

Reference #:	<b>1</b>		
Company Name:	<b>CenturyLink</b>		
<i>Identify role company will have for this RFP project (Check appropriate role below):</i>			
	<i>VENDOR</i>		<i>SUBCONTRACTOR</i>
Project Name:	<b>Alabama Department of Corrections</b>		
<b>Primary Contact Information</b>			
Name:	<b>Robert M. Brantley Assistant Accounting Director</b>		
Street Address:	<b>301 S. Ripley St</b>		
City, State, Zip	<b>Montgomery AL 36130-1501</b>		
Phone, including area code:	<b>Office: (334) 353-5561</b>		
Facsimile, including area code:	<b>334.353.3020</b>		
Email address:	<b><u>Robert.Brantley@doc.alabama.gov</u></b>		
<b>Alternate Contact Information</b>			
Name:	<b>N/A</b>		
Street Address:			
City, State, Zip			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
<b>Project Information</b>			
Brief description of the project/Contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<p><b>Provided service since September 2012</b></p> <p><b>Special Features:</b></p> <ul style="list-style-type: none"> <li>○ <b>Enforcer ITS installed September 2012</b></li> </ul> <p><b>Contract Began June 6, 2012</b>  <b>Contract Expiration June 5, 2015 with option to extend two additional one-year terms</b></p> <ul style="list-style-type: none"> <li>○ <b>Deployed Video Visitation December 2013 as an added service to the ITS system and service</b></li> </ul>		
Original Project/Contract Start Date:	<b>September 2012</b>		
Original Project/Contract End Date:	<b>June 2015</b>		
Original Project/Contract Value:	<b>\$19,777,743</b>		
Final Project/Contract Date:	<b>On-going</b>		
Was project/Contract completed in time originally allotted, and if not,	<b>Yes</b>		

why not?		
Was project/Contract completed within or under the original budget/cost proposal, and if not, why not?		<b>Yes</b>
<b>Reference #:</b>	<b>2</b>	
<b>Company Name:</b>	<b>CenturyLink</b>	
<i>Identify role company will have for this RFP project (Check appropriate role below):</i>		
	<i><b>VENDOR</b></i>	<i><b>SUBCONTRACTOR</b></i>
<b>Project Name:</b>	<b>Texas Department of Corrections</b>	
<b>Primary Contact Information</b>		
<b>Name:</b>	<b>Lynda Cobler, Offender Telephone and E-messaging Coordinator</b>	
<b>Street Address:</b>	<b>815 11<sup>th</sup> Street, Suite 100</b>	
<b>City, State, Zip</b>	<b>Huntsville, TX 77340</b>	
<b>Phone, including area code:</b>	<b>Office: (936) 437-1490</b>	
<b>Facsimile, including area code:</b>		
<b>Email address:</b>	<b><u>Lynda.cobler@tdcj.state.tx.us</u></b>	
<b>Alternate Contact Information</b>		
<b>Name:</b>	<b>N/A</b>	
<b>Street Address:</b>		
<b>City, State, Zip</b>		
<b>Phone, including area code:</b>		
<b>Facsimile, including area code:</b>		
<b>Email address:</b>		
<b>Project Information</b>		
Brief description of the project/Contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<ul style="list-style-type: none"> <li>○ <b>Secure Call Platform OTS installed December 2008</b></li> <li>○ <b>PIN 2009</b></li> <li>○ <b>Automated Population of Offender Information 2009</b></li> <li>○ <b>Voice print biometrics Dec 2009</b></li> <li>○ <b>Interface with TDCJ Commissary March 2010</b></li> <li>○ <b>Automated debit calling March 2010</b></li> <li>○ <b>Secure and approved system User Remote Access</b></li> <li>○ <b>On-line call recording storage for 36 months</b></li> </ul>	
<b>Original Project/Contract Start Date:</b>	<b>October 2008</b>	

Original Project/Contract End Date:	<b>October 2015</b>		
Original Project/Contract Value:	<b>\$212,610,016</b>		
Final Project/Contract Date:	<b>On-going</b>		
Was project/Contract completed in time originally allotted, and if not, why not?	<b>Yes</b>		
Was project/Contract completed within or under the original budget/cost proposal, and if not, why not?	<b>Yes</b>		
<b>Reference #:</b>	<b>3</b>		
<b>Company Name:</b>	<b>CenturyLink</b>		
<i>Identify role company will have for this RFP project (Check appropriate role below):</i>			
	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%; text-align: center;"><i>VENDOR</i></td> <td style="width: 50%; text-align: center;"><i>SUBCONTRACTOR</i></td> </tr> </table>	<i>VENDOR</i>	<i>SUBCONTRACTOR</i>
<i>VENDOR</i>	<i>SUBCONTRACTOR</i>		
Project Name:	<b>Kansas Department of Corrections</b>		
<b>Primary Contact Information</b>			
Name:	<b>Chris Walker, Communications Supervisor</b>		
Street Address:			
City, State, Zip	<b>Lansing, KS 66043</b>		
Phone, including area code:	<b>Office: (913) 727-3235 x 57101</b>		
Facsimile, including area code:			
Email address:	<b><u>Chris.Walker@doc.ks.gov</u></b>		
<b>Alternate Contact Information</b>			
Name:	<b>N/A</b>		
Street Address:			
City, State, Zip			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
<b>Project Information</b>			
Brief description of the project/Contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<ul style="list-style-type: none"> <li>○ <b>Secure Call Platform installed 12/16/2007</b></li> <li>○ <b>PIN</b></li> <li>○ <b>December 2007, Interface between ICSolutions with jail management system.</b></li> <li>○ <b>December 2007, Interface with State of Kansas, for the Commissary, a facility managed program.</b></li> <li>○ <b>December 2007 automated Debit Calling</b></li> </ul>		

	<ul style="list-style-type: none"> <li>○ <i>January 2009, Interface with JPay Inc. for Kiosk features</i></li> <li>○ <i>Secure and approved system User Remote Access</i></li> <li>○ <i>On-line Call Recording Storage for life of contract</i></li> <li>○ <i>Individual stations can be taken out of service without affecting other stations or units.</i></li> <li>○ <i>Inmate telephones are not able to receive any incoming calls.</i></li> <li>○ <i>Fraud prevention feature in place.</i></li> <li>○ <i>Detect and terminate call forwarding and conference calls.</i></li> </ul>
Original Project/Contract Start Date:	<b>December 2007</b>
Original Project/Contract End Date:	<b>January 2016</b>
Original Project/Contract Value:	<b>\$19,025,664</b>
Final Project/Contract Date:	<b>On-going</b>
Was project/Contract completed in time originally allotted, and if not, why not?	<b>Yes</b>
Was project/Contract completed within or under the original budget/cost proposal, and if not, why not?	<b>Yes</b>

<b>Reference #:</b>	<b>1</b>			
<b>Company Name:</b>	<b>ICSolutions</b>			
<i>Identify role company will have for this RFP project (Check appropriate role below):</i>				
	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;"><i>VENDOR</i></td> <td style="width: 10%; text-align: center;"><input checked="" type="checkbox"/></td> <td style="width: 60%;"><i>SUBCONTRACTOR</i></td> </tr> </table>	<i>VENDOR</i>	<input checked="" type="checkbox"/>	<i>SUBCONTRACTOR</i>
<i>VENDOR</i>	<input checked="" type="checkbox"/>	<i>SUBCONTRACTOR</i>		
Project Name:	<b>Bexar County Detention Center, TX</b>			
<b>Primary Contact Information</b>				
Name:	<b>Raul Banasco</b>			
Street Address:	<b>200 North Comal</b>			
City, State, Zip	<b>San Antonio, TX 78207</b>			
Phone, including area code:	<b>(407) 702-5666</b>			
Facsimile, including area code:	<b>(210) 335-6019</b>			
Email address:	<b>raul.banasco@bexar.org</b>			
<b>Alternate Contact Information</b>				
Name:	<b>N/A</b>			
Street Address:				
City, State, Zip				

State of Nevada - Purchasing Division  
 Inmate Telephone Services – RFP# 3073  
 Due Date: March 28, 2014

Phone, including area code:	
Facsimile, including area code:	
Email address:	
<b>Project Information</b>	
Brief description of the project/Contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<i>ICSolutions provides Bexar County with our ENFORCER inmate calling system, inmate telephones visitation phones, integrations to the County's OMS, Investigator Pro™ Continuous Voice Biometrics. The account consists of two facilities with an average daily population of 4,000 inmates and 407 total inmate telephones.</i>
Original Project/Contract Start Date:	<i>September 2011</i>
Original Project/Contract End Date:	<i>Ongoing</i>
Original Project/Contract Value:	<i>\$2,240,000 Annually</i>
Final Project/Contract Date:	<i>September 2011</i>
Was project/Contract completed in time originally allotted, and if not, why not?	<i>Yes</i>
Was project/Contract completed within or under the original budget/cost proposal, and if not, why not?	<i>N/A as all services are provided at no cost to Bexar County</i>

<b>Reference #:</b>	<b>2</b>		
<b>Company Name:</b>	<b>ICSolutions</b>		
<i>Identify role company will have for this RFP project (Check appropriate role below):</i>			
	<i>VENDOR</i>	<input checked="" type="checkbox"/>	<i>SUBCONTRACTOR</i>
Project Name:	<b>Osceola County Corrections Department, FL</b>		
<b>Primary Contact Information</b>			
Name:	<b>Lt. Mike Fisher</b>		
Street Address:	<b>402 Simpson Road</b>		
City, State, Zip	<b>Kissimmee, FL 34744</b>		
Phone, including area code:	<b>(407) 742-4416</b>		
Facsimile, including area code:	<b>N/A</b>		
Email address:	<b>mfis@osceola.org</b>		
<b>Alternate Contact Information</b>			
Name:	<b>N/A</b>		
Street Address:			
City, State, Zip			
Phone, including area code:			
Facsimile, including area code:			

Email address:	
<b>Project Information</b>	
Brief description of the project/Contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<b>ICSolutions provides Osceola County with our ENFORCER inmate calling system, inmate telephones, Pre-Call Voice Verification, and a video visitation system from our partners at VizVox. The account consists of one facility with an average daily population of 1,186 inmates and 122 total inmate telephones.</b>
Original Project/Contract Start Date:	<b>July 2007</b>
Original Project/Contract End Date:	<b>Ongoing</b>
Original Project/Contract Value:	<b>\$880,000 Annually</b>
Final Project/Contract Date:	<b>July 2007</b>
Was project/Contract completed in time originally allotted, and if not, why not?	<b>Yes</b>
Was project/Contract completed within or under the original budget/cost proposal, and if not, why not?	<b>N/A as all services are provided at no cost to Osceola County</b>

<b>Reference #:</b>	<b>3</b>		
<b>Company Name:</b>	<b>ICSolutions</b>		
<i>Identify role company will have for this RFP project (Check appropriate role below):</i>			
	<b>VENDOR</b>	<b>X</b>	<b>SUBCONTRACTOR</b>
Project Name:	<b>Floyd County, GA</b>		
<b>Primary Contact Information</b>			
Name:	<b>Warden Jeff Chandler</b>		
Street Address:	<b>329 Black Bulls Road</b>		
City, State, Zip	<b>Rome, GA 30161</b>		
Phone, including area code:	<b>(706) 236-2490</b>		
Facsimile, including area code:	<b>(706) 236-2473</b>		
Email address:	<b>chandlerj@floydcountyga.org</b>		
<b>Alternate Contact Information</b>			
Name:	<b>Chief Deputy Tom Caldwell</b>		
Street Address:	<b>2526 New Calhoun Highway</b>		
City, State, Zip	<b>Rome, GA 30161</b>		
Phone, including area code:	<b>(706) 233-0075</b>		
Facsimile, including area code:	<b>(706) 236-2473</b>		
Email address:	<b>caldwellt@floydcountyga.org</b>		
<b>Project Information</b>			

Brief description of the project/Contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<b>ICSolutions provides Floyd County with our ENFORCER inmate calling system, inmate telephones, and multiple calling options. The account consists of three facilities with a total average daily population of 1,250 inmates and 150 total inmate telephones.</b>
Original Project/Contract Start Date:	<b>May 2013</b>
Original Project/Contract End Date:	<b>Ongoing</b>
Original Project/Contract Value:	<b>\$700,000 Annually</b>
Final Project/Contract Date:	<b>May 2013</b>
Was project/Contract completed in time originally allotted, and if not, why not?	<b>Yes</b>
Was project/Contract completed within or under the original budget/cost proposal, and if not, why not?	<b>N/A as all services are provided at no cost to Floyd County.</b>

<b>Reference #:</b>	<b>1</b>			
<b>Company Name:</b>	<b>ShawnTech Communications, Inc.</b>			
<b>Identify role company will have for this RFP project (Check appropriate role below):</b>				
	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;"><i>VENDOR</i></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: center;"><i>SUBCONTRACTOR</i></td> </tr> </table>	<i>VENDOR</i>	<input checked="" type="checkbox"/>	<i>SUBCONTRACTOR</i>
<i>VENDOR</i>	<input checked="" type="checkbox"/>	<i>SUBCONTRACTOR</i>		
<b>Project Name:</b>	<b>Unisys Corporation - New York Department of Corrections</b>			
<b>Primary Contact Information</b>				
<b>Name:</b>	<b>Roy Davis – Technical Solutions Portfolio Director</b>			
<b>Street Address:</b>	<b>11720 Plaza American Drive, Tower III</b>			
<b>City, State, Zip</b>	<b>Reston, Virginia 20190</b>			
<b>Phone, including area code:</b>	<b>Office: (210) 404-9339</b>			
<b>Facsimile, including area code:</b>	<b>703-969-6870</b>			
<b>Email address:</b>	<b>Roy.Davis@Unisys.com</b>			
<b>Alternate Contact Information</b>				
<b>Name:</b>	<b>N/A</b>			
<b>Street Address:</b>				
<b>City, State, Zip</b>				
<b>Phone, including area code:</b>				
<b>Facsimile, including area code:</b>				
<b>Email address:</b>				
<b>Project Information</b>				

Brief description of the project/Contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:

***ShawnTech Communications, Inc. has been providing the State of York Department of Corrections maintenance services for their inmate telephone system since 1996 and is currently providing this service as a subcontractor to Unisys. ShawnTech is under its Third maintenance contract with the state. Since 1996, ShawnTech has installed four separate inmate telephone systems through out the state at all contracted NYDOCS correctional facilities. Under the current contract, ShawnTech provides services consisting of but not limited to:***

- 1. Installation 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.***
- 2. Installation 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.***
- 3. Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features.***
- 4. Installation, upgrades and maintenance of call processing systems, workstations, inmate phones, enclosures, cut off switches and any other associated equipment.***
- 5. Maintenance of inside cable plant for contracted correctional facilities.***
- 6. Dedicated field support service team for system and***



	<i>phone repairs.</i>
Original Project/Contract Start Date:	<b>ShawnTech has been servicing this account since 1996.</b>
Original Project/Contract End Date:	<b>Five year contract term.</b>
Original Project/Contract Value:	<b>\$ 3,000,000</b>
Final Project/Contract Date:	<b>On-going</b>
Was project/Contract completed in time originally allotted, and if not, why not?	<b>Yes</b>
Was project/Contract completed within or under the original budget/cost proposal, and if not, why not?	<b>Yes</b>

<b>Reference #:</b>	<b>2</b>
<b>Company Name:</b>	<b>ShawnTech Communications, Inc.</b>
<i>Identify role company will have for this RFP project (Check appropriate role below):</i>	
	<b>VENDOR</b>
	<b>SUBCONTRACTOR</b>
Project Name:	<b>Corrections Corporation of America (CCA) Surveillance Systems – Various Sites</b>
<b>Primary Contact Information</b>	
Name:	<b>Lou Marasco Managing Director, Purchasing</b>
Street Address:	<b>10 Burton Hills Boulevard</b>
City, State, Zip	<b>Nashville, TN 37215</b>
Phone, including area code:	<b>615-263-3211</b>
Facsimile, including area code:	<b>615-263-3140</b>
Email address:	<b><u><a href="mailto:lou.marasco@correctionscorp.com">lou.marasco@correctionscorp.com</a></u></b>
<b>Alternate Contact Information</b>	
Name:	<b>N/A</b>
Street Address:	
City, State, Zip	
Phone, including area code:	
Facsimile, including area code:	
Email address:	
<b>Project Information</b>	
Brief description of the project/Contract and description of services performed, including technical environment (i.e., software	<b>ShawnTech has provided surveillance camera installation services for a number of CCA facilities.</b>

applications, data communications, etc.) if applicable:	
Original Project/Contract Start Date:	<b>January 2011</b>
Original Project/Contract End Date:	<b>Ongoing</b>
Original Project/Contract Value:	<b>\$ 350,000</b>
Final Project/Contract Date:	<b>On-going</b>
Was project/Contract completed in time originally allotted, and if not, why not?	<b>Yes</b>
Was project/Contract completed within or under the original budget/cost proposal, and if not, why not?	<b>Yes</b>

<b>Reference #:</b>	<b>3</b>		
<b>Company Name:</b>	<b>ShawnTech Communications, Inc.</b>		
<i>Identify role company will have for this RFP project (Check appropriate role below):</i>			
	<i>VENDOR</i>	<input checked="" type="checkbox"/>	<i>SUBCONTRACTOR</i>
Project Name:	<b>PayTel Communications, Inc. - Montgomery County Jail</b>		
<b>Primary Contact Information</b>			
Name:	<b>Carl Dale</b>		
Street Address:	<b>4230 Beechwood Drive</b>		
City, State, Zip	<b>Greensboro, NC 27410</b>		
Phone, including area code:	<b>336-601-3423</b>		
Facsimile, including area code:	<b>336-855-8456</b>		
Email address:	<b>cdale@paytel.com</b>		
<b>Alternate Contact Information</b>			
Name:			
<b>Street Address:</b>	<b>N/A</b>		
City, State, Zip			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
<b>Project Information</b>			
Brief description of the project/Contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	<b>ShawnTech Communications, Inc. has been providing the Montgomery County jail of Dayton, Ohio maintenance and installation services for their inmate telephone system since 2012 and is currently providing this service as a subcontractor to PayTel</b>		

	<p><b>Communications. Under the current contract, ShawnTech provides services consisting of but not limited to:</b></p> <ul style="list-style-type: none"> <li>○ <b>Installation, upgrades and maintenance of call processing systems, workstations, inmate phones, enclosures, cut off switches and any other associated equipment.</b></li> <li>○ <b>Maintenance of inside cable plant for contracted correctional facilities.</b></li> <li>○ <b>Maintenance of all T-1 circuits, DSL lines, and B1 lines.</b></li> <li>○ <b>24/7 trouble desk call center service for trouble ticket management.</b></li> <li>○ <b>Field support service team for system and phone repairs.</b></li> <li>○ <b>Call processing system user training, system refresher training, system upgraded training and new user training on call processing systems and features.</b></li> <li>○ <b>Provides customized reporting and online access to trouble ticket information.</b></li> </ul>
Original Project/Contract Start Date:	<b>March 2012</b>
Original Project/Contract End Date:	<b>March 2017</b>
Original Project/Contract Value:	<b>\$ 35,000</b>
Final Project/Contract Date:	<b>On-going</b>
Was project/Contract completed in time originally allotted, and if not, why not?	<b>Yes</b>
Was project/Contract completed within or under the original budget/ cost proposal, and if not, why not?	<b>Yes</b>


Vendors must also submit Attachment F, Reference Questionnaire to the business references that are identified in **Section 4.3.2**.

 **CenturyLink has read, understands and will comply.**

4.3.3 The company identified as the business references must submit the Reference Questionnaire directly to the Purchasing Division.

 **CenturyLink has read, understands and will comply.**

4.3.4 It is the vendor's responsibility to ensure that completed forms are received by the Purchasing Division on or before the deadline as specified in **Section 8, RFP Timeline** for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor's score in the evaluation process.

 **CenturyLink has read, understands and will comply.**

4.3.5 The State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.

 **CenturyLink has read, understands and will comply.**

#### 4.4 VENDOR STAFF RESUMES

A resume must be completed for each proposed key personnel responsible for performance under any Contract resulting from this RFP per **Attachment G, Proposed Staff Resume**.

 **CenturyLink has read, understands and will comply.**

State of Nevada - Purchasing Division  
Inmate Telephone Services – RFP# 3073  
Due Date: March 28, 2014

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