

# DOCUMENT TECHNOLOGIES, INC.

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## - OVERVIEW -

“Client name” is in the process of evaluating vendors to create a short list of pre-approved vendors for the litigation technology support requirements of our legal department. Our goal is to leverage the economies of scale and consistent methods to provide high-quality services to our clients at the lowest cost possible. Approved vendors will work directly with our internal legal department personnel as well as our outside counsel representation to create and maintain an efficient and defensible workflow process.

## - RESPONSE -

Contact info: All Responses must be submitted to “Name” via email attachment at the following email address: [“email address”](#).

Timeline: This RFP was submitted to various potential vendors on “Date” and all Responses are due to contact above by “Date & Time”. Any questions regarding this RFP should be submitted to “Name” at “email address” no later than “Time & Date”.

Format: The RFP document was created in Microsoft Word. Submit two (2) copies of Response to contact above; one (1) in Word and one (1) in pdf formats.

Disclaimers: No reimbursement for Response costs/fees  
No obligation to utilize any/all vendors replying to RFP  
All or portions of Response can be incorporated into final contract

The questions relate specifically to the vendor providing the Response. If a question references a service not provided, or an outsourced service, please indicate in the answer box “N/A” only.

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## 1.0 - ABOUT THE VENDOR -

### - HISTORY -

**1.01** Corporate headquarters address:

**1.02** RFP Response Contact information:

**1.03** Briefly describe your company's history (specifically in regards to automated litigation support and electronic discovery services.) Include years in business, founders info, core offering, and any significant mergers or acquisitions in the past five (5) years

**1.04** Do you have a parent company? If so, what is their core business?

### - EXPERIENCE -

For this section of the Response, please indicate how long you have been offering the following services and include your definition of small, medium and large projects for each.

**1.05** Describe your company's experience in litigation support consulting and training. Indicate number of certified trainers

**1.06** Describe your company's experience in digital forensics

**1.07** Describe your company's experience in ESI processing

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**1.08** Describe your company's experience in web-hosted review platforms

**1.09** Describe your company's experience with complex output / deliverables

## - NATIONAL FOOTPRINT -

**1.10** Provide a list of all locations and the services offered at each

**1.11** Provide a 3-4 level organizational chart of your company

**1.12** How many employees does your company have? Provide a general breakdown of the roles (i.e. # of sales, # of project managers, etc.)

**1.13** How do you manage output from a consistency standpoint across multiple locations / divisions?

## - FINANCIAL -

**1.14** DUNS #

**1.15** Provide a description of your client base. For example, law firms, corporate clients, other litigation support service providers. Include the percentage of revenue derived from each. For corporate legal departments, include the industries supported, and the percentage of focus, i.e., 10% pharma, 50% insurance, 40% financial, etc.

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**1.16** What percentage of annual revenue is from your largest customer? Your top five (5) customers?

**1.17** What are your annual sales figures for the past three (3) years? Provide three years financial statements.

**1.18** What are your income percentages from your business lines? (i.e. 20% imaging, 30 % forensics, 50% EDD, etc.)

**1.19** Are you involved as a defendant in any litigation that may impact your company financially or operationally? If so, please outline.

**1.20** Are you able to consolidate billing in a consistent monthly summary?

## 2.0 - EDISCOVERY SERVICES -

### - ESI PROCESSING -

**2.01** Provide a visual diagram of your ESI processing model, including where most major decisions are made.

**2.02** What are your default de-duplication standards?

**2.03** What are your main production engines and what software/platforms do you utilize for each stage of processing?

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**2.04** What types of files does your processing system recognize? Please indicate by type if able to extract text, render to TIFF, or both.

**2.05** Please rate your ESI Processing capacity as Tier 1, 2, or 3; and provide a definition of your rating.

**2.06** What additional tools/services do you commonly apply for efficiencies or cost containment?

**2.07** Explain how your facility is staffed for projects and client communication

**2.08** Tell us about your near-deduplication capabilities

**2.09** Provide a description of how and why your ESI processes meet the standards and requirements for defensibility.

**2.10** Describe your media handling process – from initial receipt of data to tracking throughout your system

**2.11** How do you work with password-protected files?

**2.12** Describe your quality control procedures, including both quality control during processing and final quality assurance.

**2.13** Explain how you communicate processing exceptions (i.e. exception report for text extraction, file recognition, TIFF render, etc.)

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**2.14** Outline for us your default TIFF rendering settings for common file types

**2.15** Do you offer assistance with complex searching or technical services?

**2.16** What are your default output fields for industry standard deliverables?

**2.17** Explain the process to incorporate non-default fields into your review database:

**2.18** Can you maintain parent/child relationships for files?

**2.19** How do you address system files during the culling / processing stages?

**2.20** What are your company's data retention and destruction policies?

**2.21** What is your default process for handling various time zones in original documents?

**2.22** What are the limitations for database size?

**2.23** What are the limitations for record sizes?

## - WEB-BASED HOSTING AND REVIEW PLATFORMS -

**2.24** What web-based platforms do you offer for hosting reviews?

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**2.25** Briefly describe the main features of these tools

**2.26** Explain the main limitations of the tools

**2.27** What is the maximum number of users per case/database?

**2.28** What are the limitations for number of users logged in concurrently?

**2.29** How many on your staff are qualified for conducting training sessions?

**2.30** Is user support available 24/7?  
If so, by what methods?  
If not, when is it available?

**2.31** Do you offer free user accounts for certain projects?

**2.32** What has been your unscheduled downtime for the past two (2) years?

**2.33** Define any specific limitations that would apply to ending a given hosted project and exporting to another non-hosted database platform, at any stage

**2.34** After initial review, what are the export options?

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**2.35** Do you offer linear, conceptual or both review options? Provide a description of each option, including a detailed analysis of why the recommended review option is preferable for this case.

**2.36** What is the normal timeframe to add new user accounts?

**2.37** What permissions can be granted/restricted on a per user level?

**2.38** Can your solutions host TIFF, pdf and native files for the reviewers?

**2.39** Do your solutions require the loading of any software on the review computers?  
If yes, please provide details

**2.40** What statistical reporting is available as a standard within the review tool?

**2.41** How does your product/service handle transcripts?

**2.42** What are your product/service abilities for searching/sorting?

## - DIGITAL FORENSICS -

**2.43** Please provide a high level overview of your digital forensics services

**2.44** Describe your hardware documentation process for data acquisitions

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**2.45** Explain in detail your Chain of Custody process

**2.46** What tools do your technicians utilize for drive acquisitions?

**2.47** What tools do your technicians utilize for examinations?

**2.48** Do you offer image preservation and storage?

**2.49** Can you retrieve data from tape archives?

**2.50** Can you perform an investigation on a drive for deleted files and/or internet history?

**2.51** What certifications does your forensics team maintain?

**2.52** Why were these certifications chosen?

**2.53** Describe the ethic standards to which your technicians are held.

**2.54** How do you incorporate travel expenses into your pricing?

**2.55** Describe the procedures used to all hardware and software that may be put to use on a project well in order to allow for your technician(s) to testify to the resulting output.

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**2.56** Are you able to perform all of your services at a client location? If not, describe which services and why

**2.57** What are the main functioning components of your forensic laboratory?

**2.58** Provide a description of your evidence safe and any other data safekeeping process in use.

**2.59** Describe the staffing requirements and current makeup of your digital forensic team

**2.60** Please attach a sample of your Chain of Custody documentation to the end of your response. Also include a generic report of an examination.

**2.61** Do you provide a Proof of Destruction form? Please provide a sample.

**2.62** Does your company reuse media for projects? If so, explain your media sterilization process

**2.63** Is your company's Project Management for forensics different than with your EDD PM process?

**- CONSULTING / TRAINING -**

**2.64** When a new case begins, what consulting services does your company offer?

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**2.65** How are your consulting fees set up? When do you begin to charge, and for what services? Provide a description of a recent consulting engagement and the associated fees.

**2.66** What are the factors that drive your consulting?

**2.67** How many certified trainers of industry standard applications does your company employ? Please list product and number of staff certified

**2.68** Does your company offer any litigation support-specific training programs?

**2.69** Describe the differences between training available on- and off-site

**2.70** How long has your company been offering this training program?

**2.71** Provide an overview of the training curriculum

## - PAPER INTEGRATION -

**2.72** Describe your company's paper processing capabilities and locations

**2.73** How do you coordinate and project manage a multi-city collection of paper and electronic documents?

**2.74** Are you able to provide imaging services at a remote location? If so, on a temporary basis or long-term?

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**2.75** What ancillary services to imaging do you offer internally? (i.e. OCR, blowbacks, endorsing, etc.)

**2.76** Outline for us your quality assurance program for image quality and unitization of imaged documents

**2.77** What imaging platform does your company utilize and why did you select it?

**2.78** Are you able to manage large-scale imaging / coding projects? If so, share with us an overview of a prior large, complex project

**2.79** Do you have the capability to integrate paper documents and electronic documents in your review tool? How do you indicate the source in the database?

## - PRODUCTIONS / DELIVERABLES -

**2.80** Describe your process for generating productions

**2.81** Can you incorporate scanned images (TIF or PDF) with fielded data and parent/child relationships from another source into your staging repository?

**2.82** Describe or provide a short example of your exception report handling capabilities and/or process

**2.83** Do you have the capability to provide export / productions in various formats?

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**2.84** What deliverable formats do you have expertise delivering?

**2.85** Do you maintain a “clean” set of images for future productions?

**2.86** Please describe your experience in converting/migrating data from other products or assisting your clients in doing so.

## 3.0 - SECURITY -

### - PHYSICAL / INFRASTRUCTURE -

**3.01** Describe your security protections, policies and audit procedures as applied to both network and physical facility

**3.02** Describe your system’s fault-tolerance, including UPS, redundant systems, and emergency power.

**3.03** What controls are in place for fire and/or excessive heat?

**3.04** Describe your company’s disaster recovery plan

**3.05** What provisions do you allow for us to vet your security practices? Provide any recent security audit results.

**3.06** How is access to client data by employees physically controlled?

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## - DATA INTEGRITY -

**3.07** What is your data back-up strategy and recovery timeframe?

**3.08** How do you handle virus and other malware?

**3.09** Outline your co-location scheme with enough detail to enable us to comprehend the strength of your program

**3.10** How do you handle file corruption issues?

**3.11** What other processes are in place to ensure data integrity throughout the process?

**3.12** Outline your media management practices in regards to new data being received

**3.13** Do all of your production processes utilize proper evidence handling techniques? Please provide details of checks and balances

## - HOSTING PLATFORMS -

**3.14** Do you have a complete back-up site?

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**3.15** What is the frequency of backups?

**3.16** What is your policy regarding retention of the backups?

**3.17** Provide an overview of your co-location scheme

**3.18** Explain the security features of your hosting tools

**3.19** Explain your standard data retention policies and destruction practices

## - EMPLOYEE SCREENING -

**3.20** What steps are taken when hiring a new employee to lower risks?

**3.21** Is signing an umbrella client information non-disclosure a condition of employment for all employees?

## - CONFLICTS -

**3.22** Describe your company's conflict check practices

## - RISK MITIGATION -

**3.23** What other factors or practices do you employ for the safekeeping of client data?

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## - RIGHTS ON TERMINATION -

**3.24** Provide your standard contract language regarding Rights on Termination

## - AVOIDING VENDOR 'BOX-IN' -

**3.25** At what points in your process are your customers "locked in" to your solution? To clarify, at what stage(s) of processing and/or review can you provide an export of all work product to another platform of our choosing?

**3.26** Do you utilize proprietary software/hardware that would possibly place us in a scenario where exporting our data to a different product would be a lengthy or costly process? Explain.

**3.27** If we utilize your services for processing our native data, are we constrained to using your review tool?

**3.28** At what stages of your process do you provide options on tools and solutions?

## 4.0 - PROJECT MANAGEMENT -

**4.01** Provide an overview of your company's approach to project management

**4.02** Clearly define the role and job description of your project managers

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**4.03** Do you have different levels of PMs?

**4.04** What communication/reporting tools do your PMs utilize with clients?

**4.05** How are the PMs assigned to cases/clients?

**4.06** At what stage of a case would your PM become engaged?

**4.07** How does your project management team handle multi-city/state productions of paper and electronic documents?

**4.08** What is your PM's role in issue escalation?

**4.09** Provide a sample bio of one of your senior PMs

## 5.0 - OTHER -

### - PARTNERS -

**5.01** Provide a listing and brief overview of your strategic partnerships that enhance your overall service offering

### - WHY IS YOUR PROPOSITION UNIQUE? -

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**5.02** Provide a brief summary of what is different about your company

**- FACILITIES TOUR -**

**5.03** Finalists in this selection process might be required to provide a tour of their facilities. Please explain the process to initiate this

**- FLEXIBILITY -**

**5.04** Provide a brief summary(s) of creative ways you have solved problems for your existing clients

**- COST CONTAINMENT -**

**5.05** Provide a brief summary of examples in which you were able to provide significant cost savings to a client without sacrificing quality

**- FUTURE INVESTMENTS -**

**5.06** Provide a brief summary of what your company is planning in the near future to enhance your product/service offering