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**WHATCOM COUNTY
EXECUTIVE'S OFFICE**

MEMORANDUM

TO: Carol Frazey, Executive Pro Tempore
THROUGH: Tyler Schroeder, Deputy Executive
FROM: Perry Rice, IT Manager *PJR*
RE: Contract for Granicus GovQA Public Records Management System
DATE: November 7, 2023

Enclosed for your consideration is the proposed agreement between Whatcom County and Carahsoft Technology Corp (Carahsoft) for the purchase, implementation and subscription of the Granicus GovQA public records management software platform.

• **Background and Purpose**

Whatcom County uses a 20-year old in-house developed database to track and manage public records requests. The system is cumbersome to use and it only helps with a small portion of the overall workflow in responding to citizen requests. Public records requests to Whatcom County continue to increase in volume and complexity. In 2020 there were 2,731 requests and in 2021 there were 3,118 requests. Over 30 staff across county departments regularly assist the Public Records Officer in responding to citizen requests; they are overwhelmed with requests and need better tools to help fulfill requests in a more efficient and timely fashion.

The GovQA software has an online portal for citizens to submit requests which is then reviewed and routed to departments within a common system. The software includes configured workflows, notifications, e-mail review features, redaction tools and reports.

This proposed agreement is for the Granicus GovQA public records management system pursuant to State of Washington Master Contract No. 05116 which expires 9/16/2026. Carahsoft is a Software Value Added Reseller under this agreement.

• **Funding Amount and Source**

This agreement is for a total of \$270,165.25 for implementation and the first three years of the GovQA subscription. Funding was approved in the 2023–2024 Biennial Budget (ASR#2023-6687) and will be slightly augmented by the IT Base Budget.

• **Contact Information**

Please contact Perry Rice at x5235 if you have any questions or concerns regarding the terms of this agreement.