June 16, 2025

ADDENDUM ONE
EMAIL ARCHIVING SOFTWARE
REQUEST FOR QUALIFICATIONS #25Q-2419

Bidders are required to indicate on their Proposal Signature Form that they have received and acknowledged Addendum One. Find below questions that were submitted, followed by the County responses:

1. Are you open to any manufacturer? Do you happen to know how many mailboxes you are looking to archive? **Yes. 1700**

2. It is unclear how many users are needing to be covered. Can you verify? **1700**

3. Are the below considered to be all MUST HAVE items or can the providing Software vendor be responsible for management?

   - Allow redactions within the software **Yes**

   - Scheduled and reoccurring searches **Yes**

   - Capability to unarchive email in the event that Winnebago County decides to switch to a different solution.

     o Will you accept a giant dump of .eml files as an acceptable offboarding format **Yes**

   - Role-based access to archived email **Yes**

Deployment & Architecture

4. **Will the County consider solutions that offer both on-premises and cloud or hybrid deployment models for future flexibility? At this time, we need on premise.**

5. **Is the County open to evaluating SaaS or managed archiving platforms as an alternative to strictly appliance-based models? At this time, we need on premise.**

6. **May vendors propose solutions that offer high-availability clustering or disaster recovery through native cloud replication? We are open to the redundant copy being a cloud or on premise.**

7. **Will the County allow solutions that support multiple hypervisors beyond VMware (e.g., Hyper-V, KVM)? No, we are a VMWare shop.**

8. **Is there interest in virtual appliances that support containerized deployment (e.g., Docker/Kubernetes)? No**

9. **Can vendors propose solutions that support multi-tenant configurations for departmental segmentation? Yes.**

Storage & Retention

10. **Will the County consider solutions that support external object storage (e.g., S3, Azure Blob) as archive repositories? We are open to the redundant copy being a cloud or on premise.**

11. **Is deduplication at the message or attachment level a preferred feature for reducing storage? Yes**

12. **Can the archive solution support tiered storage or long-term cold storage integration (e.g., Glacier)? Yes**

13. **Will the County accept proposals that include support for journaling from other platforms (e.g., Google Workspace)? We are a MS Exchange, on premise, installation.**

Search, Indexing & Retrieval

14. **Should the solution support federated search across Exchange 2019, Exchange Online, and archive repositories? Not a strict requirement**

15. **Is content-based indexing of attachments (e.g., PDFs, ZIPs, DOCX) required or preferred? Attachments that contain text should have their content indexed and searchable.**

16. **Will proximity search, fuzzy logic, or phonetic search be evaluated more favorably? Flexibility in search options will be evaluated along with other features.**

17. **Is there interest in OCR (Optical Character Recognition) indexing for scanned or image-based attachments? Yes, this would be welcomed.**

18. **Can vendors propose solutions that allow visual query building or saved search templates? Yes**

Security & Compliance

19. **Will the County accept solutions that leverage a hardened OS rather than a closed appliance model? A standalone appliance is preferred.**

20. **Is FIPS 140-2 encryption certification required or preferred for archived data at rest and in transit? Preferred**

21. **Is multi-factor authentication (MFA) required for archive administrator access? No**

22. **Will the County allow solutions with native CJIS/NIST/HIPAA compliance features for government/legal use? Yes**

23. **Can the solution support content filtering policies (e.g., PII, PHI detection) during archiving? Yes**

User & Role Management

24. **Should the solution integrate with Active Directory or Azure AD for role-based access control? Yes**

25. **Will the County consider solutions that allow fine-grained access controls down to individual mailboxes or folders? Yes**

26. **Is delegated mailbox access audit logging required?   Yes**

27. **Is there interest in SSO (Single Sign-On) compatibility (e.g., SAML, OAuth)? Yes**

28. **Can access to legal hold or export functionality be restricted by custom administrative roles? Yes**

Legal Hold & eDiscovery

29. **Will the County allow solutions that support eDiscovery case management and tagging? Yes**

30. **Should the platform support integration with third-party eDiscovery or case management platforms? Not required**

31. **Can the vendor include built-in redaction workflows (text-based or pattern-matching)? Yes**

32. **Will Winnebago County evaluate features like custodian assignment and case-based retention holds? We will evaluate the complete feature sets of proposed solutions.**

33. Should legal holds support bulk selection of emails, attachments, and metadata? Yes

Backup, Recovery & Portability

34. Will the County accept solutions that support backup using standard tools like Veeam or Commvault? No

35. Is the ability to export all archived content in industry-standard formats (e.g., PST, EML, MBOX) required for future migration? Yes

36. Can vendors propose native export APIs for data portability or cloud migration readiness? Yes, although not required.

37. Does the County prefer solutions that integrate directly with immutable storage or write-once-read-many (WORM) volumes? No preference.

Reporting & Audit

38. Should the platform support customizable dashboard views for usage, search metrics, and retention compliance? Not required

39. Is real-time alerting on unauthorized access attempts to archives a required feature? No

40. Can the County clarify if audit logs should be exportable to external SIEM platforms (e.g., Splunk)? Not required

41. Should all user-level search and retrieval activity be auditable and immutable? Yes

Support & Vendor Services

42. Is 24/7 technical support required, or will business-hours support suffice with escalation options? Business hours with escalation is sufficient if critical issues can be properly addressed after hours.

43. Can vendors propose optional onboarding services, training sessions, or post-deployment audits as part of the total cost? Yes

Any questions should be directed to the Purchasing Department, 404 Elm Street, Room 202, Rockford, IL 61101 or by phone 815-319-4380, or email purchasing@purchasing.wincoil.gov

END OF ADDENDUM ONE