



Procurement Department Bid Office
Customer Center 1st Floor, Room 002
21 W. Church Street
Jacksonville, Florida 32202

March 18, 2020

ADDENDUM NUMBER: **ONE (1)**

TITLE: **eDiscovery Software Solution and Implementation**

JEA ITN NUMBER: **#98995**

RESPONSE DUE DATE: **March 20th 2020 March 27th 2020**

TIME OF RECEIPT: **12:00 PM**

TIME OF OPENING: **2:00 PM**

THIS ADDENDUM IS FOR THE PURPOSE OF MAKING THE FOLLOWING CHANGES AND CLARIFICATIONS:

Change (1): JEA has decided to extend the Response Due Date of this Solicitation from March 20th 2020 to March 27th 2020.

Add (1): JEA adds the following documents to this Solicitation:

- **Appendix B – Response Workbook (Revised)**
This document replaces the prior Appendix B – Response Workbook in its entirety. JEA has made the following revisions:
 - **1.1 Annual Software License Cost** – To enable more flexibility, JEA has revised this Section from line item pricing to lump sum pricing. Respondent shall detail the **Total Software License Cost** with a schedule of line item values to supplement. The term remains at one (1) year, and the number of estimated users remains at twenty (20).
 - **1.5 Configuration / Implementation** – JEA has added this Section. Respondent shall detail the **Total Configuration / Implementation Cost** with a schedule of line item values to supplement.
 - **1.2 Storage Fees** – JEA has revised its storage volume from 1700 GB to 200 GB.
 - **JEA has inserted a row for the Respondent to indicate its proposed Solution Type - either an On-Premise Solution or a Cloud-Based Solution. JEA insists that each Respondent propose one delivery model of its Solution for evaluation that represents the best value to JEA in consideration of the evaluation criteria described in 1.3.1 BASIS OF AWARD.**
- **Attachment A - Current State Document**
This document provides supplemental information to JEA's current FOIA request process.
- **Appendix A – Business Requirements (Revised)**
This document replaces the prior Appendix A – Business Requirements in its entirety. JEA has made the following revisions:
 - JEA has eliminated prior advertised Requirement 24, which stated “Provide the ability to consume metadata and digital fingerprints of each collected file to prove everything collected is sound” in its entirety (see response to Supplier Inquiry 3). The subsequent requirements have been renumbered accordingly.
 - JEA has clarified Requirement 11 from “Provide the ability to identify and hide exact duplicates” to, “Provide the ability to identify and remove duplicate emails and duplicate attachments to reduce review time.”.

- JEA has added an additional requirement. “Provide the ability to determine responsiveness to a records request.” as a “Nice to Have”.
- JEA has added an additional requirement. Provide the ability to show and print/produce all details of calendar entries extracted PST in from Microsoft Exchange Journal as a “Nice to Have”.
- JEA has added an additional requirement. “Provide the ability to extract ZIP files” as a “Must Have”.

Add (2): JEA adds the following questions and answers to this Solicitation.

Supplier Inquiry 1): Is JEA specifying a cloud-based solution or an on-premise solution?

JEA Response: Since JEA requires the same functionality between both delivery models, the TOTAL BID PRICE of the proposed Solution shall determine JEA’s delivery model. Per Section 1.3.1, JEA shall evaluate the lower cost delivery model between the two alternatives as its BASIS OF AWARD.

Supplier Inquiry 2): Can you give us any indication of the amount of TB’s that would be managed by the solution? JEA

Response: 200 GB is JEA’s current minimum estimate based upon actual volumes of open public records requests. Per Add (1): JEA has revised its storage estimates in Appendix B – Response Workbook (Revised) from 1700 GB to 200 GB. The Solution shall be scalable to accommodate any future growth. Our solution is based on the volume managed and not user counts. So for accurate pricing it would be great to know amount of data being managed. Please note that our solution can manage and AGGREGATE the contact so if you do plan on expanding the searches for public records requests you could do one search and get all content that is stored in the repositories – in other words, one search to search across email, SharePoint, File Systems etc....

Supplier Inquiry 3): On the Business requirements:

- Requirement 11 – if the solution were able to give you reporting on duplicates is that sufficient?
JEA Response: Per Requirement 11, the Solution shall identify duplicates, and (for clarification) to suggest unique records (remove duplicate emails and duplicate attachments) to speed up and reduce review time. See Add (1): in response to this inquiry.
- Requirement 24 - Please elaborate and explain your definition of the DIGITAL FINGERPRINTS and METADATA requirements
JEA Response: JEA has decided to remove this requirement in its entirety. See Add (1): in response to this inquiry.
- On the call you mentioned the City’s Office of General Counsel suggested a solution – will you please app on what that suggested solution was?
JEA Response: The city’s incumbent solution is provided by Logickull.

Supplier Inquiry 4): What volume of email/files expected? Is 1700 GB in price sheet an annual total, or a per incident total?

JEA Response: See JEA’s response to Supplier Inquiry 2). See also Add (1): in response to this inquiry.

Supplier Inquiry 5): How many FOIA requests needed to fulfill per year?

JEA Response: JEA receives approximately 3,000 requests per year. 10-20% of these requests are nuanced and include large document productions.

Supplier Inquiry 6): Preference to FL based responders? Woman/minority owned?

JEA Response: No preference to FL based responders or Woman/minority owned is considered in the evaluation criteria.

Supplier Inquiry 7): Possible 1 week extension given CV concerns?

JEA Response: See Change (1): of this Addendum in response to this inquiry.

Supplier Inquiry 8): Are you looking for software solution to crawl a MS Exchange server, or will you be pulling PSTs and MSGs out of Exchange and staging them in another location?

JEA Response: Per Attachment A: Current State Document, JEA’s technology team is currently pulling emails from Exchange and saving as PST. See Add (1):

Supplier Inquiry 9): If the latter, can we use sftp to transfer data to a cloud-based solution?

JEA Response: Yes.

Supplier Inquiry 10): What preference from JEA for on prem vs. cloud?

JEA Response: See response to Supplier Inquiry 1:

Supplier Inquiry 11): Is duration 1 year only? Option years?

JEA Response: Per Section 2.6.1 TERM OF CONTRACT, it is at JEA's sole option to renew the Contract for two additional one (1) year periods.

Supplier Inquiry 12): Content in any language besides English? Spanish?

JEA Response: English is required. Any additional language(s) is not specified.

Supplier Inquiry 13): Has budget been allocated? Is there a not to exceed budget amt?

JEA Response: A budget has not (yet) been formalized for this purchase.

Supplier Inquiry 14): Do you need us to perform the FOIA request responsiveness step? In other words, the software should determine whether or not content is responsive to the request, or will that assessment be made outside of the solution?

JEA Response: The current process requires the assessment to be made outside the Solution. JEA has amended Requirement 25 from “Must Have” to “Nice to Have”. See Add (1) in response to this inquiry.

Supplier Inquiry 15): Assuming content is found (or otherwise identified) to be responsive, what fielded information is needed? What metadata?

JEA Response: The content should remain a true and accurate copy in response to the request.

Supplier Inquiry 16): When producing PDFs for output delivery – images only or images + text? If text, redact it as well as the image?

JEA Response: Images + Text. Text or images may need redaction.

Supplier Inquiry 17): How is this task being managed currently?

JEA Response: See [Add \(1\)](#): Attachment A – Current State document in response to this inquiry.

Supplier Inquiry 18): Can you share with us an example FOIA request and the resulting emails (with or without redactions) that have been produced for it?

JEA Response: Yes. See [Add \(1\)](#): in response to this inquiry.

Supplier Inquiry 19): Can JEA share an estimated timeline of events pertaining to the award of this Solicitation?

JEA Response: JEA estimates the timeline below that is subject to change.

Date	Milestone
3/13/2020	Solicitation Publish
3/17/2020	Pre-Response meeting
3/18/2020	Addendum 1 Publish
3/25/2020	Deadline to Submit Questions
3/27/2020	Response Due Date
3/30/2020 - 4/1/2020	JEA Internal Evaluation
4/2/2020 - 4/9/2020	Vendor(s) Presentation
4/10/2020	Intent to Award

****** Bidder shall acknowledge this Addendum on the Bid Form******