

Timothy J. Muise, #W66927  
MCI Shirley  
P.O. Box 1218  
Shirley, MA  
01464-1218



June 13, 2012

Massachusetts Office of Consumer Affairs &  
Business Regulation  
10 Park Plaza  
Suite 5170  
Boston, MA  
02116

Re: KEEFE COMMISSARY CORP. / CONTRACT VIOLATIONS

Dear Sir/Madam:

Please consider this my formal request for an investigation into the Keefe Commissary Corp., who is the contractual vender for the prisoners of the Massachusetts Department of Correction, for what I portray are serious contract violations/instances of fraud.

Keefe Commissary (hereafter=Keefe) recently raised their prices for the goods and food itmes they sell to Massachusetts prisoners. Their contract with the Commonwealth (in which I have "third party standing") only allows them to raise their prices by a certain percentage, (I believe it is 17%) over their purchase cost. Some of the recent increases are so dramatic that I do not believe that Keefe's costs could have gone up by so much. It also must be noted that Keefe refuses to provide copies of their purchase invoices, listing the purchase prices, so that we can ascertain if they are in compliance with the vendor contract.

Further, it appears that Keefe is engaging in "deceptive business practices" by purchasing products from their own subsidiary in order to allow them to make more profit that the contractual increase percenttage would allow. They buy a product from an independent company through their subsidiary for pennies. The subsidiary sells it to the parent company (Keefe), which is at an extremely inflated rate, then Keefe sells it to the prisoners of Massachusetts ay a 17% additional profit. The real (hidden) purchase price is what the subsidiary purchased the product for, NOT the inflated price Keefe claims to have paid. This is fraud.

As such I ask that you conduct a formal investigation into this serious matter. Thank you.

Respectfully Submitted,

A handwritten signature in black ink, appearing to be "Timothy J. Muise". The signature is fluid and cursive, with a large loop at the beginning.

Timothy J. Muise

cc: file



**COMMONWEALTH OF MASSACHUSETTS**  
**OFFICE OF CONSUMER AFFAIRS AND**  
**BUSINESS REGULATION**

10 Park Plaza – Suite 5170, Boston MA 02116  
(617) 973-8700 FAX (617) 973-8799  
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TIMOTHY P. MURRAY  
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SECRETARY OF HOUSING AND  
ECONOMIC DEVELOPMENT

BARBARA ANTHONY  
UNDERSECRETARY

June 15, 2012

Timothy J. Muise, #W66927  
MCI Shirley  
P.O. Box 1218  
Shirley, MA 01464-1218

Dear Mr. Muise,

Thank you for your letter about Keefe Commissary. The Office of Consumer Affairs and Business Regulation, through education and advocacy, empowers consumers to make well-informed decisions. We also work to ensure that the businesses our agencies regulate treat all Massachusetts consumers fairly. However, this office is limited in its law enforcement abilities with respect to individual complaints; other agencies provide such services.

To file a complaint against Keefe Commissary, you need to contact [REDACTED], Director of Support Services for the Massachusetts Department of Correction. See contact information for [REDACTED] below.

Massachusetts Department of Correction  
Division of Support Services  
[REDACTED] Director  
50 Maple Street, Suite 3  
Milford, MA 01757  
Tel: (508) 422-3402  
Email: [REDACTED]

I hope you find this information helpful.

Sincerely,

[REDACTED]

Consumer Information Specialist





The Commonwealth of Massachusetts  
Executive Office of Public Safety & Security



Deval L. Patrick  
Governor

Department of Correction  
50 Maple Street, Suite 3  
Milford, MA 01757

Luis S. Spencer  
Commissioner

Timothy P. Murray  
Lieutenant Governor

Tel: (508) 422-3300  
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Peter A. Pepe, Jr.  
Katherine A. Chmiel  
Deputy Commissioners

Mary Elizabeth Heffernan  
Secretary

Paul L. DiPaolo  
Acting Deputy Commissioner  
July 17, 2012

Mr. Timothy J. Muise  
W-66927, E-2, 55B  
MCI-Shirley (Medium)

Dear Mr. Muise:

Your correspondence addressed to James Driscoll, General Counsel for the Auditor of the Commonwealth, dated June 11<sup>th</sup> 2012, concerning contract compliance of vendor, Keefe Commissary Network (KCN) to DOC/Prisoners has been referred to me for response.

Please be advised that the recent price increases imposed by KCN were the result of negotiations associated with a new commissary contract that was awarded to KCN and went into effect May 1, 2012. The price increases were accepted by the Department of Correction and are in compliance with the terms of the awarded contract.

I hope this response has addressed your concerns.

Sincerely,

Director of Support Services

C: Director of Administrative Services