

Project Status Report

Project Name: Incarcerated Individual Technology Services (IITS)		Reporting Period: July 1 – September 30, 2020		Date: 10/5/2020
Current Condition (From charter)	<p><i>“Why” are we doing this? Problem statement – use data when possible.</i></p> <p>Department of Corrections (DOC) has entered into separate vendor contracts for incarcerated individual phone services (GTL Communications, LLC), and incarcerated individual media and e-mail services (JPay, Inc.). Business requirements were not fully developed when these contracts were established.</p> <p>Original contracts have been extended in one year increments in order to maintain expiring contracted services. DOC has learned lessons o better develop comprehensive business requirements and stronger controls. DOC is pursuing a consolidated contract for Incarcerated Individual Technology Services (IITS), rather than separate contracts for telecommunication and electronic media services.</p>			
Objective(s) (From charter)	<p><i>A successful project will result in – measurable and time bound when possible:</i></p> <ul style="list-style-type: none"> • Awarding a consolidated Client Services Contract for IITS. • Improved service and quality of IITS products. • Include comprehensive business requirements and strong controls in the contract. 			
Status Indicators	Schedule	Scope	Resources	Quality
	Issues	On Track	On Track	On Track
Outstanding	<ul style="list-style-type: none"> • Risks • Issues • Decisions <p>Risks</p> <p>Issues</p> <ol style="list-style-type: none"> 1. Delays in achieving milestone timelines have occurred due to critical decision points, stakeholder availability and team workloads. Currently behind original schedule which was impacted by Staff availability that included COVID 19 response demands. <p>Decisions</p> <ol style="list-style-type: none"> 1. Decision on reducing the Vendors to move forward in the final steps of contract award. 			
Resolution	<ul style="list-style-type: none"> • Risks • Issues • Decisions <p>Risks</p> <ol style="list-style-type: none"> 1. Define Vendor responsibilities and negotiate resolution activities to reduce or eliminate media file losses. <p>Issues</p> <ol style="list-style-type: none"> 1. Adjusted timelines for project sequencing to mitigate delays. Conducting concurrent activities rather than Consecutive activities when possible. <p>Decisions</p> <ol style="list-style-type: none"> 1. Steering committee evaluated strengths and weaknesses of all Vendors and determined two vendors to move forward in the next evaluation steps. 			
Actions completed this period	<ol style="list-style-type: none"> 1. Began pricing expectations development with internal and external stakeholders. 2. Completed SLA expectations to be included with pricing expectations for customer service and system reliability with penalties for noncompliance. 3. Received ISRC Codes for music owned by Incarcerants for possible transfer of media if vendor changes. Verified format of report with both vendors. 4. Completed Pricing expectations notice to vendors with expected response time. 			

	<p>5. Received questions and provided follow up to two cycles of Vendor questions relating to pricing expectations.</p> <p>6. Defined Pricing Proposals due date of October 8, 2020 with no more extension considerations.</p>			
Next Steps (Actions next period)	#	What	Who	Due
	1	Received and evaluate pricing proposals from Vendors.	Project Team	October 15, 2020
	2	Provide preferred vendor recommendations to Decision team.	Steering Committee/ Decisions Team	November 1, 2020
	3	Begin Final contract negotiations and Implementation agreement	Contract Negotiations Team	December 1, 2020
	4	Begin WATECH Office of Cyber security review.	OCS / IT Cyber Security	December 1, 2020
	5	Complete Contract Negotiations and Implementation agreement.	Decisions/ Negotiation Team	TBD
	6	Complete Cyber Security / OCIO review	OCS / IT Cyber Security	TBD

Milestones <i>throughout the project lifespan</i> (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 7-
	2	Finalize contract Expectations Requirements Criteria.	July 16, 2019 Completed 9-17-19
	3	Send out initial screening notice to potential vendors and receive vendor responses.	July 31, 2019 Completed 9-17-19
	4	Distribute Requirements Documents to vendors, receive vendor responses, and conduct Stakeholder review of responses.	October 4, 2019 Completed 10-8-19
	5	Vendors conduct product demonstrations; Stakeholders complete feedback / evaluation of product demonstrations.	November 1, 2019 Completed 11-1-19
	6	Vendors conduct site visits and submit any revisions and/or concerns relating to site visits for Project Team review.	December 13, 2019 Completed 1-27-20
	7	Conduct pricing discussions with vendors and review pricing proposals with Project Team.	December 31, 2019
	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 agreement
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