ADDENDUM NO. 1

RFP 032001
Digital Forensic Services for the University Technology Office

The closing date for RFP 032001 will be extended from 10/22/19 3:00 PM MST to 10/29/19 3:00 PM MST

Note: Any proposals already submitted will have an opportunity to revise and resubmit their proposal before the new closing date.

Questions and Answers:

1. Will the documents and electronic devices which are to be examined, analyzed and stored be sent to the contractor or is the contractor supposed to pick up these items from the end user?
   
   A. To preserve the chain of custody, the devices or data from devices should be acquired directly by the proposer, which may require on-site visits.

2. How many custodian data collections or interviews would you average for the last month, last quarter, last year?
   
   A. Depends on the frequency of incidents – 0 in the last year, but some years we’ve had 3 or 4 incidents requiring forensic services.

3. Our experience in higher education clients has been directed by a variety of departments and many times includes outside counsel. Who typically directs work performed on ASU’s behalf?

   A. It would be directed by the technical leadership of ASU units with guidance and support from the Information Security Office and ASU General Counsel as needed.

4. What software or utilities does ASU currently use for eDiscovery (legal hold, collections, processing, hosting, analytics and review?)

   A. None

5. Does ASU have a pre-existing data map that can be provided?

   A. No

6. Does ASU have a pre-existing workflow process or playbook for eDiscovery?

   A. No

7. What percentage of the projects are for internal investigations versus litigation or other actions?
A. Historically mostly internal investigations, but just depends on the incidents.

8. We noted that the contract would cover ‘other University departments.’ Can you please elaborate on that more specifically? Ex: Will that include Healthcare facilities? How many locations?

A. The focus of this RFP will be to cover the needs for any University departments, without having to go to another RFP to obtain this service. ASU does have several HIPAA covered entities such as ASU Health Services that could request services.

9. At the conclusion of your diligence and awarding of contracts, will the contract be exclusive?

A. Per section II – Purpose of the RFP paragraph 1. It is the intent of the University to establish contracts with one or more responsible Contractor for these services. The University may choose to enter into multiple contracts under this solicitation.

10. In section 5.4.3 ASU mentions that some systems have migrated to Office 365, what license level does ASU have with Microsoft?

A. Education A3 for most staff.

11. In section 5.3 ASU mentions their approach to conducting digital forensic services. Does ASU have an incumbent for handling these services currently?

A. No external incumbent partner – currently we handle all requests internally.

12. In section 5.3.3 ASU mentions in depth interview with client’s counsel, can ASU share its go to counsel or counsels for this process?

A. That would be headed by the ASU Office of General Counsel. If external counsel is involved, it would be coordinated and handled by OGC.

13. Will ASU share all questions submitted to responders?

A. This addendum no. 1 covers all questions ASU received in regards to this RFP, as well as ASU’s response to any questions asked.

Questions regarding this notice, please contact me at karson.andersen@asu.edu.

All postings for RFP 032001 can be found at http://www.asu.edu/purchasing/bids/index.html.

Thank you,

Karson Andersen, Supply Chain Buyer
Purchasing and Business Services

cc: RFP032001