Armedia

U.S. Department of Justice
National Archives and Records Administration

Topic 1: eDiscovery/Electronic Record Search Tools

Submitted by:
Armedia, LLC
8221 Old Courthouse Road, Suite 300
Vienna, VA 22182
703-272-3270 (O)
703-935-3030 (F)
www.armedia.com

Submitted to:
CFO-Council
CFO-Council@nara.gov

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Subject: RFI Response: NextGen FOIA Tech Showcase, Day #1, Topic #1

Dear CFO-Council:

Armedia is pleased to submit the attached response to the Request for Information to identify FOIA technology solutions for federal agencies in response to existing FOIA eDiscovery challenges.

As a Veteran Owned Small Business (VOSB) and a long-term partner in providing proven technical expertise in the area of FOIA and Privacy Act Case Management, Armedia's niche focus in providing the full lifecycle of Information Management (IM) / Enterprise Content Management (ECM) technical and advisory services positions us to collaborate with the Chief FOIA Officers Council's Technology Committee for the **NexGen FOIA Tech Showcase**.

Armedia is externally appraised as a CMMI Level 3 technology firm with ISO 9001:2015 and ISO 27001 certification, resulting in lower risk and cost to the Council. As a core service offering, Armedia has extensive experience implementing case processing solutions across a variety of problem sets and for a variety of customers. Since 2002, Armedia supported over 100 information management solutions to include business process management, document capture, document management, records management, FOIA, case management, web content management, and more. Within the past year, Armedia is actively supporting more than 20 customers in the government and commercial market with similar solutions.

The point of contact and individual authorized to negotiate for and obligate Armedia:
Mr. James Bailey
President
Armedia, LLC
703-272-3270 (O)
703-935-3030 (F)
james.bailey@armedia.com

Armedia appreciates the opportunity to assist the Council in their market research and planning for the NexGen FOIA Tech Showcase.
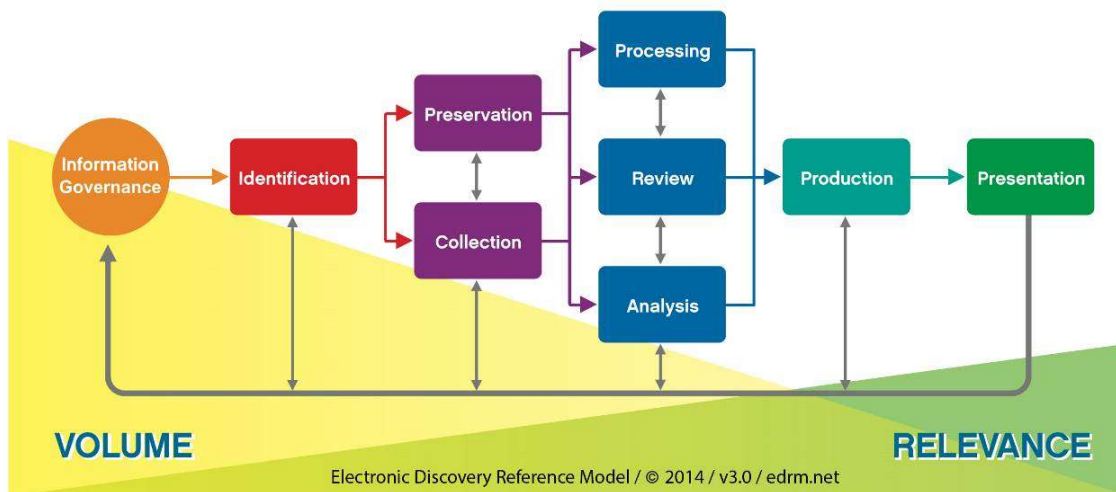
Sincerely,

James Bailey, President

1   ZYLAB ONE FOR END-TO-END EDRM

One of the most time-consuming activities for responding to FOIA requests is the electronic document search and processing. ZyLAB ONE (fully integrate with ArkCase FOIA) provides an intuitive platform to address all phases of the EDRM efficiently and thoroughly. ZyLAB ONE carefully balance a defensible process with maximum accessibility of the information. Users can upload data to a secure US-based Microsoft Azure datacenter using ZyLAB ONE's upload feature, where it is processed to its most granular level. This means that Microsoft Office documents Adobe PDF files and other e-mail attachments are stripped from "embedded objects" and are processed to be fully searchable. Optical Character Recognition (OCR) is applied automatically to all documents that are not natively readable

Electronic Discovery Reference Model (EDRM)

ZyLAB ONE carefully audits all user actions and activities to maintain a complete chain-of-custody log. With ZyLAB ONE, users can manage their transactions, matters and investigations with no more than a standard browser and access to the Internet from any location in the world.

Within just a few minutes after uploading your data, ZyLAB ONE users can start reviewing their documents. The review interface is designed to support any information request workflow process and offers the most advanced technology including:
- Extensive full-text search technology;
- Visualized result lists;
- Duplicate detection and suppression;
- Near-duplicate detection;
- E-mail conversation threading;
- Review workflow support;
- Batch creation and assignment;
- Automatic review scope;
- Bulk-tagging and sampling for QC;
- Advanced auto-classification rules for the automatic ordering and structuring of data;
- Extension automatic and manual redaction;

▪ Custom remarks and annotations

The ZyLAB ONE interface uses advanced visualization techniques to offer users a clear overview of their search results and the ability to drill down to reveal responsive documents. The user can easily toggle between the results list to and facet charts. During the data processing, automatically executed analytics give users a better way to navigate through the data.

1.1 ZyLAB SaaS Benefits

SaaS Deployed in Secure Datacenter	Multiple Collection Capabilities	Deep Processing	Artificial Intelligence
ZyLAB ONE utilizes Microsoft Azure as its hosting provider. Microsoft has most compliance coverage of any cloud provider and is the industry leader for customer advocacy and privacy protection.	Cloud Collection from Microsoft Exchange Online / G-Suite as well as the ability to upload local content including support for over 600 file types	By unpacking compound objects and performing OCR on all non-readable content, ZyLAB ONE provides the needed granularity for your review	Assisted Review and Topic Modeling using the latest in data science developed in conjunction with leading Artificial Intelligence universities
Advanced Review Analytics	**Document Classification**	**Faceted Browsing**	**Automatic Redaction**
Email conversation threading, duplicate detection and near duplicate detection ensure that no content is missed during review	Rules-based queries can automatically tag content before reviewers even open the matter	Customizable visual analytics of fielded information provide insight to your data not previously possible	Find-and-Redact rules including patterns (i.e. SSN, CC, etc) can be used across entire matters
Reviewer Productivity	**Search Flexibility**	**Training & Support**	**Constant Innovation**
Document remarks, annotation functions and ability to share views/queries and perform bulk operations (search and tagging) make your reviewers even more efficient	ZyLAB supports full-text, property fields, Boolean operators, wildcard, proximity, quorum, fuzzy (near-similar), number range and even audio search as well as regular expression pattern matching	ZyLAB provides 24x7 support for critical incidents Reviewer training is provided to all SaaS users and accessible on-demand through online video modules	ZyLAB ONE SaaS is updated every month with new functionality without any interruption to customer operations

1.2 Proven integration with ArkCase FOIA

ZyLAB ONE is integrated with ArkCase FOIA to provide a holistic solution for case processing and eDiscovery. Once a request is initiated from FOIA.gov and created in ArkCase, ArkCase can instantiate an electronic records search via ZyLAB ONE will the click of a button. ArkCase passes all the required information to ZyLAB to process the records search. Once the search is complete and the documents have been processed, ZyLAB seamlessly passes the necessary information (i.e., responsive documents, exemption codes, page counts, etc.) to ArkCase for completing the request and for historical reporting. With ZyLAB ONE and ArkCase FOIA, agencies can truly modernize their FOIA processing.