Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions - TPSGC
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
11 Laurier St.,/11, rue Laurier
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

LETTER OF INTEREST
LETTRE D'INTÉRÊT

Title - Sujet
Next Generation Litigation Software

Solicitation No. - N° de l'invitation	Date
19402-170015/A	2017-07-24

Client Reference No. - N° de référence du client	GETS Ref. No. - N° de réf. de SEAG
19402-170015	PW-$$XL-117-31690

File No. - N° de dossier	CCC No./N° CCC - FMS No./N° VME
117xl.19402-170015	

Solicitation Closes - L'invitation prend fin	Time Zone Fuseau horaire
at - à 02:00 PM on - le 2017-09-08	Eastern Daylight Saving Time EDT

F.O.B. - F.A.B.

Plant-Usine: ☐   Destination: ☐   Other-Autre: ☐

Address Enquiries to: - Adresser toutes questions à:	Buyer Id - Id de l'acheteur
Chadha, Sampan	117xl

Telephone No. - N° de téléphone	FAX No. - N° de FAX
(873) 469-4963 ( )	( ) -

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:

DEPARTMENT OF JUSTICE CANADA
275 SPARKS ST, ROOM 12006
ISB internal services
Att: Danielle Y. Jean 613-957-3762
email invoices: admin.services-isb@
@justice.gc.ca
OTTAWA
Ontario
K1A0H8
Canada

Comments - Commentaires

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
See Herein	

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Telephone No. - N°de téléphone
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Issuing Office - Bureau de distribution

Shared Systems Division (XL)/Division des systèmes partagés (XL)
4C1, Place du Portage Phase III
11 Laurier St./11, rue Laurier
Gatineau
Québec
K1A 0S5

Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)
Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)

Signature   **Date**

Canadä

Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

Item Article	Description	Dest. Code Dest.	Inv. Code Fact.	Qty Qté	U. of I. U. de D.	Unit Price/Prix unitaire FOB/FAM		Delivery Req. Livraison Req.	Del. Offered Liv. offerte
						Destination	Plant/Usine		
1	Profeesional Services for RFI	19402	19402	1	Each	$	$	See Herein	

Canada

NGLS

Next Generation Litigation Software
Request for Information
July 2017

Department of Justice   Ministère de la Justice
Canada   Canada

Canada

Table of Contents

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1   About this RFI

1.1   Objectives of the Request for Information (RFI)

The main objective of this RFI is to solicit information from the litigation technology supplier community on solutions available to fulfill the business requirements identified in the Department of Justice's (JUS) Next Generation Litigation Software (NGLS) Project.

The information will aid JUS in preparing an informed Request for Proposal (RFP) based on JUS requirements and litigation solutions and trends.

1.2   Project Information

The project's scope is to source an integrated solution (with one or many solutions/tools) to meet the various litigation needs of JUS for the various activities illustrated in the Electronic Discovery Reference Model (EDRM).

The proposed solution is targeted for an **April 2020 implementation**.

1.3   Instructions to Respondents

1.3.1   Nature of request for information

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

1.3.2   Nature and Format of Responses Requested

Respondents are requested to provide:

    a) Detailed information about a potential solution addressing some or all of the EDRM: Identification, Preservation, Collection, Processing, Review, Analysis, Production and Presentation as depicted in the NGLS Business Scope in Section 2.3 and the High Level Requirements in Sections 3, 4 and 5. While it is desirable that the solution integrates all of the EDRM components, respondents may submit a response that covers a sub-set of the components. It should be clear in the response which components the respondent is referring to, for example proposing to address only a specific EDRM component. The response should clarify functionality, integration points between EDRM components and any value-added software products/tools. The response should provide a list of any dependency on third party software components necessary to complete the solution. Details related to the support of any third party components: e.g. source of support, method of delivery, maintenance, etc., should also be provided.

b) **Answers or feedback** to questions as outlined in Section 6.

1.3.3   Format of Responses Requested

(a) **Format**: Respondents are requested to submit one soft copy of their response in PDF format.

(b) **Cover Page**: If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.

(c) **Title Page**: The first page of each volume of the response, after the cover page, should be the title page, which should contain the:

(i)	title of the respondent's response and the volume number;
(ii)	name and address of the respondent;
(iii)	name, address and telephone number of the respondent's contact;
(iv)	date; and
(v)	RFI number.

(d) **Part A should include the Proposed Solution as described in 1.3.2 (a) with references to the NGLS Business Scope as depicted in Section 2.3 and the High Level Requirements in Section 3, 4 and 5.**

(e) **Part B should include answers and feedback to the questions listed in Section 6. Numbering System:** Each question has its own unique number. It is a sequential number prefixed with a "Q". Respondents are requested to prepare their response using the numbering system corresponding to the one in this RFI, and to repeat the question prior to their response for reviewer convenience. All references to descriptive material, technical manuals, and any brochures included as part of the response should be clear both in the citation and on the referenced document. All should be referenced accordingly.

1.3.4   Response Costs
Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

1.3.5   Treatment of Responses

(a)   **Use of Responses**: Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.

(b)   **Review Team**: A review team composed of representatives of Justice Canada will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all

(c) **Confidentiality**: Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the *Access to Information Act*.

(d) **Post-Submission Review Meetings**: Canada may, in its discretion, request individual Post-Submission Review Meetings with selected respondents to provide clarity on information provided, or to invite a presentation about some or all of the proposed solution. If required, these will be held at the most appropriate location, to be determined at a later date. The intent of these meetings will be to provide an opportunity for a face-to-face discussion with respondents. Although respondents may request a meeting, and their request will be considered, Canada will determine whether it requires additional information from any given respondent and will schedule meetings accordingly. All such requests, by respondents, should be forwarded to the Contracting Authority. Note that a maximum of 2 hours will be set aside for any meetings with respondents.

1.3.6 Enquiries

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to the Contracting Authority identified herein.

1.3.7 Submission of Responses

a) Respondents should send responses electronically via e-mail to the Contracting Authority's address identified herein by the date specified on the front page of the RFI.

b) All requested information is to be provided to the Contracting Authority on or before the closing date of the RFI.

1.3.8 Contracting Authority

The Contracting Authority for this RFI is:

Contracting Authority: Sampan Chadha
E-mail Address: Sampan.Chadha@tpsgc-pwgsc.gc.ca
Telephone: 873-469-4963

2   Business Context & Requirements

2.1   Project Context

In 2016, Department of Justice (JUS) initiated a project named the Next Generation Litigation Software (NGLS). This initiative will support JUS in transforming business and technology solutions related to the litigation processes defined within the Electronic Discovery Reference Model.
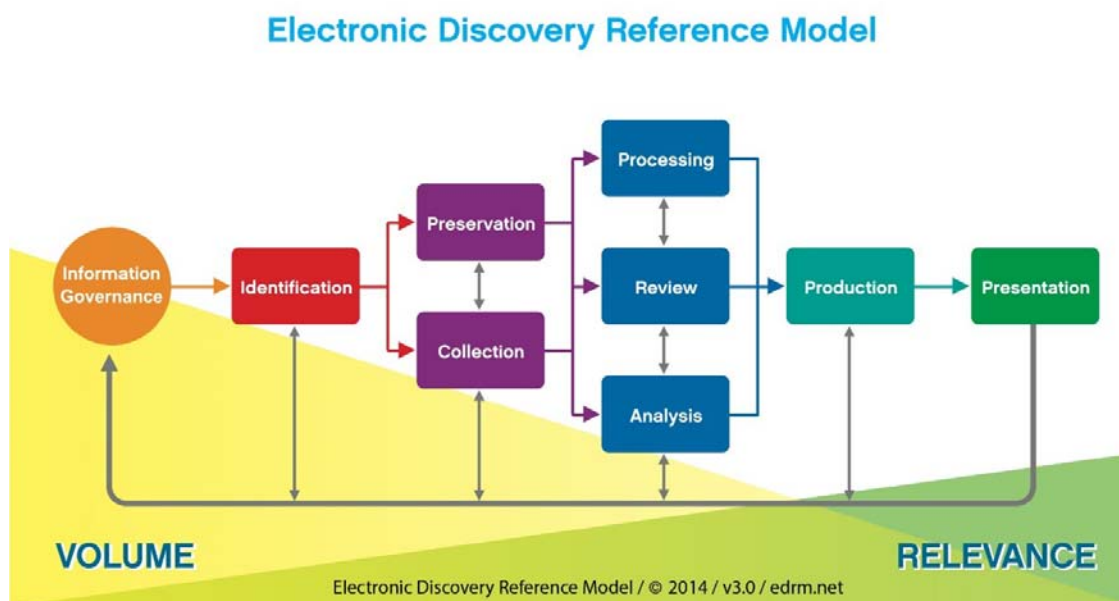
Figure 1: Electronic Discovery Reference Model

The project is necessitated by the natural end of software contracts in place at JUS, the need to increase the number of user licenses, to acquire new technology and to streamline the number of different software performing the same functions. The project should ensure that software and systems help JUS keep pace with the continued evolution of technology in the private sector legal profession while reducing the maintenance burden and ensuring value for money for Canadians.

The project will encompass two (2) main parts as depicted in figure 2:
   a.   Client/JUS activities
   b.   JUS activities

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NEXT GENERATION LITIGATION SOFTWARE
(NGLS)

A — Client/JUS Activities

B — JUS Activities

LEGAL CASE MANAGEMENT SYSTEM

Figure 2: Justice Litigation Business Context

The following EDRM components will be referenced throughout this document as follows:

Part A – Client/JUS Activities	Part B – JUS Activities
1. Identification	4. Processing
2. Preservation	5. Review
3. Collection	6. Analysis
	7. Production
	8. Presentation

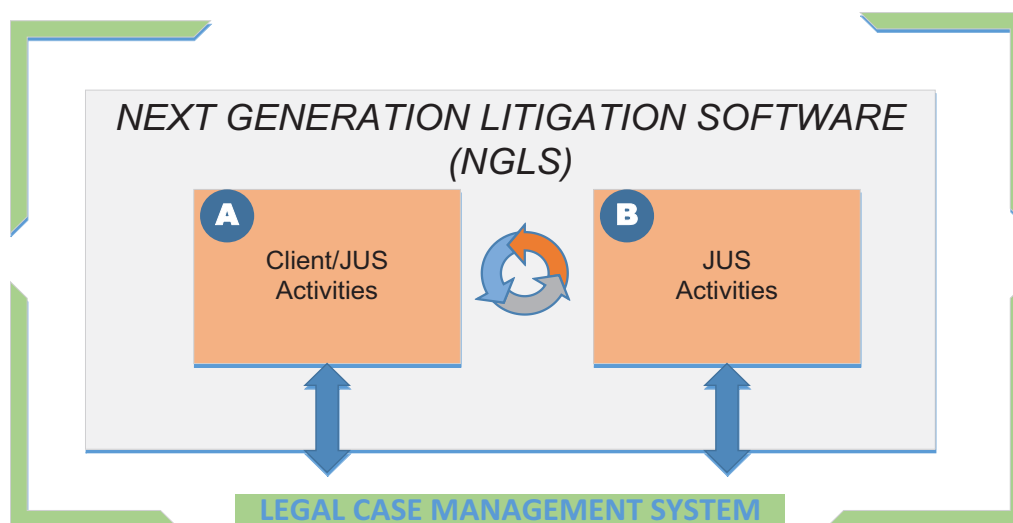It should be noted that JUS is implementing a new department-wide case management solution under the Legal Case Management System (LCMS) project, using Microsoft Dynamics CRM capability. LCMS will support all JUS portfolios including litigation. As a result, the NGLS will need to have one or more integration points to the LCMS once implemented. Note that LCMS is outside the scope of the NGLS project.

2.2   Client Departments and JUS Context

JUS provides support to the Attorney General of Canada in carrying out her functions in the regulation and conduct of all litigation for or against the federal Crown or any federal department. In the current state, client departments that deal with JUS on a litigation matter do not benefit from direct connectivity between their own network and JUS, and documents are typically not electronically exchanged other than by email. It is unlikely that JUS will be granted direct access to client networks or repositories for the preservation or collection of any potential evidentiary documents/information.

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Any Government Department/Agency/ Crown Corp. with a Litigation Hold	⬅✕➡	JUS Legal Team

2.3   NGLS Business Scope

The following illustration outlines the main functions and tools required for each EDRM component. This will be used in the next sections to summarize and list the high level project requirements.

Note: Section 3.2 contains the detail descriptions for each of the desirable EDRM components.

NGLS – Business Scope – EDRM High Level Requirements / Desirable Functionality

1. Identification	2. Preservation	3. Collection	4. Processing	5. Review	6. Analysis	7. Production	8. Presentation

Part A – Client/JUS Activities			Part B – JUS Activities				
Litigation Hold, Custodians interview, Identification and preservation of documents, Reminders, Workflow, Tasking & Tracking, Collection			Processing, Culling, Deduplication, Threading, Review, Identification of relevance & privilege, Annotations, Redactions, Highlights, Workflow Tasking & Tracking, Prodcution, Trial presentation				

High Level Requirements			High Level Requirements				
1.1 Identify Documents and targets for Hold 1.2 Identify Potential Custodians/Info/ Locations 1.3 Create Litigation HoldCase 1.4 Gather and capture relevant Information 1.5 Prepare Litigation Hold notices 1.6 Send Preservation Notice & Questionnaires to Potential Custodians 1.7 Record actions taken	2.1 Preserve relevant documents and targets 2.2 Prepare plan from JUS template(s) 2.3 Distribute to custodians 2.4 Record custodian's acceptances 2.5 Update custodian list 2.6 Tabulate responses 2.7 Send reminders 2.8 Record actions taken	3.1 Collect relevant documents in a forensically-sound manner 3.2 Collect from external sources (Internet) 3.3 Collection plan – JUS templates 3.4 Manage JUS templates 3.5 Chain of custody 3.6 Record actions taken	4.1 Store documents received from the client 4.2 Prep. ESI as per Discovery Plan 4.3 Remove Duplicates 4.4 Tag documents 4.5 Flag technical issues 4.6 Prepare document review environment 4.7 Prepare load / export for review	5.1 Identify relevant documents 5.2 Create workflows 5.3 Review strategy 5.4 Assign, review and QC 5.5 Track progress 5.6 Cull and deduplicate 5.7 Record decisions 5.8 Search metadata, keywords and tags 5.9 Redact, tag, highlight 5.10 Record actions taken	6.1 Theory of Case 6.2 ECA analysis 6.3 Lists of issues, witnesses, docs 6.4 Legal Research 6.5 Fact chronologies 6.6 Linkages / relationships 6.7 Record decisions and annotations	7.1 Prepare Case, Docs for Disclosure & Trial 7.2 Prepare Exhibits & Chronology	8.1 Prepare equipment for Trial 8.2 Organize presentation 8.3 Upload documents for court 8.4 Record Trial Outcome 8.5 Close eDiscovery Case

Functionalities			Functionalities				
1.8 Index and search document repositories • Estimate volumes and costs through Early Case Assessment (ECA) • Index and search • Maintain audit trail • Litigation questionnaire • Automated reminders • Tabulation of responses	2.9 Track and preserve targeted documents • Interface with common application (MS Office) • Automated preservation tools • Distribution tools • Automated tracking • Update Hold with partial release • Audit trail	3.7 Collect ESI • Ensure Integrity • Collect locked files • Copy to storage media • Summary reports • Share solution • Templates and Guidelines for clients • Crawl, capture, download • Hash files • Monitor changes to Internet site(s)	4.8 Processing Tools: • Search, Index, Extract Data • Import/Export from various File Formats • Covert file formats • Extract embedded files • Record doc relationships • Culling & Deduplication • Assign Doc. Identifier • Email and SMS threading • File tagging, code Metadata • Language Identification • A/V indexing, transcription	5.11 Review Tools: • Faceted, conceptual and Similarity searching • Multiple languages support • Keyword frequency • Side-by-side comparison • Advanced deduplication • Custom fields • Mass coding capability • Document batching • Advanced redaction • Pivot table support • Search by pattern • Pagination • Display docs in native format • Customize UI • Coding history / timestamp • Dashboards / Reports	6.8 Analytical Tools: • Legal Research • Reports and lists-selected attributes • Visualization of information and relationships • Chronology of events • Concept based mapping • Side-by-side comparison • Link transcript to one or more documents	7.3 Import/Export Data Between Different Media in various File Formats	8.6 Presentation Tools: • Import/Export Data Between Different Media in various File Formats • Present documents in court on demand • Magnify/highlight portions of text • Play audio/video in synch with transcript

9. Case Management/Workflow/Tasking/Tracking

2.4 Volumetric

The following are volumetric data is related to JUS litigation cases:

1. JUS handles approximately 42,000 litigation cases per year. In the last 12 years, there have been a total of 56 litigation cases with more than 100,000 documents, five which were in excess of 1 million documents. JUS has witnessed a significant increase in the number of electronic documents being sent its way in the past three years.

2. The current user base for the document review platform is around 2,000 users.

3. There are over 60 Federal Departments, Agencies or Crown Corporations that JUS may be called upon to represent in litigation.

3 Part A – Client/JUS Activities: Business Requirements

3.1 Summary
JUS is looking for solutions to address discovery activities taking place in client organizations. The solutions will be available to Litigation teams in JUS and client organizations involved in Litigation matters. In addition, JUS may need to provide preservation and collection tools to client organizations, in cases where the client does not have any tools to complete these activities in a timely fashion per the requirements of a given litigation.

The following describes the high level requirements for each of the Part A EDRM components.

3.2 High Level Requirements

3.2.1 EDRM Component #1: Identification

Locating potential sources of relevant documents.

High level business requirements for Identification
Identify the documents and particular systems, hardware, repositories and document stores that are likely to be subject to preservation and disclosure requirements.
Identify custodians of relevant documents and resources available to carry out identification, preservation and collection activities within the client organization.
Create and manage a Litigation Hold Case.
Gather and capture information regarding the litigation or matter and departmental client information such as the identity of the responsible senior client official or Discovery Coordinator.
Prepare various litigation hold documents such as a Litigation Hold Notice and attach to the Litigation Hold Case. The documents used may be JUS pre-formatted templates or Client-provided templates.
Distribute the appropriate litigation hold documents including a litigation questionnaire for completion by the potential custodians (note: there can be several hundred custodians).

Record actions taken to the litigation file.

Desirable Features and Functionality in a solution for Identification
Index and search unstructured document repositories and email stores.
Maintain an audit trail of all identification actions taken to the case file.
Automated process for the distribution of litigation hold documents (e.g. litigation questionnaire).
Automate tracking of activities, requests and subsequent responses (e.g. questionnaire responses) and follow-up accordingly with automated reminders.
Provide an Early Case Assessment functionality to help provide an estimate of effort and costing for a specific litigation case.

3.2.2   EDRM Component #2: Preservation

Ensuring that relevant documents are protected against alteration or destruction.

High level business requirements for Preservation
Ensure the preservation of relevant documents including their associated metadata and record the documents location at the time a litigation hold is initiated.
Prepare and attach the Preservation Plan to the Litigation Hold case using a standard JUS-provided template or Client-directed standard.
Distribute the Preservation Plan and other documents such as a questionnaire to custodians.
Record custodians' acknowledgement of the Preservation Notice.
Identify/list key custodians and update the custodian list.
Tabulate questionnaire responses from key custodians.
Send reminders for non-responsive custodians.
Record actions taken to the litigation file.

Desirable Features and Functionality in a solution for Preservation
Index and search unstructured document repository and email stores.
Interface with applications such as Office 365 to implement "in-place" preservation.
Automated tool(s) to preserve the documents with the following abilities: indexing, search with boolean operators, preserve, tag & isolate Electronic Stored Information (ESI) on records/repositories, networks, systems, laptops, mobile devices, social media, etc. based on pre-established criteria (e.g. date, keywords).
Automated process for the distribution of litigation hold documents (e.g. custodian questionnaire).
Automate tracking of activities, requests and subsequent responses including the tabulation of questionnaire responses from key custodians and follow-up accordingly with automated reminders.
Notify/Update Litigation Hold case relating to Full/Partial Release of Preserved document.
Maintain an audit trail of all preservation actions taken to the litigation file.

EDRM Component #3: Collection

Gathering documents for use in processing and review.

High level business requirements for Collection
Collect all relevant documents as described in the Litigation Hold Notice in a manner that is legally defensible, proportionate, efficient, auditable, and targeted.
Collect relevant documents on the Internet in a manner that is legally defensible, proportionate, efficient, auditable, and targeted.
Prepare and attach the Collection Plan to the Litigation Hold Case using a standard JUS-provided templates or Client-directed standard and distribute to custodians.
Manage the JUS templates for completion in various Litigation Hold Management processes.
Track the handling of evidence from the point of collection onwards to establish chain of custody.
Record actions taken to the litigation file.

Desirable Features and Functionality in a solution for Collection
Search, collect & extract ESI on records/repositories, networks, systems, laptops, mobile devices, social media, etc. based on pre-established criteria (e.g. date, keywords).
Ensure the integrity of the document collected and its metadata including date modified and accessed.
Collect files in use/locked for editing by users.
Perform a hash function before and after collection.
Cull documents and de-duplicate based on hash value or file attributes.
Copy files onto storage media for transfer to JUS.
Provide a series of summary reports, for example one that provides the provenance of the documents (e.g. file path or URL at the time of collection, name of the custodian, last modified date, etc.).
Share the solution with any JUS clients.
Create/update/delete/download templates and guidelines/directives for use within the Litigation Hold processes.
Present users with applicable templates.
Crawl URL links in documents to capture referenced files.
Capture the visual representation (screenshot) of an Internet site.
Download components of an Internet site into individual documents.
Hash the various components of an Internet site.
Automatically monitor changes to an Internet site.

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4   Part B – JUS Activities: Business Requirements

4.1   Summary

The following describes the high level requirements for each of the Part B EDRM components.

4.2   High Level Requirements

4.2.1   EDRM Component #4: Processing

Reducing the volume of ESI and converting it, if necessary, to forms more suitable for review & analysis.

High level business requirements for Processing
Store original ESI received from the client: emails, letters, text messages, instant messages, spreadsheets, databases, calendars, telephone logs, internet usage files, drawings, social media content, website collection, webmail, and digital audio and video, etc.
Prepare ESI for review.
Remove duplicates and immaterial items such as executable files.
Remove or tag documents based on subjective filters such as keywords or date range.
Identify and report technical issues with documents to be reviewed (e.g. encrypted files, password-protected files, corrupted files, files that cannot be indexed/OCR)
Set-up appropriate document review and analysis environment.
Prepare, load/export document for document review.

Desirable Features and Functionality in a solution for Processing
Index, search, and extract content and metadata.
Import/export document from various file formats.
Convert common file formats.
Extract embedded objects.
Maintain a record of a document's source-attachment relationship.
Utilize an optical character recognition engine if necessary.
Culling based on file attributes.
Culling based on the latest version of the National Software Reference Library's Reference Data Set (deNISTing).
Remove/tag duplicate and near-duplicate document based on hash value or raw text analysis and provide a way to link them together.
De-duplicate on a case-wide or custodian basis and on a document family or individual document basis.
Assign a document identifier to each document.
Threading of emails, text messages, social media posts and other electronically recorded conversations.
Provide file tagging and code metadata based on user decisions.
Language identification, image recognition and skin tone analysis.
Audio-visual indexing and automatic transcription.

Produce exception reports of technical issues encountered by the software used (e.g. identification of encrypted files, password-protected files, corrupted files, files that cannot be indexed/OCR).
Report functional outcome of processing activities undertaken and errors logged.

4.2.2   EDRM Component #5: Review

Evaluating documents for relevance and privileges.

High level business requirements for Review
Identify relevant documents, privileged documents, and documents responsive to specific issues in a case.
Establish templates of review workflows and fields using templates, creating specific workflows or re-using previous workflows in a same case or across multiple cases.
Document review management by establishing review strategy based on case size, complexity, timelines and resource availability.
Determination of the review strategy.
Establish the review team per work phase and assign groups of documents for review and quality control.
Ensure that tracking is in place to indicate the progress of the assigned documents for review.
Identify duplicates or near duplicates and ensure coding decisions are uniformly applied for all.
Cull/Remove documents within a case.
Record decisions, comments and annotations regarding specific documents.
Perform searches and filtering of document content or metadata using keywords.
Redact all or part of documents.
Tag/highlight parts or whole documents to identify issues, concepts, or commonalities.
Record actions taken to the litigation file.

Desirable Features and Functionality in a solution for Review
Complex and faceted search with fuzzy proximity and Boolean search operators to sort/filter documents for both document content, and metadata fields imported into or created in the application.
Group/batch/cluster/find documents based on conceptual or textual similarity.
Extract and analyze the concepts of documents in multiple languages.
Analyse keyword frequency.
Compare documents (e.g. side-by-side, highlights for differences).
Remove/tag duplicate and near-duplicate document based on hash value, raw text, or concepts and provide a way to link them together.
De-duplicate on a case-wide or custodian basis and on a document family or individual document basis.
Create custom text fields, numerical fields, date fields or pick lists to record decisions, comments and annotations.
Mass code documents.

Automatic document batching and generation of review assignments.
Provide redaction capabilities with features such as colour highlighting (see-through and hard colour), redaction labels and automatic redaction of any identifiable pattern (e.g. social insurance numbers, credit card numbers, text).
Provide machine learning functionalities based on predictive technology (e.g. predictive coding, continuous active learning, computer/technology assisted review), natural language processing and deep learning to assist with document review.
Perform a multi-faceted analysis of various data in a pivot table-like format.
Perform searches by patterns, text within images, and support for non-text objects (e.g. audio and video recordings).
Capable of data mining to analyze data from multiple dimensions or angles, categorize it, and summarize the relationships identified.
Highlight and paginate documents.
Display documents in their native or near-native form including the ability to display hidden information (e.g. Track Changes).
Generate random samples based on a predefined confidence level and confidence interval.
Set access rights at a granular level (per users, fields, specific documents, for read, write, and add/delete functions).
Customize some aspects of user interface (e.g. layout of the interface, selection of fields displayed).
Record the history of interactions in the databases and search using the nature of the interaction, the timestamp, or the individual.
Display the progress of review projects for one or multiple databases through reports or dashboards.

4.2.3   EDRM Component #6: Analysis

Evaluating documents for content and context, including key patterns, topics, people & discussion.

High level business requirements for Analysis
Establishing a theory of the case.
Early Case Assessment (ECA) to aid in document analysis.
Create lists of issues, facts, witnesses, and documents.
Organize legal research.
Creating fact chronologies.
Create linkages between facts, documents, people/witnesses/organizations, transcripts and issues.
Record decisions and annotations.

Desirable Features and Functionality in a solution for Analysis
Store legal research and attorney work product.
Provide reports or lists of documents based on selected attributes with hyperlinks to the documents listed.
Visualization of information including social networks, relationships between individuals and organizations, chronology of events, and threads of information.

Provide chronology of events, threads of conversations such as emails.
Provide concept based document mapping.
Compare documents (e.g. side-by-side, highlights for differences).
Link a passage of a transcript to one or several documents.

4.2.4 EDRM Component #7: Production

Delivering documents to others in appropriate forms & using appropriate delivery mechanisms.

High level business requirements for Production
Prepare case/documents for disclosure and trial following prescribed court documentation standards and procedures.
Produce case versions for different parties such as the Crown, the Client and the Defense.
Prepare exhibits or Chronology of events, as requested by Counsel.

Desirable Features and Functionality in a solution for Production
Import/export documents between different media in various common file formats.

4.2.5 EDRM Component #8: Presentation

Displaying documents before audiences (at examinations, hearings, trials, etc.), especially in native and near-native forms, to elicit further information, validate existing facts or positions, or persuade an audience.

High level business requirements for Presentation
Prepare equipment for trial with appropriate case documentation.
Effectively prepare and present documents in court.
Upload any transcripts or documents/information submitted at trial to case.
Close case.

Desirable Features and Functionality in a solution for Presentation
Import/export documents between different media in various file formats.
Call up and effectively present documents on demand in court.
Magnify portions of a document's content, highlighting, underlining.
Play video and audio recording and synchronize with transcript.

5   Overall High Level Requirements

5.1   Availability requirements

Technical support is required and, for solutions requiring high availability, may require support from 7 am to 7 pm Eastern Time, 7 days a week with normal maintenance outages on down times e.g. every 4th Sunday of the month from 4 to 6 pm.

The solution will be made available to JUS and Client organizations nationally across Canada. The number of users will vary between activities. The largest user base will be for the document review solution for which approximately 2,000 users are anticipated. The maximum number of concurrent users is expected to be 400 to 500 for this solution.

5.2   Language

The *Official Languages Act*, R.S.C., 1985, c. 31 (4th Supp.) require that regularly and widely used work instruments be made available in both English and French to Government officers and employees. Consequently, the solution may require a bilingual user interface. Training documentation and user manuals may also need to be made available in both English and French. A desirable feature would be for the users to be able to toggle on-the-fly between English and French within the solution.

5.3   Support

Supplier must provide support for all components of its solution. Supplier should indicate their organization's approach to the management of incidents and problems; and illustrate how issues are escalated. Supplier support must meet the availability and language requirements as per 5.1 and 5.2 above.

5.4   Maintenance

Supplier must be prepared to illustrate their problem/change management procedures for ongoing maintenance and explain their approach concerning emergency fixes and problem escalation procedures.

5.5   Training

Supplier must provide a training strategy and approach to the creation and dissemination of user education material.

5.6   Security

JUS is considering sourcing such solutions for three separate security environment: Protected B, Secret and Top Secret. The Secret and Top Secret environments would need to be on premise and all environments must comply with existing security requirements.

Supplier must be aware that, at this time, JUS assumes that the Security Profile for Protected B information will be mid-integrity and mid-availability as per Government ITSG-33 policy and procedures (as contained at the following link https://www.cse-cst.gc.ca/en/publication/itsg-33).

The proposed solution must clearly state the various hosting options available e.g. Software as a Service (SAAS), Infrastructure as a Service (IAAS), Platform as a Service (PAAS), on premise instances, etc.; and

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for each option describe the security architecture on how it will meet the Government of Canada security standards and protocols.

It should be noted that any off premise solution must meet the data sovereignty requirement for data to be hosted in Canada.

It should also be noted that for user access controls there could be users internal and external to JUS accessing different components of the Solution.

It is desirable to implement Single Sign-on (SSO) using services such as Active Directory and other Public Key Infrastructure solutions to allow for remote access to the JUS network.

In addition, each Litigation Case will have distinct access rights and permissions. Access rights can or will be set for JUS, Client Organizations, or third parties as required in litigation.

5.7   Multiple environments

For a cloud-based solution, supplier must show how multiple system environments will be made available and maintained (i.e. to allow for Development, Integration Testing, Quality Assurance Testing, Training, User Acceptance Testing, Pre-Production (a.k.a. staging) and Production).

5.8   Device Portability

Supplier must describe how information will be presented in different formats for different mobile devices where applicable.

5.9   Reporting capability

Supplier must describe the reporting capability and any reports provided with the solution (e.g. ad hoc reporting, canned reports, etc.)

6   List of Questions

Q1.   Tell us about your Solution: at a high-level, identify which EDRM components you are responding to, illustrate how the proposed solution meets the main business requirements presented under section 3 and 4 above. Describe any integration points if applicable.

   (1)   Illustrate how users gain access to the solution and demonstrate how multiple instances (incl. multiple environments (i.e. development, quality assurance, testing, training, etc.)) can be facilitated.

   (2)   What are the minimum and recommended hardware and software requirements for the proposed solution; including but not limited to operating systems, integration with Microsoft Office, use of shared repositories, support for third party components & tools, hardware platforms, database technology and other technical considerations?

   (3)   For each hosting option included in the proposed solution, e.g. cloud (software, platform or infrastructure as a service), on premise instances, etc.; explain the corresponding security architecture for each, and note how each will meet the Government of Canada security standards and protocols.

   (4)   Describe your solution's security model; including access control, data protection, encryption, authorization and any other relevant features.

   (5)   Explain the ability to perform audits as and when required (in real-time or near real-time); describe any special audit capabilities (e.g. is a log file maintained of user actions including elevated access/admin users?).

Q2.   Tell us how the proposed technical solution and applicable infrastructure would meet the varied eDiscovery and Litigation Support case sizes (one case can range from 500 documents to over 1 million documents). Expand on the use of document review workflows.

Q3.   Has the solution ever been used by a governmental agency? If so, which one and for what purpose? Has the solution been recognized as reliable by a Court of Justice in Canada, the United States or in other countries? Explain in detail.

Q4.   What, if any, customization might be required to implement your proposed solution? Can this be completed by JUS (i.e. user configurable parameters) or would it require your organization to provide initial set-up?

Q5.   Does your solution supports multi-tenancy (e.g. separated or segregated environments on the same physical infrastructure) and, if so, describe how.

Q6.   Describe how the proposed solution would interface with other applications and systems such as shared repositories (e.g. SharePoint, OpenText document management, CRM, case

management tools, etc.). Describe any Application Programming Interface (API) available within the solution.

Q7.   Describe your development roadmap for the next four to six quarters.

Q8.   What languages and/or character sets are supported for the import, export and manual entry of data into the proposed solution?

Q9   Is the solution's user interface available in English and French?

Q10.   What additional solutions or features related to discovery in civil litigation do you provide that have not been specifically identified in this RFI?

Q11.   Indicate any hard limitations of the proposed solution having regard to the number of custodians, number of documents, size of databases, size of the index, number of database, number of fields, number of annotations on a page.

Q12.   Do you adhere to any industry standard (e.g. ISO, IEEE, CMM)?

Q13.   Based on the JUS requirements and structure illustrated above, what would you recommend as the implementation approach and timelines?

Q14.   How is your solution scalable? What are the key elements that must be implemented first and what elements can be added on a priority basis?

PRODUCT LICENSING AND PRICING MODEL

Q15.   Given the various components that may be included in the proposed solution, JUS requires a simple license model that is easy to measure, be portable, monitor and implement in the operational environment. What is the most appropriate unit of measure for licensing purposes for your proposed integrated solution (i.e. user or device based up to entity/enterprise license)?

    (See Section 2.4 Volumetric for more details.)

    (1)   What is the estimated license cost (for example: licence structure, annual maintenance, upgrades)?

    (2)   What is the typical high-level ROM (Rough Order of Magnitude) cost and implementation timelines for a similar solution?

Q16.   If additional configuration is required, do you offer Professional Services and what is the pricing model used for those Services?

SUPPORT AND SERVICES

Q17.   Different clusters of users will from time to time require different types of training and professional services in support of the solution. Describe your capabilities in this area including:

(1)   What tools or capabilities can be provided to assist the transition of an organization from an existing system to the proposed integrated solution (e.g. document migration, process mapping, system configuration, etc.)?

(2)   With respect to training and professional services your organization can offer directly: how is support provided? Indicate the approximate number of technical and training resources that could be introduced into the solution implementation; make note of required resource certification levels and indicate resource availability.

(3)   How would you propose training a Canada-wide Litigation team, both within JUS and potentially within other client organizations?

Q18.   Provide an estimate of the resources required from within JUS in order to support the ongoing operation of a system that needs to sustain a total of 2,000 internal and external users:

(1)   Indicate the number of JUS technical support staff, their roles, required skill set, and possible industry certifications. Describe any additional operational assumptions in order to respond to this question. Use the GC category definitions found here http://www.tpsgc-pwgsc.gc.ca/app-acq/sptb-tbps/categories-eng.html

(2)   Describe the level of expertise, industry certifications and training required for JUS business support teams and individual users deemed necessary to effectively support and use the proposed integrated solution to its maximum potential. Describe the approach and methodology you would apply in satisfying this need.

Q19.   What support capability is included (e.g. 24/7 support, problem and change management, training guides, help, technical architecture documents, operating procedures)?

(1)   Who provides the support (e.g. provided directly by your organization or indirectly via an authorized third party reseller)? Is support provided from a Canadian location or is it headquartered in another country?

OTHER QUESTIONS or COMMENTS

If you are proposing more than one solution, label your options "A", "B", etc. and answer the questions accordingly, for example if the answer is different for A or B, then provide the applicable option label for each answer.

Annex A – Glossary

(Note: for the purposes of this document, all references are provided in the context of the Department of Justice NGLS (Next Generation Litigation Software) initiative; and support the Electronic Discovery Reference Model (http://www.edrm.net/resources/edrm-stages-explained).

Active Learning	Active learning is a special case of semi-supervised machine learning in which a learning algorithm is able to interactively query the user (or some other information source) to obtain the desired outputs at new data points. .
Analysis	Evaluating documents for content & context, including key patterns, topics, people & discussion.
Analytics	Tools used to evaluate Electronic Stored Information (ESI) for content and context.
CAL	Continuous active learning through Technology Assisted Review (TAR).
Collection	Gathering documents for further use in the discovery process (processing, review, etc.).
CS	Computer Services.
Cubes	Term typically referring to a multi-dimensional array of data.
Culling	The removal of data based on objective (e.g. hash value) or subjective (e.g. keyword) criteria.
Custodian	Individuals who hold, maintain, or have responsibility for potentially relevant information or documents.
De-Duplicate	The removal of duplicate documents.
DLSU	Department of Justice Departmental Legal Service Unit
Document	Includes an audio recording, a video recording, a film, a photograph, a chart, a graph, a map, a plan, a survey and a book of account, as well as data that is recorded or stored on any medium in or by a computer system or other similar device and that can be read or perceived by a person or a computer system or other similar device
Early Case Assessment (ECA)	The assessment of the scope and size of a Litigation case and of the resources required by the Client and JUS.
Electronic documents	Data that is recorded or stored on any medium in or by a computer system or other similar device and that can be read or perceived by a person or a computer system or other similar device. Electronic documents refers to email, conventional electronic documents (e.g. spreadsheets and word processing documents), the contents of databases, digital recordings (voicemail, videos, audio), instant messages, web pages, SharePoint content, social media content, etc.
Electronic Stored Information (ESI)	See "Electronic documents"
Hash value	A unique number calculated by a cryptographic hash algorithm representing a "digest" of the content of an electronic document.

Identification	The process of locating potential sources of documents and determining its scope, breadth & depth.
Indexing	The creation of tables (indexes) that help point to the location of folders, files and records. Indexing is used to make locating information faster and more efficient.
JUS	Acronym used for the Department of Justice Canada.
Keyword Search	An informative word(s) used in an information retrieval system to indicate the content of a document.
Litigation Hold Notice	Notice issued by a counsel to custodians of potentially relevant information requiring the preservation of information deemed to be relevant in ongoing or reasonably anticipated litigation. Also known as a Legal Hold or Litigation Hold.
Machine learning	The use of computer algorithms to organize or classify documents by analyzing their content and features.
Mass Coding	Application of the same code or decision to multiple documents.
Metadata	Data about data. Information about a file that can be used to make tracking and working with specific data easier. Examples of metadata would be information related to when a record was created, who created it, when was it last modified, by whom, who accessed the file last and when, who deleted (destroyed) the record or file, etc.
Mines	A term for the computational process of discovering patterns in large data sets.
Multi-tenant Architecture	A design in which a system can support multiple clients (tenants), through the use of common hardware and software, by partitioning their data and configurations so that they can operate independent of other tenants. The multi-tenant system allows each client to configure their representation of the application without impacting the common base configuration, and in no way limits or otherwise constrains the configuration flexibility of another business unit.
Native File Viewer	A file viewer that will display a document in its native format.
OCR	Optical Character Recognition. The identification by a computer of printed or written text characters on a picture or scanned document and their conversion into searchable format.
On Line Media	Electronic media in various forms (including text, images, audio, and video) that is distributed over the Internet. Online media can be a reproduction of traditional print media (such as newspapers or magazines) or audio-visual media (such as television or radio news) encoded in a machine-readable format.
Predictive Coding	Machine learning technology that predict which documents are and are not responsive to criteria based on the decisions applied by a subject matter expert to a sample of documents.
Presentation	Displaying documents before audiences (at depositions, hearings, trials, etc.), especially in native & near-native forms, to elicit further information, validate existing facts, confirm positions, or persuade an audience.
Preservation	Ensuring that documents is protected against inappropriate alteration or destruction.

Processing	Reducing the volume of ESI and converting it, if necessary, to forms more suitable for review & analysis.
Production	Delivering documents to other interested parties in appropriate forms & using appropriate delivery mechanisms.
Review	The process of evaluating documents for relevance & privilege.
Robustness (security)	A characterization of the security strength and assurance of a security control. The security strength is related to the control's potential ability to protect the confidentiality, integrity, or availability of IT assets. The security assurance of a control is related to confidence that the control is designed and implemented correctly, and is operating as intended.
Social Media	The collective of online communications channels dedicated to community-based input, interaction, content-sharing and collaboration.
Social Network	Personal and business relationships created and maintained online and the system that support those relationships.
Spoliation	The intentional destruction, alteration, or concealment of documents relevant to a legal proceeding; in circumstances where a reasonable inference can be drawn that the intention is to affect the outcome of litigation.
Structured Data	Information residing in fields within a database record. This includes data entries, and possibly electronic documents, arranged in a relational database system.
Threading	Identification of the separate components of an electronic conversation based on their content and visually present them chronologically, for a speedier and more meaningful review. An email thread consists of an initial email communication, replies, forwards, replies of forwards, forwards of forwards, etc. Email threading technology allows document review teams to view all related emails in a single conversation thread.
Timeline visualization	Visualization of document distribution over time using the date field of the user's choice.