Request for Information (RFI) Response
Date: November 23, 2021

Submitted By:
AINS, Inc.
806 W. Diamond Avenue
Gaithersburg, MD 20878
POC: Pam Ackley
Phone: (240) 364-7250
Fax: (301) 670-2841
Email: packley@ains.com

CAGE Code: 06DJ8
DUNS: 361150469
Website: www.ains.com

Submitted To:
National Archives and Records Administration
Office of Information Services
8601 Adelphi Road, Room 3340
College Park, MD 20740
POC: Ty Senour
Email: tyler.senour@nara.gov
# Table of Contents

1. Outline for Day 1, Section 2 (Case Processing Tools) .......................................................... 1
1 Outline for Day 1, Section 2 (Case Processing Tools)

- Public Access Link (PAL)
  - Public Facing
  - Payment processing
  - Document delivery
  - Messaging with FOIA Office
  - Reading Room

- Requestor Management
  - Request history
  - Requestor database
  - Request Management

- Duplicate check – allows for checking the other requests from the requester to determine if this is a duplicate request

- Correspondence Module – contains all correspondence on a request both inbound and outbound. This includes correspondence with internal as well as with the requestor.

- Email/letter Template
- Redaction of completed correspondence
- Request for documents
- Correspondence
- Email/letter templates
- Collaboration Module
- Task reminders/Notification alerts
- Document Management
- Electronic Document Review (EDR)
- Ingestion to Document Management (Review Log)
- Redaction – Layers
- Optical Character Recognition (OCR)
- Consultation
- Correspondence
- Email/letter templates
- Collaboration Module
- Task reminders/Notification alerts
- Payment processing
- Role based permissions
- Reporting
  - Annual Report
  - Ad Hoc Reporting
    - Vaughn Index
- End user audit trail
- Dashboards/Analytics
  - EDR
  - FOIAXpress
- Dynamic Workflow
• Delivery
• Sanitize document pixel by pixel replacement so cannot be reverse engineered