SOFTSIM TECHNOLOGIES INC. · FOIA AND PUBLIC RECORDS

Axcess1 | SoftSim

Texas

Built around your law — not around generic case management.

Axcess1 takes a request from intake to release under Texas Public Information Act (Tex. Gov't Code ch. 552).

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

10 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 — PIA

Texas Public Information Act (Tex. Gov't Code ch. 552)

What the Act requires	As configured in Axcess1
Who it applies to	Governmental bodies (§ 552.003(1)): boards, commissions, departments, committees, institutions, agencies and offices within or created by the executive or legislative branch of state government; county commissioners courts; municipal governing bodies; school district boards of trustees; governing boards of special districts; certain deliberative bodies of counties and municipalities; the part of an organization that spends or is supported by public funds. Not covered: the judiciary (§ 552.0035).
Time limit to respond	10 working days (Gov't Code § 552.221(a) ("promptly": as soon as possible under the circumstances, within a reasonable time, without delay) and § 552.221(d) (10 business days)). The due date is calculated when the request is entered, with the holidays of the jurisdiction.
Extensions	The Act sets no fixed extension. If the information cannot be produced within 10 business days after the request, the officer certifies that in writing to the requestor and sets a date and hour within a reasonable time when it will be available (§ 552.221(d)); likewise for information in active use or in storage (§ 552.221(c)). A body impacted by a catastrophe may suspend the Act's requirements for up to 7 consecutive days, extendable once by 7, on notice to the Attorney General (§ 552.2325). (Gov't Code § 552.221(c)-(d))
No answer in time	Treated as a refusal (Gov't Code § 552.302 (no timely request for an Attorney General decision: the information is presumed public and must be released unless there is a compelling reason to withhold it)); overdue requests are flagged.
Third-party notice	Notice under Gov't Code § 552.305(d) (good-faith written notice to the person whose proprietary information is at issue, not later than the 10th business day after the request is received); 10 days for the third party to respond
Decision and reasons	The decision letter gives the reasons, the provision relied on and the right of review (Gov't Code § 552.301(d) (written statement to the requestor and copy of the request for a decision), § 552.301(e-1) (copy of the comments), § 552.221(f)-(g) (no responsive information; previous determination), § 552.306(c)(4) (withholding as authorized by the opinion)).

What the Act requires	As configured in Axcess1
Fees	No application fee. Amounts in U.S. dollars, set by the Attorney General's rules (§ 552.262). 50 or fewer pages of paper records: per-page charge only (§ 552.261(a)). Written itemized estimate if charges exceed $40; the request is withdrawn if the requestor does not respond within 10 business days (§ 552.2615). Deposit or bond if over $100 ($50 for bodies with fewer than 16 full-time employees) (§ 552.263). Waiver or reduction when the copy primarily benefits the general public (§ 552.267).
Review and complaints	Office of the Attorney General of Texas, Open Records Division (Gov't Code §§ 552.301, 552.304, 552.306, 552.321, 552.324, 552.328 (no appeal period for the requestor: the governmental body must itself ask for the decision))

Loaded for this Act

- **84 provisions** (exemptions, exceptions and exclusions) ready to cite on a redaction, each with its section number.
- **Request types:** Public information request (PIA, Gov't Code § 552.221).
- **Statutory steps on the timeline:** Written certification that the information cannot be produced within 10 business days (or is in active use or in storage), with the date and hour it will be available, § 552.221(c)-(d) — enter the date set; Request to the requestor to clarify or narrow the request, § 552.222(b) (request considered withdrawn if no written response by the 61st day, § 552.222(d)); Written notice that the governmental body has no responsive information, § 552.221(f) (not later than the 10th business day after the request is received); Written notice that information is withheld under a previous determination, identifying it, § 552.221(g) (not later than the 10th business day); Written itemized estimate of charges over $40, § 552.2615 (request considered withdrawn if the requestor does not respond in writing within 10 business days); Deposit or bond required, § 552.263 (the request is considered received on the date the deposit or bond is received; withdrawn if not made before the 10th business day)….
- **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	10 working days (Gov't Code § 552.221(a) ("promptly": as soon as possible under the circumstances, within a reasonable time, without delay) and § 552.221(d) (10 business days)): calculated automatically for each request; overdue and upcoming requests on the dashboard.

Legislative requirement	Axcess1 support
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 PIA 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.
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: 10 working days (Gov't Code § 552.221(a) ("promptly": as soon as possible under the circumstances, within a reasonable time, without delay) and § 552.221(d) (10 business days)). 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.

Step	What Axcess1 does
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 PIA 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.