



Dienst Justitiële Inrichtingen
Ministerie van Justitie en Veiligheid

Documenten Markttoets

Bijlage 4

Vernieuwing Offender Management Systeem (OMS)

t.b.v. Dienst Justitiële Inrichtingen

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De volgende documenten horen bij de uitgevoerde Markttoets, zoals gepubliceerd op TenderNed onder kenmerk TN407748 en maken onderdeel uit van Bijlage 4:

- Markttoets (NL & UK)
- Bijlage bij Markttoets: Vernieuwing Offender Management Systeem (NL & UK)
- Bijlage A bij Markttoets: Uitgangspunten en randvoorwaarden (NL & UK)
- Presentatie behorende bij Markttoets: Presentation Modernization OMS
- Report-out of Market Verification
- Written Questions & Answers
- Informatie n.a.v. de Markttoets (NL & UK)



Markttoets

Nadere beschrijving van de markttoets t.b.v. de
vernieuwing Offender Management Systeem
(OMS) en gerelateerde aanbesteding

Datum	21 januari 2025
Status	1.0 Definitief
Auteurs	Projectteam Vernieuwing OMS, in samenwerking met Highberg

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1 Inleiding en doelstelling

Deze markttoets is door het Inkoop Uitvoeringscentrum Dienst Justitiële Inrichtingen (IUC DJI) opgesteld om marktpartijen te informeren en feedback te ontvangen met betrekking tot de vernieuwing van het Offender Management Systeem (OMS)¹ en de voorgenomen gerelateerde Europese aanbesteding. In dit document is informatie opgenomen over de procedurele zaken, planning, et cetera.

De organisatie

Dienst Justitiële Inrichtingen (DJI) zorgt namens de Minister van Justitie en Veiligheid voor de tenuitvoerlegging van straffen en vrijheidsbenemende maatregelen, die na uitspraak van een rechter zijn opgelegd. Met 50 locaties en 38 inrichtingen, en zo'n 16.000 medewerkers, is DJI één van de grotere organisaties in Nederland. Jaarlijks herbergt DJI voor korte of langere tijd zo'n 37.000 justitiabelen.

Behoeft

DJI is voornemens de bestaande applicaties ten behoeve van de administratie van het detentieproces te vernieuwen om zo het operationele proces te verbeteren. Deze processen omvatten de in-, door- en uitstroom en het verblijf van justitiabelen binnen penitentiaire inrichtingen (PI) en detentiecentra (DC), evenals de centraal georganiseerde primaire processen voor het Gevangeniswezen (GW) en de Vreemdelingenbewaring (VB) binnen de Divisie Individuele Zaken (DIZ).

DJI is voornemens in het 3^e kwartaal van 2025 een aanbesteding te starten ter ondersteuning van de vernieuwing OMS. De vernieuwing OMS en de voorgenomen aanbesteding zijn nader beschreven in het begeleidende document genaamd <Vernieuwing Offender Management Systeem.pdf>. In dit begeleidende document is informatie opgenomen over de achtergrond en doelstellingen van de vernieuwing, de functionele en technische scope, de projectaanpak en het voorgenomen aanbestedingsproces.

Doelstellingen markttoets

Ter voorbereiding op de voorgenomen aanbesteding voert DJI deze markttoets uit, dit met de volgende doelstellingen:

- Tijdig informeren van de markt, teneinde geïnteresseerde marktpartijen voldoende tijd te geven om zich voor te bereiden op de vraag van DJI;
- Eerste feedback ophalen vanuit de markt ten aanzien van de vraag en aanpak van DJI.

¹ De term OMS (Offender Management Systeem) wordt in dit document gebruikt om te refereren naar het totaal van de administratieve IT systemen ter ondersteuning van de detentieprocessen binnen DJI, zoals nader gedefinieerd in <Vernieuwing Offender Management Systeem.pdf>.

2 Informatievoorziening en dialoog

2.1 Inleiding

Met deze markttoets biedt DJI de mogelijkheid aan marktpartijen om meer informatie te verkrijgen over de toekomstige aanbesteding en om feedback te geven vanuit hun specifieke expertise. Specifiek is DJI geïnteresseerd om met marktpartijen in gesprek te treden over de haalbaarheid en de risico's van de voorgenomen aanbesteding en bijbehorende uitgangspunten.

Dit document en het begeleidend document <Vernieuwing Offender Management Systeem.pdf> zijn gepubliceerd op TenderNed en tevens verstuurd aan een lijst van bij DJI bekende buitenlandse leveranciers voor Commercial Off the Shelf (COTS) OMS oplossingen².

2.2 Nadere informatie en dialoog

Deze markttoets biedt 3 manieren om nadere informatie te verkrijgen:

1. Gezamenlijke Informatiesessie op 10 februari in Zeist
2. Persoonlijk 1-op-1 gesprek op aanvraag op 12 of 13 februari
3. Schriftelijke vragen

2.2.1 Gezamenlijke Informatiesessie

De Gezamenlijke Informatiesessie vormt een waardevol moment waarin marktpartijen in de gelegenheid worden gesteld om meer inzicht te krijgen in de vernieuwing OMS en de voorgenomen aanbesteding. Tijdens deze Engelstalige sessie worden de context, uitgangspunten en verwachtingen van de vernieuwing toegelicht, met speciale aandacht voor Project "Vernieuwing Scope A".

De sessie vindt plaats op **10 februari 2025 van 14:00 tot 16:00 (CET)**, te Zeist en biedt marktpartijen de kans meer informatie te verkrijgen over de voorgenomen aanbesteding door DJI. Hiermee wordt een platform geboden om verdiepende vragen te stellen, voor een beter begrip van de vernieuwing OMS en de toekomstige aanbesteding. Hoewel fysieke aanwezigheid sterk wordt aangeraden vanwege de interactieve aard van de bijeenkomst, zal het ook mogelijk zijn om de sessie op afstand bij te wonen via een digitale verbinding.

Geïnteresseerde marktpartijen kunnen zich aanmelden via het document <Aanmeldingsformulier.xls>, dat bijgevoegd is bij de publicatie van deze *Markttoets* op TenderNed. In dit formulier dienen marktpartijen hun interesse kenbaar te maken en een korte introductie van hun organisatie te verstrekken. Graag ontvangt DJI het ingevulde aanmeldingsformulier **uiterlijk op 5 februari (20:00 CET) 2025** via de 'Berichtenmodule' in TenderNed.

DJI behoudt zich het recht voor om aanmeldingen af te wijzen, indien zij van mening is dat deelname aan de sessie voor deze specifieke leverancier niet relevant is. DJI is uitdrukkelijk niet verplicht iedere marktpartij die zich aanmeldt uit te nodigen, dan wel een opgaaf van redenen te geven waarom een marktpartij wel of niet wordt uitgenodigd. Na goedkeuring van de aanmelding zullen marktpartijen een uitnodiging ontvangen voor de sessie op 10 februari.

² Wij versturen deze documentatie naar COTS leveranciers, omdat deze voornamelijk gevestigd zijn buiten Europa en zij TenderNed hoogstwaarschijnlijk niet actief monitoren.

2.2.2 *Persoonlijk 1-op-1 gesprek*

Als onderdeel van de markttoets kunnen marktpartijen ook een individueel 1-op-1 informatiegesprek aanvragen. Ook voor deze gesprekken is aanmelding via het voorgenoemde aanmeldingsformulier vereist.

Wij adviseren partijen die een individueel 1-op-1 gesprek willen aanvragen nadrukkelijk om ook aanwezig te zijn bij de Gezamenlijke Informatiesessie op 10 februari. Tevens vragen wij marktpartijen die voornemens zijn in combinatie deel te nemen aan de toekomstige aanbesteding van DJI, zich gezamenlijk aan te melden voor een individueel 1-op-1 gesprek.

Na goedkeuring nodigt DJI de marktpartijen uit voor een persoonlijk gesprek op **12 of 13 februari 2025**. Tijdens deze gesprekken kunnen marktpartijen een beter inzicht verkrijgen in de voorgenomen oplossing en aanpak van DJI en tegelijkertijd hun expertise en oplossingsrichtingen onder de aandacht brengen.

De persoonlijke 1-op-1 gesprekken, van één uur, worden gepland op 12 en 13 februari 2025. De gesprekken kunnen zowel in het Nederlands als in het Engels worden gevoerd, afhankelijk van de voorkeur van de marktpartij. Ook hiervoor geldt dat leveranciers gevraagd worden fysiek aanwezig te zijn. Indien dat niet mogelijk is, kan een videoverbinding als alternatief worden geboden. Marktpartijen ontvangen tijdig een uitnodiging met verdere details over de planning, locatie en het format van de sessie.

DJI is uitdrukkelijk niet verplicht iedere marktpartij die zich aanmeldt uit te nodigen, dan wel een opgave van redenen te geven waarom een marktpartij wel of niet wordt uitgenodigd.

2.2.3 *Schriftelijke vragen*

Aanvullend, hebben marktpartijen de mogelijkheid om schriftelijk vragen te stellen via het formulier: <Formulier voor het indienen van vragen.xls> Dit formulier dient ook via de 'Berichtenmodule' op het TenderNed-platform verstuurd te worden. Door het stellen van vragen krijgen marktpartijen de gelegenheid om verduidelijking te vragen over het Project "Vernieuwing Scope A", de markttoets, of andere relevante aspecten van de vernieuwing OMS. De beantwoording van deze vragen vindt eveneens schriftelijk plaats.

Vragen kunnen tot uiterlijk **7 februari om 12.00 uur (CET)** worden ingediend. Om transparantie te waarborgen, worden gestelde vragen en bijbehorende antwoorden, samen met een verslag van de Gezamenlijke Informatiesessie, uiterlijk op 21 februari gepubliceerd. Ook zal een samenvatting van de 1-op-1 gesprekken worden toegevoegd, waarin de nadruk zal liggen op de extra informatie die DJI verstrekt heeft aan de deelnemers. Hiermee krijgen alle betrokken partijen toegang tot dezelfde informatie en inzichten.

3 Procedure markttoets en contactinformatie

Door deelname aan deze markttoets gaan marktpartijen akkoord met de bepalingen zoals verwoord in <Bijlage A: Uitgangspunten en Randvoorwaarden.pdf>.

3.1 Planning

Voor deze markttoets houdt het IUC DJI onderstaande planning aan:

Activiteit	Datum	Tijdstip CET
Publicatie Markttoets en begeleidende documenten op TenderNed	Donderdag 23 januari 2025	
Aanmelding deelname aan markttoets via het aanmeldingsformulier	Uiterlijk woensdag 5 februari 2025	Vóór 20:00
Uiterste datum voor het indienen van vragen	Uiterlijk vrijdag 7 februari 2025	Vóór 12.00 uur
Gezamenlijke Informatiesessie	Maandag 10 februari 2025, Zeist	14.00-16.00 uur
1-op-1 gesprekken (op aanvraag)	Woensdag 12 februari 2025 en Donderdag 13 februari 2025	
Verslag informatiesessies en antwoorden op de gestelde vragen op TenderNed	Vrijdag 21 februari 2025	

Deelnemers worden vroegtijdig geïnformeerd met meer informatie over de plaats, datum en tijd. Fysieke aanwezigheid heeft bij alle sessies de voorkeur. Wanneer partijen niet in staat zijn om op locatie aanwezig te zijn, wordt een videoverbinding als alternatief aangeboden.

Aan bovenstaande planning kunt u geen rechten ontleen. Het IUC DJI kan deze planning tussentijds aanpassen indien daar aanleiding toe bestaat. De planning is derhalve indicatief, waarbij de zorg in acht wordt genomen om de planning aan te houden.

3.2 Vragen of inlichtingen

Als u vragen hebt over de procedure van deze markttoets, kunt u deze stellen via de 'Berichtenmodule' van TenderNed. De contactpersonen bij het IUC DJI zijn Petra van Eijk en Dirk Fonse. Alle correspondentie vindt plaats via de 'Berichtenmodule' van TenderNed.

3.3 Afronden markttoets

Het IUC DJI zal de markttoets afronden door een verslag openbaar te publiceren op www.tenderned.nl. In het verslag zullen de, naar het oordeel van DJI, belangrijkste conclusies van de markttoets opgenomen worden.

In verband met dit verslag wijst IUC DJI deelnemers uitdrukkelijk op het volgende:

- Het verslag wordt openbaar gepubliceerd. Deelnemers verlenen toestemming aan het IUC DJI om hun beantwoording en andere door hen verstrekte informatie en/of gegevens te gebruiken als input voor dit verslag;
- De informatie zal geanonimiseerd in het verslag worden opgenomen. Het verslag zal wel melding maken van de deelnemende marktpartijen;

- Het verslag bevat de conclusies zoals deze door IUC DJI zijn verwoord. (De inhoud van) het verslag zal niet in concept worden afgestemd met de deelnemers. In het verslag zal wel gemeld worden dat het verslag de weergave van het projectteam behelst en dat dit niet noodzakelijkerwijs gedeeld is door de deelnemers.



Market Verification

Description of the market verification process for the modernization of the Offender Management System and related tender in 2025

Date	January 22, 2025
Status	Version 1.0
Authors	Project team Modernization OMS, in collaboration with Highberg

Disclaimer: This document is a translated version of the original "Markttoets" document, which is drafted in Dutch. While care has been taken to ensure the accuracy of the translation, any discrepancies or differences in interpretation shall defer to the Dutch version as the authoritative source.

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1 Introduction and objectives

This market verification has been prepared by the procurement center of the Dutch Custodial Institutions Agency (hereinafter IUC DJI) to inform suppliers and obtain feedback regarding the modernization of the Offender Management System (OMS)¹ and the related intended tender. This document includes details on procedural matters, timelines, and other relevant information.

The organization

The Dutch Custodial Institutions Agency (Dienst Justitiële Inrichtingen, hereinafter DJI) is responsible, on behalf of the Dutch Ministry of Justice and Security, for the execution of sentences and custodial measures imposed after a ruling by the Dutch court. With 50 locations, 38 custodial institutions, and about 16,000 employees, DJI is one of the larger organizations in the Netherlands. Annually, DJI detains about 37,000 offenders for shorter or longer periods.

The need

DJI intends to modernize the existing applications that support the administrative detention processes, to improve operations. These processes include the intake, management, and release, and the housing of offenders within penitentiary institutions and other detention centers, as well as the centrally organized primary processes for Prisons and Immigration Detention within the Division of Individual Affairs.

DJI intends to initiate a tender in the 3rd quarter of 2025 to support the modernization of the OMS. The OMS modernization and the intended tender are further described in the accompanying document titled <Modernization Offender Management System.pdf>. This document covers the background and objectives of the OMS modernization, the functional and technical scope, the approach, and the intended tender process.

Objectives of the market verification

In preparation of the intended tender, DJI is conducting this market verification with the following objectives:

- Timely informing the market, in order to give interested suppliers sufficient time to prepare for DJI's request;
- Gathering initial feedback from suppliers regarding DJI's request and approach.

¹ The term OMS (Offender Management System) is used in this document to refer to the total of administrative IT systems that support the detention processes within DJI, as outlined in the document <Modernization Offender Management System".

2 Information provision and dialogue

2.1 Introduction

By conducting this market verification, DJI offers suppliers the opportunity to obtain more information about the future tender and to provide feedback from their specific expertise. DJI is particularly interested in engaging in a dialogue with suppliers regarding the feasibility and risks of the intended tender and associated assumptions.

This document, along with the accompanying document <Modernization Offender Management System.pdf>, has been published on TenderNed, and has additionally been sent via email to a list of Commercial Off the Shelf (COTS) OMS solution suppliers who are known to DJI².

2.2 Further information and dialogue

This market verification offers suppliers 3 ways to obtain further information:

1. Joint Information Session on February 10 in Zeist, The Netherlands
2. Personal one-on-one conversation on request on February 12 or 13
3. Written questions

2.2.1 Joint Information Session

The Joint Information Session constitutes a valuable moment for suppliers to gain more insight into the modernization of the OMS and the intended tender. During this English-spoken session, the context, assumptions, and expectations of the modernization will be explained, with particular attention to Project "Modernization Scope A".

The session takes place on **February 10, 2025, from 14:00 to 16:00 (CET)**, in Zeist, The Netherlands. The session takes the form of a presentation and Q&A, to allow suppliers to ask deepening questions for a better understanding of the proposed OMS modernization and the future tender. Due to the interactive nature of the session, physical presence is strongly recommended, although it will also be possible to attend the session remotely via a digital connection.

Suppliers interested in attending are invited to submit their application by completing the document <Application Form.xls>, which is included in the publication of this Market Verification on TenderNed. This form requires suppliers to indicate their interest and to provide the necessary information regarding their organization. The completed application form must be submitted **no later than February 5, 2025 (20:00 CET)** via the messaging module, 'Berichtenmodule', in TenderNed.

DJI reserves the right to reject applications, if it deems participation in the session to be irrelevant to the specific supplier. DJI is under no obligation to invite every applicant, nor is DJI required to provide reasons for the inclusion or exclusion of any supplier. Upon approval of an application, the selected suppliers will receive an official invitation to the Joint Information Session on February 10.

² This documentation has been sent to COTS suppliers, as they are primarily based outside of Europe and are unlikely to be actively monitoring TenderNed.

2.2.2 *Personal one-on-one conversation*

As part of the market verification, suppliers may also request an individual one-on-one informational conversation. To request such a conversation, suppliers must apply through the aforementioned application form.

We highly recommend that suppliers seeking to request an individual one-on-one conversation also attend the Joint Information Session on February 10. Furthermore, we request that suppliers intending to participate in combination with another supplier in DJI's future tender submit a joint application for the individual one-on-one conversation.

Upon approval of the applicants, DJI will extend invitations to suppliers for a one-on-one conversation on **February 12 or 13, 2025**. These discussions will provide suppliers with further insight into DJI's proposed solution and approach, while also offering an opportunity to present their expert knowledge and potential solutions.

The personal one-on-one conversations, each lasting one hour, will be scheduled on February 12 and 13, 2025. These conversations can be conducted in either Dutch or English, depending on the preference of the supplier. Suppliers are encouraged to attend in person, however, if this is not feasible, a video connection will be provided as an alternative. A formal invitation, including further details regarding the planning, location, and format of the session, will be sent in due course.

DJI is under no obligation to invite every applicant, nor is DJI required to provide reasons for the inclusion or exclusion of any supplier.

2.2.3 *Written questions*

Suppliers are also given the opportunity to submit written questions using the form <Form for Submission of Questions.xls>. This form should also be submitted through the messaging module, 'Berichtenmodule', on the TenderNed platform. By submitting questions, suppliers can seek clarification on information related to the project Modernization Scope A, the market verification, or other relevant aspects of the OMS modernization. All submitted questions will be answered in writing.

Questions may be submitted no later than **12:00 PM CET on February 7, 2025**. To maintain transparency, all questions and their corresponding answers, along with a report of the Joint Information Session, will be published by February 21 at the latest. A summary of the one-on-one conversations will also be included, highlighting any additional information that DJI may have provided to the participants. This ensures that all involved suppliers will have access to the same information and insights.

3 Market verification procedure and contact information

By participating in this market verification, suppliers acknowledge and agree to the provisions as stated in <Appendix A: Terms and Conditions.pdf>.

3.1 Timetable

For this market verification, the IUC DJI has established the following timetable:

Activity	Date	Time CET
Publication of Market Verification and accompanying documents on TenderNed	Thursday January 23, 2025	
Application to market verification via the application form	Wednesday February 5, 2025, at the latest	Before 20:00
Deadline for submission of questions	Friday February 7, 2025, at the latest	Before 12:00
Joint Information Session	Monday February 10, 2025, Zeist (NL)	14:00-16:00
1-on-1 conversations (on request)	Wednesday February 12, 2025, and Thursday February 13, 2025	
Publication of report of information sessions and answers to questions on TenderNed	Friday 21 February 2025	

Participants will be provided with further details regarding the place, date, and time of the sessions in advance. Physical presence is preferred for all sessions. For those unable to attend in person, a video connection will be made available as an alternative.

Please note that no rights can be derived from the timetable above. The IUC DJI reserves the right to amend the timetable as necessary. While an effort is being made to adhere to the schedule, the timetable should be considered as provisional.

3.2 Questions or inquiries

If you have any questions regarding the procedure of this market verification, please submit them via the messaging module, 'Berichtenmodule', on TenderNed. The designated contact persons at the IUC DJI are Petra van Eijk and Dirk Fonse. All correspondence should be conducted through the messaging module, 'Berichtenmodule', on TenderNed.

3.3 Concluding the market verification

The IUC DJI will conclude the market verification by publishing a public report on www.tenderned.nl. The report will summarize the key conclusions, from DJI's perspective, from the market verification. In the event that suppliers do not have access to TenderNed, the report will be sent via email to the respective suppliers.

In relation with this report, IUC DJI wishes to point out the following to participants:

- The report will be made publicly available. By participating, suppliers give consent to the IUC DJI to use their responses and other information provided as input for the report.
- The information from suppliers will be included anonymously in the report. The participating suppliers will be acknowledged in the report.
- The report will reflect the conclusions as formulated by IUC DJI. The content of the report will not be shared for review in draft form with the participants. The report will mention that it represents the project team's perspective, which may not necessarily be aligned with the views of the participants.



Dienst Justitiële Inrichtingen
Ministerie van Justitie en Veiligheid

Vernieuwing Offender Management Systeem

Nadere beschrijving van de vernieuwing OMS en
de voorgenomen aanbesteding in 2025

Datum	21 januari 2025
Status	1.0 Definitief
Auteurs	Projectteam Vernieuwing OMS, in samenwerking met Highberg

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1 Inleiding en achtergrond

Dienst Justitiële Inrichtingen (DJI) is voornemens de bestaande applicaties ten behoeve van de administratie van het detentieproces te vernieuwen om zo het operationele proces te verbeteren. Deze processen omvatten de in-, door- en uitstroom en het verblijf van justitiabelen binnen penitentiaire inrichtingen (PI) en detentiecentra (DC), evenals de centraal georganiseerde primaire processen voor het Gevangeniswezen (GW) en de Vreemdelingenbewaring (VB) binnen de Divisie Individuele Zaken (DIZ). De vernieuwing is gericht op het implementeren van een toekomstbestendig Offender Management Systeem (OMS)¹ dat niet alleen betrouwbaar, veilig en onderhoudbaar is, maar ook het administratieve werk van medewerkers aanzienlijk vermindert.

1.1 Verkenning vernieuwing OMS

In 2024 heeft DJI een uitgebreid verkennend onderzoek uitgevoerd om te komen tot een strategie voor de vernieuwing. In samenwerking met adviesbureau Highberg zijn de behoeften van de organisatie beter in kaart gebracht en mogelijke oplossingsscenario's beoordeeld. Dit – gecombineerd met een analyse van de te verbeteren processen en IV-functionaliteiten en een breed internationaal marktonderzoek – heeft geleid tot een strategie met de volgende kenmerken:

1. Stapsgewijze vernieuwing
De vernieuwing van de totale scope² zal stapsgewijs (gefaseerd) plaatsvinden. De meerjarige vernieuwing is zodanig opgezet dat DJI gaandeweg kan 'leren' van ervaringen en tijdig kan bijsturen als dat nodig is.
2. Vernieuwing OMS met een COTS oplossing als basis
Gekozen is om de vernieuwing te realiseren met een Commercial of the Shelf (COTS) oplossing als basis. Hiermee doelen we op een oplossing die specifiek voor detentieprocessen is ontwikkeld en zich al bewezen heeft in de praktijk. Deze COTS oplossing zal minimaal de procesondersteuning voor Scope A en B moeten verzorgen voor de doelgroepen GW en VB.
3. Vernieuwing OMS voor de overige scopegebieden²
De komende jaren zal afhankelijk van de voortgang van de COTS implementatie, nader onderzoek en resultaten besloten worden hoe – en met welk type oplossingen – de overige scopegebieden vernieuwd worden.

1.2 Doelstelling van de vernieuwing OMS

Met de vernieuwing OMS zullen de huidige administratieve systemen (onder andere TULP) stapsgewijs worden vervangen. De vernieuwing van het OMS heeft als belangrijke doelen:

1. Kwaliteit van de administratie van het detentieproces

DJI wenst met de vernieuwing van het OMS de kwaliteit van het (administratieve) werk dat ze levert te verbeteren. Kwaliteit van een OMS wordt met name gekenmerkt door:

¹ De term OMS (Offender Management Systeem) wordt in dit document gebruikt om te refereren naar het totaal van de administratieve IT systemen ter ondersteuning van de detentieprocessen binnen DJI.

² Meer over de totale Scope en specifieke Scopegebieden (A, B, C, D en E) is beschreven in hoofdstuk 2 van dit document.

- Een goede ondersteuning van de processen in een logische flow. Een systeem dat de administratieve werklust vermindert, fouten voorkomt en handmatige en dubbele invoer elimineert.
- Een gebruikersvriendelijke interface, die modern en intuïtief is;
- Betrouwbare data, die actueel zijn, beschikbaar zijn wanneer je ze nodig hebt en die je met vertrouwen kunt delen in de keten.

2. Flexibiliteit en wendbaarheid

De nieuwe oplossing dient dermate flexibel te zijn opgezet (flexibele en wendbare architectuur) dat aanpassingen in processen, als gevolg van veranderende wetgeving en beleid, binnen beperkte tijd en kosten zijn door te voeren.

3. Borging van continuïteit en weerbaarheid

Het vernieuwde OMS voldoet aan de Nederlandse wettelijke kaders en richtlijnen voor informatiebeveiliging en weerbaarheid. Als gevolg van een toenemend dreigingsbeeld en verdergaande digitalisering is een veilig en weerbaar OMS belangrijk. Het voorkomt grote storingen, borgt continuïteit van de taken (en systemen) van DJI, beschermt de data over justitiabelen en de privacy van medewerkers en staat garant voor een veilige en betrouwbare informatievoorziening en opslag.

4. Innovatie

Het vernieuwde OMS moet gericht zijn op continue innovatie c.q. verbetering. Nieuwe functionaliteit moet eenvoudig toe te voegen zijn. DJI wil hiermee inspelen op de wensen en behoeften van de tijd en gebruik kunnen maken van de technologie van het moment. Dit is nodig, omdat DJI verwacht in de toekomst, mede door demografie en arbeidsmarkt krapte, lastig haar taken kan uitvoeren zonder ondersteuning van een innovatief OMS.

5. Werken in de keten

Het OMS neemt een prominente plek in binnen DJI. Het kent diverse koppelingen naar andere systemen. Ook met diverse partners uit de strafrecht- en vreemdelingenketen zijn er koppelingen vanuit het OMS. Het OMS moet beschikken over eenvoudige en overzichtelijke gegevensuitwisseling op basis van moderne en open standaarden, die zowel binnen DJI als met ketenpartners het delen van data mogelijk maken.

1.3 Project Vernieuwing Scope A³

De vernieuwing OMS is een meerjarig traject waarbij het project Vernieuwing Scope A het eerste grote initiatief is, dat de basis zal vormen voor verdere vernieuwing. Het project richt zich op:

1. Aanbesteding, selectie en contractering van een COTS oplossing én een partner voor de realisatie en implementatie.
2. Realisatie en implementatie van Scope A.

³ Meer over de totale Scope en specifieke Scopegebieden (A, B, C, D en E) is beschreven in hoofdstuk 2 van dit document.

2 Project Vernieuwing Scope A

2.1 Inleiding

Zoals in de inleiding ook al is toegelicht, zal de vernieuwing OMS worden gerealiseerd door middel van verschillende, onderling samenhangende projecten die elk een specifiek scopegebied adresseren. Zoals genoemd, richt project Vernieuwing Scope A zich op het creëren van de basis voor verdere vernieuwing. Hierbij richt het project zich op:

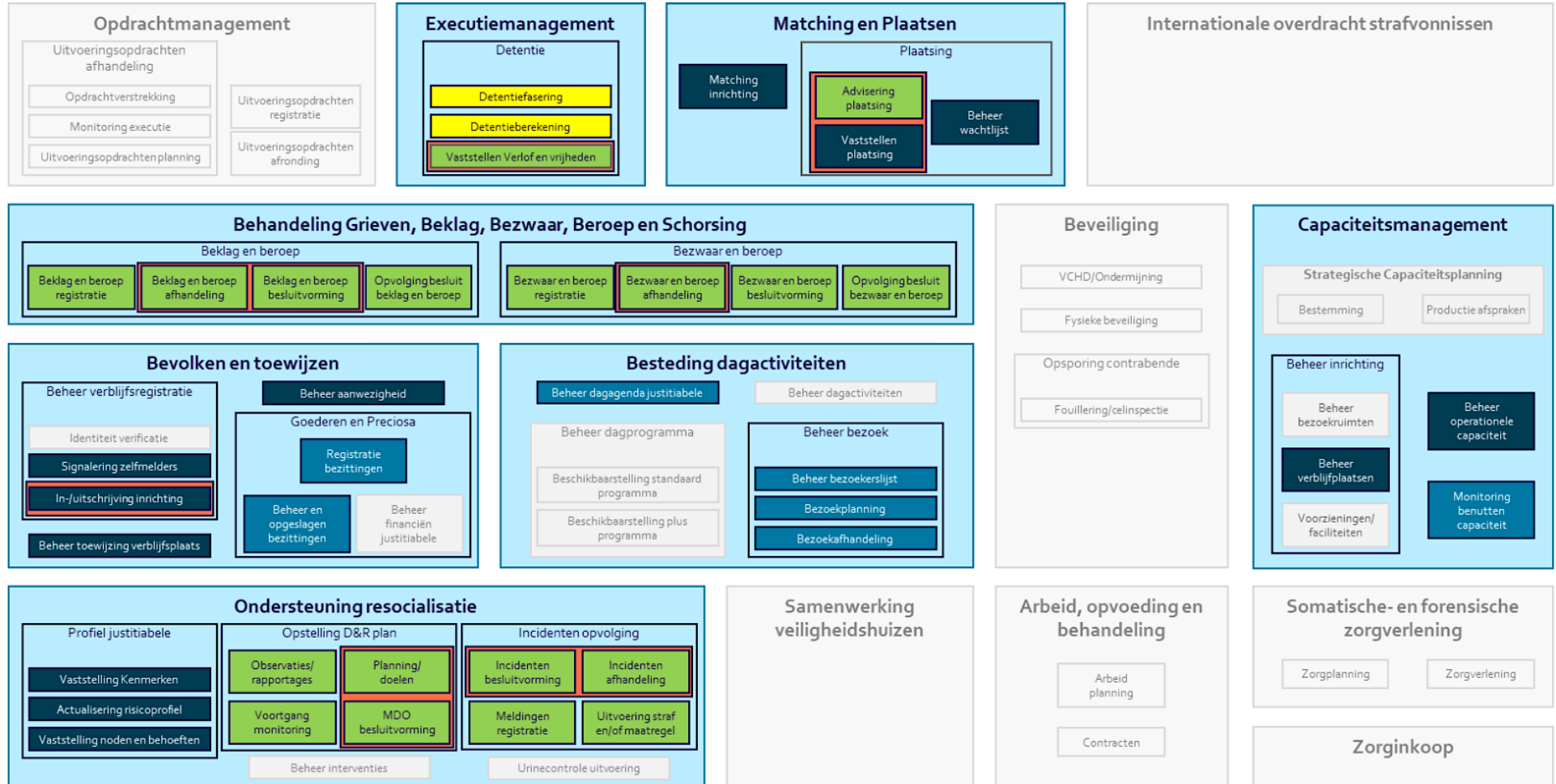
1. Aanbesteding, selectie en contractering van een COTS oplossing én een partner voor de realisatie en implementatie.
2. Realisatie en implementatie van Scope A.

2.2 Functionele scope

2.2.1 Scopegebieden A, B, C, D en E

Een overzicht van DJI bedrijfsfuncties binnen de scope van de vernieuwing OMS is op de volgende pagina schematisch weergegeven. Alle 'gekleurde' blokken (bedrijfsfuncties) in het overzicht zijn onderdeel van de totale scope vernieuwing OMS, alle grijze blokken vallen buiten de scope van de vernieuwing. De scopegebieden zijn als volgt ingedeeld:

- Scope A: OMS Basisregistratie
Plaatsen, Bevolken en Capaciteitsmanagement. Meer detail hierover in paragraaf 2.2.2 van dit document.
- Scope B: OMS Periferie Registratie
Overige operationele registraties, als bijvoorbeeld Goederen & Preciosa en Bezoek.
- Scope C: Detentieberekening
Bepalen detentiermijnen en fasering.
- Scope D: Zaakmanagement/Werkstroomsturing
D1 - Werkstroomsturing: Behandelen Grievens, Beklag, Bezwaar, Beroep en Schorsing, Adviseren Plaatsing, Incidenten Opvolging;
D2 - DJI eigen: Opstellen en beheren Detentie & Re-integratieplan.
- Scope E: Dossiermanagement
Ondersteuning beheer en toegang Penitentiaire Dossier.



2.2.2 Scopegebied A in meer detail

Scope A (en daarmee project Vernieuwing Scope A) is gericht op een betrouwbare en consistente registratie van justitiabelen en hun verblijf. Alle andere scopegebieden zijn afhankelijk van de correcte vastlegging van deze gegevens.

Scope A beslaat een deel van 'de levenscyclus' van een justitiabele, die start met de ontvangst van een opdracht voor een vrijheidsbenemende straf tot en met het toewijzen van een verblijfsplaats in de penitentiaire inrichting of het detentiecentrum. De toekomstige COTS oplossing voor Scope A ondersteunt daarmee de bedrijfsfuncties voor het Gevangeniswezen en de Vreemdelingenbewaring die beschreven zijn in de onderstaande tabel.

Bedrijfsfuncties Scope A	Omschrijving
Matching inrichting	Selectie van de juiste inrichting(en) op basis van informatie uit de uitvoeringsopdracht (o.a. vonnis en aanwijzingen) en beschikbare (bruikbare) capaciteit met als resultaat een shortlist van 'kandidaat' inrichtingen.
Vaststelling plaatsing	Formele vaststelling van het plaatsingsadvies.
Beheer wachtlijst	Ondersteuning van de doorstroming van gedetineerde binnen de beperkte capaciteit van inrichtingen/locatie en DJI als geheel.
Beheer operationele capaciteit	Beheer van de actueel beschikbare (bruikbare) capaciteit voor het plaatsen van justitiabelen; goedkeuring statuswijziging verblijfsruimten.
Beheer verblijfsplaats	Beheer van de (verblijfs)plaatsen (bed/cel) in een inrichting (Begrote capaciteit); Een verblijfsruimte bestaat uit een of meerdere (verblijfs)plaatsen. Verblijfsruimten zijn gekoppeld aan een bestemming. Verblijfsruimten hebben een bruikbaarstatus tbv de capaciteitsplanning (bv bruikbaar of in ongereede).
In-/uitschrijving inrichting	Administratief in- of uitschrijven van justitiabele in de inrichting.
Signalering zelfmelders	Signaleren van gedetineerde die niet op het aangegeven tijdstip bij de inrichting is verschenen (zelfmelders).
Beheer toewijzing verblijfsplaats	Beheer van de aan de justitiabele toegewezen verblijfsplaats (cel/bed) in de inrichting (aka de actuele bezetting van verblijfsplaatsen per inrichting)
Beheer aanwezigheid	Registratie en beheer van de aanwezigheid en geoorloofde afwezigheid van justitiabelen in een inrichting.
Vaststelling kenmerken justitiabele	Verzamelen, registreren en beheren van kenmerken van een justitiabele, relevant in de uitvoering van de opgelegde straf/maatregel.
Actualisering risicoprofiel justitiabele	Het beheren van een compleet en actueel risicobeeld van de Justitiabele op basis van aangeleverde informatie (ketenpartners) en uitgevoerde risico assessments (w.o. risico screening). Het risicobeeld ondersteunt o.a. de selectie en plaatsing op de juiste bestemming/inrichting, en de adviezen en besluiten aangaande verlop en vrijheden.
Vaststelling noden en behoeften	Verzamelen, registreren en beheren van de noden en behoeften van justitiabele ten einde een veilig verblijf (voor de Justitiabele) te bewerkstelligen en bij te dragen aan zijn/haar

	re-integratie in de maatschappij of terugkeer naar land van herkomst.
--	---

Meer details over de functionele scope van dit project zijn uitgewerkt in een Procesmodel en Bedrijfsfunctiemodel. Deze documenten zullen tijdens de aanbesteding beschikbaar worden gesteld.

2.3 Technische scope

2.3.1 Huidige situatie

De functionaliteiten binnen scope A worden op dit moment vanuit drie systemen geleverd (het zogenoemde 'TULP'):

- TULP GW: Verblijfsregistratie, Vreemdelingen (Verblijfsregistratie), Beheren celcapaciteit, Passanten (Tijdelijke registratie), Zelfmelders, Centraal Register Onttrekkingen;
- TULP Selectie: (module Individuele Zaken) 'overzicht van geplaatste justitiabelen binnen penitentiaire inrichtingen en detentiecentra' en 'selecteren en (over)plaatsen van een gedetineerde of vreemdeling';
- TULP MIR: Voor (management)overzichten (o.a.) plaatsingen, bezetting en capaciteit en doorleveringen van gegevens aan externe systemen/gebruikers.

TULP GW heeft een lokale gegevensopslag per inrichting. Dit betekent dat er 44 instanties van TULP GW bestaan. De TULP Selectie module IZ is een centraal component, daarvan is zodoende 1 instantie aanwezig.

2.3.2 Toekomstige situatie

Een vernieuwd OMS moet worden gebaseerd op een centrale gegevensverzameling waarin de divisie Individuele Zaken en alle Penitentiaire Inrichtingen en Detentie Centra registreren en de eigen gegevens beheren. De functionaliteit en gegevens uit de 44 instanties van TULP GW worden vervangen door één centraal nieuw OMS (voor scope A). Operationele rapportages en interfaces met externe systemen/gebruikers worden vanuit de nieuwe OMS oplossing voorzien. Uitwisseling van gegevens tussen applicaties (inclusief die van externe ketenpartners) vindt plaats via het DJI Integratieplatform. Interfaces worden bij voorkeur via RESTful API's gerealiseerd.

Het ontsluiten van managementinformatie wordt belegd bij de bestaande centrale voorziening (MetIS) op basis van gegevens uit het nieuwe OMS. Hierdoor kan na implementatie van de COTS Oplossing voor Scope A, naast TULP GW ook TULP MIR worden uitgezet.

De detentiermijnen worden nu berekend in Tulp GW. Het vernieuwen van deze functionaliteit is onderdeel van scopegebied C en zal – parallel aan Vernieuwing scope A – in een apart traject worden vormgegeven. Het nieuwe OMS voor Scope A (op basis van een COTS oplossing) moet worden gekoppeld aan deze nieuwe zelfstandige rekenmodule.

Binnen Scope A valt de aansluiting op de gegevensdiensten van DJI. Voor een aantal gegevens zal het nieuwe OMS als authentieke bron dienen. Deze gegevens worden middels gegevensdiensten beschikbaar gesteld voor breder gebruik buiten het OMS. Voor andere gegevens zal het OMS de gegevens van een gegevensdienst betrekken, zoals de huidige gegevensdiensten Personen, Identiteit en Standaardwaarden. De gegevens uit deze gegevensdienst(en) worden 'bij default' gebruikt in (invoer)schermen en overzichten in het OMS (en overschrijven eventuele invoer in de nieuwe OMS oplossing). De interfaces met gegevensdiensten zijn gebaseerd op RESTful API's.

Meer details over de technische scope van dit project zijn beschreven in een Project Startarchitectuur document. Dit document zal tijdens de aanbesteding beschikbaar worden gesteld.

2.4 Aanpak

2.4.1 Uitgangspunten

In het project Vernieuwing Scope A zal veel aandacht worden gegeven aan de voortgang op basis van werkende resultaten: stap voor stap en met steeds concreet bewijs dat de COTS oplossing succesvol kan worden geïmplementeerd en bruikbaar en werkbaar is voor DJI. Gaandeweg zal worden vastgesteld in hoeverre de COTS-oplossing ook bruikbaar is voor de andere scopegebieden. Dit hangt er onder andere van af, of de COTS oplossing breder te implementeren is, zonder of met minimaal maatwerk.

2.4.2 Twee fasen

Op basis van eerdere ervaring heeft DJI besloten het project Vernieuwing Scope A gefaseerd, incrementeel te realiseren, met expliciete go/no-go momenten. Het project Vernieuwing Scope A zal daarom bestaan uit twee fasen met de volgende inhoud:

Fase A1

- Aanbesteding, selectie en contractering van een COTS oplossing, inclusief een partner voor de realisatie en implementatie.
- Realisatie van, een deel van Scope A (inclusief beperkte integratie met bestaande applicaties) en bewijs dat de oplossing functioneel en technisch voldoet. Tevens bewijs van een effectieve samenwerking met de externe partijen.
- Het resultaat van deze fase wordt nog niet bij DJI geïmplementeerd.
- Besluit hoe verder te gaan met de vernieuwing OMS.

Fase A2

- Continuering van de realisatie van Scope A en de verdere realisatie van data-integratie tussen COTS, TULP en overige applicaties.
- Landelijke implementatie van de nieuwe oplossing en bijbehorende werkprocessen bij de inrichtingen en DIZ.
- Uitfaseren TULP MIR en TULP GW instanties.

2.4.3 Doorlooptijd

De verwachte doorlooptijd voor Project Vernieuwing Scope A is 2,5 jaar.

3 Aanbesteding, selectie en contractering

DJI is voornemens om in kwartaal 3 van 2025 een aanbesteding te starten als onderdeel van project Vernieuwing OMS Scope A. Deze aanbesteding is erop gericht een COTS oplossing te selecteren én een partner voor de realisatie en implementatie. Dit in lijn met de volgende uitgangspunten.

3.1 Aanbieden als combinatie

In beginsel laat DJI het aan inschrijvers vrij of zij alleen, of in combinatie inschrijven (combinatie van een leverancier van een COTS oplossing met een Nederlandstalige partner voor realisatie en implementatie).

Echter, aangezien er geen lokale (Nederlandse) leveranciers zijn van COTS oplossingen in de markt, gaat DJI er voornemens van uit dat partijen aanbieden in een combinatie om aan de volgende succesfactoren te kunnen voldoen:

- Een bewezen COTS oplossing passend binnen de functionele en technische eisen van DJI.
- Kennis en ervaring met de configuratie en implementatie van grootschalige IT systemen binnen de overheid.
- Een centraal aanspreekpunt (in Nederland en Nederlandstalig) met kennis van de Nederlandse detentieprocessen en gerelateerde wet- en regelgeving.

In hoofdstuk 4, Voorgenomen Regiemodel, van dit document, is op basis van voornoemde verwachting meer informatie opgenomen over de wijze waarop DJI de besturing tijdens de projectfase van de samenwerking met marktpartijen wil vormgeven.

3.2 Concurrentiegerichte dialoog

DJI is voornemens om de aanbesteding volgens een concurrentiegerichte dialoog uit te voeren. De complexiteit van de vernieuwing OMS, de gefaseerde implementatie én de samenwerking tussen DJI en leveranciers gedurende meerdere jaren, vereist zorgvuldige dialoog om verwachtingen en afspraken af te stemmen.

3.3 Flexibele contractering

Om een gefaseerde implementatie mogelijk te maken met tussentijdse besluitvorming, is een flexibele contractering vereist. Enerzijds wil DJI starten met de implementatie van de COTS oplossing voor Scope A en B. Echter wil zij, als de COTS oplossing voldoet, ook andere scopegebieden met dezelfde oplossing gaan ondersteunen. De aanbesteding en contractering zal voldoende flexibel worden opgezet dat hieraan kan worden voldaan. De contractering zal daarom ook worden gebaseerd op een algemene dienstverleningsovereenkomst en nadere overeenkomsten per fase (bijvoorbeeld voor fase A1 van het project Vernieuwing Scope A1).

4 Voorgenomen regiemodel

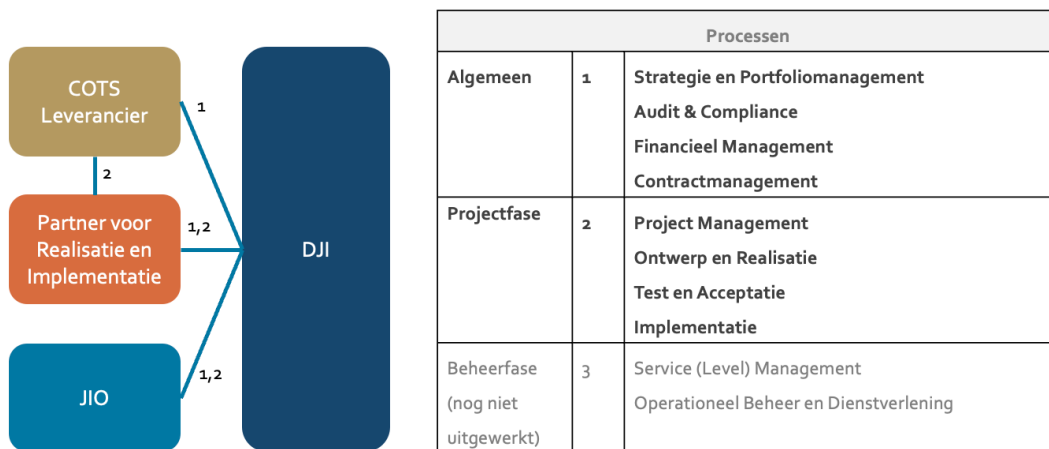
4.1 Samenwerking tussen partijen

In Fase A1 zal DJI een COTS oplossing selecteren. Dit is vrijwel zeker een oplossing afkomstig buiten Nederland. Voor een succesvolle vernieuwing van het OMS verwachten wij dat de buitenlandse COTS leverancier zal moeten samenwerken met een Nederlandstalige partner voor realisatie en implementatie. Dit leidt tot een samenwerking tussen partijen, met ieder eigen rollen en verantwoordelijkheden.

Hieronder is schematisch weergegeven hoe DJI op dit moment de besturing van deze keten wil invullen. Dit specifiek voor de projectfase. De invulling van de rollen en verantwoordelijkheden tijdens de beheerfase zullen we later, ook in overleg met marktpartijen uitwerken.

Meer details over de voorgenomen projectbesturing zijn beschreven in een Regiemodel. Dit document zal tijdens de aanbesteding beschikbaar worden gesteld.

Tijdens de projectfase positioneren wij de Nederlandstalige Partner voor Realisatie en Implementatie als hét aanspreekpunt voor DJI. Deze Partner is daarmee verantwoordelijk voor de operationele aansturing van de COTS Leverancier. Dit is hieronder schematisch weergegeven (voor de projectfase).



4.2 Rollen en verantwoordelijkheden tijdens projectfase

4.2.1 DJI

Is de opdrachtgever voor de vernieuwing OMS. DJI stelt de projectdoelstellingen, scope en andere kaders vast. DJI levert de Product Owner en Architect die verantwoordelijk zijn voor het beheren en prioriteren van de backlog items. DJI zorgt voor de beschikbaarheid van domeinexperts en vertegenwoordigers van eindgebruikers om input en feedback te leveren gedurende het project. Daarnaast stelt DJI een technische omgeving beschikbaar voor deployment⁴ ten behoeve van test, acceptatie en uiteindelijk productie.

De organisatie is verantwoordelijk voor het uitvoeren van diverse acceptatietests, waaronder technische, functionele en gebruikerstests. DJI neemt beslissingen over scopewijzigingen en go/no-go momenten, en draagt zorg voor de implementatie, acceptatie en in gebruikname van de IT oplossing binnen de eigen organisatie. Tot slot verzorgt DJI de interne communicatie en het verandermanagement om een effectieve adoptie van de nieuwe IT oplossing en processen te waarborgen.

4.2.2 COTS leverancier

De COTS Leverancier levert de COTS oplossing en bijbehorende kennis op zowel de techniek als op de bijbehorende standaard/referentie werkprocessen.

De leverancier ondersteunt de Partner voor Realisatie en Implementatie bij de configuratie en implementatie van de COTS oplossing. Ze levert advies over best practices voor implementatie en configuratie, en biedt ondersteuning bij complexe technische vraagstukken. De COTS Leverancier is verantwoordelijk voor het leveren van updates en patches voor de software, en biedt tweedelijns support tijdens de ontwikkeling, implementatie en het beheer. In uitzonderlijke gevallen waar maatwerk noodzakelijk is, wordt dit in de COTS oplossing door de COTS leverancier gerealiseerd.

4.2.3 Partner voor Realisatie en Implementatie

Deze Nederlandstalige partner is tijdens de projectfase het primaire aanspreekpunt voor DJI en is verantwoordelijk voor de succesvolle realisatie van de IT oplossing, interfaces en data-integratie, binnen de gestelde tijd, budget en kwaliteitseisen. Deze partner levert het ontwikkelteam, vertaalt functionele eisen naar technische oplossingen, configureert de COTS oplossing, realiseert interfaces en data-integratie, voert tests uit en is verantwoordelijk voor CI/CD en deployment. Daarnaast ondersteunt de partner bij gebruikersacceptatietests, verzorgt documentatie en kennisoverdracht, en biedt ondersteuning bij de implementatie en uitrol van de IT oplossing.

4.2.4 JIO

De Justitiële ICT Organisatie (JIO), is de technische beheer partner voor DJI. Zij zullen de COTS oplossing hosten en het technisch beheer uitvoeren. Tijdens de projectfase helpt JIO met de realisatie van interfaces en integratie in de technische omgeving van DJI.

⁴ Vooralsnog gaat DJI ervan uit dat de COTS-oplossing on-premise gedeployed zal worden in een overheidsdatacenter. Hoewel cloud-opties voor deployment niet worden uitgesloten, wijst het vooronderzoek naar beschikbare COTS-oplossingen in de markt erop dat een on-premise deployment waarschijnlijker is.



Dienst Justitiële Inrichtingen
Ministerie van Justitie en Veiligheid

Modernization Offender Management System

Description of the modernization of the Offender
Management System and the related tender in 2025

Date	January 22, 2025
Status	Version 1.0
Authors	Project team Modernization OMS, in collaboration with Highberg

Disclaimer: This document is a translated version of the original "Vernieuwing Offender Management Systeem" document, which is drafted in Dutch. While care has been taken to ensure the accuracy of the translation, any discrepancies or differences in interpretation shall defer to the Dutch version as the authoritative source.

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1 Introduction and background

The Dutch Custodial Institutions Agency (Dienst Justitiële Inrichtingen, hereinafter DJI) intends to modernize the existing applications that support the administrative detention processes, to improve operations. These processes include the intake, management, release and the housing of offenders within penitentiary institutions and other detention centers, as well as the centrally organized primary processes for Prisons and Immigration Detention within the Division of Individual Affairs. The modernization is aimed at establishing a future-proof Offender Management System (OMS)¹ that prioritizes reliability, security, and maintainability while significantly reducing the administrative burden on employees.

1.1 Exploration of OMS modernization

In 2024, DJI conducted an extensive exploratory study to develop a strategy for the modernization of the OMS. In collaboration with the consulting firm Highberg, organizational needs were thoroughly assessed, and potential solution scenarios were evaluated. This effort – combined with comprehensive analyses of the processes and IT functionalities to be improved, as well as a broad international market study – resulted in the formulation of a strategy characterized by the following elements:

1. Step-by-step modernization:
The complete scope² of the modernization will be realized in a phased approach. The multi-year modernization is structured in a way that allows DJI to continuously 'learn' from experiences along the way and to make timely adjustments when necessary.
2. OMS modernization with a COTS solution as a foundation:
The decision was made to utilize a Commercial-off-the-Shelf (COTS) solution as the basis for the new OMS. Here, we refer to a COTS solution specifically developed for detention processes, which has already demonstrated its success in practice. This COTS solution will have to provide process support for at least Scope A and B for the Prisons and Immigration Detention target groups.
3. OMS modernization for the other scope areas²:
In the coming years, depending on the successful progress of the COTS implementation and further research and pilots, decisions will be made on how, and with what type of solutions, to modernize the other scope areas.

1.2 Objective of the OMS modernization

With the modernization of the OMS, the current administrative systems (TULP among others) will gradually be replaced. The modernization of the OMS has the following important goals:

1. Quality of administration of the detention process

With the modernization of the OMS, DJI wishes to improve the quality of the (administrative) work it delivers. This quality is characterized by:

¹ The term OMS (Offender Management System) is used in this document to refer to the total of administrative IT systems that support the detention processes within DJI.

² More information regarding the complete scope and specific scope areas (A, B, C, D and E) is provided in section 2 of this document.

- Supporting processes in an efficient and logical flow. A system that reduces administrative workload, prevents errors, and eliminates manual and double entry.
- A user-friendly interface that is modern and intuitive.
- Reliable, up-to-date data that is readily accessible and can be confidently shared throughout the supply chain.

2. Flexibility and agility

The new solution should be designed for flexibility (with a flexible and agile architecture), allowing for process adjustments, that are needed as a result of changing legislation or policy, to be implemented with minimal time and costs.

3. Ensuring continuity and resilience

The modernized OMS will have to adhere to Dutch legal frameworks and guidelines for information security and resilience. Given the increasing threat landscape and advancing digitalization, a secure and resilient OMS is of great importance. Such a system will mitigate the risk of major disruptions, ensure the continuity of DJI's tasks (and systems), safeguard offender data, protect employee privacy, and guarantee the secure and reliable provision and storage of information.

4. Innovation

The modernized OMS must prioritize continuous innovation and improvement. The architecture should allow for the seamless addition of new functionalities, enabling DJI to adapt to evolving needs and leverage the latest technological advancements. This is essential, as DJI anticipates that in the future, partly due to demographic trends and labor market shortages, it may be challenging to fulfill tasks without the support of an adaptive and innovative OMS.

5. Working with chain partners

The OMS has a prominent role within DJI. It has various connections to other systems. There are also connections from the OMS with various partners from the criminal justice and immigration chain. The OMS must have simple and clear data exchange, using modern and open standards, which should enable the sharing of data both within DJI and with chain partners more easily and efficiently.

1.3 Project Modernization Scope A³

The OMS modernization is a multi-year process where the project Modernization Scope A is the first major initiative that will form the basis for further modernization. The project focuses on:

1. Tendering, selection, and contracting of a COTS solution and a partner for realization and implementation.
2. Realization and implementation of Scope A.

³ More information regarding the complete scope and specific scope areas (A, B, C, D and E) is provided in section 2 of this document.

2 Project Modernization Scope A

2.1 Introduction

As outlined in the introduction, the modernization of the OMS will be realized step-by-step through various, interrelated projects that each address a specific scope area. As mentioned, project Modernization Scope A is dedicated towards establishing the basis for further modernization of the OMS. The project focuses on:

1. Tendering, selection, and contracting of a COTS solution and a partner for realization and implementation.
2. Realization and implementation of Scope A.

2.2 Functional scope

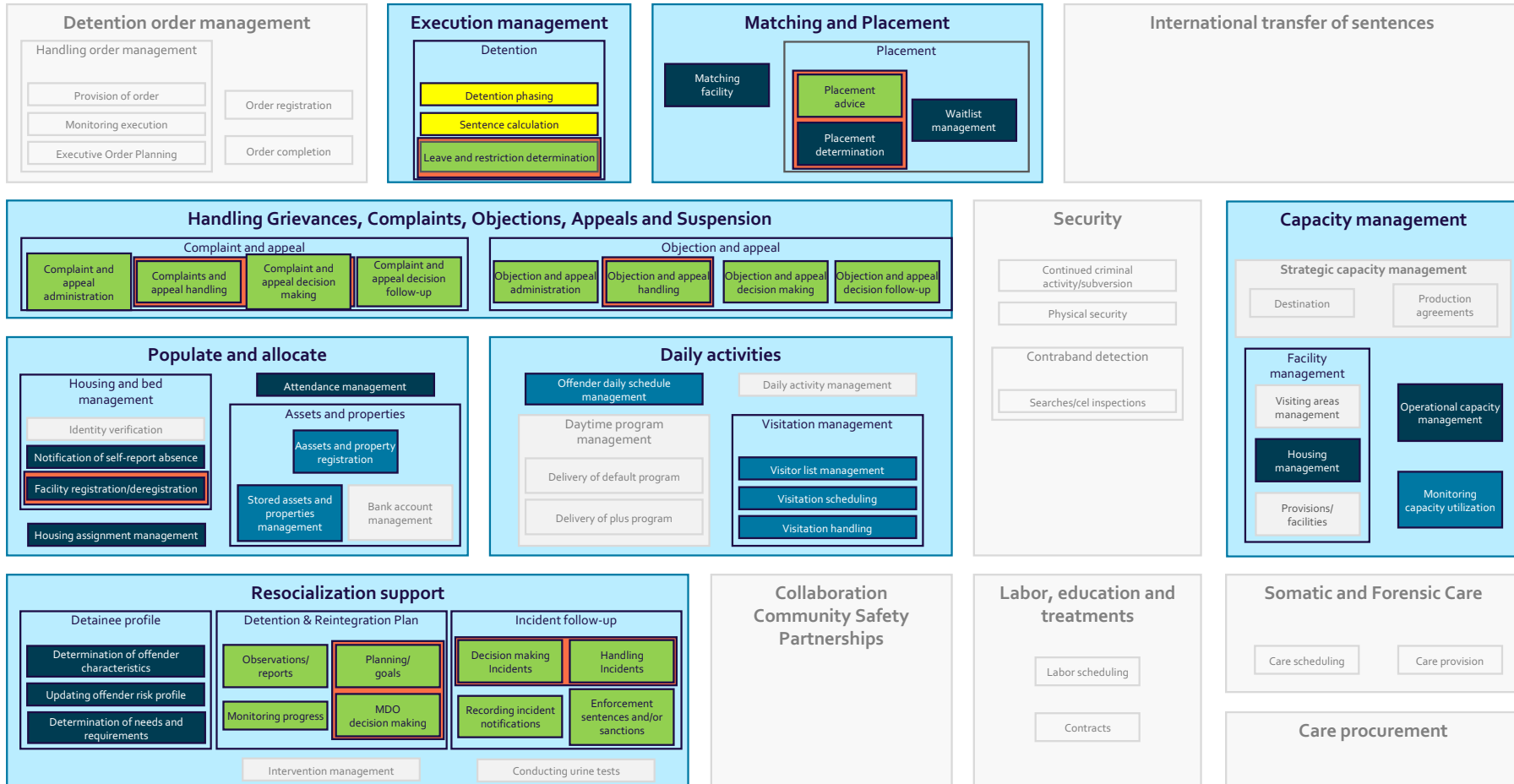
2.2.1 Scope areas A, B, C, D and E

An overview (in Dutch) of DJI's business functions within the scope of the OMS modernization is given on the next page. All of the 'colored' blocks (business functions) in the overview are part of the total scope of the OMS modernization. All the grey blocks are outside of the scope of the modernization. The scope areas are organized as follows:

- Scope A: OMS Base Registration
Placement, Population, Capacity Management.
CTA⁴ equivalents: Intake, Offender Records, Housing and Bed Management
- Scope B: OMS Peripheral Registration
Other operational registrations, such as Assets & Properties and Visitation
CTA equivalents: Various, including Property and Visitation
- Scope C: Sentence Calculation
Determining detention terms and phasing.
CTA equivalent: Sentence Calculation
- Scope D: Case management/Workflow control
D1 – Workflow control: for Handling Grievances, Complaints, Objections, Appeals, and Suspensions, Placement Advice, Incident Follow-up;
D2: DJI-specific: Drafting and managing of Detention and Reintegration Plans.
CTA equivalents: Case Management, Grievance, Incident Management, Programs
- Scope E: Dossier Management
Support for management of and access to Penitentiary Files.
CTA equivalent: Document Management

⁴ For clarification purposes we have also inserted the terminology used by the CTA (Corrections Technology Association) in their definition of business functions: https://www.correctionstech.org/s/CommonBusinessFuncCorrections_FullSet_2016May_Compmpressed.pdf.

A – OMS Basic Registration	B – OMS Peripheral Registration	C – Sentence Calculation	D – Case Management / Workflow Control	E – Dossier Management	Out of Scope
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2.2.2 Scope area A in more detail

Scope A (and consequently the project Modernization 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 and extending to the assignment of a placement in a penitentiary institution or detention center. The future COTS-solution for Scope A will thus support the following business functions for the department of Prisons and Immigration Detention, as outlined in the table below.

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"	Recording and managing the presence and authorized absences of offenders in the facility.

	CTA: Security, Housing and bed management	
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	"Actualiseren 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.

Further details on the functional scope of this project are described in a Process Model and Business Function Model. These documents will be made available during the tendering process.

2.3 Technical scope

2.3.1 Current situation

The functionalities within scope A are currently provided from three systems (the so-called 'TULP' systems):

- TULP GW: Placement Registration, Managing cell capacity, Passers-by (Temporary registration), Self-reporters, Central Register of Withdrawals;
- TULP Selection IZ: (Individual Affairs module) overview of placed offenders within penitentiary institutions and detention centers and selecting and (re)placing a detainee or immigrant subject to removal;
- TULP MIR: For (management) overviews of (among others) placements, occupancy and capacity and deliveries of data to external systems/users.

TULP GW has a local instance and data storage per penitentiary institution. This means that there are 44 instances of TULP GW. The TULP Selection module IZ is a central component, so there is only 1 instance of it at present.

2.3.2 Future situation

A modernized OMS must be based on a central database in which the Individual Affairs division and all Penitentiary Institutions and Detention Centers register and manage their own data. The functionality and data from the 44 instances of TULP GW will be replaced by one central new OMS (for scope A). Operational reports and interfaces with external systems/users will be provided by the new OMS solution. Exchange of data between applications (including those of external chain partners) takes place via the DJI Integration Platform. Interfaces are preferably realized via RESTful APIs. The disclosure of management information is assigned to the existing central facility (MetIS) based on data

from the new OMS. As a result, after implementation of the COTS Solution for Scope A, in addition to TULP GW, TULP MIR can also be switched off.

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. Scope A includes the connection to DJI's data services. For some data, the new OMS will serve as an authentic source. This data will be made available for broader use outside the OMS through data services. For other data, the OMS will obtain the data from a data service, such as the current data services "Persons, Identity" and "Standard Values". The data from these data service(s) are used 'by default' in (input) screens and overviews in the OMS (and overwrite any input in the new OMS solution). The interfaces with these data services are based on RESTful APIs.

Further details on the technical scope of this document are described in a Project Start Architecture document. This document will be made available during the tendering process.

2.4 Approach

2.4.1 Principles

In the project Modernization Scope A, significant emphasis will be placed on progress driven by demonstrable results: step-by-step and providing concrete evidence each time that the COTS solution can be successfully implemented and is both usable and practical for DJI. Along the way, the suitability of the COTS solution for the other scope areas will be assessed. This will depend, among other things, on whether the COTS solution can be implemented more broadly, with minimal to no customization.

2.4.2 Two phases

Based on prior experience, DJI has decided to realize the project Modernization Scope A in phases, incrementally, with explicit go/no-go decision points. As a result, project Modernization Scope A will consist of two phases with the following components:

Phase A1

- Tendering, selection and contracting of a COTS solution, including a partner for realization and implementation.
- Realization of a part of Scope A, including a limited integration with existing applications, and proof that the solution meets functional and technical requirements. Additionally, proof of effective collaboration with external 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 the further realization of data integration between COTS, TULP and other applications.
- National implementation of the new solution and associated processes at the penitentiary institutions and DIZ.
- Phasing out TULP MIR and TULP GW instances.

2.4.3 *Duration*

The expected duration for Modernization Scope A is 2.5 years.

3 Tendering, selection and contracting

DJI intends to initiate a tender in the 3rd quarter of 2025 for the project Modernization OMS Scope A. This tender is aimed at selecting a COTS solution and a partner for realization and implementation. This is in line with the following principles:

3.1 Offering as a partnership

In principle, DJI allows suppliers the freedom to submit proposals either individually or in combination (partnership) with another partner (i.e., a combination of a COTS solution provider with a Dutch-speaking partner for realization and implementation). However, as there are no local (Dutch) suppliers of COTS solutions available in the market, DJI assumes for now that suppliers will offer as a partnership to be able to meet the following success factors:

- A proven COTS solution that aligns with the functional and technical requirements of DJI.
- Knowledge of- and experience with the configuration and implementation of large-scale IT systems within the government.
- A central point of contact (in the Netherlands and Dutch-speaking) with expertise of Dutch detention processes and related laws and regulations.

In Chapter 4, Proposed Governance Model, of this document, additional information is provided on how DJI intends to structure the management and oversight during the project phase of the collaboration with suppliers, based on the aforementioned expectation.

3.2 Competitive dialogue

DJI intends to conduct the tender according to a competitive dialogue procedure, in compliance with Directive 2014/24/EU on public procurement. The complexity of the OMS modernization, the phased implementation and the collaboration between DJI and suppliers over several years requires careful dialogue to align expectations and agreements.

3.3 Flexible contracting

To enable a phased implementation, with interim decision-making, flexible contracting is required. At the outset, DJI intends to start with the implementation of the COTS solution for Scope A and B. However, if the COTS solution proves satisfactory and meets the requirements, it also aims to extend the same solution to other scope areas. The tendering and contracting process will be structured to accommodate this flexibility. The contracting will therefore also be based on a general service agreement with specific agreements for each project phase (e.g., for phase A1 of the Modernization Scope A project).

4 Proposed governance model

4.1 Collaboration between parties

In Phase A1, DJI will select a COTS solution. This is almost certainly a solution from outside the Netherlands. 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. This leads to a collaboration between parties, each with their own roles and responsibilities.

The following diagram illustrates how DJI intends to structure the governance of this ecosystem. This is specifically defined for the project phase. The roles and responsibilities during the maintenance & support phase will be elaborated later, also in consultation with suppliers.

Further details on the proposed management and governance of the project are described in a Governance Model document. This document will be made available during the tendering process.

During the project phase, we position the Dutch-speaking Partner for Realization and Implementation as the point of contact for DJI. This Partner is thus responsible for managing of the COTS Supplier. This is schematically represented below (for the project phase).



4.2 Roles and responsibilities during project phase

4.2.1 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. In addition, 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. Finally, DJI takes care of internal communication and change management to ensure effective adoption of the new IT solution and processes.

4.2.2 *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.

4.2.3 *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. In addition, the partner supports user acceptance tests, provides documentation and knowledge transfer, and offers support in the implementation and roll-out of the IT solution.

4.2.4 *JIO*

The Judicial ICT Organization (JIO) is the technical IT management partner for DJI. They will host⁵ 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.

⁵ For the time being, DJI assumes that the COTS solution will be deployed on-premise in a government datacenter managed by JIO. Although cloud deployment options are not ruled out, preliminary research into available COTS solutions in the market indicates that an on-premise deployment is more likely.

Bijlage A

Uitgangspunten en randvoorwaarden

Beginnelsen

- Het IUC DJI neemt bij het doorlopen van deze markttoets de beginselen van non-discriminatie en transparantie in acht

Voorbehouden en voorwaarden markttoets

- De verstrekte documenten zijn uitsluitend bestemd voor de markttoets
- De markttoets is voor zowel alle deelnemers als het IUC DJI vrijblijvend
- De voertaal is Nederlands en/of Engels
- Het IUC DJI behoudt zich het recht voor deze marktverkenning tijdelijk of definitief te staken

Door deelname gaat u akkoord met de voorwaarden

Door deelname aan de markttoets verklaart u kennis te hebben genomen van de voorwaarden van dit document en van de voorwaarden voor deelname aan de markttoets. U gaat hiermee akkoord.

- Het is niet toegestaan om voorwaarden en voorbehouden te verbinden aan uw deelname
- Deelname leidt niet tot bevoorrechtting en/of geen enkel recht op het mogelijk verkrijgen van de opdracht
- Marktpartijen die niet deelnemen aan de markttoets zijn niet uitgesloten van deelname aan de uiteindelijke aanbesteding
- De markttoets is geen onderdeel van de Europese aanbesteding en dient uitdrukkelijk niet om een voorselectie te maken van gegadigden of geïnteresseerden
- Deelnemers (inclusief partijen die niet deelnemen aan de markttoets) kunnen aan deze markttoets geen (wederzijdse) verplichtingen of rechten jegens het IUC DJI ontleen
- Eventuele kosten voor deelname aan deze marktverkenning worden niet vergoed

Voorbehouden ten aanzien van te verstrekken informatie en verslaglegging

- Aan de door u gegeven antwoorden op de gestelde vragen zal door het IUC DJI geen waardeoordeel gehangen worden
- Met betrekking tot informatie en/of prijsinformatie die tot een individuele deelnemer aan de marktverkenning herleidbaar is, zal IUC DJI vertrouwelijkheid in acht nemen. De deelnemer aan de marktverkenning stemt er mee in dat de informatie die niet valt onder vertrouwelijkheid zonder belemmering gebruikt kan worden door het IUC DJI
- Claims over het gebruik van informatie, vertrouwelijkheid of verzoeken om vergoedingen in verband met de verkregen informatie uit de marktverkenning worden niet gehonoreerd
- Van de markttoets wordt een algemeen geanonimiseerd verslag opgesteld die toegevoegd zal worden aan de uiteindelijke Europese aanbesteding

Voorbehouden en voorwaarden vervolgtraject

- Verstrekte informatie in het kader van de markttoets kan afwijken van de in de aanbestedingsprocedure te verstrekken informatie
- Het IUC DJI is op geen enkele wijze gebonden aan de uitkomsten van de markttoets of verplicht tot realisatie en/of aanbesteding van het project waarop deze markttoets betrekking heeft
- Het IUC DJI behoudt zich het recht voor het voorgenomen aanbestedingsproces qua vorm en inhoud op andere wijze uit te voeren dan de voorgestelde insteek

Appendix A

Terms and conditions

This document is a translated version of the original "Bijlage A: Uitgangspunten en randvoorwaarden" document, which is drafted in Dutch. While care has been taken to ensure the accuracy of the translation, any discrepancies or differences in interpretation shall defer to the Dutch version as the authoritative source.

Principles

- The IUC DJI observes the principles of non-discrimination and transparency in conducting this market verification.

Reservations and conditions for market verification

- The provided documents are solely intended for the market verification
- The market verification is non-binding for all participants as well as the IUC DJI
- The working language is Dutch and/or English.
- The IUC DJI reserves the right to temporarily or permanently discontinue this market exploration.

By participating, you agree to the conditions:

By participating in the market verification, you acknowledge having read and agreed to the terms of this document and the conditions for participation in the market verification.

- It is not permitted to attach conditions or reservations to your participation.
- Participation does not result in preferential treatment and does not confer any rights to potentially being awarded the contract.
- Suppliers that do not participate in the market verification are not excluded from participating in the eventual tendering process.
- The market verification is not part of the European tendering process and is explicitly not intended to preselect candidates or interested suppliers.
- Participants (including those who do not participate in the market verification) cannot derive any (mutual) obligations or rights from this market verification towards the IUC DJI.
- Any costs incurred for participation in this market exploration will not be reimbursed.

Reservations regarding provided information and reporting

- The IUC DJI will not attach any value judgment to your responses to the questions posed.
- Regarding information and/or pricing information traceable to an individual participant in the market exploration, IUC DJI will maintain confidentiality. The participant agrees that information not covered by confidentiality can be used freely by the IUC DJI.
- Claims regarding the use of information, confidentiality, or requests for compensation related to information obtained from the market exploration will not be honored.
- A general anonymized report of the market verification will be prepared and added to the final European tendering process.

Reservations and conditions for follow-up process

- Information provided as part of the market verification may differ from information that will be provided during the tendering procedure.
- The IUC DJI is in no way bound by the outcomes of the market verification or obligated to implement and/or tender the project related to this market verification.
- The IUC DJI reserves the right to execute the intended tendering process differently in terms of form and content than initially proposed.



Dienst Justitiële Inrichtingen
Ministerie van Justitie en Veiligheid

Modernizing the OMS

Presentation as part of the
market verification process

Agenda



14:00

Opening

14:05

Kick-off

14:30

Presentation by Highberg

- 1 Process & Timelines
- 2 Modernizing the OMS
- 3 Project: Modernization Scope A

15:30

Questions & Answers

15:50

Closing information session

16:00

The end



Rules of engagement

Some rules of engagement:

- > DJI will provide this presentation and all answers and insights shared in this session as part of the final report of the market verification
- > We encourage you to ask relevant and concise questions
- > 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.



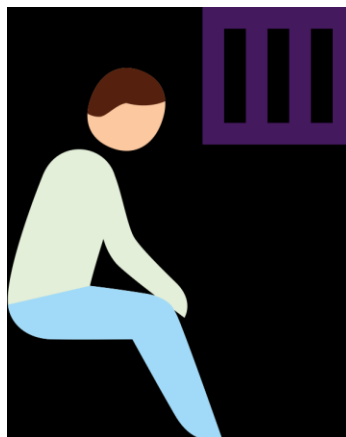
Kick-off



About DJI



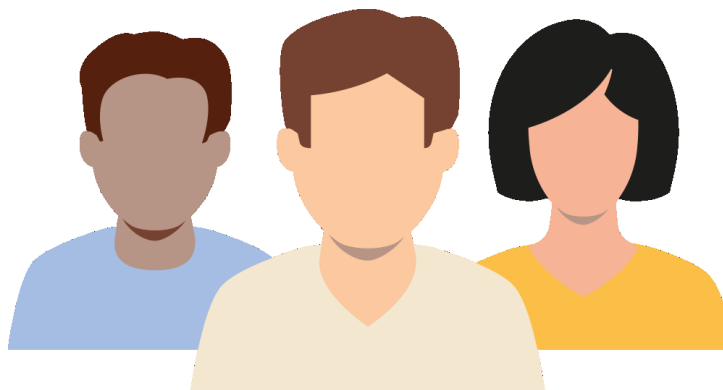
- 50 locations
- 38 custodial institutions



- 37,00 detainees



- 3,000 foreign detainees



- 16,000 employees /
- 10,000 users



Suppliers present today

- > Syscon
- > Telio
- > Horus 360⁰
- > Essensys
- > Mi Case
- > Schuberg Philis
- > Eviden
- > CGI



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

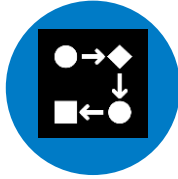


The modernization of the OMS has the following main objectives:

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

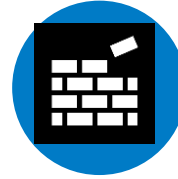


Approach: key principles



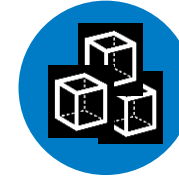
Step-by-step

- **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
- Support for Scope A & B



OMS modernization for the other scope areas

- Dependent on the implementation progress, 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.

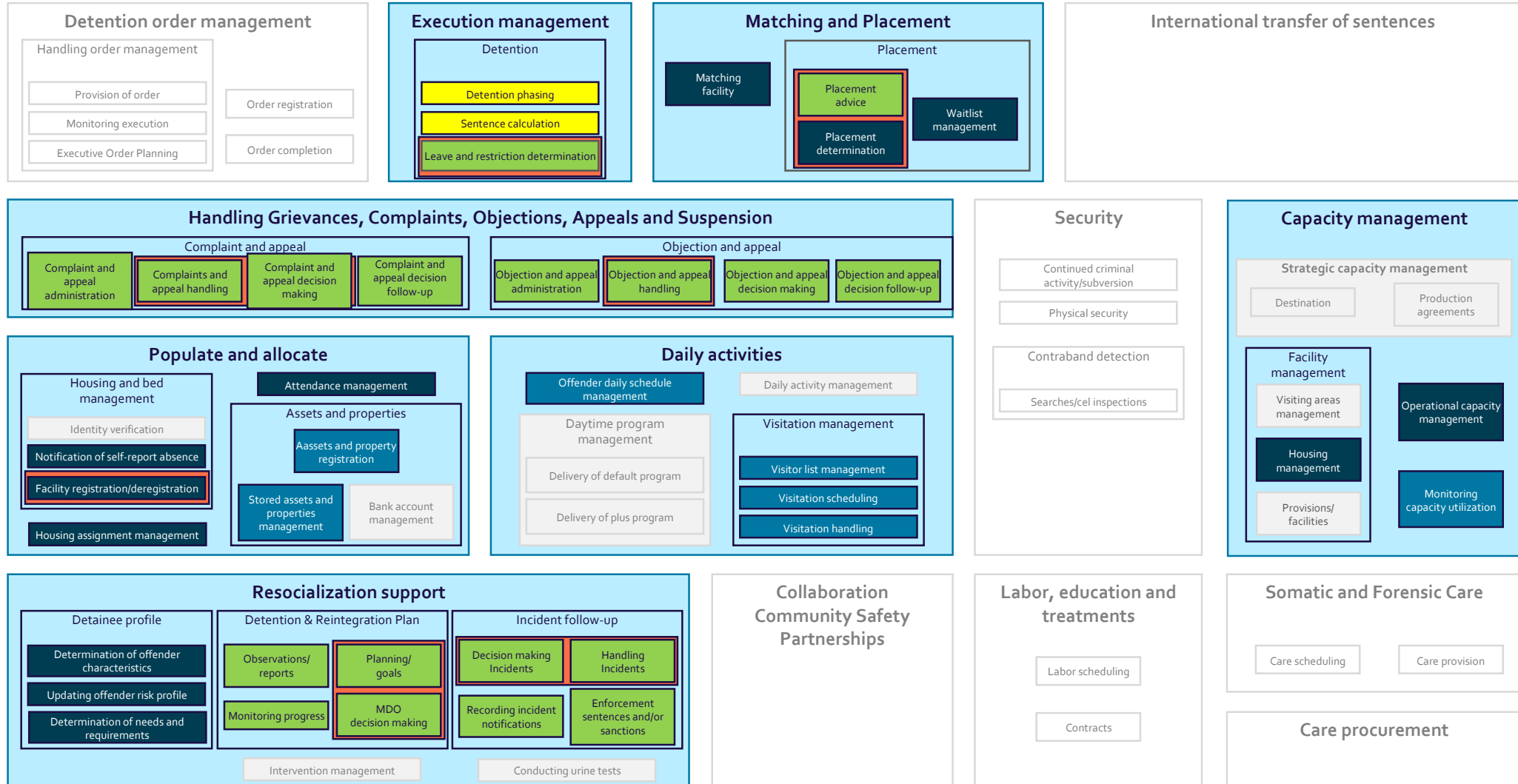
[Click for details](#)



[Return to overview](#)

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: Modernization 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 proof that the solution meets functional requirements, technical requirements and effective collaboration with external 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, TULP and other 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 Modernization 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

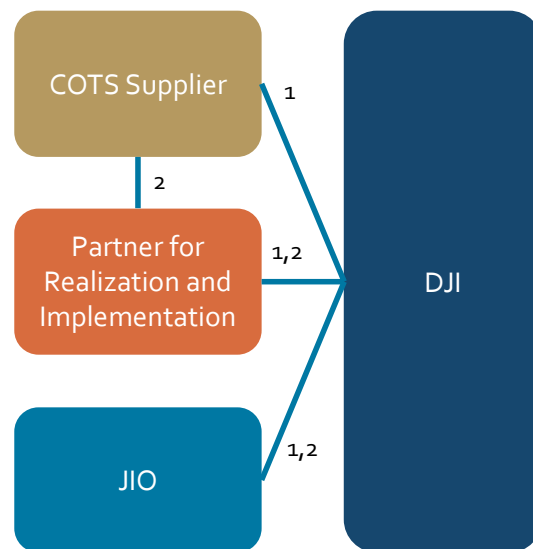


Proposed governance model

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



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.



Rollen	Responsibilities
DJI	<p>DJI is the client for the OMS modernization.</p> <ul style="list-style-type: none">• 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	<p>The COTS Supplier provides the COTS solution and associated knowledge on both the technology and the associated standard/reference work processes.</p> <ul style="list-style-type: none">• 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	<p>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.</p> <ul style="list-style-type: none">• 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	<p>The Judicial ICT Organization (JIO) is the technical IT management partner for DJI.</p> <ul style="list-style-type: none">• 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.



Dienst Justitiële Inrichtingen
Ministerie van Justitie en Veiligheid

Report-out of Market Verification

A report-out on the Joint Information Session and the 1-on-1 conversations held as part of the Market Verification process

Date	February 21, 2025
Status	Version 1.0
Authors	Project team Modernizing OMS

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Joint Information Session – Zeist, February 10, 2025

Location: Zeist

Date: February 10, 2025

Time: 14.00-16.00

Speakers: Toon Molleman, Ralph Hofman

Process & Timelines

Ralph emphasized the importance of innovation and DJI's expectation that will be enabled by first creating a solid future proof basis (so after establishing the foundation in project Scope A).

Question: Project Scope A starts with a tendering process in Q3 2025. Does DJI have a timeline in mind for the start of the other scopes B, C, D & E? When will scopes C through E start?

Answer: Scope A will take 2 to 3 years to complete, running parallel to Scope C. Scope B will follow and take approximately 1 year. Some parts of Scope D can run in parallel, while the remaining parts of D and E will follow afterward. For Scopes A & B, we expect a total duration of about 3-4 years.

Modernizing the OMS

Go/No-Go Moments

Question: Can you be more specific about the outcomes of the go/no-go moments?

Answer: DJI wants to maintain flexibility. The intention is to execute the modernization of the total OMS scope, but we need the ability to stop, pause, or adjust along the way if necessary.

Scope B

Question: Can you provide a more detailed scope for Scope B?

Answer: Yes, we can. We will include this in the report-out of the market verification.

Project: Modernizing Scope A

Phase 1

Question: What is the relationship between Phase A1 and the European Tender? Is there a waiting room structure? Will Phase A1 be a kind of beauty contest?

Answer: A waiting room structure will probably be used. Phase A1 is clearly not meant to be a beauty contest, but if the preferred COTS solution or the collaboration does not work, we need an option to pivot or stop.

Scope A – Technical scope

Data Quality

Question: What is the data quality of the 44 databases?

Answer: The system is 30 years old, so it is not perfect. The data is quite accurate but old-fashioned. Many processes, require manual work, which makes them prone to errors. Information needed for decision-making is sometimes difficult to find.

Technology

Question: What technology underlies the current system?

Answer: Tulp runs on the latest version of Progress OpenEdge. The technology itself is not outdated, but the application and user interface are.

Note: METis is the data warehouse system where information from the Tulp systems and from other systems is brought together.

Data Migration

Question: Is data migration part of Phase A1?

Answer: Possibly, but then partly. As a test or proof of concept to prove that the solution fits the technical requirements. The focus in Phase A1 lies more on data integration than migration, as we are not going live in Phase 1. DJI is responsible for the final data migration later in the progress.

Authenticity Check of Data

Question: In Phase 1, will the reference processes be checked to see if they can handle authentic source data regarding domain service population.

Answer: Yes.

Tendering

Note on tendering: The tender will cover the entire scope of the OMS renewal. On the one hand DJI wants to setup a framework contract for the total scope but will use separate agreements for the realization per scope area (step by step). This to maintain flexibility to decide how to continue, stop, or pivot.

Competitive Dialogue

Question: How much time is planned for the competitive dialogue?

Answer: We planned around 9 months for the process, from tendering to final contract.

Governance & Contract Structures

Contract Structure

Question: How will you handle having two contract partners but only one responsible partner?

Answer: DJI wants a direct relationship with both the COTS supplier and the local Partner for Realization and Implementation (Service Integrator) for strategic and innovation discussions, to have direct discussions about these topics. On the project management side, we prefer to have one main contact for the day-to-day management of priorities, time lines, results etc. In the maintenance phase, roles and responsibilities will still have to be decided. This also depends on whether the solution is cloud-based or on-premise. We will discuss this further during the tendering process.

Responsibility for JIO

Question: Who is responsible for the relationship with JIO?

Answer: DJI is responsible for managing JIO. During the project phase, we aim to keep it simple, so partners can consider JIO as part of DJI. For the maintenance phase, JIO may be involved in a different role.

Combination of Suppliers

Question: Are you considering a combination of suppliers?

Answer: Yes, we are. This could be one party with a joint approach, but it could also be multiple parties working together.

Relationship Between JIO and Suppliers

Question: Is there a relationship between JIO and the suppliers?

Answer: Yes, but suppliers can consider JIO as part of the DJI team during the project phase. For the maintenance phase, JIO will be involved in a different role.

1-on-1 Conversations – Nieuwersluis, February 11-13, 2025

Location: Nieuwersluis

Date: February 11-13, 2025

Additional insights shared by DJI in 1-on-1 conversations.

COTS-based approach - learnings from previous OMS projects and preliminary research

The need for modernization is clear: the current systems provide insufficient support for employees, leading to inefficient processes and an increased risk of errors. Many tasks are still performed manually, which is not only time-consuming but also prone to mistakes. Additionally, the existing system lacks flexibility, making it difficult to implement legislative changes and policy adjustments. By opting for a proven Commercial Off-The-Shelf (COTS) solution as the basis - and a phased approach, DJI is confident that the modernization of the OMS will be successful this time.

Previous attempts to modernize the OMS system did not achieve the desired success. The primary reason for this was an overly broad scope, in which too many functionalities were addressed simultaneously. This increased the complexity of the project and made it difficult to manage effectively. Additionally, escalation of commitment played a role: over time the project lacked the flexibility, early proof of a working solution and the inability to effectively pivot resulted in high investments and no results. DJI has drawn important lessons from these experiences and has now opted for a phased and more realistic approach, with a proven COTS solution as the foundation.

During the exploration phase, different scenarios for modernization were analyzed. Including research into similar OMS development projects for similar organizations abroad and research into proven COTS OMS solutions. The findings indicated that, also abroad, modernization of OMS solutions is not easy and regularly run over time and over budget. We evaluated several scenario's, including 'green-field' development, further development of TULP, and the use of COTS solutions. Ultimately, the decision was made to proceed with a COTS-solution to provide a solid foundation. When this is successfully implemented it will give DJI the flexibility to broaden the scope by using other COTS functionality, or develop and integrate with other solutions/innovations.

Although the current COTS suppliers offer the required functionalities for Scope A and B, their solutions must still be validated in practice. As a first step we will require COTS suppliers to present fully operational systems / processes during the tender process, through demo's and additional deep-dives into the solution. This to prevent that DJI will go ahead with non-proven solutions based on for example the presentation of conceptual 'mock-up demo's'.

Functional scope

A process and business function model mapping has been conducted to assess the alignment of common OMS functionalities with DJI's business functions and processes.

To increase the likelihood of a successful modernization of the OMS, DJI aims to establish a strong and functional core system. The decision was made to start with Scope A and B, as most evidence of successful OMS implementations concerned these functionalities.

A key functionality outside this initial scope is sentence calculation, which is part of Scope C. Currently, sentence calculation is managed within the TULP system, but after careful research and pilot studies, it has been decided to develop this module separately. The complexity in sentence calculation lies in the fact that it must accommodate a broad range of target groups, including offenders, immigration detention and others. Additionally, the responsibility for sentence calculation currently lies with DJI, but this may change in the future. While standard modules exist for this functionality, significant customization would still be required to implement sentence calculation correctly to align with Dutch laws and regulations. Therefore, Scope C will be developed separately but in parallel with Scope A and B.

Document management functionalities are included in the scope of the tender, though there is a distinction between document management and dossier/case management. For Scopes A and B, basic document management functionalities will be required, whereas dossier management (in a form that is specifically required by Dutch law) will be addressed separately as part of Scope E.

For the realization of the other scopes beyond A and B, this will be either realized by the selected COTS solution, or instead addressed with other solutions. Pilot projects are already underway, such as for grievance management, with further processes set to be piloted in the near future. If the selected OMS proves to be well-suited to DJI's operational needs and meets the requirements, DJI could decide to also realize this with the selected COTS solution. So, if the COTS solution for Scope A and B proves successful, DJI could decide to continue the realization of other functionalities with that solution, provided that it's feasible and that the solution is well-suited to DJI's needs.

Technical Scope

The total scope of the OMS modernization is estimated at 10,000 to 12,000 function points.

As part of the OMS modernization, a new architecture is being developed by DJI in which the existing systems within the 44 instances of TULP GW will be integrated into several domain services. The future OMS will also be part of these domain services and may act as both a provider and a consumer of its functionalities. Integration between the system will be facilitated through REST APIs.

From an end-user perspective, the most visible aspect of the migration will be the transition to the new OMS, while the underlying data will remain available for a longer period within the domain service.

Regarding infrastructure preferences, we currently view an on-premise deployment as the most obvious solution. However, if a cloud-based solution can meet the same security and privacy requirements, this is also a direction for DJI. See also the cloud policy of the Dutch national government.

Innovation & interfacing

In the future selection of a COTS solution, DJI will require flexibility of the technology to evolve and grow in line with future needs and innovations. This specifically results in requirements related to the integration of the COTS solution with other systems. The expectation from the COTS solution is that it will serve as a primary source for data services. The COTS solution will also utilize data from other data services, enabling smooth interaction between systems. DJI is dedicating significant effort to build flexible interfaces to support such future system adaptations.

Standardization of processes

DJI needs and is willing to standardize their processes. Many stakeholders are involved in the process of the OMS modernization, and there is a clear commitment from senior management to standardize through the COTS solution. Currently operational processes are executed in various ways (e.g., with data temporarily being stored in Excel versus in TULP), and current IT systems are causing dissatisfaction among users due to limited support and lack of a logical structure. It is expected that users will benefit from this standardization and that for scope A and B this will not be overly challenging to realize. If possible DJI wants to follow and adopt the 'reference processes' and way of working as already available in the COTS solutions.

Governance model

To effectively manage the complexity of multiple parties involved in the project, DJI aims to establish clear contractual agreements with both the COTS supplier and the partner for realization and implementation. During the project phase, DJI intends to position the partner for realization and implementation as the primary contact and project manager who will be mainly responsible for managing timelines, results and budget. During the tendering process (competitive dialogue) we will discuss this setup and alternatives in more details.

The project phase will require the involvement of all relevant parties, with DJI managing the involvement of JIO. As the project transitions into the maintenance phase, roles and responsibilities (also of JIO) will be adjusted. This is also a topic to further discuss during the competitive dialogue.

The long-term collaboration between the contracted parties will be proven successful with effective communication and coordination throughout the project.

Tendering process

The competitive dialogue is expected to be composed of three rounds, during which predefined themes will be discussed. DJI will most probably select three participants (combinations between COTS supplier and Partner for realization and implementation) for the competitive dialogue.

The intended contracting approach involves a general service agreement (long term), supplemented with further agreements for the realization of specific scope areas. This structure creates flexibility, allowing DJI to award specific work for Scope A, B and beyond when needed.

DJI intends to publish the tender late in Q3 of 2025, taken into consideration the holiday period during the summer.

Appendix A: Scope area B in more detail

In addition to recording data on detainees and their sentences, a number of related operational processes require the registration of additional data. The registration of these peripheral data falls within Scope B, as outlined in the table below.

Business functions Scope B	Dutch term & CTA Reference	Description
Monitoring capacity utilization	"Monitoren benutten capaciteit" CTA: Housing and bed management	Monitoring the utilization of the budgeted capacity to support the efficient deployment of scarce resources. The result serves as input for strategic capacity planning and may lead to interim adjustments to production agreements (e.g., changing the designation within a facility).
Assets and property registration	"Registratie bezittingen" CTA: Property	Ensuring an up-to-date and complete registration of a detainee's possessions (both in storage and in the cell); managing the processing of requests for the intake and release of possessions, both within the facility and between the facility and external locations.
Assets and property storage management	"Beheer op opgeslagen bezittingen" CTA: Property	Ensuring an up-to-date and complete registration and management of a detainee's stored possessions.
Offender daily schedule management	"Beheer dagagenda justitiabele" CTA: Scheduling	Management of the detainee's specific daily schedule, that allows for the planning of additional activities alongside the standard daily program.
Visitor list management	"Beheer bezoekerslijst" CTA: Visitation	Managing (a list of) approved visitors for the detainee
Visitation scheduling	"Bezoekplanning" CTA: Visitation, Scheduling	Efficient handling of visitation requests for a detainee, including the scheduling of approved visitors and allocation of a visitation room.
Visitation handling	"Bezoekafhandeling" CTA: Visitation	Efficient management of detainee visits, including the handling of visitor arrival, visitation, and departure within the facility (logistics).

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 referring 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?

<p>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?</p>	<p>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.</p> <p>We expect that the data from the COTS solution can be made accessible to DJI's systems.</p> <p>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.</p>	<p>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?</p>
<p>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?</p>	<p>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.</p> <p>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.</p>	<p>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?</p>
<p>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?</p>	<p>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.</p>	<p>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?</p>
<p>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?</p>	<p>The integration layer will be provided by DJI - and is still partly under development.</p>	
<p>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.</p>	<p>Not as part of Scope A, maybe if A and B are successfully developed and implemented.</p>	
<p>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.</p>	<p>For now we are open to discuss other options.</p>	
<p>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?</p>	<p>We are open to different options, if compliant with security etc. requirements.</p>	
<p>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?</p>	<p>APIs. DJI's existing application landscape is currently being expanded with REST APIs.</p>	
<p>Could you provide volumetric information regarding the number of users and their roles (internal users, external users, administrative staff, system operators, etc.)?</p>	<p>10.000 non-concurrent users in total.</p>	
<p>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?</p>	<p>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</p>	
<p>What type of authentication mechanisms are preferred (e.g., SSO, multi-factor authentication, biometric login)?</p>	<p>SSO preferred.</p>	
<p>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?</p>	<p>Yes, centrally.</p>	

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?
Terms and Conditions		
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?



U ontvangt deze brief uitsluitend via www.TenderNed.nl

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Kenmerk

TN507748

Datum 5 juni 2025
Onderwerp Informatie naar aanleiding van Markttoets en demonstraties van COTS OMS-oplossingen

Geachte deelnemer aan de Markttoets en demonstraties van COTS OMS-oplossingen,

Graag wil de Dienst Justitiële Inrichtingen (DJI) u namens het projectteam Vernieuwing OMS hartelijk danken voor uw actieve deelname aan de markttoets en de demonstraties van de COTS-oplossingen. Uw bereidheid om kennis, ervaringen en inzichten te delen en de open communicatie tijdens de sessies hebben ons geholpen om een goed beeld te krijgen van de mogelijkheden en aandachtspunten in de markt. Wij waarderen uw inzet en transparantie zeer.

De sessies hebben DJI waardevolle inzichten opgeleverd. We hebben veel geleerd over de stand van zaken in de markt, de toepasbaarheid van COTS-oplossingen voor onze processen en de technische mogelijkheden voor interoperabiliteit en data-uitwisseling. Mede dankzij uw bijdrage zijn we in staat geweest om onze uitgangspunten en aanpak te toetsen en kunnen deze waar nodig aanscherpen.

Conclusies uit de markttoets en demonstraties

Op basis van de markttoets en de demonstraties heeft DJI de volgende conclusies getrokken, die wij graag met u delen:

- **Bevestiging van uitgangspunten aanbesteding en aanpak**
De uitkomsten van de sessies geven geen aanleiding om de uitgangspunten voor de aanbesteding of onze gekozen aanpak fundamenteel aan te passen. Wel hebben de gesprekken en demonstraties ons geholpen om bepaalde aspecten verder aan te scherpen en te concretiseren. Dit stelt ons in staat om de uitvraag richting de markt nog duidelijker en gericht te formuleren.
- **Selectie van COTS OMS-leveranciers met bewezen ervaring**
DJI kiest ervoor uitsluitend te willen gaan samenwerken met leveranciers van COTS OMS-oplossingen die aantoonbaar OMS implementaties hebben gerealiseerd. Wij achten het van groot belang dat de gekozen oplossing in de praktijk haar waarde in een vergelijkbare context heeft bewezen, zodat wij kunnen vertrouwen op bruikbaarheid, stabiliteit, schaalbaarheid en continuïteit van het systeem.
- **Beperking deelname aan één combinatie per leverancier**
Leveranciers kunnen slechts éénmaal deelnemen aan de aanbesteding,

hetzij zelfstandig, hetzij als onderdeel van één samenwerkingsverband of combinatie. Deelname in meerdere combinaties zal niet worden toegestaan. Met deze keuze willen wij transparantie en gelijkheid in het proces waarborgen en voorkomen dat belangenverstremming of onduidelijkheid ontstaat.

Vervolg: publicatie aanbesteding later in 2025

Tot slot informeren wij u dat DJI voornemens is om de aanbesteding (selectiefase) direct na de zomer, in september 2025, te publiceren. U ontvangt hierover tijdig bericht via TenderNed. Wij nodigen u van harte uit om de ontwikkelingen te blijven volgen en, indien u zich in de scope van de opdracht herkent, deel te nemen aan de aanbestedingsprocedure.

Nogmaals dank voor uw waardevolle bijdrage en het vertrouwen in dit traject. Wij kijken uit naar een succesvol vervolg en een constructieve samenwerking.

Met vriendelijke groet,

Het projectteam Vernieuwing OMS
Dienst Justitiële Inrichtingen (DJI)



You will receive this letter only at www.TenderNed.nl

Date June 5, 2025
Subject Information following Market Verification and demonstrations of COTS OMS-solutions

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Dear participant in the Market Consultation and demonstrations of COTS OMS solutions,

On behalf of the OMS Modernization project team, the Dutch Custodial Institutions Agency (Dienst Justitiële Inrichtingen = DJI) would like to sincerely thank you for your active participation in the market consultation and the demonstrations of your COTS solution. Your willingness to share knowledge, experiences, and insights, as well as the open communication during the sessions, has helped us gain a clear understanding of the possibilities and points of attention in the market. We greatly appreciate your commitment and transparency.

The sessions have provided DJI with valuable insights. We have learned a great deal about the current state of the market, the applicability of COTS solutions for our processes, and the technical possibilities for interoperability and data exchange. Thanks in part to your contribution, we have been able to test our principles and approach and can refine them where necessary.

Conclusions from the market consultation and demonstrations

Based on the market consultation and the demonstrations, DJI has drawn the following conclusions, which we would like to share with you:

- **Confirmation of tender principles and approach**
The outcomes of the sessions do not give reason to fundamentally adjust the principles for the tender or our chosen approach. However, the discussions and demonstrations have helped us to further refine and concretize certain aspects. This enables us to formulate the request to the market even more clearly and specifically.
- **Selection of COTS OMS suppliers with proven experience**
DJI chooses to work exclusively with suppliers of COTS OMS solutions who can demonstrably show they have realized OMS implementations with other custodial services organizations. We consider it very important that the chosen solution has proven its value in practice in a comparable context, so that we can rely on the usability, stability, scalability, and continuity of the system.
- **Limitation of participation to one combination per supplier**
Suppliers may only participate in the tender once, either independently or as part of a single partnership or consortium. Participation in multiple consortia will not be permitted. With this decision, we aim to ensure

transparency and equality in the process and to prevent conflicts of interest or ambiguity.

Next steps: publication of the tender later in 2025

Finally, we would like to inform you that DJI intends to publish the tender (selection phase) immediately after the summer, in September 2025. You will receive timely notification of this via TenderNed. We warmly invite you to continue following developments and, if you recognize yourself within the scope of the assignment, to participate in the tender procedure.

Once again, thank you for your valuable contribution and the trust you have placed in this process. We look forward to a successful continuation and a constructive collaboration.

Kind regards,

The OMS Modernization project team
Dienst Justitiele Inrichtingen (DJI)