



Administrative Report

H.11., File # 26-0412

Meeting Date: 4/14/2026

To: MAYOR AND CITY COUNCIL

From: ELEANOR MANZANO, CITY CLERK
MIKE COOK, INFORMATION TECHNOLOGY DIRECTOR

TITLE

APPROVE AN AGREEMENT FOR THE PURCHASE OF JUSTFOIA PUBLIC RECORDS REQUEST MANAGEMENT SOFTWARE AND IMPLEMENTATION SERVICES FROM MCCI LLC FOR A THREE-YEAR TERM WITH A TOTAL NOT TO EXCEED COST OF \$71,142

EXECUTIVE SUMMARY

Staff recommends the purchase and implementation of the JustFOIA public records request management system from MCCI, LLC to modernize and streamline the City's response to requests made under the California Public Records Act (CPRA). JustFOIA provides a platform for intake, tracking, data collection, redaction, format standardization, and fulfillment of public records requests, much of which is being performed manually by staff today. Implementation of JustFOIA will improve efficiency, reduce response times through automation, centralize tracking, and enhance transparency by providing a consistent workflow for responding to public records requests that can be audited, as needed.

BACKGROUND

The City currently receives and tracks public records requests under the California Public Records Act (CPRA) through the City's Comcate customer relationship management system, Access Redondo. While this system allows the City to log requests and assign them to Departments, it does not provide tools to support the remainder of the public records request process.

Once a request is entered into the system and routed to the appropriate Departments, the collection of responsive records, deduplication of documents, redaction of sensitive information, Clerk's Office and/or Legal review and final fulfillment of the request are all performed manually by staff. As the volume and complexity of requests has increased, this process has become increasingly resource intensive and currently requires the effort of more than one full-time equivalent (FTE) staff member to manage.

To address these challenges, a strategic planning item was included in the FY 2025-2026 City-Wide Strategic Plan to research available options. Staff evaluated solutions designed specifically to support public sector public records request management. Platforms such as JustFOIA provide purpose-built tools that automate and streamline key steps in the process, including request intake, deadline tracking, document collection and format standardization, deduplication, redaction, review workflows, and final publication of records.

Staff developed requirements and evaluated nearly half a dozen solutions designed specifically for public sector records request management, including assessment of annual cost. JustFOIA was found to be the only solution that meets all City requirements and was the most cost-effective solution evaluated.

The anticipated efficiencies from centralized tracking and automated workflows are expected to reduce staff time spent coordinating and tracking requests across Departments. Staff recommends the City Council approve the Agreement with MCCI, LLC to obtain and implement the JustFOIA solution.

COORDINATION

The selection of JustFOIA was coordinated with the City Clerk's Office, which is responsible for overseeing public records requests, and the Information Technology Department. The Agreement was approved as to form by the City Attorney's Office.

FISCAL IMPACT

The proposed purchase includes implementation and annual licensing costs for the JustFOIA platform including implementation services and licensing for three years of service.

Annual licensing for the system is \$21,060 for year one, \$22,113 for year two, and \$23,218.65 for year three, with a one-time implementation and configuration cost of approximately \$4,750. Funding for this purchase is available in the Information Technology Department's annual operating budget.

APPROVED BY:

Mike Witzansky, City Manager

ATTACHMENTS

- Agmt -Master Services Agreement Number 23355
- Addendum 1 to MSA 233355
- Insurance - Certificate of Insurance