

Market Consultation

**Digitalisation of detention processes for the
Custodial Institutions Agency (DJI)**

Reference: IUC DJI/INKEA/JW/2021-7

Date: May 3, 2021

Introduction

The organisation

The Custodial Institutions Agency (DJI), on behalf of the Minister of Justice, provides for the enforcement of sentences and custodial orders imposed after a court judgment in the Netherlands. With 38 branches spread across the country and about 13,000 employees, DJI is one of the largest organisations in the Netherlands. Annually, DJI accommodates about 37,000 inmates for a shorter or longer time; 8,000 to 9,000 at any time.

More information about DJI: <https://www.dji.nl/english/>

Subject of the consultation

This consultation is set up by the Procurement Implementation Centre of the Custodial Institutions Agency (IUC DJI) to obtain more information on solutions (and their functions) for the digitalisation of the detention processes for the purposes of the employees as well as the inmates (inmates is the collection of all persons for whom the duty of care is entrusted to the DJI), as preparation for a possible European tender to be started.

Any market party that is of the opinion that it can contribute may participate in the consultation. In the period from <dd-mm-yyyy> to <dd-mm-yyyy> the IUC DJI would like to make use of your knowledge and experience. The questions that the IUC DJI has in relation to digitalisation of the detention processes are included in section 3.

The purpose of consultations is:

- to gain more insight into available experience and into the market supply;
- to form a picture of views, suggestions, ideas and developments of market parties and the market;
- early inclusion of the interests of the market parties in a possible tender;
- to determine which tendering strategy is most suitable for the subject to be put out to tender;
- to assess our own starting points, assumptions, ideas and problem-solving approaches.

The specific aims the Procurement Implementation Centre of the Custodial Institutions Agency (IUC DJI) wants to achieve with these consultations are included in section 1.

Structure of this document:

Section 1: describes the consultation.
Section 2: contains information and instructions for submission regarding the consultation procedure.
Section 3: the consultation questions.
Annex A: starting points and preconditions of consultations.

1. The consultation

In the past years DJI has gained experience in some prisons with digitalising the detention processes. Inmates in those institutions can enter and consult matters digitally themselves, which gives staff members more time for the counselling and treatment of inmates. Processes that are now usually still on paper are settled and can run more efficiently and smoothly in digital form. In clinics and juvenile institutions the use of digital aids can especially serve educational and reintegration purposes.

In some institutions a concept has been tested with tablets on which inmates have functions including these:

- digital forms, for example for applying for appointments with the case manager or hairdresser/barber;
- regulated internet; this means that only permitted websites are available and that all communication possibilities on them are blocked;
- scheduling visits;
- ordering goods from the shop;
- requesting information about the balance of their account;
- reading magazines.

In their own working environment, staff members have functions to handle the applications and requests submitted.

In some other institutions inmates use self service kiosks columns to schedule visits and order shopping.

In the institutions many ideas exist on other functions that inmates can use digitally and that can contribute to the further digitalisation of detention processes, also including meaningful daytime activities, treatment and education.

The experience gained to date has led to the conclusion that DJI wants to digitise the detention processes further. That is why we are analysing if/how the existing processes can be implemented nationally, but market parties are expressly being looked at now as well. With this market consultation, DJI hopes to gain more insight into the available solutions of market parties.

Given the different target groups now being served (various staff groups of DJI and diverse groups of inmates including adults sentenced to long prison terms, juveniles and patients in the clinics) the way in which functions can be configured is also important. One can think of:

- not displaying certain articles in a shopping app on the basis of age or religion;
- the ability to adapt the language in the solution; and
- the ability to switch off certain functions for a whole group.

Environment

In connection with safety, a separate domain has been realised within DJI for the ICT functions for the inmates (the so-called inmate domain), separate from the staff domain. The intention is that the environment/platform DJI is looking for will run within the inmate domain.

The requests/applications that inmates submit need to be synchronised to the staff domain. At present a new basic system is being created in this staff domain. In this basic system all information of the inmates is recorded with respect to stay, incidents etc. It is strongly preferable that the staff members are also able to handle the digital requests/applications by the inmates in this facility and that the information in this solution determines the authorisations of the inmate's account.

Some of the questions therefore deal with synchronisation of the data between the inmate domain and the staff domain and making the data in this basic system available to the staff on mobile devices, so they can look things up on the spot without first having to go back to their work stations. In addition, it should be possible to synchronise answers to requests in the opposite direction, from the staff domain to the inmate domain.

Regarding shopping orders, they will be synchronised to the back office system of the five distribution centres.

Purpose of the consultation

Based on what is stated in this consultation, DJI would like to know which functions your company offers, in the broadest sense. In addition, DJI is also searching for new (innovative) applications and possibilities. We may also consider functions for which inmates have to pay in order to use them.

2. Consultation Procedure

By participating in these consultations, you unconditionally agree with the starting points and preconditions as included in Annex A.

2.1 Schedule

The IUC DJI adheres to the following schedule for these consultations:

Activity	Deadline
Sending of the consultation document	May 3, 2021
Deadline for submitting questions	May 13, 2021, before 3:00 PM
Answers to questions (summary of additional information and changes)	May 20, 2021
Deadline for submitting responses to the consultation document	May 31, 2021
Schedule of discussions*	In week 26, 2021

* participants will be informed early of matters including the contents, location, date and time.

You cannot derive any rights from the above-mentioned schedule. The IUC DJI may adjust this schedule in the interim if there is a reason to do so. Consequently, the schedule is indicative, whereby due care will be observed to adhere to the schedule.

2.2 Information

Should the consultation document give rise to questions and/or lack of clarity, you will be given the opportunity to ask questions. You can submit your questions and/or comments no later than on the date included in the schedule via the 'Notifications Module' in this subject on TenderNed.

No later than on the date included in the schedule, the summary of additional information and changes with the answers to the questions will be published on www.tenderned.nl. The IUC DJI will include the questions submitted anonymised in the summary of additional information and changes.

The contact person at the IUC DJI is Ms J. Waterreus. Correspondence will take place via the 'Notifications Module' of TenderNed.

2.3 Submitting responses to the consultation document

Participants are requested to submit the answers to the questions included in section 3 on TenderNed via the 'Notifications Module'. You are requested to submit your response no later than on the date included in the schedule.

Based on the information sent, the project team of DJI will select a number of participants who will be asked to give a presentation. The IUC DJI is explicitly not obliged to invite every participant to a more detailed explanation, or to state reasons why a participant has or has not been selected.

As soon as the participants have been selected, the Project Team wants the participants to give a presentation about their possible solution, which is as much as possible in line with the questions asked in relation to digitalisation of the detention process. At the time the presentations are organised with the participants, the IUC DJI will observe the applicable corona measures.

3. Questions

Questions about functions

1. Which apps/functional possibilities do you offer on the platform for digitalisation of the processes, also including meaningful daytime activities, treatment and/or education? Please give a comprehensive description of each app/module/ICT function and, if possible, add screen examples and indicate whether the function can be used for inmates, staff or possibly also cooperating organisations.
2. Which modifications/additions to the function are scheduled for the next 2 years?
3. Can you give a description of the environment or platform you are offering? Of which components does it consist?
4. Can the functions for which interaction is needed between inmates and staff of DJI be used in connection with applications of DJI? Is there a possibility to receive data from and send them to applications of DJI (in the staff domain)?
5. What possibilities are there for configuration? Is it simply possible not to offer inmates of a certain unit or in a certain regime a certain function or to offer it to a limited extent? Is it possible to switch off a certain function based on the location (certain part of the institution) and if so, what is needed to do so?
6. On which devices (mobile and non-mobile devices) can the functionality be offered to the users (inmates)?
7. What can you do to make information accessible on mobile devices in the staff domain? Which requirements must this environment and system meet in order to make this possible?
8. Can you deliver the devices for inmates and/or staff? If so: which, and which additional physical and/or logical security do they have? How often do mobile devices need to be charged?
9. Does the environment with the apps support several languages to be set ourselves? If so, which languages do you offer?
10. Are there specific facilities/functions for semi-literate and slightly mentally disabled inmates? Or in what way has account been taken of this in the modules?
11. If the environment offers a possibility to offer internet sites, is a whitelist and/or blacklist used? In what way do sites get onto these lists? Is it possible or not to block communication functions (chat, e-mail) depending on the user?

Questions not related to functions

1. DJI considers inmates a special target group for the use of ICT. Identified risks are breaking out, breaking through and breaking in which, e.g. can lead to unauthorised use, for example for continued criminal acts. In the technical and application layer, DJI maintains a strict separation between ICT for inmates vs ICT for staff. How does the solution support a maximum separation in the technical and application layer as against maximum connection in support of the processes in use?
2. In what way are accounts generated for the inmates? How can this process be managed on the basis of data coming from the staff domain? Which roles are possible in this?
3. Is it possible to monitor which inmate accounts log in to which device? And how is this made visible in the reports during and after use?

4. What possibilities are there to prevent and/or identify that an account simultaneously logs in to 2 different devices?
5. To what extent is the use of functionality monitored? And in what way can this information be available?
6. Which forms of monitoring does the environment offer, from the viewpoint of security as well as from the viewpoint of reintegration and motivation of inmates? In what ways is such monitoring available? Is it possible to define alarms for certain incidents?
7. Which security provisions are available in the environment (e.g. blocking websites or parts of websites)?
8. Is it possible to offer third-party apps via the environment you offer? If so, which requirements must they meet?
9. Can the environment be hosted in house at DJI or is it a cloud solution/solution that runs in house at the supplier? If in-house hosting is possible, how many servers do we have to take into account? And how future-proof is this solution in your view of your solution?
10. In what way do you offer the possibility to switch off a certain function for a specific device or a group of devices with immediate effect?
11. In what way do you offer the possibility to turn off a device remotely?
12. In what way do you offer the possibility for remote takeover of a device?
13. In what way do you offer the possibility for remote monitoring of a device?
14. In what way does the environment provide a so-called "red button" by which the entire environment can be brought down?
15. In what way are data from this environment presented in the staff environment? In other words, which interfaces are available for the environment?
16. What kind of cordless connections can be used on mobile devices?
17. Do you have reference architecture and/or a portfolio description and/or roadmap for the solution:
 - Do components of the solution/portfolio have a service-oriented setup? I.e. a modular setup with 'separate' link between modules (different components that interact with each other via APIs made available as a service)?
 - To what extent can functions be configured as ready for use without custom work?
 - How does the supplier conduct life cycle management of the portfolio?
18. The starting point from our access architecture is Single Sign On and federative access (SAML or possibly OIDConnect):
 - In what way does the solution / the product portfolio support Single Sign On?
 - In what way can the supplier's applications for authentication of users make use of different sources of identity based on an IAM solution?
 - In what way can authorisation be structured in the applications on the basis of ABAC (attribute based) or RBAC (role based)?
 - Does the supplier need remote access? If so, in what way does this take place?
 - What possibilities are there for MFA and possible identification based on biometrics, particularly fingerprints?
19. DJI wishes that functions can be used as much as possible via a browser (zero client footprint).
 - To what extent is this in line with the supplier's solutions?
 - What requirements are set for end users' devices?
 - Which open standards does the solution use?

20. In what way can retention periods for the data be configured in the systems?
21. What possibilities are there with linking of components of the solution to a SIEM system for identification? And what experience has been gained with this?
22. In our prisons, the work processes are not completely uniform. Is it possible to configure your solution slightly different in each prison?

Questions about service

1. Is it possible to purchase some of the functional possibilities/modules or is it a "one-package" deal? Is there a minimum combination that has to be purchased?
2. What possibility do you offer to purchase only the apps/modules (without the environment/platform)?
3. What does your cost-price model look like? Is payment made per (simultaneous) user? Per module/app? Is there a one-off purchase price? Are there graduated scales? Can you give a rough estimate of the price of the components in your solution? (software, modules, devices, service, maintenance, etc.)
4. At how many and what kind of organisations is your solution used? How long are they using your solution?
5. Which other standard solutions do you, as a supplier, offer for what kind of customers?
6. How are the servers managed/maintained? Is there down time and if so how long does it last and how often is it needed?
7. How are the devices managed/maintained? Is there down time and if so how long does it last and how often is it needed? Are these updates to be scheduled by managers and/or the users of the device?
8. How often is an update/management release published? How is it installed?
9. Which forms of management and maintenance do you offer? What costs are involved in this?
10. Which penetration tests have been conducted by an external party and are there still outstanding issues from these tests?