# The Regents
# of
# the University of California

## *REQUEST FOR PROPOSAL (RFP)*

## *FOR*

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## *RFP# UCOP_RG_UC LEGAL HOLD and E-DISCOVERY*
## *Date Issued: 9/16/2021*



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**It is the Bidder's responsibility to read the entire document, any addendums and to comply with all requirements listed herein. Any addenda to this Request for Proposal will be directed to all participating Bidders. It is the Bidders responsibility to watch their e-mail for any addendums, notices, or changes to the RFP or process.**

|  |  |
|---|---|
| **Issued By:** | The Regents of the University of California |
| **RFP Administrator:** | Richard Greene-Manager UCOP Local Procurement |
|  | Roy Feliciano Strategic Sourcing Professional 3 |
|  | University of California, Office of the President |
|  | 1111 Franklin Street, 10<sup>th</sup> Floor |
|  | Oakland, CA  94607-5200 |

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## SECTION I:  UNIVERSITY OF CALIFORNIA OVERVIEW

## A) Background

The University of California ("UC"), one of the largest and most acclaimed institutions of higher learning in the world, is dedicated to excellence in teaching, research, health care and public service. It is a public institution with annual resources of over $34 billion and encompasses ten campuses, six medical schools and five medical centers, four law schools and a statewide Division of Agriculture and Natural Resources. The University is also involved in the operation and management of three national laboratories for the U.S. Department of Energy.

The University has a pre-eminent regular teaching faculty of approximately 10,000 members. More than 62 Nobel Prizes have been awarded to researchers of the University; 29 of the Nobel Prizes have been won since 1995. No U.S. public university has won more Nobel Prizes than UC. University affiliated researchers have received 67 National Medals of Science − about 13 percent of the medals presented − since Congress created the award in 1959. The University has more members of the National Academy of Sciences than any other college or university.

Systemwide management of the University of California is assigned to the Office of the President based in Oakland, California. Its divisions oversee UC's academic mission, budget, external relations, legal matters, and business and financial activities (including the UC Office of the Chief Investments Officer). The University is governed by a Board of Regents consisting of 26 members, 18 of whom are appointed by the Governor for 12-year overlapping terms.

Website:          https://www.universityofcalifornia.edu/

Established:      1868

Fiscal Year:      07.01.21 - 06.30.22

**Official incorporated entity:**      The Regents of the University of California

## B) Operations Summary

University of California

The UC's fundamental mission is teaching, research and public service. Founded as the state's first and only land grant institution in 1868, the University of California (UC) has approximately 280,000 undergraduate and graduate students, a workforce of 227,000, and is comprised of the following locations, their adjacent offices, remote offices, and defined as the following locations:

• Ten Campuses - UC Berkeley, UC Davis, UC Irvine, UC Los Angeles, UC Merced, UC Riverside, UC San Diego, UC San Francisco, UC Santa Barbara, UC Santa Cruz

• Five Medical Centers – UC Davis, UC Irvine, UC Los Angeles, UC San Diego, UC San Francisco

• The UC Office of the President – A central system-wide headquarters with offices primarily located in Oakland and Sacramento, California, and teaching/administrative offices in Washington, D.C.

• The Division of Agriculture and Natural Resources – Comprised of over 60 local offices and Research and Extension Centers located throughout California, and County Cooperative Extension offices.

• UC Hastings College of Law

• Lawrence Berkeley National Lab, which is owned by the Federal Government, but managed by the University of California.

• Additional centers and offices as further detailed at:
http://www.universityofcalifornia.edu/uc-system/parts-of-uc

Any awarded Agreement(s) will be available to all current and future locations of the University of California and its Affiliates.

## UC legal- Office of the General Counsel

UCL is a service organization dedicated to helping our clients conduct their business effectively and in accord with legal and policy requirements. We see ourselves not just as experts on those requirements, but as problem-solvers committed to helping resolve issues in a practical, timely and efficient manner.

The Oakland office is organized into four sections of subject-matter experts:

1.  Litigation & Capital Strategies
2.  Business, Finance & Innovation
3.  Education Affairs, Employment & Governance
4.  Health Affairs & Technology Law

Campus and Medical Center-based attorneys provide advice and counsel to senior management and others on the campuses and at the Medical Centers on a broad range of legal issues, working as needed in coordination with Oakland attorneys.

## The role of UC Legal in governance of the University

1.      The General Counsel is a principal officer of The Regents. The General Counsel attends and participates in all meetings of The Regents and reports at each meeting to the Committee on Finance on current legal issues and significant developments in litigation. From time to time, the General Counsel seeks authorization from the Board with respect to initiation and settlement of

litigation. In addition, the Board may on occasion be called upon for a policy decision on litigation or possible litigation. In other circumstances, the General Counsel acts pursuant to his general charge with respect to University legal matters or specifically delegated authority.

2.      The mission of UC Legal - Office of the General Counsel is, in short, to act as legal counsel for the multifaceted institution that is the University of California. Although the ultimate client is the corporate entity of The Regents of the University of California, all University officials are the clients of the office. In carrying out its work, the office seeks to be alert to legal risks presented by proposed courses of action while being sensitive to the responsibility of the University administration to determine what level of legal risk is ultimately acceptable. Moreover, the office emphasizes the need for innovation and creativity in assisting University managers in developing new and useful approaches to the issues and opportunities confronting the institution. To this end, emphasis is placed on early involvement in emerging issues and activities. The objective is to provide legal services of a quality commensurate with the University's commitment to excellence in all of its activities.

## SECTION II:  INTRODUCTION TO THE REQUEST FOR PROPOSAL

University of California Office of the President (UCOP) Office of General Counsel (OGC) is seeking to acquire eDiscovery software, as well as contract with a Managed Service Provider that will assist the University post implementation with day-to-day eDiscovery operations.

Major functionality of the software should include Litigation/Legal Hold tracking and management, Preservation in-Place, Collection, Early Case Assessment (ECA), eDiscovery Review (including Data Processing, Analytics and Review), as well as Data Production.

Managed Service Provider shall assist the University with any overflow work and would be responsible for the following services:

   i.   Project management
   ii.  Data processing
   iii. Managed data review
   iv.  Data productions


**Please note:** The UCOP OGC reserves the right to accept or reject any or all Proposals, make more than one Award to multiple suppliers, or no Award, as well as consider procuring individual components from different suppliers, in the interest of maximizing the value of this RFP. Any Agreement(s) awarded pursuant to this RFP will be in writing and incorporate the Requirements and Specifications contained in the RFP, as well the applicable contents of the Supplier's Proposal as accepted by the UC.

# SECTION III:   PROPOSAL STRUCTURE

This RFP covers 3 different scopes of work for the Office of the General Counsel.

- Legal Hold/Preservation in-place

- E-Discovery (Remote Collections, ECA, Review, Production)

- Managed Services

The requirements for all the above are detailed in Section VIII.

As well as responding to the required questions, suppliers should present a proposal (solution and financial proposal) responsive to each of the 3 areas. The financial proposal should be on a separate document than the proposed solution.

As is noted in the RFP, UC may award all segments to one supplier or have different successful bidders in each area, thus it is essential that bidders differentiate any proposals and financial proposals for each of the 3 so they can be evaluated on their own merits.

For the removal of doubt a supplier should submit a proposal and financial proposal specific to each of the 3 areas.

# SECTION IV:  RFP SCHEDULE

| RFP Phase and Tasks | |
|---|---|
| **Phase I: Develop and Release RFP** | **Dates** |
| Release RFP to market | September 16, 2021 |
| **<u>Intent to Bid</u> & Confirmation of Ability to Meet Minimum Requirements Statement, along with a copy of your signed Non-Disclosure Agreement. Submit via CalUsource** | **September 24, 2021, 5:00pm PDT** |
| **Supplier RFP Questions Deadline** | **September 30, 2021, 4:00pm PDT** |
| UC Response to Supplier Questions (distributed to all Suppliers without attribution) | October 8, 2021 |
| **RFP Responses Due** | **October 29,12:00pm PDT** |
| **Affirmation of Acceptance of UC Terms and Conditions, BAA,  Appendix Data Security Statement, UC Appendix HIPAA Business Associate, UC Appendix GDPR, Cloud Professional Services Agreement, or redlines version due. Submit via CalUsource.** | **October 29, 2021, 12:00pm PDT** |
| **Phase II: Evaluate Responses** | |
| Finalists Notified | Week of November 15-19, 2021 |
| **Finalist presentations via Zoom** | **December 6- December 17, 2021** |
| Sandbox Activity | December 6- December 22, 2021 |
| Anticipated Award Date | Week of January 3-January 7 |
| **Phase III: Contracting and Implementation** | |
| Contract negotiations and legal agreements | January 10- February 4, 2022 |
| Implementation Start Date | February 7, 2022 |

*\*The University does not guarantee the above schedule and reserves the right to modify this schedule at its discretion.*

## SECTION V: SUPPLIER REQUIREMENTS

The requirements shown below are essential to the UC for proposal consideration. Supplier's failure to provide or be in compliance with any one or more of the following requirements will negatively impact the evaluation of Suppliers proposal and may result in disqualification.

a) The University of California Terms and Conditions of Purchase, dated 04/05/21, as referenced in *Attachment A to this RFP*, will be incorporated into any Agreement that may result from this RFP.

  i) Provide a statement accepting the UC Terms and Conditions of Purchase, dated 04/05/21. (These Terms and Conditions have been approved by the UC Regents for use on all UC transactions).

b) The University of California Appendix – Data Security and Privacy, dated 08/20/21, as referenced in *Attachment B to this RFP*, will be incorporated into any Agreement that may result from this RFP.

  i) Provide a statement accepting the UC Appendix – Data Security and Privacy, dated 08/20/21.

c) The University of California Appendix - HIPAA Business Associate Agreement, dated 08/10/21, as referenced in *Attachment C to this RFP*, will be incorporated into any Agreement that may result from this RFP.

  i) Provide a statement accepting the UC Appendix-HIPPA Business Associate Agreement, dated 08/10/21.

d) The University of California Appendix- GDPR dated 06/29/21, as referenced in **Attachment D to this RFP** will be incorporated into any Agreement that may result from this RFP

e) The University of California Cloud Professional Services Agreement dated 4/27/21, as referenced in **Attachment E to this RFP** will be incorporated into any Agreement that may result from this RFP

f) **Attachment F to this RFP**-Vendor Questionnaire for E-Discovery RFP

g) **Attachment G to this RFP**-Data Security Questionnaire UC E-Discovery RFP

h) All proposals shall remain available for UC acceptance for a minimum of 180 days following the RFP close date

i) No late proposals will be accepted. Any proposals received after the specified deadline for submission shall result in automatic disqualification.

**University of California Terms and Condition of Purchase** - The successful supplier must be willing to accept the terms of the Agreement Template; UC Terms & Conditions of Purchase, dated 4/05/21; UC Appendix Data Security, dated 8/20/2021; UC Appendix HIPAA Business Associate, dated 8/10/2021; UC Appendix GDPR, dated 8/21/2019.

If there are any UC terms and conditions to which your company cannot agree to related to any of the UC contract documents listed in the above paragraph, your exception and proposed language must be included as part of your proposal response. Any exceptions not submitted with your proposal will not be considered. **NOTE:  Exceptions to UC Terms & Conditions of Purchase, UC Appendix Data Security, UC Appendix HIPAA Business Associate, UC Appendix GDPR may incur scoring penalties.**

# SECTION VI:  SUPPLIER QUALIFICATIONS

To be considered for evaluation of UC's eDiscovery RFP, Suppliers must meet the following minimum qualifications:

1. Confirm your company/organization has been in business for at least five years. Recently established companies/organizations may present documented experience and success in other business ventures. All companies/organizations must provide verifiable documentation of current success in providing the services outlined in the scope of work defined in this request for proposal.

2. Experience working with other Academic/Higher Education institutions – Highly Desirable.

3. Confirm all services you are proposing to provide to the University of California will be administered onshore (within the U.S.).

4. Confirm ability to provide an independent third-party audit report, such as SOC2 Type II, ISO 27001 demonstrating that appropriate information security safeguards and controls are in place. As part of the process, UC reserves the right to require the same documentation from any subcontractor.

# SECTION VII: GENERAL INFORMATION

**A. Issuing Office and Communications Regarding the RFP**

This RFP, and any subsequent addenda to it, is being issued by the UCOP Local Procurement Services Department on behalf of The University of California Office of the President. The UCOP Local Procurement Services Department is the sole point of contact regarding all procurement and contractual matters relating to the requirements described in this RFP. UCOP Local Procurement Services is also the only office authorized to change, modify, clarify, etc., the specifications, terms, and conditions of this RFP and any Agreements(s) awarded as a result of this RFP.

Any requests for clarification concerning this RFP must be submitted via the Discussion forum in Calusource.

The submission of RFP response, pricing proposal and attachments must be submitted via the CalUsource e-Sourcing application, as further detailed in the *"Instructions for Submitting Proposals"* below.

Suppliers are advised that failure to adhere to the above communications requirements may result in disqualification.

**B. Instructions for Submitting Proposals**

Proposals in response to this RFP must be submitted online using the CalUsource e-Sourcing application no later than October 29, 2021 12:00PM.

Suppliers are to complete the questionnaire section(s) directly in the CalUsource e-Sourcing application.  Note: There are three (3) Questionnaires (General Questions, Sustainability, and Information Security).

The proposal for the written sections of this RFP shall be submitted by uploading the proposal as an attachment in the CalUsource e-Sourcing application.

The pricing proposal(s) shall be submitted in the Attachment Section of the CalUsource e-Sourcing application. Suppliers will submit a pricing proposal for each of the 3 segments of the RFP

CalUsource requires significant time for accurate data entry.  Suppliers are encouraged to familiarize themselves with the process of responding and leave adequate time to submit the proposal.  General information and support is available by email: support@ucprocure.zendesk.com; or, for CalUsource technical issues, contact GEP Support: 1-732-428-1578 or support@gep.com.  Please identify yourself as registering in the University of California network.

Suppliers must provide a complete, straightforward, concise response to all prerequisites, questions and information in the RFP as detailed. Submission of a proposal via the CalUsource e-Sourcing application confirms Supplier's understanding and acceptance of all requirements, terms, and conditions of the RFP.

Supplier must not provide superfluous materials such as marketing materials or website links in response to, or in lieu of, specific responses to the questions herein, and may be disqualified for providing superfluous materials.

## C. **Notice of Intent to Bid**

Perspective Suppliers must provide a written intent to respond by **September 24, 2021** via the discussion forum in Calusource. Supplier must provide contact information (name, title, address, phone, and email) for the primary contact **(the one (1) person)** who will be the communications contact throughout the RFP process.

## D. **Addenda to the Request for Proposal**

Any changes, additions, or deletions to this RFP will be in the form of written Addenda issued by the University of California via email or the CalUsource e-Sourcing application. The University will not be responsible for failure of any prospective Supplier to receive such Addenda. All Addenda so issued shall become part of this RFP.

## E. **Supplier Questions**

An opportunity to submit questions will be allowed up to **09/30/2021.**

**Note:** All Supplier questions will be consolidated and shared with all RFP participants without attribution.

## F. **Proposal Acceptance**

The proposal must be completed and submitted via the CalUsource e-Sourcing application on the forms provided or in the format indicated herein.

The UC reserves the right to withdraw this RFP at any time. All documents submitted to the UC on behalf of this RFP will become the exclusive property of the UC system and will not be returned.

The UC reserves the right to accept or reject any or all Proposals, make more than one Award, or no Award, as the best interests of the UC may appear. Any Agreement(s) awarded pursuant to this RFP will be in writing and incorporate the Requirements and Specifications contained in the RFP, as well the applicable contents of the Supplier's Proposal as accepted by the UC.

## G. **Proposal Format**

Provide a cover letter for the response, which contains:

- The following text: Response to University of California RFP# UCOP_RG_UC LEGAL HOLD and E-DISCOVERY

- Company legal name and address for primary headquarters;

- Authorized contact information and signature of a representative of the company who is duly authorized to enter into agreements. The submission of a signed response will confirm understanding and acceptance of all requirements, terms, and conditions of the Request for Proposal.

In addition, proposals should demonstrate a clear understanding of the project and contain a comprehensive discussion of how the Supplier will fulfill the requirements of the Scope of Services, including a discussion of the important features and Supplier attributes, highlighting any aspects, which separate it from its competitors.  The proposal should be submitted using the following categories:

1. Cover Letter

2. Table of Contents

3. Executive Summary

4. Approach to managing UC's E-Discovery RFP as outlined in the Scope of Services

5. Requirement Responses (refer to Section V)

6. Qualification Responses (refer to Section VI)

     i)    Company Overview and Experience

     ii)    Organizational Chart

     iii)    Assigned Personnel Biographies and Experience

     iv)    References; 3 current and 1 with resolved issue

     v)    List of Other Accounts; current clients of similar size and scope of UC

     vi)    Latest Audited Financial Statements

7. Questionnaire responses for Scope of Services as provided in the CalUsource e-Sourcing application.

8. Pricing should be submitted detailing out:

Implementation cost

Annual license fee (any bracket pricing for # of licenses)

Professional services hourly fee post implementation if needed

Any other elements that effect your pricing model

## H. **Proposal Preparation Costs**

Supplier will bear all costs incurred in the preparation and submission of the Proposal and related documentation, including Supplier's presentation to UC.  If Supplier is apparent awardee, Supplier will bear its own costs in negotiating and finalizing an agreement with the University.

## I. **Agreement Term**

It is anticipated that the initial term of any Agreement awarded pursuant to this RFP will be for a period of five (5) years. UC may, at its option, extend or renew the Agreement to a maximum of 10 (ten) years on the same terms and conditions.

## J. **Basis for Selection – Best Value**

The University intends to select the responsive and responsible Supplier(s) whose proposal(s) contain the combination of solution features, Supplier attributes, and best overall value.

A responsive Supplier is one whose offer satisfies the requirements of this RFP, including the requirements of the Terms and Conditions.  A responsible Supplier is one that is considered capable of performing and is otherwise eligible and qualified to perform the proposed Requirements Scope.

The University will determine the best overall value by comparing differences in solution features and Supplier attributes offered with differences in related factors, striking the most advantageous balance between expected performance and the overall requirements of the University. Suppliers, therefore, must be persuasive in describing their solution features and Supplier attributes and their value in enhancing the likelihood of successful performance and achievement of the University's requirements.

The University's selection may be made on the basis of the initial Proposals or the University may elect to negotiate with Suppliers who are selected as finalists. The Evaluation Team may utilize Supplier's Oral Presentations, additional material information, or References from the Supplier and others to come to a determination of award(s).

# SECTION VIII: SCOPE OF SERVICES

This section sets forth the specific scope and requirements for the **UC E- Discovery RFP** included in this Scope of Services ("SOW").

## Scope of Work

## Legal Hold Tracking software requirement

1. SAS Cloud based deployment

    a.   Access to SAS environment 24/7/365

    b.   Minimum of 99.9% uptime with pro-rated refunds or credits for failures to meet uptime.

2. Implement Employee Data Feed- HR feed (Oracle based) for University wide deployment.

    a.   Automatic feed with daily or weekly updates

    b.   No limit to the number of employees inside the feed ( total number of employees over 200K)

3. SSO (Preference to have a single implementation of SSO for all proposed software modules)

4. Unlimited number of Legal Holds, Matters and on-hold custodians

    a.   If that type of license is not available, indicate number of legal holds, matters and custodians per licensing term

5. Matter centric functionality

    a.   Ability to send multiple legal hold notices under the umbrella of one matter

6. Granular permission capability

    a.   Ability to segregate matters and legal holds based on an individual user or group.

    b.   Ability to segregate matters and legal holds based on campus affiliation.

    c.   Ability to segregate matters based on matter types: Example Litigation/Public records (CPRA)/Medical.

7. Ability to create and manage Legal Hold Notice templates

    a.   Ability to segregate templates based on campus

    b.   Ability to add dynamically populated variables, such as issue date, issuing officer, attorney's name and etc inside Legal Hold template.

    c.   Each template should contain: Issue notice , Reminder notice, Re-issue notice, Escalation notice and Release notice

8. Legal Hold Tracking

    a.   Ability to track legal hold and compliance acknowledgements by matter and system wide

b. Ability to track legal hold and compliance acknowledgements by custodian.

c. Audit trail capability for each matter and legal hold.

      i. Reportable logs for when a matter was created

      ii. Reportable logs for when a legal hold was issued

      iii. Reportable logs for when custodian acknowledged a hold.

      iv. Reportable logs for when custodian was released from a legal hold

      v. Reportable logs for when reminder, reissue, or escalation notices were sent.

9. Ability to issue and release Legal holds silently for any custodian

a. Proxy acknowledgement of a legal hold

10. Legal Hold and System-wide notifications:

a. Ability to enable or disable notifications per Legal Hold and also globally.

b. Ability to send out annual/semi-annual global compliance /preservation reminder

    i) Ability to disable periodic reminders for silent custodians

    ii) Ability to send out different versions of compliance reminder based on different department needs

c. Ability for the system to automatically send periodic reminder to custodians who have not responded to a legal hold.

d. Ability for the system to escalate notice to custodian's manager.

e. Ability for the system to send a matter closure notification to relevant case administrators.

11. Custodian interviews/questionnaire

a. Ability to customize templates based on campus.

b. Ability to proxy response to interviews/questionnaires.

12. Custodian compliance portal

a. Ability for custodians to access and respond to a preservation or compliance notice via forwarded email

13. Ability to track on-hold employee job status changes.

a. Ability to track based on campus affiliation

14 .Reports

a. Ability to report on system (university wise) matters and holds

b. Ability to report on campus specific matter/holds

c. Ability to report on matter types.

d. Ability to report employee/custodian specific holds.

e. Ability to secure reports.

f. Ability to schedule automatic periodic reports.

15. Integration with Matter Management Software- Highly Desirable

a. CounselLink

b. IVOS

16. In Place Preservation capability

a. Ability to initiate mailbox preservation inside O365 and Google eDiscovery Vault.

b. Ability to create cases/matters inside O365 & Compliance center.

c. Ability to create cases/matters inside Google eDiscovery Vault

d. Ability to create litigation holds inside O365 S&C Center

e. Ability to create litigation holds inside Google eDiscovery Vault

f. Ability to preserve data in-place for additional DataSources such as Sharepoint, OneDrive, Google Drive, BOX, SLACK and etc. –Highly Desirable

17. Preservation request process

a. Ability to create an approval process for any IT preservation requests

b. Ability to notify IT Data Stewards of the preservation requests.

c. Ability for IT data Stewards to track work progress.

d. Ability to track specific preservation DataSources.

18. Appearance customization

a. Ability to display UC Logo within software UL.

b. Ability to display UC Logo inside Compliance portal.

c. Ability to display different campus logos depending on the end-user's or custodian campus affiliation- Highly Desirable.

19. Data Migration

a. Ability to migrate data from different legal hold platforms that may be licensed by campuses

# eDiscovery software requirements

1. SAS Deployment
   a. Cloud deployment
   b. Access to SAS environment 24/7/365
   c. Minimum of 99.9% uptime with pro-rated refunds or credits for failures to meet uptime.

2. Complete separation and segregation of UC data from other customer data.

    a. UC may consider multi-tenant Cloud environment/deployment, so long as the provider can guarantee that there will be no cross-contamination of data with vendor's other customers.

    b. Allow UC to further segregate date within tenant based on the internal needs, such as based on departments and campuses.

3. Licensing details:
    a. 20 end-user licenses to begin with. UC reserves the right to increase and decrease the number of licenses based on the usage.
    b. 2 TB Active Review Storage
        i. Allow UC to dynamically increase storage limits (list burst fees or fees based on extra 500GB of hosted data)
    c. Unlimited use of collections (subject to agreed upon storage limits)
    d. Unlimited ECA (subject to agreed upon storage limits)
    e. Unlimited Analytics
    f. Unlimited use of Technology Assisted Review (TAR) features
    g. Unlimited Databases/Workspaces (subject to agreed upon storage limits)
    h. Unlimited use of built-in applications, such as Blackout or Automated Redactions.

4. SSO (Preference to have a single implementation of SSO for all proposed software modules)

5. Data Staging/Transfering environment/FTP.
    a. Ability to setup automated process of moving collected data into processing/staging area.
    b. Capability to encrypt data in transit, as well as at rest.

6. In-Place Search
    a. Ability to search data in-place using built-in keyword and data filters.
    Ability to find relevant content inside emails and attachments separately. System should be able to find search results in indexed attachments, even if email doesn't contain relevant hits. – Highly Desirable

7. Collections
    a. Ability to setup connections and fully manage data collections from one or more O365 tenants (initial deployment will be based on one email tenant @UCOP).
    b. Ability to setup connections and fully manage data collections from separate Google campus tenants (initial deployment will not include connection to a Google tenant).
    c. Ability to setup connection to other data sources, including but not limited to Box, Zoom, SLACK, Sharepoint and etc.

8. ECA
    a. Ability to fully manage and control processing of eDiscovery data into an ECA databases/workspaces.
    b. Ability to fully manage and setup data searches in order to filter data prior to promoting it to Processing or Review.

9. Data Processing

a. Ability to fully manage and control processing of eDiscovery data into Review databases/workspaces.
b. Ability to Drag-and-Drop PST, MBOX or ZIP files into processing interface – Highly Desirable
c. Ability to initiate multiple processing requests at the same time for the same database/workspace.
d. Ability to process multiple PST, MBOX and ZIP files at the same time for the same database/workspace.
e. Ability to process/import Load File Export from a 3rd party application.

10. Data Analytics
   a. Ability to fully manage and control the use of Data Analytics.
      i. Availability of Email Threading feature
         1. Ability to setup inclusive email threads
      ii. Availability of Email Near-Deduplication
      iii. Availability of Conceptual Analytics
      iv. Ability to integrate with 3rd party Analytic platforms

11. Data Review and workflow management
   a. Ability to fully manage and control end-user accounts.
   b. Ability to fully manage and control creation and deletion of review databases/workspaces.
   c. Ability to fully manage and control processing of eDiscovery data into review databases/workspaces.
   d. Ability to fully configure, manage and control eDiscovery Data Review.
      i. Full access to edit coding panels and tags.
      ii. Full access to create and edit columns, fields and layouts.
      iii. Full access to Image documents based on permissions.
      iv. Full access to redact eDiscovery data.
      v. Full access to batch out documents to different reviewers, including outside counsel.
   e. Ability to open and review in-place large sized documents, including Excel and PDFs that are larger than 10MBs in size.
   f. Ability to track progress of review batch sets.

12. Ability to setup and conduct data review using TAR (Technology Assisted Review)
   a. Ability to utilize TAR to speed data review timeframe.

13. Ability to fully manage and control the user of eDiscovery productions
      i. Availability of Bates labeling
      ii. Availability of producing other labels based on certain fields.
      iii. Ability to export data using PDF and TIFF formats, as well as load files.

14. Reporting
   a. ability to access and run reports on the following:
      i. Storage utilization on the whole tenant, as well as by department/campus.
      ii. Storage utilization of each database/workspace.
      iii. License usage on the whole tenant, as well as based by department/campus.

15. Database/Workspace archiving and storage
    a. Full ability and control to create and export database/workspace archives for offline storage.
    b. Full ability to restore archived database/workspace from online and offline storage location.

# Managed Services Requirements

1. Dedicated Account Manager

2. Dedicated Project Manager

3. SLAs;

   a. One (1) business day response time for any requests related to database/workspace creation requests (if UC can't complete this task internally)

   b. Two (2) business hours response time for any data processing issues/errors.

   c. Two (2) business hours response time for any application performance related issues or errors.

   d. One (10 business data response time for non-critical issues/questions.

4. Managed Review Team

   a. Team is dedicated to helping UC with reviewing with large sets of data.

      i) Reviewers must have documented experience in reviewing data for a variety of cases, including but not limited to IP and Construction litigation, Medical Malpractice, Employment and etc.

   b. Dedicated Managed Review Team Lead or Manager.

      i) Team Lead of Manager should have at least 3 years of documented experience with managing a team of reviewers.

   c. SLA for managed review projects, based upon the size of the data set.

   d. Ability to track speed and progress of each reviewer.

   e. Periodic reporting.

5. Experience:

   a. Experienced with supporting SAS cloud- based deployment of eDiscovery software

      i) Experience in offering, setting up and supporting major eDiscovery platforms

6. Experience working with customers in the Higher Education industry or Government.

# SECTION IX:   QUESTIONNAIRE(S)

Refer to the CalUsource e-Sourcing application to complete the Questionnaire section(s) of the proposal.

There are three (3) questionnaire's that need to be completed;

1.  Accessibility Questions
2.  Sustainability Questions
3.  Information Security Questions

All questions must be answered as part of the proposal.  If the response requires an attachment (Do not submit sales brochures), add the responses and attachments in the Attachment Section of the CalUsource eSourcing tool.

## SECTION X:  ATTACHMENTS

1. Attachment A – UC Terms and Conditions of Purchase dated 04/05/21

2. Attachment B – Appendix Data Security and Privacy dated 08/20/21

3. Attachment C – Appendix - HIPAA Business Associate Agreement dated 08/21/21

4. Attachment D – Intent to Bid and Confirmation of Ability to Meet Minimum Requirements Form

5. Attachment E – Affirmation Acceptance of UC Terms and Conditions Form

6. **Attachment F – Mandatory Questions- Responses to these questions from suppliers should be completed via the below link.**

    **https://survey.alchemer.com/s3/6502681/eDiscovery-RFP**