



## **Request for Information: Case Management and Publishing System**

**Respond by August 15, 2024**

**Submit Questions and Response to [ncoe@ethics.nv.gov](mailto:ncoe@ethics.nv.gov)**

### **Project Overview**

The Nevada Commission on Ethics currently has a document database to store case related documents, ethics acknowledgments, and public records requests. Many case management functions and publishing features still require manual tracking, document creation, and a multi-step process to ensure published cases are searchable to the public.

This project seeks to replace the establish database with a true case management and publishing system to create workflow efficiencies and improved functionality to benefit the public.

### **Business Need**

The Commission processes four main types of incoming requests or documentation from public officials, government employees and the general public: Advisory Opinion Requests, Ethics Complaints, Ethics Acknowledgments, and Public Records Requests. The current system largely serves as a document holding system with some functionality for receiving online submissions and publishing certain documents to the public. The total number of users is less than 20 and the total number of incoming cases a year is currently less than 200.

### **Major Features of the Current System**

1. Online form submission with email notifications
2. Agency-facing document holding system
3. Public-facing searchable database

### **Additional Functionality to Improve Customer Service and Agency Efficiency**

4. Agency-facing case management tools (automated calendar, cases status dashboard, etc.)
5. Document template autofill using submitted case information
6. Improved search and sort functionality for public-facing documents
7. Visual data reports and exportable reports to facilitate the tracking of agency performance trends over time
8. Currently staff spend several hours a week manually updating an excel document to track cases and monitor compliance with statutory requirements

**The business process for each item and ideal software solution features are below:**

*Advisory Opinion Requests*

The current system includes an online form submission system and in certain cases the ability for Commission staff to publish an opinion to a public-facing searchable database. The search function does not always operate well and although the Commission has requested the ability to create certain topics to make searching easier for the public, the solution has not yet been implemented. Upon submission of a request, the requesting party and Commission staff are notified via email. However, the email notification functionality regularly goes down leading to the potential for missed cases, delayed responses to the public and passed due deadlines resulting in non-compliance with NRS 281A and NAC 281A. Currently the email notification sends an email to an employee's email account that has been deactivated for over a year and the provider indicates that notification email is hard coded into the solution and cannot be revised.

Ideal functionality would maintain an online submission system and notification to the required individuals, automated calendar of legal deadlines, and the ability to easily modify the form submission and email notification list. In addition, an ideal solution can create initial drafts using case information to increase the efficiency and accuracy of the drafting process.

*Ethics Complaints*

The current system includes an online form submission system and in certain cases the ability for Commission staff to publish an opinion to a public-facing searchable database. Upon submission of a request the requesting party and Commission staff are notified via email. These types of cases house many more documents for cases that move to the investigatory phase.

Ideal functionality would maintain an online submission system and notification to the required individuals, automated calendar of legal deadlines, the ability to easily modify the form submission and email notification list, and an efficient internal document upload process. In addition, an ideal solution has the ability to create initial drafts using case information to increase the efficiency and accuracy of the drafting process.

*Ethics Acknowledgments*

The current system includes an online form submission system as well as a searchable forward-facing database of submitted forms. Ideal functionality for ethics acknowledgments includes a single record of all submitted documents that can be easily searched regardless of the method the public official uses to submit the documents. In addition, functionality that allows a crosscheck between the Ethics system and other databases or lists of public officers would enhance the Commission's ability to enforce this requirement in law. Current enforcement can only be completed on an as requested basis and requires manual searching in multiple locations.

*Public Records Request*

The current system includes an online form submission system, receipt of public records requests and notification to the user and staff by email that their submission has been completed.

Ideal functionality for public records request submissions includes automated calendar of legal response deadlines, ability to upload and track communication regarding the request as well as which documents are provided in response to the request in the event of litigation. Reports of volume, response time, and other relevant performance measures are also desired. Additional function for constituent service and media inquiry tracking is also ideal.

### **Questions for Interested Potential Vendors**

Does your system meet all ideal functionality criteria?

What is an estimated cost for data conversion?

What are estimated costs for initial setup of the system including user training?

What are estimated monthly or annual ongoing expected costs?

What is a timeline for implementation from contract finalization to implementation?

### **View of current public-facing system**

Forms: <https://ethics.nv.gov/Forms/Home/>

Public database:

[https://nvethics.pdi.online/cm/dbo\\_DocumentsPublic/list?orderby=dDocYear;aCaseNumber](https://nvethics.pdi.online/cm/dbo_DocumentsPublic/list?orderby=dDocYear;aCaseNumber)