North Carolina Department of Public Safety
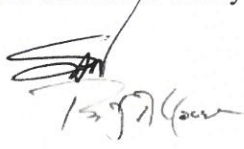
Adult Correction and Juvenile Justice

Roy Cooper, Governor
Casandra Skinner Hoekstra, Interim Secretary

Timothy D. Moose, Chief Deputy Secretary

MEMORANDUM

TO: Joint Legislative Oversight Committee on Justice and Public Safety

FROM: Casandra Skinner Hoekstra, Interim Secretary

Timothy D. Moose, Chief Deputy Secretary

RE: Final Report for the S.L. 2020-90 OPUS Pilot Program

DATE: August 12, 2021

Pursuant to Session Law 2020-90, SECTION 3.5.(b), the Department of Public Safety, Division of Adult Correction and Juvenile Justice, shall give a final report to the Joint Legislative Oversight Committee on Justice and Public Safety. The final report required by Section 3.5(b) shall include, at a minimum, the following: (1) A strategic development plan for replacing the OPUS System with a fully integrated Correctional Management System that integrates (i) the Administrative Office of the Courts Case Management System, (ii) an Inmate Mobile Tracking System, and (iii) a Mail Management System; (2) recommendations of how the Prison Pilot Program can be improved; and (3) recommendations of what resources would be needed to implement the Prison Pilot Program statewide.

Date	Milestone
10/19/20	RFP Posted
11/5/20	Bid Opening
11/6/20-12/10/20	Bids Reviewed by Evaluation Committee
12/10/20 – 12/20/2020	Best and Final Offers (BAFO)
12/31/20	Award Recommendation

As noted in the January Project Status Update for the S.L. 2020-90 OPUS Pilot Program, a Request for Proposal (RFP) was developed to award a vendor for designing a plan, or statement of work, to transform the State Prison Management Information Systems. This included all software infrastructure and equipment upgrades needed to deploy a mobile inmate tracking system, both of which will enable the Department of Public Safety, Division of Adult Correction and Juvenile Justice, to create a new shared database platform to replace the current OPUS System. The statement of work will be used by DPS to develop a bid solicitation that will implement the pilot projects.

The RFP for a vendor(s) to create a Prison Software Management Pilot Program was successfully developed, posted, and evaluated. This process followed state guidelines including the required direction, assistance, and oversight from the Department of Information Technology. In response to the RFP, one vendor submitted a total of one bid proposal. The DPS Procurement Office provided one proposal to the evaluation committee for review and consideration. After review of the competitive bid proposal, an award

recommendation was made on December 31, 2020 for the vendor candidate, The National Public Safety Group (NPSG).

NPSG has experience with applying public safety related software solutions. This knowledge will be beneficial in collaborating with DPS-Adult Correction on the development of a realistic timeline for the Prison Software Management Pilot Program implementation. NPSG also offered a fiscally conservative bid of $238,400 - below the $250,000 amount budgeted for the project. On January 13, 2021, a project kickoff meeting was held with the selected vendor, NPSG, along with pertinent staff from DPS-Adult Correction and the Department of Information Technology. Introductions were made and a background of the project, including the related legislation, was provided to attendees. Subsequent meetings were held to provide NPSG with an overview of OPUS, the Offender Population Unified System.

OPUS was first introduced into the Department of Correction in 1994 and the system has been updated and enhanced every year since. The OPUS ecosystem includes COBOL, Java and native smartphone and tablet applications. The data from each of the disparate systems is stored in a single DB2 database, which allows a collaborative usage of information. The co-location of data in a unified database greatly reduces redundant data entry and allows for meta-analysis of the information to better identify trends, improve investigative analysis, and evaluate policies and procedures. The tight integration between systems necessitates that impact analysis and code changes occur across systems when one component is updated or outsourced. As an example, when the Electronic Medical Record component was awarded to an external vendor, adjustments had to be made to the applications for food service, transportation, population management, offender demographics, disciplinary and reporting.

The OPUS system is comprised of a large legacy COBOL system with approximately sixty (60) web applications and services. The OPUS environment is a securely integrated suite of proprietary systems that deliver services to multiple DPS-Adult Correction sections, including the Special Operations, Intelligence and Investigation Unit; Community Corrections; Combined Records; Post Release and Parole Commission; Reentry and Programs; Administrative Analysis; Staff Training; Inmate Grievance Resolution Board and Clemency Office. OPUS also provides interfaces with agency-wide departments, such as Human Resources, Controller's Office, Safety, General Counsel, Administrative Analysis, and the Office of Special Investigations. OPUS applications exchange data with other governmental partners, including NC Administrative Office of the Courts, NC Department of Health and Human Services and NC Department of Justice and they receive information from NC Office of State Human Resources, NC Office of the State Controller and NC Department of Transportation. Data is sent to NC Department of Information Technology (GDAC), Federal Aviation Administration, Internal Revenue Service, NC Department of Revenue, NC Office of the State Controller, Employment Security Commission, US Census Bureau, Veterans Affairs and Board of Elections. Additionally, OPUS sends and receives data from private affiliates, including banks, phone service providers and health care partners. As a proprietary system, DPS was able to rapidly implement updates to multiple OPUS applications in response to the COVID-19 pandemic. These changes included modifications to accommodate the extended limits of confinement (ELC) program, as well as video conference visitation and telemedicine implementations. Other COVID-related adjustments consisted of tracking the distribution of vaccines and related incentives for vaccinated offenders, diagnostic testing, quarantine management and outbreak monitoring. OPUS has earned two Governor's awards, a NASCIO award and this past year was recognized as a finalist for the HITECH award.

Given the complexity of the OPUS system, on-site information gathering sessions for NPSG were held April 14th – 16, 2021. These multi-day meetings helped to solidify the project road map so NPSG can build a pilot program and a strategic development plan to replace the existing system. The Prison Software

Management Pilot Program at Bertie and Pasquotank Correctional Institutions will allow DPS-Adult Correction an opportunity to build on the current inmate tracking system by integrating housing, job, and program components for offenders. OPUS Pilot Program updates will continue to be provided as the pilot projects are created and enacted, and the strategic development plan to supplant the current system progresses.