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**Soft Market Research March 2020**

**Gloucestershire County Council**

**Information Management Service**

**Ref: E-Discovery**

**Project Brief and Questionnaire**

**CAB742**

**DN472067**

# Part 1: Project brief

## Aim of Soft Market Research

GCC is looking to procure a system for identifying specific documents within electronic information stores, based upon a set of variable criteria defined according to the business need. The software will support the requirements of a number of projects currently being undertaken, as well as to enable the authority to better meet its legislative requirements, including the Data Protection Act 2018, by providing the functionality to highlight information for disposal in line with the corporate retention schedule.

The E-Storage project is a corporate programme to review the unstructured information stored on network drives to identify:

* Information for deletion, e.g. information beyond it’s required retention period;
* Duplicated information;
* Information for transfer to the archives;
* Information that should be stored in another system; and
* Sensitive or confidential information.

In addition there is an ongoing requirement to identify information potentially being stored in breach of the Payment Card Industry Data Security Standard (PCI-DSS).

A system is required to provide automated scanning and identification of information based upon predetermined keywords and alphanumeric sequences within both the metadata and content of documents stored on the network drives. It will also be required to identify duplicates across all network drives based on hash comparisons and checksums.

The soft market research exercise will help to:

* Identify the market’s ability to deliver business requirements and GCC’s obligations under the GDPR and the Data Protection Act 2018;
* Assess market capacity and flexibility to deliver this procurement;
* Understand the attractiveness of this opportunity to work with GCC to potential suppliers;
* Advances in product that may be of interest when procuring;
* Assess the potential level of interest in bidding for this contract;
* Understand the likely costs associated with such a contract.
1. **The Current Service**

GCC has a large amount of corporate information within unstructured network drives for the storage of corporate information. Currently the only method for identification of duplicate or redundant, obsolete and temporary information is through manual analysis of directory listings. Microsoft File Server Resource Manager (FSRM), although providing keyword search capability across the network drive, does not offer the required level of functionality for e-discovery due to the limitations of the results displayed. FSRM will only capture the top 100 items on a search.

1. **The Requirement**

There is a requirement to explore the procurement of a system that can provide a more automated and comprehensive approach to e-discovery. The system should be flexible enough to meet the differing requirements of the projects and the variety of search terms and identifiers that will need to be used. We will require a system that can provide a range of reporting options, both graphical and text based, that will allow for easy sorting and managing of the information identified.

It is necessary for the system to operate in such a way that the information can be scanned, classified and maintained within the network drive location without causing significant lag or any downtime for the users of those drives. The system should not require any information to be uploaded to it for review.

It is important to us to have a proactive working relationship with a supplier who shares our vision and is able to deliver it. We need a contract that not only has the facility to provide the functions we require but can also be adapted in order to meet changing customer, GCC and partner requirements. We want a vendor-supplier relationship that is forward thinking and collaborative.

We need to ensure that a new e-discovery system is fit for purpose, future proofed and provides good value for money. This soft market research may provide information to support future procurements.

1. **Timeline for soft market testing –**

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| **Milestone** | **Dates** |
| **Soft Market Research Questionnaire Published**  | **19th March, 2020** |
| **Soft Market Research Questionnaire submission deadline** | **24th, April, 2020** |

# Part 2: Soft Market Research Questionnaire

**Participating in the Soft Marketing Research Exercise**

We would welcome your participation in our Soft Market Research exercise. Please complete and return this questionnaire via our e-procurement portal at [www.supplyingthesouthwest.org.uk](file:///C%3A/Users/agilbert/AppData/Local/Microsoft/Windows/Temporary%20Internet%20Files/Content.Outlook/UBD0SQFQ/www.supplyingthesouthwest.org.uk) by 10 am on 24th April, 2020

Please note that this questionnaire has been issued by GCC purely for information seeking purposes and does not form part of the procurement process. Interested parties should note that a response to this questionnaire does not guarantee an invitation to tender for any services which the Council may advertise, nor that the Council will procure any such services or accept any proposals offered. Conversely, not participating in the soft market research exercise will not exclude any party from any involvement in a procurement process.

For the avoidance of doubt this document does not constitute an offer open to acceptance. Whilst we are collecting information to inform our decision making there is no guarantee that we will be issuing an ITT in the near future.

**Section 1**

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| **Name of Organisation:****Address:** |

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| **Contact Name:****Contact Details****Telephone:****Email:****Website address**: |

**Section 2 Questionnaire**

1. **Solution**

GCC is looking for a software solution that delivers a system for interrogating and classifying data stored in an unstructured manner. When developing any future procurement requirement we need to understand what if any of our required functionality is currently not available and when such functionality may become available. Please provide examples of where your system has been successfully implemented within a Local Authority.

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1. **What are key user benefits of your solution compared to other similar solutions in the market?**

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1. **Statutory Change and Innovation**

The Council is looking for a supplier that continues to invest in its product to enhance the usability and capability of its solution and meet statutory requirements regarding timescales, reporting, data protection and accountability:

3(a) Please describe a couple of key features of your product that enables the Council to meet these requirements;

3(b) Please also describe 2 key changes that you have implemented in the last year ;

3(c) What two key changes are you looking to implement over the next 12 months;

3(d) How do you go about prioritising such improvements;

3(e) Please provide a copy of your published development roadmap and release schedule.

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1. **Control of Sensitive data**

GCC requires partners who appreciate the sensitivity of the data and processes we manage. Please describe how data managed by your overall solution can be controlled and monitored.

Please describe key security requirements that ensure that customer data is protected.

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1. We are looking for a solution that can manage the information within its current location, not within a stand alone system.

5(a) Please provide examples of how it has previously been used with shared network drives

 5(b) What are the key lessons from implementing your solution with various authorities and systems?

5(c) What is a typical timescale for undertaking such work?

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1. GCC currently uses Citrix to deploy key applications. Where a client application other than a browser is required to access application data, confirm that your solution is supported for use within a Citrix environment. Please also outline all minimum software requirements for your proposed solution.

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1. **System**

The system must also contain processes for the following activities, please indicate on the grid below how your solution would match these requirements.

Recognising that suppliers may have both on-premise and Cloud based offering, please describe what functionality is supported on premise & or the cloud against each requirement below:

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| **Functionality** | **On-premise** | **Cloud** |
| ***Keyword searching:*** |
| Ability to restrict the area to be searched to specific drivers/servers |  |  |
| To not limit the number of documents to be searched at any one time |  |  |
| Ability to search for keywords singularly or as multiples within contents of documents |  |  |
| Ability to vary keywords searched for within specific areas |  |  |
| Ability to identify the number of times a keyword appears within the contents of a document |  |  |
| Ability to display results with the following details:* + File path
	+ File name
	+ Date modified
	+ Time modified
	+ File type
	+ Document size
	+ Modified by
 |  |  |
| To not limit the number of results displayed |  |  |
| To allow results to be filtered by any of the details retrieved |  |  |
| To allow the results to be exported to csv or excel |  |  |
| To allow the results to displayed as lists or in graphical formats |  |  |
| ***Duplicate Identification:*** |
| Ability to search across multiple drives/servers |  |  |
| Ability to restrict the drives/servers to be searched |  |  |
| Ability to identify duplicates based on:* + Hash comparisons
	+ Checksums
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| Ability to display results with the following details:* + File path
	+ File name
	+ Date modified
	+ Time modified
	+ File type
	+ Document size
	+ Modified by
 |  |  |
| To not limit the number of results displayed |  |  |
| To allow results to be filtered by any of the details retrieved |  |  |
| To allow the results to be exported to csv or excel |  |  |
| To allow the results to displayed as lists or in graphical formats |  |  |
| ***Alpha Numeric Searching*** |
| Ability to search for payment card details (generally identified by the 16-digit Primary Account Number – the long number on the front of the card) |  |  |
| Ability to search for number patterns representative of National Insurance numbers, telephone numbers, dates of birth, etc |  |  |
| ***Classification*** |
| Classify information identified in line with GCC’s classification scheme |  |  |

1. **Reporting :**

8(a) What sort of reports can be produced?

8(b) Are there standard reports and a reporting tool which we could use to configure our own reports?

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1. **Implementation**

Please provide a couple of examples of recent system implementation. Please describe any key lessons learnt and any common pitfalls that we should seek to avoid.

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1. **Training**

Please outline any training requirements for staff and system administrators.

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1. **Technical Architecture**

Please provide the details of the technical architecture of your system, including:

* Where applicable, details of secure integration with existing council systems and networks;
* How your solution could be used remotely by GCC staff.

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1. Please provide us with indicative costs including all software, licensing, training and maintenance costs. Based on your previous experience of implementing your solution, please indicate the likely level of implementation costs and time required.

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1. Please state if you would be interested in bidding for this project giving reasons why it may be attractive.

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**15**. If you believe this opportunity is not attractive what are the key factors which might stop you from bidding?

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