

State of Iowa Judicial Branch  
Information Technology  
REQUEST FOR INFORMATION (RFI)  
Email Archiving and Discovery  
RFI Cover Sheet

Administrative Information:

<b>TITLE OF RFI:</b>	Email Archiving and Discovery	RFI Number:	JB090718
<b>Branch:</b>	Judicial Branch Information Technology (JBIT)		
<b>Issuing Officer:</b>			
Darin Galbraith <b>Email:</b> <a href="mailto:darin.galbraith@iowacourts.gov">darin.galbraith@iowacourts.gov</a> <b>Phone:</b> (515) 348-4779			
<b>Mailing Address:</b> 1111 East Court Avenue Des Moines, IA 50319			
<b>Timetable:</b>			
<b>Issue Date:</b>		September 7, 2018	
<b>Written Questions And Requests For Clarification</b>			
Due Date:		September 21, 2018 – 5:00 P.M.	
Branch’s Written Response Due Date:		October 5, 2018 - 5:00 P.M.	
<b>Responses</b>			
Due Date:		October 19, 2018	
Due Time:		5:00 p.m.	

## SECTION 1

### **1.1. Request for Information (RFI)**

Judicial Branch Information Technology (JBIT) is conducting a Request for Information (RFI) to ascertain from prospective vendors solutions that can be provided as an authorized service provider/reseller for Email Archiving and Discovery products and services.

### **1.2. Schedule of Events**

RFI Issued	September 7, 2018
Questions due	September 21, 2018 – 5:00 P.M.
Due date for Submittal Responses	October 19, 2018 - 5:00 P.M.

### **1.3. Content of the RFI**

- 1.3.1. JBIT reserves the right to modify or cancel this RFI at any time.
- 1.3.2. Responses should be based on the material contained in this RFI or any other relevant information the vendor thinks is appropriate.
- 1.3.3. By submitting a response each vendor agrees that it will not bring any claim or have any cause of action against the State, the Judicial Branch, the Attorney General, or the State of Iowa, or any employee of the State, Department of Administrative Services or Attorney General, based on any misunderstanding concerning the information provided or concerning JBIT's failure, negligent or otherwise, to provide the vendor with pertinent information as intended by this RFI.
- 1.3.4. Vendors are invited to submit written questions and requests for clarifications regarding this RFI.
- 1.3.5. Vendors may also submit suggestions for changes to the specifications of this RFI.
- 1.3.6. The questions, requests for clarifications, or suggestions must be in writing and received by the Issuing Officer before the date and time listed on the RFI cover sheet.
- 1.3.7. Oral questions are not permitted.
- 1.3.8. If the questions, requests for clarifications, or suggestions pertain to a specific section of the RFI, Vendor shall reference the page and section number(s).
- 1.3.9. The Branch will post written responses to questions, requests for clarifications, or suggestions received from Vendors on before the date listed on the RFI cover sheet.
- 1.3.10. The Branch's written responses will become an addendum to the RFI.
- 1.3.11. If the Branch decides to adopt a suggestion that modifies the RFI, the Branch will issue an addendum to the RFI.
- 1.3.12. The Branch assumes no responsibility for oral representations made by its officers or employees unless such representations are confirmed in writing and incorporated into the RFI through an addendum.

**1.4. RFI Submittal Response from Suppliers**

Responses and recommendations from vendors will be due on October 19, 2018 at 5:00 P.M. CST.

**1.5. Submittal Information**

1.5.1. Submittal shall be emailed to the issuing officer on or before the due date and time for RFI Responses.

1.5.2. By providing a submittal document, the potential vendor understands that JBIT may use some or none of the recommendations provided. Vendor also understands that by submitting a response in no way obligates JBIT to use the proposed recommendation in whole or any part thereof. Vendor understands that providing a submittal in no way obligates JBIT to use services of a responding supplier.

**1.6. Submission of Responses**

The vendor's response shall be emailed to JBIT to the attention of the Issuing Officer. Responses will not be accepted in any other manner.

**1.7. Review and Rejection of RFI Responses**

1.7.1. JBIT reserves the right to reject any and all responses, in whole and in part, received in response to this RFI at any time.

1.7.2. Issuance of the RFI in no way constitutes a commitment by JBIT to award any contract.

1.7.3. This RFI is designed to provide Vendors with the information necessary for the preparation of informative response proposals and in-person meetings to discuss their proposal, if JBIT chooses to call such meetings.

1.7.4. This RFI process is for JBIT's benefit and is intended to provide JBIT with competitive information to assist in the selection of goods and services.

1.7.5. The RFI is not intended to be comprehensive and each Vendor is responsible for determining all factors necessary for submission of a comprehensive response and ability to attend in person meeting(s) to discuss their proposal.

1.7.6. The RFI response and potential in-person meeting will not be subject to an RFP type evaluation but only to a review of suggested product performance, cost (cost may be estimated by Vendor, if an estimate, Vendor shall state that it is an estimated or approximate cost) of processes offered and of abilities to perform services that may be of use to JBIT.

1.7.7. An RFI response may be rejected outright and not reviewed for any one (1) of the following reasons, therefore Vendors are asked to make every effort to meet the RFI timelines and to include the requested information:

- 1.7.7.1. Failure of Vendor to deliver the response by the due date and time.
- 1.7.7.2. Failure to include information requested in the RFI.
- 1.7.7.3. Failure to offer demonstrations.

**1.8. Public Records and Requests for Confidentiality**

1.8.1. The release of information by JBIT to the public is subject to Iowa Code Chapter 22 and other applicable provisions of law relating to the release of records in the

possession of a State agency. Vendors are encouraged to familiarize themselves with these provisions prior to submitting a response. All information submitted by a Vendor may be treated as public information by JBIT unless the Vendor properly requests that information be treated as confidential at the time of submitting. If a request is received by JBIT to view information identified as confidential by a vendor, JBIT shall notify the vendor of the request. It shall be the vendor's sole responsibility to defend the claim of confidentiality in an appropriate legal venue. JBIT will withhold release of the subject information until the matter is settled.

- 1.8.2. Any requests for confidential treatment of information must be included in a cover letter with the Vendor's submittal and must enumerate the specific grounds in Iowa Code Chapter 22 or other legal reasons, which support treatment of the material as confidential and must indicate why disclosure is not in the best interests of the public. The request must also include the name, address and telephone number of the person authorized by the Vendor to respond to any inquiries concerning the confidential status of the materials.
- 1.8.3. Any documents submitted which contain confidential information must be marked on the outside as containing confidential information, and each page upon which confidential information appears must be marked as containing confidential information. The confidential information must be clearly identifiable to the reader wherever it appears. All copies of the submittal, as well as the original, must be marked in this manner.
- 1.8.4. In addition to marking the material as confidential material where it appears, the Vendor must submit one copy of the RFI information from which the confidential information has been excised. The confidential material must be excised in such a way as to allow the public to determine the general nature of the material removed and to retain as much of the document as possible. These pages must be submitted with the cover letter and will be made available for public inspection.
- 1.8.5. The Vendor's failure to request in the RFI confidential treatment of material pursuant to this Section and the relevant laws and administrative rules will be deemed by JBIT as a waiver of any right to confidentiality, which the Vendor may have had.

## **1.9. Copyrights**

By submitting a response the vendor agrees that JBIT may copy the response for purposes of facilitating the evaluation or to respond to requests for public records. The vendor represents that such copying will not violate any copyrights in the materials submitted.

## **1.10. Restrictions on Gifts and Activities**

Iowa Code chapter 68B contains laws which restrict gifts which may be given or received by JBIT employees and requires certain individuals to disclose information concerning their activities with State government. Vendors are responsible for determining the applicability of this chapter to their activities and for complying with these requirements. In addition, Iowa Code chapter 722.1 provides that it is a felony offense to bribe a public official.

**1.11. Cost to Vendors**

JBIT is not responsible for any costs incurred by a vendor which are related to the preparation or delivery of the response, any on-site inspection that may be required, or any other activities related to this RFI.

**1.12. Responses Property of JBIT**

All printed information used to demonstrate a vendor’s product becomes the property of JBIT. JBIT will have the right to use ideas or adaptations of ideas that are presented in the responses.

**1.13. Sources of Information Used by the State In Addition to the Responses**

JBIT reserves the right to contact vendors after the submission of responses for the purpose of clarification and to ensure mutual understanding.

**1.14. No Obligation to Issue RFP**

The issuance of this RFI does not obligate JBIT in any way to issue an RFP for the goods and services described in this RFI.

**SECTION 2 - REQUIREMENTS**

**2.1 Statement of Need**

JBIT is looking for a solution which:

- 2.1.1 Provides email archiving and discovery for 2,000 IBM Notes users.
- 2.1.2 Is transferable to other email platforms we may use going forward.
- 2.1.3 Stores all emails for a period of time email in an archive system.
- 2.1.4 Reduces the cost and time associated with eDiscovery caused by FOIA requests, litigation, or internal investigations.
- 2.1.5 Reduces time spent on discovery.
- 2.1.6 Provides higher confidence that all emails sent or received are captured and stored.
- 2.1.7 Enables discovery related searches in the archive and in files and folders.
- 2.1.8 Performs information extraction.

**2.2 Background**

- 2.2.1 The Branch uses IBM Notes with On-Premise.
- 2.2.2 We do not have a workable solution for archiving incoming/outgoing email or internal/external emails.
- 2.2.3 Nightly backups store only the emails that are present in the mailbox at the time of backup: mail that is received and deleted before the next nightly backup is never captured.
- 2.2.4 Mail deleted between monthly backups is not captured (monthly backups are not cumulative).
- 2.2.5 FOIA requests and internal investigations are done off restores and are time and labor intensive.

## **2.3 Qualifications**

Must be an authorized service provider/reseller for email archiving and discovery products and services.

## **2.4 Information Requested**

- 2.4.1 Written description of product and services
- 2.4.2 A demonstration of your solution, if requested (live or webinar)
- 2.4.3 General costs for 2,000 users
- 2.4.4 Storage requirements
- 2.4.5 A matrix identifying levels of available support
- 2.4.6 Training options

## **2.5 Hardware and Software Requirements**

- 2.5.1 Cloud-based or On-Premise
- 2.5.2 Supports Notes and other email platforms
- 2.5.3 Compatible with Transaction Logging
- 2.5.4 All-in-one solution (archiving of all email and discovery tools)

## **2.6 Support Requirements**

Provide a support matrix identifying levels of available support.

## **2.7 Training**

Provide a matrix identifying levels of training.

## **2.8 Vendor References**

- 2.8.1 Provide three letters of reference from previous customers or clients that are familiar with your products and/or services that meet the specifications described in this RFI.
- 2.8.2 Include a contact name, email address, and telephone number for each reference.