

Beantwoording van de gestelde schriftelijke vragen - Vernieuwing Offender Management System
Answers to written questions received - Modernization Offender Management System

Questions	Answers	Original Question in Dutch
Process		
Market Verification / page 3 / section 1: "... to ... obtain feedback regarding the modernization of the Offender Management System (OMS) and the related intended tender." and "Gathering initial feedback from suppliers regarding DJI's request and approach." * Can you please be more specific about the type of feedback DJI is looking for, and in which format you want to receive that feedback?	The market verification process provided different ways for participants to share their feedback: in written format or during the conversations in either the joint information session or the 1-on-1 sessions.	
Market Verification / page 4 / section 2.1: "...engaging in a dialogue with suppliers regarding the feasibility and risks of the intended tender and associated assumptions." * Please clarify where we can find these assumptions.	We are refering to assumptions that are stated in the Market Verification documents regarding the DJI approach and tendering process.	
Would DJI be interested in customer reference visits to get some feedback on their experience, satisfaction, do's and don'ts, etcetera?	Yes, DJI would be open to customer reference visits at a later stage, during the tendering process, to gather further insights.	
"See document "Modernizing Offender Management" - chapter 3. DJI intends to start a tender based on competitive dialogue in the 3rd quarter of 2025. a) Do you intend to start an Open or Closed tender? b) Can you provide a general timeline of the phases (selection, dialogue, offer, selection & award, contracting)? c) When does DJI intend to have bureau AC-ICT conduct its research?	a) We will start with an open tender, allowing for an initial selection to a limited number of suppliers to start the competitive dialogue with. The last part is then closed. b) The tender is scheduled to begin in Q3 2025. Currently, we have planned a 9-month throughput until the start of the first phase. c) The timing of AC-ICT's involvement will be determined by AC-ICT itself. They have recently informed us that their availability is limited due to a high volume of requests.	Zie document "Vernieuwing Offender Management" - hoofdstuk 3. DJI is voornemens een aanbesteding op basis van concurrentiegerichte dialoog in 3e kwartaal 2025 te starten. a) Bent u voornemens een Open of Gesloten aanbesteding te starten? b) Kunt u een globale doorlooptijd van de fases (selectie, dialoog, offerte, selectie&award, contracting) geven? c) Wanneer is DJI voornemens om buro AC-ICT haar onderzoek te laten plaatsvinden?
"See document "Modernizing Offender Management" - paragraph 2.4 and chapter 3. Paragraph 2.4 and the 1st paragraph of chapter 3 indicate domain A as the scope of the 1st tender. Paragraph 3.3 discusses the contracting of domains A and B. Can you explain how we should interpret this?"	This is a misunderstanding, we have clarified this further in the presentation during the joint session on the 10th of February (see slide deck).	Zie document "Vernieuwing Offender Management" - paragraaf 2.4 en in hoofdstuk 3. In paragraaf 2.4 en de 1e alinea van hoofdstuk 3 wordt domein A als scope van de 1e aanbesteding geduid. In paragraaf 3.3 wordt de contractering van domein A en B behandeld.
DJI opts for a phased approach and has defined 5 domains. DJI starts with a tender for domain A in Q3 of 2025. DJI states that it intends to stay with the COTS solution of domain A for the subsequent domains, unless there are compelling reasons to deviate from this. a) What are the most important reasons for DJI to deviate from this intention? b) Does DJI intend or is even obliged to start a separate tender process for each domain?"	a) The decision on whether the COTS solution for Scope A & B will be used for other scope areas will be based on several factors: the progress/satisfaction of the implementation of scope A and B, and results from further research/pilots that DJI is starting for the other scope areas. b) No, if we decide to realize a scope area with a COTS OMS solution it will be the selected COTS OMS solution selected for Scope A and B. If we decide to realize a (part of) a scope area with another type of solution, we have to decide how to realize this including a possible separate tender.	DJI kiest voor een gefaseerde aanpak en heeft 5 domeinen gedefinieerd. DJI start met een aanbesteding voor domein A in Q3 van 2025. DJI stelt dat het de intentie is om voor de vervolgdomeinen bij de COTS-oplossing van domein A te blijven, tenzij er moverende redenen zijn om hiervan af te wijken. a) Wat zijn voor DJI de belangrijkste redenen om van deze intentie af te wijken? b) Is DJI <u>voornemens</u> of <u>zelfs verplicht</u> om voor ieder domein een apart
Planning/schedule		
General, Subject: Planning, Question: The interested party requests to postpone the question round until after the information meeting. Can the Client agree to this?"	For written questions we have already communicated a deadline. Verbal questions can be asked after the joint information session of the 10th, but only during the 1-on-1 sessions.	Algemeen, Onderwerp: Planning, Vraag: Gegadigde verzoekt om de vragenronde uit te stellen tot na de informatiebijeenkomst. Kan de Opdrachtgever hiermee akkoord gaan?
DJI intends to launch a tender for the OMS renewal project in Q3. Will this tender contain all scopes? If not, what does the procurement route (in time and coherence) look like per scope (A,B,C,D)?	Yes, the tender will contain all scopes.	DJI is voornemens in Q3 met een aanbesteding voor het project vernieuwing OMS in de markt te komen. Zal die aanbesteding alle scopes bevatten? Zo niet, hoe ziet de aanbestedingsroute (in de tijd en qua samenhang) er dan uit per scope (A,B,C,D)?
Can we assume that the OMS tender will not be launched until September and not in July/August during the summer holiday period? What is the reason it will take about 6 to 8 months before the tender officially starts? How long do you expect the planned competitive dialogue to last? Is there an indication available of the budget for the OMS renewal?	Yes, the tender will be launched at the end of Q3. We are not communicating a budget indication at this moment in time.	Mogen we ervan uitgaan dat de OMS-aanbesteding pas in september op de markt komt en niet in juli/augustus tijdens de zomervakantieperiode? Wat is de reden dat het nog circa 6 tot 8 maanden duurt voordat de aanbesteding officieel van start gaat? Hoe lang verwacht u dat de geplande concurrentiegerichte dialoog zal duren? Is er een indicatie beschikbaar van het budget voor de OMS-vernieuwing?
Modernization OMS / page 11 / section 3.3: "At the outset, DJI intends to start with the implementation of the COTS solution for Scope A and B." * Please clarify, as this statement seems to conflict with DJI's intention to start with a tender for Scope A (top of section 3) and DJI's expectation that Scope A will take 2.5 years (section 2.4.3).	More on the scope and phased approach is communicated during the joint session on the 10th of February (see slide deck)	

Scope/solution/functional			
Document: Modernization of Offender Management System Subject: 4.1 Collaboration between parties Question: Can the client explain why they expect that a successful renewal will involve a foreign COTS supplier?	To our knowledge there are no local (Dutch) OMS COTS solutions available, only 'international'.		Document :Vernieuwing Offender Management Systeem, Onderwerp: 4.1 Samenwerking tussen partijen , Vraag: Kan de opdrachtgever toelichten waarom zij verwacht dat er bij een succesvolle vernieuwing sprake zal zijn van een buitenlandse COTS-leverancier?
Document: Modernization of Offender Management System Subject: 3.1 Offering as a combination Question: The Client states that they desire a central point of contact (in the Netherlands and Dutch-speaking) with knowledge of Dutch detention processes and related laws and regulations. The interested party believes that the scope components mentioned under 2.2.2 can be easily set up (configured) using COTS. Moreover, under 4.2.1, you write that DJI will make domain experts available to provide feedback throughout the project. Is the Client open to both the delivery of COTS and Realization and Implementation being carried out by the COTS supplier (in the Netherlands and in Dutch)?	Yes, but only if there is a proven local COTS OMS solution.		Document: Vernieuwing Offender Management Systeem, Onderwerp: 3.1 Aanbieden als combinatie, Vraag: Opdrachtgever stelt dat zij een centraal aanspreekpunt (in Nederland en Nederlandstalig) met kennis van de Nederlandse detentieprocessen en gerelateerde wet- en regelgeving wenst. Gegadigde is van mening dat de onder 2.2.2. genoemde onderdelen van de scope met behulp van COTS prima zijn in te richten (configureren). Bovendien schrijft u onder 4.2.1. dat DJI domeinexperts beschikbaar stelt om feedback te geven gedurende het project. Staat Opdrachtgever ervoor open dat zowel levering van COTS en Realisatie en Implementatie door leverancier van COTS (in Nederland en Nederlandstalig wordt uitgevoerd?
Document: Modernization of Offender Management System Subject: 1.1 Exploration of OMS renewal Question: The interested party is of the opinion that requesting software specifically developed for detention processes does not necessarily contribute to selecting the "best solution" for DJI. Additionally, adhering to this principle may have a negative effect on market dynamics. We would like to draw the client's attention to the fact that the interested party has COTS that is not specifically developed for the detention process, but can be specifically configured for the detention process. The interested party requests to shape the market consultation and subsequent procurement process in such a way that the interested party can demonstrate what they can mean for the Client. Can the client agree to this?	No, for now we are following the scenario with a COTS OMS solution as the basis. Our preliminary research has led to this scenario as the preferred option. If a supplier does not have an existing COTS solution specifically for Offender Management available, in our opinion, they do not fit the request. We will not adjust our procurement process for this.		Document: Vernieuwing Offender Management Systeem, Onderwerp: 1.1 Verkenning vernieuwing OMS , Vraag: Gegadigde is de mening toegedaan dat het uitvragen van software die specifiek voor detentieprocessen is ontwikkeld niet per definitie bijdraagt aan het selecteren van de "beste oplossing" voor DJI. Daarnaast heeft het vasthouden aan dit uitgangspunt mogelijk negatief effect op de marktwerking. Graag attenderen wij opdrachtgever op het feit dat gegadigde beschikt over COTS die niet specifiek is ontwikkeld voor het detentie proces, maar wel specifiek kan worden geconfigureerd voor het detentieproces. Verzoek van gegadigde is om het marktconsultatie en daaropvolgend inkoopproces dusdanig vorm te geven dat gegadigde kan laten zien wat zij voor Opdrachtgever kan betekenen. Kan de opdrachtgever hiermee instemmen?
Could you please clarify the organization of the penitentiary system? Is it structured as a centralized or decentralized system? Additionally, provide details on the governance and IT infrastructure at both the central and facility levels. Any additional information you deem relevant would be appreciated.	The DJI organization is partly central and partly decentral. For example: initial placement of detainees is done centrally, other management/administrative tasks are performed decentrally. The current OMS IT System (TULP) is centrally developed and maintained, but consists out of 44 separate installed instances.		
What criteria led to the choice of the current scope division? For example, the document states that scope area C is largely developed simultaneously with scope area A. Is this a sensible approach? Additionally, it is mentioned that other types of solutions may be needed for the remaining scope areas. Can you elaborate on this?	DJI used several criteria to come to the scope definitions, see also the slide deck of the joint information session of the 10th of February. DJI has the ambition to use the subject of scope C more broadly than just the GW and VB target groups. As such, the development of Scope C is also influenced by the other target groups for which DJI is responsible.		Welke criteria hebben geleid tot de keuze voor de huidige scope-indeling? In het document staat bijvoorbeeld dat scopegebied C grotendeels tegelijk met scopegebied A wordt ontwikkeld. Is dat een verstandige aanpak? Daarnaast wordt vermeld dat voor de overige scopegebieden mogelijk andere soorten oplossingen nodig zijn. Kunt u dit verder toelichten?
Which COTS solutions has DJI already considered? To which COTS suppliers outside the EU has this market consultation been sent? Will the results of the broad international market research also be shared with us?	At this moment there is no preference for one or more of the available COTS OMS solutions. The names of the COTS suppliers that participated in the joint sessions of the 10th of February are available in the slide deck that is part of the report-out of the Market Verification. We will not share the mentioned international research results at this moment.		Welke COTS-oplossingen heeft DJI al in overweging genomen? Naar welke COTS-leveranciers buiten de EU is deze marktconsultatie gestuurd? Worden de resultaten van het brede internationale marktonderzoek ook met ons gedeeld?
What were the main criteria on which DJI based its conclusion that a COTS solution for replacing OMS would be the best choice?	Based on the Highberg research and scenario analysis, performed in 2024, DJI concluded that creating the basis (Scope A and B) with a COTS Solution will align the best with the objectives of modernizing the OMS and offers the best means to mitigate the overall risks.		Wat zijn de voornaamste criteria geweest waarop DJI de conclusie heeft gebaseerd dat een COTS oplossing voor de vervanging van OMS de beste keus zal zijn?
How do you see the connection between a potential COTS solution and the expected innovations? Where does the management and production process of these innovations lie?	Replacing the current TULP systems with a modern COTS solution should enable future innovations. DJI has high expectations of the COTS supplier in terms of integration with DJI's existing landscape, which is currently being expanded with modern REST APIs. The innovative functionality of the COTS supplier will therefore be a reinforcement for DJI when it comes to innovations.		Hoe ziet u de samenhang tussen een eventuele COTS oplossing en de verwachte innovaties? Waar ligt de regie en het voortbrengingsproces van die innovaties?

We note that a process model and a business function model have already been defined, but we read nothing in the document about a data model. This seems very relevant to us for this assignment, especially with regard to the data migration from TULP to the new OMS. Is such a data model available? Can you also elaborate on the required data migration activities? For example, how is the data quality of the current 44 TULP GW databases?	There is a business object model and of course a data model of the current TULP systems. We are not making these available at this point in time. We expect that the data from the COTS solution can be made accessible to DJI's systems. During the joint session and 1-on-1 sessions we have further discussed data migration and data integration. More details will be shared later during the tendering process.	We merken op dat er al een procesmodel en een bedrijfsfunctiemodel zijn gedefinieerd, maar we lezen in het document niets over een datamodel. Dit lijkt ons zeer relevant voor deze opdracht, vooral met het oog op de datamigratie van TULP naar het nieuwe OMS. Is een dergelijk datamodel beschikbaar? Kunt u daarnaast dieper ingaan op de benodigde datamigratieactiviteiten? Hoe is bijvoorbeeld de datakwaliteit van de huidige 44 TULP GW-databases?
Which existing systems and databases need to be integrated? Are there specific challenges expected in the integration with the current DJI IT architecture? Is the DJI integration platform part of the project, or is this platform only used as a service during implementation?	The current TULP systems need to be replaced by a modern COTS solution. This does not necessarily mean that the entire instances of the TULP systems will disappear immediately. The TULP systems will most likely continue to serve as a source for historical data for a period of time. DJI therefore has high expectations of the COTS supplier in terms of integration with the existing DJI landscape, which is currently being expanded with modern REST APIs.	Welke bestaande systemen en databases moeten worden geïntegreerd? Worden er specifieke uitdagingen verwacht bij de integratie met de huidige DJI IT-architectuur? Is het DJI-integratieplatform onderdeel van het project, of wordt dit platform alleen als dienst gebruikt tijdens de implementatie?
How do you ensure that DJI employees embrace the new OMS solution and can use it effectively in their daily work? Is it, for example, possible for DJI to align its processes with the available functionality of the selected COTS solution to avoid customization?	Yes, please - we will adapt as much as possible to the processes supported by the COTS solution. Yes, we also recognize that change management, communication and training is needed to make sure the solution is adopted and effectively used by the employees of DJI.	Hoe wordt gewaarborgd dat de medewerkers van DJI de nieuwe OMS-oplossing omarmen en deze effectief kunnen gebruiken in hun dagelijkse werkzaamheden? Is het bijvoorbeeld een mogelijkheid dat DJI haar processen afstemt op de beschikbare functionaliteit van de geselecteerde COTS-oplossing om maatwerk te vermijden?
Modernization OMS / page 8 / 2.3.2: "Operational reports and interfaces with external systems/users will be provided by the new OMS solution." and there is further discussion of API's. * Does the integration layer exist, or needs to be built/provided by the new OMS solution provider?	The integration layer will be provided by DJI - and is still partly under development.	
Modernization OMS / page 9 / section 2.3.2: "The sentence duration (terms and phases) is currently calculated in Tulp GW. Modernizing of this functionality is part of scope area C and will be managed in a separate project - in parallel to the Project Modernization scope A. The new OMS for Scope A (based on a COTS solution) must be linked to this new independent calculation module." * Would you consider including the Sentence Calculation functionality into scope A, to reduce interfacing requirements? * Here we also refer to section 3.3: "..., if the COTS solution proves satisfactory and meets the requirements, it [DJI] also aims to extend the same solution to other scope areas." If a separate solution for Scope C is developed in parallel, an opportunity for efficient integration will be lost.	Not as part of Scope A, maybe if A and B are successfully developed and implemented.	
Modernization OMS / page 13 / section 4.2.3: "This Dutch-speaking partner ... provides the development team, ...". * Will DJI accept another division of roles between COTS supplier and Dutch-speaking contact partner, as long as responsibilities are clear towards DJI? For example, in our case, the development team would most likely be provided by the COTS supplier.	For now we are open to discuss other options.	
What type of infrastructure will be provided for the new OMS (e.g., on-premise, cloud, hybrid)? Will the hosting be managed by the Judicial ICT Organization (JIO), and if so, what are the key integration requirements?	We are open to different options, if compliant with security etc. requirements.	
How can we access and extract data from the 44 instances of the existing systems (TULP)? Are there any specific data migration protocols, tools, or APIs that must be used?	APIs. DJI's existing application landscape is currently being expanded with REST APIs.	
Could you provide volumetric information regarding the number of users and their roles (internal users, external users, administrative staff, system operators, etc.)?	10.000 non-concurrent users in total.	
Who are the external users that will interact with the system, and what type of information will they be able to access? Will there be any integrations with other criminal justice or immigration systems? Are there specific security or privacy constraints for external users?	Users from different chain partners should be able to access the system. These users can have different levels of authorization and security/privacy constraints. We will communicate this in more detail later in the tendering process	
What type of authentication mechanisms are preferred (e.g., SSO, multi-factor authentication, biometric login)?	SSO preferred.	
Are there designated centralized users or administrators with system-wide control? Will role management and user permissions be handled centrally or locally at each facility?	Yes, centrally.	

Do you maintain a centralized database that is periodically updated? In case it is synchronized, how often is it?	Not at this moment.		
Does DJI has a preference for a specific cloud provider?	No.		
What are the expected language requirements for the system? Dutch, English, other?	Dutch.		
Is there an existing document management system the OMS will integrate with, or will the document management system be provided by the vendor?	Not yet included, will be decided after implementation of Scope A and B. We do however require full stack integration possibilities between the COTS OMS and other DJI systems.		
"See document "Modernization of Offender Management" - chapter 4 governance model. DJI desires a single point of contact in the form of the Dutch Systems Integrator for the integrated service provision by SI and COTS supplier. The diagram in 4.1 shows multiple lines from DJI to the SI and the COTS supplier. Can you elaborate on this?"	More on the governance during the project phase was communicated during the joint session on the 10th of February (see slide deck).		Zie document "Vernieuwing Offender Management" - hoofdstuk 4 regiemodel. DJI wenst één aanspreekpunt in de vorm van de Nederlandse Systems Integrator voor de integrale dienstverlening door SI en COTS-leverancier. Het schema in 4.1 toont meerdere lijnen vanuit DJI naar de SI en de COTS-leverancier. Kunt u dit nader toelichten?
Which implementation/migration strategy does DJI envision for scope A? Do you prefer a big bang, phased approach per institution, or another form?	Phased in as short a period as possible, institution by institution and nationwide.		Welke implementatie/migratie strategie voorziet DJI bij domein A. Wenst u een big-bang, gefaseerd per instelling, of een andere vorm?
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What are the main criteria for selecting the COTS solution? How are the functional requirements, technical architecture, supplier experience, successful implementations, and price weighted in this?	COTS selection criteria will be part of the tender.		Wat zijn de belangrijkste criteria voor de selectie van de COTS-oplossing? Hoe worden de functionele eisen, de technische architectuur, de ervaring van de leverancier, succesvolle implementaties en de prijs hierin mee gewogen?
What contract period (per scope) does DJI have in mind for awarding the contract?	We are looking for long-lasting partnerships, more details on contract duration will follow during the tender.		Welke contractperiode (per scope) heeft de DJI in gedachte bij gunning?
Modernization OMS / page 4 / section 1.2.1: "Supporting processes in an efficient and logical flow." * With regard to business processes, (i) has DJI mapped new processes, or (ii) will DJI work with processes as proposed by the provider, or (iii) does DJI plan to jointly review the processes as part of the assignment?	We prefer to work with the processes provided by the COTS supplier (if possible).		
Modernization OMS / page 11 / section 3.3: "This tender is aimed at selecting a COTS solution and a partner for realization and implementation." * Are these separate decisions, or will DJI only consider partner combinations as offered?	At this moment we expect to decide this based on one tender (no separate decisions).		
What payment structure does DJI have in mind, e.g. step-by-step along with milestones and results delivered?	We will pay step-by step, for the scope agreed and realized and for the scope we actually have in use.		
The ARBIT is the standard for the Dutch government. In several key areas, the ARBIT is fundamentally unsuitable or conflicts with the interests of foreign COTS suppliers. COTS suppliers prefer to use their own terms and conditions as the basis for agreements. The proposed solution is to work towards a synthesis between the ARBIT and the COTS supplier's terms and conditions. Is DJI willing to consider this approach?	We will come back to this later in the tender.		De ARBIT is de standaard voor de Nederlandse Overheid. De ARBIT is op diverse artikelen fundamenteel niet geschikt cq strijdig met de belangen van buitenlandse COTS-leveranciers. COTS-leveranciers wensen hun terms & conditions als uitgangspunt. De oplossing hiertoe is om naar een synthese tussen ARBIT en voorwaarden COTS-leverancier toe te werken. Is DJI hiertoe bereid?