

STATE OF TEXAS           §  
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COUNTY OF TRAVIS       §

**CRIMES LAW ENFORCEMENT SOFTWARE UPGRADE AGREEMENT  
CONTRACT NUMBER CON0001546**

This contract is effective **September 1, 2023**, and is by and between the **Texas Juvenile Justice Department**, hereinafter **TJJD**, and **Sam Houston State University (SHSU) Criminal Justice Center**, [REDACTED], hereinafter **Service Provider**, to provide upgrades and enhancement to TJJD CRIMES application intake, investigations, and referral database software. This contract expires on **March 31, 2024**, and is identified as **TJJD CONTRACT NUMBER CON0001546**.

This agreement on scope of work is, between the Office of Inspector General (OIG), Office of Independent Ombudsman-Texas Juvenile Justice Department, and Sam Houston State University (SHSU) on scope of work regarding upgrades and enhancements to CRIMES application intake, investigations, and referral database/software.

**SECTION I: CONTRACT TERM**

This contract is effective **September 1, 2023, though March 31, 2024**, with no renewal options.

**SECTION II: SERVICE PROVIDER**

**1. SCOPE**

The Service Provider will provide upgrades and enhancements to CRIMES application intake, investigations, and referral database/software for the cost of \$25,000.00 and within in a reasonable time of six months, service provider will be working with OIG to develop, test, and implement updates to included general operation and specific operation of the below:

1. Read only access to CRMES applications.
2. Partition and restricting access to CRIMES applications.
3. External secure access to CRIMES applications. (Special Prosecution Unit, TJJD Legal, TJJD Leadership).
  - a. ANE reports
  - b. Criminal Reports
  - c. Administrative Reports
4. Develop a section for cases referred to #3.

5. Add referral tabs (Monitoring and Inspections-M&I).
6. Add investigation framework to Use of Force-UOF (upgrade).
7. Add referral tab and investigation frame work for Security Intelligence Operations-SIO.
8. Develop a master search option for all CRIMES applications.
9. Develop a notification (email) application to inform TJJD leadership when investigations are opened and closed on staff and offenders. Will need a restrict option when notification is not appropriate due to sensitivity.
10. Address search results and returning back to search results. (a fix under our current service agreement)
11. Alphabetize all drop down boxes (a fix under our current service agreement)
12. Address uploading speeds (a fix under our current service agreement)
13. UOF button and PREA button, automatic referrals once saved.
14. Case history notes indicate which department did the action
15. Investigations case disposition list on multiple entries, sort filter for selectable suspect entries.

### **OIO Request**

SHSU for the cost of \$5,000.00 and within in a reasonable time of six months will be working with OIO to develop, test, and implement updates to included general operation and specific operation of the below:

1. "Generate Report" tab" A new report that puts our IRC Calls and Inquiry/Referrals into a printable document similar to what the IRC has. This would make it easier to send call information to the Director or an ombudsman when they don't have access to the database.
2. Better search functions. We would like to be able to search more fields than we are currently able to. This would make it easier to find calls from a particular involved party or subject when we don't have a case number.
3. We would also like to return to a search after opening a record, rather than starting the search over. Now when we do a search, once we open a record, we have to start the search over again. There is no way to open a record and go back to the search results. This would speed up pulling reports for open

records requests and make finding records easier for everyone. (Same as  
OIG #10)

4. There are several fields that are locked that we would like to be able to edit  
(At least until the record is closed.) This would make it easier to keep our  
records accurate. If a field is locked, incorrect data entry is less likely to get  
corrected since we have to go through the programmers. This is more  
cleanup, rather than a major upgrade.

**Contractor Point of Contact:**

Sam Houston State University (SHSU) VID: 1746001430  
Suman Malempati – SHSU CRIMES  
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**TJJJ Point of Contact for Service:**

JD Robertson, Chief Ombudsman - OIO  
Phone: (512) 490-7993  
Email: [JD.Robertson@tjjd.texas.gov](mailto:JD.Robertson@tjjd.texas.gov)

**TJJJ Point of Contact for Service:**

Daniel Guajardo, Chief Inspector - OIG  
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Email: [Daniel.Guajardo@tjjd.texas.gov](mailto:Daniel.Guajardo@tjjd.texas.gov)

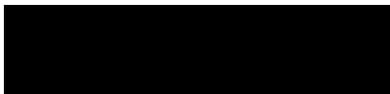
**Contracts Point of Contact:**

Dorene Corsentino, Contract Specialist  
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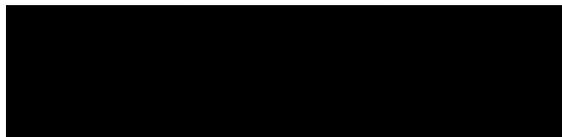
**Signatures:**

  
\_\_\_\_\_  
JD Robertson, Chief Ombudsmand-OIO

8/23/23  
Date

  
\_\_\_\_\_  
Daniel Guajardo, Chief Inspector –OIG

08/23/2023  
Date

  
\_\_\_\_\_  
Suman Malempati-SHSU CRIMES

08/23/23  
Date