

Project Status Report

Project Name: Incarcerated Individual Technology Services		Reporting Period: 02/07/20-03/13/20		Date: 3/16/2020	
Current Condition (From charter)		<p><i>“Department of Corrections (DOC) has entered into separate vendor contracts for Incarcerated individual phone services, and incarcerated individual media and e-mail services. Business requirements were not fully developed when these contracts were established.</i></p> <p><i>Original contracts have been extended in one-year increments in order to maintain expiring contracted services. DOC has learned lessons to better develop comprehensive business requirements and stronger controls. DOC is pursuing a consolidated contract for Incarcerated Individuals Technology Services (IITS) rather than separate contracts.</i></p>			
Objective(s) (From charter)		<p><i>A successful project will result in:</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	
		Issues		On Track	
Outstanding		Resources		Quality	
		Issues		On Track	
<ul style="list-style-type: none"> • Risks • Issues • Decisions 		<p>Risks</p> <ol style="list-style-type: none"> 1. Potential difficulty transferring media files with a change of vendor. 2. Managing new service offerings with the original scope of project (CORE Services). <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 2. COVID-19 Planning is impacting many members of the team placing time constraints on already burdened schedules. 3. Managing risk of scope creep for non-CORE services offered by both vendors and how to evaluate new services for impact on re-entry. <p>Decisions</p> <ol style="list-style-type: none"> 1. JPay notified DOC that proprietary contract terms prohibit them from transferring codes to allow music to be transferred to a new vendor if Securus is not the successful bidder. 2. The Project Team Leader assigned to the Emergency Operations Center for COVID-19 response priorities. 			
<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 parallel activities rather than sequential activities as possible. 			

	<p>Decisions</p> <p>1. The decision was made to continue to move forward with project tasks and loop the Project Team Leader back in before the final recommendation is made to the decision group Recommendation workshops will continue as planned.</p>			
Tasks completed this period	<p>1. Completed Kiosk Posting to Incarcerated individuals of project status and upcoming Vendor activities on February 26, 2020.</p> <p>2. Completed Project Status Report for update to iDOC AND EXTERNAL WEBSITE February 26, 2020.</p> <p>3. Completed Vendors site visits at WA DOC facilities. Milestone 6</p> <p>4. Completed Incarcerant focus groups at MCC and SCCC.</p> <p>5. Completed additional Vendor Operated site visits Wisconsin / Missouri.</p> <p>6. Receive Vendor responses to supplemental DOC questions on March 3, 2020.</p>			
Next Steps (Tasks next period)	#	What	Who	When
	1	Post Update Status report for period 020720-031320 to iDOC and project External website	Jeff Ford	3-16-2020
	2	Schedule and conduct follow up questions with Vendors of site visit findings	Project Team	3-20-2020
	3	Develop regular communication schedule for more detail sharing of information.	Project Team	3-20-2020
	4	Begin Decision recommendation workgroups	Identified Project Team Members	4-6-2020
	5	Begin receiving Vendor Pricing Proposals	Project Team	4-13-20

Milestones throughout the project lifespan (From charter)	#	What	When
	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
	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