



References

MCI provides the following Five (5) MCI departments of correction references, and associated detail of the ITS system services provided and two (2) Value Added Communications (VAC) customer reference.

It is important to note that although no separate references have been provided for ShawnTech, ShawnTech is MCI's primary subcontracted service provider and is the current provider of PIN Administration Personnel in the Commonwealth of Pennsylvania. The below table provides a view of all references provided and their applicability as references to MCI and each of the two subcontractors being proposed.

Upon request MCI can provide Reference contact for any of MCI's other customers provided within this section.

REFERENCE	MCI's Prime Contractor Fully Managed Solution	VAC Call Processing Equipment	ShawnTech Equipment and Field Support Services
State of Colorado, Department of Corrections	X	X	
State of New York, Department of Corrections	X		X
Commonwealth of Virginia, Department of Corrections	X		X
State of Missouri, Department of Corrections	X		X
State of Idaho, Department of Correction	X		
Federal Bureau of Prisons (FBPO)		X	



Commonwealth of Delaware, Department of Corrections		X	
--	--	---	--

**STATE OF COLORADO**

(Customer since 1996)

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

Prime Contractor: MCI
Call Processing System Provider: VAC
System Maintenance Provider: VAC

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

Contact Person

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

CO DOC Inmate Telephone System Project Description and Technical Environment

MCI has been providing the State of Colorado Department of Corrections Inmate telephone service since 1996 and is currently providing prime contractor service to CO DOCS under its second contract. Since 1996 MCI has installed two separate ITS systems through out the state at all contracted CO DOCS correctional facilities. Under the current contract, MCI provided and continues to provide services consisting of but not limited to:

1. Overall prime contract responsibility for all contractual and operational requirements, including single point of contact for all subcontractors and associated subcontractor activities.
2. Installation and upgrades of call processing systems, workstations, phones, TDDs, and any other associated ITS equipment.
3. Installation and management 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 CO DOC system workstation location.

4. Installation and management of network access to CO 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.
5. Installation and management of TIPS service that allows Inmates 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.
6. Installation of imaging system for electronic storage of all Inmate correspondence, Inmates allowed call lists etc. with online access to these documents by any authorized user.
7. Field support services and trouble desk call center service for trouble ticket management, and system, phone, network repair.
8. Called party call center services for handling billing and payment questions, customer block and contract rate information, and call party MCI direct billing account creation and account/call management.
9. Collect and debit call processing, billing of the called party, call and commission report generation to CO DOCS, and accurate and timely payment of commission payments to CO DOCS.
10. Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features.
11. ITS and private WAN proactive network management of circuits, routers, and any other network components.

**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
Inmates:	64,000
Workstations/Monitor Stations:	85

Contact Person

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

NY DOC Inmate Telephone System Project Description and Technical Environment

MCI has been providing the State of New York Department of Corrections fully managed Inmate telephone service since 1996 and is currently providing prime contractor service to NY DOCS under its second competitive contract. Since 1996 MCI has installed two separate ITS systems through out the state at all contracted NYDOCS correctional facilities. Under the current contract, MCI provided and continues to provide services consisting of but not limited to:

1. Overall prime contract responsibility for all contractual and operational requirements, including single point of contact for all subcontractors and associated subcontractor activities.
2. Installation and upgrades of call processing systems, workstations, phones/enclosures, and any other associated equipment.
3. Installation and management 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.
4. Installation and management of network access to NY DOCS facilities to allow for completion of collect calls, and all call types (local, intralata, interlata,

- interstate, and limited international calls) made by Inmates to called parties.
5. Field support services and trouble desk call center service for trouble ticket management, and system, phone, network repair.
 6. Called party call center services for handling billing and payment questions, customer block and contract rate information, and call party MCI direct billing account creation and account/call management.
 7. 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.
 8. Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features.
 9. ITS and private WAN proactive network management of circuits, routers, and any other network components.
 10. Management and provision of video conferencing and bridging network to support NY DOCS provided video arraignment, NY DOCS administrative video conferences, and video remote training.
 11. Management and provision of network and facilities to carry all administrative Department telecommunications calls, including facility-to-facility (On-Network) calling, and external departmental long distance calling.
 12. Management and provision of frame relay network to carry all NY DOCS administrative data traffic. Including proactive network management of circuits:

**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
Inmates: 30,250
Workstations/Monitor Stations: 102

Contact Person

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

VA DOC Inmate Telephone System Project Description and Technical Environment

MCI has been providing the Commonwealth of Virginia Department of Corrections fully managed Inmate telephone service since 1993 and is currently in final negotiations to provide prime contractor service to the Commonwealth under its third competitive contract. Since 1993 MCI has installed and upgraded the ITS 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:

1. Overall prime contract responsibility for all contractual and operational requirements, including single point of contact for all subcontractors and associated subcontractor activities.
2. Installation and upgrades of call processing systems, workstations, phones/enclosures, TDDs, and any other associated equipment.
3. Installation and management 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 VA DOC system workstation location.



4. Installation and management of network access to VA DOCS facilities to allow for completion of collect calls, and all call types (local, intralata, interlata, interstate, and limited international calls) made by Inmates to called parties.
5. Field support services and trouble desk call center service for trouble ticket management, and system, phone, network repair.
6. Called party call center services for handling billing and payment questions, customer block and contract rate information, and call party MCI direct billing account creation and account/call management.
7. Collect call processing, billing of the called party, call and commission report generation to VA DOCS, and accurate and timely payment of commission payments to VA DOCS.
8. Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features.
9. ITS and private WAN proactive network management of circuits, routers, and any other network components.

**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
Inmates:	30,416
Workstations/Monitor Stations:	24

Contact Person

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

MO DOC Inmate Telephone System Project Description and Technical Environment

MCI has been providing the Missouri Department of Corrections fully managed Inmate telephone service (ITS) since 1989. Since 1989 MCI has installed and upgraded the ITS systems through out the state at all contracted MO DOCS correctional facilities. Under the current contract, MCI provided and continues to provide services consisting of but not limited to:

1. Overall prime contract responsibility for all contractual and operational requirements, including single point of contact for all subcontractors and associated subcontractor activities.
2. Installation and upgrades of call processing systems, workstations, phones/enclosures, TDDs, and any other associated equipment.
3. Installation and management 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 MO DOC system workstation location.



4. Installation and management of network access to MO DOCS facilities to allow for completion of collect calls, and all call types (local, intralata, interlata, interstate, and limited international calls) made by Inmates to called parties.
5. Field support services and trouble desk call center service for trouble ticket management, and system, phone, network repair.
6. Called party call center services for handling billing and payment questions, customer block and contract rate information, and call party MCI direct billing account creation and account/call management.
7. Collect call processing, billing of the called party, call and commission report generation to MO DOCS, and accurate and timely payment of commission payments to MO DOCS.
8. Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features.
9. ITS and private WAN proactive network management of circuits, routers, and any other network components.

**IDAHO DEPARTMENT OF CORRECTION**

(Customer since 2001)

**Idaho Department of Correction
1299 N. Orchard, Suite 110
Boise, Idaho 83706**

Prime Contractor: MCI

Facilities:	13
Phones:	487
Inmates:	6,526
Workstations/Monitor Stations:	9

Contact Person

Ms. Tammy Majors, Contract Manager/Grants Officer
(208)658-2129

ID DOC Inmate Telephone System Project Description and Technical Environment

MCI has been providing a fully managed Inmate telephone service since 2001. MCI has installed a collect/debit ITS system through out the state at all contracted ID DOC correctional facilities. MCI provided and continues to provide services consisting of but not limited to:

1. Overall prime contract responsibility for all contractual and operational requirements, including single point of contact for all subcontractors and associated subcontractor activities.
2. Installation and upgrades of call processing systems, workstations, phones/enclosures, TDDs, and any other associated equipment.
3. Installation and management 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 ID DOC system workstation location.
4. Installation and management of network access to ID DOC facilities to allow for completion of collect and debit calls, and all call types (local, intralata, interlata, interstate, and limited international calls) made by Inmates to called parties.

5. Field support services and trouble desk call center service for trouble ticket management, and system, phone, network repair.
6. Called party call center services for handling billing and payment questions, customer block and contract rate information, and call party MCI direct billing account creation and account/call management.
7. Collect call processing, billing of the called party, call and commission report generation to ID DOC, and accurate and timely payment of commission payments to ID DOC.
8. Hybrid inmate/pay telephone services for Inmates retained at the ID DOC low security Correctional Work Centers (CWCs). Inmates are allowed to make allocated calls utilizing collect and coin call origination.
9. Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features.
10. ITS and private WAN proactive network management of circuits, routers, and any other network components.

**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:	6000
Inmates:	145,000

Contact PersonMaster Chief David Casillas, FBOP Trust Fund Branch
(202) 616-2060**FBOP Inmate 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 PA DOC under this proposal, under a new ITS service contract recently awarded. In support of the FBOP nation-wide, multi-site, WAN-based Inmate Call Control System, VAC provides the following:

1. Collect and debit call processing equipment features and functionalities, investigative features and functionalities, workstations, etc.
2. 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.
3. ITS and private WAN proactive network management of circuits, routers, and any other network components.
4. Installation and upgrades of call processing systems, workstations, phones, TDDs, and any other associated ITS equipment.
5. Field support services and trouble desk call center service for trouble management, and system and network repair.



6. Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features.
7. Back Office support, consisting of call polling, formatting, and CDR transmission

**STATE OF DELAWARE**

(Customer since 2004)

State of Delaware Department of Corrections801 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 PersonKay Buck, Inmate Phone Specialist
(320) 739-9649**DE DOC Inmate 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, WAN-based Inmate Call Control System, VAC provides the following:

1. Overall prime contract responsibility for all contractual and operational requirements, including single point of contact for all subcontractors and associated subcontractor activities.
2. Installation and upgrades of call processing systems, workstations, phones, TDDs, and any other associated ITS equipment.
3. Installation and management 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 DEL DOC system workstation location.