS), cloud-based FOIA case management system to replace the FOIAonline case management system. The new system will not be a shared federal service.

The purpose of the FOIA case management system is to provide EPA with a state of the art, financially sustainable solution that supports efficient and effective request processing and allies with the Agency's fundamental commitment to timeliness, disclosure, accountability, transparency and cooperation under the Freedom of Information Act (FOIA).

3. MISSION

To provide a SaaS, COTS, cloud-based FOIA case management software system that is an easy-to-use product for all stakeholders, while maximizing use of existing IT frameworks; minimizing financial burdens; and supporting the public's opportunity to engage with EPA.

4. SCOPE

The next generation SaaS, COTS, cloud-based EPA FOIA case management system will allow for submittal of requests, tracking, billing, reporting, management and communication while providing user-friendly access to requests and records. The new system will be secure, accessible, stable, up to date, cost efficient and sustainable, easy to use for both the public and EPA users, support efficient workflows with minimal manual steps, and be regularly updated with enhancements.

The FOIA case management system and support services solution must comply with and enable EPA to efficiently implement all applicable laws, regulations, and EPA policies, including those pertaining to confidentiality requirements, non-disclosure requirements, confidential business information requirements, continuous service improvement requirements, staffing requirements, program management requirements, and include an appropriate phase-in plan and/or a phase-out plan.

The FOIA case management system and support services solution must provide acceptable phase-in staging, including access to the system for security review and evaluation, data migration, helpdesk support services and training for both EPA users and public users prior to full operation commencing on June 30, 2023.

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5. OBJECTIVES

The objectives of this contract are the following.

- 5.1 Software as a Service Configuration: EPA seeks an Agile configuration approach to support evolving FOIA workflows and processes; establishing efficient workflows; and, reducing complexity, communications, and the training burden.
- 5.2 FOIA Case Management System: EPA seeks a solution to help EPA efficiently comply with the Freedom of Information Act and build public trust through transparency.
- 5.3 Operations and Maintenance: EPA seeks a continuously accessible, operational, and secure FOIA Case Management System, providing optimal experience and functionality for all Users.
- 5.4 Help Desk Support: EPA seeks to obtain timely resolution of reported issues to ensure professional and positive end-user experience and the ability to elevate unresolved issues to appropriate personnel.
- 5.5 Training: EPA seeks effective training and documentation for end-users and administrators on the FOIA case management system to ensure users are proficient in system features and functionality and able to use the system effectively and have a positive experience doing so.
- 5.6 Interoperability: EPA seeks a flexible solution that maximizes use of EPA designated IT systems both internal and external (new and existing) to leverage capabilities, ensure compliance, and optimize cost.
- 5.7 Transition Support: EPA seeks a smooth transition between contractors at the start and end of the contract period of performance for seamless continuity of operations, system performance, and data integrity.
- 5.8 Records Management: EPA seeks a secure records management solution that enables the public and EPA personnel to easily store, search, retrieve, and dispose of records in a cost efficient and effective manner.

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6. SYSTEM CAPABILITIES

6.1 SaaS Configuration (6 Requirements and 1 Preference)

- 6.1.1 The system must be delivered to EPA users and public users as a full SaaS deployment accessible through the web using standard software applications.
- 6.1.2 The system must be deployed and maintained with industry standard security configurations at least sufficient to maintain a Federal Risk and Authorization Management Program (FedRAMP) moderate certification.
- 6.1.3 The system must allow for reporting to EPA sufficient to meet its hosting environment and application audit requirements for accounts and configuration/patch management in compliance with EPA’s internal and external assessment and security needs.
- 6.1.4 The system must allow for EPA users to be able to establish and maintain role-based access on an individual account basis to allow for a least-privilege configuration.
- 6.1.5 The system must provide low-code/no-code workflow generation and modification by EPA users to maintain appropriate processes for EPA FOIA processing and application management without the need for application developer interaction.
- 6.1.6 The system must provide automated and custom triggers to remind EPA users of deadlines and tasks set by individual EPA users or as an administrative FOIA processing function.
- 6.1.7 EPA prefers that the system is accessible to EPA users through an enterprise-wide license.

6.2 FOIA Case Management (58 requirements & 17 preferences)

- 6.2.1 The contractor must provide documentation of previously executed federal government contract vehicles for the proposed system.
- 6.2.2 The contractor must identify the General Services Administration (GSA) Schedule, Governmentwide Acquisition Contract (GWAC), or Multiple Award Schedule (MAS) contract vehicle(s) from which the proposed system may be procured.

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- 6.2.3 The contractor must migrate all records, structured data, and unstructured data from EPA's incumbent FOIA case management system, FOIAonline, into its system for use by all EPA users and, as EPA designates, by public users.
- 6.2.4 The system must satisfy all requirements of Section 508 of the Rehabilitation Act throughout the contract term.
- 6.2.5 EPA prefers that the system satisfies the requirements of Department of Defense Directive 5015.2, Electronic Records Management Software Applications Design Criteria Standard throughout the contract term.
- 6.2.6 The system must comply with National Archives and Records Administration Electronic Records Management regulations (36 C.F.R. Part 1236) throughout the contract term.
- 6.2.7 The system must provide out-of-the-box low code/no code configurable FOIA case management workflows based upon role-based permissions.
- 6.2.8 EPA prefers that the system is able to create reports on all data and metadata maintained in the system for use by EPA users.
- 6.2.9 The system must create and assign unique, standardized identifiers for each FOIA request (hereinafter "request"), allowing for each record to be controlled by a unique identifier.
- 6.2.10 The system must accurately compile raw data and perform accurate calculations within the system in accordance with Department of Justice guidelines for the FOIA Annual Report.
- 6.2.11 The system must provide EPA users the ability to create standard reporting.
- 6.2.12 The system must provide EPA users the ability to create ad hoc reporting.
- 6.2.13 The system must record, calculate, and manage all statutorily required timeframes in accordance with the FOIA statute and EPA regulations.
- 6.2.14 The system must record and calculate time periods between all actions within the system (i.e., audit log) from which EPA users can generate ad hoc reports.
- 6.2.15 The system must provide EPA users the ability to generate correspondence templates.
- 6.2.16 The system must provide the ability to create customizable public facing instructional text for FOIA request submissions, allowing public users (requesters) to attach files to their request and accept the submitted request into the system.

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- 6.2.17 The system must provide the ability to create customizable public facing instructional text for fee waiver submissions, allowing public users (requesters) to attach files to their request, and accept the submitted request into the system.
- 6.2.18 The system must provide the ability to create customizable public facing instructional text for expedited processing submissions, allowing public users (requesters) to attach files to their request, and accept the submitted request into the system.
- 6.2.19 The system must provide the ability to create customizable public facing instructional text for FOIA appeal submissions and allow public users (requesters) to attach files to their request and accept the submitted request into the system.
- 6.2.20 The system must provide the ability to create customizable public facing instructional text for the Office of Inspector General (OIG) FOIA request submissions and allow public users (requesters) to attach files to their request and accept the submitted request into the system.
- 6.2.21 EPA prefers that the system provides the ability to create customizable public facing instructional text for Privacy Act submissions and allow public users (requesters) to attach files to their request and accept the submitted request into the system.
- 6.2.22 The system must support unique configuration of rules and workflow for proprietary business information determinations.
- 6.2.23 The system must support creation of cases by EPA users for FOIA requests submitted by non-electronic means (e.g., U.S. Mail, overnight delivery, hand-delivery).
- 6.2.24 The system must assign unique standardized identifier when the request is submitted by the requester.
- 6.2.25 The system must allow authorized EPA users to assign designated fee categories to submitted requests.
- 6.2.26 The system must include the ability to add notes to the case record for efficient case record keeping.
- 6.2.27 The system must be capable of designating a request as perfected.
- 6.2.28 EPA prefers that the system automatically assigns processing statuses to requests (e.g., Submitted, Intake -Initial Evaluation, Perfected Requests, Assignment Determination, etc.).

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- 6.2.29 The system must assign and track tasks (e.g., initial review, expedited review, search pending, etc.).
- 6.2.30 The system must allow uploading all task-related documents and supporting files to facilitate efficient task completion.
- 6.2.31 The system must allow cancellation of assigned tasks.
- 6.2.32 The system must allow EPA users to identify and create views of all cases received by the agency.
- 6.2.33 The system must identify requests received but not assigned to an EPA component.
- 6.2.34 EPA prefers that the system allows assignment of subject metadata to requests.
- 6.2.35 EPA prefers that the system allows permission-based EPA user views of individual staff workloads.
- 6.2.36 EPA prefers that the system records assignment dates.
- 6.2.37 EPA prefers the system has dynamic search capabilities to identify duplicate requests.
- 6.2.38 The system must create automated notification of staff assignments.
- 6.2.39 The system must allow staff to add notes to the case record.
- 6.2.40 The system must allow EPA staff to create requests, referrals, consultations, appeals, and proprietary business information cases.
- 6.2.41 The system must assign expedited processing tasks.
- 6.2.42 The system must assign fee waiver tasks.
- 6.2.43 EPA prefers that the system is able to search for and identify delinquent fees to aid in overdue fee collection.
- 6.2.44 EPA prefers that the system assign/reassign requests and provide automated notifications about the assignment/reassignment.

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- 6.2.45 The system must provide real-time dashboards and analytics, creating views of all requests' processing status and metrics.
- 6.2.46 The system must be able to allow a view of all requests assigned by EPA user role.
- 6.2.47 The system must create and manage EPA user lists and designate each EPA user's permission level.
- 6.2.48 The system must allow configuration of internal EPA FOIA offices and regions for each request assignment.
- 6.2.49 The system must create and manage a multi-tier tracking system (e.g., simple, complex, expedited, fee waiver).
- 6.2.50 The system must be able to create and manage a FOIA exemption 3 statute list.
- 6.2.51 The system must allow permission-based EPA users to over-ride date calculations that are part of processing workflows.
- 6.2.52 The system must include a processing clock that tracks working day (excluding weekends and federal holidays) processing time and that has stop/hold capabilities to allow clock tolling for request clarification purposes and fee related reasons.
- 6.2.53 The system must allow permission-based EPA users to manage the request clock, including the ability to stop the clock for request clarification purposes and fee related reasons and to extend due dates with fields to record the basis for time management decisions.
- 6.2.54 The system must provide permission-based EPA users the ability to close or re-open requests.
- 6.2.55 The system must provide a view of all requests assigned to each component.
- 6.2.56 The system must allow permission-based EPA users to notify a request processor when the request is assigned.
- 6.2.57 The system must allow permission-based EPA users to re-assign requests and to notify the newly assigned processor.
- 6.2.58 The system must be able to unpublish records previously released to the public.

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- 6.2.59 EPA prefers that the system stores and retrieves all released and unreleased records according to a defined records management structure.
- 6.2.60 The system must have the ability to upload released and unreleased records with any size limitations higher than 750 GB, i.e., no requirement to break down a large file into separate documents if below this size.
- 6.2.61 The system must allow the public to access and download released records.
- 6.2.62 The system must be able to manage correspondence logs, allowing EPA users to sort by fielded data such as correspondence subject, date sent/received, sent by, and sent to.
- 6.2.63 EPA prefers the system track and manage Privacy Act requests.
- 6.2.64 EPA prefers the system apply certificate-based e-signatures to correspondence, which complies with the EPA's e-signature policy and PL 115-36 (21st Century Integrated Digital Experience Act).
- 6.2.65 EPA prefers the system allow permission-based EPA users to create custom tasks.
- 6.2.66 The system must allow permission-based EPA users to delete cases.
- 6.2.67 The system must be accessed through the Common Access Card (CAC)/ Personal Identity Verification (PIV) authentication process.
- 6.2.68 The system must allow software administrators to create and manage account profiles and all role-based permissions, including those for: Software Administrators, Operations & Maintenance Staff, Public Requesters, Public Viewers, FOIA Leadership & Management, Report Processors, Intake Review Processors, Expedited Processing Processors, Fee Waiver Processors, Awareness Notification Processors, Privacy Act Processors, Appeals/Litigation Processors, FOIA Officers/Coordinators, Case Processors, Subject Matter Experts, Document Reviewers, Final Determination Signatories.
- 6.2.69 EPA prefers that the system have the ability to create a non-public/internal view for Privacy Act requests and provide a public view with the ability to post comment, "For statutorily protected requester privacy, this description is not available to the public." and "For statutorily protected requester privacy, these attachments are not available to the public."

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- 6.2.70 The system must be able to designate uploaded records by standard FOIA parameters (e.g., UU unredacted unreleasable, RU redacted unreleasable, RR redacted releasable, RU redacted unreleasable) and sort records by those parameters.
- 6.2.71 The system must accept the following file types for upload: 'bmp', 'jpg', 'jpeg', 'gif', 'png', 'odt', 'txt', 'pdf', 'docx', 'xlsx', 'pptx', 'mp4', 'mp3', 'mpg', 'mov', 'avi', 'wav', 'wmv'.
- 6.2.72 EPA prefers the system comply with PL 115-36 (21st Century Integrated Digital Experience Act) Sec. 3 (a)(7) customized digital experience that allows EPA users and public users to complete digital transactions in an efficient and accurate manner; and (8) is fully functional and usable on common mobile devices and remain so through the duration of the contract term.
- 6.2.73 EPA prefers the system to allow the public full-text records search capability for all FOIA requests and released records residing in the repository.
- 6.2.74 The system must describe how and the frequency in which backup files are validated and tested and how these tests results are communicated to EPA users.
- 6.2.75 The system must be able to create the FOIA Annual Report in accordance with Department of Justice guidelines and handbook for the FOIA Annual Report.

6.3 Operations and Maintenance (6 requirements)

- 6.3.1 The system must be accessible through the internet for EPA users and public users on a continuous basis for on-demand access at all times, subject only to allow for scheduled and non-scheduled downtime no greater than 1% of the time.
- 6.3.2 The system must allow EPA users and public users to establish appropriately privileged accounts on-demand using a government approved authentication process such as login.gov without the need for additional account management.
- 6.3.3 The system must allow public users to manage their own profile information on demand to allow users to update their electronic and physical contact information and payment settings.
- 6.3.4 The system must allow public users to access records on-demand pertaining to their FOIA submission(s) as authorized by EPA users.
- 6.3.5 The system must allow for EPA users to manage all records pertaining to FOIA requests including items published to the public and items restricted to EPA users only.

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6.3.6 The system must meet each of the tasks as indicated on the EPA Cybersecurity Checklist, which is included as Addendum 2 to the PWS.

6.4 Help Desk Support (7 Requirements and 3 Preferences)

6.4.1 The contractor must deliver a service level agreement (SLA) in writing for all customer support services both public users and EPA users.

6.4.2 The contractor must provide help desk support through both email and phone support.

6.4.3 EPA prefers the contractor provides email support with a support request ticket number to track and identify the request, containing an acknowledgment response time and an estimated resolution time.

6.4.4 EPA prefers the contractor provides a status email for requests taking longer than one business day by providing a daily status update

6.4.5 The contractor must staff the help desk from 7am eastern time to 6pm pacific time.

6.4.6 The contractor must provide timely resolution of reported issues to ensure the system functions as intended and meets EPA user and public user needs.

6.4.7 EPA prefers the contractor provides multiple technical support offerings and/or packages that allows EPA to decide the level of support desired.

6.4.8 The contractor must retain, store, and archive all support request ticket contents for reporting and review.

6.4.9 The contractor must provide weekly reports detailing each request by support ticket number, including the level assigned, the requester name, the issue description, the dates, and times from initial contact to resolution.

6.4.10 The contractor must provide a monthly system usage metrics report that includes data growth and EPA user and public user account activities, e.g., disabled, locked, new, deleted, inactive.

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6.5 Training (5 Requirements and 1 Preference)

- 6.5.1 The contractor must provide training environment that replicates the production system so that EPA users may conduct the training exercises.
- 6.5.2 The contractor must conduct six, live, full-day (i.e., six hours) instructor-led hands-on training sessions for a minimum of 150 EPA employees so that EPA users obtain the knowledge to complete their job duties. Training survey results must have an 90% effective rating for contractor training to be accepted as complete.
- 6.5.3 The contractor must provide training exercises so that EPA users may obtain self-paced, solo, hands-on training for specific training scenarios relative to their permission level and/or job duties.
- 6.5.4 The contractor must provide EPA user training manuals, so that EPA users can efficiently utilize the system.
- 6.5.5 The contractor must provide three, live, half-day, i.e., four-hour, instructor-led administrator training for a minimum of 60 EPA employees so that EPA users with administrative privileges may obtain the knowledge to complete their job duties.
- 6.5.6 EPA prefers that the contractor provides a comprehensive collection of on-demand training videos so that EPA users may conduct self-paced, solo, training sessions.

6.6 Interoperability (6 Requirements and 4 Preferences)

- 6.6.1 The system must integrate with EPA's identity management system to provide identity verification for EPA users, i.e., Personal Identity Verification (PIV) card/ Common Access Card (CAC) card access.
- 6.6.2 The system must provide a two-way API for integration with FOIA.gov for the purpose of updating EPA instructions and contact information and for receipt of FOIA requests submitted through FOIA.gov in compliance with DOJ requirements.
- 6.6.3 The system must integrate with FOIA.gov for the purpose of FOIA data, such as the FOIA Annual Report and the FOIA Quarterly Reports, into FOIA.gov.
- 6.6.4 The system must provide two-way API integration with Login.gov.
- 6.6.5 The system must integrate with Lightweight Directory Access Protocol (LDAP) natively and remain so through for the contract term, including any subsequent the contract term.

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- 6.6.6 The system must provide two-way API integration with Pay.gov to ensure that payments received by Pay.gov are recorded in the system.
- 6.6.7 EPA prefers that the system integrates with e-Discovery software, Relativity, allowing requests' unique identifier to be tracked in Relativity and Relativity document productions to be placed into the system.
- 6.6.8 EPA prefers that the system send email through EPA's Microsoft Office 365 email system and capture correspondence sent to EPA users from any email system used by the requester.
- 6.6.9 EPA prefers that the system integrates with EPA's internal financial management system, (i.e., Momentum) to record financial transactions.
- 6.6.10 EPA prefers that the system integrates with EPA National Records Management Program software, Nuxeo.

6.7 Transition Support (11 requirements)

- 6.7.1 The contractor must designate and make available a primary lead and project manager to the EPA data migration team.
- 6.7.2 The contractor must participate in a not less than a seven-phase migration process over a continuous multi-week EPA data migration process led by EPA users.
- 6.7.3 The contractor must provide live (in-person or remotely) consultations to the EPA data migration team on the data model, illustrating mapping data requirements and procedures.
- 6.7.4 The contractor must provide six-week, advanced notice for the data migration kick-off meeting.
- 6.7.5 The contractor must receive and process approximately 5 TB FOIAonline data package in an XML data interchange format with accompanying file system folders of multiple file types, i.e., 'bmp', 'jpg', 'jpeg', 'gif', 'png', 'odt', 'txt', 'pdf', 'docx', 'xlsx', 'pptx', 'mp4', 'mp3', 'mpg', 'mov', 'avi', 'wav', 'wmv'.
- 6.7.6 The contractor must obtain an Amazon Web Services (AWS) account to access and download the secured, encrypted FOIAonline EPA data package from an AWS S3 location.

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- 6.7.7 The contractor must download the FOIAonline EPA data package and validate the package with a computed hash value as instructed by the EPA team.
- 6.7.8 The contractor must develop data importation scripts necessary to read and import the FOIAonline EPA data package into the new system.
- 6.7.9 The contractor must provide the EPA team with application access to newly imported data so that the EPA team may confirm and validate the import success.
- 6.7.10 The contractor must temporarily keep the downloaded data package in a secure location until EPA confirms the importation was successful.
- 6.7.11 The contractor must test the system to confirm that data migration is complete and confirm that data integrity is 99.9% acceptable to EPA.

6.8 Records Management (1 Requirements and 5 Preferences)

- 6.8.1 The system must comply with the Federal Records Act (44 U.S.C. Chapter 31).
- 6.8.2 EPA prefers that the system provides workflows implementing EPA Records Schedules 0263 and 1049, allowing EPA users to create/receive; maintain and use; and dispose of records.
- 6.8.3 EPA prefers that the system provides the ability for EPA records schedules to be included in records' meta-data, allowing for standardized classification and disposition rules to be applied to all records in the system.
- 6.8.4 EPA prefers that the system identifies and manages records released to the public, and records unreleased to the public, according to EPA's records schedules, allowing FOIA processors to manage all records related to each request.
- 6.8.5 EPA prefers the system provides EPA users full-text document search capability for all records stored in the system.
- 6.8.6 EPA prefers the system provides the public full-text document search capability for all records released into the public repository.

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7. APPLICABLE STATUTES AND REGULATIONS

- Federal Records Act (44 U.S.C. Chapter 31)
- EPA Records Schedules 0263 and 1049
- The Freedom of Information Act (5 U.S.C. § 552)
- Privacy Act (5 U.S.C. § 552 (a))
- EPA Processing Privacy Act Requests Procedure Directive No. CIO 2151-P-08.0
- EPA FOIA Regulations 40 C.F.R. § 2.100 et seq
- Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d)
- Administrative Procedures Act of 1946
- 21st Century Integrated Digital Experience Act (PL 115-36)
- EPA Directive No. CIO 2136.0, EPA Electronic Signature Policy
- Department of Defense Directive 5015.2, Electronic Records Management Software Applications Design Criteria Standard
- National Archives and Records Administration Electronic Records Management Regulations (36 C.F.R. Part 1236)
- Government Paperwork Elimination Act of 1998 (Pub. L. 105-277)
- EPEAT compliance for covered asset acquisition requirements (www.epeat.net)
- Capability Maturity Model Integration (CMMI) Level 3 Certification
- Clinger-Cohen Act of 1996 and associated OMB guidance and directives
- Federal Register Act of 1935
- Federal Enterprise Architecture and associated guidance and models

8. TECHNICAL DIRECTION, DELIVERABLES AND DELIVERY SCHEDULE

8.1 Technical Direction

The Office of General Counsel (OGC), National FOIA Office (NFO) will submit technical direction as needed. The specific documented technical direction will be delivered by the contracting officer representative (COR) to the contractor and EPA's contracting officer (CO).

The contractor must not perform any tasks under this contract that constitute policy decision-making, or any activity that is managerial and the direct responsibility of EPA.

All migration content must be provided by EPA. Communication with the user community for new processes and procedures will be initiated by EPA.

**RFQ NO. 1587621 – ATTACHMENT 1
PERFORMANCE WORK STATEMENT (PWS)
FOIA Case Management System and Support Services**

8.2 Delivery Schedule

Deliverable/Activity	Due Date
Kick-Off Meeting	5 business days after contract award
Draft Project Management Plan	10 business days after kick-off meeting
Final Project Management Plan	5 business days after EPA comments
Project Meetings	5 business days after contract award
Project Documentation	based on project's requirements*
Quality Assurance Plan and Surveillance Plan	will be approved bi-laterally if changes are required.
O&M Activities	all activities loaded and tracked in the project plan
Project and Contract Status Meeting with COR	in person or via MS Teams or email, weekly.
Weekly Report	as needed
Schedule	weekly, monthly – as needed
Invoices	as agreed, upon in the award

**Project Documentation – in most cases, MS Teams and EPA's SharePoint environment will be used to manage project documents, requirements and operations and maintenance tasks.*

At minimum, the following are required: project plan outlining the goals and requirements of the project; deliverables and schedule for delivery; requirements document; operations and maintenance (O&M); contractor's internal testing plan; user acceptance testing plan for interim and final deliverables.

The scope of each of these deliverables shall be based on the complexity and scope of the project.

8.3 Notice Regarding Late Delivery

The contractor must notify the EPA project team and COR, as soon as it becomes apparent to the contractor, that a documented scheduled delivery will be late. The contractor must include in the notification the rationale for late delivery, the expected date for the delivery and the project impact of the late delivery. The EPA project team and COR will review the new schedule and provide guidance to the contractor.

8.4 Notice of Acceptance or Rejection

The Government shall provide written notification to the contractor of acceptance or rejection of all final deliverables.

All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

RFQ NO. 1587621 – ATTACHMENT 1
PERFORMANCE WORK STATEMENT (PWS)
FOIA Case Management System and Support Services

9. QUALITY ASSURANCE SURVEILLANCE PLAN

EPA will use a quality assurance surveillance plan (QASP) that defines standards; measurement methodology; frequency; and positive or negative incentives. The COR will conduct random surveillance of work products. The contractor shall develop their own internal Quality Assurance Plans to ensure that deliverables meet the standards identified in the QASP. The QASP is included as Addendum 1 to the PWS.

10. BASIS OF ACCEPTANCE

The basis for inspection and acceptance must be in compliance with the requirements set forth in the contract, the contractor's proposal, and other terms and conditions of the contract, including the Government Quality Assurance Surveillance Plan (QASP) or another documented project-specific metric. Deliverable items rejected must be corrected in accordance with the applicable clauses.

Reports, documents, and narrative deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the EPA have been corrected.

All the EPA's comments to deliverables must either be incorporated in the succeeding version of the deliverable, or the contractor must demonstrate to the EPA's satisfaction why such comments should not be incorporated.

11. PLACE OF PERFORMANCE

Unless directed by the EPA COR, work will be performed at the Contractor's virtual or physical location. Travel to EPA offices in Washington, D.C. will be required as requested by the EPA COR. Contract meetings and other Project-specific meetings can occur at the government site which is located at.

Environmental Protection Agency
William Jefferson Clinton North Building (WJC North)
1200 Pennsylvania Avenue N.W.
Washington, DC 20460

RFQ NO. 1587621 – ATTACHMENT 1
PERFORMANCE WORK STATEMENT (PWS)
FOIA Case Management System and Support Services

12. PERIOD OF PERFORMANCE

The period of performance of this contract shall consist of one twelve-month base period plus four (4) Option Periods.

Base Period	February 1, 2023, through January 31, 2024
Option Period 1	February 1, 2024, through January 31, 2025 (if exercised)
Option Period 2	February 1, 2025, through January 31, 2026 (if exercised)
Option Period 3	February 1, 2026, through January 31, 2027 (if exercised)
Option Period 4	February 1, 2027, through January 31, 2028 (if exercised)

13. HOURS OF WORK

The anticipated hours of performance for the contractor must be from 6:00 a.m. eastern standard time to 6:00 p.m. pacific time Monday through Friday.

If there is a necessary change to the hours of performance, the Program Manager must obtain written approval from the CO in order to make these changes. The COR and the contractor must mutually agree upon all deviations to this schedule not mentioned herein and the Program Manager must first obtain written approval for any overtime from the COR.

14. PERSONNEL

To successfully administer this Performance Work Statement, the contractor must fill key positions with highly experienced staff. Personnel assigned to key positions, as well as other proposed staff, must demonstrate experience in required skill sets.

The Contractor must ensure a stable workforce during the performance of this contract. The Contractor must designate key personnel including a Program Manager, a Project Manager, and a Technical Manager.

15. PROGRAM MANAGEMENT

Work performed in support of this Performance Work Statement requires a program manager who provides, project oversight; team building; clear and timely communications; excellent time and risk management; an understanding of software integration; and excellent customer service skills.

RFQ NO. 1587621 – ATTACHMENT 1
PERFORMANCE WORK STATEMENT (PWS)
FOIA Case Management System and Support Services

Program management activities includes:

- Drafting, finalizing, and sharing a project management plan.
- Performing quality control activities to ensure the project team's staff have skills to deliver project requirements efficiently and effectively,
- Invoicing preparation, submission, and issue resolution regarding invoice questions.
- Providing project oversight, ensuring quality control and rapid, effective corrective actions if issues arise.
- Ensuring regular communications with EPA project managers to ensure the project is being managed successfully and the customer satisfaction is high.
- Participating in project status meetings with regular reporting to the COR and NFO staff on a schedule to be determined, providing detailed project status, issue reporting, and issue resolution.
- Providing weekly access to agency usage reports to include, number of EPA user logins, number of public user logins; number of agency records released to the public.

16. PROJECT MANAGEMENT

Work performed in support of this Performance Work Statement requires a project manager, preferably with a Project Management Professional (PMP) certification, who provides, project oversight; team building; clear and timely communications; excellent time and risk management; an understanding of software integration; and excellent customer service skills.

Project management activities includes:

- Executing the project management plan.
- Coordinating and participating with the EPA project team to initiate the project, lead the contractor team, and communicate effectively with EPA team,
- Working closely with the program manager to ensure status, risks and issues are communicated to the EPA project team.
- Providing project oversight, ensuring quality control and rapid, effective corrective actions if issues arise.
- Providing regular communications with EPA project managers to ensure the project is being managed successfully and the customer satisfaction is high.
- Participating in project status meetings with regular reporting to the COR and NFO staff on a schedule to be determined, providing detailed project status, issue reporting, and issue resolution.
- Effectively address changes in work priorities and staffing.
- Ensuring deliverable quality and timeliness.
- Ensuring compliance with all Agency security and IT requirements.
- Executing testing plans and ensuring acceptance criteria is met.

RFQ NO. 1587621 – ATTACHMENT 1
PERFORMANCE WORK STATEMENT (PWS)
FOIA Case Management System and Support Services

17. ORGANIZATIONAL STRUCTURE AND PRIVACY OF CONTRACT

The Government must have privity of contract and right to directly enforce against the service provider all PWS requirements pertaining to records management, migration, storage, retrieval and transition. The Government prefers privity of contract and right to directly enforce against the SaaS service provider all PWS requirements pertaining to the system and must be able to communicate technical direction pertaining to operation, configuration, maintenance, and development of the SaaS service system, help desk support, training services, and transition services. The contractor must continually implement a communication plan that ensures the Government direct, efficient, and effective means for communicating technical direction pertaining operation, configuration, maintenance, and development of the SaaS service system, help desk support, training services, and transition services.

18. PHASE-OUT CONTRACT TRANSITION REQUIREMENTS

The contractor must ensure the continuation of work and the orderly transition of responsibility to the new contract to include successful transition of work that is seamless to Office of General Counsel, National FOIA Office.

At the contract's expiration or termination, the contractor must provide transition phase-out support to the federal government or other service provider. The incumbent contractor must maintain full contract compliance during the period leading up to contract expiration or termination. The incumbent contractor must submit a phase-out plan 90 to 120 calendar days before contract completion or termination. The phase-out plan must address, at a minimum:

- Procedures for retaining staffing levels necessary to maintain required contract services through the day of contract expiration or termination.
- Procedures and staffing levels required for a complete, quality-controlled data transition to the federal government or other service provider before contract expiration or termination.

The incumbent contractor must coordinate its phase-out activities with the incoming contractor or federal government to allow a smooth transition at the end of the contract period. The incumbent contractor must remove all contractor-owned property from government cloud systems, spaces, or facilities by close of business on the last day of the contract.

RFQ NO. 1587621 – ATTACHMENT 1
PERFORMANCE WORK STATEMENT (PWS)
FOIA Case Management System and Support Services

19. SECURITY

EPA has the right to restrict and control access to its facilities, virtual and physical property, and data. The contractor must ensure all contractor employees complete the following requirements before starting work on the contract.

- Submit all forms required for initiation of a background investigation
- Complete the required Computer Security Awareness Training
- Sign the EPA Non-Disclosure Agreement

20. NON-DISCLOSURE AGREEMENT

A formal non-disclosure agreement and/or conflict of interest agreements will need to be completed in order to have access to any EPA FOIA documents and system.

From: [Osborne, Rebecca](#)
To: [Osborne, Rebecca](#)
Subject: FW: Pricing & Invitation to User Conference
Date: Friday, March 3, 2023 9:41:26 AM
Attachments: [Pricing for FLRA.pptx](#)
[FactSheet - FOIAXpress PAL.pdf](#)

From: Maya Weaver <mweaver@ains.com>
Sent: Friday, October 21, 2022 2:42 PM
To: Osborne, Rebecca <rosborne@flra.gov>
Subject: Pricing & Invitation to User Conference

Hi Rebecca,

Happy Friday! I wanted to follow up on seeing some of what our pricing looks like. I am happy to set up a call to walk you through what this would look like, but in the meantime have attached the pricing we discussed with Chris so you can get an idea. Keep in mind I left out PAL in the attached pricing, which would make the cost go up if you would like to include it. I have also attached some more information on PAL.

Let me know what you think!

I also wanted to personally invite you to our upcoming annual summit taking place Nov 3 in Washington, DC with a virtual option also.

This is one of the largest gatherings of the public sector case management professions in the country. Hope to see you there!

Key sessions that might interest you include:

- The Role of Technology in Today's Hybrid Work Environment
- Did the Pandemic Slow Down or Speed Up the Transition to Digital Record Keeping?

[Here is the registration link-there is no cost to attend](#)

Best,
Maya

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Public Access Link (PAL)

Enhance Transparency & Citizen Engagement

FOIAXpress® Public Access Link (PAL) is a secure public-facing web portal that connects agencies with requesters. It enables agencies to better serve constituents by providing a centralized location to submit requests, access records and communicate.

PAL integrates directly with FOIAXpress® enhancing functionality and collaboration from inquiry to delivery.

Features to Support Your Mission:



Public Website
Configured with features to support your mission and integrate seamlessly with your brand



Electronic Reading Room
Post frequently requested documents online for easy access and increased transparency



Secure Requester Portal
Personalized portal with unique logins to submit requests or appeals, track status, communicate and receive records for download



Document Delivery
Deliver responsive records to requestors private reading without file-size restrictions



Automatic Case Tracking
Receive immediate request and case set-up receipt upon completion of data entry

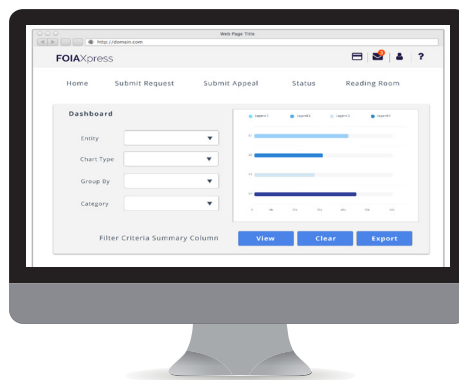


Dashboards
Review real time data on program statistics with interactive dashboards

PAL offers **Payment Connector** as an optional value added feature. Payment Connector enables agencies to collect payment through a secure integration with third party payment providers such as pay.gov.

FOIAXpress®

FOIAXpress® transforms the way organizations manage Freedom of Information Act (FOIA), Privacy Act and Open Records requests. FOIAXpress® digitizes and automates the full lifecycle of FOIA from inquiry to delivery and archiving. That's why it's the leading eFOIA solution in North America.



A 21st Century Approach to Open Government

- **Enhance Engagement**
Transform the citizen dialogue with 24/7 accessibility and greater transparency
- **Speed Processing**
Enabling a digital experience from inquiry through delivery reduces downtime and delays to speed the process
- **Promote Transparency**
Keep constituents informed by posting and curating public documents online
- **Ensure Compliance**
Meet federal guidelines to increase use of digital tools and provide a centralized web portal
- **Access Reports**
Analyze a variety of reports detailing data source statistics

AINS

AINS® is a leading global provider of cloud-based, adaptive case management solutions. Since 1988, AINS has empowered more than 380 organizations in 45 countries to rethink how they work, develop and deploy new technology. AINS innovative, agile software and services spur digital transformation across the enterprise.

From: [Osborne, Rebecca](#)
To: [Osborne, Rebecca](#)
Subject: FW: Follow up from phone call
Date: Friday, March 3, 2023 9:48:14 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

From: Deryck Weaver <deryck.weaver@soch-inc.com>
Sent: Monday, February 13, 2023 4:28 PM
To: Osborne, Rebecca <rosborne@flra.gov>
Subject: Follow up from phone call

Good afternoon Rebecca,

Thank you for taking my call today. I appreciate you taking the time to speak with me and allowing me to share information about myself and Soch.

Below is the pricing we spoke about. If you have any additional questions, please do not hesitate to contact me by phone or email.

FOIA Pro FOIA Case Management System: up to 5 users = GSA List \$11,700
Training: \$50 per person = \$200
Configuration: Normally 20% of software cost, 1 time cost = \$2,340
Web Portal: GSA List of \$5,000
Configuration of Web Portal: \$1,500
Data Migration: Usually based on Time, but past experience on Firm Fixed Price is \$40,000

QUOTE PRICE TO FLRA

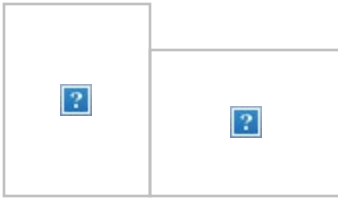
I will provide the FOIA Pro software, configuration of software, Web Portal, configuration of web portal, training and Data migration for a combined total discounted price of \$17,000 for the first year. After the first year, the annual renewable SaaS Cloud price would be \$14,000 per year.

My contact information is below. It is easier to contact me by cell rather than the office number, as my office is in Richmond but I am located locally in Northern Virginia, and it takes a couple of days sometimes for me to get messages from the office.

I look forward to responding to your RFI/RFP when released. Again, I am available at your convenience.

Best Regards,
Deryck Weaver
Director Sales

M: [REDACTED]
P: 1-800-210-6213 ext 700
E: deryck.weaver@soch-inc.com
Soch Inc
701 E. Franklin St, Suite 1515



Richmond, VA 23219

Soch-Inc.com



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From: [Osborne, Rebecca](#)
To: [Osborne, Rebecca](#)
Subject: FW: NTT DATA FOIA demonstration Follow-up
Date: Friday, March 3, 2023 9:39:48 AM
Attachments: [image001.png](#)
[Modernizing FOIA Whitepaper.pdf](#)
[Attach 1 - PWS FOIA Case Management System - 11-17-2022 FINAL.1668723330117.pdf](#)

From: Gray, Detra <Detra.Gray@nttdata.com>
Sent: Tuesday, December 27, 2022 12:47 PM
To: Osborne, Rebecca <rosborne@flra.gov>
Cc: Clelland, Kellie <Kellie.Clelland@nttdata.com>
Subject: NTT DATA FOIA demonstration Follow-up

Hi Rebecca,

Hope you had a fantastic holiday break.

Following up on our demonstration last week, I've attached the NTT DATA Modernizing FOIA white paper for your review. I am also including the EPA FOIA PWS that was recently released. It gives you an idea of what most agencies are including in their FOIA requirements.

We are updating our pricing estimates. I will provide that information shortly.

Thank you and have a Happy New Year!!

Detra

Detra Y. Gray | PMP, ITIL, CSM | Senior Director
Detra.Gray@nttdata.com | 301.452.2653 | www.nttdata.com



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From: [Osborne, Rebecca](#)
To: [Osborne, Rebecca](#)
Subject: FW: Pricing & Invitation to User Conference
Date: Friday, March 3, 2023 9:41:26 AM
Attachments: [Pricing for FLRA.pptx](#)
[FactSheet - FOIAXpress PAL.pdf](#)

From: Maya Weaver <mweaver@ains.com>
Sent: Friday, October 21, 2022 2:42 PM
To: Osborne, Rebecca <rosborne@flra.gov>
Subject: Pricing & Invitation to User Conference

Hi Rebecca,

Happy Friday! I wanted to follow up on seeing some of what our pricing looks like. I am happy to set up a call to walk you through what this would look like, but in the meantime have attached the pricing we discussed with Chris so you can get an idea. Keep in mind I left out PAL in the attached pricing, which would make the cost go up if you would like to include it. I have also attached some more information on PAL.

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- Did the Pandemic Slow Down or Speed Up the Transition to Digital Record Keeping?

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Best,
Maya

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immediately. Please advise if you or your employer does not consent to email messages of this kind.

From: [Henderson, Austin](#) on behalf of [Noga, Vaughn](#)
To: [Darren.Ash@ios.doi.gov](#); [Sean.Brune@ssa.gov](#); [david.shive@gsa.gov](#); [Fontaine, Dave](#); [Karyn.Runstrom@dla.mil](#); [scherer.robert@pbgc.gov](#); [Steve.Husk@usdoj.gov](#); [allen.hill@fcc.gov](#); [sonny.bhagowalia@cbp.dhs.gov](#); [Prem.Aburvasamy@nlrb.gov](#); [Jane.o.rathbun.civ@us.navy.mil](#); [Andrew.Staddon@csb.gov](#); [Naik, Usha](#); [Harris.Quddos@DODIG.MIL](#); [craig.thomas@mspb.gov](#)
Cc: [Collard, Erin](#); [Wells, Jeffrey](#); [Thompson, BrianK](#); [Perkins, Shannon](#); [Grimm, Patrick](#); [Alvarado, David](#); [Henderson, Austin](#)
Subject: FOIAonline Decommissioning
Date: Monday, May 22, 2023 11:34:22 AM

Colleagues,

Given that there are 3 Federal holidays and the summer standing between us and September 30th, I wanted to reach out now to thank you and your FOIA officials for your efforts thus far to identify a new FOIA case management solution for your agency given the decommissioning of FOIAonline at the end of the fiscal year. The deadline is firm. There are no plans to push out the decommissioning date beyond September 30th. I am therefore hoping your agency is well on its way toward migrating your data from FOIAonline to your new FOIA processing system and will stand ready to use your new system starting October 1st or soon thereafter.

In the meantime, I encourage you and your FOIA officials to keep my EPA FOIAonline team of Laura Johnson and Jeff Edwards apprised of your progress toward that goal. At the time of our decommissioning announcement in November 2021, FOIAonline had 20 active Partners. Since then, four Partners have already successfully offboarded. Offboarding the remaining 16 active Partners seamlessly, quickly, and efficiently in the few months remaining will require continued close coordination between my FOIAonline team and each Partner. I appreciate your efforts in that regard and for your efforts to date.

If you have any questions or concerns, please feel free to reach out to me or to Brian Thompson (Thompson.BrianK@epa.gov), Director of the eDiscovery Division that oversees the FOIAonline program.

Thank you,

Vaughn Noga, Chief Information Officer
and Deputy Assistant Administrator for Environmental Information
Office of Mission Support
U.S. Environmental Protection Agency
1200 Pennsylvania Ave
Washington DC 20460

From: david.gamzon@softthink.com
To: [Bartlett, Jessica](#)
Cc: "Srin!"
Subject: FOIA-Online RFQ - small business set aside
Date: Tuesday, May 23, 2023 1:22:38 PM

Hi Jessica,

I just sent you a LinkedIn invite. We have never spoken before, so I'll keep this brief.

We understand that FLRA will be releasing a small business set aside RFQ for FOIA-Online services. Has this solicitation been released? Any help would be greatly appreciated.

Below my signature is a brief overview of Softthink Solutions for you to review.

My thanks for your time.

V/r

Dave

David Gamzon

Partner Liaison / Business Development Manager

C 

E david.gamzon@softthink.com

Softthink Solutions, Inc.

CMMI Level 3 Dev/Services, ISO 9001/2015, 27001/2013

Softthink Solutions, Inc. (STSI) is currently priming contracts at Department of Commerce/NTIS, Treasury/NMB, Department of Justice and Housing and Urban Development to name a few. We also work well as a subcontractor as we do at NARA and GSA on behalf of IBM.

STSI is a mature small business focused on emerging IT technologies such as Cloud Computing, AI, Big Data, and Cybersecurity. We are certified Economically Disadvantaged Woman-Owned Small Business, 8(a), and HUBZone concern with CMMI 3 Development, CMMI 3 Service, ISO 9001 and ISO 27001 certifications. Contract Vehicle Options include: GSA IT Schedule 70 GSA IT 70 Schedule (Cloud 132-40) (HACS 132-45) (IT Services 132-51), GSA 8(a) STARS III and GSA OASIS SB 8(a) Pools 1 & 3 (being onboarded for CIOS

From: david.gamzon@softthink.com
To: [SolMail](#)
Cc: "Srin!"
Subject: FOIA-Online RFQ - small business set aside
Date: Tuesday, May 23, 2023 1:26:06 PM

Hi Rebecca,

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Below my signature is a brief overview of Softthink Solutions for you to review.

My thanks for your time.

V/r

Dave

David Gamzon

Partner Liaison / Business Development Manager

C 

E david.gamzon@softthink.com

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From: david.gamzon@softthink.com
To: [Helms, Caroline](#)
Cc: "Srin!"
Subject: FOIA-Online RFQ - small business set aside
Date: Tuesday, May 23, 2023 3:24:46 PM

Hi Caroline,

I just sent you a LinkedIn invite. We have never spoken before, so I'll keep this brief.

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My thanks for your time.

V/r

Dave

David Gamzon

Partner Liaison / Business Development Manager

C 

E david.gamzon@softthink.com

Softthink Solutions, Inc.

CMMI Level 3 Dev/Services, ISO 9001/2015, 27001/2013

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From: [Osborne, Rebecca](#)
To: david.gamzon@softthink.com; SolMail
Cc: "Srini"
Subject: RE: FOIA-Online RFQ - small business set aside
Date: Tuesday, May 23, 2023 3:52:17 PM

Mr. Gamson,

I believe that the FLRA will be posting the solicitation on GSA Ebuy.

My linked-in account is a personal account and I do not use it for government or commercial purposes so I will not be accepting your invitation.

REBECCA J. OSBORNE
Deputy Solicitor
Federal Labor Relations Authority
771-444-5778

From: david.gamzon@softthink.com <david.gamzon@softthink.com>
Sent: Tuesday, May 23, 2023 1:26 PM
To: SolMail <solmail@flra.gov>
Cc: 'Srini' <Srini@softthink.com>
Subject: FOIA-Online RFQ - small business set aside

Hi Rebecca,

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My thanks for your time.

V/r

Dave

David Gamzon
Partner Liaison / Business Development Manager
C [REDACTED]

E david.gamzon@softthink.com

Softthink Solutions, Inc.

CMMI Level 3 Dev/Services, ISO 9001/2015, 27001/2013

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From: [Hamilton, Marshall](#)
To: [Osborne, Rebecca](#)
Subject: RE: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago
Date: Wednesday, May 24, 2023 11:36:55 AM
Attachments: [image001.png](#)

Hi Rebecca,

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Marshall Hamilton

Account Executive
Tyler Technologies – Federal Division
Cell [REDACTED]
Office: 571-346-3729 (ext:53729)
www.tylertech.com



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From: Osborne, Rebecca <rosborne@flra.gov>
Sent: Thursday, December 15, 2022 1:08 PM
To: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>
Subject: Re: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

I can talk at 4:00

Rebecca J. Osborne
Acting Solicitor
Federal Labor Relations Authority
771-444-5778

From: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>
Sent: Thursday, December 15, 2022 1:07 PM
To: Osborne, Rebecca <rosborne@flra.gov>
Subject: Re: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

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From: [Hamilton, Marshall](#)
To: [Osborne, Rebecca](#)
Subject: RE: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago
Date: Wednesday, May 24, 2023 11:39:25 AM
Attachments: [image001.png](#)

Great, thanks! An essentially any day now is that correct?

Marshall Hamilton

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From: [Hamilton, Marshall](#)
To: [Osborne, Rebecca](#)
Subject: RE: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago
Date: Wednesday, May 24, 2023 3:28:01 PM
Attachments: [image001.png](#)

Okay, thank you!

Marshall Hamilton
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From: Osborne, Rebecca <rosborne@flra.gov>
Sent: Wednesday, May 24, 2023 11:40 AM
To: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>
Subject: RE: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

That is my understanding.

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From: [Hamilton, Marshall](#)
To: [Osborne, Rebecca](#)
Subject: RE: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago
Date: Wednesday, June 14, 2023 4:38:21 PM
Attachments: [image001.png](#)

Hi Rebecca,

I hope all is well with you. I hate to be a pest because I know it's in your procurement shop's hands but I wanted to follow up to see if you heard anything about the RFQ being released. I have been checking eBuy but haven't seen anything yet, so I just wanted to double check.

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From: [Hamilton, Marshall](#)
To: [Osborne, Rebecca](#)
Subject: RE: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago
Date: Wednesday, June 14, 2023 4:46:24 PM
Attachments: [image001.png](#)

Do you happen to know the title or the date it was posted?

Marshall Hamilton
Account Executive
Tyler Technologies – Federal Division
Cell: [REDACTED]
Office: 571-346-3729 (ext:53729)
www.tylertech.com



From: Osborne, Rebecca <rosborne@flra.gov>
Sent: Wednesday, June 14, 2023 4:43 PM
To: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>
Subject: RE: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

It is posted on GSA Ebuy.

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To: [Osborne, Rebecca](#)
Subject: RE: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago
Date: Wednesday, June 14, 2023 4:55:37 PM
Attachments: [image001.png](#)

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Sent: Wednesday, June 14, 2023 4:52 PM
To: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>
Subject: RE: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

Marshall,

I believe it was posted on or about May 18, 2023. The agency is the Federal Labor Relations Authority, and the heading of the document that I have is "Online FOIA Management System".

Thank you,

Rebecca.

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From: [Hamilton, Marshall](#)
To: [Osborne, Rebecca](#)
Subject: Re: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago
Date: Saturday, June 17, 2023 1:55:47 PM
Attachments: [image001.png](#)

Thanks!

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From: Osborne, Rebecca <rosborne@flra.gov>
Sent: Friday, June 16, 2023 10:13:40 PM
To: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>
Subject: Re: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

The RFQ number is: RFQ1628800

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From: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>
Sent: Thursday, June 15, 2023 10:00:46 AM
To: Osborne, Rebecca <rosborne@flra.gov>
Subject: RE: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

Last question. Do you happen to have or can you inquire about the RFQ number? We can't find it and I'm pretty sure I know why.

Marshall Hamilton
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Sent: Wednesday, June 14, 2023 4:59 PM
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Subject: RE: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

I believe the due date is June 19.

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Sent: Wednesday, June 14, 2023 4:52 PM
To: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>
Subject: RE: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

Marshall,

I believe it was posted on or about May 18, 2023. The agency is the Federal Labor Relations Authority, and the heading of the document that I have is "Online FOIA Management System".

Thank you,

Rebecca.

REBECCA J. OSBORNE
Deputy Solicitor
Federal Labor Relations Authority
771-444-5778

From: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>
Sent: Wednesday, June 14, 2023 4:46 PM
To: Osborne, Rebecca <rosborne@flra.gov>

Subject: RE: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

Do you happen to know the title or the date it was posted?

Marshall Hamilton

Account Executive

Tyler Technologies – Federal Division

Cell: [REDACTED]

Office: 571-346-3729 (ext:53729)

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From: Osborne, Rebecca <rosborne@flra.gov>

Sent: Wednesday, June 14, 2023 4:43 PM

To: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>

Subject: RE: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

It is posted on GSA Ebuy.

REBECCA J. OSBORNE

Deputy Solicitor

Federal Labor Relations Authority

771-444-5778

From: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>

Sent: Wednesday, June 14, 2023 4:38 PM

To: Osborne, Rebecca <rosborne@flra.gov>

Subject: RE: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

Hi Rebecca,

I hope all is well with you. I hate to be a pest because I know it's in your procurement shop's hands but I wanted to follow up to see if you heard anything about the RFQ being released. I have been checking eBuy but haven't seen anything yet, so I just wanted to double check.

Marshall Hamilton

Account Executive

Tyler Technologies – Federal Division

Cell: [REDACTED]

Office: 571-346-3729 (ext:53729)

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From: Osborne, Rebecca <rosborne@flra.gov>

Sent: Wednesday, May 24, 2023 11:38 AM

To: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>

Subject: RE: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

Marshall,

I am told that it will be posted on GSA Ebuy.

Thanks,

Rebecca.

REBECCA J. OSBORNE
Deputy Solicitor
Federal Labor Relations Authority
771-444-5778

From: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>

Sent: Wednesday, May 24, 2023 11:37 AM

To: Osborne, Rebecca <rosborne@flra.gov>

Subject: RE: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

Hi Rebecca,

Thanks again for your time last week when it comes to updating me on where things stands for replacing FOIAOnline. You mentioned that you weren't exactly sure when and where the RFP will be released. Can you point me in the right direction of someone that would know? I just want to make sure we are in the loop and can respond.

Marshall Hamilton
Account Executive
Tyler Technologies – Federal Division
Cell: [REDACTED]
Office: 571-346-3729 (ext:53729)
www.tylertech.com



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From: Osborne, Rebecca <rosborne@flra.gov>
Sent: Thursday, December 15, 2022 1:08 PM
To: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>
Subject: Re: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

I can talk at 4:00

Rebecca J. Osborne
Acting Solicitor
Federal Labor Relations Authority
771-444-5778

From: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>
Sent: Thursday, December 15, 2022 1:07 PM
To: Osborne, Rebecca <rosborne@flra.gov>
Subject: Re: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

How does Monday between 3 and 5 work? I'm thinking 30 minutes for the call.

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From: Osborne, Rebecca <rosborne@flra.gov>
Sent: Thursday, December 15, 2022 11:55:05 AM
To: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>
Subject: Re: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

Marshall,

Is there a time next week that works for you?

Thanks,

Rebecca.

Rebecca J. Osborne
Acting Solicitor
Federal Labor Relations Authority
771-444-5778

From: Hamilton, Marshall <Marshall.Hamilton@tylerfederal.com>
Sent: Wednesday, December 14, 2022 10:03 AM

To: Osborne, Rebecca <rosborne@flra.gov>

Subject: FOIAOnline Replacement: Per Our Conversation A Few Weeks Ago

Hi Rebecca,

I hope all is well since we last spoke and that your oral arguments went well! Per our last conversation a few weeks ago, you asked me to touch base with you about FLRA's plans to find a FOIAOnline replacement in mid-December.

I just left a voicemail but wanted to follow up with an email as well. My hope is to find a time in early January to have an introductory conversation. How does the first or second week of January work?

Marshall Hamilton

Account Executive

Tyler Technologies – Federal Division

Cell: [REDACTED]

Office: 571-346-3729 (ext:53729)

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From: diperna.brett@yudrio.com
To: [SolMail](#)
Cc: [Janae Curry](#); [Brett DiPerna](#); [Luigi Valentini](#)
Subject: Unsolicited Proposal for a FOIA Cloud Solution
Date: Wednesday, July 12, 2023 4:13:52 PM
Attachments: [Yudrio Unsolicited Proposal FOIA System 07-11-23 FLRA.pdf](#)

Dear Rebecca Osborne,

I am writing to you as a representative of Yudrio, a leading provider of innovative IT solutions for government agencies. We have been following the developments and challenges faced by numerous agencies like FLRA regarding the FOIAOnline.gov platform decommissioning. We would like to submit this unsolicited proposal as an alternative solution that we believe would greatly benefit your agency and its FOIA operations.

We understand that replacing FOIAOnline.gov is a critical undertaking for FLRA, and we are confident that our FOIA Cloud Solution can address your needs and meet FOIA processing requirements. As you will read, our proposed solution offers a robust, secure, and scalable platform that can effectively manage and streamline the FOIA process while ensuring compliance with stringent timelines and accurate implementation.

Here are some key benefits of our FOIA Cloud Solution:

- **Robustness:** Our solution is built on cutting-edge cloud infrastructure, providing high availability, scalability, and data redundancy. This robustness ensures uninterrupted access to the FOIA system, even during peak usage periods, while protecting the agency's valuable data.
- **Enhanced Efficiency:** Our platform incorporates advanced automation capabilities, reducing manual effort and streamlining the FOIA request management process. This results in faster response times, improved productivity, and enhanced stakeholder satisfaction.
- **Compliance and Security:** We understand the sensitivity of FOIA data and have implemented stringent security measures to safeguard the confidentiality, integrity, and availability of information. Our solution complies with industry-leading security standards and regulations, ensuring that sensitive data is always protected.
- **Customizability and Integration:** Our FOIA Cloud Solution is highly flexible and can be tailored to meet the unique requirements of FLRA. We can seamlessly integrate the solution with existing systems and applications, providing a cohesive and efficient workflow.
- **Timeliness:** We have a proven track record of successfully delivering complex IT projects within rigorous timelines. Our experienced team is committed to ensuring a smooth transition from FOIAOnline.gov to our FOIA Cloud Solution, minimizing disruptions to your operations.
- **Cost-effectiveness:** By leveraging cloud infrastructure and implementing efficient processes, our solution offers cost savings in infrastructure maintenance, software licensing, and ongoing support.

We would be delighted to provide a detailed presentation outlining the technical specifications, implementation plan, and associated costs for migrating to our FOIA Cloud Solution. We are confident that our solution can significantly enhance the FLRA's FOIA operations, improve efficiency, and ensure compliance with legal requirements.

Thank you for considering our unsolicited proposal. We believe partnering with Yudrio and Kofax will enable FLRA to meet its FOIA objectives effectively. We are available to discuss our proposal in more detail and address any questions or concerns. Please feel free to contact me directly at [REDACTED] or brett.diperna@yudrio.com.

We look forward to the opportunity to work with FLRA and contribute to the success of your FOIA initiatives.

Sincerely,

Brett DiPerna
Yudrio, Inc.
President
Mobile: [REDACTED]

<http://www.yudrio.com>

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