EMAIL MANAGEMENT, ARCHIVE, DATA PROTECTION, AND E-DISCOVERY

All Prospective respondents have been supplied a copy of this addendum.

The Board of Police Commissioners strives to notify all prospective respondents of any issued addenda. However, it is important to note that it remains the responsibility of the respondent to determine if any addenda have been issued and to obtain those addenda prior to submitting their proposal. If RFP has already been submitted please fax signed amendment to Faye Choate at (816) 234-5334.

This addendum is a proposal document and must be signed and submitted with the proposal response.

(Signature)  
08/10/23 (Date)

Please direct any inquiries to Faye Choate, Purchasing Section, Phone 816-234-5334

KANSAS CITY MO POLICE DEPARTMENT

Captain Joshua Heinen
Commander
Financial Services Unit
The Department is modifying Section 7.7 – Technical and Functional Requirements as follows:

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<tr>
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**Should have (ideal, but optional) requirements**

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Remove Requirement #4 from the Must have (mandatory) requirements list, Item #4 on the Should have (ideal, but optional) requirements is the proper placement.

RFP 2023-10 Email Management, Archive, Data Protection, and e-Discovery Question Responses

**Company A**

1. The RFP is to replace an existing archive solution, do you intend to migrate data from that solution?
   a. What formats are available for export? SQL database
      b. How many emails are on the current system and how much storage are they consuming?
         Not available at this time. We currently have 32TB stored
   c. 

2. Do you have a stated or planned retention policy?
   a. How is the retention policy structured (length of retention time periods)? Current 6 years, however, the Department is in process of reviewing/approving to reduce the retention period.
   b. 

3. Is an on-prem virtual (VMware/Hyper-V) an option? yes

**Company B**

Would the Department be open to evaluating a cloud-based solution? No

1. What is the average monthly email volume (in GB) of the 2,094 mailboxes the Department intends to capture? Not available at this time.

2. What is the solution currently in place for email archiving? EMC Source One
3. How much data (in TB) do you intend to migrate from the existing email archive to the new archive solution? Are you able to export this data in .EML or .PST format from the existing archive solution? 32TB to migrate however, the Department is in the process of reviewing/approving to reduce the retention period. It is a SQL database migration.

4. How many years of data will the migrated dataset be comprised of? (i.e. how old is the oldest data with the dataset to be migrated?) 6 years

5. How many different retention policies are needed? The Department is currently reviewing our retention period policy, it’s anticipated to establish a standard retention policy based on type/category of email such as the ability to apply a policy of different time frames based on if identified as bulk, ads, inter-department, litigation emails. The policy may be from 180 days up to 5 years. How are these retention policies applied and are they automatically or manually applied to data today? Policies are auto-applied.

6. If you leverage legal holds, how many are active and do the legal hold cases/data need to be migrated also? We currently have approximately 600 active litigation holds. These would need to be migrated.

7. The Department currently uses Active Directory for user authentication, does it also leverage Active Directory user/group attributes for user/group management or in the application of retention policies? We use AD for security but not for retention policy.

8. Is there a preferred go-live date or drop-dead date to implement the awarded solution? As soon as possible.

9. Does the Department leverage ADFS for SAML/Single Sign-on integration, or a cloud-based solution such as Azure, Okta, Ping, etc.? We do have ADFS or Azure Gov. for SAML but we do not allow email storage in the cloud.

10. Does the Department leverage a Multi-Factor Authentication (MFA) solution? yes for network login If so, which? Entrust for network logging. Not for the current e-discovery or archival system.

11. In Section 3.1.1. the Department notes interest in archiving “other file types in addition to email”, what data sources are currently being used or would like to be used? (e.g. Microsoft Teams, text messages, social media, Zoom, etc.) This would need to be all Microsoft and Adobe document types.

Company C

-What email archiving solution do you have in place today? Source One

-Are you leveraging journaling today? Yes

-Can the solution be cloud based? No

-Does the solution need to have the ability to integrate with Exchange online? No

Company D

1. Is this solution replacing an incumbent solution? Yes Source One

2. What level of Microsoft licensing does KCPD have? E1, E3, or E5? Exchange on Prem.
3. What is the intended number of users accessing the archive on a daily basis? The number would depend upon who needs to recover their old email or if someone in OGC, IA, or Records is doing a recovery per request or investigation. It is anticipated to have about 20 users handling requests and needing full/partial access to all data. SourceOne allows us to let end users look up their own emails and we have approximately 1,700 employees.

4. Do you anticipate searching for Personal Identifiable Information (PII)? Yes. Our searches often include the following parameters: name, email, and/or partial or full phone numbers.

5. How often would you plan to replicate the data from the email exchange to the archive solution? Every 15 mins

6. Is all of your email contained in Exchange yes or is there another system of record? Yes EMC Source One is our archival

7. How are emails archived now? EMC Source One

8. What is the workflow that the KCPD would like to have? Emails are immediately recorded into the archival system and able to search upon. E-Discovery for files on the EMC Isilon. Typically an archive system operates very differently from an eDiscovery system. Is KCPD open to two solutions, one operating as strictly an archive and one for eDiscovery purposes? We are open.

9. Does KCPD have staff who specifically work on eDiscovery projects, if so how many staff? It is anticipated to have about 20 users handling requests and needing full/partial access to all data.


11. The requirements list multiple retention policies, can KCPD provide that information? The Department is currently reviewing our retention period policy, It’s anticipated to establish a standard retention policy based on type/category of email such as the ability to apply a policy of different time frames based on if identified as bulk, ads, inter-department, litigation emails. The retention period may be from 180 days up to 5 years.

12. Of the 9 TB in exchange, how much of that would be required in the new system? Whatever it takes to retain the 6 years of data which is currently the retention policy today, the Department is in process of reviewing/approving to maintain 180 days up to 5 years.

Company E

1. What is the timeline for retiring the current email archive solution? Totally off by December, 2024. We would like to get start ASAP.

2. Is a proposal for migration out of the existing email archive solution a requirement for this RFP? Yes

3. What is the existing email archive solution? EMC Source One

4. If there is an existing email archive solution, what are the compressed and uncompressed data volumes in the archive? 32TB uncompressed

5. If there is an existing email archive solution, what is the message count? Not available at this time.

6. Is there any email in the current archive that did not originate in Microsoft Exchange? No

7. What is the age of the oldest email in the existing email archive solution? 6 years

8. What is the existing backup solution? EMC Avamar and EMC Isilon

9. In number 13 of the 7.7 Technical and Functional Requirements chart, the RFP mentions the support of multiple layers of security for user access. What are the required levels of security? It is anticipated to
have about 20 users handling requests and needing full/partial access to all data with maybe only a few with the ability to manage users/read/write/delete.

10. How many journal mailboxes are currently configured? Are they evenly distributed on the Exchange email system? 1 Journal mailbox

11. Is all email maintained on on-premise servers? yes

12. Can daily/monthly email volumes be provided? Not available at this time. What is the average email message size? Not available at this time.

13. How many internal or external eDiscovery administrators work with the eDiscovery solution? Approximately 10 users.

14. The RFP suggests evaluating archiving, data protection, and eDiscovery over non-email types. How do you prefer vendors to propose capabilities for non-email data preservation? Our current system provides indexed files of our network shares and identifies if the file does/did exist.

12. What non-email content types is the Kansas City Police Department interested in capturing? This would need to be all Microsoft and Adobe document types.

15. Is a test environment intended? no

16. What is the annual growth rate for email? Approximately 10 to 15%

17. The award date is listed as October 25, 2022. asap What is the desired project start date? If there is no specific date, does the city have an estimated idea of how many weeks/months until the project kick-off?