SOFTSIM TECHNOLOGIES INC. · FOIA AND PUBLIC RECORDS

Axcess1 | SoftSim

New York

Built around your law — not around generic case management.

Axcess1 takes a request from intake to release under Freedom of Information Law (N.Y. Public Officers Law, Article 6, §§ 84-90).

Your Act
Provisions, time limits, notices and letters already loaded

5 working days
The statutory time limit, calculated for every request

Agentic AI, optional
AI assists. Authorized officials decide.

Free for 30 days
One licence, the full product, no obligation

Built around your law

Many case-management products ask a public body to adapt its process to the software. Axcess1 is configured around the legislation, the procedures, the vocabulary and the reporting obligations of each jurisdiction. An organization chooses its Act once; every screen, deadline, letter and report then follows it.

Generic case management

The organization adapts to the software.

Axcess1

The software follows the legislation and the way government works.

Legislative support — FOIL

Freedom of Information Law (N.Y. Public Officers Law, Article 6, §§ 84-90)

What the Act requires	As configured in Axcess1
Who it applies to	"Agency" in § 86(3): any state or municipal department, board, bureau, division, commission, committee, public authority, public corporation, council, office or other governmental entity performing a governmental or proprietary function for the state or any one or more municipalities thereof, except the judiciary or the state legislature.
Time limit to respond	5 working days (Public Officers Law § 89(3)(a)). The due date is calculated when the request is entered, with the holidays of the jurisdiction.
Extensions	Up to 20 working days. Not an extension in the statute's words: within the 5 business days the agency may instead acknowledge the request in writing with an approximate date, reasonable under the circumstances, when it will be granted or denied. If the agency decides to grant in whole or in part and cannot disclose within 20 business days from the date of the acknowledgement, it must state in writing the reason and a date certain, within a reasonable period, when the request will be granted. (Public Officers Law § 89(3)(a))
No answer in time	Treated as a refusal (Public Officers Law § 89(4)(a) (failure to conform to § 89(3) constitutes a denial); § 89(4)(b) (failure to decide the appeal constitutes a denial)); overdue requests are flagged.
Third-party notice	Notice under Public Officers Law § 89(5)(b)(1)-(2) (state agencies: person who requested an exception from disclosure for trade secrets or critical infrastructure information); 10 days for the third party to respond; 7 days to seek review of the decision
Decision and reasons	The decision letter gives the reasons, the provision relied on and the right of review (Public Officers Law § 89(3)(a) (denial in writing); § 87(2) (particularized and specific justification); § 89(4)(a)).
Fees	No application fee. Amounts in U.S. dollars (USD). Paper copies: not more than 25 cents per photocopy up to 9 x 14 inches; other records: actual cost of reproduction — only the hourly salary of the lowest paid employee with the necessary skill, the storage device or media, and an outside service when the agency's equipment is inadequate; no search or administrative costs; no fee unless at least 2 hours of employee time is needed to prepare the copy (§ 87(1)(c)).

What the Act requires	As configured in Axcess1
Review and complaints	the head, chief executive or governing body of the agency, or the person designated to decide appeals (FOIL appeals officer); 30 days to ask for a review (Public Officers Law § 89(4)(a))

Loaded for this Act

- **29 provisions** (exemptions, exceptions and exclusions) ready to cite on a redaction, each with its section number.
- **Request types:** FOIL request (Public Officers Law § 89(3)).
- **Statutory steps on the timeline:** Written acknowledgement within 5 business days with the approximate date of the decision, § 89(3)(a) (grant in whole or in part normally within 20 business days of the acknowledgement); Written notice of the reason and a date certain when the request will be granted, § 89(3)(a) (grant not possible within 20 business days of the acknowledgement) — enter the period to the date certain; Certification that the agency does not have possession of the record or that it cannot be found after diligent search, § 89(3)(a) (on request); Notice to the person who requested an exception from disclosure (trade secrets, critical infrastructure), § 89(5)(b)(1)-(2) (10 business days to submit a written statement; state agencies); Written determination granting, continuing or terminating the exception, § 89(5)(b)(3) (within 7 business days; copies to the requester, the submitter and the Committee; appeal within 7 business days, § 89(5)(c)(1)); Administrative appeal to the agency head or FOIL appeals officer, § 89(4)(a) (filed within 30 days; decided within 10 business days; copy to the Committee on Open Government)….
- **Standard letters** for this Act: acknowledgement, extension, third-party notice, fee notice and decision, from templates your office can edit.

Legislation-to-feature matrix

Legislative requirement	Axcess1 support
Statutory deadline	5 working days (Public Officers Law § 89(3)(a)): calculated automatically for each request; overdue and upcoming requests on the dashboard.
Extensions and holds	Recorded as events that move the due date, each tied to its section of the Act.
Exemptions and exclusions	The provisions of FOIL in the redaction editor, each with its section number.
Third parties and consultations	Notices, consultation packages and their due dates tracked on the request.
Fees	Fee notices and payments recorded on the request.

Legislative requirement	Axcess1 support
Reviews, appeals and complaints	Recorded on the request timeline with their dates and outcome.
Redaction	Done by the analyst in the built-in editor; optional AI suggestions that the analyst accepts or rejects.
Decision letters	Generated from templates for this Act, with the provisions cited.
Release	A release package built from the reviewed records; redactions are permanent in the released file.
Annual statistics	Annual access statistics for the period, with each figure traceable to its requests.
Audit trail	Every action on a request is recorded with the user and the time.

From request to release

Step	What Axcess1 does
Receive and validate	The request is entered with its type, requester and date received; a number is issued from your own numbering pattern.
Calculate the deadline	The due date follows the Act: 5 working days (Public Officers Law § 89(3)(a)). Holds and extensions move it and are recorded.
Assign and search	The request is assigned to an officer; the units holding records are tasked and their answers tracked.
Collect and review	Records are uploaded (PDF, Office files, scans with text recognition) and reviewed page by page.
Apply the provisions and redact	The analyst marks a passage and picks the provision of this Act; the released copy shows the section relied on.
Consult	Consultation packages are produced per party, with their due dates.
Approve	The response goes to the approver’s inbox for review and signature.
Release	The release package and the decision letter are generated from the request.
Report	Requests, processing times, decisions and provisions invoked are counted for the period you choose.

Agentic AI across the lifecycle

AI is switched off until your administrator turns it on, one capability at a time. **AI assists. Authorized officials decide.**

Agent	What it does
Intake agent	Proposes a new request from a message, the portal or a drop folder; an officer confirms it.
Document intelligence	Summarizes and classifies the records and finds the people and organizations named in them.
Responsiveness agent	Suggests which records answer the request.
Exemption assist	Proposes provisions of FOIL with reasons; redaction candidates appear in the editor.
Consultation agent	Suggests who should be consulted and on which pages.
Quality assurance agent	Checks a package a second time before release.
Deadline watch	Lists the requests at risk of running late.
Copilot	Answers questions about a request, citing the records it used.

Audio and video, redacted and checked

- **Picture and sound together:** blur or black out part of the picture and mute or bleep what is said at the same moment, each redaction tied to the provision of your Act.
- **Faces, licence plates, screens and text found for you:** detection runs on the server that runs Axcess1 (yours, or ours in Canada), with no outside AI service, and follows each one as it moves. An authorized official accepts or rejects every find.
- **Checked before release:** each redacted copy is compared with the original, box by box and passage by passage, and a copy that fails is not released. Location, author and device details are removed; the original is never changed.

Migration, deployment and security

- **Migration:** case history, requesters and documents are brought over from the system you use today.
- **Deployment:** hosted by SoftSim in Canada, on your own private cloud or servers, or standalone on a PC or Mac.
- **Security:** SoftSim is cleared by the Government of Canada at the Top Secret level. Each organization's records are separate, access is controlled by role and every action is recorded.

Try it free for 30 days

One free licence for 30 days, with the full product and no obligation.

Prices are quoted in your own currency. Write to us for the price list for your country.

Write to **atip@softsim.ca** to start your free month or to see a 30-minute demonstration. · axcess1.ca

Axcess1 supports configurable workflows designed around the applicable legislation. Government organizations remain responsible for legal interpretation and statutory decisions. Summaries of the legislation are paraphrases prepared from the published text; they are not legal advice. Text of the Act checked on 2026-10-03.