



Company name

Address

Type of business

Description of the element(s) of the project being assigned.

Identify any subcontractor(s) and its role in these studies or projects.

A brief description of the system or hardware to be installed.

Contract person and alternate:

Name

Title

Phone number

Address

Hours available

Total full time work force assigned to projects related to project on this bid.

Total full time work force located in the Commonwealth being proposed by the response to this bid.

**MCI Response:**

MCI has read, understands and provides the following information as required by this RFP requirement.

MCI is proposing as the prime contractor for any contract resulting from this RFP, and will be the Commonwealth's single point of contact for all inmate telephone service program equipment and services, and for meeting all RFP requirements. As the prime contract, MCI will be using two (2) subcontractors in support roles: Value Added Communications, Inc. (VAC) and ShawnTech Communications, Inc. (ShawnTech). MCI will manage all aspects of equipment and services to be provided by VAC and ShawnTech in meeting the RFP requirements.

**Value Added Communications, Inc.**

Value-Added Communications was formed in 1988 initially focusing on innovative automated calling technology and services within the telecommunications market. The company's focus was later narrowed to the corrections market with engineering emphasis on the specialized systems and services required to become a leader in this niche. Successes include the implementation of the first debit and collect hybrid calling system in the United States for the State of Colorado DOC and the award of the Federal Bureau of Prisons contract in 1998. Current management acquired the company's assets in 1999, undertaking an aggressive sales campaign to become the inmate system provider of choice for the telecommunications industry's market leaders. To date, VAC has established strategic relationships with the telecommunications industry's leaders including MCI, Verizon, Qwest, AT&T, and Sprint.



The first step in formalizing VAC's commitment to the inmate communications market was to design the infrastructure necessary to support the country's largest correctional system - the Federal Bureau of Prisons. The VAC pan has always been to create the support structure sufficient to provide exceptional service to this high-volume client and a robust platform to facilitate significant growth to both State DOCs and County facilities. Over the years, VAC has realized significant success in this effort and we have yet to challenge the limits of our potential.

In addition to the 104 Federal Correctional facilities previously served under contract with DynCorp and now awarded once again to VAC through contract with Unisys; VAC also provides systems and services to the Colorado Department of Corrections, the Oregon Department of Corrections, the Washington Department of Corrections, the Delaware Department of Corrections and a growing number of county correctional facilities across the United States.

VAC will provide to MCI the Focus 100 call processing equipment (Focus 100) technology along with the required investigative and call control features specified by the RFP, and administrative workstations in support of the Commonwealth. VAC's team of professionals will support MCI in system installation and testing and will provide initial system training to appropriate facility personnel. In addition, VAC will provide 2<sup>nd</sup> Tier remote and local technical support of maintenance and trouble ticket resolution to MCI's help desk and technical consultants, in conjunction with ShawnTech field maintenance support technicians supporting the Commonwealth.

Requirement and MCI Response Relating to Value Added Communications
<b>1. Complete company name and address.</b>
Value-Added Communciations, Inc. 3801 East Plano Parkway Plano, TX 75074
<b>2. Federal identification or social security number. State in which incorporated, if applicable.</b>
Value Added Communications, Inc.'s federal identification number is 36-3617386.
<b>3. Type of business</b>
Value Added Communications is a manufacturer of call processing and call control equipment within the inmate market sector. VAC designs and manufactures propriety call platforms from a hardware and software perspective. Stand alone site based systems and fully networked large area systems are core competencies of VAC. VAC

tailors each system according to customer defined specifications, builds and tests the units according to these agreed upon specifications and ships and installs the systems at customer designated locations. VAC has a trained staff of engineers that work with the client to understand the operational needs of the facility and assist in designing solutions for the client that improve performance, productivity and control. VAC utilized certified engineers in the field to assist at customer locations should the need arise. Remote monitoring and watchdog programs allow VAC engineers to keep a watchful eye on system performance on a real time basis.

**4. Total years in the business for which the Sub is being proposed in this bid**

Value Added Communications has been in the business for which MCI is proposing in this bid for seventeen (17) years.

**5. Number of years in the telecommunications business.**

Value Added Communications has been in the telecommunications business for seventeen (17) years.

**6. Provide a financial statement or company annual report for each of the latest year.**

The Value Added Communications financial statement is included within PA Attachment 26 to this proposal.

**7. How many projects similar to the functions proposed in this bid have been worked on in the past three (3) years.**

Value Added Communications has performed the following projects similar to the functions proposed within this bid:

1. United States, Federal Bureau of Prisons
2. State of Colorado, Department of Corrections
3. State of Delaware, Department of Corrections
4. State of Oregon Department of Corrections
5. State of Washington, Department of Corrections
6. County of Maricopa, Sheriffs Department
7. County of Polk, Sheriff's Department
8. Puerto Rico Telephone

**8. Provide as many as possible but no less than three (3) references for the project**

**description in number 7 above. Include at least the following information:**

- a. **Company name**
- b. **Address**
- c. **Type of Business**
- d. **Description of the element(s) of the project being assigned.**
- e. **Identify any subcontractor(s) and its role in these studies or projects.**
- f. **A brief description of the system or hardware to be installed.**
- g. **Contract person and alternate:**
  - i. **Name**
  - ii. **Title**
  - iii. **Phone Number**
  - iv. **Address**
  - v. **Hours available**
- h. **Total full time work force assigned to projects related to project on this bid.**
- i. **Total full time work force located in the Commonwealth being proposed by the response to this bid.**

Value Added Communications references are included at the end of this Tab 4.

### **ShawnTech Communications, Inc..**

ShawnTech Communications, Inc. was established in 1986 to provide reliable telecommunications services to both businesses and individuals. Over the years our service offering has grown to include contract engineering, installation, maintenance services, project management, and turnkey projects. Today ShawnTech services span virtually the entire spectrum of telecommunications. ShawnTech partnered with one of the first companies to integrate call control and recording technologies in the telecommunications market.

ShawnTech Communications, Inc. is proud to be recognized as a "Minority Owned Business Enterprise" (MBE), and holds certifications with the Small Business Administration (8A), the State Department of Transportation, the National Minority Suppliers Development Council, the Department of Administrative Services Equal Opportunity Division, and numerous state certifications. Presently, ShawnTech Communications, Inc. is serving the needs of correctional facilities in ten states and 338



locations. ShawnTech Communications, Inc specializes in the installation, maintenance, and administration of "inmate telephone systems" technologies.

ShawnTech's goal is to build ongoing, mutually beneficial relationships with our clients. That's why we value our many long-term client relationships and our reputation for readily responding to their changing needs. Our Engineering and Operations Teams work with multiple vendor technologies and continue to add to their knowledge base of today's telecommunications network hierarchy. ShawnTech carefully evaluates a customer's needs when placing Field Technicians. Such matters as minimum response time for priority trouble issues are considered in determining the best physical location. ShawnTech Field Technicians are equipped with the tools and inventory necessary to quickly respond to all trouble reports generated from their assigned facility.

ShawnTech will provide to MCI five (5) field support engineers to provide preventative and remedial maintenance of the Focus 100 system and workstations, inmate phones, TDD devices, and network equipment - - including all spare parts and replacement parts in support of Commonwealth. These field support engineers will also assist in system refresher training of Commonwealth personnel. In addition, ShawnTech will provide to MCI a state dedicated Program Manger who will oversee the ShawnTech provided nineteen (19) decentralized or six (6) centralized administrators to provide PIN and allowed call list management services, assistance in report generation, and other duties as identified in support of MCI and the Commonwealth.

<b>Requirement and MCI Response Relating to ShawnTech Communications</b>
<b>1. Complete company name and address.</b>
ShawnTech Communications, Inc. One Aset Centre, Suite 102 Vandalia, Ohio 45377
<b>2. Federal identification or social security number. State in which incorporated, if applicable.</b>
ShawnTech Communications, Inc.'s federal identification number is 31-1487203.
<b>3. Type of business</b>
ShawnTech Communications, Inc. is a full-service provider of telecommunications products and services, including the provisioning of installation, maintenance and administrative services for correctional facilities.

**4. Total years in the business for which the Sub is being proposed in this bid**

ShawnTech Communications has been in the business for which MCI is proposing in this bid for ten (10) years.

**5. Number of years in the telecommunications business.**

ShawnTech Communications has been in the telecommunications business for seventeen (17) years.

**6. Provide a financial statement or company annual report for each of the latest year.**

The ShawnTech Communications financial statement is included within PA Attachment 26 to this proposal.

**7. How many projects similar to the functions proposed in this bid have been worked on in the past three (3) years.**

ShawnTech Communications has performed the following projects similar to the functions proposed within this bid:

1. Commonwealth of Pennsylvania, Department of Corrections
2. State of New York, Department of Corrections
3. Commonwealth of Virginia, Department of Corrections
4. State of Missouri, Department of Corrections
5. State of Connecticut, Department of Corrections
6. State of Minnesota, Department of Corrections
7. County of Milwaukee, Sheriff's Department
8. County of Waukesha, Sheriff's Department
9. City of Richmond, Sheriff's Department

**8. Provide as many as possible but no less than three (3) references for the project description in number 7 above. Include at least the following information:**

- j. Company name
- k. Address
- l. Type of Business

- m. **Description of the element(s) of the project being assigned.**
- n. **Identify any subcontractor(s) and its role in these studies or projects.**
- o. **A brief description of the system or hardware to be installed.**
- p. **Contract person and alternate:**
  - i. **Name**
  - ii. **Title**
  - iii. **Phone Number**
  - iv. **Address**
  - v. **Hours available**
- q. **Total full time work force assigned to projects related to project on this bid.**
- r. **Total full time work force located in the Commonwealth being proposed by the response to this bid.**

ShawnTech Communications references are included at the end of this Tab 4. Total full time work force located in the Commonwealth being proposed by the response to this bid ranges from 26 to 12 based on if the Commonwealth chooses a centralized or decentralized administrative staff.

c. **Financial Information:** Contractors must include with their proposals the latest annual report and a complete financial statement prepared by an independent certified public accountant to include the balance sheet and a profit and loss statement for the complete fiscal period for the firm submitting the proposal and all other firms joining the Contractor in providing major components of the systems such as InterLata service, IntraLata service, local calling, inmate telephone service control systems, monitoring and recording equipment and software, collect call billing services, PIN administration, prepaid, and maintenance. If a financial statement has not been completed for the fiscal period since the annual report of the firm, a statement from an independent certified public accountant must so state and the last complete financial statement must be included.

**MCI Response:**

MCI has read, understands and has complied with the requested financial statements that have been included in this proposal response.

**RFP SECTION 2 – TAB 4**

**VALUE ADDED  
COMMUNICATIONS  
REFERENCES**

# VAC References

## FEDERAL BUREAU OF PRISONS

(Customer since 1990's)

**Federal Bureau of Prisons (FBOP)**  
320 First Street, NW  
Washington, DC 20534

**Call Processing System Provider:** VAC  
**System Maintenance Provider:** VAC

**Facilities:** 104  
**Phones:** 6,000  
**Inmates:** 145,000

### Contact Person

Master Chief David Casillas, FBOP Trust Fund Branch  
(202) 616-2060

### FBOP Offender Telephone System Project Description and Technical Environment

VAC has provided the call processing equipment and system maintenance to FBOP since the 1990's in support of a federal prime contractor. VAC will be installation the Focus 100 system, the same system offered to WA DOC under this proposal, under a new OTS service contract recently awarded. In support of the FBOP nation-wide, multi-site, WAN-based Inmate Call Control System, VAC provides the following:

- Collect and debit call processing equipment features and functionalities, investigative features and functionalities, workstations, etc.
- Collect and debit call Completion for all call types (local, intra-lata, inter-lata, inter-state, and debit international calls) made by inmates to called parties.
- Inmate Telephone Service and, private Wide-Area Network proactive network management of circuits, routers, and any other network components.
- Installation and upgrades of call processing systems, workstations, phones, TDDs, and any other associated Inmate Telephone Service equipment.
- Field support services and trouble desk call center service for trouble management, and system and network repair.
- Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features. Back Office support, consisting of call polling, formatting, and Call Detail Records transmission.

**STATE OF DELAWARE**

(Customer since 2004)

State of Delaware Department of Corrections  
801 Silver Lake Blvd.  
Dover, DE 19904

Call Processing System Provider: VAC  
System Maintenance Provider: VAC

Facilities: 7  
Phones: 516  
Inmates: 15,000  
Workstations/Monitor Stations: 7

**Contact Person**

Kay Buck, Inmate Phone Specialist  
(320) 739-9649

**DE DOC Offender Telephone System**  
**Project Description and Technical Environment**

VAC has provided the call processing equipment and system maintenance to the State of Delaware since 2004. In support of a prime contractor to the State of Delaware with VAC providing the following support services the FBOP nation-wide, multi-site, Wide-Area Network-based Inmate Call Control System, VAC provides the following:

- Overall prime contract responsibility for all contractual and operational requirements, including single point of contact for all subcontractors and associated subcontractor activities.
- Installation and upgrades of call processing systems, workstations, phones, TDDs, and any other associated Inmate Telephone Service equipment.
- Installation and management of a fully integrated private Wide Area Network data network allowing for secured access to system wide data (i.e. Call Detail Records, call recordings, live call monitoring capabilities, etc.) from any DE DOC system workstation location.
- Installation and management of network access to DE DOCS facilities to allow for completion of collect and debit calls, and all call types (local, intra-lata, inter-lata, inter-state, and debit international calls) made by inmates to called parties.
- Field support services and trouble desk call center service for trouble ticket management, and system, phone, network repair.
- Called party call center services for handling billing and payment questions, customer block and contract rate information, and call party direct billing account creation and account/call management.
- Collect and debit call processing, billing of the called party, call and commission report generation to DE DOCS, and accurate and timely payment of commission payments to DE DOCS.
- Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features.
- Inmate Telephone System and private Wide Area Network proactive network management of circuits, routers, and any other network components.

**STATE OF COLORADO**

(Customer since 1996)

**State of Colorado Department of Corrections**  
275 West Hwy 50  
Canon City, CO 81212

**Call Processing System Provider: VAC**  
**System Maintenance Provider: VAC**

Facilities: 23  
Phones: 880  
Offenders: 15,000  
Workstations/Monitor Stations: 24

**Contact Person**

Mrs. Sue Grisenti, Offender Telephone Operations Manager  
(719) 269-4262

**CO DOC Offender Telephone System Project Description and Technical Environment**

VAC provide prime contract services beginning in 1993 and has been providing subcontracted services to MCI in support of the State of Colorado Department of Corrections offender telephone service since 1996. VAC has installed Inmate Telephone systems through out the state at all contracted CO DOCS correctional facilities, including privately run state-managed facilities. Under the current contract, VAC provided and continues to provide services consisting of but not limited to:

- Support of MCI's prime contract responsibility for all contractual and operational requirements.
- Installation and upgrades of call processing systems, workstations, and any other associated Inmate Telephone System equipment.
- Maintenance of all Inmate Telephone System equipment, including phones and TDD devices.
- Maintenance of fully integrated private WAN data network allowing for secured access to system wide data (i.e. CDR, call recordings, live call monitoring capabilities, etc.) from any CO DOC system workstation location.
- Maintenance of TIPS service that allows offenders to call into a voice messaging server and leave messages (TIPS) with the inspector about crimes that have occurred within and outside of the facility walls.
- Maintenance of imaging system for electronic storage of all offender correspondence, offenders allowed call lists etc. with online access to these documents by any authorized user.
- Field support services and 2<sup>nd</sup> level trouble desk call center service for trouble ticket management, and system, phone, network repair.
- Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features.

**RFP SECTION 2 - TAB 4**

**SHAWNTECH REFERENCES**

# ShawnTech References

**STATE OF NEW YORK**

(Customer since 1996)

State of New York Department of Corrections  
1220 Washington Avenue  
Albany, NY 12226

**Prime Contractor: MCI**  
**Maintenance Service Provider: ShawnTech**

Facilities:	88 (including 18 Non-Core sites)
Phones:	3,409
Offenders:	64,000
Workstations/Monitor Stations:	85

**Contact Person**

Mr. Ed Koberger, Supervisor of Data Processing/Offender Services  
(518) 457-4414

**NY DOC Offender Telephone System**  
**Project Description and Technical Environment**

ShawnTech has been providing field maintenance to MCI in support of the State of New York Department of Corrections fully managed offender telephone service since 1996 and is currently providing service to NY DOCS. ShawnTech has installed the current Inmate Telephone System throughout the state at all contracted NYDOCS correctional facilities. Under the current contract, ShawnTech provided and continues to provide services consisting of but not limited to:

- Support service to MCI to meet their prime contract responsibility for all contractual and operational requirements.
- Installation and upgrades of call processing systems, workstations, phones/enclosures, and any other associated equipment.
- Maintenance of a fully integrated private WAN data network allowing for secured access to system wide data (i.e. CDR, call recordings, live call monitoring capabilities, etc.) from any NY DOC system workstation location.
- Maintenance and field support services and trouble desk call center support services for trouble ticket management, and system, phone, network repair.
- Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features.

**COMMONWEALTH OF VIRGINIA**

(Customer since 1996)

**Commonwealth of Virginia Department of Corrections  
6900 Atmore Drive  
Richmond, VA 23225**

**Prime Contractor: MCI  
Maintenance Service Provider: ShawnTech**

Facilities: 54 (including juvenile)  
Phones: 2,265  
Offenders: 30,250  
Workstations/Monitor Stations: 102

**Contact Person**

Mr. John Jabe, Deputy Director - Operations  
(804) 674-3010

**VA DOC Offender Telephone System  
Project Description and Technical Environment**

ShawnTech has been providing field maintenance service and PIN administration services to MCI in support of the Commonwealth of Virginia Department of Corrections fully managed offender telephone contract since 1993, and is currently providing such subcontractor service to MCI under the existing contract. ShawnTech installed and upgraded the OTS systems through out the state at all contracted VA DOCS correctional facilities. Under the current contract, MCI provided and continues to provide services consisting of but not limited to:

- Support service to MCI to meet their prime contract responsibility for all contractual and operational requirements.
- Installation and upgrades of call processing systems, workstations, phones/enclosures, and any other associated equipment.
- Maintenance of a fully integrated private WAN data network allowing for secured access to system wide data (i.e. CDR, call recordings, live call monitoring capabilities, etc.) from any NY DOC system workstation location.
- Maintenance and field support services and trouble desk call center support services for trouble ticket management, and system, phone, network repair.
- Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features.

**MISSOURI**

(Customer since 1989)

**Missouri Department of Corrections  
2729 Plaza Drive  
Jefferson City, MO 65109**

**Prime Contractor: MCI**

**System Maintenance Provider: ShawnTech (through subcontract with DVBE vendor)**

Facilities: 20  
Phones: 1,533  
Offenders: 30,416  
Workstations/Monitor Stations: 24

**Contact Person**

Ms Theresa Roedel, Communications Manager  
(573) 522-2783

**MO DOC Offender Telephone System  
Project Description and Technical Environment**

ShawnTech has been providing field maintenance service through a DVBE to MCI in support of the Missouri Department of Corrections fully managed Inmate Telephone Service contract. ShawnTech installed and upgraded the current Inmate Telephone systems through out the state at all contracted MO DOCS correctional facilities. Under the current contract, ShawnTech will provide directly to MCI services consisting of but not limited to:

- Support service to MCI to meet their prime contract responsibility for all contractual and operational requirements.
- Installation and upgrades of call processing systems, workstations, phones/enclosures, and any other associated equipment.
- Maintenance of a fully integrated private WAN data network allowing for secured access to system wide data (i.e. CDR, call recordings, live call monitoring capabilities, etc.) from any NY DOC system workstation location.
- Maintenance and field support services and trouble desk call center support services for trouble ticket management, and system, phone, network repair.
- Collect call processing, billing of the called party, call and commission report generation to NY DOCS, and accurate and timely payment of commission payments to NY DOCS.
- Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features.