



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

March 24, 2020

ADDENDUM NUMBER: FOUR (4)

TITLE: eDiscovery Software Solution and Implementation

JEA ITN NUMBER: #98995

RESPONSE DUE DATE: 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 amends the following language contained in Appendix B – Response Form. **Additions** are in Red, Bold, Underlined Font. **Deletions** are in Red, Bold, Strikethrough Font.

~~The Respondent shall submit one original Response Document and two duplicates of the original Response Document. It is encouraged that all submitters include an electronic version with their hardcopy submittal no later than the time indicated on the invitation.~~

Respondent shall complete and email this form to Nickolas Dambrose at dambnc@jea.com no later than the specified Response Due Date.

Add (1): JEA adds the following questions and answers to this Solicitation.

Supplier Inquiry 1):

How will JEA handle the Service Level Agreement for provided by the vendor. Are the vendors to include this information with the bid submission?

JEA Response: Section 2.3.7 LIQUIDATED DAMAGES describes the administration of the Service Level Agreement. Alternative provisions that may apply are described in Section 1.3.3 ALTERNATE PROVISIONS AND CONDITIONS.

Supplier Inquiry 2):

Understanding that the original data volume is anticipated to be ~200GB but that the current email universe is ~42 TB's, what is the anticipated data growth rate (in volume [GB])? Any sense for how much of the noted 42 TB's of the email database referenced in Addendum 2 would be searched/needed for these public information requests?

JEA Response: JEA could have up to 200 GB of PST files to review at any one time.

Supplier Inquiry 3):

Understanding that you are projecting ~3,000 data requests per year (~250/month; ~11-12/day), how much data do you anticipate needing for export and/or review on a monthly/annual basis (in volume [GB])? What % of the reviewed data is produced/exported to third parties?

JEA Response: JEA could have up to 200 GB of PST files to review at any one time and the amount of data can fluctuate. We have not historically kept track of the electronic size of productions. Approximately 10% of requests are for larger production of records.

Supplier Inquiry 4):

We have seen public information requests range in scope. Along with recent Addendum 2 updates from 200GB's and a range of up to 42 TB's of email source data, what other sources (and sizes of data source) will be accessed/need review for these requests?

JEA Response: JEA's immediate need is to more quickly, efficiently, and effectively process PST files. This Scope of Work does not consider integrations or processing data from other sources. With that said, PST files include attachments in formats such as ZIP files, Word, Excel, and PDFs, and processing these types of files is included with the requirements.

Supplier Inquiry 5):

Based on the following JEA response (Currently there are about 200 GB of PSTs needed for review. As requests are completed and other requests come in, the total file size open for review will fluctuate. The total size of the email database is approximately 42 TB), is our understanding accurate that JEA is contemplating only having 200GB of JEA in the selected solution at any given time or is JEA contemplating a fluctuating repository size that could significantly exceed the identified 200 GB threshold? What parameter can we use as a maximum threshold?

JEA Response: It is anticipated once the files are processed, reviewed, and redacted, the data would be saved elsewhere and not kept in the solution. With that, 200 GB is our best estimate of amount of data needed to be processed at any moment in time.

Supplier Inquiry 6):

In reviewing JEA's responses to inquiries and noting that the current "minimum" need is for a 200GB model but that JEA indicates that any selected solution should be scalable, please clarify whether JEA would prefer a pricing model based strictly on 200GB of volume or a tiered model based on volume would be preferred? If a tiered model is preferred, please provide guidance on the desired tiers and maximum volume. Would a solution that provides a mechanism for burst capacity and/or incremental increases in the managed capacity for term be an option?

JEA Response: For the written response, Respondent should provide pricing for the 200GB model. JEA may elect alternative provisions per Section 1.3.3 ALTERNATE PROVISIONS AND CONDITIONS.

Supplier Inquiry 7):

What is the JEA average PST expansion rate?

JEA Response: Journal grows approximately 2.6 TB / year.

Supplier Inquiry 8):

Could you expand on/clarify what is being asked for in: "Provide the ability to *clean up digested mail items.....*" from Appendix A?

JEA Response: This is a nice to have feature, but not a requirement. So if its ingested into a new system, it is a possibility JEA could use that system as its system of record for emails, which would include ability to maintain native format when pulled into the new system, validating records, and then marking them for clean-up, retention, and defensible deletion.

Supplier Inquiry 9):

Without artificially and unnecessarily inflating the support costs, with respect to maintenance and support, would JEA consider a pricing model that incorporates a reasonable number of professional services hours for the 12-month term and line items for additional hours should they be needed?

JEA Response: For the written response, Respondent should provide pricing as specified. JEA may elect alternative provisions per Section 1.3.3 ALTERNATE PROVISIONS AND CONDITIONS.

Supplier Inquiry 10):

Understanding that the immediate need is exporting/processing of the PST's, would it be beneficial to have a solution that could be pointed to the Journal and constantly being updated with data for potential search and export?

JEA Response: This is a nice to have feature, but not a requirement.

Supplier Inquiry 11):

Are hard copy submissions required or will electronic submissions for the e-Discovery ITN be satisfactory?

Appendix B: The Respondent shall submit one original Response Document and two duplicates of the original Response Document. It is encouraged that all submitters include an electronic version with their hardcopy submittal, no later than the time indicated on the invitation.

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

Supplier Inquiry 12):

Does JEA intend to or would it be beneficial to apply retention schedules against an ongoing repository?

JEA Response: This would be beneficial but is not considered a business requirement for this solicitation.

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