

Solicitation 0900000138 e-Discovery Solution – Amendment A

Section A	Multi-Tenant	Mandatory	Desirable	Cannot Provide	Can Provide w/out cost	Can Provide w Cost
1	Ability to host and operate multiple agency environments within the tool	✓				
2	Allow each Agency to customize the look-and-feel of the application to match their branding		✓			
3	Allow each Agency to independently customize access rights and restrictions for each user	✓				
4	Ability to scale agencies and users depending on need	✓				
5	Ability to support Multiple Active Directory Forests	✓				
6	Ability to support multiple email environments such as Exchange, Lotus Notes, and basic POP email services.		✓			

Section B	Data Ingestion/Processing	Mandatory	Desirable	Cannot Provide	Can Provide w/out cost	Can Provide w Cost
7	Ability to manually load data from an online cloud-based file transfer tool.	✓				
8	During the data loading process, the application shall automatically extract text and metadata at least from: All Microsoft Office, TIFs, JPGs, GIFs, PDFs, BMP, Corel WordPerfect (wpd), XML, HTML, RTF, DAT, CSV, VCF, PNG, PSD, PCT, DB, DBF, ZIP, SIT, TMP, EML, ODBC, MSG (individual email files) and PST, OST (email archive files), smart phones, jump drives, hard drives, and server files.	✓				
9	During the data loading process, the application shall load metadata values without modifying the original document or changing system and document metadata values.	✓				
10	During the data loading process, the application shall identify any unprocessable files in a log file with the reason why the file could not be processed; such as, unknown file type, or password protected and shall extract text from all native files (including email messages) and load all text in a field. The application shall extract metadata about the native file and load it in fields.	✓				
11	During the data loading process, the application shall create a separate record for each native file.	✓				
12	During the data loading process, the application shall uniquely number the native files, email messages and attachments in a field.	✓				
13	The application shall create load exception files, provide a problem file report to include the file name and path of the document and problem description. For example: corrupted, password protected, unsupported file type, path too long (file path exceed 217 characters for Microsoft Excel files and 255 characters for all other file types).	✓				
14	During the auto load process, provide a manual load report for any data load job that falls outside the 10 data types listed in Requirement #8.	✓				
15	For all exception files loaded, provide a TIF placeholder informing the staff what the problem is.	✓				

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Section B	Data Ingestion/Processing	Mandatory	Desirable	Cannot Provide	Can Provide w/out cost	Can Provide w Cost
16	Quickly load native files (recurse subdirectories). The vendor must provide their application's upper limits.	✓				
17	Deduplicate the collection within custodian or across custodians using MD5 or SHA.	✓				
18	Identify near-dupes (electronic files with "near duplicate" similarities, yet some differences in terms of content or metadata, or both for example, document versions, emails sent to multiple custodians, different parts of email chains, or similar proposals sent to several clients).	✓				
19	For near-dupe documents, assign confidence level (numeric value).	✓				
20	Load text messages, Bloomberg messages, tweets, instant messages.	✓				
21	Load audio files (e.g. voicemail) and associated meta data.	✓				
22	Load video files and associated meta data.	✓				
23	Load ASCII delimited text with hyperlinks to attachments.	✓				
24	Load EDRM XML load files.	✓				
25	Load Concordance databases with Concordance Image cross-reference files.		✓			
26	Load Concordance load file with Concordance Image cross-reference files.		✓			
27	Extract and load all files from compound files (i.e. rars, zips); do not include compound files as a document.	✓				
28	Auto OCR image type files (e.g. TIF, GIF, JPG) and PDFs, to include packaged PDFs. Flatten and extract text from all PDFs, included those with embedded text to ensure that all text has been extracted.	✓				
29	During autoload process, automatically unencrypt encrypted files (i.e. route file paths to separate server where password cracker software resides).		✓			
30	Ability to add fields to DB without locking out users.	✓				
31	Ability to delete documents without locking out users.	✓				
32	Identify documents with tracked changes	✓				

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Section B	Data Ingestion/Processing	Mandatory	Desirable	Cannot Provide	Can Provide w/out cost	Can Provide w Cost
33	Identify documents with hidden rows	✓				
34	Identify documents with hidden columns	✓				
35	Identify documents with hidden text including font text that is the same color as the background - typically white on white.	✓				
36	Quickly load Email Files (at least PST, MSG, NSF, EML, DBX) (Minimally 200GB per workstation/server in 24 hour period.) The vendor must provide their application's upper limits.	✓				
37	For native documents loaded, provide MD5 or SHA hash value in DB field.	✓				
38	Ability to overlay data into a database.	✓				
39	Store statistics upon data load such as document types, number of documents in the repository, number of emails, number of attachments, date documents were loaded and provide ability to generate report on that information realtime.	✓				

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Section C	Searching	Mandatory	Desirable	Cannot Provide	Can Provide w/out cost	Can Provide w Cost
40	When searching emails provide clear, direct access to/from parent or attachment (1 step, 1-2 seconds).	✓				
41	Be automatically notified via email when new documents are added to the system that meet pre-established search criteria; email notification can be set up as option on a per user basis by the end user. Have document placed in a folder for review.		✓			
42	Provide compensating search functions to help reduce the impact of low OCR confidence levels (e.g. fuzzy searching).	✓				
43	Ability to search and collect data from websites, (including publicly available third party sites), and log the history of the search and collection	✓				
44	Quickly find and navigate to a specific Bates/document number.	✓				
45	When a document is selected from searching, be able to execute a follow-up query that will present more documents like the selected one.	✓				
46	Search evidence using conceptual/natural language, Boolean, and proximity. If both conceptual and boolean searching is provided, allow user to set up default setting. Allow the use of advanced Boolean operators and parentheses to denote order of operation.	✓				
47	Allow for searching on specific characters (e.g period, @ - when searching for email addresses).	✓				
48	Reliably search evidence (same search against same documents returns same result).	✓				
49	Relevance rank results (relevance scoring). Vendor must explain how relevance is weighted.	✓				
50	Have autosuggest in search term box.		✓			
51	Search within a document (e.g. used for depositions); 1 step. That is, fill in a search field or pop-up box and click or type "enter."	✓				
52	Automatic search on variations of the search terms (tense, inflection, plurals, etc.) with ability to turn off this function. Available with conceptual and boolean searching.	✓				
53	Provide data dictionary built from all data loaded into the case (include word counts).	✓				

Section C	Searching	Mandatory	Desirable	Cannot Provide	Can Provide w/out cost	Can Provide w Cost
54	Support standard and user-definable thesauri in searching.	✓				
55	Search process should be intuitive to a legal user (i.e., conceptually related search terms and topics, easily be able to separate relevant and non-relevant, ability to ID highly active custodians, etc.)	✓				
56	Product with robust search capabilities that courts will be less apt to question the searches conducted.	✓				
57	Ability to save searches: query and results.	✓				
58	View search history (ex: last X search queries user ran); execute previous search from history. (Vendor must explain whether the # of searches or time period of saved searches is front-end configurable).	✓				
59	Federated search across all case material (tens of thousands of data collections and hundreds of millions of documents) in less than 3 minutes (ex: identify repeat offenders, persons of interest). Vendor must explain if additional hardware or software is needed to achieve this.		✓			
60	Federated search across a selected group of cases (thousands of data collections and hundreds of millions of documents) in less than 3 minutes (ex: identify repeat offenders, persons of interest). Vendor must explain if additional hardware or software is needed to achieve this.		✓			
61	Ability to "learn" what is and is not relevant over multiple sessions with user (i.e. predictive coding)	✓				
62	Must provide the ability to search all documents by full text, keyword, key phrase, pattern, combination, bates # and wildcard.	✓				
63	Search within a search (nested searches).	✓				

Section D	Organizing	Mandatory	Desirable	Cannot Provide	Can Provide w/out cost	Can Provide w Cost
64	Allow the end-user to intuitively create electronic folders/tags (Hot Docs, Witness folders) on the fly (1-2 steps; and not an administrative function; ability to create sub-folders, easily rename or delete folders; allow creation of predetermined folders without documents applied - although uncommon).	✓				
65	When creating electronic folders/tags the end-user has the ability to create sub-folders, easily rename folders, delete folders, and empty folders	✓				
66	When creating electronic folders/tags the end-user has the ability to easily rename folders.	✓				
67	When creating electronic folders/tags the end-user has the ability to easily delete folders.	✓				
68	When creating electronic folders/tags the end-user has the ability to create an empty folder.	✓				
69	Ability to move/copy a folder into another folder.	✓				
70	Bulk tag and untag documents (ex: from search results display).	✓				
71	Tag at the page, paragraph, sentence level, not just at the document level.	✓				
72	Provide for private and public folder/tags.	✓				
73	Provide for private and public folders, tags, and document numbering, including the ability to cross-reference internal working numbers with bates numbers applied to publicly-produced records	✓				
74	Easily and intuitively manage key facts, issues, and parties surrounding a case	✓				
75	Quickly create automated, customizable chronologies that aren't cluttered	✓				
76	Ability to send fact text (highlighted text) or an entire document to case management systems through cut and paste or other export features.		✓			
77	Link to evidence (from case building tool) at page, paragraph, section level versus just document level.	✓				
78	Have timeline software that supports multiple events on the same day.	✓				

Section E	Data Analysis	Mandatory	Desirable	Cannot Provide	Can Provide w/out cost	Can Provide w Cost
79	Have threaded view of email to display the sequence of conversation or the entire thread.	✓				
80	Auto-categorize documents by topic (ex: have sidebar of results which shows how search results have been grouped with ability to toggle this window).	✓				
81	Data clustering of like documents presented graphically. Explain method(s) of clustering.	✓				
82	Ability to modify level of clustering (broad/detailed)	✓				
83	Entity extraction. Extract and populate into database fields: events, players, organizations and other entities found within the documents.		✓			
84	Relationship analysis. Visually link events, players, organizations and other entities extracted from documents.		✓			
85	Analyze and visually present relationships among entities (ex: social networks, timeline, geospatial).		✓			
86	Provide domain analysis - display all the domains in an email collection. (e.g. click on a domain name and view all of the documents within).	✓				

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Section F	Production	Mandatory	Desirable	Cannot Provide	Can Provide w/out cost	Can Provide w Cost
87	As a front end user function, quickly produce native/TIF/PDF documents out while removing any work product ((ex: tags, stickies, internal IDs/DBs/servers, network info/UNC paths). Minimum 100GB per 24 hours on a single server.	✓				
88	For produced documents, the application shall generate TIFs, PDF (or native files as needed) and electronically Bates endorse.	✓				
89	For produced documents, the application shall write the newly endorsed BEG/END Bates #s back to fields in the DB.	✓				
90	For produced documents, the application shall create the production in an industry standard delimited text file or EDRM file.	✓				
91	For produced documents, the application shall have the ability to produce a document multiple times with different Bates numbers and maintain the Bates numbers in database fields.	✓				
92	Upon completion of a document production, the application shall provide production size to determine media needs.	✓				
93	Easily check out (3-5 steps performed by an end-user) a subset of documents (i.e. "take on the road" when system access is limited or unavailable (includes images and native files if applicable).	✓				
94	When checking out documents allow for changes to the exported data (fielded/tags) and synch back changes upon return.		✓			
95	Easily PDF out (2-3 steps performed by an end-user) a subset of documents to "take on the road" for depositions when intranet access is limited.	✓				

Section G	Legal Hold	Mandatory	Desirable	Cannot Provide	Can Provide w/out cost	Can Provide w Cost
96	User-friendly interface with clear plain language instructions	✓				
97	Ability to integrate remotely with a State entity’s Active Directory to identify and select from a populated list of existing custodians and case managers.	✓				
98	Ability to create and customize (by administrators) legal holds and create/add notifications according to recipient types.	✓				
99	Ability to change and send notifications to custodians depending on role and responsibility, and escalate to managers automatically if needed	✓				
100	Ability to create hold notice templates.	✓				
101	Ability to track hold notice status in a dashboard interface	✓				
102	Ability to view report notification recipient activity, including viewing survey results, statistics and responses, and generate and/or export and download legal hold and defensibility data	✓				
103	Ability to archive and restore old or previously inactive legal holds, and (if needed) update custodian lists	✓				

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Section H	Miscellaneous (Ease of use and other miscellaneous requirements)	Mandatory	Desirable	Cannot Provide	Can Provide w/out cost	Can Provide w Cost
104	Uses a software "wizard" or user-friendly software interface that presents users with a sequence of 1-3 steps with plain language dialog box(es) to create new cases. No IT/contractor assistance necessary.	✓				
105	Sort search results by date range, custodian, party, keyword or other database fields.	✓				
106	Toggle type of summary/display used in search results (ex: no summary, short summary, expanded summary).		✓			
107	Highlight search terms hits in display summaries.	✓				
108	Highlight different search terms hits with different highlight colors in a single search.		✓			
109	Have highlighted search terms in source document; synced and displayed on corresponding image if applicable.	✓				
110	Have front-end user-customizable view to sort on particular field(s) when a list of documents are presented.		✓			
111	Have both Windows Explorer/Outlook like view (columnar) and Google like view and ability to toggle views.		✓			
112	Easily view who said what to whom, message threads in Bloomberg messages, text messages and IMs.		✓			
113	Have Windows Explorer/Outlook like interface, expandable trees; conduct search at any tree level.	✓				
114	With documents loaded into the system for each Custodian, in a Windows Explorer/Outlook expandable tree like fashion (e.g. CASE# Company-Firm Custodian Production Date), allow the end-user to search and/or view all the documents for an entire Agency (all the Custodians for that Agency).		✓			
115	Send fielded information for a group of documents to Excel (i.e. production log).	✓				
116	Create hyperlinks to internal documents (i.e. hyperlinks to other transcripts, to other documents within the system).	✓				
117	User friendly to include minimal steps to perform tasks.	✓				
118	Easily and quickly TIF and electronically Bates endorse a set of documents with Bates prefix and sequence selected by the end-user (simple, 2-3 steps) based on documents in search results or electronic folder. "TIF-on-the-fly".	✓				

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119	For documents "TIFd-on-the-fly" store assigned bates # in Bates field.	✓				
120	For documents "TIFd-on-the-fly" the application shall keep track of the Bates numbering as additional documents are "TIFd-on-the-fly".	✓				
121	For documents "TIFd-on-the-fly" a system administrator will have the ability to set a limit on the number of documents or pages TIFd/Bates endorsed.		✓			
122	Using an indicator/flag/icon (something that stands out) notify the end-user that a document contains track changes.		✓			
123	Using an indicator/flag/icon (something that stands out) notify the end-user that a document contains hidden rows.		✓			
124	Using an indicator/flag/icon (something that stands out) notify the end-user that a document contains hidden columns.		✓			
125	Using an indicator/flag/icon (something that stands out) notify the end-user that a document contains font text that is the same color as the background (hidden text - usually white on white).		✓			
126	Allow end-user selective database field editing.		✓			
127	Allow system administrator global database field editing.	✓				
128	Ability to open native files in native application (if available).	✓				
129	Provide "Undo" actions of previous function performed.	✓				
130	Option to review search results with email family (present both email and attachments).	✓				
131	Option to review search results with near dupes.	✓				
132	In user viewable and searchable field, track which documents have been viewed and not viewed by staff.	✓				
133	Graphically present documents indicating at a glance which documents have been viewed and not viewed by anyone.		✓			
134	Search in foreign language on documents loaded into the system.		✓			
135	Support in Unicode.	✓				
136	Support image redactions.	✓				

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137	Auto-redaction of selected words, phrases, and personally identifiable information (e.g., Social Security Numbers).	✓				
138	Randomly select a subset of a collection to designated error rate and confidence interval; produce reports of recall and precision to generally accepted standards of information science.	✓				
139	Allow user to review a redacted document without the redaction.	✓				
140	Allow user to remove the redaction placed on a document.	✓				
141	Allow user to add text over redaction to indicate why the document was redacted.	✓				
142	Support image highlighting.		✓			
143	Support selective zoom on images.		✓			
144	Support fit to width on images.		✓			
145	Support fit to height on images.		✓			
146	Support persistent zoom on images.		✓			
147	Support persistent rotation on images.		✓			
148	Allow annotation on images (sticky notes).	✓				
149	Search on the annotations -- for either the presence of an annotation or the content.	✓				
150	Print WYSIWYG (what you see is what you get) – zoom in on image and print as it is viewed on the screen.		✓			
151	Ability to print with mark-ups (i.e. redactions, annotations).	✓				
152	Print with separator sheets (images – when printing multiple documents).	✓				
153	Provide image/record synchroniztion (allow user to traverse search results and display corresponding image file in an open.		✓			
154	Provide native file/record synchroniztion (allow user to traverse search results and display corresponding native file in viewer).		✓			
155	View two documents side by side.	✓				

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Section H	Miscellaneous (Ease of use and other miscellaneous requirements)	Mandatory	Desirable	Cannot Provide	Can Provide w/out cost	Can Provide w Cost
156	Provide bulk printing of images and native files.	✓				
157	Page through images within a document - less than two seconds.	✓				
158	Provide built-in default document viewer that displays native files.	✓				
159	Open a native file in built-in document viewer.	✓				
160	When viewing a selected document, the application shall display at least: All Microsoft Office, TIFs, JPGs, GIFs, PDFs, BMP, Corel WordPerfect (wpd), XML, HTML, RTF, DAT, CSV, VCF, PNG, PSD, PCT, DB, DBF, ZIP, SIT, TMP, EML, MSG (individual email files) and PST, OST (email archive files)	✓				
161	Thumbnail views of a document's images.	✓				
162	Ability to undock TIFF/native file viewer and view in second monitor.		✓			
163	As an end-user function, support privileged document removal. Quickly locate and remove all aspects of a document identified as privilege using a list of Bates #s or hash values.	✓				
164	Easily upload and convert Concordance databases if needed.		✓			
165	Web-based COTS end-user application.		✓			
166	Run on Windows 7, 8 and XP	✓				
167	Provide field, document, collection, and case level security.	✓				
168	Provide tag/folder level security.	✓				
169	Provide role-based security.	✓				
170	Audit trails (who viewed, updated, tagged, untagged, or deleted a document; what searches were conducted by whom; who created and deleted tags; who tiffd-on-the-fly or produced out what documents with timestamps, and when documents were loaded to the system).	✓				
171	As an administrative function, allow audit trail retention to be set by duration or size.	✓				
172	Hold and maintain at least 6TB of data (databases, images, native documents) with possible growth of approximately 30-40% per year. Vendor must provide their application's upper limits.	✓				

Section H	Miscellaneous (Ease of use and other miscellaneous requirements)	Mandatory	Desirable	Cannot Provide	Can Provide w/out cost	Can Provide w Cost
173	Vendor must provide performance statistics and details for the tool proposed. Vendor must also include the architecture diagram to achieve this performance along with configuration specifications of associated hardware.	✓				
174	Ability to view different components of the application on multiple monitors.		✓			
175	Ability to integrate with Active Directory users and groups for legal hold custodian data.	✓				
176	Support collaborative and private access ability (e.g. secure remote sharing of data with other agencies and expert witnesses).	✓				
		✓				
		✓				

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177	Upload from a variety of sources and types including but not limited to: jump drives , hard drives, smartphones, server files, PST emails, word documents excel spreadsheets, ODBC, pictures, text messages, call logs, calendars, email attachments ,videos etc. and from multiple custodians.	✓				
178	De-NIST files. (Screening files against the National Institute of Standards and Technology list of computer file types for separation)	✓				
179	De-Duplicate within one custodian’s files and across the files of multiple custodians	✓				
180	To search using key words, concept searching, email threading.(related words and concepts)	✓				
181	Use Technology Assisted Review or Predictive Coding.	✓				
182	Create an audit trail of the search process.	✓				
183	Use within Optical Character Recognition (OCR)	✓				
184	For multiple users to review culled, de-NISTed, de-duplicated potentially responsive documents produced by the search methodology, annotate for privilege and responsiveness, and redact.	✓				
185	Produce results in a variety of formats to include but not limited to the following: PDF, TIFF (with an accompanying load file), native and XML.	✓				
186	Protect confidential information from e-mail disclosure.		✓			
187	Perform sampling.	✓				

188	Logically relate or group e-mails based on their content and in accordance with various agency's Record Retention Schedules.		✓			
Section H	Miscellaneous (Ease of use and other miscellaneous requirements)	Mandatory	Desirable	Cannot Provide		
189	Retain records in a usable format for the required retention period.	✓				
190	Ensure the records are accessible to authorized persons throughout the retention period, and permit easy and timely retrieval of both individual records and files or other groupings of related records.	✓				
191	Retain identifying information of all parties on distribution list for as long as the message is retained.	✓				
192	Retain a record of the real names of senders or recipient as long as any record is retained that contains only a code or aliases to identify a sender or recipient.	✓				
193	Maintain e-mail attachments as part of the e-mail.	✓				
194	Facilitate destruction of records according to the applicable Records Disposition Schedule.		✓			
195	Enable permanent retention and retrieval of records, as applicable.		✓			
196	Preserve relevant e-mails, regardless of retention periods, if litigation has occurred or is reasonably expected to occur.	✓				