



Dienst Justitiële Inrichtingen
Ministerie van Justitie en Veiligheid

Modernizing the OMS

Presentation as part of the
market verification process

Presenters: Toon Molleman & Ralph Hofman



Agenda

14:00	Opening
14:05	Kick-off
14:30	Presentation by Highberg 1 Process & Timelines 2 Modernizing the OMS 3 Project: Modernizing Scope A
15:30	Questions & Answers
15:50	Closing information session
16:00	The end



Introducing the DJI Team

Steering Committee

- > **Toon Molleman**
(chairman, acting director GW/VB)
- > **Gino Tibboel**
(director PI Leeuwarden)
- > **Don van Doorn**
(director DIZ)
- > **Arije van Schaik**
(head IT projectmngt and implementation)
- > **Rob van Egdome**
(acting director finance)

Project team - Modernizing OMS

- > **Pieter van Dam** (project manager)
- > **Ralph Hofman, Kaitlyn Chau** (external advisors Highberg)
- > **Fiona van der Spek** (information manager)
- > **Leo Beijleveld, Zita Leijn** (IT-coordinators GW/VB)
- > **Roelof-Jan Troost** (architect)
- > **Bart Wilkes** (IT-coordinator DIZ)
- > **Marga Stegeman** (communication)
- > **Marjolein van Wensveen** (sourcing advisor)
- > **Petra van Eijk, Dirk Fonse** (procurement)
- > **Meike Verhoef** (PMO)
- > **Antoinette van den Berg**, (business representative DIZ)
- > **Natasja van der Schans** (business representative GW/VB)



Suppliers present today

- > Syscon
- > Telio
- > Horus 360⁰ (IPS)
- > Abilis
- > Essensys
- > Mi-Case
- > Schuberg Philis
- > Atabix
- > Sopra Steria
- > DXC Technology
- > Deloitte
- > Accenture
- > Eviden
- > CGI



Rules of engagement

Some rules of engagement:

- › DJI will provide this presentation and all answers / insights shared during this session as part of the final report of the market verification
- › Questions may be asked during the presentation (preferably for clarification only) and during the Q&A segment after the presentation
- › Discussions and shared materials are strictly for the purpose of the market verification process.



Kick-off by Toon Molleman



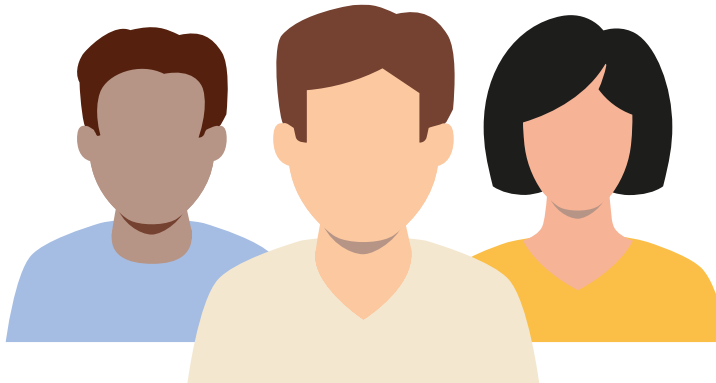
About DJI



- 50 locations
- 38 custodial institutions



- 37,000 detainees annually



- 3,000 foreign detainees annually
- 16,000 employees /
- 10,000 users of the OMS



1. Process & Timelines



Process & Timelines

Q1 2024

Q1 2025

Q3 2025

Exploratory study

- Internal process and IT analysis
- External analysis
 - *OMS Suppliers*
 - *Foreign Correctional Services Organizations*
- Scenario analysis for modernizing the OMS

Market verification

- > **Joint Information Session**
10 Feb 2025
- > **1-on-1 conversations**
11-13 Feb 2025
- > **Publication of report on TenderNed**
21 Feb 2025

Intended start of tendering process



2. Modernizing the OMS



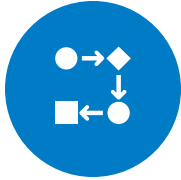
Objectives

Modernizing the OMS has the following main objectives:

1. Improve quality of administration of the detention process
2. Improve flexibility and agility
3. Ensure continuity and resilience
4. Enable innovation
5. Improve collaboration with chain partners

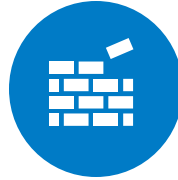


Approach: key principles



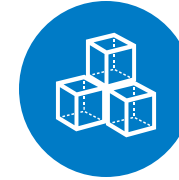
Step-by-step

- **Phased approach** to realize the complete scope of the OMS modernization
- **Continuous 'learning'** from experiences along the way
- **Flexibility** to make adjustments along the way



COTS solution as the foundation

- A **Commercial-off-the-Shelf (COTS) solution** will form the basis for the new OMS
- It must be specifically developed for detention processes
- **Demonstrated success** in practice
- COTS will support at least Scope A & B



OMS modernization for the other scope areas

- Depending on successful progress of implementation, further research and pilots
- **Clear go/no-go decision points** to decide how and with what type of solutions to realize further scope



Scope areas A, B, C, D & E

Total OMS scope is broken up into 5 scope areas, grouped together based on:

- › Type of functionality
- › Core OMS vs. rest
- › Generic vs. Dutch law specific
- › Lessons learned from international research by DJI

A – OMS Basic Registration

Placement, Population, Capacity Management

B – OMS Peripheral Registration

Assets & Properties and Visitation

C – Sentence Calculation

Determining detention terms and phasing

D – Case Management / Workflow Control

D1; Workflow control: Handling Grievances, Complaints, Objections, Appeals, and Suspensions, Placement Advice, Incidents
D2: DJI-specific: Drafting and managing of Detention and Reintegration Plans.

E – Dossier Management

Support for management of- and access to- Penitentiary Files.

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Scope areas in detail

A – OMS Basic
Registration

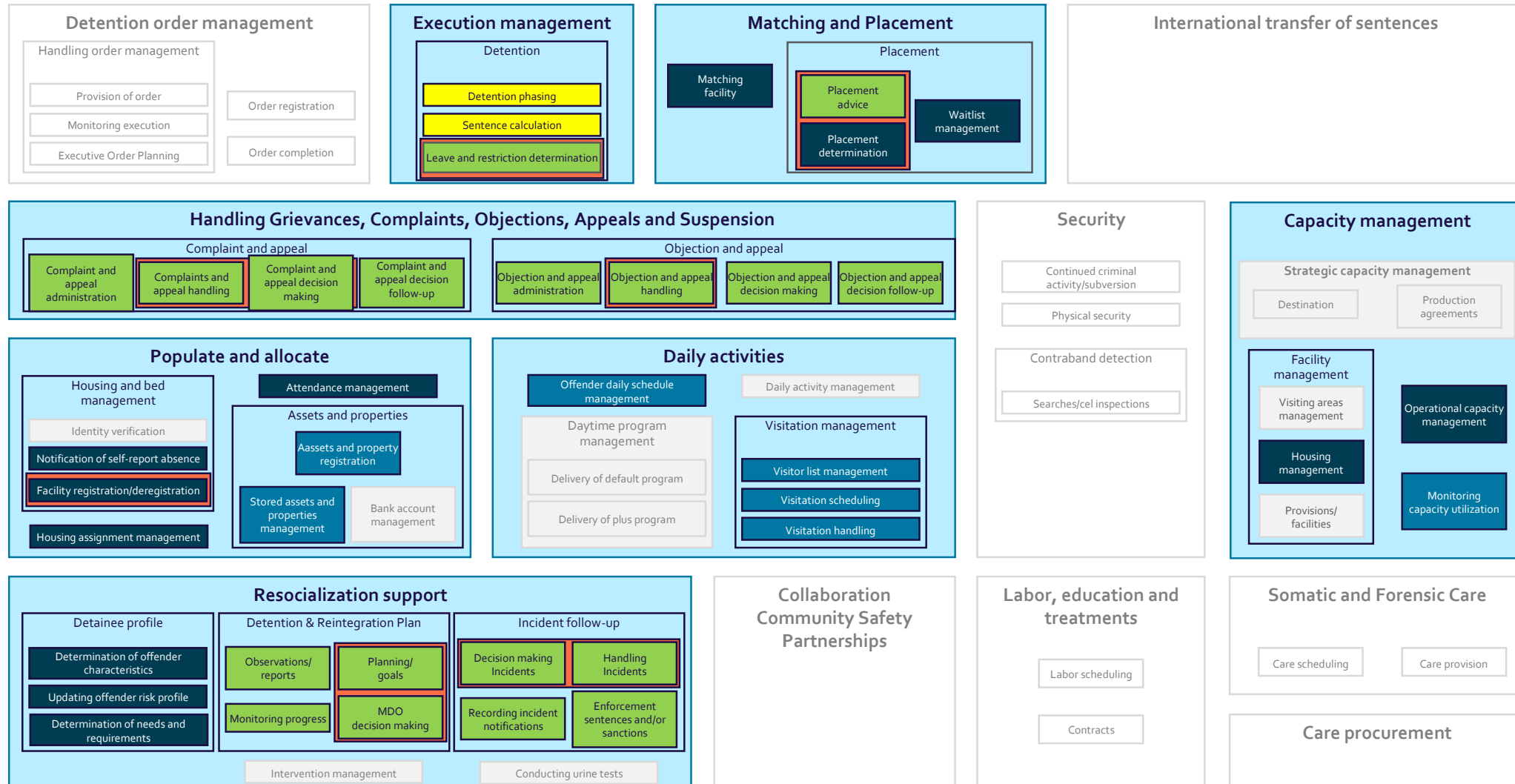
B – OMS Peripheral
Registration

C – Sentence Calculation

D – Case Management /
Workflow Control

E – Dossier Management

Out of Scope





3. Project: Modernizing Scope A



1st Project consists out of 2 phases

Phase A1

- **Tendering, selection and contracting** of a COTS solution, including a partner for realization and implementation.
- **Realization of a part of Scope A**, to prove that the solution meets functional requirements, technical requirements and effective project collaboration with all partners.
The result of this phase will not yet be implemented at DJI.
- Decision on how to continue the modernization of the OMS.

Phase A2

- **Continuation of the realization of Scope A** and realization of data integration between COTS solution and DJI applications.
- **National implementation of the new solution** and associated processes at the penitentiary institutions and DIZ.
- **Phasing out TULP MIR and TULP GW** instances.

The expected duration for Modernization Scope A is 2.5 years.



Scope A – functional scope

Project Modernizing Scope A

- > Is focused on establishing a reliable and consistent registration of prisoners and their placement
- > All other scope areas are dependent on the accurate documentation of this data

Scope A covers a part of the **'lifecycle' of an offender**

- > Beginning with the receipt of an order for a custodial sentence,
- > extending to the assignment of a placement in a penitentiary institution or detention center

Business functions within Scope A
Matching facility
Placement determination
Waitlist management
Operational capacity management
Housing management
Facility Registration/Deregistration
Notification of Self-Report Absence
Housing Assignment Management
Attendance Management
Determination of Offender Characteristics
Updating the Offender Risk Profile
Determination of Needs and Requirements

[Click for details](#)



Scope A – technical scope 1/3

Current IT applications

Currently, the functionalities within scope A are provided from three systems ('TULP' systems):

- > TULP GW
- > TULP Selection (IZ module)
- > TULP MIR

The new OMS for Scope A will operate on a centralized database, where the Individual Affairs division (DIZ) and all detention facilities will register and manage their data.

- > It is aimed at improving efficiency and operational reporting.
- > Will replace the existing 44 instances of TULP GW with one unified system for Scope A.



Scope A – technical scope 2/3

Technical requirements

- › **Centralized database:** consolidate data from various sources into one central new OMS for scope A, eliminating the multiple instances (44) of TULP GW.
- › **Operational Reporting & Interfaces:** provide operational reports and create interfaces with external systems and users.
- › **Integration Platform:** Facilitate data exchange between different applications and external chain partners through the DJI Integration Platform.
- › **RESTful APIs:** Interfaces will be built preferably using RESTful APIs to ensure standardized and efficient data exchange.



Scope A – technical scope 3/3

Notes

- > MetIS will handle the disclosure of management information based on data from the new OMS.
- > After the new OMS is implemented for Scope A, TULP GW and TULP MIR can be decommissioned.

Separate project for Sentence calculation

- Scope C will address the calculation of sentence duration (terms and phases)
- This specific functionality will run as a separate project in parallel to the OMS modernization.

Scope A includes the connection to DJI's data services.

- For some types of data, the new OMS will serve as the authentic source, making this information available for broader use outside the OMS through data services.
- Other data from external services, such as the current data services "Persons, Identity" and "Standard Values", will be used by default within the OMS, overwriting any manually entered information.



Tendering, selection and contracting

DJI intends to initiate the tendering process in **Q3 2025**. Suppliers may submit proposals individually or in partnership (e.g., a COTS solution provider with a Dutch-speaking implementation partner)

Offering as a partnership is recommended to meet the key success factors

- Proven COTS solution aligned with functional and technical requirements.
- Expertise in configuring & implementing large-scale IT systems for government use.
- A Dutch-speaking central point of contact with knowledge of Dutch detention processes & regulations.

Competitive dialogue

- DJI intends to conduct the tender according to a competitive dialogue procedure (Public Procurement Directive 2014/24/EU)

Flexible contracting

- Starting with a COTS solution for Scope A & B
- With a possibility to extend the solution to other scope areas, if the solution proves satisfactory

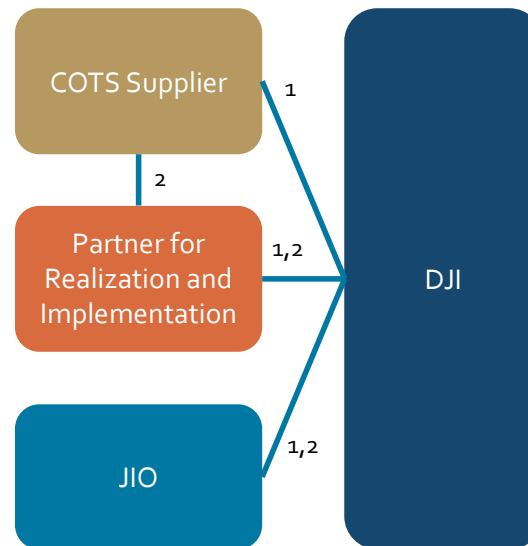


Proposed governance model

For a successful modernization of the OMS, we expect that the foreign COTS supplier will have to collaborate with a Dutch-speaking partner for the realization and implementation of the OMS solution.

For the Project phase, DJI intends to structure the governance of this ecosystem as follows.

- During the project phase, the Dutch-speaking Partner for Realization and Implementation will be positioned as the point of contact for DJI
- The roles and responsibilities during the maintenance & support phase will be elaborated later, also in consultation with suppliers.



Processes		
General	1	Strategy en Portfolio Management Audit & Compliance Financial Management Contract Management
Project phase	2	Project Management Design and Realization Test and Acceptance Implementation
Maintenance & Support Phase	3	Service (Level) Management. Operational IT Management en Service Delivery

[Click for details](#)



Questions & Answers

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Business functions Scope A	Dutch term & CTA Reference	Description
Matching facility	"Matching inrichting" CTA: Housing and bed management	Selection of the suitable facility or facilities based on information from the execution order (e.g., court ruling and directives) and available (usable) capacity, resulting in a shortlist of 'candidate' facilities.
Placement determination	"Vaststelling plaatsing" CTA: Housing and bed management	Formal approval of the placement recommendation.
Waitlist management	"Beheer wachtlijst" CTA: Housing and bed management	Support for the flow of detainees within the limited capacity of individual facilities, locations, and DJI overall.
Operational capacity management	"Beheer operationele capaciteit" CTA: Housing and bed management	Management of the currently available (usable) capacity for the placement of offenders, including approval of changes in the status of housing spaces.
Housing management	"Beheer verblijfsplaats" CTA: Housing and bed management	Management of (accommodation) spaces (bed/cell) within a facility (Planned capacity). A housing space consists of one or more accommodations. Housing spaces are linked to a specific designation and have an operational status for capacity planning purposes (e.g., usable or out of service).
Facility Registration/Deregistration	"In-/uitschrijving inrichting" CTA: Reception and commitment	Administrative registration or deregistration of offenders within the facility.
Notification of Self-Report Absence	"Signalering zelfmelders" CTA: Reception and commitment	Identifying offenders who fail to report to the facility at the designated time (self-reporting offenders).
Housing Assignment Management	"Beheer toewijzing verblijfsplaats" CTA: Housing and bed management	Management of accommodations assigned to offenders (cell/bed) within the facility, including the current occupancy status of accommodations per facility.
Attendance Management	"Beheer aanwezigheid" CTA: Security, Housing and bed management	Recording and managing the presence and authorized absences of offenders in the facility.
Determination of Offender Characteristics	"Vaststelling kenmerken justitiabele" CTA: Security threat groups, Reception and commitment	Collecting, recording, and managing offender characteristics relevant to the enforcement of the imposed sentence or measure.
Updating the Offender Risk Profile	"Actualisering risicoprofiel justitiabele" CTA: Classification, Security threat groups, Release and discharge	Maintaining a complete and up-to-date risk profile of the offender based on information provided by chain partners and conducted risk assessments (including risk screenings). The risk profile supports decisions regarding placement in the appropriate facility, destination, and recommendations or decisions about leave and privileges.
Determination of Needs and Requirements	"Vaststelling noden en behoeften" CTA: Reception and commitment, Classification	Collecting, recording, and managing the needs and requirements of offenders to ensure their safe stay within the facility and contribute to their reintegration into society or return to their country of origin.



Roles	Responsibilities
DJI	DJI is the client for the OMS modernization. • DJI determines the project objectives, scope and other requirements. • DJI provides the Product Owner and Architect who are responsible for managing and prioritizing the backlog items. • DJI ensures the availability of domain experts and representatives of end users to provide input and feedback during the project. • DJI provides a technical environment for deployment, testing, acceptance and ultimately production. • DJI is responsible for conducting various acceptance tests, including technical, functional and user tests. • DJI makes decisions about scope changes and go/no-go moments, and is responsible for the implementation, acceptance and commissioning of the IT solution within its own organization. • DJI takes care of internal communication and change management to ensure effective adoption of the new IT solution and processes.
COTS supplier	The COTS Supplier provides the COTS solution and associated knowledge on both the technology and the associated standard/reference work processes. • The supplier supports the Partner for Realization and Implementation during configuration and implementation of the COTS solution. • They provide advice on best practices for implementation and configuration, and offer support for complex technical issues. • The COTS Supplier is responsible for delivering updates and patches for the software, and provides second-line support during development, implementation and management. In exceptional cases where customization is necessary, this is realized as part of the COTS solution by the COTS supplier.
Partner for realization and implementation	This Dutch-speaking partner is the primary point of contact for DJI during the project phase and is responsible for the successful realization of the IT solution, interfaces and data integration, within time, budget and quality requirements. • This partner provides the development team, translates functional requirements into technical solutions, configures the COTS solution, realizes interfaces and data integration, conducts tests and is responsible for CI/CD and deployment. • This partner supports user acceptance tests, provides documentation and knowledge transfer, and offers support in the implementation and roll-out of the IT solution.
JIO	The Judicial ICT Organization (JIO) is the technical IT management partner for DJI. • They will host the COTS solution and perform technical service management. • During the project phase, JIO helps with the realization of interfaces and integration into the technical environment of DJI.