

Procuring for success

**3x3 from Concept to
Contract**

June 20th - Ft Meyers, FL



**CORRECTIONS
TECHNOLOGY
ASSOCIATION**



An OMS/JMS procurement is likely one of the largest most impactful (highest risk) initiatives your agency will undertake.

Failures in planning/contracting and preparation can have consequences that result in millions of dollars of delays and costs

Don't find out the hard way

- **learn from your peers**
- **hear from the vendor community**
- **& observations from an independent oversight partner**

Learn lessons and hear case studies from across the industry that can help accelerate your chances and set your team up for success



Meet the Panel

Our panel represents decades of experience in Corrections Technology and Public Sector procurement

Corrections CIO's | Vendor Community | System Integrators | Independent Program Oversight (IV&V) | Non-profit thought leadership

Tina Clark

CIO

Texas Dept. of Criminal Justice



Rick Davis

Principal for Corrections

Mi-Case (Retired CIO Virginia DOC)



Chris Litton

Sr. Managing Partner

Gartner Consulting





- **Intro's & problem definition**
- **3x3 – Group discussion: Key challenges/risks/observations from our collective experience**
- **Wrap-up and summary – final points to remember**

Introduction – Tina Clark

- *25 yrs State Government*
- *20+ yrs Information Technology*
 - *CIO*
 - *Deputy CIO*
 - *Program and Project Manager*
 - *Senior IT Business Analyst*
- *300 person IT division*
- *~\$45M Annual IT Budget*
- *~\$42M Last Biennium in Capital Projects*

About TDCJ

- *April 2023, the Agency reported 126,764 inmates incarcerated in 98 TDCJ facilities and 77,000 parolees under supervision through 67 parole offices*
- *29,907 employees, of which*
 - *20,205 of those are correctional employees and ~1200 are parole officers*
- *Operating Budget: ~\$3.4B*
- *~12M pieces of paper mail/year*
- *~4.7M eMessages sent via inmate tablets in Q1 of 2023*



The Challenge – Agency Perspective

Are you underestimating the impact of change, your budget or the need for help?

Introduction – Rick Davis

- Rick Davis – worked for the Commonwealth of Virginia for 33 years, 16 years at the Virginia Department of Corrections
- Chief Information Officer for 11 years, MBA IT Adjunct Professor
- Past President and Board member for CTA
- I have known Dean Allen for almost a decade asked me to join Mi-Case 2019
- Mi-Case provides Offender and Jail management solutions – we know one size does not fit all and we configure and customize to meet your specific needs
- Unique prospective – procured on behalf of the Commonwealth of Virginia, and the VADOC and now I get to see procurement from the other side of the fence
- **Got to be a better way!**



The Challenge – Vendor Perspective

- Requirements Matrix – Check every box, or you will get downgraded!
- Reference Checks! – Really investigative questions with open answers from a variety of respondents.
 - How are changes handled, cost, timeline?
 - How many defects are open, longest one? How are releases installed?
 - Top 3 things you like best, 3 that you do not.
 - Onsite!
- Criteria - Technology is one criteria, being a solid, dependable, and honest partner is just as important!
 - Get to know the partners!



https://www.youtube.com/watch?v=j9x1TRbeC_0



Introduction – Chris Litton

- **5+ yrs Independent Advisory Services – Assessment, Procurement, IV&V (Gartner)**
- **20+yrs Solution Architect (System Integrator)**
- **5yrs Chair of Corrections Advisory Committee (IJIS)**
- **Head of Solutions (Correction Product Vendor)**
- **Federal/State/County/Provincial/City Corrections implementations and assessments**
- **US, Canada, UK**

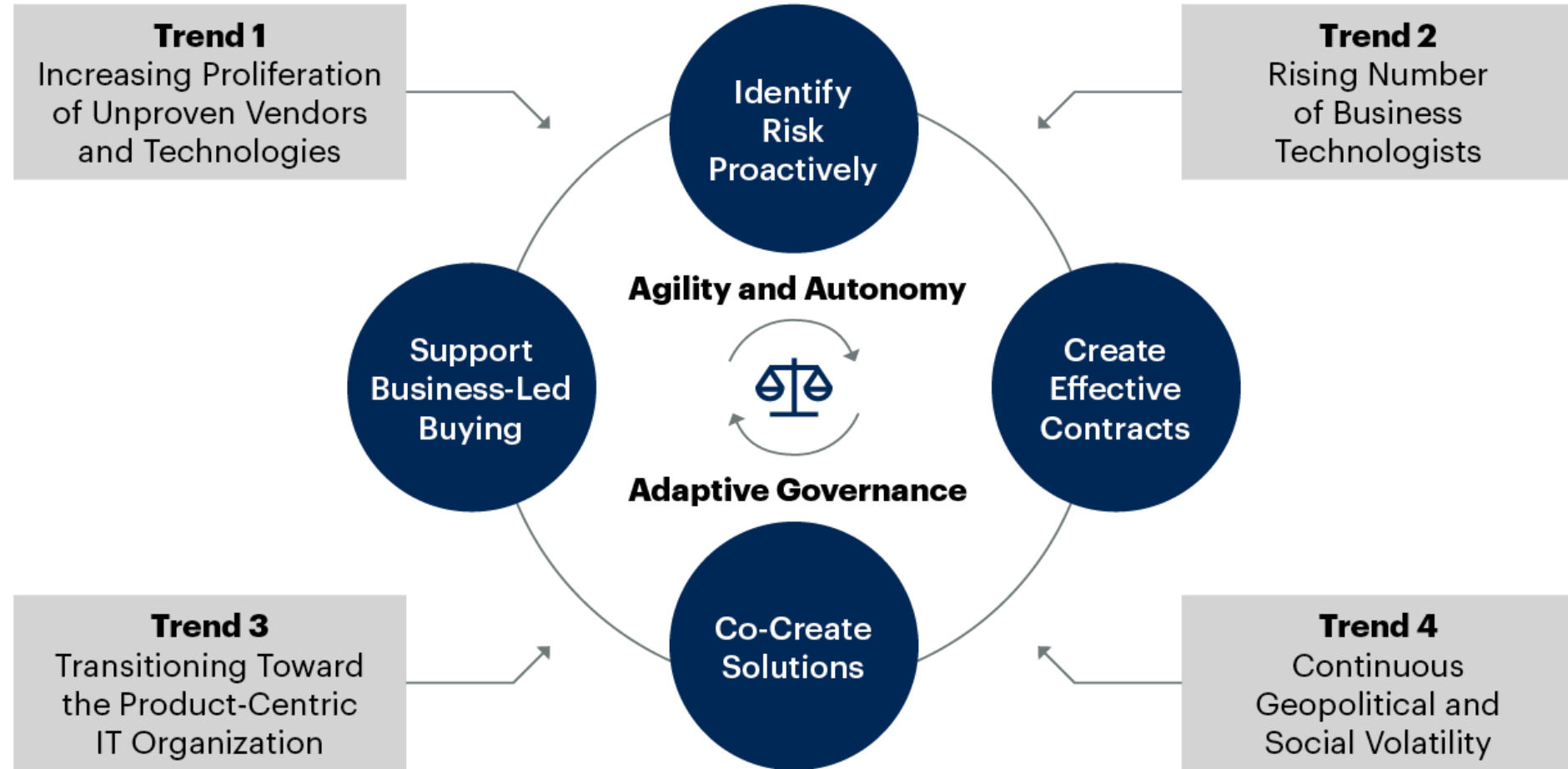
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Industry's largest research database with 150,000+ documents covering 1,000+ technology and business topics.

Dedicated Public Safety & Justice consulting team.

Sourcing, Procurement and Vendor Management Trends and Actions



Source: Gartner
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The Challenge – IV&V

Ambiguity is a recipe for disaster

Agile doesn't mean “we will figure out the details later”



3x3 Discussion

Significance of adoption and change management

Requirements – Clarity, Depth and Relevance

Reference checks

Budget for contingency

Publish your constraints

Customer engagement (pre-contract)

The value of IV&V - *IV&V pays for itself*

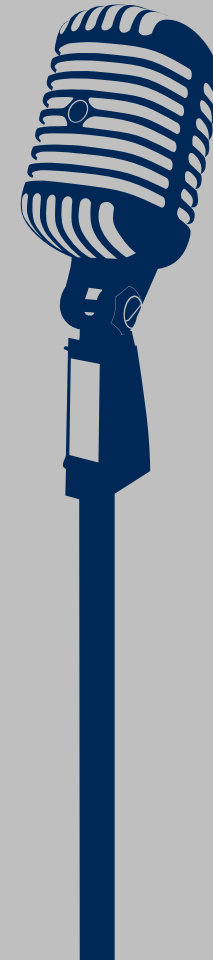
Capture the implementation process and deliverable expectations in the contract

Specify interfaces and third-party integration



Wrap-up

Questions



Contacts

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