

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

JUVENILE DETENTION FACILITY 4-WEEK MENU



Juvenile Detention Facility - RFP Menu Week 1



MONDAY Breakfast	TUESDAY Breakfast	WEDNESDAY Breakfast	THURSDAY Breakfast	FRIDAY Breakfast	SATURDAY Breakfast	SUNDAY Breakfast
1 ea Boiled Egg 2 ea Bowl Pack Sweet WG 1 ea Cereal (144 - 1 1/2 oz) 1/2 c Applesauce 16 oz 1% White Milk	4 ea Orange Juice 2 ea Bowl Pack Sweet WG 1 ea Cereal (144 - 1 1/2 oz) 1 ea Breakfast Muffin (3 oz) 1 ea Fresh Fruit 16 oz 1% White Milk	1 ea Boiled Egg 2 ea Bowl Pack Sweet WG 1 ea Cereal (144 - 1 1/2 oz) 1 ea Breakfast Muffin (3 oz) 1 ea Fresh Fruit 16 oz 1% White Milk	4 ea Orange Juice 2 ea Bowl Pack Sweet WG 1 ea Cereal (144 - 1 1/2 oz) 1/2 c Applesauce 2 sl Bread 2 pkt Jelly 16 oz 1% White Milk	1 ea Boiled Egg 2 ea Bowl Pack Sweet WG 1 ea Cereal (144 - 1 1/2 oz) 1/2 c Applesauce 2 sl Bread 2 pkt Jelly 16 oz 1% White Milk	4 ea Orange Juice 2 ea Bowl Pack Sweet WG 1 ea Cereal (144 - 1 1/2 oz) 1 ea Breakfast Muffin (3 oz) 1 ea Fresh Fruit 16 oz 1% White Milk	4 ea Orange Juice 2 ea Bowl Pack Sweet WG 1 ea Cereal (144 - 1 1/2 oz) 1 ea Crumb Cake Muffin (3 oz) 1 ea Fresh Fruit 16 oz 1% White Milk
Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch
3 ea Seasoned Meat (ground chicken) 2 ea Flour Tortilla 7" 1/2 c Pinto Beans 2 ea Cheese Sauce 6 ea Mini Carrots 1 ea Fresh Fruit 2 ea Duplon Cookies 8 ea 1% Chocolate or White Milk	1-3 ea Char-Broil Hamburger Patty 1 ea Potato Patty (2.5 oz) 1 c Tossed Salad 3 pkt 100% Island Dressing (12 gm) 1/2 c Applesauce 2 pkt Ketchup (9 gm) 1 ea Hamburger Bun 1 ea Chocolate Cupcake w/ Frosting 5 ea 1% Chocolate or White Milk	1 ea Chili Macaroni (2 oz ground chicken) 1/2 c Cole Slaw 1 ea Fresh Fruit 1 ea Cherry Cupcake w/ Icing 2 sl White bread 1 pkt Margarine (5 gm) 8 ea 1% Chocolate or White Milk	1 ea Biscuits 2 ea Cheese Sauce 1 c Spanish Rice 1 ea BU Broccoli 1/2 c Applesauce 8 ea 1% Chocolate or White Milk	1-3 ea Hormones de Meal (w/ Poultry ground chicken) 1/2 c Smothered Potatoes w/ Gravy 1/2 c Sliced Carrots 2 pkt Ketchup (9 gm) 1 ea Fresh Fruit 2 sl Wheat Bread 2 ea Duplon Cookies 1 pkt Margarine (5 gm) 8 ea 1% Chocolate or White Milk	9 ea Chicken Nuggets 1/2 c Mashed Potatoes 1/2 c BU Green Beans 1 ea Fresh Apple 1 pkt Ketchup (9 gm) 1 ea Cupcake w/ Icing 1 ea Dinner Roll (2 oz) 1 pkt Margarine (5 gm) 8 ea 1% Chocolate or White Milk	1 ea Macaroni w/ Meat Sauce (ground chicken) 1 c Tossed Salad 2 pkt French Dressing (12 gm) 1/2 c Applesauce 2 ea Duplon Cookies 1 ea Dinner Roll (2 oz) 1 pkt Margarine (5 gm) 8 ea 1% Chocolate or White Milk
Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner
2-3 ea Chuck Wagon Patty 1/2 c Brown Gravy 1/2 c BU Mashed Potatoes 1/2 c BU Green Beans 1 ea Fresh Apple 1 ea Dinner Roll (2 oz) 1 pkt Margarine (5 gm) 8 ea 1% Chocolate or White Milk	12 ea Chicken Nuggets 1/2 c Chicken Gravy 1/2 c BU Mashed Potatoes 1/2 c BU Pasa 2 ea Duplon Cookies 1 ea Dinner Roll (2 oz) 1 pkt Margarine (5 gm) 8 ea 1% Chocolate or White Milk	2 ea 6" Sub Bun w/ (lunchmeat) 2 ea Turkey Ham 2 ea 2 oz Sliced Cheese 2 ea 1 ea Shredded Lettuce 2 pkt Mustard (5 gm) 1 c Baked Beans 1 ea Mini Carrots 1/2 c Potato Chips 1/2 c Applesauce 1/2 c Gratin w/ Fruit 8 ea 1% Chocolate or White Milk	12 ea Chicken Nuggets 2 ea Ranch Dressing 1 ea Potato Patty (2.5 oz) 1/2 c BU Mini Vegetables 2 pkt Ketchup (9 gm) 1 ea Fresh Fruit 1 ea Cupcake w/ Icing 1 ea Dinner Roll (2 oz) 1 pkt Margarine (5 gm) 8 ea 1% Chocolate or White Milk	1 ea Turkey Macaroni Salad (2 oz diced turkey) 1 ea Potato Patty (2.5 oz) 1 ea Tossed Salad 2 pkt Italian Dressing (12 gm) 1 ea Hot Dog Bun 1 pkt Ketchup (9 gm) 1 pkt Mustard (5 gm) 8 ea 1% Chocolate or White Milk	1 ea Turkey Fritter 10-1 1 c Ham Fried Rice 1/2 c Oriental Vegetables 1/2 c Applesauce 1 ea Hot Dog Bun 1 pkt Ketchup (9 gm) 1 pkt Mustard (5 gm) 8 ea 1% Chocolate or White Milk	2 ea Turkey Sausage (ground turkey) 1 c BU Egg Noodles 1 ea Pasa & Carrots 2 sl Bread 1 ea Fresh Fruit 1 pkt Margarine (5 gm) 8 ea 1% Chocolate or White Milk
Snack	Snack	Snack	Snack	Snack	Snack	Snack
8 ea 100% Orange Juice 1 pkg Corn Snack (1 ea)	8 ea White Milk 1 ea Honey Bun (2 1/8 oz)	1 ea Cheese Stick (1 ea) 1 ea Animal Crackers	8 ea 100% Orange Juice 1 ea Baby Carrots/Ranch Dressing (12 gm)	8 ea White Milk 1 ea Cinnamon Roll (1 ea)	8 ea 100% Orange Juice 1 pkg Corn Snack (1 ea)	8 ea White Milk 4 ea Graham Crackers (2-1/2" squares)

Menu includes no less or more than 100% of items.
All items listed as "as served" and/or stated weights and volumes.
Menu subject to change based on availability.

Client Signature

Date

Barbara Walker M.A., R.D.

RD Signature

Registration #

518415

10/10/2014

Date

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

JUVENILE DETENTION FACILITY 4-WEEK MENU CONTINUED...



Juvenile Detention Facility - RFP Menu Week 2



MONDAY Breakfast	TUESDAY Breakfast	WEDNESDAY Breakfast	THURSDAY Breakfast	FRIDAY Breakfast	SATURDAY Breakfast	SUNDAY Breakfast
1 ea Baked Egg 2 ea Bowl Pack Sweet WG Cereal (3/4 - 1 1/2 oz) 1 ea Muffin (3 oz) 1 ea Fresh Fruit 16 oz 1% White Milk	4 ea Orange Juice 2 ea Bowl Pack Sweet WG Cereal (3/4 - 1 1/2 oz) 1 ea Breakfast Bar (1.5 oz) 1/2 c Applesauce 16 oz 1% White Milk	1 ea Baked Egg 2 ea Bowl Pack Sweet WG Cereal (3/4 - 1 1/2 oz) 1 ea Breakfast Cupcake (3 oz) 1 ea Fresh Fruit 16 oz 1% White Milk	4 ea Orange Juice 2 ea Bowl Pack Sweet WG Cereal (3/4 - 1 1/2 oz) 1 ea Fruit Muffin (3 oz) 1 ea Fresh Fruit 16 oz 1% White Milk	1 ea Baked Egg 2 ea Bowl Pack Sweet WG Cereal (3/4 - 1 1/2 oz) 1 ea Fresh Fruit 2 ea Bread 2 pk Jelly 16 oz 1% White Milk	4 ea Orange Juice 2 ea Bowl Pack Sweet WG Cereal (3/4 - 1 1/2 oz) 1 ea Banana Muffin (3 oz) 1/2 c Applesauce 16 oz 1% White Milk	4 ea Orange Juice 2 ea Bowl Pack Sweet WG Cereal (3/4 - 1 1/2 oz) 1 ea Crunchy Cakes Muffin (3 oz) 1 ea Fresh Fruit 16 oz 1% White Milk
Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch
4 oz BBQ Pulled Turkey 1 ea Potato Patty (2.5 oz) 1/2 c Mixed Vegetables 1 ea Fresh Fruit 1 ea Hamburger Bun 2 ea Duxbury Cookies 1% Chocolate or White Milk 8 oz	1-3 ea Chicken Patty 1/2 c Smashed Potatoes w/ Gravy 6 ea Mini Carrots 1 ea Fresh Fruit 2 ea White Bread 1 pk Margarine (5 gm) 8 oz 1% Chocolate or White Milk	1-3 ea Homemade Meatloaf Patty (ground chicken) 1/2 c Tomato Sauce 1/2 c Smashed Potatoes 1/2 c Sliced Carrots 1 ea Fresh Fruit 2 ea White Bread 1 pk Margarine (5 gm) 8 oz 1% Chocolate or White Milk	1-3 ea Cheesy Wagon Patty 1/2 c Smashed Potatoes 1/2 c Green Beans 1 ea Fresh Fruit 1 ea Dinner Roll (2 oz) 1 pk Margarine (5 gm) 8 ea 1% Chocolate or White Milk	1-3 ea Char-Broil Hamburger Patty 1/2 c Smashed Potatoes 1/2 c Pinto Beans 2 ea Pickle Chips 1 pk Ketchup (5 gm) 1 pk Mustard (5 gm) 1/2 c Applesauce 1 ea Hamburger Bun 1 ea Cupcake w/ Icing 8 oz 1% Chocolate or White Milk	1 1/4 c Macaroni w/ Meat Sauce (2 oz ground chicken) 1/2 c BU Corn 1 ea Fresh Fruit 1 ea Dinner Roll (2 oz) 1 pk Margarine (5 gm) 8 oz 1% Chocolate or White Milk	2 ea Turkey Franks 10:1 1 ea Potato Patty (2.5 oz) 1/2 c BU Broccoli 3 pk Ketchup (5 gm) 2 pk Mustard (5 gm) 1/2 c Applesauce 2 ea Buns 8 ea 1% Chocolate or White Milk
Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner
12 ea Chicken Nuggets 1/2 c Smashed Potatoes 1/2 c Seasoned White Beans 1 ea Cupcake w/ Icing 1 ea Dinner Roll (2 oz) 1 pk Margarine (5 gm) 1% Chocolate or White Milk 8 oz	1 1/4 cup Chunky Vegetable Beef Stew (2 oz beef crumbles) 1 c Lettuce Salad 2 pk Ranch Dressing (12 gm) 1/2 c Lemon Gelatin 1 ea Cupcake w/ Icing 1/24 cut Biscuit 1 pk Margarine (5 gm) 8 oz 1% Chocolate or White Milk	2 ea Turkey Franks 10:1 1 c Ranch Beans 2 ea Pickle Chips 2 pk Mustard (5 gm) 2 pk Ketchup (5 gm) 1 c Pasta Salad 1/2 c Applesauce 1 ea Cupcake w/ Icing 2 ea Hot Dog Buns 8 oz 1% Chocolate or White Milk	2-3 ea Salisbury Steak 1/2 c Smashed Potatoes w/ Gravy 1 c Lettuce Salad 2 pk French Dressing (12 gm) 1/2 c Applesauce 2 ea Banana Muffin 2 ea Bread 1 pk Margarine (5 gm) 8 ea 1% Chocolate or White Milk	2-3 ea Chicken Patty 1 c Potato Chips 6 ea Mini Carrots 1 ea Fresh Fruit 2 ea Duxbury Cookies 1 ea Dinner Roll (2 oz) 1 pk Margarine (5 gm) 1% Chocolate or White Milk 8 oz	12 ea Chicken Nuggets 2 ea BBQ Sauce 1/2 c Smashed Potatoes w/ Gravy 1/2 c BU Mini Vegetables 1 ea Fresh Fruit 2 ea Bread 1 pk Margarine (5 gm) 1% Chocolate or White Milk 8 oz	3-3 ea Roasted Turkey 1/2 cup Smashed Potatoes 1/4 c Turkey Gravy 1/2 cup BU Penn and Carrots 1 ea Fresh Fruit 1 ea Dinner Roll (2 oz) 1 pk Margarine (5 gm) 1% Chocolate or White Milk 8 ea
Snack	Snack	Snack	Snack	Snack	Snack	Snack
8 oz 100% Orange Juice Cheese & Cracker Snack	8 ea White Milk 1 ea Honey Bun (2 1/8 oz)	1 ea Cheese Stick (1 oz) 1 ea Animal Crackers	8 oz 100% Orange Juice 3/4 c w/ 2 pk Baby Carrots/Ranch Dressing (12 gm)	8 ea White Milk 1 ea Muffin (3 oz)	8 oz 100% Orange Juice 1 ea Corn Snack	8 oz White Milk 4 ea Graham Crackers (2 1/2" squares)

Menu contains no pork or pork by-products
All items listed as "as served" and/or cooked weights and volumes

Menu subject to change based on availability

Client Signature

Date

Barbara Wilson M.A., R.D.T.

RD Signature

Registration #

01/11/15

01/11/2015

Date

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

JUVENILE DETENTION FACILITY 4-WEEK MENU CONTINUED...



Juvenile Detention Facility - RFP Menu Week 3



MONDAY Breakfast	TUESDAY Breakfast	WEDNESDAY Breakfast	THURSDAY Breakfast	FRIDAY Breakfast	SATURDAY Breakfast	SUNDAY Breakfast
1 ea Balled Egg 2 ea Bowl Pack Sweet WG Cereal (3/4 - 1 1/2 oz) 1 ea Pasty D o/d 1/2 c Applesauce 10 oz 1% White Milk	4 oz Orange Juice 2 ea Bowl Pack Sweet WG Cereal (3/4 - 1 1/2 oz) 1 ea Breakfast Bar (1.5 oz) 1 ea Fresh Apple 10 oz 1% White Milk	1 ea Balled Egg 2 ea Bowl Pack Sweet WG Cereal (3/4 - 1 1/2 oz) 1 ea Breakfast Cupcake (5 oz) 1 ea Fresh Fruit 10 oz 1% White Milk	4 oz Orange Juice 2 ea Bowl Pack Sweet WG Cereal (3/4 - 1 1/2 oz) 1 ea Fresh Fruit 1/2 c Applesauce 10 oz 1% White Milk	1 ea Balled Egg 2 ea Bowl Pack Sweet WG Cereal (3/4 - 1 1/2 oz) 1 ea Fresh Fruit 1 ea Bread 2 pkt Jelly 10 oz 1% White Milk	4 oz Orange Juice 2 ea Bowl Pack Sweet WG Cereal (3/4 - 1 1/2 oz) 1 ea Banana Cakes Muffin (3 oz) 1 ea Fresh Fruit 10 oz 1% White Milk	4 oz Orange Juice 2 ea Bowl Pack Sweet WG Cereal (3/4 - 1 1/2 oz) 1 ea Crunchy Cake Muffin (3 oz) 1 ea Fresh Fruit 10 oz 1% White Milk
Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch
1-2 ea Meatloaf Patty (ground chicken) 1/4 c Gravy 1/2 c BU Mashed Potatoes 1/2 c Potato Beans 1 ea Fresh Fruit 1 ea Dinner Roll (2 oz) 1 pat Margarine (5 gm) 8 oz 1% Chocolate or White Milk	1/2 r Turkey Tips and Gravy 1/2 r BU Mashed Potatoes 1/2 r Northern Beans 1/2 r Applesauce 1 ea Dinner Roll (2 oz) 1 pat Margarine (5 gm) 8 oz 1% Chocolate or White Milk	1-3 ea Breaded Chicken Patty 1/4 c Poultry Gravy 1 c Rice 1/2 c BU Mixed Vegetables 1 ea Fresh Fruit 2 ea Duplex Cupcake 2 xl Bread 1 pat Margarine (5 gm) 8 oz 1% Chocolate or White Milk	1-3 ea Char-Broil Hamburger Patty 1/2 c Smoothed Potatoes w/ Gravy 1/2 c BU Green Beans 1 ea Fresh Fruit 1 ea Dinner Roll (2 oz) 1 pat Margarine (5 gm) 8 oz 1% Chocolate or White Milk	1-3 ea Breaded Chicken Patty 1/2 c Steamed Carrots 1 c Pasta Salad 1/2 c Applesauce 1 ea Dinner Roll (2 oz) 1 pat Margarine (5 gm) 8 oz 1% Chocolate or White Milk	1 ea Macaroni w/ Meat Sauce (2 oz ground chicken) 1/2 c BU Green Beans 1 c Tossed Salad 2 pkt French Dressing 1 ea Dinner Roll (2 oz) 2 ea Duplex Cupcake 1 pat Margarine (5 gm) 8 oz 1% Chocolate or White Milk	3 ea Turkey Ball 1/4 c Poultry Gravy 1 c BU Rice 1/2 c BU Corn 1/2 c Applesauce 1/2 c Cornbread 1/2 c Vanilla Pudding 1 pat Margarine (5 gm) 8 oz 1% Chocolate or White Milk
Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner
3/4 c Sloppy Joet (ground chicken) 1 ea Potato Patty (2.5 oz) 1 pkt Ketchup (9 gm) 1/2 c Steamed Carrots 1 ea Chocolate Cupcake w/ Icing 2 ea Hamburger Buns 8 oz 1% Chocolate or White Milk	2 ea Turkey Frenchie (2.5) 1 c Ranch Beans 1 c Lettuce Salad 2 pkt French Dressing (12 gm) 2 pkt Ketchup (9 gm) 2 pkt Mustard (5 gm) 2 ea Pickle Chips 1/2 c Strawberry Gelatin with Fruit Cocktail 2 ea Hot Dog Buns 1 ea Cupcake w/ Icing 8 oz 1% Chocolate or White Milk	1 ea BBQ Pulled Turkey 1 c Potato Chips 1 c Lettuce Salad 2 pkt Ranch Dressing (12 gm) 2 pkt Ketchup (9 gm) 1 ea Cupcake 2 ea Hamburger Buns 8 oz 1% Chocolate or White Milk	12 ea Chicken Nuggets 2 ea BBQ Sauce 1 ea Potato Patty (2.5 oz) 1/2 c Coleslaw 2 pkt Ketchup (9 gm) 1 ea Fresh Apple 1 ea Dinner Roll (2 oz) 1 pat Margarine (5 gm) 8 oz 1% Chocolate or White Milk	2 ea Turkey Frenchie (2.5) 1 ea Potato Patty (2.5 oz) 3 pkt Ketchup (9 gm) 2 pkt Mustard 2 ea Pickle Chips 1/2 c Seasoned Spinach 1 ea Cupcake 2 ea Hot Dog Buns 8 oz 1% Chocolate or White Milk	2 ea Turkey Sausage w/ Cheese on a Bun (2 oz sandwich) 1/2 c T. Salad (2 oz Turkey) 1/2 c American Cheese 1 ea Lettuce 2 ea Potato Chips 2 ea Pickle Chips 2 pkt Mustard (5 gm) 1 c Sliced Beans 1/2 c Orange Gelatin with Fruit 2 ea Hamburger Buns 8 oz 1% Chocolate or White Milk	2 ea Chuck Wagon Steak 1/2 c Smoothed Potatoes w/ Gravy 1/2 c BU Peas 1 ea Dinner Roll (2 oz) 1 ea Fresh Apple 1 pat Margarine (5 gm) 8 oz 1% Chocolate or White Milk
Snack	Snack	Snack	Snack	Snack	Snack	Snack
8 oz 100% Orange Juice 1 pkg Frito Snacks (1 ea)	4 oz White Milk 1 ea Honey Bun (2 1/8 oz)	1 ea Cheese Stick (1 ea) 1 ea Animal Crackers	8 oz 100% Orange Juice 1/4 c w/ 3 pkts Baby Carrots/Ranch Dressing (12 gm)	8 oz White Milk 1 ea Cereal Bar (1 1/2 ea)	8 oz 100% Orange Juice 1 pkg Frito Snacks (1 ea)	8 oz White Milk 4 ea Graham Crackers (3 1/2" squares)

Menu contains no pork or pork by products
All items listed are as sold unless noted otherwise
Menu subject to change based on availability

Client Signature

Date

Barbara Watson M.D., R.D.

NO Signature

Registration #

01/01/11

10/15/2011

Date

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

JUVENILE DETENTION FACILITY 4-WEEK MENU CONTINUED...



Juvenile Detention Facility - RFP Menu Week 4



MONDAY Breakfast	TUESDAY Breakfast	WEDNESDAY Breakfast	THURSDAY Breakfast	FRIDAY Breakfast	SATURDAY Breakfast	SUNDAY Breakfast
1 ea Baked Egg 2 ea Bowl Pack Sweet WS 7.44 Cereal (3M - 1 1/2 oz) 1 ea Muffin (3 oz) 1 ea Fresh Apple 16 oz 1% White Milk	4 ea Orange Juice 2 ea Bowl Pack Sweet WS 2 ea Cereal (3M - 1 1/2 oz) 1 ea Breakfast Bar (1.5 oz) 1 ea Fresh Fruit 16 oz 1% White Milk	1 ea Baked Egg 2 ea Bowl Pack Sweet WS 2 ea Cereal (3M - 1 1/2 oz) 1 ea Breakfast Cupcake (3 oz) 1 ea Fresh Apple 16 oz 1% White Milk	4 ea Orange Juice 2 ea Bowl Pack Sweet WS 2 ea Cereal (3M - 1 1/2 oz) 1 ea Fruit Muffin (3 oz) 1/2 c Applesauce 16 oz 1% White Milk	1 ea Baked Egg 2 ea Bowl Pack Sweet WS 2 ea Cereal (3M - 1 1/2 oz) 1 ea Fresh Fruit 2 ea Bread 2 pkt Jelly 16 oz 1% White Milk	4 ea Orange Juice 2 ea Bowl Pack Sweet WS 2 ea Cereal (3M - 1 1/2 oz) 1 ea Banana Muffin (3 oz) 1 ea Fresh Apple 16 oz 1% White Milk	4 ea Orange Juice 2 ea Bowl Pack Sweet WS 2 ea Cereal (3M - 1 1/2 oz) 1 ea Crumb Cake Muffin (3 oz) 1 ea Applesauce 16 oz 1% White Milk
Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch
1 - 3oz Breaded Chicken Patty 1/2 c Mashed Potatoes 1/4 c Poultry Gravy 1/2 c Coleslaw Vinaigrette 1 ea Fresh Fruit 1 ea Dinner Roll (2 oz) 1 pat Margarine (5 gm) 8 oz 1% Chocolate or White Milk	3 oz Turkey Sausage with Gravy 1 c NJ Pottery Pie 1/2 c Green Beans 1/2 c Applesauce 1/2 c Strawberry Gelatin with Fruit 2 sl White Bread 1 pat Margarine (5 gm) 8 oz 1% Chocolate or White Milk	1/2 r Sloppy Joe (ground chicken) 1/2 r Smothered Potatoes w/ Gravy 1 c Lettuce Salad 2 pkt Ranch Dressing (12 gm) 1 ea Fresh Fruit 1 ea Hamburger Bun 1 pat Margarine (5 gm) 8 oz 1% Chocolate or White Milk	3 oz Turkey Roll 1/2 c BU Mashed Potatoes 2 ea Turkey Gravy 1/2 c Sliced Carrots 1 ea Fresh Fruit 1 ea Dinner Roll (2 oz) 1 ea Margarine (5 gm) 8 oz 1% Chocolate or White Milk	9 ea Chicken Nuggets 2 pkt Ranch Dressing 1 ea Potato Patty (2.5 oz) 1 r Lettuce Salad 2 pkt 1000 Island Dressing (12 gm) 1/2 c Applesauce 1 ea Dinner Roll (2 oz) 1 pat Margarine (5 gm) 8 oz 1% Chocolate or White Milk	4 ea BBQ Popcorn Chicken 2 ea BBQ Sauce 1/2 r Smothered Potatoes w/ Gravy 1/2 c BU Broccoli 1 ea Fresh Fruit 2 sl Bread 1 pat Margarine (5 gm) 8 oz 1% Chocolate or White Milk	1 - 3 oz Chuck Wagon Patty 1/2 c BU Mashed Potatoes 1/4 c Beef Gravy 1/2 c Corn 1 ea Fresh Apple 1/2 c Chocolate Pudding 2 sl Bread 1 pat Margarine (5 gm) 8 oz 1% Chocolate or White Milk
Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner
2 ea Turkey Franke 10:1 1/2 c BU Mixed Vegetables 1 c Ranch Beans 2 pkt Ketchup (9 gm) 2 pkt Mustard (5 gm) 1/2 c Applesauce 1 ea Cupcake w/ Icing 2 ea Hot Dog Bun 8 oz 1% Chocolate or White Milk	2 ea Bean Burrito (4 oz) 1/2 c BU Corn 2 oz Cheese / Sauce 1 c Lettuce Salad 2 pkt 1000 Island Dressing (12 gm) 2 ea Duplex Cookies 5 oz 1% Chocolate or White Milk	4 ea Popcorn Chicken w/ Sweet & Sour Sauce 1 c Rice 1/2 c Oriental Vegetables 1 ea Dinner Roll (2 oz) 1 ea Cupcake w/ Icing 1 pat Margarine (5 gm) 8 oz 1% Chocolate or White Milk	2 EA Turkey Salad Sticks w/ 1/2 c T. Salad (2 oz Turkey) 1/2 ea American Cheese 1 ea Lettuce 2 ea Sub Rolls 2 pkt Mustard (5 gm) 1 ea Potato Patty (2.5 oz) 1 c Potato Chips 1/2 c Raspberry Applesauce Gelatin 1 ea Yellow Cupcake w/ Icing 8 oz 1% Chocolate or White Milk	2-3 ea Hamburger Patty 1/2 c Mashed Potatoes 1/2 c BU Mixed Vegetables 2 pkt Mustard (5 gm) 2 pkt Ketchup (9 gm) 2 ea Hamburger Buns 2 ea Duplex Cookies 8 oz 1% Chocolate or White Milk	1 1/4 c Tom Meen Casserole (2 oz shredded chicken) 1/2 c BU Peas & Carrots 2 ea Duplex Cookies 1/24 cds Cornbread 1 pat Margarine (5 gm) 5 oz 1% Chocolate or White Milk	1 1/4 c Turkey Pasta Salad (2 oz shredded turkey) 6 ea Mini Carrots 2 pkt Ranch Dressing 1 ea Fresh Fruit 1 ea Cherry Cupcake w/ Icing 1/2 c Golden Glow Jello 1 ea Dinner Roll (2 oz) 1 pat Margarine (5 gm) 8 oz 1% Chocolate or White Milk
Snack	Snack	Snack	Snack	Snack	Snack	Snack
8 oz 100% Orange Juice 1 pkg Corn Snack (1 oz)	8 oz White Milk 1 ea Honey Bun (2 1/8 oz)	1 ea Cheese Stick (1 oz) 1 ea Animal Crackers	8 oz 100% Orange Juice 3/4 c w/ 2 pkts Baby Carrots/Ranch Dressing (12 gm)	8 oz White Milk 1 ea Cereal Bar (1.1 oz)	8 oz 100% Orange Juice 1 pkg Corn Snack (1 oz)	8 oz White Milk 4 ea Graham Crackers (2-1/2" sq)

Menu contains no pork or pork by-products
All items listed as "as served" and/or cooked weights and volumes
Menu subject to change based on availability

Canteen Signature

Date

Barbara Walker M.A., R.D.C.

RD Signature

Registration #

Date

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

Wayne County Juvenile Detention Facility RFP Menu Nutrition Statement

The four-week cycle juvenile menu dated 10/10/14 for the **Wayne County Juvenile Detention Facility (JDF)** has been analyzed using the Food Processor SQL Nutritional Analysis Program. The menu, including snacks, provides an average of more than 3150 calories and 100 gm protein per day. As per the RFP, the menu provides two hot meals to meet ACA compliance and offers five servings of fruit and vegetables per day within the three meals.

The menu meets and/or exceeds 100 % of the 1997 - 2004 Dietary Reference Intakes Recommended Dietary Allowances (RDA) and Adequate Intakes (AI) for the Juvenile Reference Person ages 14 - 18 for all leader nutrients and most micronutrients.

Some micronutrient values that are indicative of less than 100 % may vary based on specific food items/recipes selected and limited/unavailable nutrient information available from food manufacturers. *The RDA and AI are the most current nationally recognized nutrient standards.*

Disclaimer:

Per the RFP, menus shall be 'Trans Fat Free'. Menus, as analyzed, provide an overall average of .49 gm *trans*-fat. According to the Food and Drug Administration (FDA) labeling standards, a food can be labeled trans-fat free, if it contains less than .5 gm per serving. These menus qualify as such. While individual components provide considerably less and meet the less than .5 gm limit, the cumulative total of the components is reflected in the overall analysis.

Barbara Wakeen M.A., R.D., L.D.

Barbara Wakeen, M.A. R.D., L.D.
Registration # 618415

10/10/2014

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

SPECIAL MEALS

Canteen will continue to offer the seven (7) special spirit lifter meals on holidays. Our culinary staff will create specific holiday menus for the food service director's review. The staff and inmates will be surveyed to determine when the special menus will be served. We recommend that New Years Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving and Christmas be the standard special menu holidays.

Please see below for a menu featuring the special meals.

SPIRIT LIFTER MEALS

NEW YEAR'S DAY

Turkey Ham Steak
Pineapple Glaze
Macaroni & Cheese
Buttered Green Beans
Sweet Potatoes
Dinner Roll
Carrot Cake
Whipped Margarine
Drink

EASTER

Turkey Ham Steak
Pineapple Glaze
Macaroni & Cheese
Buttered Greens
Sweet Potatoes
Dinner Roll
Peach Crisp
Whipped Margarine
Drink

MEMORIAL DAY

Char Broiled Patty
Potato Patty
Cole Slaw
Ketchup/Mustard
Hamburger Bun
Apple Crisp
Ice Cream Cup
Drink

JULY 4TH

BBQ Chicken Breast
Corn on the Cob
Cole Slaw
Watermelon
Bread
Sherbert
Margarine
Drink

LABOR DAY

BBQ Chicken Breast
Corn on the Cob
Baked Beans
Watermelon
Dinner Roll
Sherbert
Margarine
Drink

THANKSGIVING

Roast Turkey
Buttered Mashed Potatoes
Bread Dressing
Turkey Gravy
Buttered Green Beans
Cranberry Sauce
Dinner Roll
Margarine
Peach Crisp
Drink

CHRISTMAS

Roast Turkey
Buttered Mashed Potatoes
Bread Dressing
Turkey Gravy
Buttered Greens
Cranberry Sauce
Dinner Roll
Margarine
Apple Crisp
Drink

PROCEDURE FOR DEALING WITH INMATE/STAFF COMPLAINTS

Our food service director and our entire team of professionals will schedule regular meetings with jail or sheriff administrators to discuss food service quality or service issues. Our food service director is empowered to make the necessary decisions to ensure all potential issues are corrected.

We will create an avenue for all Canteen Corrections staff to relay comments and concerns to the county directors and deputies. We will instruct our staff on to how to record comments on a provided form to be kept

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

in a carbonless booklet. All comments will be logged and reviewed weekly by the Canteen management team.

We will continue to follow all current grievance procedures as mandated by WCSO.

PLAN FOR ENSURING NUTRITIONAL COMPLIANCE WITH SUBSTITUTIONS

Our registered dietitian will manage the diet compliance program based upon the Wayne County diet manual. When a special diet is requested, the dietitian will produce an updated menu for this particular inmate and this inmate menu will be placed in the special diets' production sheet responsibilities.

ADDITIONAL EQUIPMENT NECESSARY FOR EFFICIENT FOOD SERVICE OPERATION

The types of equipment that we observed was sufficient if existing equipment is in good working order; we do not anticipate any equipment needs at this time. However, as operations proceed, we will make assessments on the existing equipment.

METHOD TO MONITOR INMATE MEAL SATISFACTION

Prep and production records are produced daily. Daily meal counts (including special and therapeutic diets) are recorded daily. Ongoing reviews of these records are completed by the food service director and the Canteen senior vice president.

Canteen will continue to conduct weekly inmate surveys to be reviewed and compiled.

METHOD TO DEVELOP/REVISE POLICIES, PROCEDURES & DOCUMENTATION REQUIREMENTS

A policy and procedures manual will be available in the food service director's office. These policies are reviewed each year and updated accordingly. Major changes in policy will be reviewed with the jail administrator and food service director. Changes may also be reviewed by our registered dietitian. A signature approval will be required.

QUALITY & INVENTORY CONTROL METHODS AND STANDARDS

Canteen Corrections has a policy of providing only quality food service to the correctional environment. In keeping with that policy the staff is constantly on alert to monitor all phases of food purchasing, receiving storage, production and service. The result is a high quality, safe menu for inmates at an affordable price for the facility.

Quality Assurance Program:

A quality assurance program is in effect in all our facilities. The program encompasses all aspects of the food service operation. If one step of an operation does not meet the standards stated, immediate corrective action is implemented by on-site management staff.

Standards have been established for all stages in the system. A facility may require a tailored version adjusted

4.10 EVALUATION CRITERIA

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to meet the unique requirements of a physical plant or contract. Quarterly audit procedures document the effectiveness of each system.

The following is a list of all areas covered by our quality assurance program including the "quality checkpoints" for each area. Also included are our quality assurance policies and a sampling of inspection forms.

Menu Planning

Because of the unique production/service system found in a correctional environment, menus must include special planning considerations in addition to traditional requirements.

Quality checkpoints:

- In the planning of all meals, food flavor, texture, temperature, appearance and palatability are taken into consideration.
- Meals are served according to a routine schedule three times during each 24 hour period.
- Local and ethnic food preferences are included in menu item selections.
- Menus meet or exceed recommended daily dietary allowances of essential nutrients.
- All menu item nomenclature indicates the actual food served (as per Truth in Menu rules)
- All portion sizes stated on the menu are in edible portion form.
- Protein items found in entrées are expressed in final cooked weight portions, i.e., 2 oz, 8 oz
- All other menu items are stated in volume measurements, i.e., 1 cup, 1/4 cup.
- Menus are based on a 28 day menu cycle.
- Nutritional analysis completed annually.
- Menu substitutions are held to a minimum.
- Menu substitutions are of like nutritional value.
- Emergency menus are in place.
- All inmates, guests, and staff are served the same food items. (Except medical and religious diets).
- Menu plans on file are dated and can document the exact food served to the inmate.

Purchasing

Quality checkpoints:

- Purchasing specifications:
 - » Clear, concise description of item.
 - » Clear, concise purpose of item on menu.
 - » Unit size, packaging requirements.
 - » Grades or quality standards stated.
 - » Vendor has copy of specifications.
- Seasonal and quantity buys are made.
- Bid solicitations made to various vendors or prime vendor system in place and monitored for compliance.
- Bills are submitted quickly for payment.
- Quantities required for par stock are stated.
- Completed orders placed with vendors are sent to warehouse for receiving procedure.

Receiving



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Quality checkpoints:

- Purchasing specifications with quality measures and receiving information is available.
- Completed orders for each vendor available in writing from buyer.
- Shipments checked:
 - » 100 percent of Quality Standards met.
- Invoice extensions are verified.
- All food cases are dated when received.
- Proper receiving equipment is used.
- Trained personnel do all receiving.
- Items placed in storage promptly.
- Unacceptable items refused and credit taken on invoice.
- Spot checks made:
 - » Portion controlled items checked to ensure that the allowances specified are met.
 - » Meats, chickens, etc. are unboxed and weight is verified.
 - » Cartons of fresh fruits and vegetables are checked for count and quality throughout container. Never accept weights stamped on a box or container if it can be opened, weighed, or counted.

Storage

Quality Checkpoints:

- First-in, first-out stock rotation method used.
- Food stored away from walls and off floor.
- Pest control measures used.
- Proper storage temperatures are maintained.
 - » Dry storage: 70°F
 - » Refrigerated storage: 35 - 40°F
 - » Freezer storage: 0 to -10°F
- All storage areas are locked.
- Proper sanitation program being carried out routinely.
- Temperatures of all refrigerated storage logged.
- Weekly inventory counted by someone other than the staff member responsible for storage.
- Controlled items secured.
- Inventory evaluation and control record-keeping procedures are followed.
- Chemicals, paper supplies and food are stored in separate areas.
- Inventory issued only to authorized staff-never to inmates.

Ingredient Control & Processing

Quality checkpoints:

- Only items used for production are removed from storage.
- First-in, first-out stock rotation is practiced.
- Issuing is done by stockroom/cook supervisor to authorized assigned personnel only.
- Standardized recipes adjusted to the population of facility are used and closely followed.



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- Food production is scheduled (production records) according to need; leftovers are explained.
- Staff/Inmate workers are trained to perform required tasks.
- Staff/Inmate workers are properly supervised.
- Authorization of ingredient variations by unit manager.
- Fresh produce processing:
 - » Thorough water wash of all fruits and vegetables.
 - » Immediate refrigeration of vegetable salads.
 - » Sizing of raw fruits for eating to ensure portion control.
 - » Weight of edible portion versus as purchased raw product called for on production records adjusted.
- Raw meat processing:
 - » Wash under cold, running water to remove old blood residue.
 - » Separate work stations for beef and poultry.
 - » Trim excess fat or discolored fat.
 - » Portion/weight control of sliced meats checked.
- Ingredient assembly
 - » Staged and timed ingredient incorporation per standardized recipes.
 - » For realized blending, mixing, and other incorporation procedures followed.
 - » Weight control of total raw ingredient combinations checked, i.e., yield of batch verses stated recipe yield.

Food Preparation (Production Methods)

Quality checkpoints:

- Standardized recipes extended to facility size.
- Standardized cooking methods, including temperature charts in place.
- Production records indicating:
 - » Quantities of raw products.
 - » Freezer pull times.
 - » Cooking method and recipe number.
 - » Batching schedule to maximize batch cooking methods.
 - » Individual assigned and responsible.
- Documented quality checks on flavor, texture and color (visual and taste).
- Food production manual-records maintained daily.
- Sanitary food handling techniques practiced.

Portioning & Serving of Meals

Quality Checkpoints:

- Service plans are prepared to include:
 - » Cycle/day/meal.
 - » Menu item.
 - » Serving container (i.e. full size 2", half size 4").

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- » Portion size.
- » Serving utensil.
- Tray diagram prepared showing location of each menu item on each tray.
- Hot food and cold food serving line set-up diagram prepared showing the location of each menu item.
- Sanitation monitored continuously.
- Any variations in service are recorded and corrective actions noted.
- Temperatures constantly monitored to prevent dropping (or raising) into the Food Danger Zone between 40°F Meal monitoring forms are completed on a regular basis.

Delivery of Meal (adapted for each facility)

Quality Checkpoints:

- Meal transmittal indicates:
 - » Date/meal/day.
 - » Destination of meals.
 - » Total count of regular meals and medical diets.
 - » Signature of manager/supervisor that counted cold and hot trays to include diets and snacks.
- Restricted medical diet trays are properly identified.

Sanitation & Safety Program

Quality checkpoints:

- Each staff position is assigned specific cleaning duties.
- The fire safety program is up-to-date and documented.
- The in-service training program contains sanitation and safety programs that are presented on a routine basis. Attendance is mandatory.
- Dishmachine temperatures taken are recorded three times daily during clean-up periods.
- Weekly inspection of facility for safety and sanitation compliance by on-site management.

CONTRACT IMPLEMENTATION PLAN

As the prior provider we do not expect any transitional issues as we implement a new contract.

PROCEDURES FOR WEEKLY BILLING & WEEKLY INVENTORY OF FOOD & SUPPLIES

Canteen Corrections will maintain an open relationship with the administration and staff of your facility. Records of billable meals will be verified each day with your administration. Canteen will utilize a tracking form to record the number, cost and type of meals served inmates, employees, guests and visitors. Reports will be consolidated weekly for internal controls and will be shared with the sheriff or designee on a monthly basis no later than the fifth business day of the subsequent month.

We pledge to cooperate with your facility on billing methods for all occasions (inmate, staff and volunteer meals) by following the billing process put forth by the county. Our accounting department will submit weekly billings

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which will detail the prior weeks census times the agreed upon rate and the subsequent billing amount. Our food service management staff will conduct weekly inventory of all food items. Our systems administrator will keep inventory records on hand for periodic review.

OPERATIONAL PROCEDURES FOR HANDLING FOOD SERVICE SHOULD ON-SITE KITCHEN FACILITIES BE RENDERED UNUSABLE BY FIRE OR ANY OTHER REASON

It is Canteen Corrections' policy to be prepared to serve all meals as scheduled despite emergency situations, such as power loss, fire, inmate lock-down or local disaster. Canteen has never failed to provide meals during emergency conditions.

In the event meals must be prepared off site, and neither jail facility is accessible, we will utilize either our facilities at Macomb County Jail or our Innovation Center in Troy.

TRANSITIONING CURRENT FOOD SERVICE PERSONNEL TO AVAILABLE POSITIONS

During the original transition in 2010, Canteen offered employment to 99 percent of the existing employees based on the recommendation of Wayne County Sheriffs Office. At Macomb County Jail in 2011 Canteen offered 100 percent of the current employees employment. For this contract, Canteen will retain 100 percent of our existing commissary staff. In addition, we will interview 100 percent of the existing Wayne County food service staff.

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ASSOCIATE WAGE & BENEFIT PROGRAMS

Canteen Corrections firmly believes in attracting and maintaining the best candidates possible for all positions. We utilize a quality through selection process which matches the best candidates to the corresponding positions.

Management and hourly employees are both provided with above average wages and excellent benefit programs. They are then given detailed training (ServSafe is routine and required for all staff) and support from upper management. The result is high job satisfaction and low turnover, thus Wayne County would realize a quality service that is stable and consistent.

Our proposal for the Wayne County Corrections System and provided menus includes 34 hourly and three supervisory/management associates.

CURRENT INMATE WORKERS

LOCATION	AM SHIFT	PM SHIFT
William Dickerson	50 Inmates + 3 Commissary	50 Inmates
Division 1 & Division 2	27 Inmates + 3 Commissary	25 Inmates

A reduction in this labor model could be negotiated at the county's request.

For Dickerson and Downtown jails staffing plan and inmate labor sample schedules, please see pages that follow.

Canteen will continue to use inmates as part of our food service plan. The food service director and their staff would work with jail administration to ensure the required number of inmates are scheduled on a daily basis. Supervision would continue to be provided by Canteen supervisory staff. Canteen training programs would be utilized to ensure proper food service standards and sanitation principles would be adhered to. Canteen and jail administration will establish a minimum amount of inmates needed on a daily basis and a plan will be developed to handle shortages.

Canteen will utilize inmate labor to perform tray assembly, delivery, stocking of food products and sanitation/custodial services. All inmates will be provided with standard training and orientations according to Canteen service standards.

For a sample of the inmate training and annual review forms, please reference the Appendix starting on page 138.

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STAFFING PATTERN WITH GAA SUPERVISORS

CANTEEN MGMT	SAT	SUN	MON	TUE	WED	THU	FRI
GM Food Service Director	-	-	Work	Work	Work	Work	Work
Operation Manager 1 & 2	-	-	Work	Work	Work	Work	Work
Operation Manager 3	-	-	Work	Work	Work	Work	Work

D1 & D2

GAA Manager	-	-	Work	Work	Work	Work	Work
GAA Assistant Manager	-	-	Work	Work	Work	Work	Work

D3

GAA Manager	-	-	Work	Work	Work	Work	Work
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GAA SUPERVISOR	SAT	SUN	MON	TUE	WED	THU	FRI
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D1 & D2

AM Retherm Cook	5:00 - 1:00	5:00 - 1:00	-	-	5:00 - 1:00	5:00 - 1:00	5:00 - 1:00
PM Retherm Cook	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	-	-	11:30 - 7:30	11:30 - 7:30
AM Trayline	5:00 - 1:00	5:00 - 1:00	5:00 - 1:00	5:00 - 1:00	-	-	5:00 - 1:00
PM Trayline	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	-	-
Swing	-	-	5:00 - 1:00	5:00 - 1:00	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30

D3

AM Production Cook	-	-	6:30 - 2:30	6:30 - 2:30	6:30 - 2:30	6:30 - 2:30	6:30 - 2:30
PM Production Cook	-	-	10:00 - 6:00	10:00 - 6:00	10:00 - 6:00	10:00 - 6:00	10:00 - 6:00
AM Retherm Cook	4:00 - 12:00	4:00 - 12:00	-	-	4:00 - 12:00	4:00 - 12:00	4:00 - 12:00
PM Retherm Cook	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	-	-	11:30 - 7:30
Swing	-	-	4:00 - 12:00	4:00 - 12:00	11:30 - 7:30	11:30 - 7:30	8:00 - 4:00

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

STAFFING PATTERN WITH GAA SUPERVISORS CONTINUED...

HOURLY	SAT	SUN	MON	TUE	WED	THU	FRI
D1 & D2 JDF							
AM Cook	5:00 - 12:30	5:00 - 12:30	5:00 - 12:30	5:00 - 12:30	5:00 - 12:30	-	-
PM Cook	11:30 - 7:00	11:30 - 7:00	11:30 - 7:00	-	-	11:30 - 7:00	11:30 - 7:00
Swing Cook	-	-	-	11:30 - 7:00	11:30 - 7:00	5:00 - 12:30	5:00 - 12:30
D1 AMTrayline	5:30 - 1:00	5:30 - 1:00	5:30 - 1:00	5:30 - 1:00	-	-	5:30 - 1:00
D1 PMTrayline	-	2:00 - 7:30	2:00 - 7:30	2:00 - 7:30	2:00 - 7:30	2:00 - 7:30	-
D1 Swing	2:00 - 7:30	-	-	9:00 - 4:30	5:30 - 1:00	5:30 - 1:00	2:00 - 7:30
D2 AM Trayline	5:00 - 12:30	5:00 - 12:30	-	-	5:00 - 12:30	5:00 - 12:30	5:00 - 12:30
D2 PM Trayline	2:00 - 7:30	2:00 - 7:30	2:00 - 7:30	2:00 - 7:30	2:00 - 7:30	-	-
D2 Swing	-	-	5:00 - 12:30	5:00 - 12:30	9:00 - 4:30	2:00 - 7:30	2:00 - 7:30
JDF AM	-	-	5:30 - 1:00	5:30 - 1:00	5:30 - 1:00	12:00 - 7:30	12:00 - 7:30
JDF PM	12:00 - 7:30	12:00 - 7:30	12:00 - 7:30	12:00 - 7:30	12:00 - 7:30	-	-
JDF Swing	5:30 - 1:00	5:30 - 1:00	-	-	-	5:30 - 1:00	5:30 - 1:00
Commissary Lead	-	-	Monday - Friday hours will vary based on business needs				
Clerk	-	-	Monday - Friday hours will vary based on business needs				
Clerk	-	-	Monday - Friday hours will vary based on business needs				
Clerk	-	-	Monday - Friday hours will vary based on business needs				
Clerk	-	-	Monday - Friday hours will vary based on business needs				
D3							
Production Cook	-	-	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30
Production Cook	-	-	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30
Production Cook	-	-	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30
Production Cook	-	-	10:00 - 6:00	10:00 - 6:00	10:00 - 6:00	10:00 - 6:00	10:00 - 6:00
Retherm Cook	5:00 - 1:00	5:00 - 1:00	5:00 - 1:00	-	-	5:00 - 1:00	5:00 - 1:00
Retherm Cook	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	-	-
Retherm Cook	-	-	7:00 - 3:00	5:00 - 1:00	5:00 - 1:00	11:30 - 7:30	11:30 - 7:30
AMTrayline	-	9:00 - 5:00	9:00 - 5:00	9:00 - 5:00	5:00 - 1:00	5:00 - 1:00	-
AMTrayline	5:00 - 1:00	5:00 - 1:00	5:00 - 1:00	-	-	5:00 - 1:00	5:00 - 1:00
PM Trayline	11:30 - 7:30	-	-	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30
PM Trayline	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	-	-	11:30 - 7:30	11:30 - 7:30
Driver	9:00 - 5:00	-	-	9:00 - 5:00	9:00 - 5:00	9:00 - 5:00	9:00 - 5:00
Stock Supervisor	-	-	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30	6:30 - 2:30
Commissary Lead	-	-	Monday - Friday hours will vary based on business needs				
Clerk	-	-	Monday - Friday hours will vary based on business needs				
Clerk	-	-	Monday - Friday hours will vary based on business needs				
Clerk	-	-	Monday - Friday hours will vary based on business needs				

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4.10.2 OPERATING PLAN & TIMELINE

STAFFING PATTERN WITHOUT GAA SUPERVISORS

CANTEEN MGMT	SAT	SUN	MON	TUE	WED	THU	FRI
GM Food Service Director	-	-	Work	Work	Work	Work	Work
Operation Manager 1 & 2	-	-	Work	Work	Work	Work	Work
Operation Manager 3	-	-	Work	Work	Work	Work	Work

SUPERVISOR	SAT	SUN	MON	TUE	WED	THU	FRI
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D1 & D2

AM Retherm Cook	5:00 - 1:00	5:00 - 1:00	5:00 - 1:00	-	-	5:00 - 1:00	5:00 - 1:00
PM Trayline	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	-	-
Swing	-	-	9:00 - 5:00	5:00 - 1:00	5:00 - 1:00	11:30 - 7:30	11:30 - 7:30

D3

AM Production Cook	-	-	6:30 - 2:30	6:30 - 2:30	6:30 - 2:30	6:30 - 2:30	6:30 - 2:30
PM Production Cook	-	-	10:00 - 6:00	10:00 - 6:00	10:00 - 6:00	10:00 - 6:00	10:00 - 6:00
AM Retherm Cook	4:00 - 12:00	4:00 - 12:00	-	-	4:00 - 12:00	4:00 - 12:00	4:00 - 12:00
PM Retherm Cook	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	-	-	11:30 - 7:30
Swing	-	-	4:00 - 12:00	4:00 - 12:00	11:30 - 7:30	11:30 - 7:30	8:00 - 4:00

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4.10.2 OPERATING PLAN & TIMELINE

STAFFING PATTERN WITHOUT GAA SUPERVISORS CONTINUED...

HOURLY	SAT	SUN	MON	TUE	WED	THU	FRI
D1 & D2 JDF							
AM Cook	5:00 - 12:30	5:00 - 12:30	5:00 - 12:30	5:00 - 12:30	5:00 - 12:30	-	-
PM Cook	11:30 - 7:00	11:30 - 7:00	11:30 - 7:00	-	-	11:30 - 7:00	11:30 - 7:00
Swing Cook	-	-	-	11:30 - 7:00	11:30 - 7:00	5:00 - 12:30	5:00 - 12:30
D1 AM Trayline	5:30 - 1:00	5:30 - 1:00	5:30 - 1:00	5:30 - 1:00	-	-	5:30 - 1:00
D1 PM Trayline	-	2:00 - 7:30	2:00 - 7:30	2:00 - 7:30	2:00 - 7:30	2:00 - 7:30	-
D1 Swing	2:00 - 7:30	-	-	9:00 - 4:30	5:30 - 1:00	5:30 - 1:00	2:00 - 7:30
D2 AM Trayline	5:00 - 12:30	5:00 - 12:30	-	-	5:00 - 12:30	5:00 - 12:30	5:00 - 12:30
D2 PM Trayline	2:00 - 7:30	2:00 - 7:30	2:00 - 7:30	2:00 - 7:30	2:00 - 7:30	-	-
D2 Swing	-	-	5:00 - 12:30	5:00 - 12:30	9:00 - 4:30	2:00 - 7:30	2:00 - 7:30
JDF AM	-	-	5:30 - 1:00	5:30 - 1:00	5:30 - 1:00	12:00 - 7:30	12:00 - 7:30
JDF PM	12:00 - 7:30	12:00 - 7:30	12:00 - 7:30	12:00 - 7:30	12:00 - 7:30	-	-
JDF Swing	5:30 - 1:00	5:30 - 1:00	-	-	-	5:30 - 1:00	5:30 - 1:00
Commissary Lead	-	-	Monday - Friday hours will vary based on business needs				
Clerk	-	-	Monday - Friday hours will vary based on business needs				
Clerk	-	-	Monday - Friday hours will vary based on business needs				
Clerk	-	-	Monday - Friday hours will vary based on business needs				
Clerk	-	-	Monday - Friday hours will vary based on business needs				
D3							
Production Cook	-	-	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30
Production Cook	-	-	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30
Production Cook	-	-	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30
Production Cook	-	-	10:00 - 6:00	10:00 - 6:00	10:00 - 6:00	10:00 - 6:00	10:00 - 6:00
Retherm Cook	5:00 - 1:00	5:00 - 1:00	5:00 - 1:00	-	-	5:00 - 1:00	5:00 - 1:00
Retherm Cook	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	-	-
Retherm Cook	-	-	7:00 - 3:00	5:00 - 1:00	5:00 - 1:00	11:30 - 7:30	11:30 - 7:30
AM Trayline	-	9:00 - 5:00	9:00 - 5:00	9:00 - 5:00	5:00 - 1:00	5:00 - 1:00	-
AM Trayline	5:00 - 1:00	5:00 - 1:00	5:00 - 1:00	-	-	5:00 - 1:00	5:00 - 1:00
PM Trayline	11:30 - 7:30	-	-	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30
PM Trayline	11:30 - 7:30	11:30 - 7:30	11:30 - 7:30	-	-	11:30 - 7:30	11:30 - 7:30
Driver	9:00 - 5:00	-	-	9:00 - 5:00	9:00 - 5:00	9:00 - 5:00	9:00 - 5:00
Stock Supervisor	-	-	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30	7:30 - 3:30	6:30 - 2:30
Commissary Lead	-	-	Monday - Friday hours will vary based on business needs				
Clerk	-	-	Monday - Friday hours will vary based on business needs				
Clerk	-	-	Monday - Friday hours will vary based on business needs				
Clerk	-	-	Monday - Friday hours will vary based on business needs				

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4.10.2 OPERATING PLAN & TIMELINE

SAMPLE INMATE LABOR SCHEDULE

INMATES		Housing								
Position	Name	Area	Inmate #	Sat	Sun	Mon	Tue	Wed	Thur	Fri
Cook						6:00-1:30	6:00-1:30	6:00-1:30	6:00-1:30	6:00-1:30
Cook						6:00-1:30	6:00-1:30	6:00-1:30	6:00-1:30	6:00-1:30
Cook				6:00-1:30	6:00-1:30			6:00-1:30	6:00-1:30	6:00-1:30
Cook				6:00-1:30	6:00-1:30			6:00-1:30	6:00-1:30	6:00-1:30
Cook				6:00-1:30	6:00-1:30	6:00-1:30	6:00-1:30			6:00-1:30
Cook				6:00-1:30	6:00-1:30	6:00-1:30	6:00-1:30			6:00-1:30
Cook				2:00 7:30	2:00 7:30			2:00 7:30	2:00 7:30	2:00 7:30
Cook				2:00 7:30	2:00 7:30			2:00 7:30	2:00 7:30	2:00 7:30
Cook				2:00 7:30	2:00 7:30	2:00 7:30	2:00 7:30			2:00 7:30
Cook				2:00 7:30	2:00 7:30	2:00 7:30	2:00 7:30			2:00 7:30
Cook					2:00 7:30	2:00 7:30	2:00 7:30	2:00 7:30	2:00 7:30	
Cook					2:00 7:30	2:00 7:30	2:00 7:30	2:00 7:30	2:00 7:30	
TrayLine						6:00-1:30	6:00-1:30	6:00-1:30	6:00-1:30	6:00-1:30
TrayLine						6:00-1:30	6:00-1:30	6:00-1:30	6:00-1:30	6:00-1:30
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TrayLine					2:00 7:30	2:00 7:30	2:00 7:30	2:00 7:30	2:00 7:30	
Sanitation						6:00-1:30	6:00-1:30	6:00-1:30	6:00-1:30	6:00-1:30
Sanitation						6:00-1:30	6:00-1:30	6:00-1:30	6:00-1:30	6:00-1:30
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Sanitation					2:00 7:30	2:00 7:30	2:00 7:30	2:00 7:30	2:00 7:30	

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

RESPONSIBILITIES OF CONTRACTOR'S STAFF

Canteen Correctional proposes the following management staffing pattern for Wayne County Jails:

Steve O'Keefe

Senior Vice President

- In partnership with on-site food service director, perform duties of liaison between Wayne County and Canteen Corrections.
- Together with our consultant, provide guidance to food service director.
- Manage financial operations.
- Ensure corporate initiatives are being managed by entire on-site team.
- Establish food cost and labor goals for department and ensure compliance.
- Monitor department transition and action plans.
- Provide frequent on-site visitation and oversight.
- Monitor overall department accountability to Wayne County and Canteen guidelines.
- Assist with management of labor relations.

Barbara A. Wakeen, MA, RD, LD, CCHP

Dietitian

- Works in conjunction with management team to create menus.
- Nutritional analysis for JDF, Dickerson and Division I and II jails.
- Purchasing and sourcing.
- Product sampling and testing.

CORPORATE SUPPORT

Joseph Sak

Procurement Manager

- Manage entire purchasing program for Wayne County Jail food service department.
- Manage master order guide for department.
- Communicate with approved purveyors to manage order/delivery schedules.
- Ensure correct delivery of ordered items.
- Maximize opportunity buys and arrange for storage/delivery.
- Conduct price checks on delivered food products.

Donna Terman

Contract/Systems Administrator

- Maximize full implementation of FMMP and CBORD throughout company divisions.
- Execute administrative actions of contract between Canteen Corrections and Wayne County.
- Monitor daily, weekly, monthly, quarterly and yearly contract deliverables.
- Ensure timely and accurate reporting is provided to the County per contract specifications.
- Serve as primary contact between operations, IT and accounting.
- Analyze reporting to discover and correct variances.

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

ON-SITE MANAGEMENT

Timothy Clark

Food Service Director/General Manager

- Responsible for food service department at Wayne County Jails.
- Manages the daily/monthly financial operations.
- With Wayne County HR department, recruits, trains and manages food service staff.
- Responsible for all quality assurance program monitoring.
- Recruits, selects and manages chefs and cooks.
- Recipe management.
- Menu development and management.
- Weekly validation of all procedures and compliance.

Todd Trowery

Food Service Operations Manager D3

- Monitor compliance with health, fire regulations and the Michigan Department of Corrections regarding food preparation and serving.
- Monitor food preparation methods, portion sizes and presentation of food to ensure that food is prepared and presented in an acceptable manner.
- Investigate and resolve inmate complaints regarding food quality and service.
- Schedule and receive food and beverage deliveries, checking delivery contents to verify product quality and quantity.
- Maintain food and equipment inventories and keep inventory records.
- Schedule staff hours and assign duties.
- Organize and direct worker training programs, resolve personnel problems, interview and orientate new staff and evaluate employee performance in a correctional food service establishment.
- Monitor food distribution, ensuring that meals are delivered to the correct recipients and that guidelines, such as those for special diets, are followed.

Carolyn Reynolds

Food Service Operations Manager D1 & D2

- Monitor compliance with health, fire regulations, and the Michigan Department of Corrections regarding food preparation and serving.
- Monitor food preparation methods, portion sizes, and presentation of food to ensure that food is prepared and presented in an acceptable manner.
- Investigate and resolve inmate complaints regarding food quality and service.
- Schedule and receive food and beverage deliveries, checking delivery contents to verify product quality and quantity.
- Maintain food and equipment inventories, and keep inventory records.
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4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

FINANCIAL PROGRAM/IMACS INTEGRATION

After our review of the existing Wayne County Commissary program, we are certain that with the implementation of the program outlined in this proposal, Wayne County will benefit from the following improvements:

- Multiple commission return options to Wayne County based on combined or non-combined services.
- Annual guaranteed commissions as noted in our pricing options.
- Canteen Corrections will work with Wayne County to complete the integration between JMS and Canteen Manager as well as other technology improvements.
- Wayne County will see a 15% increase in deposits into inmate accounts through technology, thus enhancing inmate satisfaction with a new program that will be mutually beneficial for all.
- Create overall security, accountability and transparency of the commissary program to the sheriff's department utilizing Canteen Manager, our exclusive inmate fiduciary banking system.

These solutions should be treated as preliminary guidelines and are the basis for a true partnership between the Wayne County Sheriff's Office and Canteen Corrections.

CANTEEN MANAGER SOFTWARE

Canteen has been providing inmate commissary services since 1984. During this time, Canteen Manager, our inmate banking software, has undergone regular redevelopment and upgrading to meet the changing needs of our corrections clients. Our latest version is fully General Ledger based with the ability to run date driven reports and provide a detailed audit trail. It is another component offered to the Canteen Corrections County Sheriff's Office at no charge and is included in each of the program options.

Many other features have been incorporated into Canteen Manager based on feedback from our clients; for example, Canteen Manager offers you the ability to merge two or more inmate accounts for those inmates who book in under an alias and end up with multiple commissary accounts. Another benefit is our multiple release module in which a single check can be written for a group of inmates being transferred to another facility.

Canteen Manager is a Windows based inmate banking system and commissary management system that helps any facility operate more efficiently. Canteen Manager will simplify the process of charging for products and services, maintaining inmate balances, reconciling the checkbook and managing inmate receivables. On average, we have found that this system increases efficiencies by 15% in other regions and counties

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

COMMISSARY OPERATIONAL STANDARDS

SDS PROGRAM [SECURED DELIVERY SERVICE]

The Secured Delivery Service program has been a very effective tool, and it has grown to accommodate evolving needs. The program was originally written in the early 90's and converted to a web/windows platform in 2001.

These two systems can be used together or in part. Canteen Manager operates as a complete Inmate Accounting Software with the SDS program, or SDS can run solely as a Commissary Management Program with full sales reports, inventory control and inmate fund tracking. Both options can be integrated at any level with your JMS.

MAIN INMATE DATA SCREEN WITH ADDITIONAL SHORTCUT BUTTONS

We have added shortcut buttons for the most commonly performed functions (e.g. Deposit) to the main screen of Canteen Manager. Additionally, we have embedded shortcut buttons directly into the Inmate Account screen, which allows deposits, withdrawals and releases to be done without having to back out to the main screen.

POWERFUL, USER-FRIENDLY FIDUCIARY FUNCTIONS

- Password Protected Domains to Customize Access by Users at your Facility
- Each user is assigned a unique ID and password access to Canteen Manager. The jail will determine the access level of each user. All transactions that occur in Canteen Manager are time, date and user ID stamped.
- Ability to Interface with Virtually any Jail Management System – Eliminates Need for Dual Entry of Information
- Reprinting of Receipts, Reports and Checks

MERGE INMATE ID FEATURE

This feature allows the user to merge together two inmate accounts. It was designed for those situations in which an inmate had been booked in under different names or social security numbers and thus ends up with multiple Canteen accounts.

FULLY INTEGRATED INVENTORY CONTROL MODULE

Canteen Manager's Inventory module is designed for detention facilities that want to be able to sell items such as phone cards to the inmates. Canteen Manager can be used to enter the sale, maintain the phone card inventory and write checks to the phone card vendor.

DEBT RECOVERY MODULE

Canteen Manager allows you to easily charge inmates for receivable items (e.g. medical co-pays, property damage, etc.) and to run reports showing outstanding and collected debt revenues. Canteen Manager contains a 'Quick Debt' feature which allows groups of inmates to be easily charged. We have also modified Canteen Manager to automatically enforce the minimum account balance needed before charging a medical co-pay.

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

COMMISSARY OPERATIONAL STANDARDS

FULL BANK RECONCILIATION FEATURES

The Bank Reconciliation module is easy to use and allows the user to postpone a reconciliation and resume at a later time without losing the data already entered. All reconciliation reports can be reprinted on demand.

GL ACCOUNT MANAGEMENT

Canteen Manager includes general ledger reporting including Profit and Loss, Balance Sheet, Trial Balance and General Ledger. Check Listings and Deposit Listings may be run for specific date ranges or GL accounts and may be defaulted to include the "uncleared" items only for month end financial reports. All reports are date driven and able to be re-run at future dates.

CANTEEN MANAGER

Data Conversion

- Install all computer equipment and establish link to distribution center.
- Implement any desired specialty programs (snack packs, online sales, etc).
- Set up all users in Canteen manager with passwords and approved level of access.
- Provide all training on Canteen Manager.
- Support transfer of existing inmate data to Canteen Manager.
- Meetings with Wayne County representatives to review progress and address any issues or concerns.

Comprehensive Reporting Capabilities

- Canteen Manager includes extensive reporting on all transactions.

Training

Canteen Correctional Services will install all equipment and our inmate trust fund accounting software, Canteen Manager. Our IT associates will configure the software to the Wayne County Sheriff's Office, enabling all necessary indigent criteria, restrictions and site specific settings for ease of use.

In addition, on-site training will be provided for the Wayne County Sheriff's Office personnel who will be using the Canteen Manager program. Training materials and users manuals will be placed on site for reference. Canteen will provide ongoing technical support and assistance; our support personnel are available via an 800 number and email.

FULLY INTEGRATED INVENTORY CONTROL MODULE

Canteen Manager's Inventory module is designed for detention facilities that want to be able to sell items such as phone cards to the inmates. Canteen Manager can be used to enter the sale, maintain the phone card inventory and write checks to the phone card vendor.

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

COMMISSARY OPERATIONAL STANDARDS

DEBT RECOVERY MODULE

Canteen Manager allows you to easily charge inmates for receivable items (e.g. medical co-pays, property damage, etc.) and to run reports showing outstanding and collected debt revenues. Canteen Manager contains a 'Quick Debt' feature which allows groups of inmates to be easily charged. We have also modified Canteen Manager to automatically enforce the minimum account balance needed before charging a medical co-pay.

CANTEEN MANAGER FEATURES

Accounting Reports

- Shift close
- Bank deposit
- Balance history
- Bank reconciliation
- Trail balance
- General ledger
- Profit and Loss
- Balance sheet

Checkbook/Reconciliation Reports

- Check list (cleared/uncleared)
- Deposit List
- Bank reconciliation report
- Transaction batch list
- Reprint checks
- Reclaimed checks

Debt/AR Reports

- Debt payment by inmate
- Debt payment by date
- Debt payment by debt code
- Outstanding debt by inmate
- Outstanding debt by debt code

Miscellaneous Reports

- Property Reports
- Payroll reports
- User Login report
- 60 day inactive report

SDS FEATURES

Sales Reports

- Sales by inmate
- Sales by item
- Inventory list
- Order history
- Sales by cell block/housing unit
- Sales by day, week, month, year
- Sales tax report

Inmate Reports

- Indigent list
- Negative balance list
- Disciplinary list
- Active inmate list
- Funds on hold report
- Released inmate list
- Deposits received from particular sources

Inventory/Purchasing Reports

- Inventory list
- Inventory re-order
- Inventory usage
- Purchase order
- Vendor list
- Purchase history
- Inventory restrictions

Facility Security/Investigative

- Everyone who bought a particular item
- Everything a particular inmate bought
- Who is giving money to multiple inmates



4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

COMMISSARY OPERATIONAL STANDARDS

HARDWARE/SOFTWARE REQUIREMENTS & RECOMMENDATIONS

The following is a list of additional equipment and software recommended for an efficient commissary program at the Wayne County Jail. All equipment/software listed below is part of the proposal and will be supplied by Canteen Corrections at no charge to Wayne County.

Required Equipment/Software

- 2 Desktop Computers
- 2 Flat Screen Monitor
- 2 Laser Printer
- 2 External Hard Drive for back up
- 2 Order Scanner
- 2 Server
- SDS Software
- SDS Server
- Lobby Kiosk Software
- Canteen Manager General Ledger Windows Software
- JMS/Mainframe Interface
- 2 Lobby Kiosks
- Up to 2 Booking Kiosks
- Cables (as needed)

PROGRAM UPGRADES

Based on feedback from our clients and our support personnel, the Canteen Manager program continues to be enhanced on an ongoing basis. In general, we upgrade our accounts 1-2 times per year to ensure that all the new 'bells and whistles' are available to each client. There is no charge to our Canteen clients for these upgrades.

CANTEEN MANAGER DATA BACK-UP

Part of Canteen's equipment package for the Wayne County Jail is an External Hard Drive that will be set up as the backup device for the Canteen Manager program. This backup system can be configured to run automatically each night or can be run manually by a jail representative. All backup data remains on site at the jail

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

COMMISSARY OPERATIONAL STANDARDS

BENEFITS OF CANTEEN'S COMMISSARY SERVICE PROGRAM

Advanced Technology

- Booking and Release Kiosk
- State-of-the-art programs and equipment
- Reduce staff time
- Increase operating efficiency, sales and profits
- Software compatibility
- Innovative Programs

Saves Time, Space & Money

- Automated programs for funding and ordering
- Canteen passing and collecting commissary
- Canteen handling deposits and reporting
- Provide information to inmates thru technology
- Management Responsiveness
- Stand behind our equipment, products and services

Technology to Increase Sales Revenue

- Innovative services and products
- Accessible and user friendly programs
- MyCare and Canteen Manager
- Lobby Kiosk system

Variety & Selection

- Expand product offerings with safety in mind
- Constantly introduce and promote new items
- Improved inmate satisfaction

Kiosk Systems

- Increase Jail Operating Efficiency
- Increase Sales and Deposits
- No Menus to Pass or Collect
- Reduce Sheriffs Office Labor Hours

When you work with Canteen, you'll enjoy the benefits of an exclusive delivery system that reflects our unwavering commitment to providing cost effective, secure, efficient and reliable programs.

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

COMMISSARY OPERATIONAL STANDARDS

LOBBY KIOSK TECHNOLOGY

A leader in technological innovations for the corrections field, Canteen Corrections is proud to offer proven kiosk technology to our clients. We feature kiosk solutions for the lobby or visitation area of a correctional facility.

Electronic deposit capabilities also make available off-site methods that increase convenience and therefore increase the number and size of deposits. Deposits can be made by simply picking up the telephone or going on-line. Additionally, deposits can be made with cash or debit/credit cards anywhere "Money Grams" are sold.

Other benefits to Wayne County include:

- Families/friends can directly deposit funds into inmate accounts
- Significantly reduce the handling of money orders and cash
- Kiosk accepts cash, debit cards and credit cards
- Kiosk is interfaced with Canteen Manager for rapid process of deposits
- Armored Car Service will handle cash from kiosk

LOBBY KIOSK & DEPOSIT INTEGRATION

Canteen has integrated kiosk and deposit system technologies from multiple vendors. Kiosks, deposit systems and debit card systems are playing a growing role in Canteen's overall technology offering, and we have the ability to incorporate these technologies into Canteen's technology platform. Over 90,000 transactions have flown through Middleware, which acts as a conduit for data from different sources, to inmate accounts.

Allowing for deposits directly means sheriff's office personnel will spend less time processing money order deposits. There is no charge to Wayne County for these capabilities.

LOBBY & BOOKING KIOSK FEES

Lobby funding station transaction fees are necessary to cover the bank transaction fees, credit card processing, fraud protection, investment, kiosk and associated hardware and maintenance costs. Kiosk Fast Deposit fees can be negotiated on a per-facility basis. The following is an estimate of average base fees paid by the user. Wayne County has the option of adding an additional amount as a facility fee to generate income.

*The kiosk station will be linked to our Canteen Manager software program of inmate accounting. System requirements for this option includes high speed internet access, power outlets, VPN Access into the station/kiosk over the internet for prevatek to have remote support and access.

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

COMMISSARY OPERATIONAL STANDARDS

SAMPLE FEE SCHEDULE

LOBBY, JAIL, COURT, MUNICIPAL & POLICE DEPARTMENTS

Cash @ Kiosk:

\$.01 - \$100.99	\$2.99
\$101.00 - \$Unlimited	\$3.99

Credit/Debit Card @ Kiosk and Online:

\$.01 - \$20.99	\$3.99
\$21.00 - \$50.99	\$5.99
\$51.00 - \$100.99	\$7.99
\$101.00 - \$200.99	\$9.99
\$201.00+	8% of Payment

800# (Live Operator) - Credit/Debit Card:

\$.01 - \$20.99	\$3.99 + \$2.00
\$21.00 - \$50.99	\$5.99 + \$2.00
\$51.00 - \$100.99	\$7.99 + \$2.00
\$101.00 - \$200.99	\$9.99 + \$2.00
\$201.00+	8% of Payment + \$2.00

BAIL

Ball - Cash @ Kiosk:

\$.01 - \$100.99	\$2.99
\$101.00 - \$200.99	\$3.99
\$201.00 - \$500.00	7% of Bail Amount

Ball - Credit/Debit Card @ Kiosk:

\$.01 - \$2,000.99	\$10.00 + 7% of Bail Amount
\$2,001.00+	7% of Bail Amount

Bail - Credit/Debit Card @ Online:

\$.01 - \$2,000.99	\$10.00 + 8% of Bail Amount
\$2,001.00+	8% of Bail Amount

Ball - 800# (Live Operator) - Credit/Debit Card:

\$.01 - \$2,000.99	\$5.00 + 8% of Bail Amount
\$2,001.00+	8% of Bail Amount

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

COMMISSARY OPERATIONAL STANDARDS

ADMINISTRATIVE SERVICES KIOSK [ASK]

The ASK is the latest innovation from Canteen Corrections.

- The ASK kiosk combines state of the art technology with simple and reliable implementation.
- Designed for the most demanding corrections environment, custom steel enclosure, secure locking system and reinforced 17" screen.
- Modular design in both hardware and software allows flexibility to meet a wide range of needs.
- This technology will automate the entire complex and will allow all inmates to check commissary balances, schedules, by laws and order commissary without infringing on valuable officers time.
- The system allows inmates to check balances and compile orders at their desired times, not yours, saving valuable man hours.

GRIEVANCE TRACKER

Available with the ASK system only, this system is a flexible "messaging" format makes it easy to see grievance messages and associated officer responses. This Message Management Module gives officers control to approve/deny inmates access to grievance function and respond to grievances. A complete history of each grievance is maintained and easily viewed including full text, date and time.

REQUEST MODULE

Available with the ASK system only. Medical requests, religious service and custom requests are entered by inmates and efficiently tracked by staff. Request module and Grievance module share the same "messaging" format to simplify message management. Management module tracks history and "age" of each request.

BOOKING KIOSK

The Smart Deposit Booking Kiosk provides the valuable features and benefits jails want today, including:

- Minimize staff cash handling and repeated counts –saving time
- Counter top kiosk – uses less space in the booking area
- Easy to use bilingual touch screen
- No cost to facility
- Accepts Cash
- Accepts Visa and Master Card credit and check cards
- Real-time interface with Canteen Manager
- Prints two receipts – one for inmate property file and one for jail records

Can be used to apply funds to:

- Commissary account, Post bond, Pay booking fees The ASK kiosk combines state of the art technology with simple and reliable implementation.

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

COMMISSARY OPERATIONAL STANDARDS

INMATE RELEASE DEBIT CARD SYSTEM & KIOSK

This system provides financial products and services to a growing jail facilities industry. Our services will allow your jail to stop writing checks to released inmates upon release. Utilizing our debit card platform your jail can load inmate's money leaving the jail to a debit card via a simple internet connection.

Benefits to Inmate

- No Credit history needed to receive a card upon release.
- No bank account needs.
- Addresses the language barrier.
- Eliminates inmate lines.
- Enhances inmate experience and inmate morale

Benefits to Jail

- No more checks issued to inmates upon release. Simply load inmates remaining funds directly onto the inmates debit card via the debit card website.
- Removes the need for issuing paper checks that can be lost or stolen.
- Eliminates possibility of counterfeit fraud.
- Reduction or elimination of unclaimed checks.
- Helps inmates get a fresh start with the debit.
- Eliminates the challenge of Escheatment.

Tangible Savings at Every Turn

- Check Processing: \$10 per check*

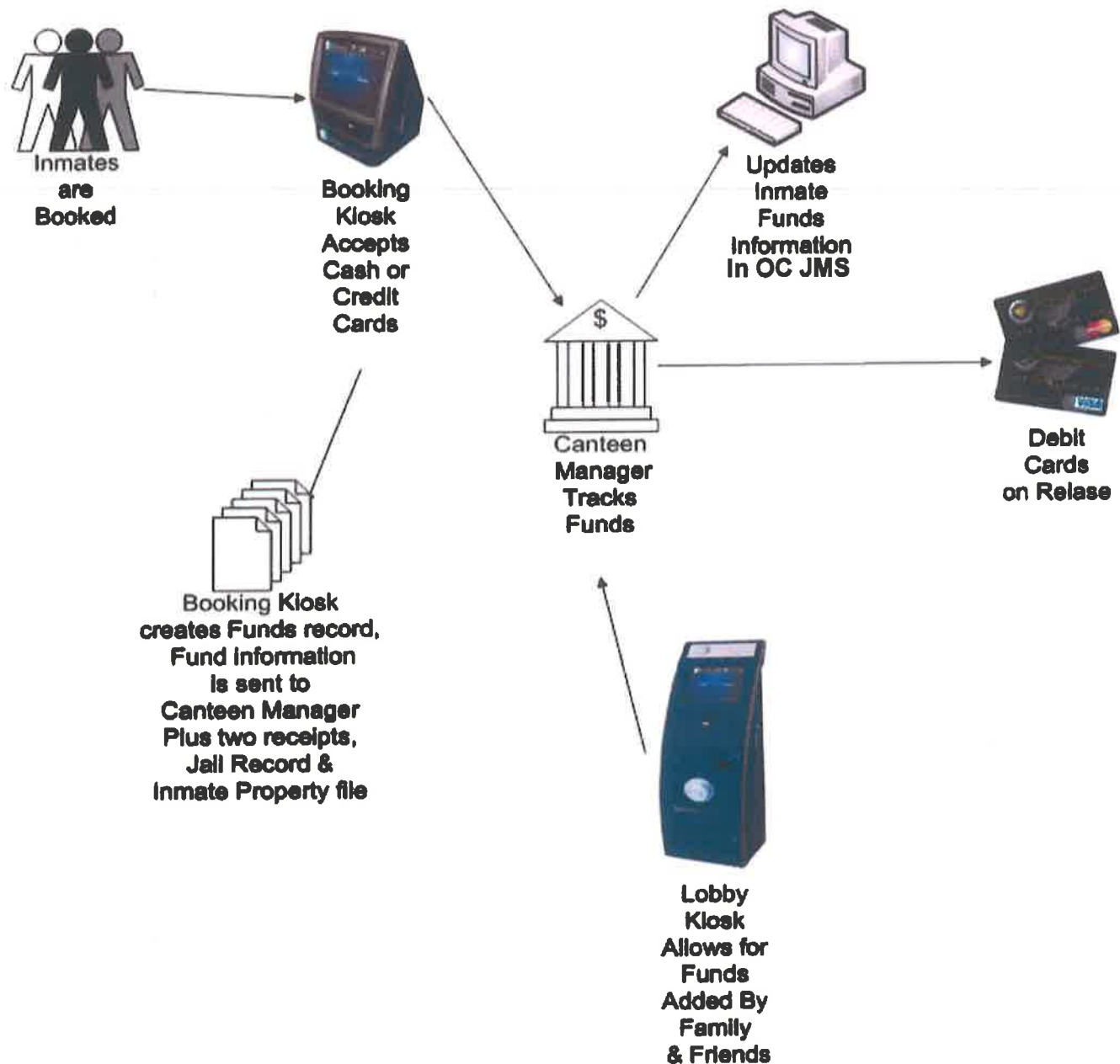


4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

COMMISSARY OPERATIONAL STANDARDS

INMATE BOOKING FLOW



4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE COMMISSARY OPERATIONAL STANDARDS

ON-SITE MANAGER

We propose a shared manager between commissary and the kitchen.

REFUND TRACKER

Canteen staff members will deliver each order. If for any reason the order cannot be delivered, staff will attempt the following day. In a case where an inmate is released, the funds will be returned immediately.



4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

COMMISSARY OPERATIONAL STANDARDS

SAMPLE COMMISSARY ORDER FORM

Commissary Order Form / Request
Canteen Service, Inc.
18819239

Start left to right
INMATE NUMBER

Date / /

Print Inmate Name _____

Inmate Signature* X _____

Facility/Housing Unit _____

INSTRUCTIONS
 + Make dark marks that fill the oval completely.

WRONG MARK
 ○ ○ ○ ○ ○

RIGHT MARK
 ●

EXAMPLE
 Yellow Tablets
 0 1 0 2 3 4

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22

*Inmate signature authorizes the transfer of funds for the purchase of the above order. Sales tax added where applicable.

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4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

COMMISSARY OPERATIONAL STANDARDS

MYCARE PACK PROGRAM

MyCare pack programs offer a wide variety of services including care packs and fresh favorites that can be ordered for inmates by friends and family.

MyCare 2 [mycarepack.com]:

Ordering access to all available products provided by Canteen, MyCare, makes it easy to shop. Residents will be pleased with the quality and variety of the products available. Ordering is only a click away. This unique program allows you to save time and reduce operating costs.

- Variety of Products Provided
- Easy Ordering
- Reduced Costs for your Facility
- Incentive Opportunities

MyCare [800 # access]:

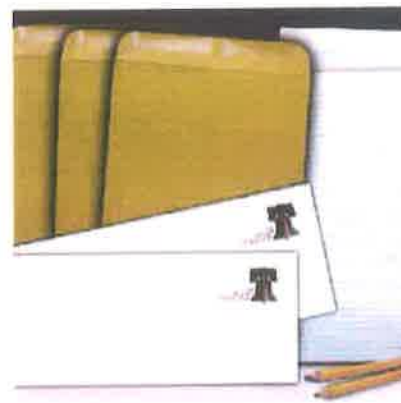
Inmates can show they care by sending a gift to loved ones from their approved visitor list. This would include gender specific gifts for small children, 0-2 years and 2-6 years old, and gift cards to department stores for older children and adults.

- Easy to Use Online Ordering
- Deposits into Trust Fund Accounts via the Website



Weekend/Intake Packets:

Snacks and more for persons doing weekend stays. This can be marketed for \$10, \$15 and \$25. Pre-packaged and sent to the facility and ordered like indigent kits. Orders that are called in will be delivered with the next order.



4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

COMMISSARY OPERATIONAL STANDARDS

SPECIALTY PROGRAMS

Snack Packs:

This program is designed to capture sales from short-term inmates or inmates whose money arrives following their designated commissary order day. On 'off days' the inmates are offered the opportunity to purchase a Snack Pack, a pre-bagged selection of chips, candy bars and pastry items. Inmates submit an abbreviated order form if they are interested. The snack packs can usually be delivered earlier in the week so that they are in-house and ready for distribution.

This program works ideally well in conjunction with a once a week commissary order schedule. It could also be utilized during the booking process for weekender inmates. Snack Pack sales are reported on your regular Commissary sales report and these sales provide additional revenue to the County.

Family/Friends Holiday Sales:

This program was Canteen's initial sales technique that offered families and friends the ability to send a gift to an inmate. It was originally developed after hearing how many times our corrections clients were asked by family members for permission to bring in items for their loved ones. Our program offered a way to meet the family's needs while maintaining a high level of security for the sheriff's office by ensuring that the items came from our warehouse and were contraband-free.

The response to this program has been overwhelming and its success led us to develop the online ordering program outlined below.

- During the holidays, Canteen can offer friends and families the opportunity to purchase a holiday gift for their loved ones. Canteen assembles one or two gift packs for each holiday which are preapproved by the sheriff's office and places order forms for the gifts in the visitation area.
- Completed order forms are mailed directly to Canteen for processing and gift bags are delivered to the inmate on their designated commissary day.



Monthly Specials/Opportunity Buys:

Each month with the counties approval, we can offer specials to the inmates. This allows them to save money, try new things and boost morale.

Commissionable sales are based on orders placed and packed through the commissary excluding pass-through items.

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

COMMISSARY OPERATIONAL STANDARDS

DELIVERY SCHEDULE

Order & Delivery Schedule:

Canteen Corrections will work with the Wayne County Jail to mutually establish an order and delivery schedule. Turn around time on orders can be next day delivery. For example, orders placed on Monday can be delivered on Tuesday.

Canteen staff will be responsible for collection and distribution of menus and orders forms as well as delivering all orders

Placing Orders:

Inmates can create their orders using bubble sheets. Bubble sheets are scanned and matched with inmate balance files on site using the commissary software program. Orders are then uploaded for assembly. Each inmate's account is debited in real time. Diabetic, spending limit and any other desired restriction levels will be automatically enforced by our Canteen Corrections Manager software program. Once the orders are processed, a sales file is exported back to the management office. The electronic process of matching the files and sending back the results takes less than two minutes.

Order Accuracy:

One of the most important aspects of inmate commissary delivery is ensuring that ample product is available to fill the inmate orders. Canteen realizes the impact that poorly filled or incomplete orders can have with inmate morale. With our proposed commissary program, we will achieve a high level of accuracy - similar to our Canteen partners who have achieved a 99.9% accuracy fill rate.

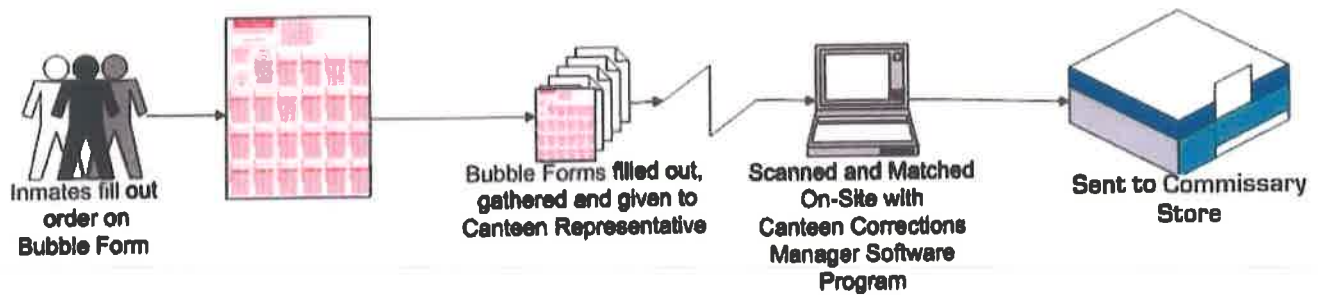


4.10 EVALUATION CRITERIA

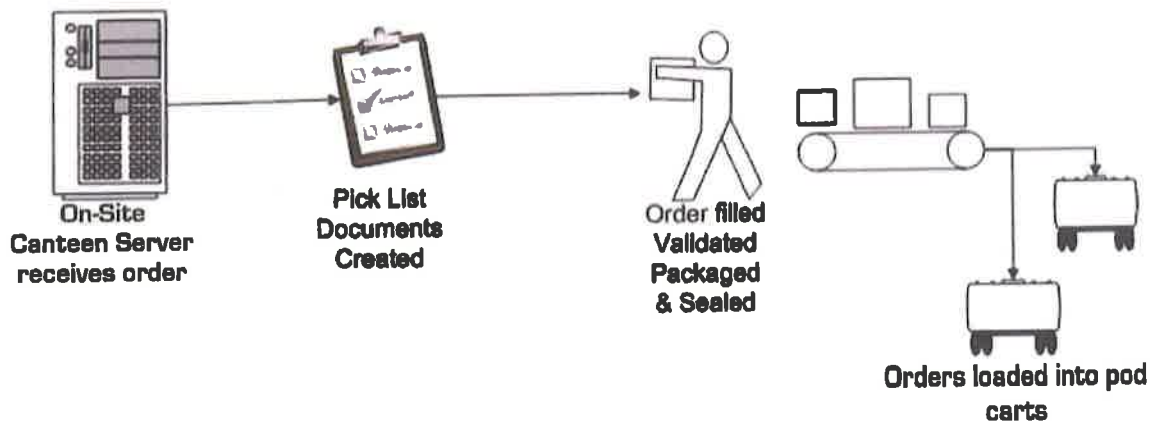
4.10.2 OPERATING PLAN & TIMELINE

COMMISSARY OPERATIONAL STANDARDS

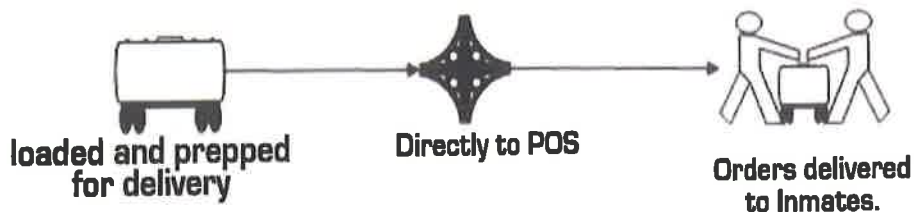
PURCHASE



FULFILLMENT



DELIVERY



4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

COMMISSARY OPERATIONAL STANDARDS

ORDER ASSEMBLY

Pick lists, which also serve as the two-part receipt, are printed out for each order at our on-site commissary center. The order is picked, checked and bagged and the pick list is attached to the order. Each pick list includes the inmates' ID, name, list of items, subtotal, beginning and ending balance.

Using a "zone picking" concept, associates at our commissary center are assigned specific product categories. As individual pick lists roll by in bins, they add the product called for on the order form.

Categories in the warehouse are drinks, snacks, chips, cookies, candy, hygiene items, over-the-counter medicine, stationery, postage, and new items. Each item is categorized by a number. For example, all the candy items are labeled in the "three hundreds", hygiene items are "four hundreds" and so on.

CHECKERS & PACKERS

Once the order is completely filled, it is then checked to insure that the correct items are in the basket and the quantities ordered are correct. If the items are accurate, the checker auditing the order places a check mark on the pick list by the item. If the checker finds errors, a lead person is notified so corrective action can be taken. After the checker is finished with the verification of the order, an assigned number is put on the bottom of the order form. This number is for auditing the performance of the checkers.

DELIVERY

For delivery, inmate orders are separated at the on-site warehouse, according to delivery pod, where they will be packed onto carts, transported directly to the Pod site.

Orders are then placed in the appropriate bin and sorted by cell block and location to ensure efficient and organized delivery. A uniformed Canteen staff member will verify the inmate by their wristband.

Finally, items are passed to the inmate and a receipt is signed to verify order was correct. Throughout the entire process, inmate orders are never out of Canteen Correctional Services possession.

QUALITY & INVENTORY CONTROL

Canteen Corrections commissary management provides for the complete control of inventory from the ordering process to delivery. Canteen Corrections proposes the following process to maintain control of product and sales.

4.10 EVALUATION CRITERIA

4.10.2 OPERATING PLAN & TIMELINE

COMMISSARY OPERATIONAL STANDARDS

ORDERS

Canteen Corrections has established relationships with multiple vendors for the supply of the products for inmate commissary service. Our orders are placed via our account representative or online for immediate shipment. Depending on volume and space availability, our incoming supply deliveries can be weekly to daily, if needed.

Canteen Corrections's extensive experience in providing commissary services gives us a good baseline with respect to individual product usage amounts when opening a new account. Daily sales figures are used to establish reorder levels for all goods and to maintain ample supply of products on hand. In addition, our use of multiple vendors allows us flexibility; should one vendor be out of stock we can utilize an alternate source.

SUPPLIERS & PRODUCT QUALITY

All suppliers utilized by Canteen Corrections are established vendors with years of experience in providing the supplies necessary to fulfill this contract. All items that will be sold to the inmates of the Wayne County Jail are of good quality and will be furnished in excellent condition. Any goods received from suppliers in damaged or unacceptable condition will be returned for credit.

SECURITY & SANITATION

All incoming products will be received by Canteen Corrections staff and will remain under our direct supervision until time of delivery to an inmate to prevent any introduction of contraband. In addition to a secure environment, Canteen Corrections understands the need for a sanitary one as well. Our distribution center will be cleaned daily to include sweeping, mopping, wiping of shelves, restocking of goods and the proper disposal of all trash generated by the commissary operation.

CONTINGENCY PLAN

In the unlikely event of a fire or other unforeseen tragedy at the Wayne County Jail, Commissary deliveries will continue without interruption. If something were to interfere with on-site operations, our contingency plan would be to have all inmate orders downloaded to our Coldwater, Macomb and Sterling Heights Warehouse correctional facility, where orders will be packed and delivered to Wayne County as scheduled.

INMATE GRIEVANCES

Canteen Corrections understands the need to respond promptly and thoroughly to concerns expressed by the inmates. Upon receipt of a written complaint or grievance from an inmate, Canteen Corrections will begin an investigation into the issues expressed by the inmate. A written response from Canteen Corrections will be provided to the jail for review within 24 hours. Canteen Corrections will ensure that all communications and remedies are documented and retained on file for review for a duration of time as determined by the Wayne County Jail.

4.10 EVALUATION CRITERIA

4.10.3 EMPLOYEE TRANSITION PLAN

TRAINING PLAN

Our commitment to initial and ongoing training are the core of our success. A team must train and practice to be the best; our managers are teachers/coaches and they are striving daily to produce a championship team. Canteen will strive to maintain the correct/optimal balance of stable, dependable experience of a productive civilian staff compared to the best required level of inmate labor.

Canteen Corrections believes that the key to a successful food service lies in the quality of the people who manage the program. Whether senior management, unit manager or supervisor, we are committed to producing and delivering the most innovative and effective associate development systems available in the world today. The dynamic learning programs we offer, focusing on leadership, management skills, interpersonal relations, human resource administration, client satisfaction and financial accountability, validate this commitment and belief. Canteen Corrections recognizes that we must provide the latest and most comprehensive corrections management tools for our staff to fulfill our commitment to consistency, quality, sanitation, safety and security.

Canteen Corrections commits its resources to supply a full time dedicated training coordinator. The training coordinator continuously provides new and innovative corrections specific training materials and opportunities.

Our team of Canteen support staff will offer culinary training from our team of certified executive chefs. Our purchasing manager and training coordinator will routinely provide recipe and product 'cuttings' to ensure recipe and product compliance.

We utilize a method called quality through selection (QTS) when hiring our food service staff. This method aids in the recruitment and selection of the right people for the right jobs. Our ability to match the capabilities of people to job requirements is a major factor in building the success of our employees. The people we select will be a major factor in determining company wide success.

MAINTAINING SAFE & WHOLESOME FOODS SERVSAFE CERTIFICATIONS

All Canteen associates will be trained and certified in ServSafe. This program ensures HACCP compliance and food safety. Safety is, and always will be, the number one internal and external customer service standard. In partnership with the Educational Foundation of the National Restaurant Association, we offer a company wide training and development program known as ServSafe...serving safe food program.

This internationally acclaimed process, serving food safely in the workplace, consists of classroom lectures, associate study guides, videos, group discussions, case studies and other teaching aides. ServSafe is a 16 to 20 hour training and certification course that is designed to instruct our associates on the proper methods for sanitation, food storage and preparation, serving, Hazard Analysis Critical Control Point (HACCP - see details of this program on pages following), facility cleaning, personal hygiene, pest control, accident prevention and crisis management.

4.10 EVALUATION CRITERIA

4.10.3 EMPLOYEE TRANSITION PLAN

ServSafe is:

- Accepted by more than 95 percent of all state and local jurisdictions requiring manager training and/or testing.
- Consistent with both the FDA and USDA's approach to food safety – the Hazard Analysis Critical Control Point (HACCP) system.

This comprehensive training supplies our associates with the essential information they will need to practice proper food safety procedures and train staff and inmates effectively. The following subjects are covered in the course:

- Lesson 1: Providing Safe Food
- Lesson 2: The Microworld
- Lesson 3: Contamination, Food Allergies and Foodborne Illness
- Lesson 4: The Safe Foodhandler
- Lesson 5: Purchasing and Receiving Safe food
- Lesson 6: Keeping Food Safe in Storage
- Lesson 7: Protecting Food in Preparation
- Lesson 8: Protecting Food in Serving
- Lesson 9: Principles of a HACCP System
- Lesson 10: Sanitary Facilities and Equipment
- Lesson 11: Sanitation Regulations

Final Exam: Course graduates are recognized by the National Restaurant Association, and become active members of the educational foundation's International Food Safety Council. As a complement to our ServSafe certification requirements, twelve (12) of our unit managers have been certified as ServSafe instructors, with one of those certified to teach in Spanish. The result is safe food.

HACCP COMPLIANCE [HAZARD ANALYSIS CRITICAL CONTROL POINT]

To ensure that all food is safely prepared, Canteen Corrections utilizes the HACCP system. Initially developed to ensure safe food for astronauts, the HACCP system has become a standard for food safety.

The 7 Principles of HACCP

1. Conduct a hazard analysis. Prepare a list of steps where hazards may occur and describe preventive measures.
2. Identify critical control points (CCPs) in the process.
3. Establish critical limits for preventive measures associated with each identified CCP.
4. Establish CCP monitoring requirements. Establish procedures for using the results for monitoring to adjust the process and maintain control.

4.10 EVALUATION CRITERIA

4.10.3 EMPLOYEE TRANSITION PLAN

5. Establish corrective action to be taken when monitoring indicates that there is a deviation from an established critical limit.
6. Establish effective record keeping procedures that document the HACCP system.
7. Establish procedures to verify that the HACCP system is working correctly.

PROCEDURES FOR PROVIDING SAFE, SANITARY & SECURE FOOD SERVICE MANAGEMENT

Canteen will meet or exceed all requirements for sanitation and food handling and will ensure that all employees complete ServSafe training within 90 days of employment, and are re training in these industry standards on a regular basis.

Canteen Corrections will use operational standards that meet the MDOC guidelines for providing safe, sanitary, and secure food service operations. Within these standards are policies on knife control, equipment use, safety training, and security training.

We have also developed job aids for the inmate work staff to follow with safety, kitchen work rules, and equipment guidelines to follow. This along with the installation of cameras in the kitchens will ensure the internal security of products and equipment available to inmates.

Canteen will fully comply with existing Wayne County policies and procedures relating to key security, knife control, inmate supervision and maintaining a safe and secure delivery process. Canteen will continue to review policies and procedures to make recommendations to Wayne County to enhance these policies and procedures.

To ensure all meals are served at appropriate temperatures and in a manner that makes them palatable, neat and visibly pleasing, daily written records are mandatory.

Daily production sheets, recipes, and ServSafe records will be produced each meal. Canteen supervision will ensure compliance with all food safety procedures. Temp logs and regular testing of the food items will be coordinated by our food service director and our operations manager.

Written policy, procedure, and practice require that food service staff plan menus in advance and substantially follow the plan and that the planning and preparing of all meals take into consideration food flavor, texture, temperature, appearance and palatability.

All menus, including special diets, will be planned, dated and available for review by the sheriff at least 15 days in advance. Any substitutions in the meals actually served should be noted and should be of equal nutritional value. A file of tested recipes adjusted to a yield appropriate for the facility's size should be maintained on the premises. Food should be served as soon as possible after preparation and at an appropriate temperature. Clinical diets should be approved by a qualified nutritionist or dietician and documented accordingly.

4.10 EVALUATION CRITERIA

4.10.3 EMPLOYEE TRANSITION PLAN

Approved (signature by dietitian) master copies of cycle menus for inmates will be kept on file. Additionally, a copy of the current approved menu substitution guidelines and product alternate list will be kept on file as well as all approvals from the dietitian for menu substitutions done in the fiscal period (monthly list).

MEAL DISTRIBUTION PROCEDURES

Canteen will continue to use the existing methodology in the distribution of meals. Inmates will continue to be utilized in the distribution of food carts to the housing areas. We will use the on-duty sheriff for any supervision that is currently in place.

- Clean trays are brought to the starting point of the assembly area.
- Prepared menu items are ready and waiting in the proper quantities and temperatures to handle the volume of meals projected.
- Line workers (inmates) are placed in position by the supervisor and given hats, gloves, hot holding gloves, service utensils of proper size for each serving, etc. (A master portion chart shows what utensil is required to provide the portions required. A bulk food portion chart is also used to ensure that supervisors are aware of the number of servings of an item available at any given time.
- The count sheet is ready and available. All food items are brought to the line and placed in the proper hot or cold holding unit. These holding units have been prepped and are ready to maintain appropriate temperatures (turn on early, fill with ice early, etc.). Temperatures are taken and logged routinely per stated guidelines.
- The sample tray is made first to ensure all workers understand the routine for that particular meal. Tray diagrams are used for optimal placement of the various items and for reinforcement of where menu items are placed on the serving trays. Sample trays are maintained in the cooler for a minimum of 72 hours.
- Special diet menu items, which differ from the regular menu, are ready and waiting in the assembly area. Diet trays are normally assembled first for each section, a different color tray or a label is used with the name, location, type of diet, date and meal.
- The supervisor focuses his or her attention on the end of the line to observe completed trays and verify all items are present and of the proper portion. Prep and cooks observe menu items and ensure that back up product is readily available when needed on the line.

4.10 EVALUATION CRITERIA

4.10.3 EMPLOYEE TRANSITION PLAN

Canteen Corrections Training Initiative Mandatory Associate In-Service Training					
TOPIC	SUGGESTED INSTRUCTOR	SUGGESTED MATERIAL	PROCEDURE		TRAINING MONTH
MENU, RECIPES AND PRODUCTION RECORDS	FOODSERVICE DIRECTOR AND/ OR MANAGER	Copies of cycle menus, recipes and food production records	Discussion of menu, recipes, (how to read) and proper methods in completing/following production records	Associates will be able to read menus, recipes and properly complete production records	DECEMBER
SERVING AND PORTION CONTROL	FOODSERVICE DIRECTOR AND/ OR MANAGER	Items required/necessary to demonstrate proper techniques of serving and portioning	Discussion/demonstration of proper serving and portioning, sample tray	Associates will become familiar with proper serving techniques, portion utensils and logs	JANUARY
PROPER FOOD HANDLING TECHNIQUES TEMPERATURES	FOODSERVICE DIRECTOR AND/ OR MANAGER	ServSafe video and handouts	Discussion of Danger Zone, Hot Food Hot, Cold Food Cold, Cross Contamination, Handling Leftovers	Associates will be knowledgeable of proper serving/holding temperatures for menu items	FEBRUARY
PROPER FOOD HANDLING TECHNIQUES AND CROSS CONTAMINATION	DIVISION TRAINER	Kitchen items, logs, handouts, serving utensils, handouts, video	Discussion/demonstration of proper serving and foodhandling techniques, view video	Associates will be knowledgeable and able to perform specific aspects of foodhandling	MARCH
THERMOMETERS AND TEMPERATURE LOGS	DIVISION TRAINER	Items necessary to demonstrate proper techniques for taking and recording temperatures and sanitizing thermometers	Discussion/demonstration of proper methods to take and log temperatures and sanitizing of thermometers	Associates will become proficient in methods of taking/logging temperatures and sanitizing procedures for thermometers	APRIL
NUTRITION, THE MENU AND MENU SUBSTITUTIONS	DIETITIAN	Menus specs and/or regulations, menu substitution forms, any guidelines	Discussion of menu, basic nutrition and regulations by which menus are based and menu substitution log	Associates will become familiar with menu restrictions, regulations and appropriate menu substitutions	MAY
CLEANING AND SANITIZING	CEO-LAB REPRESENTATIVE	Chemicals used in unit, logs, MSDA forms, handouts	Discussion/demonstration of proper use of chemicals and MSDS forms	Associates will become proficient in the use of chemicals and understand the use of MSDS forms	JUNE
EQUIPMENT OPERATION, CARE AND CLEANING	FOODSERVICE DIRECTOR AND/ OR MANAGER	Sanitation Manual Handout, Eco-Lab Video	Discussion/demonstration of proper care and cleaning of kitchen equipment	Associates will be able to care and perform aspects of cleaning kitchen equipment	JULY
EMERGENCY CONTINGENCY MEAL PLAN		Emergency meal Plan handout	Discussion/demonstration of proper service techniques for using emergency meals	Associates will understand; be able to perform and produce the appropriate meals as required by the emergency plan	AUGUST
SAFETY: PROPER LIFTING, PUSHING AND PULLING TECHNIQUES, PREVENT BURNS AND CUTS, PREVENT FALLS		Handouts and video tapes	Discussion/demonstration of procedures and methods as viewed in tapes	Associates will become knowledgeable in methods and procedures	SEPTEMBER
INMATE/STAFF RELATIONS		Handouts and video tapes	Discussion of role-playing,	Associates will be knowledgeable in dos and don'ts of inmate/staff relations	OCTOBER
PROPER STORAGE		Handouts	Discussion of proper storage procedures, dry storage, refrigeration and freezer	Associates will be able to determine correct storage for food service products from delivery through various stages of production	NOVEMBER

4.10 EVALUATION CRITERIA

4.10.3 EMPLOYEE TRANSITION PLAN

ANNUAL TRAINING AVAILABLE

CHAT Training	1/2 hour per month - 6 hours per year
Ecolab's	1 hour per quarter - 4 hours per year
Monthly In-Service Training	1 hour per month - 12 hours per year
District Manager Training	8 hours per year
Corporate-sponsored Training	As required, As necessary
Sexual Harassment Training (CD)	2 to 4 hours per year
ServSafe Training	16 to 20 hours per year
Common Sense, Common Practice	1 to 2 hours per year
Safety Training Correspondence Course	2 1/2 hours per year
Quality Assurance	2 hours per year
The Ounce Confusion	1/2 hour per year
Cleaning & Sanitation Guide	4 hours per year
Staff-Inmate Handbook	3 to 4 hours per year
Associate Grievance Procedure	1/2 hour per year
Growth Digest	2 hours per year
Location Fire and Safety Officer	1 to 2 hours per year
Training Enhancing Skills	1 hour per year
Job Description Review	1 hour per year

4.10 EVALUATION CRITERIA

4.10.3 EMPLOYEE TRANSITION PLAN

Canteen Corrections Training Initiative Mandatory Safety Training					
TOPIC	SUGGESTED INSTRUCTOR	SUGGESTED MATERIAL	PROCEDURE		TRAINING MONTH
FIRES AND FIRE EXTINGUISHERS	LOCAL FIRE INSPECTOR OR FIREMEN	ECO-LAB Video Handouts, Fire Extinguishers	Demonstration/discussion of types of fires, prevention, and extinguishers to control them. View video	Associates will be familiar with types of fires and how to prevent and extinguish them	DECEMBER
PREVENTING AND TREATING BURNS AND CUTS	UNIT MANAGER AND MEDICAL STAFF	First-Aid kit, Knives and equipment to use in a demonstration and videotape	Demonstration/discussion of basic first aid for burns and cuts. Demonstration of proper techniques to avoid injury.	Associates will be familiar with basic first aid for burns and cuts and how to avoid such injuries.	JANUARY
FACILITY FIRE PLAN EVACUATING STAFF AND INMATES	FACILITY REPRESENTATIVE IN CHARGE OF SECURITY/ FIRE SAFETY	Handout of facility fire and safety procedures	Demonstration and discussion of fire and safety procedures	Associates will know what to do within the operation in event of a fire.	FEBRUARY
HEIMLICH MANEUVER	MEDICAL STAFF AND/OR CERTIFIED INSTRUCTOR		Demonstration of the Heimlich Maneuver	Associates will know what to do if someone is choking.	MARCH
PREVENTING STRAINS, PROPER LIFTING, PUSHING AND PULLING TECHNIQUES	UNIT MANAGER	Items necessary to demonstrate proper techniques	Demonstration of proper lifting, pulling and pushing techniques	Associates will be familiar with the proper techniques of lifting, pulling and pushing	APRIL
PREVENTING FALLS	UNIT MANAGER	Mops, buckets, floor mats, wet floor signs, and any other necessary items, videotapes	Demonstration of proper mopping techniques, using wet floor signs and floor safety	Associates will become familiar with the proper procedures to avoid falls in the kitchen	MAY
HAZARDOUS CHEMICALS OSHA, MSDS	ECO-LAB REPRESENTATIVE	Right-To-Know Manual, ECO-LAB training materials	Discussion of chemicals, uses and all information required to meet OSHA regulations	Associates will become familiar with the uses and hazards of all chemicals used in the operation	JUNE
INSECT/RODENT PROTECTION			Discussion/demonstration of proper service food services operating techniques to avoid vermin attraction	Associates will become familiar with the proper foodservice operating techniques to avoid vermin attraction	JULY
ASSOCIATE SAFETY GUIDE		Associate Safety Guide	Discussion of Associate Safety Guide	Associates will know and understand the contents of the guide	AUGUST
FOOD EQUIPMENT SAFETY		Kitchen equipment, handouts, videotapes	Discussion/demonstration of proper use and operation of all kitchen equipment	Associates will know and understand the proper use and operation of the kitchen	SEPTEMBER
PROTECTIVE EQUIPMENT		Protective glasses, oven mitts, back supports, protective shoes, gloves, etc.	Discussion/demonstration in the proper use of personal protective equipment	Associates will know how and why to use of personal protective equipment	OCTOBER
SAFETY RULES		Associate Safety Guide	Discussion of safety rules in guide	Associates will know how and understand why these rules are important	NOVEMBER

4.10 EVALUATION CRITERIA

4.10.3 EMPLOYEE TRANSITION PLAN

V.I.P.R. PROGRAM [VOCATIONAL INTERNSHIP PROGRAM FOR RE-ENTRY]

The Vocational Internship Program for re-entry (V.I.P.R.) is a two segment program facilitating employment during and after incarceration in order to reduce recidivism rates among successful members. Participants will learn valuable trade skills in both segments of the program, receive a leg up on obtaining stable, long-term employment.

- **Segment 1: In-House Program**

All trustees admitted into the V.I.P.R. program will have the opportunity to develop applicable job skills in the food and distribution industry. Participants will receive a certificate of completion after a successful membership of at least 45 days. This program allows inmates the opportunity to accomplish something productive during incarceration and can help to secure employment after his or her release back into the community.



- **Segment 2: Internship Program**

Any released inmate who has successfully completed Segment 1 of V.I.P.R. and has shown a high level of commitment and drive in pursuit of positive life changes is eligible for Segment 2. An acceptable candidate for the Segment 2 internship program must be recommended from his or her Segment 1 Supervisor or facility employee.



Candidates will be considered for a six month paid internship with Continental Canteen in either a kitchen or distribution center position. Accepted interns will gain valuable job and trade skills, receive regular evaluations and collect standard employee benefit packages all while learning to successfully reenter the workforce. Interns will receive resume writing assistance and a letter of recommendation for future employment from Continental Canteen upon his or her completion of the 6-month program.



BENEFITS OF V.I.P.R.

- Instill a sense of responsibility and accountability, which will allow certificate recipients to excel in future work endeavors.
- Facilitate a smooth and productive transition back into the local community and economy.
- Transform participants into desirable and stable employees able to secure long-term employment upon completion of the program.
- An opportunity to show commitment and the ability to maintain steady employment for up to eight months.

4.10 EVALUATION CRITERIA

4.10.3 EMPLOYEE TRANSITION PLAN

PROGRAM GOALS

- Reduce recidivism and crime rates by helping to transition ambitious and hardworking ex-offenders into a positive work environment.
- Facilitate re-entry success by giving inmates the opportunity to work for respected private company, Canteen Corrections while imprisoned and after their release.
- Give trustees a sense of accomplishment while learning important skills that may lead them into a new career path.
- Equip every participant with the confidence and tools to be productive contributors to the community.

MICHIGAN RECIDIVISM STATISTICS

- Recidivism declined by 18 percent between 1999 and 2004 in Michigan due to important policy changes and the introduction of the Michigan Prisoner Reentry Initiative (MPRI).
- Studies have shown that inmates who work for private companies while incarcerated generally obtain employment upon release more quickly, maintain employment longer and have lower recidivism rates than those who work in traditional correctional industries.

4.10 EVALUATION CRITERIA

4.10.4 PROJECT COST

FIXED PRICE:

The Meal Price Matrix describes the method for calculating each of the meal charges for providing services. The Charges associated with the Meal Price Index shall compensate Proposer for the provision of the meals served per meal periods associated with the weekly average of adult and juvenile meals (total number of meals served for a one week period divided by 21 in all adult and juvenile facilities) and are identified as "Meal Price by Weekly Served Meals Averaged".

The fixed per meal price provide a SINGLE aggregated price for all types of meals below based on the Wayne County provided menus: \$ 1.510.

For purposes of evaluating the above fixed price, provide the pricing used to compile the aggregate above based on the Wayne County provided menus:

<u>MEAL</u>	<u>PER MEAL</u>
Breakfast	\$ 1.491
Lunch	\$ 1.508
Supper	\$ 1.513
Medical Meal	\$ 1.610
Staff Meal	\$ 1.600
Sack Meal	\$ 1.450

MEAL PRICE MATRIX

Weekly Served Adult Meals Averaged			With County Provided GAA Supervisors	Without County Provided GAA Supervisors
Less Than	-	1500	\$ 1.639	\$ 1.839
1500	-	1599	\$ 1.596	\$ 1.796
1600	-	1699	\$ 1.553	\$ 1.753
1700	-	1799	\$ 1.510	\$ 1.710
1800	-	1899	\$ 1.505	\$ 1.705
1900	-	1999	\$ 1.500	\$ 1.700
2000	-	2099	\$ 1.495	\$ 1.695
2100	-	2199	\$ 1.490	\$ 1.690
2200	-	2299	\$ 1.485	\$ 1.685
2300	-	2399	\$ 1.480	\$ 1.680
2400	-	2499	\$ 1.475	\$ 1.675

4.10 EVALUATION CRITERIA

4.10.4 PROJECT COST

PROVIDE A SEPARATE FIXED per meal price for:

Kosher Meal	\$ 5.615
Halal Meal	\$ 1.575
Juvenile Detention Facility Snack	\$ 0.750

	Cost per meal with Commissary	Cost per meal without Commissary
Food Service Year 1	\$1.510	N/A
Food Service Year 2	\$1.548	N/A
Food Service Year 3	\$1.587	N/A
Food Service Year 4	\$1.627	N/A

	Commission percentage of gross receipts with food service	Commission percentage of gross receipts without food service
Commissary Minimum Annual Guarantee	30 %	26 %

PRICING ASSUMPTIONS

Assumptions are based on Canteen providing both Food and Commissary services.

- **Additionally we are proposing a \$75,000.00 signing bonus to be used by the County as they deem necessary.**
- Pricing has been based on the menu and historical information provided for average meals served as indicated in the RFQ.
- Pricing to be reviewed annually with Wayne County and Canteen to meet the mutual objectives of both parties.
- **Canteen will pay commission on all Commissary sales over \$1.5 MM at 50%.**
- Canteen is open to discuss any Meal Price, Commission Rate, Incentive Plan combination that is mutually amenable to Wayne County and Canteen.
- Special Function & Catering pricing will be mutually agreed to by Wayne County and Canteen.

4.10 EVALUATION CRITERIA

4.10.5 UTILIZATION OF FIRST TIER SUBCONTRACTORS

WAYNE COUNTY HUMAN RELATIONS DIVISION FIRST TIER SUBCONTRACTOR DESIGNATION FORM

To be completed by Prime Contractors for "First Tier" Subcontractors Only

This form Must be completed by all prime contractors receiving a contract of more than \$50,000 (supplies/services) or more than \$100,000 (construction) from Wayne County regardless of the dollar amount at which the subcontractor participates.

****THIS PAGE MUST BE COMPLETED EVEN IF NO SUBCONTRACTORS WILL BE USED****

1. CONTRACT NUMBER: 37 - 19 - 058 (Number on Bid Announcement)

TCM Number: _____ (Internal use only)

2. CHECK ONE:

This is a: ☒ SUPPLY/SERVICE contract (over \$50,000? ☒ Yes ☐ No)

OR

☐ CONSTRUCTION contract (over \$100,000? ☐ Yes ☐ No)

3. WILL SUBCONTRACTORS BE USED FOR THIS CONTRACT? (Check One)

☒ YES * ☐ NO

* If you answered "YES" complete the next page.

Prime Company Name: Canteen Corrections		Fed Tax ID: 382872918	
Address: 7850 Haggerty Rd			
City: Van Buren	County: Wayne	State: MI	Zip: 48111
Phone: (734) 699-4101		Fax: (734) 697-9287	
Authorized Contact Person: Stephen O'Keefe		Email: s.okeefe@continentalservices.com	

I declare that all of the information contained in this form is complete and accurate to the best of my knowledge.

Print Name Stephen O'Keefe Title Senior Vice President
Signature [Signature] Date 5-28-19



4.10 EVALUATION CRITERIA

4.10.5 UTILIZATION OF FIRST TIER SUBCONTRACTORS

SUBCONTRACTOR LIST

(MAKE ADDITIONAL COPIES OF THIS PAGE TO LIST ADDITIONAL SUBCONTRACTORS)

Prime Contractor Name Canteen Corrections Contract # 37 - 19 - 058
TCM# _____ (Internal use only)

Subcontractor # 1

Company Name <u>Atlas Wholesale Food Co</u>		Fed Tax ID: <u>381888369</u>	
Address <u>5100 St. Jean Street</u>			
City: <u>Detroit</u>	County: <u>Wayne</u>	State <u>MI</u>	Zip <u>48213</u>
Authorized contact: <u>John Kohl</u>	Phone: <u>(313) 921-1251</u>	Fax: <u>(313) 921-4945</u>	
Subcontract Amount: \$ <u>1,317,000.00</u>		% of Contract <u>31.00</u>	
Work to be performed: <u>food and paper supplies</u>			

Subcontractor # _____

Company Name _____		Fed Tax ID: _____	
Address _____			
City: _____	County: _____	State _____	Zip _____
Authorized contact: _____	Phone: _____	Fax: _____	
Subcontract Amount: \$ _____		% of Contract _____	
Work to be performed: _____			

Subcontractor # _____

Company Name _____		Fed Tax ID: _____	
Address _____			
City: _____	County: _____	State _____	Zip _____
Authorized contact: _____	Phone: _____	Fax: _____	
Subcontract Amount: \$ _____		% of Contract _____	
Work to be performed: _____			

Subcontractor # _____

Company Name _____		Fed Tax ID: _____	
Address _____			
City: _____	County: _____	State _____	Zip _____
Authorized contact: _____	Phone: _____	Fax: _____	
Subcontract Amount: \$ _____		% of Contract _____	
Work to be performed: _____			

4.10 EVALUATION CRITERIA

4.10.5 UTILIZATION OF FIRST TIER SUBCONTRACTORS

ETHICS IN CONTRACTING VENDOR FORM

(DISCLOSURE OF RELATIONSHIPS WITH COUNTY CONTRACT MANAGERS BY OWNERS AND OFFICERS OF BUSINESS SUBMITTING QUOTE)

- This form must be completed by a person holding a key position in the business, such as, an officer, director, trustee, partner, senior engineer or sales manager and have influence in making this bid or response or in performing the contract if the County awards it to your business.
- Please fill out this form to the best of your knowledge and belief.
- Detach and make additional copies of this form if needed.
- If you are unsure about what to disclose, contact the Purchasing Division at (313) 224-5151.
- You are not required to question family members beyond what you already know of their affairs.
- Submit this form with your quote/bid/proposal. A copy will be kept on file by the County Clerk & the Purchasing Director.
- If you fail to fully disclose the required information below, the County may terminate your contract if your business is awarded one.

1. Are you an immediate family member of a County employee? ☐ YES ☒ NO

If Yes: Name: _____ Relationship: _____

Department: _____ Title: _____

2. Without any further inquiry, are you aware if your business has employed an immediate family member of a County employee within the previous twelve (12) months? ☐ YES ☒ NO

If Yes: Name: _____

Department: _____ Title: _____

3. Without any further inquiry, are you aware if your business has discussed hiring an immediate family member of a contract manager within the past twelve (12) months? ☐ YES ☒ NO

If Yes: Name of Contract Manager: _____

Department: _____ Title: _____

4. Do you and a contract manager each have a substantial financial interest in one or more of the same business ventures?

☐ YES ☒ NO

If Yes: Name of Contract Manager: _____

Department: _____ Title: _____



4.10 EVALUATION CRITERIA

4.10.6 EVALUATION CREDITS



October 10, 2017

To Whom It May Concern:

In response to your request for an Account Number confirmation letter, Continental Café, LLC does maintain a checking account with PNC Bank, Troy, MI. Listed below are the details:

Continental Café, LLC
35710 Mound Rd.
Sterling Heights, MI 48310
Routing Number [REDACTED]
Account Number [REDACTED]

If you have any questions, please call me at (248)729-8495 or email me at [REDACTED]

Thank you,
[REDACTED]

Officer

The PNC Financial Services Group
PNC Center 755 West Big Beaver Suite 2400 Troy Michigan 48064
www.pnc.com



4.10 EVALUATION CRITERIA

4.10.6 EVALUATION CREDITS

CONTINENTAL

DINING • REFRESHMENT SERVICES • EVENTS

September 18, 2017

RE: PAYMENT INFORMATION

Please update your systems to reflect this change:

Continental Café, LLC
dba as Continental Corrections
FID# 38-2872918

PNC Bank 755 W Big Beaver Rd Troy MI 48084
ACCOUNT NAME: Continental Café, LLC
ABA/ROUTING: [REDACTED]
ACCOUNT #: [REDACTED]
EMAIL REMITTANCE: [REDACTED]

Should payment by check be necessary, all payments should be mailed to:
Continental Services
1578 Reliable Parkway
Chicago, IL 60686-0015

Please feel free to contact me with any questions or need additional information at the email provided above.

Thank you,

[REDACTED]
Accountant
[REDACTED]

re:fresh 

35710 MOUND RD. STERLING HEIGHTS MI 48310

PH: 586-939-3600



5.0 REQUIRED DOCUMENTATION & FORMS

5.1 MINIMUM QUALIFICATIONS FORMS & CERTIFICATES

REFERENCES THAT DEMONSTRATE MINIMUM QUALIFICATIONS

Complete the following information for a minimum of three (3) customer references for products/services of similar scope dating within the past two (2) years.

Reference 1:

Entity Name: Wayne County Sheriff's Office	Contact Name and Title: [REDACTED] Administrative Director PREA Coordinator, SART
City: Detroit	State: Michigan
Phone Number: [REDACTED]	Email Address: [REDACTED]
Years Served/Date of Project: Since 2010	Annual Volume/Contract Amount: \$1.3 MM
Description of Project or Services: Commissary and/or food services	

Reference 2:

Entity Name: Wayne County Jail - D3	Contact Name and Title: Commander [REDACTED] William Dickerson Detention Facility
City: Detroit	State: Michigan
Phone Number: [REDACTED]	Email Address: [REDACTED]
Years Served/Date of Project: Since 2010	Annual Volume/Contract Amount: \$1.3 MM
Description of Project or Services: Commissary and/or food services	

Reference 3:

Entity Name: Macomb County Sheriff's Office	Contact Name and Title: Captain [REDACTED] Corrections Services Division Commander
City: Mount Clemens	State: Michigan
Phone Number: [REDACTED]	Email Address: [REDACTED]
Years Served/Date of Project: Since 2011	Annual Volume/Contract Amount: \$4 MM
Description of Project or Services: Commissary and/or food services	

5.0 REQUIRED DOCUMENTATION & FORMS

5.1 MINIMUM QUALIFICATIONS FORMS & CERTIFICATES

REFERENCES THAT DEMONSTRATE MINIMUM QUALIFICATIONS

BENNY N. NAPOLEON

Wayne County Sheriff



OFFICE OF THE SHERIFF

1231 ST. ANTOINE • DETROIT, MI 48226
TEL: (313) 224-2222 • FAX: (313) 224-2367

May 5, 2011

The Honorable Anthony Wickersham
Macomb County Sheriff
43563 Elizabeth Street
Mount Clemens, MI 48043-1001

Dear Sheriff Wickersham:

I am aware that Continental Canteen, our vendor for food service at the Wayne County Jail, is also seeking to provide the same service for Macomb County. I would like to share with you our experiences and working relationship with Continental Canteen since they became our food service partner in May 2010.

When Continental Canteen assumed food services responsibilities for Wayne County, it marked one of the correctional industry's largest conversions of a self-operation to a private operation ever. We can state emphatically that it was a seamless transition resulting in a dynamic partnership, significant cost savings, tremendous operational efficiencies and total accountability.

What distinguished Continental Canteen from the start of our Request for Proposal (RFP) process is that the company's executive management team invested significant time and energy in becoming totally immersed in our operations. The company absorbed hundreds of hours of executive staff time to thoroughly understand our needs and objectives. This commitment has continued, as a senior officer of the company attends weekly status meetings with Wayne County Sheriff executives to review our food service operations. We cannot overstate how important this hands-on involvement by Continental Canteen's leadership has been to our food service operations.

Judging from all metrics -- from financial to productivity to quality -- the Wayne County Jail-Continental Canteen partnership has been a major success and one that we are quite proud of.

Without hesitation, I would recommend Continental Canteen as a partner to help you meet the Macomb County Jail's food service needs.

Sincerely,

[REDACTED]
Director of Administration
Wayne County Sheriff's Office

cc: The Honorable Mark Hackel, Macomb County Executive
The Honorable Kathy Voaburg, Chair, Macomb County Board of Commissioners
The Honorable Phil DiMaria, Macomb County Board of Commissioners

"Safer communities through effective, professional law enforcement."

3C-1000-202

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CANTEEN
Correctional Services

5.0 REQUIRED DOCUMENTATION & FORMS

5.1 MINIMUM QUALIFICATIONS FORMS & CERTIFICATES

REFERENCES THAT DEMONSTRATE MINIMUM QUALIFICATIONS



ANTHONY M. WICKERSHAM

OFFICE OF THE SHERIFF

Kent B. Lagerquist
UNDERSHERIFF

May 15, 2012

Sheriff Michael Bouchard
1200 North Telegraph Road, Bldg 38 East
Pontiac, MI 48341-1044

Dear Sheriff Bouchard,

In September of 2011, we transitioned Continental Canteen as our provider for both (prisoner) food service and commissary. The transition was seamless resulting in a dynamic partnership, cost savings, operational efficiencies and total accountability.

Since contracting with Canteen our kitchen has never been cleaner. Their protocols for preparing, handling and the storing of food are superior. They manage prisoners very effectively and take the time to understand our needs (as they relate to the overall operations of our facility).

Canteen is very hands-on from their executive management team to the food service operations. I am very satisfied with all aspects our or relationship; from financial to productivity to quality.

Without hesitation I would recommend Continental Canteen as a partner to meet the food service needs in your facility.

Respectfully,

Anthony M. Wickersham
MACOMB COUNTY SHERIFF

gs

c Undersheriff Michael McCabe

43585 Elizabeth Rd. • Mt. Clemens, Michigan 48043 • Phone (586) 469-5151 • FAX # (586) 307-9821
www.macombsheriff.com



5.0 REQUIRED DOCUMENTATION & FORMS

5.1 MINIMUM QUALIFICATIONS FORMS & CERTIFICATES

REFERENCES THAT DEMONSTRATE MINIMUM QUALIFICATIONS

BENNY N. NAPOLEON
Wayne County Sheriff



OFFICE OF THE SHERIFF
4747 WOODWARD AVE. • DETROIT, MI 48201
Tel: (313) 224-2222 • Fax: (313) 224-2367

May 30, 2012

Sheriff Michael Bouchard
Oakland County
1200 N. Telegraph Rd.
Pontiac, MI 48341

Michael
Sheriff Bouchard

In March 2010, we transitioned from a self-operational food service to procuring Canteen Corrections as our provider for jail food service. Our experience with Canteen has been effortless and provides significant cost savings and quality performance.

The transition to Canteen was a reassuring one as senior management, including the President and Executive Vice-President were attentive to the needs of our agency to insure an orderly transition.

It is my understanding that Oakland County has issued an RFP for food and commissary services. I am extremely pleased with Canteen's professionalism and food service operations and I recommend you consider Canteen Corrections joining your team in Oakland County.

Sincerely,

Benny N. Napoleon
Benny N. Napoleon
Wayne County Sheriff

vb/MT

cc: Undersheriff Michael McCabe

"Safer communities through effective, professional law enforcement."

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CANTEEN
Correctional Services

5.0 REQUIRED DOCUMENTATION & FORMS

5.1 MINIMUM QUALIFICATIONS FORMS & CERTIFICATES

BUSINESS INFORMATION QUESTIONNAIRE

1. Company's official registered name:

Continental Café, LLC dba Canteen Corrections

2. Brief history of your company, including the year it was established:

Compass Group PLC is the world's largest food service company. The Group operates in more than 60 countries, and was ranked the 13th largest employer by Fortune magazine in 2007. Headquartered in Charlotte, North Carolina, The Compass Group N.A. capitalizes on its strong infrastructure and worldwide experience to provide a commitment to quality food service. While utilizing the vast resources and diverse experience to serve all global needs at the same levels of quality, each operating company of Compass Group is backed by dedicated human and financial resources, leveraging the economies of scale.

We are also a part of Continental Services and have been locally owned and operated in southeast Michigan for 30 years. We offer a wide variety of food and refreshment services including office coffee and vending programs, business and industry dining, cafe services and special event services at premiere event locations throughout metro Detroit. Our offices are located in downtown Detroit, Sterling Heights, Van Buren and Jackson.

Our local operation has been independently owned and operated in Wayne County since 1989. We are Michigan's largest independent food management firm and one of the nation's top 30 contract dining services. With a team of dedicated, customer-focused employees, including managers and executives with decades of experience in institutional food service operations.

3. Company's Dunn & Bradstreet number:

N/A

4. Company type:

Incorporated in the State of Michigan since 5/1/1989, Continental is a Limited Liability Corporation.

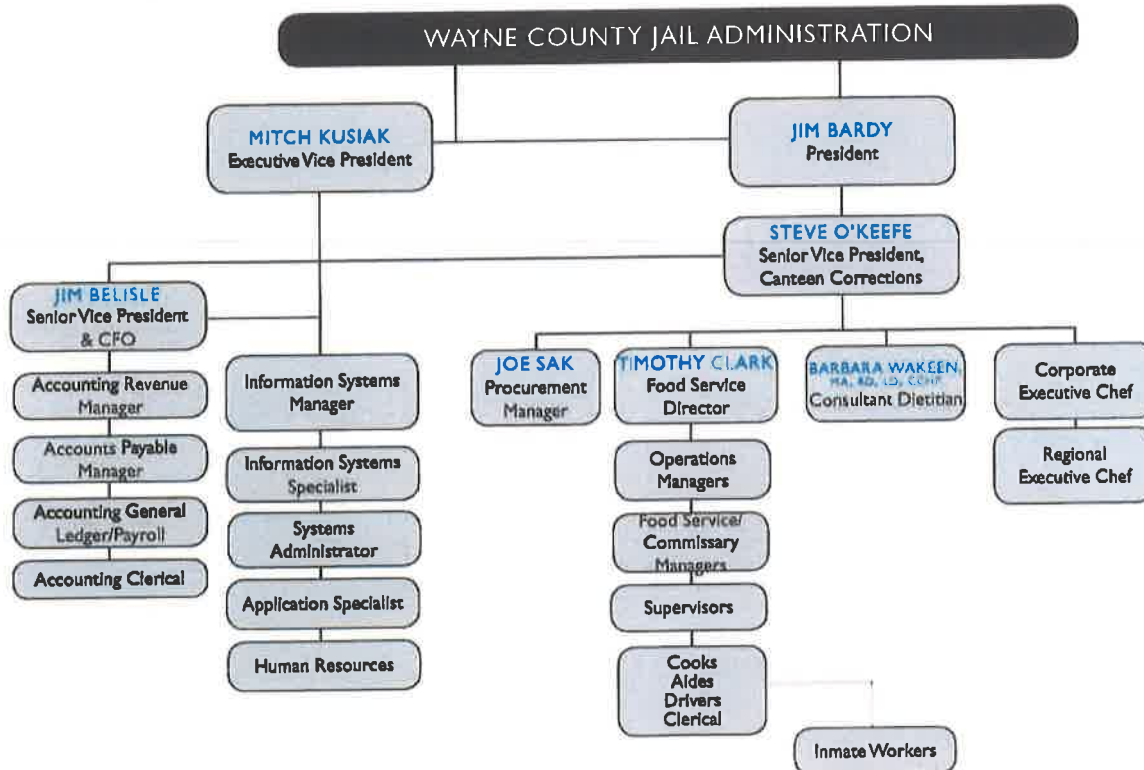
5.0 REQUIRED DOCUMENTATION & FORMS

5.1 MINIMUM QUALIFICATIONS FORMS & CERTIFICATES

BUSINESS INFORMATION QUESTIONNAIRE

5. Company's organizational chart of individuals involved in the contract:

Canteen Corrections Regional organizational chart:



Canteen Corrections Regional Key Support organizational chart:

