

Project Status Report

Project Name: Incarcerated Individual Technology Services (IITS)		Reporting Period: June 10, 2020 – August 20, 2020		Date: 9/15/2020
Current Condition (From charter)	<p><i>“Why” are we doing this? Problem statement – use data when possible.</i></p> <p>Department of Corrections (DOC) holds separate vendor contracts for incarcerated individual phone services (GTL Communications, LLC), and incarcerated individual media and e-mail services (JPay, Inc.). DOC would like to consolidate these services into one contract to get an integrated intelligence system, and to provide a better, more cohesive experience for incarcerated individuals and their friends and family.</p> <p>Additionally, business requirements and controls were not fully developed when these contracts were established, resulting in services that have not fully met DOC or customer expectations.</p>			
Objective(s) (From charter)	<p><i>A successful project will result in – measurable and time bound when possible:</i></p> <ol style="list-style-type: none"> 1. Awarding a consolidated Client Services Contract for IITS. 2. Improved service and quality of IITS products. 3. Include comprehensive business requirements and strong controls in the contract. 			
Status Indicators	Schedule	Scope	Resources	Quality
	Issues	On Track	Issues	On Track
Outstanding	<ul style="list-style-type: none"> • Risks • Issues • Decisions <p>Risks: Potential difficulty transferring media files with a change of vendor.</p> <p>Issues: Delays in achieving milestone timelines have occurred due to critical decision points, stakeholder availability and team workloads. COVID 19 impacts have contributed to the delays. Currently 60-90 days behind schedule.</p> <p>Decisions: Received Format of ISRC codes provided by Securus for Music media transfers.</p> <p>Resources: Staff time availability is greatly hindered by external factors. Primarily COVID 19 Emergency response demands.</p>			
Resolution	<ul style="list-style-type: none"> • Risks • Issues • Decisions <p>Risks: Define Vendor responsibilities and negotiate resolution activities to reduce or eliminate media file losses.</p> <p>Issues: Adjusted timelines for project sequencing to mitigate delays. Conducting concurrent activities rather than Consecutive activities when possible and consolidating decision groupings.</p> <p>Decisions: Received Format of ISRC codes provided by Securus for Music media transfers.</p> <p>Resources: Combine decision steps with vendor meetings and summarize decision points.</p>			
Actions completed this period	<ol style="list-style-type: none"> 1. Completed follow up questions meeting with each Vendor for decision reviews with Project team. 2. Completed Subject Matter Experts decision work sheet reviews with Project team. 3. Began pricing expectations development with internal and external stakeholders. 4. Completed SLA expectations to be included with pricing expectations for customer service and system reliability with penalties for noncompliance. 5. Completed Pricing expectations notice to vendors with expected response time. 6. Began receiving questions and providing follow up to Vendor questions relating to pricing expectations. 			

Next Steps (Actions next period)	#	What	Who	Due
	1	Provide question responses to vendors for pricing expectation responses	Project Team / SME's	September 18, 2020
	2	Received and evaluate pricing proposals from Vendors.	Project Team	October 15, 2020
	3	Provide preferred vendor recommendations to Decision team.	Steering Committee/ Decisions Team	November 1, 2020
	4	Begin Final Contract Negotiations	Decisions/ Negotiation Team	December 1, 2020
	5	Begin WATECH OCS review.	OCS / IT Cyber security	December 1, 2020
	6	Complete Contract Negotiations and Implementation agreement.	Decisions/ Negotiation Team	TBD
	7	Complete Cyber Security / OCIO review	OCS / IT Cyber security	TBD

Milestones throughout the project lifespan (From charter)	#	What	Due
	1	Create communications plan; Identify and engage Project Team; Schedule recurring meetings for vendor and product evaluation.	July 9, 2019 Completed
	2	Finalize contract Expectations Requirements Criteria.	July 16, 2019 Completed
	3	Send out initial screening notice to potential vendors and receive vendor responses.	July 31, 2019 Completed
	4	Distribute Requirements Documents to vendors, receive vendor responses, and conduct Stakeholder review of responses.	October 4, 2019 Completed
	5	Vendors conduct product demonstrations; Stakeholders complete feedback / evaluation of product demonstrations.	November 1, 2019 Completed
	6	Vendors conduct site visits and submit any revisions and/or concerns relating to site visits for Project Team review.	December 13, 2019 Completed
	7	Conduct pricing discussions with vendors and review pricing proposals with Project Team.	December 31, 2019 Began August 17, 2020
	8	Finalize contract and implementation agreement language; Execute contract.	March 31, 2020
9	Manage implementation / transition activities and complete close out briefing with stakeholders, Steering Committee and executive staff.	Defined by implementation	