SITUATION

We are seeking approval from the Board of Health for the renewal of the contract with Granicus (GovQA), to be processed through SHI, using the Washington State Department of Enterprise Services contract pricing (State contract pricing). The contract total is $48,921.83, with the total cost after tax amounting to $53,373.72.

BACKGROUND

For the past five years, SRHD has utilized GovQA, a centralized public records request (PRR) management system, to handle all incoming PRRs across departments. GovQA streamlines the request process, ensuring consistency, compliance, and efficiency. It enables staff to manage requests more effectively, saving time and reducing the administrative burden. Additionally, the system enhances the public experience by allowing requesters to securely access records electronically through a user-friendly portal.

ASSESSMENT

Over the past five years, SRHD has efficiently processed between 300 and 500 public records requests annually using the GovQA system. The platform has proven to be a reliable and effective tool for managing these requests in a timely and compliant manner. Continued use of GovQA is essential for both the SRHD HIPAA and Records departments to maintain consistency, ensure legal and regulatory compliance, and support secure, streamlined records processing.

RECOMMENDATION

It is recommended that SRHD renew its contract with Granicus for continued use of the GovQA system to process public records requests. Approval of the attached quote will allow uninterrupted access to this essential service, supporting compliance, efficiency, and service continuity across departments.

COST

Breakdown of cost
Subtotal $48,921.83
*Tax $4,451.89

Total *Contract/Purchase* Request $53,373.72