

# Project Investment Justification

## Electronic Enhancement Monitoring

### SP24001

#### Administrative Office of the Courts

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## 1. GENERAL INFORMATION

**PIJ ID:** SP24001

**PIJ Name:** Electronic Enhancement Monitoring

**Account:** Administrative Office of the Courts

**Business Unit Requesting:** Arizona Supreme Court - Adult and Juvenile Probation Services

**Sponsor:** Dave Byers

**Sponsor Title:** AOC Director

**Sponsor Email:** dbyers@courts.az.gov

**Sponsor Phone:** (602) 452-3307

## 2. MEETING PRE-WORK

2.1 What is the operational issue or business need that the Agency is trying to solve? (i.e....current process is manual, which increases resource time/costs to the State/Agency, and leads to errors...):

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County probation departments currently supervise 80,000 adult felons and 3,000 juveniles, plus over 6,000 individuals on pretrial release. Probation departments continue to be short-staffed and offer low salaries, which are set by county boards of supervisors, making hiring and retaining staff an ongoing hardship. Additionally, contact requirements often take justice-involved individuals away from their work site and employers have asked probation officers for a more creative way to monitor activity to limit lost job time.

2.2 How will solving this issue or addressing this need benefit the State or the Agency?

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The solution will provide more opportunities for officers to randomly check-in on justice-involved individuals at their exact location and to verify compliance with court ordered terms.

2.3 Describe the proposed solution to this business need.

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The solution facilitates electronic communication via a justice-involved individuals' cell phone to send communications about information such as court-mandated obligations, event agendas, and check-in confirmations. The solution also provides a method of monitoring justice-involved individuals' cell phone for compliance, using geo-location, expected and actual curfew data, and other identification features, including self-reporting, to check if the justice-involved individual is within curfew location during respective curfew time block. If curfew location does not match, the solution should generate a report and send to the relevant supervision administrator.

The solution has a method of monitoring and displaying justice-involved individual information on a Graphic User Interface (GUI) to support individual tracking and reporting. The solution: provides a justice-involved individual's security profile display, including location data and check-in data; displays a GUI map associated with the physical location of a justice-involved individual's mobile device; and the associated map must confirm the physical address of the individual's device.

The solution is able to check if the justice-involved individual has violated the terms/location of supervision as entered into the justice-involved individual's account profile or in some other manner. The solution provides visual cues depending on threshold conditions, such as check-in location, distance, and verification information. Lastly, the solution offers a compliance score for each individual in the system.

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2.4 Has the existing technology environment, into which the proposed solution will be implemented, been documented?

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Yes

2.4a Please describe the existing technology environment into which the proposed solution will be implemented.

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2.5 Have the business requirements been gathered, along with any technology requirements that have been identified?

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Yes

2.5a Please explain below why the requirements are not available.

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### 3. PRE-PIJ/ASSESSMENT

3.1 Are you submitting this as a Pre-PIJ in order to issue a Request for Proposal (RFP) to evaluate options and select a solution that meets the project requirements?

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No

3.1a Is the final Statement of Work (SOW) for the RFP available for review?

3.2 Will you be completing an assessment/Pilot/RFP phase, i.e. an evaluation by a vendor, 3rd party or your agency, of the current state, needs, & desired future state, in order to determine the cost, effort, approach and/or feasibility of a project?

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No

3.2a Describe the reason for completing the assessment/pilot/RFP and the expected deliverables.

3.2b Provide the estimated cost, if any, to conduct the assessment phase and/or Pilot and/or RFP/solicitation process.

3.2e Based on research to date, provide a high-level cost estimate to implement the final solution.

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### 4. PROJECT

4.1 Does your agency have a formal project methodology in place?

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Yes

4.2 Describe the high level makeup and roles/responsibilities of the Agency, Vendor(s) and other third parties (i.e. agency will do...vendor will do...third party will do).

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Agency responsibilities are to identify key reporting needs, develop local training plan, communication plan for directors, managers and staff, and guide program planning for specific case types.

Vendor responsibilities are to program custom fields needed for data requirements, develop custom reports for data collection, execute app implementation (live client enrollment) and provide ongoing technical support and assistance.

Shared responsibilities include creating key performance indicators, creating training schedules, and executing the first and second waves of training.

4.3 Will a PM be assigned to manage the project, regardless of whether internal or vendor provided?

Yes

4.3a If the PM is credentialed, e.g., PMP, CPM, State certification etc., please provide certification information.

4.4 Is the proposed procurement the result of an RFP solicitation process?

Yes

4.5 Is this project referenced in your agency's Strategic IT Plan?

Yes

## 5. SCHEDULE

5.1 Is a project plan available that reflects the estimated Start Date and End Date of the project, and the supporting Milestones of the project?

Yes

5.2 Provide an estimated start and finish date for implementing the proposed solution.

Est. Implementation Start Date

Est. Implementation End Date

10/23/2023 12:00:00 AM

6/30/2025 12:00:00 AM

5.3 How were the start and end dates determined?

Based on funding

5.3a List the expected high level project tasks/milestones of the project, e.g., acquire new web server, develop software interfaces, deploy new application, production go live, and estimate start/finish dates for each, if known.

Milestone / Task	Estimated Start Date	Estimated Finish Date
Identify key reporting needs.	10/23/23	10/25/23
Develop training plans.	10/25/23	10/27/23
Create communication plan.	10/27/23	11/01/23
Finalize training and implementation plans.	11/01/23	11/03/23
Execute first wave training.	11/06/23	01/31/24
Live client enrollment, Deployment	11/06/23	06/30/25
Execute second wave training.	02/01/24	05/10/24

5.4 Have steps needed to roll-out to all impacted parties been incorporated, e.g. communications, planned outages, deployment plan?

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Yes

5.5 Will any physical infrastructure improvements be required prior to the implementation of the proposed solution. e.g., building reconstruction, cabling, etc.?

No

5.5a Does the PIJ include the facilities costs associated with construction?

5.5b Does the project plan reflect the timeline associated with completing the construction?

## 6. IMPACT

6.1 Are there any known resource availability conflicts that could impact the project?

No

6.1a Have the identified conflicts been taken into account in the project plan?

6.2 Does your schedule have dependencies on any other projects or procurements?

No

6.2a Please identify the projects or procurements.

6.3 Will the implementation involve major end user view or functionality changes?

No

6.4 Will the proposed solution result in a change to a public-facing application or system?

No

## 7. BUDGET

## 7. BUDGET

7.1 Is a detailed project budget reflecting all of the up-front/startup costs to implement the project available, e.g., hardware, initial software licenses, training, taxes, P&OS, etc.?

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Yes

7.2 Have the ongoing support costs for sustaining the proposed solution over a 5-year lifecycle, once the project is complete, been determined, e.g., ongoing vendor hosting costs, annual maintenance and support not acquired upfront, etc.?

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Yes

7.3 Have all required funding sources for the project and ongoing support costs been identified?

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Yes

7.4 Will the funding for this project expire on a specific date, regardless of project timelines?

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Yes

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7.5 Will the funding allocated for this project include any contingency, in the event of cost over-runs or potential changes in scope?

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No

## 8. TECHNOLOGY

8.1 Please indicate whether a statewide enterprise solution will be used or select the primary reason for not choosing an enterprise solution.

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There is not a statewide enterprise solution available

8.2 Will the technology and all required services be acquired off existing State contract(s)?

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No

8.3 Will any software be acquired through the current State value-added reseller contract?

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No

8.3a Describe how the software was selected below:

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8.4 Does the project involve technology that is new and/or unfamiliar to your agency, e.g., software tool never used before, virtualized server environment?

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No

8.5 Does your agency have experience with the vendor (if known)?

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Yes

8.6 Does the vendor (if known) have professional experience with similar projects?

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Yes

8.7 Does the project involve any coordination across multiple vendors?

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No

8.8 Does this project require multiple system interfaces, e.g., APIs, data exchange with other external application systems/agencies or other internal systems/divisions?

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No

8.9 Have any compatibility issues been identified between the proposed solution and the existing environment, e.g., upgrade to server needed before new COTS solution can be installed?

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No

8.9a Describe below the issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you.

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8.10 Will a migration/conversion step be required, i.e., data extract, transformation and load?

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No

8.11 Is this replacing an existing solution?

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No



8.11a Indicate below when the solution being replaced was originally acquired.

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8.11b Describe the planned disposition of the existing technology below, e.g., surplus, retired, used as backup, used for another purpose:

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8.12 Describe how the agency determined the quantities reflected in the PIJ, e.g., number of hours of P&OS, disk capacity required, number of licenses, etc. for the proposed solution?

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N/A

8.13 Does the proposed solution and associated costs reflect any assumptions regarding projected growth, e.g., more users over time, increases in the amount of data to be stored over 5 years?

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Yes

8.14 Does the proposed solution and associated costs include failover and disaster recovery contingencies?

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Yes

8.14a Please select why failover and disaster recovery is not included in the proposed solution.

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8.15 Will the vendor need to configure the proposed solution for use by your agency?

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Yes

8.15a Are the costs associated with that configuration included in the PIJ financials?

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Yes

8.16 Will any app dev or customization of the proposed solution be required for the agency to use the project in the current/planned tech environment, e.g. a COTS app that will req custom programming, an agency app that will be entirely custom developed?

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No

8.16a Will the customizations inhibit the ability to implement regular product updates, or to move to future versions?

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8.16b Describe who will be customizing the solution below:

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8.16c Do the resources that will be customizing the application have experience with the technology platform being used, e.g., .NET, Java, Drupal?

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8.16d Please select the application development methodology that will be used:

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8.16e Provide an estimate of the amount of customized development required, e.g., 25% for a COTS application,

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100% for pure custom development, and describe how that estimate was determined below:

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8.16f Are any/all Professional & Outside Services costs associated with the customized development included in the PIJ financials?

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8.17 Have you determined that this project is in compliance with all applicable statutes, regulations, policies, standards & procedures, incl. those for network, security, platform, software/application &/or data/info found at [aset.az.gov/resources/psp](http://aset.az.gov/resources/psp)?

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Yes

8.17a Describe below the compliance issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you:

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8.18 Are there other high risk project issues that have not been identified as part of this PIJ?

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No

8.18a Please explain all unidentified high risk project issues below:

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## 9. SECURITY

9.1 Will the proposed solution be vendor-hosted?

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Yes

9.1a Please select from the following vendor-hosted options:

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Commercial data center environment, e.g AWS, Azure

9.1b Describe the rationale for selecting the vendor-hosted option below:

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Industry standard scalable and flexible hosting solution that avoids overhead of maintaining our own infrastructure.

9.1c Has the agency been able to confirm the long-term viability of the vendor hosted environment?

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Yes

9.1d Has the agency addressed contract termination contingencies, e.g., solution ownership, data ownership, application portability, migration plans upon contract/support termination?

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Yes

9.1e Has a Conceptual Design/Network Diagram been provided and reviewed by ASET-SPR?

Yes

9.1f Has the spreadsheet located at <https://aset.az.gov/arizona-baseline-security-controls-excel> already been completed by the vendor and approved by ASET-SPR?

No

9.2 Will the proposed solution be hosted on-premise in a state agency?

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No

9.2a Where will the on-premise solution be located:

9.2b Were vendor-hosted options available and reviewed?

9.2c Describe the rationale for selecting an on-premise option below:

9.2d Will any data be transmitted into or out of the agency's on-premise environment or the State Data Center?

9.3 Will any PII, PHI, CGIS, or other Protected Information as defined in the 8110 Statewide Data Classification Policy be transmitted, stored, or processed with this project?

Yes

9.3a Describe below what security infrastructure/controls are/will be put in place to safeguard this data:

## 10. AREAS OF IMPACT

Application Systems

Mobile Application Development

Database Systems

MySQL

Software

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Open Source

Hardware

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LAN/WAN Infrastructure

Hosted Solution (Cloud Implementation)

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AWS (non-government) cloud

Security

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Encryption;Firewall

Telecommunications

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Wireless Access Points

Enterprise Solutions

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Business Intelligence System;E-Signatures;Geographic Information Systems;Other Imaging - Photos, Fingerprints, etc.;Document Management/Imaging

Contract Services/Procurements

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## 11. FINANCIALS

Description	PIJ Category	Cost Type	Fiscal Year Spend	Quantity	Unit Cost	Extended Cost	Tax Rate	Tax	Total Cost
Licensing Fee	License & Maintenance Fees	Development	1	1	\$4,800	\$4,800	0.00 %	\$0	\$4,800
Software	Software	Development	1	1	\$1,257,268	\$1,257,268	0.00 %	\$0	\$1,257,268
Hardware	Hardware	Development	1	1	\$628,833	\$628,833	0.00 %	\$0	\$628,833
Staff Salary/ERE	Other	Development	1	1	\$77,659	\$77,659	0.00 %	\$0	\$77,659
Licensing Fee	License & Maintenance Fees	Development	2	1	\$4,800	\$4,800	0.00 %	\$0	\$4,800
Development Cost of Application Programming Interface (API)	Professional & Outside Services	Development	2	1	\$80,000	\$80,000	0.00 %	\$0	\$80,000
Staff Salary/ERE	Other	Development	2	1	\$116,489	\$116,489	0.00 %	\$0	\$116,489
Hardware	Hardware	Development	2	1	\$943,251	\$943,251	0.00 %	\$0	\$943,251
Software	Software	Development	2	1	\$1,886,501	\$1,886,501	0.00 %	\$0	\$1,886,501

<b>Base Budget (Available)</b>	<b>Base Budget (To Be Req)</b>	<b>Base Budget % of Project</b>
\$0	\$0	0%
<b>APF (Available)</b>	<b>APF (To Be Req)</b>	<b>APF % of Project</b>
\$2,500,000	\$0	50%
<b>Other Appropriated (Available)</b>	<b>Other Appropriated (To Be Req)</b>	<b>Other Appropriated % of Project</b>
\$0	\$0	0%
<b>Federal (Available)</b>	<b>Federal (To Be Req)</b>	<b>Federal % of Project</b>
\$0	\$0	0%
<b>Other Non-Appropriated (Available)</b>	<b>Other Non-Appropriated (To Be Req)</b>	<b>Other Non-Appropriated % of Project</b>
\$2,500,000	\$0	50%

<b>Total Budget Available</b>	<b>Total Development Cost</b>
\$5,000,000	\$4,999,601
<b>Total Budget To Be Req</b>	<b>Total Operational Cost</b>
\$0	\$0
<b>Total Budget</b>	<b>Total Cost</b>
\$5,000,000	\$4,999,601

## 12. PROJECT SUCCESS

Please specify what performance indicator(s) will be referenced in determining the success of the proposed project

Please specify what performance indicator(s) will be referenced in determining the success of the proposed project (e.g. increased productivity, improved customer service, etc.)? (A minimum of one performance indicator must be specified)

Please provide the performance objective as a quantifiable metric for each performance indicator specified.

**Note:** The performance objective should provide the current performance level, the performance goal, and the time period within which that performance goal is intended to be achieved. You should have an auditable means

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to measure and take corrective action to address any deviations.

**Example:** Within 6 months of project completion, the agency would hope to increase "Neighborhood Beautification" program registration by 20% (3,986 registrants) from the current registration count of 19,930 active participants.

#### Performance Indicators

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Current mobile users of the application (app) are at 0% for pretrial and standard/intensive probationers.

Within the first fiscal year of the project 50% of maximum level pretrial justice-involved individuals on release will be engaged through the app. Within six months of project completion 90% of maximum level pretrial justice-involved individuals will be engaged through the app.

Within the first fiscal year of the project 30% of probationers assigned to standard or intensive probation supervision will be engaged through the app. Within six months of project completion 65% of probationers assigned to standard or intensive probation supervision will be engaged through the app.

## 13. CONDITIONS

#### Conditions for Approval

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Should development costs exceed the approved estimates by 10% or more, or should there be significant changes to the proposed technology scope of work or implementation schedule, the Agency must amend the PIJ to reflect the changes and submit it to ADOA-ASET, and ITAC if required, for review and approval prior to further expenditure of funds.

Monthly reporting on the project status is due to ADOA-ASET no later than the 15th of the month following the start of the project. Failure to comply with timely project status reporting will affect the overall project health. The first status report for this project is due on December 15, 2023.

Prior to moving any State data into the vendor-hosted environment the Agency must work with the Department of

Access to existing any state data in the vendor hosted environment and Agency must work with the Department of Administration (ADOA) and Department of Homeland Security (AZDOHS) Cyber Command, to assure the vendor successfully completes the full Arizona Risk and Authorization Management Program (AZRamp) and is AZRamp Authorized in order to access, transmit, process or store state data.

## 14. OVERSIGHT SUMMARY

### Project Background

The Administrative Services Division's major responsibilities are the preparation and oversight of appropriated state funding for the judicial department, financial services, legal services, Human Resources and facility management. The Arizona Constitution authorizes an administrative director and staff to assist the Chief Justice with administrative duties. Under the direction of the Chief Justice, the administrative director and the staff of the Administrative Office of the Courts (AOC) provide the necessary support for the supervision and administration of all state courts.

The Juvenile Justice Services Division of the Arizona Supreme Court, Administrative Office of the Courts, is responsible for the effective administration of juvenile justice programs for delinquent and incorrigible youth in coordination with the juvenile courts.

The Court is creating a program designed to enable probation and pretrial officers to monitor justice-involved

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individuals, both pre-trial and selected probation groups, using a cell phone. This solution will provide an officer more opportunities to randomly check-in on a justice-involved individual. Any solution selected must be able to exchange data with the Court's probation case management solution, and enhanced supervision software being deployed to all probation departments, in a manner that avoids officers having to enter the same data twice. Electronic monitoring must be adjustable to various types of caseloads, offering multiple setting options, including city or rural locations. Depending on an individual's threshold conditions, visual cues such as check-in location, distance and verification information should be displayable. There must be a verification method that confirms the justice-involved individual is the person sharing and receiving data via specified mobile device, which may include facial recognition, fingerprint identification, etc.

### Business Justification

The metrics that will be improved by adopting the new solution as follows:

Within the first fiscal year of the project 50% of maximum level pretrial justice-involved individuals on release will be engaged through the app. Within six months of project completion 90% of maximum level pretrial justice-involved individuals will be engaged through the app.

Within the first fiscal year of the project 30% of probationers assigned to standard or intensive probation



supervision will be engaged through the app. Within six months of project completion 65% of probationers assigned to standard or intensive probation supervision will be engaged through the app.

The solution will provide more opportunities for officers to randomly check-in on justice-involved individuals at their exact location and to verify compliance with court ordered terms.

#### Implementation Plan

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The solution will be Vendor-hosted, at AWS (non-government) cloud.

Agency responsibilities are to identify key reporting needs, develop local training plan, communication plan for directors, managers and staff, and guide program planning for specific case types.

Vendor responsibilities are to program custom fields needed for data requirements, develop custom reports for data collection, execute app implementation (live client enrollment) and provide ongoing technical support and assistance.

Shared responsibilities include creating key performance indicators, creating training schedules, and executing the first and second waves of training.

#### Vendor Selection

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The Arizona Supreme Court conducted a sealed proposal RFP. Based on proposals provided and initial scoring summaries, the committee instructed Procurement to schedule demonstrations for the following 5 vendors:

Allied Universal

CheckUps

Corrective Solutions

Reconnect

SCRAM

Email notifications and demonstration topic scripts were sent out to all vendors. Demonstrations dates were scheduled for 4 of the 5 vendors. Allied Universal failed to respond to email requests and notifications from Procurement. Procurement provided a status update to the evaluation committee that Allied Universal failed to respond to requests and demonstration was not scheduled.

The chosen vendor will be Reconnect.

#### Budget or Funding Considerations

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The budget will be available through the following source:

50% APF (Available)

## 15. PIJ REVIEW CHECKLIST

Agency Project Sponsor

Shanda Breed

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Agency CIO (or Designee)

Karl Heckart

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Agency ISO (or designee)

Pam Peet

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OSPB Representative

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ASET Engagement Manager

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ASET SPR Representative

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Agency SPO Representative

Brett Watson

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Agency CFO

Martin Gaxioloa

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