04/01/14 10:16:45AM
West Virginia Purchasing Division

THIS IS A SEALED TECHNICAL PROPOSAL
FOR COMMISSARY SERVICE MANAGEMENT

WEST VIRGINIA
DIVISION OF CORRECTIONS

DELIVER TO:

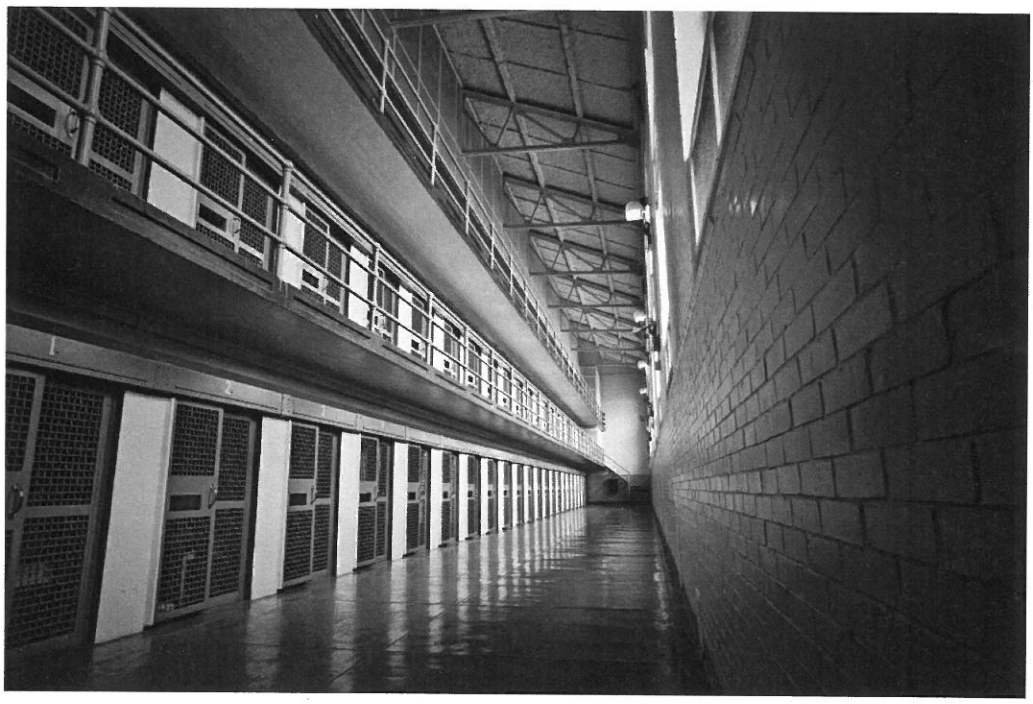
Department of Administration
Attn: Ms. Tara Lyle
Purchasing Division
2019 Washington Street East
Charleston, West Virginia 25305-0130

Due Date: April 2, 2014 at 1:30 PM
Solicitation Number: COR61549

CONTACT: **TIM BARTTRUM**

aramark

2300 Warrenville Road
Downers Grove, Illinois 60515
Phone: 765-730-7822
Fax: 630-271-5758
Web: www.aramarkcorrections.com
Email: barttrum-tim@aramark.com



GO BEYOND
FOR YOU. WITH YOU.

CELEBRATING OVER **35** YEARS
OF SERVICE TO PUBLIC SAFETY

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aramark

April 2, 2014

Ms. Tara Lyle
Department of Administration
Purchasing Division
2019 Washington Street, East
Charleston, West Virginia 25305

Dear Ms. Lyle,

We would like to thank you for allowing Aramark™ Correctional Services to submit a proposal for Commissary Services within the West Virginia Division of Corrections per solicitation COR61549. We understand and appreciate the effort that went into this solicitation and are excited about the opportunity to demonstrate how we might serve the evolving needs of the entire West Virginia DOC community. It is our belief that you will find our proposal responsive to your needs and desires.

The goal of our response was to provide the Division with a proposal that would increase inmate satisfaction and increase revenue to the Division. As a current partner of the Division, we understand the impact that commissary can have on an institution and the inmates in which they serve. Our objective is to provide a convenience store model, in the locations where we are permitted to operate on site, to provide a better commissary experience for the inmates. We understand that a commissary program can impact behavior and also provides much-needed revenue for the Division. As the national leader in retail components, our West Virginia-based operations team will deploy retail and marketing strategies that incorporate inmate feedback and industry innovations to enhance the commissary experience.

We value the relationship that we have with the Division and the facility staff across the state of West Virginia. We do not view ourselves as your provider; we see ourselves as being a part of your team. If given the opportunity, we would like to work with the Division to create a state-of-the-art program for many years to come.

We look forward to speaking with you further about our proposal.

Sincerely,

Tim Barttrum
Vice President of Business Development
Aramark Correctional Services

EXECUTIVE SUMMARY:

Institutional commissary programs can be as robust or stagnant as you make them. Some states have chosen to construct their commissary program around their ability to purchase the cheapest products to offer to the inmate population in an effort to meet the needs of the population. However, research conducted by Aramark through inmate focus groups in several Department of Correction facilities indicate that inmates are not focused on price as much as they are connecting to the real world. Inmates are consumers and should be treated as such. Our focus group data results indicated that inmates want to be able to purchase items that are new, healthy, and are interested in being able to purchase products through retail specials.

Our retail focused commissary model provides inmates with the products they want, at affordable prices, and the ability to benefit from special marketing campaigns. As you will note in our proposal, we have allocated funding to enhance the commissary stores to look more like a convenience store model. This enhancement will provide a convenience store feel to the store-front and will enhance the experience for the inmate.

In addition to enhancing the inmate commissary experience through our retail approach, we have significantly reduced the cost of products to inmates and increased the revenue the Division can expect if we are selected to be your partner. What does this mean to the Division and its' inmates? Based on our projections the Division will see an increase in commissary sales of thirty-eight percent. The increase in sales and a higher commission rate will mean an additional $258,000 of revenue for the Division.

In an effort to reduce the cost of commissary items to the inmates, we carefully examined your menu and identified over eighty core item which have high acceptance in our facility and our commissary locations across the United States. In the West Virginia system, these items represented almost 20% of your entire menu and generated an estimated $3,687,97.70 in annual sales. Overall, this proposed menu will lower the eighty-plus core items an average of 17.5% and based on our assumptions on item sales will save an estimated $461,000 annually. These savings equate to an average of $90 per inmate per year.

We understand that the Division is looking for a new and better way of delivering commissary and believe that we are aligned with you to accomplish those goals.

We look forward to our continued partnership.

Sincerely,

Tim Barttrum
Vice President Business Development
Aramark Correctional Services
765-730-7822
barttrum-tim@aramark.com

Rev. 07/12

000072

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with ***West Virginia Code***, §5A-3-37. (Does not apply to construction contracts). ***West Virginia Code***, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the ***West Virginia Code***. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. **Application is made for 2.5% resident vendor preference for the reason checked:**

____ Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or,**

____ Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or,**

____ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; **or,**

2. **Application is made for 2.5% resident vendor preference for the reason checked:**

____ Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or,**

3. **Application is made for 2.5% resident vendor preference for the reason checked:**

__X__ Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or,**

4. **Application is made for 5% resident vendor preference for the reason checked:**

____ Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; **or,**

5. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**

____ Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; **or,**

6. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**

____ Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

7. **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules*.**

____ Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: ARAMARK Correctional Services, LLC. **Signed:** _____

Date: October 31, 2013 **Title:** President, Correctional Services

Sample Certificate of Insurance – Cover Page

Enclosed is a sample certificate of insurance indicating ARAMARK's coverage. ARAMARK maintains a complex commercial insurance program offering coverage that is often broader than what is available to the general market. We encourage you to express any concerns so that we can appropriately address them in connection with finalizing our definitive agreement, if we are awarded.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 09/30/2013

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Willis of Pennsylvania, Inc.
Two Liberty Place
50 S. 16th Street, Suite 2500
Philadelphia, PA 19102

CONTACT NAME: Willis Cert Center or Sarah Sachs
PHONE (A/C, No, Ext): 877-945-7378 or 215-239-6812 FAX (A/C, No): 888-467-2378
E-MAIL ADDRESS: certificates@willis.com or sarah.sachs@willis.com

INSURERS AFFORDING COVERAGE		NAIC #
INSURER A:	ACE American Insurance Company	22667-003
INSURER B:	Indemnity Insurance Co of North America	43575-001
INSURER C:		
INSURER D:		
INSURER E:		
INSURER F:		

INSURED
ARAMARK Corporation
Its Divisions & Subsidiaries
ARAMARK Tower, 1101 Market Street, 30th Floor
Philadelphia, PA 19107

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS		
A	**GENERAL LIABILITY**			HDOG27021839	10/01/2013	10/01/2014	EACH OCCURRENCE	$	1,000,000
	X COMMERICAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence)	$	Included
	[ ] CLAIMS MADE [X] OCCUR						MED EXP (Any one person)	$	5,000
	X LIQUOR LAW LIABILITY						PERSONAL & ADV INJURY	$	1,000,000
	X VENDORS LIABILITY						GENERAL AGGREGATE	$	None
	GEN'L AGGREGATE LIMIT APPLIES PER:						PRODUCTS - COMP/OP AGG	$	None
	[ ] POLICY [ ] PRO-JECT [ ] LOC								
	AUTOMOBILE LIABILITY			ISAH08720691	10/01/2013	10/01/2014	COMBINED SINGLE LIMIT (Ea accident)	$	1,000,000
	X ANY AUTO						BODILY INJURY (Per person)	$	
	[ ] ALL OWNED AUTOS [ ] SCHEDULED AUTOS						BODILY INJURY (Per accident)	$	
	[ ] HIRED AUTOS [ ] NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	$	
	X SELF-INSURED AUTO PHYSICAL DAMAGE							$	
	[ ] **UMBRELLA LIAB** [ ] OCCUR						EACH OCCURRENCE	$	
	[ ] **EXCESS LIAB** [ ] CLAIMS MADE						AGGREGATE	$	
	[ ] DED [ ] RETENTION $							$	
B	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** Y/N			(AOS) WLRC47321190	10/01/2013	10/01/2014	X WC STATU-TORY LIMITS [ ] OTH-ER		
A	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? [N]	N/A		(CA&MA) WLRC47321189	10/01/2013	10/01/2014	E.L. EACH ACCIDENT	$	1,000,000
A	**(Mandatory in NH)**			(WI) SCFC47321207	10/01/2013	10/01/2014	E.L. DISEASE - EA EMPLOYEE	$	1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - POLICY LIMIT	$	1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

ARAMARK's General Liability and Auto Liability policies are noncancellable. Workers' Compensation notices of cancellation are in accordance with each state law. Products/Completed Operations and Contractual Liability are included under General Liability.

Total limit $1,000,000

CERTIFICATE HOLDER

Sample Certificate of Insurance

Upon execution of a written agreement, a certificate will be issued in compliance with mutually acceptable insurance requirements.

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

M. Edward Rupp, III

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State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Solicitation

NUMBER	PAGE
COR61549	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
TARA LYLE
304-558-2544

VENDOR
RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO
DIVISION OF CORRECTIONS
VARIOUS LOCALES AS INDICATED
BY ORDER

DATE PRINTED
03/10/2014

BID OPENING DATE: 04/02/2014 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 9		
				SEE ATTACHED PAGES.		
				END OF ADDENDUM NO. 9		
00	1	JB		961-15		
				COMMISSARY SERVICES		
				****** THIS IS THE END OF RFQ COR61549 ****** TOTAL:		

SIGNATURE
TELEPHONE 1-800-777-7090
DATE March 11, 2014
TITLE President, Correctional Services
FEIN 23-2778484
ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SOLICITATION NUMBER: COR61549
Addendum Number: 9

The purpose of this addendum is to modify the solicitation identified as COR61549 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[ ] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[X] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[ ] Other

Description of Modification to Solicitation:

1. Responses to vendor questions attached.
2. The bid opening remains 04/02/2014 at 1:30 pm.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

Questions:

Q1: At facilities like Denmar and Salem Correctional Centers that are listed on Exhibit 1 as providing commissary multiple times a week, are individual inmates permitted to order more than once a week? Or do inmates from different housing units get their orders on separate days?

A1: Denmar and Salem order once per week and are delivered once per week.

Q1a: What are the entry restrictions for deliveries at each facility?

A1a: All vendors entering the facilities must adhere to the facility's security procedures. Pruntytown Correctional Center - deliveries must be made in 28' truck or smaller.

Q1b: About how long does it take for a delivery to clear security at each facility?

A1b: This depends on how many vehicles are entering the facility. Each vehicle is cleared within 5-10 minutes once it enters the gate.

Q1c: Who receives deliveries?

A1c: Commissary Staff and/or Central Receiving

Q1d: Is there a loading dock to receive shipments at each facility or will a lift-gate be required at any facilities?

A1d: Lakin Correctional Center, Huttonsville Correctional Center, Northern Correctional Center and Mt. Olive Correctional Complex

Q1e: If any facilities require a lift-gate, which ones?

A1e: Salem Correctional Center, Denmar Correctional Center, Pruntytown Correctional Center, Anthony Correctional Center, Martinsburg Correctional Center, Parkersburg Correctional Center, Ohio County Correctional Center, Beckley Correctional Center.

Q2: Will the DOC allow vendor staff onsite at facilities running onsite canteen windows to use workstations on the facilities' LANs?

A2: Yes

Q3: Who owns the racks and equipment in the storefronts?

A3: Agency

Q4: What about racks and pallet jacks etc. in any storerooms at WVDOC facilities?

A4: The Agency has the required equipment.

Q5: Certain merchandise like ice cream is typically delivered by local suppliers. May we assume that prescreened local delivery representatives that we engage for this purpose will be permitted to make deliveries at each WVDOC facility?

A5: Yes, the Vendor may have deliveries made by other vendors/suppliers.

Q6: If we choose to submit a proposal to partner with WVCI and to work with CI to support a statewide commissary program, do State employment rules permit CI employees to work part time? To use their own vehicles to drive between work locations? Do State employment rules permit flex-time of any sort?

A6: Yes, with approval by the Agency, state employees are allowed to work secondary jobs. Any person using their on vehicle on non-State time must be an arrangement between them and the Vendor. The Agency or the State of West Virginia would not have any responsibility or liability when the employee is not on State time. The Division of Personnel Administrative Rule does not recognize flex-time or comp-time.

Q7: How many trucks and of what sizes does the DOC and/or WVCI currently own?

A7: WVCI owns three box trucks and one cargo van. Two box trucks are 16' and one box truck is 24'.

Q8: The State's response to Question Number 11 in Addendum 7 asked "What location is inmate orders scanned for all satellite locations?" The State responded by listing "Northern, Ohio County, Pruntytown, St. Mary's, Parkersburg, Salem, Anthony, Denmar, Martinsburg and Lakin." Are respondents correct in assuming that they locations scan orders for each of the satellite locations?

A8: The Agency stated the current method of scanning orders for satellite locations.

Q9: In Question 50 of Addendum 7, the State responded to a vendor's question regarding the ability to pick and pack bags for other facilities from the largest facility. Due to the size of the some of the satellite locations, it would be cost effective for the Department to allow the awarded contractor to pick orders from the larger institutions. Would the Department reconsider proposals that can demonstrate how this could be accomplished in an effort to reduce costs and create efficiencies?

A9: Since this is a Request for Proposal, the Agency welcomes alternate solutions from the Vendors that are or could be in the best interest of the State and of the Agency.

Additions/Clarifications/Other Information:

1. The facility description form is hereby amended:

   a. The Ohio County Correctional Center will be offsite delivery rather than picking up the orders at Northern Correctional Facility.

   b. Salem Correctional Center will be once a week delivery rather than two times each week.

2. The bid opening remains 04/02/2014 at 1:30 pm.

3. No additional questions will be accepted on this RFP.

000006

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61549

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[X]	Addendum No. 6
[X]	Addendum No. 2	[X]	Addendum No. 7
[X]	Addendum No. 3	[X]	Addendum No. 8
[X]	Addendum No. 4	[X]	Addendum No. 9
[X]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Aramark Correctional Services, LLC.

Company

Authorized Signature

March 11, 2014

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Solicitation

NUMBER	PAGE
COR61549	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
TARA LYLE
304-558-2544

VENDOR
RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO
DIVISION OF CORRECTIONS
VARIOUS LOCALES AS INDICATED
BY ORDER

DATE PRINTED
03/06/2014

BID OPENING DATE: 04/02/2014 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 8		
				SEE ATTACHED PAGES.		
				END OF ADDENDUM NO. 8		
001	1	JB		961-15		
				COMMISSARY SERVICES		
				****** THIS IS THE END OF RFQ COR61549 ****** TOTAL:		

SIGNATURE
TELEPHONE 1-800-777-7090
DATE March 6-2014
TITLE President, Correctional Services
FEIN 23-2778485
ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SOLICITATION NUMBER: COR61549
Addendum Number: 8

The purpose of this addendum is to modify the solicitation identified as COR61549 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[X] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[X] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[X] Other

Description of Modification to Solicitation:

1. The bid opening date has moved from 03/12/2014 to 04/02/2014. The bid opening time remains at 1:30 pm.

2. Responses to vendor questions will be issued under separate addendum.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61549

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[X]	Addendum No. 6
[X]	Addendum No. 2	[X]	Addendum No. 7
[X]	Addendum No. 3	[X]	Addendum No. 8
[X]	Addendum No. 4	[ ]	Addendum No. 9
[X]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Aramark Correctional Services, LLC

Company

Authorized Signature

March 6, 2014

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Solicitation

NUMBER	PAGE
COR61549	1

ADDRESS CORRESPONDENCE TO ATTENTION OF
TARA LYLE
304-558-2544

VENDOR
RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO
DIVISION OF CORRECTIONS
VARIOUS LOCALES AS INDICATED
BY ORDER

DATE PRINTED
02/11/2014

BID OPENING DATE: 03/12/2014 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 7		
				SEE ATTACHED PAGES.		
				END OF ADDENDUM NO. 7		
001	1	JB		961-15		
				COMMISSARY SERVICES		
				****** THIS IS THE END OF RFQ COR61549 ****** TOTAL:		

SIGNATURE
TELEPHONE 1-800-777-7090
DATE February 11, 2014
TITLE President, Correctional Services
FEIN 23-2778485
ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

000002

SOLICITATION NUMBER: COR61549
Addendum Number: 7

The purpose of this addendum is to modify the solicitation identified as COR61549 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[X] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[X] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[X] Other

Description of Modification to Solicitation:

1. The bid opening date has moved from 02/20/2014 to 03/12/2014. The bid opening time remains at 1:30 pm.

2. Responses to vendor questions attached.

3. There will be a second round of questions allowed for this RFP. The question deadline is 02/18/2014 at 5:00 pm. See attached pages for more information.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

Questions:

1. What size chips do you want us to provide pricing for? The per ounce price will be different depending on the size of the bag.

   A1. Please base your pricing on a 10 ounce bag, quoting the price per ounce.

2. Does the cost evaluation consist of inmate pricing and commission combined? The last commissary RFP had a breakdown of 25 points for the market basket and 5 points for commission. What is the point breakdown for the cost evaluation for this RFP?

   A2. No, 30 points will be utilized for market basket. The commission rate is not as important to the Agency as the item pricing to the inmate population. However, the commission paid to the Agency is deposited into the Inmate Benefit Fund and we are able to provide items and services to the inmate population that are not mandated by law.

3. Please clarify what you are requesting vendor to submit in the Unit price and Item total cost columns. Should the unit price column be our per ounce/count cost, and the item total cost column be our final price to the inmate for the item?

   A3. The unit price shall be the cost per ounce, each, count, package, etc. multiplied by the Estimated Annual Unit Quantity to equal the Item Total Cost. For example, Instant Coffee is ounce and estimated quantity if 100,000, so if price per ounce is $0.05 x 100,000 estimate annual ounces, your item total cost would be $5,000.00.

4. The State previously announced that a new facility would be added to the list of sites to be served under this proposal. What facility should we add to our service plans and what the currently is the type of service and staffing level at this facility?

   A4. The new facility, Salem Correctional Center, is reflected on the Facility Description spreadsheet; however, we neglected to add it under Section Four, Paragraph 1. This facility is off-site delivery, two deliveries per week. Please refer to Exhibit 1 of the published Request for Proposal.

5. What specific facilities sell microwavable foods (ex: cheeseburgers, burritos, hot dogs, pepperoni rolls, etc…)

   A5. Huttonsville, Northern, Pruntytown, Mt. Olive and St. Mary's.

6. Line #47: AA Batteries on the "West Virginia DOC Market Basket Menu", does the state want alkaline or non-alkaline batteries?

   A6. Alkaline

7. Line #48: AAA Batteries on the "West Virginia DOC Market Basket Menu", does the state want alkaline or non-alkaline batteries?

   A7. Alkaline

8. 5.28 states that the vendor will be given access to the inmate trustee accounting system used by the agency which includes point-of-sale and inventory features. Is the vendor required to use Tech Friends system for POS purposes or can the vendor use their proprietary application?

   A8. The Vendor may use their own POS system so long as it has the capability to interface with the Tech Friends Lockdown inmate system.

9. What is the turnaround time for Tech Friends to correct any software or interface issues?

   A9. Typically 24-hour to investigate issues. This is not addressed in our agreement with Tech Friends.

10. How often can the vendor pull the inmate balances from the Tech Friends system?

    A10. Inmate balances can be provided every thirty minutes on a schedule or by demand.

11. What location is inmate orders scanned for all satellite locations?

    A11. Northern, Ohio County, Pruntytown, St. Mary's, Parkersburg, Salem, Anthony, Denmar, Martinsburg and Lakin.

12. Are the inmate's balances frozen during commissary ordering?

    A12. No.

13. Section 12 on page 14 states that liquidated damages will be assessed when "work [is] not performed on the contract]. Can you please clarify which situations will lead to the assessment of liquidated damages and what the amount of damages will be?

    A13. There are no liquidated damages incorporated in this contract.

14. Section 15 on page 14 states that bidders are not permitted to communicate with any state employees regarding the solicitation without Purchasing Division approval. It then states that Purchasing Division approval is implied for all "agency delegated and exempt purchases." Please clarify if this solicitation is for an agency delegated or exempt purchase.

    A14. This is a formal purchase, not agency delegated or exempt. The language you refer is part of our boilerplate general terms and conditions. No communication with respect to this RFP with Agency personnel is permitted. All communication shall be made through the Buyer in the Purchasing Division.

15. Sections 6.6 and 6.7 on page 30 state that WVCI will reimburse WVCI for the inventory, bagging and window services per the pricing pages in Exhibit 1. Please clarify which party be reimbursing and which party will be performing the services and receiving reimbursement.

    A15. Both sections should have stated "Vendor will reimburse WVCI..."

16. There is no pricing in Exhibit 1, only a list of facilities with historical sales and operating hours. Please provide the reimbursement rates for each facility.

A16. The Agency does not understand your question with respect to reimbursement rates.

17. Are the reimbursements in addition to the percentage of gross sales paid to WVCI noted in Sections 6.8 and 6.9 on page 30?

A17. Again, the Agency does not understand your question. Please indicate if you are asking this question on the base bid or the alternate bid and provide more detail with what you are asking.

18. Section 5.28 on page 43 states that Vendor must maintain all hardware and software necessary to accomplish the commissary operations. Please confirm that the Vendor will not be responsible for the maintenance of the hardware and software provided by Tech Friends, Inc (referenced in Section 5.27, page 43) since the Vendor will be paying a monthly maintenance fee to Tech Friends, Inc.

A18. This is correct. Vendor is only required to pay Tech Friends a monthly maintenance fee.

19. Section 6 on page 11 states that prices must remain firm throughout the life of the contract and any price adjustment terms in the proposal will result in disqualification. Would the Department be willing to allow price adjustments in the event that costs to the Vendor increase?

A19. Yes, the Agency will allow pass-through price adjustments during the term of the contract, upon Vendor supplying proper justification to substantiate said price increases. The Agency expects downward adjustments if and when Vendor's prices are reduced.

20. Regarding the partnership with West Virginia Corrections Industries (WVCI) on pages 30-31: Will there be an opportunity to negotiate with WVCI to adjust the scope of work and other terms?

A20. Yes.

21. Would the State please provide the participation rates by facility for the past twelve months?

A21. This information is unavailable. However, the facility description sheets indicate a 5-year sales amount and the number of inmates housed at that facility.

22. Would the State please provide the sales volumes for commissary and property sales by facility for the past twelve months?

A22. See Exhibit A and Exhibit B.

23. Would the State please provide the number of inmates assigned to the commissary operation by location?

A23. Huttonsville – 4; Northern – 2; Pruntytown – 4; Mt. Olive – 4; St. Mary's – 4; and Salem – 2.

24. Does the State anticipate an increase in inmate population at any of the DOC locations within the next twelve months? If so, which locations may increase in population and what is the projected increase in inmate population?

A24. At this writing, the Agency does not have any plans for expansion or new facilities.

25. Would the State please provide the spending limits, by location, that will be in place during this contract?

A25. Please refer to the Facility Description exhibit for this information. The footnote page was inadvertently omitted from original publication. The exhibit in its entirety is attached to this Addendum. See Exhibit C.

26. Is the current commissary provider required to adhere to minimum staffing levels? If so, can you please provide the required staffing by location?

A26. No; however, the Vendor must assure staffing is sufficient in order operate commissary services as outlined in this proposal.

27. Would the State please provide the warehouse locations utilized by Correctional Industries? In addition, please provide the square footage of each location and the amount of available space at each location?

A27. At this time, the only available warehouse is located at Huttonsville Correctional Center, 12,000 square feet of space.

28. The RFP mentions the use of a P-Card. Given that commissary orders are paid for out of the inmate trust fund account, we would assume that P-Cards would not be applicable. Would the State please confirm that the use of P-Cards for this contract do not apply?

A28. This is correct. P-Card will not be used for any type of payment to the Vendor.

29. Would the State please provide the contractual agreement it has with Tech Friends so that respondents understand the requirements of this agreement?

A29. See Exhibit D.

30. Please confirm that gross commissions are exclusive of sales tax.

A30. Yes, this is correct.

31. How many inmate workers are available at each location?

A31. An exact number is not available; however, all locations will have a sufficient number of inmates available to work in the commissary.

32. What can we expect to pay the inmate workers?

A32. The inmate workers are paid by the Agency.

33. How is the current vendor using the inmate workers? What capacity?

A33. The inmates pull orders, unload trucks, clean the commissary, assist with inventory, stocking the shelves. The vendor can assign duties; however, the Agency will not allow inmates to use computers that are connected to the network.

34. Which sites have refrigerators available?

A34. Huttonsville, Northern, Pruntytown, Mt. Olive and St. Mary's

35. Which sites have freezers available?

A35. See answer A34.

36. What locations receive fresh foods? (Local vendors)

A36. See answer A34. Bread, ice cream, milk, yogurt, etc.

37. Which locations receive perishable items?

A37. Huttonsville, Northern, Pruntytown, Mt. Olive, St. Mary's, Salem, Denmar, and Lakin. Salem, Denmar and Lakin store these items in the kitchen coolers and freezers since there is no commissary onsite.

38. How do the inmates store perishable items?

A38. Some facilities have refrigerators on the units and other facilities all the inmates to use coolers.

39. Is overnight parking available for Swanson delivery vehicles?

A39. This will need requested and approved on a facility by facility basis after award of the contract.

40. What is the likelihood of shared staff between facilities?

A40. Agency will agree as long as the commissary is operated and maintained in accordance with this proposal. Vendor must adhere to Agency's hours of operation and delivery schedules.

41. How many Kiosks desired or required at each location?

A41. The current vendor does not have any kiosks installed at any of the Agency's locations. At this time, the Agency does not desire to use the kiosk system for commissary ordering.

42. How many Cashiers are needed at each location?

A42. Huttonsville 3; Pruntytown 1; Mt Olive 2; St. Mary's 3. This is for the walk up windows.

43. Frequency of inmate lockdowns?

A43. Unable to provide the number of lockdowns; however, this is not a frequent occurrence at any facility.

44. Size of a typical order for each location? (Dollar amount)

A44. Huttonsville $100; Northern $92/commissary $17/canteen twice a week $35/pizza once a week; Ohio County $92/commissary $25/pizza once a week; Mt. Olive $106; Pruntytown $100; St. Mary's $125; Parkersburg $125; Salem $100

45. Current commission rate?

A45. 9%

46. Will alternate options be considered if existing system is unable to interface with Tech Friends?

A46. No, the Agency desires to continue using Tech Friends. We recommend that you contact Tech Friends to assure your system will interface with this system.

47. How many inmate trustees are currently being utilized across all facility locations?

A47. Agency does not understand your question. When we refer to the inmate trustee system, this is in reference to the accounting system in place at the Agency for tracking the inmate's funds.

48. Is the WV DOC wanting the commissary vendor to provide commissary wholesale or retail?

A48. Our current commissary vendor is retail pricing.

49. What is the current commission rate being paid to the WV DOC?

A49. 9%

50. Will the selected vendor be allowed to operate a pick and bag operation from the largest facility and deliver to the others?

A50. None of the facilities have sufficient space to operate and pick and bag operation. If you elect to bid on the alternate, the pick and bag can be accomplished by Correctional Industries.

51. What are the most up to date and current sales figures for the new sites?

A51. See Exhibit A.

52. In 5.11: Will we have ample storage area for those facilities with window service only or will all of the facilities have commissary storage areas?

A52. All facilities have ample storage space for commissary items.

53. Are the refrigerated items supposed to be available for all facilities or only those that have the window service?

A53. For any facility that requests these items; however, see A37 for list of facilities that currently receive perishable items.

54. Can we get a detailed sales list (amount of each item sold)?

A54. See Exhibit E.

55. Are delivery times flexible?

A55. Each facility will advise the Vendor when deliveries can be made.

56. What are your current staffing levels at each facility?

A56. Huttonsville- Manager and 2 commissary reps; Northern – Manager and 2 commissary reps; Pruntytown – Regional Manager and 2 commissary reps; Mt. Olive – Manager and 5 commissary reps (FT) and 1 commissary rep (PT); St. Mary's – Manager and 2 commissary reps; Salem – 1 (PT) commissary rep.

57. What is the Northern Regional Jail's Trustee accounting system?

A57. Tech Friends

58. In 5.31, assuming this is for window operated facilities only, if the inmates go to lockdown, is the vendor supposed to issue bubble sheets or some other selection sheet and then pick/bag/deliver the products?

A58. Yes, bubble sheets or some other type of form for ordering.

59. What is included in the software maintenance fee expected to be paid to Tech Friends?

A59. The maintenance fee amount and agreement will be between the Vendor and Tech Friends. We recommend you contact Tech Friends for this answer.

60. Will the WV DOC consider pod kiosks for inmate ordering and if so can the requirement for listing account balances on the individual tickets be avoided?

A60. Not at this time.

61. What is your current per capita for each location?

A61. Please refer to the facility description spreadsheet for inmate population at each facility. At the time of this writing, we are at capacity at all facilities.

62. Will vendor have ample storage area for those facilities with window service only or will all of the facilities have commissary storage areas?

A62. All facilities have ample storage space for commissary items.

63. Will WV DOC consider a cart system for sales of microwaveable and frozen items?

A63. If approved by each Warden/Designee, the Agency will allow. Vendor can request upon award.

64. I have a quick question about the commissary RFP, there is a number on the RFP that has me really nervous in securing an accurate bid. In the market basket section it states an estimated annual soda/pop sales of over 7 million units. For 5000 inmates, that is over 3 bottles each per day, per inmate! Should that number be 700,000 which takes it to 1 out of every 3 inmates has a bottle per day which still seems high but much more feasible. Any information you could provide would be greatly appreciated. Thanks!

A64. The estimated quantity is ounces, not bottles.

Other Information or Clarifications:

1. There will be a second round of questions allowed for this RFP.

   VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below in order to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non- written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are non-binding.

Question Submission Deadline:	February 18, 2014 at 5:00 pm
Submit Questions to:	Tara Lyle, File 32
2019 Washington Street, East Charleston, WV 25305	
Fax: 304-558-4115	Email: Tara.L.Lyle@wv.gov

2. The bid opening has moved from 02/20/2014 to 03/12/2014. The bid opening time remains at 1:30 pm.

3. To change the contract term in Section 3 of the General Terms and Conditions from a one year contract with two (2) one-year renewals to a one year contract with four (4) one-year renewals.

EXHIBIT

A

EXHIBIT A

Commissary Sales Only

Facility	January	February	March	April	May	June	July	August	September	October	Total
Anthony Center	9,382	8,906	11,151	13,463	8,159	10,864	13,200	11,875	11,547	15,553	114,099
Beckley Corr. Center	1,980	2,119	2,782	3,628	3,637	3,268	3,450	2,747	2,259	4,022	29,892
Denmar Correctional	19,286	13,188	22,649	19,039	22,133	21,026	20,248	19,727	16,544	17,821	191,659
Huttonsville	103,161	98,014	111,591	107,718	105,441	95,021	106,117	87,562	106,412	107,389	1,028,426
Lakin Correctional	43,368	32,810	53,520	42,170	57,632	39,542	44,784	52,573	55,014	41,206	462,617
Martinsburg	2,111	1,847	2,165	3,080	2,288	2,130	2,656	1,783	2,035	2,797	22,892
Mt. Olive	84,193	72,518	103,225	86,862	92,852	93,536	94,859	79,720	98,456	91,976	898,197
Northern	26,747	21,731	22,142	25,391	25,749	24,220	23,801	27,068	26,387	26,391	249,628
Northern Regional Jail**	25,683	21,261	21,849	24,830	24,729	19,303	22,643	23,206	22,264	23,157	228,924
Parkersburg Corr. Center	2,610	2,004	2,834	2,292	3,222	2,511	2,466	2,701	2,785	4,114	27,538
Pruntytown	41,490	34,674	32,334	37,694	34,391	33,104	36,492	36,927	36,302	42,387	365,794
St. Mary's	50,031	49,122	50,939	50,460	52,149	44,009	52,719	48,889	48,707	51,415	498,441
Salem Correctional										5,859	5,859

EXHIBIT

B

WVDOC (Property) (Oct12-Sept13)

Alias	Description	Sales
297	NORELCO RAZOR	$ 1,141.50
472	REPLACEMENT BLADE	$ 37.92
755	HANDKERCHIEF	$ 186.65
757	NYLON WALLET	$ 184.08
758	WATCH (SMALL CASIO)	$ 189.86
797	CLEAR MAKE-UP BAG	$ 751.03
833	DOO RAG - WHITE	$ 248.10
853	FOAM ROLLERS MED	$ 40.60
981	WMNS WET/DRY SHAVER	$ 50.59
1086	POCKET DICTIONARY II	$ 7.97
1087	SPANISH ENGLISH DICTIONAR	$ 7.44
1167	ADVANCE CLEAR ALARM CLOCK	$ 1,880.81
1202	MENS WATCH BAND REPLCMNT	$ 81.68
1221	BATTERY - ADVANCE WATCH	$ 7.02
1222	BATTERY-TIMEX/CASIO WATCH	$ 295.68
1224	13" CLR TV W/SPKRS/REMOTE	$ 23,598.82
1227	CLR AM/FM DIGITAL RADIO	$ 66.63
1249	5054601099 - GPX_WALKMAN_R2825CLR___EA_CLEAR_	$ 877.49
1250	CLR WLKMN W/EARBUD #A2094	$ 3,293.59
1252	CLR HEADPHONE CL-19	$ 3,894.73
1271	5084301099 - CASIO_WATCH_F-28W-1 WATER RES.___EA_BLACK_	$ -
1272	IRON MAN WATCH	$ 3,217.74
1274	WATCH BAND LEATHER	$ 41.72
1280	WAYFARER SUNGLASSES	$ 191.49
1283	CLIP ON SUNGLASSES	$ 158.70
1297	CON AIR CURLING IRON 3/4"	$ 321.09
1313	DIGITAL HEAD	$ 906.66
1322	AM/FM DIGITAL RADIO	$ 6,122.38
1324	SZ5.5-6 TERRY SLIPPERS	$ 58.94
1325	SZ6.5-7 TERRY SLIPPERS	$ 139.46
1326	SZ7.5-8 TERRY SLIPPERS	$ 115.56
1328	SZ8.5-9 TERRY SLIPPERS	$ 38.52

EXHIBIT B

000014

1329	SZ9.5-10 TERRY SLIPPERS	$	77.04
1349	SACRED ITEMS BOX	$	512.99
1360	QUARTZ SPORT WTCH/ACT FIG	$	-
1403	SZ 38C BRA	$	142.74
1450	SM. SHOWER SHOE	$	22.68
1451	MED. SHOWER SHOE	$	30.31
1452	LG. SHOWER SHOE	$	42.53
1455	SM DLX VELCRO SLIP-ON	$	502.06
1456	MED DLX VELCRO SLIP-ON	$	570.01
1457	LRG DLX VELCRO SLIP-ON	$	321.83
1458	XLRG DLX VELCRO SLIP-ON	$	332.45
1494	THERMAL BOTTOM 5XLG	$	17.79
1495	THERMAL TOP 5XLG	$	53.37
1496	BOXERS 5XLG	$	-
1504	5160102001 - ANDREW SCOTT_SHIRT_CREWNECK_SMALL__EA_WHITE_MENS	$	19.45
1505	5160103001 - ANDREW SCOTT_SHIRT_CREWNECK_MEDIUM__EA_WHITE_MENS	$	27.23
1506	LG T-SHIRT	$	51.60
1507	XLG T-SHIRT	$	173.15
1508	XXLG T-SHIRT	$	127.60
1509	3X LARGE T-SHIRT	$	61.60
1514	5160302001 - ANDREW SCOTT_BRIEF__SMALL 28-30__EA_WHITE_MENS	$	26.28
1515	MEN BRIEFS MED	$	101.46
1516	MEN BRIEFS LRG	$	260.37
1517	MEN BRIEFS XL	$	212.43
1518	MEN BRIEFS 2XL	$	74.06
1519	BRIEFS WHITE 3XLG	$	41.86
1529	SM BOXER SHORTS WHITE	$	56.64
1530	MED BOXER SHORTS WHITE	$	103.42
1531	LG BOXER SHORTS WHITE	$	150.40
1532	XLG BOXER SHORTS WHITE	$	157.22
1533	2XLG BOXER SHORTS WHT	$	61.68
1539	5318405001 - ANDREW SCOTT SELECT_BOXER BRIEF__XL__3 PK_WHITE_MENS	$	-
1540	TUBE SOCK (ONE SIZE FITS	$	448.70
1551	MED THERMAL TOP	$	13.20

1552	LRG THERMAL TOP	$ 59.40
1553	XL THERMAL TOP	$ 323.40
1554	2XL THERMAL TOP	$ 196.86
1555	3XL THERMAL TOP	$ 394.24
1556	THERMAL TOP 4XLG	$ 93.66
1557	THERMAL TOP 6XLARGE	$ 106.74
1558	THERMAL BOTTOM 6XLARGE	$ 17.79
1561	MED THERMAL BOTTOMS	$ 6.60
1562	LRG THERMAL BOTTOMS	$ 59.40
1563	XLRG THERMAL BOTTOMS	$ 145.20
1564	MEN THERMAL BOTTOM 2XLRG	$ 98.56
1565	MEN 3XL THERMAL BOTTOM	$ 161.28
1567	5054408099 - INDERA MILLS_DRAWERS_THERMAL_4XL__BULK PKED_NATURAL_	$ 13.38
1581	SM SWEAT SHIRT GRAY	$ 117.36
1582	5060003002 - GILDAN_SWEATSHIRT_CREWNECK_MEDIUM_FLEECE_EA_ASH_MENS	$ 619.47
1583	LRG. SWEATSHIRT GRAY	$ 1,244.85
1584	XLRG SWEATSHIRT GRAY	$ 2,638.17
1585	2X SWEATSHIRT GRAY	$ 1,291.62
1586	3X SWEATSHIRT GRAY	$ 1,428.16
1587	SM SWEATPANTS GRAY	$ 934.05
1588	MED SWEATPANTS GRAY	$ 1,624.71
1589	LRG SWEATPANTS GRAY	$ 2,108.16
1590	XLRG SWEATPANTS GRAY	$ 4,488.39
1591	2X SWEATPANTS GRAY	$ 1,988.46
1592	SWEATPANTS 3XL GRAY	$ 2,564.40
1599	SWEATSHIRT GRAY 4XLG	$ 1,020.78
1601	BRA SIZE 34B	$ 55.85
1602	BRA SIZE 36B	$ 0.67
1609	BRA SIZE 36C	$ 78.19
1625	SPORTS BRA SMALL	$ 55.76
1626	SPORTS BRA MEDIUM	$ 18.22
1627	SPORTS BRA LARGE	$ 18.22
1628	SPORTS BRA XLARGE	$ 9.11
1650	SZ 6 WOMENS PANTIES	$ 58.30

1651	SZ 8 WOMENS PANTIES	$	57.73
1652	SZ 10 WOMENS PANTIES	$	7.24
1671	BOXERS 6 XL	$	17.08
1675	SWEATPANTS GREY 4XLG	$	1,059.06
1679	WGHTLFTNG WRIST STRAP	$	212.44
1680	SM LTHR WGHTLFTNG GLOVES	$	32.42
1681	MED LTHR WGHTLFTNG GLOVES	$	145.89
1682	XL LTHR WGHTLFTNG GLOVES	$	470.09
1698	5161010001 - PLAYERS_BRIEF__6XL__2 PK_WHITE_MENS	$	7.65
1709	54 INCH WHITE SHOELACE	$	55.35
1724	BROWN SHOE LACES	$	22.68
1751	SZ 7 V4ORCE SWAGGER	$	32.65
1752	SZ 7.5 V4ORCE SWAGGER	$	32.65
1753	SZ 8 V4ORCE SWAGGER	$	67.26
1754	SZ 8.5 V4ORCE SWAGGER	$	-
1757	SZ 9.5 V4ORCE SWAGGER	$	32.65
1758	5263210501 - V4ORCE_TENNIS SHOE_SWAGGER_SZ 10.5_REGULAR__WHITE_MENS	$	130.60
1761	SZ 13 V4ORCE SWAGGER	$	65.30
1853	SZ 9 V4ORCE SWAGGER	$	65.30
1854	SZ 10 V4ORCE SWAGGER	$	65.30
1855	SZ 11.5 V4ORCE SWAGGER	$	32.65
1856	SZ 12 V4ORCE SWAGGER	$	261.20
1858	SZ5 W,SZ3 M SHOE CORP VEL	$	39.12
1877	SZ7 W,SZ5 M SHOE CORP VEL	$	40.29
1878	SZ8 W,SZ6 M SHOE CORP VEL	$	61.02
1879	SZ9 W,SZ7 M SHOE CORP VEL	$	40.29
1900	SZ 7 REEBOK CLSC NYLON	$	709.98
1901	SZ 7.5 REEBOK CLSC NYLON	$	422.70
1902	SZ 8 REEBOK CLSC NYLON	$	616.86
1903	SZ 8.5 REEBOK CLSC NYLON	$	1,028.46
1904	SZ 9 REEBOK CLSC NYLON	$	1,566.90
1905	SZ 9.5 REEBOK CLSC NYLON	$	1,805.76
1906	SZ 10 REEBOK CLSC NYLON	$	3,737.10
1907	SZ 10.5 REEBOK CLSC NYLON	$	1,887.84

1908	SZ 11 REEBOK CLSC NYLON	$ 4,102.80
1909	SZ 11.5 REEBOK CLSC NYLON	$ 1,641.60
1910	SZ 12 REEBOK CLSC NYLON	$ 2,666.40
1911	SZ 13 REEBOK CLSC NYLON	$ 1,722.48
1933	SZ 14 REEBOK CLSC NYLON	$ 369.36
2861	ANKLE SOCKS	$ 3,081.78
2881	SZ 5 WOMEN'S PANTIES	$ 24.33
2882	SZ 7 WOMEN'S PANTIES	$ 15.90
2921	BRA SIZE 36D	$ 22.34
2922	BRA SIZE 42D	$ 53.13
2925	BRA SIZE 40D	$ 35.42
2926	BRA SIZE 42C	$ 17.71
3652	5XL CREWNECK T-SHIRT	$ 70.50
3669	6XL CREWNECK T-SHIRT	$ 28.20
3792	SZ9.5/4E NB RUNNING SHOE	$ 49.00
3798	SZ11/4E NB RUNNING SHOE	$ 49.00
3802	SZ12/4E NB RUNNING SHOE	$ 49.00
3892	AMP'D CD PLYR W/DIGTL TNR	$ 962.69
3893	CD ADAPTER - CLEAR	$ 11.90
3918	CLEAR CD PLAYER	$ 9,861.09
3919	SONY CD PLAYER AM/FM CLR	$ 30,201.03
4689	WASTEBASKET	$ 44.77
4700	WOMENS SPORT BRA (34C)	$ 29.16
4701	WOMENS SPORT BRA (34B)	$ 27.56
4702	WOMENS SPORT BRA (36D)	$ 40.14
4703	WOMENS SPORT BRA (36C)	$ 54.32
4704	WOMENS SPORT BRA (36B)	$ 27.56
4705	WOMENS SPORT BRA (38C)	$ 67.70
4706	WOMENS SPORT BRA (38B)	$ 56.72
4707	WOMENS SPORT BRA (38D)	$ 40.14
4767	SZ 38DD WOMEN'S BRA	$ 107.32
4768	SZ 40DD WOMEN'S BRA	$ 70.84
4770	SZ 44DD WOMEN'S BRA	$ 17.71
4772	SZ 48DD WOMEN'S BRA	$ -

4784	REPLACEMENT HEADS	$	199.30
4791	MEN'S 1440 SPORTS WATCH	$	1,837.08
4801	5078401015 - COLEMAN_COOLER_TAKE 6_5 QT__EA_RED_	$	603.62
4806	TIMEX WOMEN'S IRONMAN	$	206.65
4813	WATCH BAND REPL #37901	$	10.43
4840	SZ 7-8 BLACK SLIPPERS	$	99.88
4841	SZ 9-10 BLACK SLIPPERS	$	97.92
4842	SZ 11-12 BLACK SLIPPERS	$	244.80
4843	SZ 13-14 BLACK SLIPPERS	$	114.24
4929	REPLACEMENT WATCH BAND	$	44.68
4993	SZ 9D MENS VELCRO	$	39.12
4994	SZ 10D MENS VELCRO	$	136.92
4995	5209711001 - SHOE CORP_TENNIS SHOE_LEATHER VELCRO_SZ 11_REGULAR__WHITE_MENS	$	136.92
5139	5211807523 - TIMBERLAND_WORKBOOT_DIRECT ATTACH_SZ 7.5_REGULAR_EA_WHEAT_	$	188.66
5140	SZ8 DIRECT ATTACH WRKBOOT	$	188.66
5141	SZ8.5 DIRECT ATTACH WRKBT	$	565.98
5144	SZ9 DIRECT ATTACH WRKBOOT	$	1,414.95
5145	SZ9.5 DIRECT ATTACH WRKBT	$	1,792.27
5146	SZ10 DIRECT ATTACH WRKBT	$	1,886.60
5150	SZ10.5 DIRCT ATTACH WRKBT	$	1,697.94
5152	SZ11 DIRECT ATTACH WRKBT	$	1,697.94
5153	SZ11.5 DIRET ATTACH WRKBT	$	848.97
5154	SZ12 DIRECT ATTACH WRKBT	$	943.30
5155	SZ13 DIRECT ATTACH WRKBT	$	471.65
5162	SZ9 WD DIRECT ATTCH WRKBT	$	377.32
5163	SZ9.5 WD DRCT ATTCH WRKBT	$	188.66
5165	SZ10.5 WD DRCT ATCH WRKBT	$	754.64
5168	SZ11 WD DRCT ATTCH WRKBT	$	1,131.96
5173	5211811823 - TIMBERLAND_WORKBOOT_DIRECT ATTACH_SZ 11.5_WIDE_EA_WHEAT_	$	471.65
5175	SZ12 WD DRCT ATTCH WRKBT	$	471.65
5176	SZ13 WD DRCT ATTCH WRKBT	$	282.99
5177	ROLL YOUR OWN-MNTHL LIGHT	$	-
5178	SZ15 WD DRCT ATTCH WRKBT	$	94.33
5588	AREA RUG	$	1,774.03

5635	SZ7 REEBOK KOBO SANDLE	$	302.20
5636	SZ8 REEBOK KOBO SANDLE	$	121.76
5637	SZ9 REEBOK KOBO SANDLE	$	290.35
5638	SZ10 REEBOK KOBO SANDLE	$	1,166.59
5639	SZ11 REEBOK KOBO SANDLE	$	1,021.81
5640	SZ12 REEBOK KOBO SANDLE	$	654.50
5641	SZ13 REEBOK KOBO SANDLE	$	340.34
5642	SZ14 REEBOK KOBO SANDLE	$	170.17
5643	SZ15 REEBOK KOBO SANDLE	$	65.45
5654	5203807220 - ACCESS_BOOT_DESERT_SZ 7_WIDE_PAIR_BROWN_MENS	$	38.51
5658	SZ9-W ACCESS DESERT BOOT	$	36.33
5659	SZ9.5-W ACCESS DSRT BOOT	$	36.33
5664	5203812220 - ACCESS_BOOT_DESERT_SZ 12_WIDE_PAIR_BROWN_MENS	$	-
5665	5203813220 - ACCESS_BOOT_DESERT_SZ 13_WIDE_PAIR_BROWN_MENS	$	72.66
5666	SZ14-W ACCSS DESERT BOOT	$	36.33
5683	SZ5.5 ACCESS DESERT BOOT	$	36.33
5689	SZ8.5 ACCESS DESERT BOOT	$	36.33
5690	SZ9 ACCESS DESERT BOOT	$	36.33
5691	SZ9.5 ACCESS DESERT BOOT	$	72.66
5692	SZ10 ACCESS DESERT BOOT	$	108.99
5693	SZ10.5 ACCESS DESERT BOOT	$	72.66
5694	SZ11 ACCESS DESERT BOOT	$	72.66
5695	5203811520 - ACCESS_BOOT_DESERT_SZ 11.5_REGULAR WIDTH_PAIR_BROWN_MENS	$	35.27
5696	5203812020 - ACCESS_BOOT_DESERT_SZ 12_REGULAR WIDTH_PAIR_BROWN_MENS	$	72.66
5697	SZ13 ACCESS DESERT BOOT	$	36.33
5713	9W V4ORCE PLAYMAKER	$	44.57
5714	10.5W V4ORCE PLAYMAKER	$	89.14
5715	12W V4ORCE PLAYMAKER	$	44.57
5716	13W V4ORCE PLAYMAKER	$	44.57
5717	5262314301 - V4ORCE_BASKETBALL SHOE_PLAYMAKER_SZ 14 2E_WIDE__WHITE_MENS	$	44.57
5718	15W V4ORCE PLAYMAKER	$	44.57
5724	5160207001 - ANDREW SCOTT_BOXER__3XL__EA_WHITE_MENS	$	7.58
5727	4XL MENS CREWNECK T-SHRT	$	89.30
5754	KOSS CLEAR EARBUD	$	1,715.30

5873	CD LASER LENS CLEANER	$	67.56
5897	5129201099 - DISC-SENTRY_AM/FM CASSETTE RADIO____EA_CLEAR_	$	200.00
6105	98990005 - KCN GENERIC ITEM NOT FOUND_____	$	0.76
6897	UNIVERSAL REMOTE	$	714.56
6915	SM BOXER BRIEFS	$	73.03
6916	MED BOXER BRIEFS	$	421.01
6917	LRG BOXER BRIEF	$	1,190.00
6918	XL BOXER BRIEF	$	1,385.50
6919	2XL BOXER BRIEF	$	666.00
6939	SM 2-PANEL JERSEY SHORTS	$	614.87
6986	AQUA DIGITAL WATCH	$	1,154.64
6990	GPX ADAPTER	$	778.58
7017	AUDIO ADAPTER	$	13.38
7021	5108103099 - S/O_GEN_FLAT IRON_CERAMIC PRO_____	$	220.40
7026	BATTERY - 395	$	7.02
7028	WATCH BAND - LARGE	$	10.43
7040	MASSEY 8" FAN	$	3,279.01
7041	CABLE TO NON CABLE ADAPTE	$	5.28
7044	KOSS CL-2 HEADPHONE	$	2,913.58
7053	GE 50502 AC ADAPTER	$	27.34
7055	CLEAR EARBUD	$	(39.40)
7061	SUN ELECTRIC - STANDARD	$	14.56
7063	CLEAR RAZOR	$	418.76
7070	TV ADPTR F-JACK 3.5MM PLG	$	21.91
7071	5170801099 - GENEVA CLOCK_ALARM CLOCK_WIND UP 2068AT/14070____CLEAR_	$	49.53
7089	POWER STRIP 6" CORD	$	536.52
7093	CASIO DIGITAL WATCH	$	60.00
7100	"Y" ADAPTER	$	251.86
7101	MINI HEADPHONE ADAPTER	$	23.44
7105	EARPADS SMALL	$	8.79
7108	TV CABLE SPLITTER	$	441.82
7111	6FT HEADPHONE EXT CORD	$	1,520.95
7115	6FT EXTENTION CORD	$	477.74
7122	CLEAR HAIR DRYER	$	1,460.90

7136	WATCH BATTERY - 364	$	23.40
7139	WATCH BATTERY - 371	$	4.68
7141	WATCH BATTERY - 377	$	70.13
7157	WATCH BATTERY - ECR 2025	$	58.08
7166	3XL SPORT BRA	$	20.58
7183	SKULLCANDY CLR HEADPHONES	$	6,412.33
7203	5060705001 - INDERA MILLS_DRAWERS_THERMAL_XL__EA_WHITE_WOMENS	$	7.00
7206	5060803001 - INDERA MILLS_SHIRT_THERMAL_MEDIUM__BULK PKED_WHITE_WOMENS	$	7.00
7208	5060805001 - INDERA MILLS_SHIRT_THERMAL_XL__EA_WHITE_WOMENS	$	15.56
7212	HANES COTTON CURVES - 38C	$	22.34
7298	34 C BRA	$	0.67
7299	EASY READER WRIST WATCH	$	505.60
7400	SZ 7 NIKE DART	$	124.16
7401	SZ 7.5 NIKE DART	$	124.16
7403	SZ 8.5 NIKE DART	$	434.56
7404	SZ 9 NIKE DART	$	496.64
7405	SZ 9.5 NIKE DART	$	807.04
7406	SZ 10 NIKE DART	$	1,489.92
7407	SZ 10.5 NIKE DART	$	2,296.96
7408	SZ 11 NIKE DART	$	1,862.40
7409	SZ 11.5 NIKE DART	$	807.04
7410	SZ 12 NIKE DART	$	1,614.08
7411	SZ 13 NIKE DART	$	1,365.76
7412	SZ 14 NIKE DART	$	372.48
7414	SZ 7 V4ORCE NITRUS	$	102.36
7415	SZ 7.5 V4ORCE NITRUS	$	68.24
7416	SZ 8 V4ORCE NITRUS	$	170.60
7417	SZ 8.5 V4ORCE NITRUS	$	375.32
7418	SZ 9 V4ORCE NITRUS	$	682.40
7419	SZ 9.5 V4ORCE NITRUS	$	887.12
7420	SZ 10 V4ORCE NITRUS	$	1,194.20
7421	SZ 10.5 V4ORCE NITRUS	$	1,398.92
7422	SZ 11 V4ORCE NITRUS	$	1,330.68
7423	SZ 11.5 V4ORCE NITRUS	$	545.92

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7424	SZ 12 V4ORCE NITRUS	$	853.00
7425	SZ 13 V4ORCE NITRUS	$	580.04
7426	SZ 14 V4ORCE NITRUS	$	136.48
7427	SZ 15 V4ORCE NITRUS	$	68.24
7428	SZ 13 V4ORCE PLAYMAKER	$	133.71
7429	SZ 14 V4ORCE PLAYMAKER	$	44.57
7434	98990005 - KCN GENERIC ITEM NOT FOUND_____	$	59.65
7435	98990005 - KCN GENERIC ITEM NOT FOUND_____	$	59.65
7436	98990005 - KCN GENERIC ITEM NOT FOUND_____	$	59.65
7442	98990005 - KCN GENERIC ITEM NOT FOUND_____	$	119.30
7551	5227907501 - REEBOK_BASKETBALL SHOE_BB4600 MID_SZ 7.5___WHITE_MENS	$	-
7552	5227908001 - REEBOK_BASKETBALL SHOE_BB4600 MID_SZ 8___WHITE_MENS	$	65.32
7553	5227908501 - REEBOK_BASKETBALL SHOE_BB4600 MID_SZ 8.5___WHITE_MENS	$	65.32
7578	5227909501 - REEBOK_BASKETBALL SHOE_BB4600 MID_SZ 9.5___WHITE_MENS	$	261.28
7579	5227910001 - REEBOK_BASKETBALL SHOE_BB4600 MID_SZ 10___WHITE_MENS	$	65.32
7580	5227911001 - REEBOK_BASKETBALL SHOE_BB4600 MID_SZ 11_REGULAR__WHITE_MENS	$	65.32
7605	5227912001 - REEBOK_BASKETBALL SHOE_BB4600 MID_SZ 12___WHITE_MENS	$	326.60
7623	SZ13 RBK BB4600 MID BBALL	$	261.28
7634	SZ10.5 RBK BB4600 MID BBA	$	391.92
7827	SZ 10-W V4ORCE PLYMAKER	$	-
7828	SZ 11-W V4ORCE PLYMAKER	$	89.14
7829	SZ11.5-W V4ORCE PLYMAKER	$	178.28
7942	THERMAL PANT SZ 5X	$	23.55
7946	GREY SWEATPANTS SZ 6X	$	565.20
7947	GREY SWEATPANTS SZ 5X	$	518.10
7948	GREY SWEATSHIRT SZ 6X	$	234.58
7949	GREY SWEATSHIRT SZ 5X	$	638.17
7996	5122240007 - HANES_BRA_1973/1105/1974_SZ 40C__EA_WHITE_WOMENS	$	18.77
8007	SZ6 WMNS HI-CUT BRIEFS	$	27.14
8008	SZ7 WMNS HI-CUT BRIEFS	$	27.30
8009	SZ8 WMNS HI-CUT BRIEFS	$	16.70
8010	SZ9 WMNS HI-CUT BRIEFS	$	13.25
8047	MEN REEBOK B4600 SZ7	$	199.88
8050	MEN REEBOK B4600 SZ8.5	$	330.52

8051	MEN REEBOK B4600 SZ9	$ 391.92
8052	MEN REEBOK B4600 SZ9.5	$ 653.20
8053	MEN REEBOK B4600 SZ10	$ 326.60
8054	MEN REEBOK B4600 SZ10.5	$ 457.24
8055	MEN REEBOK B4600 SZ11	$ 326.60
8056	MEN REEBOK B4600 SZ11.5	$ 261.28
8057	MEN REEBOK B4600 SZ12	$ 195.96
8058	MEN REEBOK B4600 SZ13	$ 391.92
8059	MEN REEBOK B4600 SZ14	$ 65.32
8060	MEN REEBOK B4600 SZ15	$ 65.32
8061	SZ12.5 REEBOK BB4600	$ 65.32
8100	CLEAR ADAPTER	$ 31.29
8151	2XL LNG SLV T-SHRT NO PKT	$ 5.30
8159	BASEBALL CAP (GRAY)	$ 189.34
8169	WEIGHTLIFTING GLOVES	$ 372.83
8227	BASEBALL CAP - WHITE	$ 47.56
8228	BALL CAP/MESH -ORANGE	$ 4.84
8231	BASEBALL CAP WHITE	$ 174.82
8232	BASEBALL CAP KHAKI (TAN)	$ 1,103.81
8241	RUSSELL COTTON SHORT-MED	$ 1,152.14
8242	RUSSELL COTTON SHORT-LRG	$ 1,709.75
8243	RUSSELL COTTON SHORT-XLRG	$ 3,208.16
8244	RUSSELL COTTON SHORT-2XLG	$ 4,175.57
8245	RUSSELL COTTON SHORT-3XLG	$ 3,327.78
8248	RED BASEBALL CAP	$ 19.36
8265	SZ 10WD DIRECT ATTACH WKB	$ 565.98
8270	SZ 7.5WD DRCT ATTCH WRKBT	$ 94.33
8272	SLEEK OVAL SUNGLASSES	$ 1,198.41
8278	SZ 8.5WD DRCT ATTCH WRKBT	$ 377.32
8359	SZ 8 V4ORCE PLAYMAKER	$ 44.57
8360	SZ 8.5 V4ORCE PLAYMAKER	$ 89.14
8361	SZ 9 V4ORCE PLAYMAKER	$ 89.14
8362	SZ 9.5 V4ORCE PLAYMAKER	$ 133.71
8363	SZ 10 V4ORCE PLAYMAKER	$ 222.85

8364	SZ10.5 V4ORCE PLAYMAKER	$	178.28
8365	SZ 11 V4ORCE PLAYMAKER	$	222.85
8366	5262311501 - V4ORCE_BASKETBALL SHOE_PLAYMAKER_SZ 11.5_REGULAR__WHITE_MENS	$	89.14
8367	SZ 12 V4ORCE PLAYMAKER	$	89.14
8440	NB CROSS TRNR SZ 7.5/2E	$	75.77
8443	NB CROSS TRNR SZ 9/2E	$	75.77
8445	NB CROSS TRNR SZ 10/2E	$	153.75
8446	NB CROSS TRNR SZ 10.5/2E	$	151.54
8447	NB CROSS TRAINER SZ 11/2E	$	75.77
8448	NB CROSS TRNR SZ 11.5/2E	$	227.31
8449	NB CROSS TRNR SZ 12/2E	$	606.16
8450	NB CROSS TRNR SZ 13/2E	$	75.77
8451	NB CROSS TRNR SZ 14/2E	$	75.77
8479	5096807001 - NIKE_BASKETBALL SHOE_OVERPLAY VII_SZ 7_REGULAR__WHITE & GRAY_MENS	$	86.70
8480	5096807501 - NIKE_BASKETBALL SHOE_OVERPLAY VII_SZ 7.5_REGULAR__WHITE & GRAY_MEI	$	86.70
8481	5096808001 - NIKE_BASKETBALL SHOE_OVERPLAY VII_SZ 8_REGULAR__WHITE & GRAY_MENS	$	168.49
8482	5096808501 - NIKE_BASKETBALL SHOE_OVERPLAY VII_SZ 8.5_REGULAR__WHITE & GRAY_MEI	$	163.58
8483	SZ 9 NIKE OVERPLAY SHOE	$	327.16
8484	5096809501 - NIKE_BASKETBALL SHOE_OVERPLAY VII_SZ 9.5_REGULAR__WHITE & GRAY_MEI	$	163.58
8485	SZ10 NIKE OVERPLAY SHOE	$	408.95
8486	10.5 NIKE OVERPLAY SHOE	$	981.48
8487	SZ11 NIKE OVERPLAY SHOE	$	408.95
8488	5096811501 - NIKE_BASKETBALL SHOE_OVERPLAY VII_SZ 11.5_REGULAR__WHITE & GRAY_MI	$	408.95
8489	SZ12 NIKE OVERPLAY SHOE	$	490.74
8490	SZ13 NIKE OVERPLAY SHOE	$	163.58
8495	NB CROSS TRNR SZ 8D	$	75.77
8496	NB CROSS TRNR SZ 8.5D	$	151.54
8497	NB CROSS TRNR SZ 9D	$	75.77
8498	NB CROSS TRNR SZ 9.5D	$	378.85
8499	NB CROSS TRNR SZ 10D	$	378.85
8500	NB CROSS TRNR SZ 10.5D	$	454.62
8501	NB CROSS TRNR SZ 11D	$	151.54
8502	NB CROSS TRNR SZ 11.5D	$	151.54
8503	NB CROSS TRNR SZ 12D	$	75.77

8504	NB CROSS TRNR SZ 13D	$	151.54
8525	5245007501 - DISC-SEE 53686-NEW BALANCE_CROSS TRAINING SHOE_WX408N_SZ 7.5 B_REG	$	160.64
8527	SZ 8.5 WOMENS NEW BALANCE	$	75.77
8533	SZ 5.5 WMNS RBK CLSC LTHR	$	121.21
8534	SZ 6 WMNS RBK CLSC LTHR	$	602.52
8535	SZ 6.5 WMNS RBK CLSC LTHR	$	536.62
8536	SZ 7 WMNS RBK CLSC LTHR	$	900.25
8537	SZ 7.5 WMNS RBK CLSC LTHR	$	1,440.40
8538	SZ 8 WMNS RBK CLSC LTHR	$	1,187.39
8539	SZ 8.5 WMNS RBK CLS LTHR	$	1,021.46
8540	SZ 9 WMNS RBK CLSC LTHR	$	180.05
8541	SZ 9.5 WMNS RBK CLSC LTHR	$	183.58
9098	5206108801 - NEW BALANCE_CROSS TRAINING SHOE_MX407N_SZ 8.5 2E_WIDE__WHITE_ME	$	75.77
9099	SZ8.5-4E NEW BALNCE MX407	$	75.77
9101	SZ 5.5 NIKE WMN'S T-LITE	$	225.08
9102	SZ 6 NIKE WMN'S T-LITE	$	223.54
9103	SZ 6.5 NIKE WMN'S T-LITE	$	170.45
9104	SZ 7 NIKE WMN'S T-LITE	$	281.45
9105	SZ 7.5 NIKE WMN'S T-LITE	$	877.36
9106	SZ 8 NIKE WMN'S T-LITE	$	667.14
9107	SZ 8.5 NIKE WMN'S T-LITE	$	726.79
9108	SZ 9 NIKE WMN'S T-LITE	$	551.32
9109	SZ 9.5 NIKE WMN'S T-LITE	$	109.26
9110	SZ 10 NIKE WMN'S T-LITE	$	168.91
9111	SZ 11 NIKE WMN'S T-LITE	$	54.63
9113	SZ10.5 NIKE WMNS T-LITE	$	54.63
9159	SZ 9-4E NEW BALANCE MX407	$	75.77
9201	5206109801 - NEW BALANCE_CROSS TRAINING SHOE_MX407N_SZ 9.5 2E_WIDE__WHITE_ME	$	227.31
9301	5206110301 - NEW BALANCE_CROSS TRAINING SHOE_MX407N_SZ 10 2E_WIDE__WHITE_MEI	$	227.31
9307	5206110801 - NEW BALANCE_CROSS TRAINING SHOE_MX407N_SZ 10.5 2E_WIDE__WHITE_M	$	151.54
9308	SZ10.5-4E NW BALNCE MX407	$	151.54
9317	SZ11-4E NEW BALANCE MX407	$	227.31
9322	SZ 14 TIMBERLAND WRKBT	$	94.33
9324	5206111801 - NEW BALANCE_CROSS TRAINING SHOE_MX407N_SZ 11.5 2E_WIDE__WHITE_M	$	151.54

9325	SZ11.5-4E NW BALNCE MX407	$	227.31
9327	5206112301 - NEW BALANCE_CROSS TRAINING SHOE_MX407N_SZ 12 2E_WIDE__WHITE_MEI	$	227.31
9329	SZ 12-4E NW BALANCE MX407	$	303.08
9331	5206113301 - NEW BALANCE_CROSS TRAINING SHOE_MX407N_SZ 13 2E_WIDE__WHITE_MEI	$	75.77
9333	SZ14-W DRCT ATTCH WRKBT	$	188.66
9362	SZ13-4E NW BALAHNCE MX407	$	151.54
9369	SZ15-4E NEW BALANCE MX407	$	151.54
9513	SZ10.5W PLAYMAKER SHOES	$	44.57
9514	SZ11W PLAYMAKER SHOES	$	-
9516	SZ12W PLAYMAKER SHOES	$	89.14
9517	5262313401 - V4ORCE_BASKETBALL SHOE_PLAYMAKER_SZ 13 4E_EXTRA WIDE__WHITE_MEN	$	89.14
Grand Total		**$**	**269,763.49**

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EXHIBIT

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EXHIBIT C

WV Division of Corrections
COR61549
Facility Descriptions - Current Operations

Facility Name	Address	Type	# Inmates	Gender	Type of Service	Inmate Spending Limits Per Day/Week/Month	Perishables
Anthony Correctional Center	HC 70, Box N-1 White Sulphur Springs, 24986	Minimum - Youthful Offender 18-26 yrs	220	M/F	Off-Site Delivery	*See Note on Attached Page	No
Beckley Correctional Center	111 S. Eisenhower Drive Beckley, 25801	Minimum/Work Release	59	M/F	Off-Site Delivery	None	No
Charleston Correctional Center	607 Brooks Street Charleston, WV 25301	Mininum	66	F	Off-Site Delivery	NA	No
Denmar Correctional Center	HC 64, Box 125 Hillsboro, 24946	Medium	216	Male	Off-Site Delivery	None	No
Huttonsville Correctional Center	US Rt. 250 South Huttonsville, 26273	Maximum	1136	Male	Window/On-Site	$100/week	Yes
Work Camp - Huttonsville	US Rt. 250 South Huttonsville, 26273	Minimum	48	Male	On-Site Delivery	$100/week	Yes
Lakin Correctional Center	11264 Ohio River Road West Columbia, 25287	Multi-Security	455	Female	Window/On-Site	$100/week	Yes
Martinsburg Correctional Center	38 Grapevine Road Martinsburg, 25401	Intake/Maximum	120	Male	Off-Site Delivery	$10/week	No

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WV Division of Corrections
COR61549
Facility Descriptions - Current O

Facility Name	5-Year Sales	Window Service Operation Hours and/or On-Site/Off-Site Delivery Times	Comments
Anthony Correctional Center	$ 585,525	Evening delivery/One per week/Before 5:00 p.m	Male Population, 208 Female Population, 12
Beckley Correctional Center	$ 10,737	One Per Week	
Charleston Correctional Center	NA	One Per Week------when facility opens	Combination Correctional Center/Work Release. Currently a Work Release with 66 inmates. New Center to open January 2015.
Denmar Correctional Center	$ 830,402	Two Per Week/Monday & Thursday Evenings	
Huttonsville Correctional Center	$ 4,593,763	Window-M-F 7 a.m.-5 pm	
Work Camp - Huttonsville	NA - New Site		Work Camp on prison property - Outside of Fence
Lakin Correctional Center	$ 2,036,616	Will have window service with new contract	
Martinsburg Correctional Center	$ 126,401	One Per Week	

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WV Division of Corrections
COR61549
Facility Descriptions - Current Operations

Facility Name	Address	Type	# Inmates	Gender	Type of Service	Inmate Spending Limits Per Day/Week/Month	Perishables
Mt. Olive Correctional Complex	1 Mountainside Way Mt. Olive, 25185	Maximum/Medium	1076	Male	Window/On-Site	***See Note on Attached Page**	Yes
Slayton Work Camp - Mt. Olive	1 Mountainside Way Mt. Olive, 25185	Minimum	50	Male	On-Site Delivery	$125/Week	Yes
Northern Correctional Facility	112 Northern Regional Correctional Drive Moundsville, WV 26041	Maximum	253	Male	On-Site Delivery	**$100/See Note on Attached**	Yes
Northern Regional Jail	112 Northern Regional Correctional Drive Moundsville, WV 26041	Jail Inmates	373	M/F	On-Site Delivery	$50/week	No
Ohio County Correctional Complex	1501 Eoff Street Wheeling, 26003	Community/Minimum	66	Male	Satellite Delivery	$125/week	Yes
Parkersburg Correctional Center	225 Holiday Hills Drive Parkersburg, 26170	Minimum	30	Male	Off-Site Delivery	$75/week	No
Pruntytown Correctional Center	Rt. 4, Box 49A Grafton, 26354	Minimum/Medium	369	Male	Window/On-Site	$100/week	Yes
Salem Correctional Center	7 Industrial Blvd. Industrial, WV 26426	Minimum/Medium	400	Male	Off-Site Delivery	$100/week	No
St. Mary's Correctional Center	2880 N. Pleasants Highway St. Mary's, 26170	Medium	554	Male	Window/On-Site	$125/day, max $250/week	Yes

WV Division of Corrections
COR61549
Facility Descriptions - Current O

Facility Name	5-Year Sales	Window Service Operation Hours and/or On-Site/Off-Site Delivery Times	Comments
Mt. Olive Correctional Complex	$ 4,544,876	***See Note on Attached Page**	
Slayton Work Camp - Mt. Olive	NA - New Site	One Per Week	Work Camp on prison property
Northern Correctional Facility	$ 1,281,451	Commissary Processes Orders M-F, 7:00 am - 3:00 pm. In addition, NCF and OCCC have a food incentive program currently in place. Spending limits do not include local food purchases. Vendor will process local food purchases. Facility will provide vendor with delivery schedules for NCF and NRJ. OCCC picks up and delivers items to their inmates.	Current commissary has a total of 452 square feet, with 940 square feet of shelving. No window service at this facility. Ohio County items are bagged at NCF and picked up and delivered by OCCC staff. Also, see Note on attached page
Northern Regional Jail	Included in above total		
Ohio County Correctional Complex	Included in above total		
Parkersburg Correctional Center	NA - New Site	One Per Week	
Pruntytown Correctional Center	$ 1,652,078	Window - M-F, 8:00 a.m. - 4:00 p.m.	
Salem Correctional Center	NA - New Site	Two Per Week/Monday & Thursday Evenings	
St. Mary's Correctional Center	$ 2,082,081	Window - M, T, TH, F - 8:00 a.m. - 4:00 p.m., 3 service windows	

220032

WV Division of Corrections - COR61549 Commissary - Current Operation

NOTES:

1 When "none" is indicated under inmate spending limits, Vendor will ensure inmate has sufficient funds on account.

2 All Agency sites are smoke free - smoking areas provided for civilian staff

3 Vending machines and staff sales are not part of this contract

4 **Anthony Correctional Center:**
The inmate spending limits are based on phase of program inmate has completed

Phase 1: $10.00/week - hygiene and writing products
Phase 2: $20.00/week - all available items
Phase 3: $40.00/week - all available items
Phase 4: $50.00/week - all available items
Diagnostic Offenders: $20.00/week - all available items

5 **Mt. Olive Correctional Complex:**

Spending Limits:

General Population, Infirmary & Mental Health	$106/week
Segregation	Based on status-facility will advise vendor of limits

Window Hours of Operation:

Sunday	8:30 am - 3:30 pm
Monday	8:30 am - 7:30 pm
Tuesday	8:30 am - 3:30 pm
Wednesday	8:30 am - 7:30 pm
Thursday	8:30 am - 7:30 pm
Friday	8:30 am - 3:30 pm
Saturday	8:30 am - 3:30 pm

Deliveries:

Store orders are delivered once per week to Quilliams 1 Segregation Unit, Quilliams 2 Segregation Unit, Infirmary, and Mental Health Unit.
Segregation inmates are subject to limitations based upon their status

6 **Northern Correctional Facility :**
In addition to the $100/week spending limit, inmates are allowed two canteen days with a spending limit of $17.00/day

EXHIBIT

D

EXHIBIT D

000035

WV-48 (rev. 06/08/12)

State of West Virginia
Purchasing Division

AGREEMENT

Purchase Order # COR61641 WVFIMS Account # 0000575158

TEAM Vendor # *72013S011 WVFIMS Vendor # 575158

, Tech Friends, Inc., 1021 S Main St, Jonesboro, AR 72401, agree(s) to perform the following services
or Division of Corrections, at (Agency) all locations (Location)
Tech Friends, Inc. agrees and consents to provide software system maintenance for the Lockdown Resident Banking system also known as inmate trustee accounting system. Both parties acknowledge the MOU dated June 19, 2013 between the DOC, DJS and Tech Friends, Inc., incorporated here by reference.

Date(s) of Service: From August 1, 2013 to July 31, 2014.

The rate of pay shall be $4,585 per month, not to exceed $ $55,020 for the entire term of the contract.

NOTE: Any anticipated travel must be incorporated into the vendor's fee. No travel will be reimbursed by the State and is the sole responsibility of the vendor. The following certification must be completed and signed if the vendor is a full-time employee of the State of West Virginia.
Please check the appropriate box below:

☒ I am not currently a full-time employee of the State of West Virginia;

☐ I am currently a full-time employee of the State of West Virginia.
(Complete the certification below)

It is hereby certified that the services to be performed under this agreement will not interfere with or detract from the full-time duties of the employee and the amount of annual compensation received by (above named vendor) from the State of West Virginia for full-time employment during the current fiscal year will be $. The Vendor serves as (Position) with the title of , certified by (Supervisor's Signature).

GENERAL TERMS AND CONDITIONS: The General Terms and Conditions for Agency Delegated Master Terms and Conditions located on the Purchasing Division's website at:

http://www.state.wv.us/admin/purchase/TCA.pdf

("Terms and Conditions") are hereby made a part of this agreement and are specifically incorporated herein by reference. By signing this agreement, Vendor certifies that it has reviewed the Terms and Conditions, fully understands them, and agrees to be bound by their provisions.

APPROVED BY:

Agency: Div. of Corrections

(Authorized Signature of Agency)

ASST
(Title)

8/14/13
(Date)

Vendor:

(Vendor Signature)

42-1643532
(Social Security or FEIN)

8/8/2013
(Date)

EXHIBIT

E

EXHIBIT E

000037

WVDOC (Commissary) (Oct12-Sept13)

Alias	Description	Sales
2	4OZ CONDITIONER	$ 107.31
10	15OZ VO5 SHAMPOO	$ 6,272.72
11	15OZ VO5 COND.	$ 2,113.20
15	SUAVE SHAMPOO 15OZ	$ 4,413.50
16	WATERFALL MIST COND	$ 3,263.75
18	PANTEEN PRO V SHAMPOO	$ 2,548.96
19	PANTEEN PRO V CONDITIONER	$ 2,570.44
20	4OZ DANDRUFF SHAMPOO	$ 1,177.74
30	SULFUR 8 SHAMPOO	$ 254.24
31	S-8 CONDITIONER	$ 195.04
35	3-N-1 CONDTNING SHAMPOO	$ 15.87
36	D&L PERM CREAM RLXR KIT	$ 483.00
40	HAIR FOOD W/VITAMIN E	$ 702.16
45	AFRICAN CROWN HAIRDRESS	$ 1,209.60
50	HAIRDRESS 5 OZ	$ 710.64
51	HAIRDRESS & PRESS OIL	$ 831.78
68	LUSTER PINK OIL MOIST 8OZ	$ 1,422.00
82	PERM HAIR COLOR-LT BROWN	$ 360.68
84	PERM HAIR COLOR-BLACK	$ 177.80
88	HAIR COLOR LT. ASH BLOND	$ 330.20
89	HAIR COLOR DARK BROWN	$ 589.28
94	NON-ALCOHOL HAIR SPRAY	$ 1,355.00
97	JERGENS 10OZ. ORG. LOTION	$ 5,512.00
100	ROLL-ON A/P DEOD.	$ 345.14
106	P-UP WOMENS A/P DEODORANT	$ 5,904.69
107	P-UP COOL ZONE DEODORANT	$ 2,632.50
108	P-UP CLR A/P - WINTER ICE	$ 5,353.28
118	FORCE A/P DEOD ROLL-ON	$ 666.52
138	SPEED STICK DEODORANT	$ 9,853.69
147	P-UP COOL WAVE A/P DEOD	$ 25,499.20
163	3-N-1 COND/SHAMPOO	$ 414.17
164	3-N-1 DAILY CONDITIONR	$ 214.57
211	COCOA BUTTER LOTION 12OZ.	$ 2,139.00
212	COCONUT LIME ALOE LOTION	$ 5,957.36
214	COCOA & SHEA COND LOTION	$ 3,150.94
236	LIKE LUBRIDERM 8OZ	$ 1,515.54
240	GEN STRIDEX(HTG SKIN CRM)	$ 2,269.65
242	ACNE TREATMENT CREME	$ 680.00
250	HYDROCORTISONE CREAM	$ 1,512.06
251	GEN TINACTIN(TOLNAFT CRM)	$ 1,681.44
260	MUSCLE RUB	$ 9.24
262	DYNA STEPP - DR. SCHOLLS	$ 12.25
271	BLISTEX LIP OINTMENT	$ 5,331.93
280	ULTRA SUNBLOCK LTN SPF30	$ 817.32

288	EXTRA STRENGTH APAP 500MG	$	11,306.02
289	IBUPROFEN 200MG	$	19,575.45
318	MILD SHAVE CREAM(RZRLESS)	$	607.56
320	REG MAGIC CREAM SHAVE	$	909.27
322	(1-EA)SLIM RAZOR	$	3,372.00
324	22934 - FRESHSCENT_SHAVE CREAM_BRUSHLESS_3 OZ_144/CS___	$	10.01
331	PRO-TECTION SHAVE CREAM	$	2,692.06
338	SF BRUSHLESS SHAVE CREAM	$	331.27
361	ELEMENTZ 3-N-1 SHAMPOO	$	3,041.80
362	DANDRUFF SHAMP/ALMND SHEA	$	3,269.79
363	STYLING GEL W/ALOE VERA	$	3,013.58
364	TROPICAL COCONUT SHAMPOO	$	5.47
367	THERAPY BODY LTN W/SHEA	$	3,523.50
368	TRIPLE BLADE RAZOR	$	1,997.64
369	REPLCMNT CARTRIDGES 4/PK	$	5,672.24
375	A/P GEL COOL ZONE	$	824.15
376	A/P GEL EXTREME	$	7.71
378	BUMP RAZOR 1/EA	$	249.57
397	NEXT1 COCOA BTTR SOAP 5OZ	$	3,408.44
398	DIAL TRANSLUCENT SOAP	$	15,440.41
400	IRISH SPRING 3.2OZ SOAP	$	10,660.71
424	MOISTURIZING SOAP 5 OZ	$	5,275.28
426	SPORT BAR SOAP	$	9,021.04
439	HRTG TRNLCNT SOAP W/ALOE	$	645.32
440	DOVE SOAP	$	11,668.88
444	NEUTROGENA SOAP	$	1,783.78
459	FLOSS-N-GO	$	454.02
491	SOAP DISH 2PC	$	1,615.95
500	8OZ MOUTHWASH MINT (NON-A	$	2,292.15
507	COLGATE CLR GEL T/P 4.2OZ	$	3,403.26
530	COOL WAVE CLR TOOTHPASTE	$	2,805.79
536	SENSITIVE TEETH T/PASTE	$	10,204.72
542	DENTAL FLOSSER/GUM STIM	$	3,832.92
550	TEK SOFT TOOTHBRUSH	$	1,271.76
551	TEK MED. TOOTHBRUSH	$	1,947.68
552	TEK HARD TOOTHBRUSH	$	1,165.92
570	COLGATE MEDIUM TOOTHBRUSH	$	794.50
580	TOOTHBRUSH HOLDER	$	1,133.05
581	APAP(LIKE X STGTH TYL)2PK	$	854.00
590	DENTURE TABLET	$	2,175.19
595	2.5OZ EFFERGRIP	$	7,007.16
596	DENTURE BATH (CUP)	$	233.41
597	DENTURE BRUSH	$	121.44
602	(BOX)SHEER BANDAGE	$	914.32
638	IMODIUM 12 PK	$	362.52
640	TUMS 3ROLL PACK - ORIGNAL	$	3,947.58
642	TUMS ORIG 1-ROLL	$	3,634.05

648	TAGAMET	$	3.85
651	GEN PRPARTN H (OINTMENT)	$	862.50
652	TRIPLE ANTIBOTIC OINTMENT	$	2,229.12
655	GEN PEPTO-BISMOL SMCH RLF	$	200.25
675	HALLS COUGH DROPS	$	4,440.62
680	1 DAY MULTI-VIT(NO IRON)	$	2,783.34
681	1 DAY VITAMINS W/IRON	$	3,582.75
706	CONTACT LENS CASE	$	48.59
711	SANITARY NAPKINS 10/BOX	$	44.46
712	REGULAR MAXI PAD 24CT/BX	$	33.40
717	TAMPONS/MULTI-PACK	$	1,067.60
720	FOOT POWDER	$	3,955.20
742	MULTIPURPOSE SOLUTION 4OZ	$	437.87
750	NAIL CLIPPER NO FILE	$	553.20
751	TRIM TOE NAIL CLIPPER	$	1,236.92
760	COTTON SWABS 100CT BOX	$	6,088.84
800	5 INCH COMB	$	102.17
810	MENS HAIR BRUSH	$	369.60
815	HAIRBRUSH W/O HANDLE	$	672.57
820	VENTED HAIR BRUSH	$	373.12
830	LARGE AFRO COMB	$	130.80
853	FOAM ROLLERS MED	$	21.20
855	PONYTAIL HOLDER	$	365.54
900	WW CINNAMON LIPSTICK	$	65.50
901	LGHT BEIGE FROST LIPSTICK	$	104.80
910	MASCARA	$	973.36
911	TWIN EYE/BROW PENCIL-BLK	$	706.56
920	EYESHADOW TRIO-ON CLOUD 9	$	920.40
938	BLACK ORCHID LIPSTICK	$	52.40
964	THINKING OF YOU CARD	$	2,333.68
1001	LARGE STAMPED ENVELOPE	$	19,405.13
1004	(1/EA)ONE CENT STAMP	$	22.03
1010	#10 WHITE ENVELOPE	$	6,459.75
1011	SM PLAIN WHITE ENVELOPE	$	429.81
1015	MANILLA ENVELOPE	$	2,223.84
1046	NOTEBOOK WIRELESS 80CT	$	3,256.63
1049	1 EACH 1ST CLASS STAMP	$	111,557.77
1050	BOOK OF TEN STAMPS	$	44,812.80
1055	5X8 WRITING PAD WHITE	$	774.20
1056	ADDRESS BOOK SMALL	$	1,154.19
1060	8.5 X 11 LETTER PAD WHT	$	5,819.49
1068	SECURITY PEN-BLACK	$	1,379.29
1077	#2 PENCIL	$	694.68
1081	COLORED PENCILS 12/BOX	$	905.79
1085	BEVELED ERASER	$	96.60
1086	POCKET DICTIONARY II	$	682.89
1087	SPANISH ENGLISH DICTIONAR	$	57.43

1091	BLACK PEN (PLASTIC CLIP)	$	1,230.40
1092	BLUE PEN (PLASTIC CLIP)	$	527.52
1101	JUVENILE BIRTHDAY CARD	$	676.48
1103	BIRTHDAY CARD	$	3,060.80
1106	LOVE CARD	$	3,556.48
1107	MISS YOU CARD	$	2,540.16
1109	FRIENDSHIP CARD - PAPER	$	155.00
1110	FRIENDSHIP CARD - ACETATE	$	995.52
1120	THANK YOU CARD	$	729.60
1121	SEASONAL GREETING CARD	$	8,208.96
1125	PHOTO ALBUM	$	2,054.36
1206	AAA 1/EA ION3 BATTERY	$	8,724.50
1209	9 VOLT BATTERY	$	68.50
1213	AA BATTERY 1EA	$	30,338.25
1256	FOAM EAR PLUG	$	6.44
1300	PLAYING CARDS	$	7,465.34
1305	PINOCHLE CARDS	$	288.22
1322	AM/FM DIGITAL RADIO	$	235.40
1349	SACRED ITEMS BOX	$	394.04
1401	BOWL 1.6 QT	$	7,695.78
1412	INSLTD COFFEE MUG/LID	$	472.41
1416	PRO POWER LIQD DETERGENT	$	4,955.41
1423	SPORK	$	1,304.18
1464	LEMON DISWASHING LIQUID	$	1,804.95
1470	LAUNDRY DETERGENT	$	66.25
1473	BOUNCE DRYER SHEETS	$	41.16
1483	26346 - AJAX_DISH LIQUID_LEMON_14 OZ_20/CS___	$	7.64
1504	SMALL T-SHIRT	$	223.00
1508	XXLG T-SHIRT	$	549.57
1509	3X LARGE T-SHIRT	$	394.03
1510	T-SHIRT 4XLG	$	91.19
1514	MEN BRIEFS SMALL	$	20.27
1516	MEN BRIEFS LRG	$	154.00
1517	MEN BRIEFS XL	$	246.31
1518	MEN BRIEFS 2XL	$	45.48
1519	BRIEFS WHITE 3XLG	$	12.88
1650	SZ 6 WOMENS PANTIES	$	26.65
1652	SZ 10 WOMENS PANTIES	$	7.24
1705	FOOT FRESHNER SHOE INSOLE	$	11.80
1706	COMFORT PLUS INSOLE 2PR	$	16.52
1956	SZ 6 VELCRO SHOES	$	66.95
1957	SZ 7 VELCRO SHOES	$	55.16
1958	SZ 8 VELCRO SHOES	$	95.33
1959	SZ 9 VELCRO SHOES	$	284.39
1960	SZ 10 VELCRO SHOES	$	526.21
1961	SZ 11 VELCRO SHOES	$	514.42
1962	SZ 12 VELCRO SHOES	$	267.80

1963	SZ13 VELCRO SHOES	$	174.07
2000	S.S. KEEFE COFFEE	$	510.00
2010	4OZ KEEFE COFFEE	$	51,334.05
2011	KF DECAF(CLRPK W/ZIP)3 OZ	$	274.64
2014	INST.CAPPUCCINO FR.VANIL	$	6.16
2015	FD COFFEE CLRPK W/ZIP 3OZ	$	58.61
2016	NESCAFE 4OZ CLRPK W/ZIP	$	11,529.35
2017	MAXWELL HOUSE 4 OZ CLEAR	$	73,708.75
2026	10PK TEA BAGS	$	10,997.85
2028	KF TEA BAGS 48 COUNT	$	6,360.14
2041	BC FRNCH VAN CAPPUCCNO	$	27,244.82
2043	GATORADE FRUIT PUNCH 1 QT	$	30,339.05
2059	PARMALOT 2% MILK	$	4,771.63
2063	KF PREMIUM COFFEE CLRPK	$	14.83
2069	NESTLE SS SF HOT COCOA	$	1,472.80
2070	S.S. HOT COCOA	$	1,175.90
2071	10 OZ. HOT COCOA CLR (KF)	$	21,284.04
2079	SUGARTWIN 2 W/ASPARTAME	$	41,138.28
2081	SUGAR PACKET SINGLE	$	2,590.83
2094	BIGELOW GREEN TEA 20/CT	$	4,033.17
2102	FOLGERS INST DECF JAR 8OZ	$	3,096.74
2105	N/S SS TEA W/LEMON	$	2,343.88
2110	N/S S.S FRUIT PNCH	$	6,250.20
2115	N/S SS BLACK CHRY	$	9,314.58
2120	N/S SS LEMONADE	$	8,126.80
2254	WHOLE MILK - PINT	$	7,358.19
2275	BOTTLED WATER 16.9-OZ	$	3,129.44
2282	KEEFE ALTURO BLEND COFFEE	$	31,775.34
2283	KEEFE COL0MBIAN BLEND	$	66,093.95
2301	NESTEA W/LEMON 5.5 OZ CLR	$	1,758.10
2340	GATORADE LEMON LIME 1 QT	$	13,583.68
2396	PEPSI 20 OZ.	$	163,044.96
2397	MOUNTAIN DEW 20 OZ.	$	105,114.90
2398	DIET PEPSI 20 OZ.	$	22,257.88
2485	PEPSI 12OZ CAN - WV	$	33,273.40
2488	SIERRA MIST 20OZ - WV	$	9,400.08
2489	DIET SERRA MIST 20OZ - WV	$	6,382.26
2490	ROOT BEER 20OZ	$	18,650.70
2491	CF DIET PEPSI 20OZ	$	1,699.18
2492	GINGER ALE 20OZ	$	10,596.82
2493	ORANGE SODA 20OZ	$	22,731.70
2606	1/4 CHEESEBURGER W/BUN	$	78,271.20
2610	FROZEN MIXED VEGETABLES	$	7,839.76
2611	BOLOGNA/SLICED	$	15,823.68
2612	HOT DOGS	$	33,174.12
2628	PEPPERONI PIZZA	$	1,773.64
2629	CHEESE PIZZA	$	12.72

2630	BC BLACK BEANS 10OZ	$	2,979.15
2639	EXTRA FRENCH DRESSING	$	16.96
2640	4994 - GEN_SALAD DRESSING_EXTRA SWEET & SOUR_1.5 OZ_1/EA_PLASTIC PKG__	$	1.28
2641	EXTRA HONEY MUSTARD DRSNG	$	16.64
2642	4996 - GEN_SALAD DRESSING_THOUSAND ISLAND EXTRA_1.5 OZ_1/EA_PLASTIC PKG__	$	12.16
2643	EXTRA BLUE CHEESE DRESSNG	$	19.84
2644	STEAK BURRITO	$	391.76
2645	CHICKEN (HOT) BURRITO	$	80.24
2646	5006 - GEN_BURRITO_BEEF (HOT)__1/EA_STYROFOAM__	$	51.92
2647	5007 - GEN_BURRITO_STEAK (MED)__1/EA_STYROFOAM__	$	37.76
2648	5008 - GEN_BURRITO_CHICKEN (MEDIUM)__1/EA_STYROFOAM__	$	42.48
2649	5009 - PINK DOOR PIZZA_BURRITO_BEEF MEDIUM__1/EA_STYROFOAM__	$	18.88
2652	MILD STEAK BURRITO	$	33.04
2653	5012 - PINK DOOR PIZZA_BURRITO_CHICKEN MILD__1/EA_STYROFOAM__	$	14.16
2654	5013 - GEN_BURRITO_BEEF (MILD)__1/EA_STYROFOAM__	$	33.04
2655	SHRIMP & FRIES	$	342.72
2656	FRIES	$	119.78
2657	ONION RINGS	$	120.80
2658	1-DZ PEPPERONI ROLLS	$	400.05
2659	DEEP FRIED MUSHROOMS	$	57.24
2660	BREAD STICKS W/SAUCE	$	171.45
2661	CHICKEN STRIPS	$	184.15
2662	2-PIECE FISH DINNER	$	336.55
2664	MACARONI & CHEESE 3 OZ	$	5,628.10
2665	SPICY MAC & CHEESE 3 OZ	$	1,540.40
2667	SPICY CHEESY RICE 2 OZ	$	1,132.55
2670	SPICY REFRIED BEANS&RICE	$	1,367.43
2780	PIZZA KIT (2/PK) 7"CRUST	$	7,611.76
2799	POWDERED EGGS/PLSTC BTL	$	3,540.16
2800	CHOC ICE CREAM - PINT	$	11,800.98
2801	VANILLA ICE CREAM - PINT	$	8,749.24
2802	SUGARLESS FLAVOR ICE CRM	$	1.92
2803	WV FLAVOR OF THE MONTH	$	81,415.42
2804	ICE CREAM SANDWICH	$	1,647.24
2805	NUTTY CONE	$	2,884.80
2807	WHITE BREAD	$	29,421.00
2808	WHEAT BREAD	$	26,988.62
2809	HAMBURGER BUNS 8/PK	$	1,535.95
2810	YOGURT	$	6,942.32
2811	MILK 2% - PINT	$	8,469.30
2812	HOT DOG BUNS 8/PK	$	7,569.25
2830	WHITE BREAD - WV	$	1,330.00
3003	ZC SHORTBREAD COOKIE	$	4,601.17
3004	ZC PB CREME COOKIES 6 OZ	$	2,588.12
3014	FIG BARS	$	2,118.34
3020	OREO SANDWICH COOKIES	$	6,179.04
3026	CHOCOLATE MOON PIE	$	2.52

3030	ZC VNILLA CRM COOKIES 6OZ	$ 1,358.98
3031	ZC ORNG-PNAPPLE CRMS 6OZ	$ 1,501.16
3035	ZC CHOC CHIP COOKIES 6OZ	$ 11,994.53
3040	ZC ICED OATML COOKIES 6OZ	$ 11,080.38
3045	ZC DUPLEX CREMES 6OZ	$ 1,191.48
3052	ZC VANILLA WAFERS 16OZ	$ 4,215.36
3098	UNSALTED CRACKERS 16OZ	$ 69.23
3100	CINNAMON CRISP	$ 1,351.82
3107	(BOX)SALTINE CRACKERS	$ 32,778.54
3110	SIMPLY SOCIAL CRACKERS	$ 1,327.95
3114	SNACK CRACKERS (LIKE RITZ	$ 17,046.44
3115	CHEEZ ITS CRACKERS 1.5OZ	$ 5,389.50
3124	PEANUT BUTTER CRKRS (SLV)	$ 7,016.36
3130	CHEESE SAND CRKRS(SLEEVE)	$ 39,381.94
3154	HABANERO TORTILLA CHIPS	$ 12,424.21
3198	2/PK STRWBRY TSTR PASTRY	$ 12,722.82
3200	BANANA MARSHMALLOW PIE	$ 1,220.90
3205	CHOCOLATE MARSHMALLOW PIE	$ 5,901.31
3226	ZC CHOCOLATE ICED ZU ZU	$ 6,269.71
3230	(EA) ZC PB WAFERS	$ 55,747.38
3231	(EA) ZC YUM YUM'S	$ 26,322.72
3236	(EA) ZC SWISS ROLLS	$ 15,801.50
3245	(EA)ZC D-DUNX	$ 7,309.17
3248	ZC ICED SWIRL	$ 7,440.52
3251	POPTARTS STRAWBERRY 6/BX	$ 4.00
3252	631 - TOAST EMS_TOASTER PASTRIES_BROWN SUGAR CINNAMON_11 OZ_3/BX 12BX/CS_W	$ 2.02
3270	ZC CHOC CREME CUPCAKE	$ 7,751.76
3273	CHOCOLATE HONEY BUN	$ 28,354.42
3274	ZC MONSTER ICED BUNEEZ	$ 35,850.63
3283	VANILLA PUDDING (4/PK)	$ 4,578.02
3290	ZC STRAWBERRY ZU ZU 2/PK	$ 5,940.24
3291	ZC WHAM WHAMS	$ 5,790.34
3295	ZC BLUEBERRY ZU ZU 6/PK	$ 9,641.50
3329	ZC LONG JOHN-JELLY FILLED	$ 4,723.27
3336	FROSTED SHREDDED WHEAT	$ 13,479.80
3342	GVC RAISIN BRAN CEREAL	$ 12,385.08
3343	GVC HONEY TOASTED OATS	$ 4,680.59
3357	CINNAMON SQUARES	$ 6,054.03
3558	SLICED HARD SALAMI	$ 3,222.54
3559	SLICED PEPPERONI	$ 60,567.40
3581	JL HOT LIL CHUB SAUSAGE	$ 65,093.58
3585	JL REG SUMMER SAUSAGE 5OZ	$ 73,186.04
3652	5XL CREWNECK T-SHIRT	$ 61.91
3669	6XL CREWNECK T-SHIRT	$ 70.50
3679	SF COUGH DROPS	$ 9,796.52
3692	MULTI-PURPOSE SOLUTION	$ 546.00
3919	SONY CD PLAYER AM/FM CLR	$ 1,236.00

3923	COPY PAPER	$	763.83
4000	M&M PLAIN	$	7,843.84
4001	M&M PEANUT	$	9,033.93
4005	BUTTERFINGER	$	9,599.41
4010	SNICKERS BAR	$	23,555.34
4014	DIETETIC CHOCOLATE	$	13.00
4015	NESTLES CRUNCH	$	5,208.91
4019	CHICK O STICK	$	5,409.00
4031	TWIX BAR	$	11,862.83
4032	THREE MUSKETEER BAR	$	11,512.98
4035	REESES P/BUTTER CUP	$	13,309.82
4036	HERSHEY'S CHOCOLATE BAR	$	13,927.00
4037	HERSHEY'S W/ALMONDS	$	8,061.83
4040	SKITTLES	$	14,232.93
4100	BUTTERSCOTCH BUTTONS	$	7,284.49
4103	BIT O HONEY	$	3,776.51
4117	TWIZZLERS - STRAWBERRY	$	3,690.19
4120	ROOTBEER BARRELS	$	2,986.85
4121	JELLY BEANS 4.25 OZ.	$	4,046.01
4130	SUGAR FREE MINTS 1/ROLL	$	824.05
4131	PEPPERMINT LIFESAVERS	$	1,029.00
4135	JOLLY RANCHERS ASST. 3.7O	$	24,244.97
4140	JOLLY RANCHER FIRE 3.7OZ	$	3.65
4145	STARLITE MINTS 3.75OZ	$	7,092.16
4146	ATOMIC FIRE BALLS	$	14,011.18
4149	DIGBY ALLSTAR'S	$	22,838.59
4150	SOUR FRUIT BALLS 4.25OZ	$	9,063.43
4154	ORANGE SLICES 5.7 OZ	$	3,055.92
4155	SUGAR FREE WILD FRUIT 1.7	$	1,826.01
4160	TOOTSIE ROLLS	$	4,078.90
4185	APPLE DANISH	$	3,864.58
4186	7540 - DISC-JJ'S_MARSHMALLOW CRISPY__1.56 OZ_300/CS_BOX__	$	0.39
4198	TWIN BLD DISP RAZORS 5PK	$	8,279.08
4199	CLOSE-UP TOOTHPASTE 4OZ	$	13,911.18
4201	AMBI COCOA BUTTER SOAP	$	1,160.00
4210	GV FRUIT ROLLS CEREAL	$	4,316.80
4229	SUAVE GREEN APPLE SHAMPOO	$	7,392.39
4234	CLEAR THERMAL MUG	$	5,001.91
4238	TAMPONS W/O APPLICATOR	$	175.90
4264	LIQU FOUNDATION/FR TOAST	$	3.71
4266	TINTED MOISTRZR/BEIGE	$	801.36
4267	MWH FRZDRD COFFEE CLR 8OZ	$	116,530.94
4282	LRG PEPPERONI PIZZA	$	1,397.76
4283	MED PEPPERONI PIZZA	$	1,301.86
4284	LRG CHEESE PIZZA	$	116.48
4285	MED CHEESE PIZZA	$	120.34
4286	EXTRA PEPPERONI	$	58.52

4287	EXTRA CHEESE	$	90.86
4288	4964 - GEN_PIZZA TOPPING_EXTRA GREEN OLIVES__1/EA___	$	23.10
4289	HAM (TOPPING)	$	76.23
4290	MUSHROOMS (TOPPING)	$	90.86
4291	MILD PEPPERS (TOPPING)	$	101.64
4292	ONIONS (TOPPING)	$	62.37
4293	BLACK OLIVES (TOPPING)	$	41.58
4294	BACON (TOPPING)	$	137.06
4295	SAUSAGE (TOPPING)	$	96.25
4296	GREEN PEPPERS (TOPPING)	$	33.88
4297	HOT WINGS	$	319.60
4298	PLAIN WINGS	$	18.80
4299	BBQ WINGS	$	169.20
4325	ITALIAN SUB	$	448.80
4326	STEAK SUB	$	719.40
4327	4975 - GEN_SANDWICH_CHICKEN SUB_12 IN_1/EA_PAPER WRAPPED__	$	33.00
4328	HAM & CHEESE SUB	$	257.40
4329	4976 - GEN_SANDWICH_MEATBALL SUB_12 IN_1/EA_PAPER WRAPPED__	$	85.80
4330	MAYO PACKET	$	37.44
4331	ITALIAN CALZONE	$	314.96
4332	4979 - GEN_CALZONE_VEGGIE__1/EA_BOX__	$	35.56
4333	BACON CALZONE	$	203.20
4334	4989 - GEN_SALAD_PLAIN CHEF W/DRESSING__1/EA_STYROFOAM__	$	4.15
4335	CHEF SALAD W/DRESSING	$	265.60
4336	EXTRA ITALIAN DRESSING	$	20.48
4337	EXTRA RANCH DRESSING	$	147.84
4429	ZC STRAWBERRY SF WAFERS	$	1,167.01
4430	ZC BLUEBERRY CHS DANISH	$	6,935.00
4569	TWO CENTS STAMP	$	13.84
4689	WASTEBASKET	$	58.52
4887	3 RING BINDER	$	574.75
4901	(SS) FULLY COOKED BACON	$	12,107.75
5588	AREA RUG	$	247.94
6000	CHICKEN RAMEN	$	13.94
6002	BEEF RAMEN	$	6.15
6004	TEXAS BEEF RAMEN	$	3.69
6005	CHILI RAMEN	$	3.69
6007	CAJUN CHICKEN RAMEN	$	34.85
6011	HOT & SPICY VEG RAMEN	$	4.51
6013	CAJUN CHICKEN RAMEN	$	36,822.10
6018	TEXAS BEEF RAMEN SOUP	$	39,684.31
6026	CHILI RAMEN	$	56,242.16
6041	SPAGHETTI 1 LB BAG	$	32,202.91
6046	CHICKEN RAMEN	$	24,843.13
6048	BEEF RAMEN	$	21,236.77
6050	KK INSTANT RICE	$	8,255.60
6051	KK BROWN RICE 6.5 OZ	$	7,263.66

6052	HOT & SPICY VEG RAMEN	$	53,239.32
6055	SPANISH RICE W/CHEESE	$	6.48
6059	MCHN SHRIMP FLV RAMEN	$	8,689.13
6062	KF SPAGHETTI SQZ SAUCE	$	7,265.85
6079	WHOLE SHABANG 1.5 OZ	$	3,816.45
6080	WHOLE SHABANG 6OZ	$	24,290.63
6083	WHT CHEDDAR POPCORN 5OZ	$	7,104.04
6100	POTATO CHIPS	$	1,029.15
6105	BBQ POTATO CHIPS	$	6.77
6106	PRETZELS	$	1,784.22
6112	BBQ CORN CHIPS	$	2.06
6114	HOT FRIES (ANDY CAPP)	$	3,834.70
6116	CHEESE PUFFS	$	1,158.87
6117	CA CHEESE CRUNCHY	$	12,073.68
6120	NACHO TORTILLA CHIPS	$	1,628.86
6125	HOT CHIPS 1.5 OZ	$	5,484.60
6126	SOUR CREAM ONION 1.5 OZ	$	2,613.15
6127	HOT SPICY PORK RINDS	$	9,508.55
6131	CHEESE POPCORN 1 OZ.	$	1,750.26
6134	ML CARAMEL POPCORN	$	2,738.32
6140	BC JERK PORK	$	9,321.90
6142	CA NACHO TORTILLA CHIPS	$	4,457.87
6143	SOUR CREAM & ONION	$	43,067.34
6147	PULLED CHKN/BUFFALO SAUCE	$	2,796.26
6150	KEEFE 10OZ NACHO CHIPS	$	24,631.70
6154	NACHO FLVR DORITOES 2-OZ	$	10,249.85
6155	CA CORN CHIPS	$	8,927.20
6156	LITE BTTR MW POPCORN	$	4,596.27
6160	POTATO CHIPS 6OZ BAG	$	17,836.48
6166	CA BBQ CORN CHIPS	$	24,806.21
6167	CHEETOS 2-OZ	$	5,191.59
6172	BC CHILI NO BEANS	$	12,698.98
6174	BC HOT CHILI W/ BEANS	$	80,114.54
6178	FC MACKERAL	$	16,249.99
6179	FC SARDINES IN OIL	$	1,808.73
6183	FC CLAMS	$	346.02
6189	FC FISHSTKS/SPICY MUSTARD	$	6,140.99
6191	FC SALMON FLAKES	$	2,168.63
6193	BC BBQ BEEF	$	10,248.12
6194	BC SLOPPY JOE	$	6,455.85
6195	PREMIUM CHICKEN BREAST	$	42,941.07
6196	BC LASAGNA W/BEEF	$	8,825.22
6200	NATURAL MW POPCORN	$	3,006.52
6201	BUTTER MICRO POPCORN	$	28,981.63
6205	CASHEWS	$	2,927.82
6206	BARCELONA CASHEWS 8OZ BAG	$	173.90
6208	STUDENT MIX 3.75 OZ.	$	11,259.47

6211	DELUXE SNACKENS 3.75OZ.	$ 1,520.06
6212	SPICY CAJUN MIX 3.5OZ	$ 1.18
6213	HEALTH MIX	$ 3,787.26
6214	SUNFLOWER KERNELS	$ 3,872.40
6216	HONEY ROAST PEANUTS	$ 6,445.83
6217	TROPICAL BLEND	$ 7,466.61
6219	TRAD. CHEX MIX 7.75 OZ.	$ 3,665.69
6220	CORNNUTS CHILI PICANTE	$ 460.73
6234	CORNNUTS RANCH	$ 3,207.30
6249	HUNT'S BBQ SAUCE	$ 10,353.51
6250	ONION DIP 3.5OZ	$ 10,780.98
6262	MAYONNAISE 12PK	$ 26,009.54
6263	MUSTARD 12PK	$ 3,121.71
6264	BAGO KETCHUP 12PK	$ 2,830.28
6300	TWIN BEEF STICK	$ 5,983.97
6305	LIL CHUB HIGH HEAT 1.63OZ	$ 4,301.68
6306	SQUEEZE PIZZA SAUCE 15.5	$ 24,721.92
6320	BEEF & CHEESE STICK	$ 6,895.92
6349	WHOLE ENCHILADA PARTY MIX	$ 11,945.40
6375	MM MARSHMALLOW MATEYS	$ 3,661.60
6376	MM TOASTED CINNAMON TWIST	$ 9,772.75
6392	MM TOOTIE FRUTIES CEREAL	$ 5,271.00
6395	MM HONEY NUT SCOOTERS	$ 3,555.80
6400	(EA)CHWY CHOC CHIP GRANOL	$ 213.75
6401	(BX) GRANOLA BARS VARIETY	$ 3,847.26
6404	(BOX) CHOC CHP GRNL BARS	$ 2,010.28
6410	GRAPE JELLY	$ 13,950.20
6411	KK STRAWBERRY SPREAD	$ 4,383.56
6412	GRAPE JELLY 1 OZ.	$ 972.18
6415	SS PEANUT BUTTER	$ 1,817.92
6417	CREAMY PEANUT BUTTER 18 O	$ 4,911.42
6418	CRUNCHY PEANUT BUTTER 18	$ 36,817.62
6422	CHEDDAR CHEESE BAR	$ 24,530.44
6426	SALSA SQZ BOTTLE 15.5OZ	$ 14,596.99
6428	CA SHARP CHDR CHS SQUEEZE	$ 14,024.78
6429	CA JALAP CHEESE SQUEEZE	$ 18,095.45
6436	CLR CHCE PEANUT BUTTER	$ 39,324.06
6442	SHARP CHEESE SPREAD 8-OZ	$ 25,157.16
6444	JALAPENO CHS SPREAD 8-OZ	$ 24,378.58
6445	NACHO CHEESE DIP 4-OZ	$ 24,642.85
6448	SQUZ CAJETA CARAMEL SPREA	$ 69.16
6459	MOZZARELLA CHEESE STICK	$ 30,885.56
6470	(1-PKT)REG INSTANT OATS	$ 2,019.93
6500	PICKLE (HOT)	$ 3,902.67
6501	PICKLE (MILD)	$ 17,092.19
6508	SOY SAUCE 6 OZ	$ 2,183.38
6510	HOT PICANTE SAUCE	$ 3,161.34

6518	PEPPER - SINGLE PACKET	$	215.49
6519	SALT- SINGLE PACKET	$	527.37
6520	(SS) APPLE-CINN OATMEAL	$	24,034.89
6523	(SS)MPL BRWN SGR OATMEAL	$	40,371.54
6540	ZC STRAWBERRY CEREAL BAR	$	2,803.95
6543	PROVOLONE CHEESE BLOCK	$	25,149.94
6600	FLOUR TORTILLAS	$	30,791.75
6606	SALTED PEANUTS 1.75 OZ	$	9,375.47
6607	HOT PEANUTS 1.75 OZ	$	8,763.83
6610	KK PLAIN BAGEL 4OZ	$	25,913.39
6612	KK CIN RAISIN BAGEL 4OZ	$	36,446.48
6647	CHICKEN VIENNA SAUSAGE	$	2,635.08
6662	4 OZ EMPRESS MUSHROOMS	$	1.50
6663	8CT SAZON CINTRO/ACHITOE	$	3,423.46
6673	RICE NOODLES	$	5,491.47
6692	CHEESE CURLS 10OZ	$	15,941.14
6693	NO SALT POTATO CHIPS	$	10,929.58
6698	HOT!HOT! BBQ CHIPS 6 OZ	$	49,495.43
6700	SV REFRIED BEANS	$	5,216.22
6711	HOT CHILI REFRI BEAN&RICE	$	26,471.27
6721	FISH STEAKS IN HOT SAUCE	$	7,961.39
6741	BC WHOLE KERNEL CORN	$	701.91
6757	HORMEL SPAM - 3OZ POUCH	$	11,361.16
6770	BF SUMMER SAUSAGE ORG FLV	$	3,678.83
6774	PEPPERONI ROLLS	$	6,165.42
6775	BEEF & BEANS BURRITO	$	11,426.40
6826	FRESH CATCH TUNA 4.23 OZ.	$	97,822.40
7055	CLEAR EARBUD	$	50.00
7946	GREY SWEATPANTS SZ 6X	$	24.96
8152	BLACK LIQUID SHOE POLISH	$	2.04
8241	RUSSELL COTTON SHORT-MED	$	323.96
8520	SZ 5 WOMENS NEW BALANCE	$	160.64
Grand Total		**$**	**4,583,824.42**

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61549

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[X]	Addendum No. 6
[X]	Addendum No. 2	[X]	Addendum No. 7
[X]	Addendum No. 3	[ ]	Addendum No. 8
[X]	Addendum No. 4	[ ]	Addendum No. 9
[X]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Aramark Correctional Services, LLC.
Company

Authorized Signature

February 11, 2014
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Solicitation

NUMBER	PAGE
COR61549	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
TARA LYLE
304-558-2544

VENDOR
RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO
DIVISION OF CORRECTIONS
VARIOUS LOCALES AS INDICATED
BY ORDER

DATE PRINTED
01/24/2014

BID OPENING DATE: 02/20/2014 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 6		
				SEE ATTACHED PAGES.		
				END OF ADDENDUM NO. 6		
00	1	JB		961-15		
				COMMISSARY SERVICES		
				****** THIS IS THE END OF RFQ COR61549 ****** TOTAL:		

SIGNATURE
TELEPHONE 1-800-777-7090
DATE January 24, 2014
TITLE President, Correctional Services
FEIN 23-2778485
ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SOLICITATION NUMBER: COR61549
Addendum Number: 6

The purpose of this addendum is to modify the solicitation identified as COR61549 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[X] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[X] Other

Description of Modification to Solicitation:

1. The bid opening date has moved from 01/29/2014 to 02/20/2014. The bid opening time remains at 1:30 pm.

2. Responses to vendor questions will be issued under separate addendum.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61549

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[X]	Addendum No. 6
[X]	Addendum No. 2	[ ]	Addendum No. 7
[X]	Addendum No. 3	[ ]	Addendum No. 8
[X]	Addendum No. 4	[ ]	Addendum No. 9
[X]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

ARAMARK Correctional Services
Company

Authorized Signature

January 24, 2014
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Solicitation

NUMBER	PAGE
COR61549	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
TARA LYLE
304-558-2544

VENDOR
RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO
DIVISION OF CORRECTIONS
VARIOUS LOCALES AS INDICATED
BY ORDER

DATE PRINTED
12/26/2013

BID OPENING DATE: 01/29/2014 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 5		
				SEE ATTACHED PAGES.		
				END OF ADDENDUM NO. 5		
00	1	JB		961-15		
				COMMISSARY SERVICES		
				****** THIS IS THE END OF RFQ COR61549 ****** TOTAL:		

SIGNATURE
TELEPHONE 1-800-777-7090
DATE December 26, 2013
TITLE President, Correctional Services
FEIN 23-2778485
ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SOLICITATION NUMBER: COR61549
Addendum Number: 5

The purpose of this addendum is to modify the solicitation identified as COR61549 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[X] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[X] Other

Description of Modification to Solicitation:

1. The bid opening date has moved from 01/08/2014 to 01/29/2014. The bid opening time remains at 1:30 pm.

2. Responses to vendor questions will be issued under separate addendum.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

000003

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61549

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[ ]	Addendum No. 6
[X]	Addendum No. 2	[ ]	Addendum No. 7
[X]	Addendum No. 3	[ ]	Addendum No. 8
[X]	Addendum No. 4	[ ]	Addendum No. 9
[X]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

ARAMARK Correctional Services, LLC.
Company

Authorized Signature

December 26, 2013
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Solicitation

NUMBER	PAGE
COR61549	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

TARA LYLE
304-558-2544

VENDOR

RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO

DIVISION OF CORRECTIONS
VARIOUS LOCALES AS INDICATED
BY ORDER

DATE PRINTED
12/05/2013

BID OPENING DATE: 01/08/2014 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 4		
				SEE ATTACHED PAGES.		
				END OF ADDENDUM NO. 4		
0001	1	JB		961-15		
				COMMISSARY SERVICES		
				****** THIS IS THE END OF RFQ COR61549 ****** TOTAL:		

SIGNATURE	TELEPHONE	DATE
	1-800-777-7090	December 5, 2013
TITLE: President, Correctional Services	FEIN: 23-2778485	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

000002

SOLICITATION NUMBER: COR61549
Addendum Number: 4

The purpose of this addendum is to modify the solicitation identified as COR61549 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[X] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[X] Other

Description of Modification to Solicitation:

1. The bid opening date has moved from 12/12/2013 to 01/08/2014. The bid opening time remains at 1:30 pm.

2. Responses to vendor questions will be issued under separate addendum.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

000003

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61549

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[ ]	Addendum No. 6
[X]	Addendum No. 2	[ ]	Addendum No. 7
[X]	Addendum No. 3	[ ]	Addendum No. 8
[X]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

ARAMARK Correctional Services, LLC.
Company

Authorized Signature

December 5, 2013
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Ishii, Karen G.

From: Tim Barttrum <tbarttrum@hotmail.com>
Sent: Wednesday, November 20, 2013 8:49 AM
To: Molinets, Kathy M.; Ishii, Karen G.; Willner, Dawn M.; Ellsler, Theresa; Mazur, Doug; Roegge, Paul R.; Hickey, Tim; Czimback, Peter; Maney, Kathleen; Miller, Victor
Subject: Fwd: COR 61549 - Inmate Commissary

FYI

Tim Barttrum
Director of Business Development
ARAMARK Correctional Services

Begin forwarded message:

> **From:** "Lyle, Tara L" <Tara.L.Lyle@wv.gov>
> **Date:** November 20, 2013 at 7:46:28 AM MST
> **To:** 'Tim Barttrum' <tbarttrum@hotmail.com>
> **Subject: RE: COR 61549 - Inmate Commissary**
>
> Tim,
>
> The agency is working on the responses for the RFP. I will be extending the bid opening. An addendum should be available later today or tomorrow.
>
> Thanks,
> Tara

From: Tim Barttrum [mailto:tbarttrum@hotmail.com]
Sent: Friday, November 15, 2013 10:23 AM
To: Lyle, Tara L
Subject: COR 61549 - Inmate Commissary

Ms. Lyle,

Please find attached ARAMARK Correctional Services questions related to the above-mentioned RFP for commissary services.

Have a great day,

Tim Barttrum
Director of Business Development
ARAMARK Correctional Services
(765) 7307822

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Solicitation

NUMBER	PAGE
COR61549	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
TARA LYLE
304-558-2544

VENDOR
RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO
DIVISION OF CORRECTIONS
VARIOUS LOCALES AS INDICATED
BY ORDER

DATE PRINTED
11/20/2013

BID OPENING DATE: 12/12/2013 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 3		
				SEE ATTACHED PAGES.		
				END OF ADDENDUM NO. 3		
0001	1	JB		961-15		
				COMMISSARY SERVICES		
				****** THIS IS THE END OF RFQ COR61549 ****** TOTAL:		

SIGNATURE

TELEPHONE 1-800-777-7090

DATE November 20, 2013

TITLE President, Correctional Services

FEIN 23-2778485

ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SOLICITATION NUMBER: COR61549
Addendum Number: 3

The purpose of this addendum is to modify the solicitation identified as COR61549 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[X] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[X] Other

Description of Modification to Solicitation:

1. The bid opening date has moved from 11/26/2013 to 12/12/2013. The bid opening time remains at 1:30 pm.

2. Responses to vendor questions will be issued under separate addendum.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61549

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[ ]	Addendum No. 6
[X]	Addendum No. 2	[ ]	Addendum No. 7
[X]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

ARAMARK Correctional Services, LLC.
Company

Authorized Signature

November 20, 2013
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Solicitation

NUMBER	PAGE
COR61549	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
TARA LYLE
304-558-2544

VENDOR
RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO
DIVISION OF CORRECTIONS
VARIOUS LOCALES AS INDICATED
BY ORDER

DATE PRINTED
10/23/2013

BID OPENING DATE: 11/26/2013 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 2		
	SEE ATTACHED PAGES.					
				END OF ADDENDUM NO. 2		
0001	1	JB		961-15		
	COMMISSARY SERVICES					
	****** THIS IS THE END OF RFQ COR61549 ****** TOTAL:					

SIGNATURE
TELEPHONE 1-800-777-7090
DATE October 25, 2013
TITLE President, Correctional Services
FEIN 23-2778485
ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

000002

SOLICITATION NUMBER: COR61549
Addendum Number: 2

The purpose of this addendum is to modify the solicitation identified as COR61549 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[ ] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[X] Other

Description of Modification to Solicitation:

1. The schedule for the non-mandatory facility site visits attached.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

Optional Facility Visits:

All Vendors that attend the site visits must contact the facility staff member listed below to register for the tour. Martinsburg Correctional Center is not scheduled due to the travel distance and this is a delivery facility.

November 4, 2013 –

Lakin Correctional Center - 8:00 a.m.
Nathan Ball
11264 Ohio River Road
West Columbia, WV 25287
304-674-2440

Parkersburg Correctional Center
Russell Maston
225 Holiday Hills Drive
Parkersburg, WV 26170
304-420-2443

St. Mary's Correctional Center
Don Springston
2880 N. Pleasants Highway
St. Mary's, WV 26170
304-684-5500

November 5, 2013 –

Northern Correctional Center – 8:00 a.m.
Joanie Hill
112 Northern Regional Correctional Drive
Moundsville, WV 26041
304-843-4067

Salem Correctional Center
Steve Wilt
7 Industrial Blvd
Industrial, WV 26426
304-782-2371

Pruntytown Correctional Center
Mike Reger
Rt 4, Box 49A
Grafton, WV 26354
304-265-6111

November 6, 2013 –

Huttonsville Correctional Center – 8:00 a.m.
Lance Yardley
US Rt. 250 South
Huttonsville, WV 26273
304-335-2291

Denmar Correctional Center
Sylvia Haney
HC64, Box 125
Hillsboro, WV 24946
304-653-4201

Anthony Correctional Center
Jason Walton
HC 70 Box N1
White Sulphur Springs, WV 24986
304-536-3911

November 7, 2013 –

Beckley Correctional Center – 8:00 a.m.
Bill Vest
111 S. Eisenhower Drive
Beckley, WV 25801
304-256-6780

Mt. Olive Correctional Complex
Teresa Gregory
One Mountainside Way
Mt. Olive, WV 25185
304-442-7213

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61549

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[ ]	Addendum No. 6
[X]	Addendum No. 2	[ ]	Addendum No. 7
[ ]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

ARAMARK Correctional Services, LLC.

Company

Authorized Signature

October 25, 2013

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Solicitation

NUMBER	PAGE
COR61549	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
TARA LYLE
304-558-2544

VENDOR
RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO
DIVISION OF CORRECTIONS
VARIOUS LOCALES AS INDICATED
BY ORDER

DATE PRINTED: 10/21/2013

BID OPENING DATE: 11/26/2013 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 1		
				SEE ATTACHED PAGES.		
				END OF ADDENDUM NO. 1		
0	1	JB		961-15		
				COMMISSARY SERVICES		
				****** THIS IS THE END OF RFQ COR61549 ****** TOTAL:		

SIGNATURE
TELEPHONE: 1-800-777-7090
DATE: October 22, 2013
TITLE: President, Correctional Services
FEIN: 23-2778485
ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SOLICITATION NUMBER: COR61549

000002

Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as COR61549 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[X] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[X] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[X] Other

Description of Modification to Solicitation:

1. The bid opening has moved from 10/31/2013 to 11/26/2013. The bid opening time remains 1:30 pm.

2. Pre-bid sign-in sheets attached.

3. The question deadline has been extended from 10/21/2013 to 11/15/2013.

4. The schedule for the facility site visits will be issued under separate addendum.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

SIGN IN SHEET

Request for Proposal No. COR61549 **PLEASE PRINT**

Date: 10/15/13

*** PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD**

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: Trinity Services Group Rep: Danielle Tritch Email Address: danielle.tritch@trinityservicesgroup.com	1144 S. Eisenhower Blvd Middletown PA 17057	PHONE (717) 730-6115 ext 17 TOLL FREE FAX (717) 730-6018
Company: Keefe Commissary Rep: Eric Sowers Email Address: esowers@keefegroup.com	21848 Commerce Pkwy Strongsville, OH 44149	PHONE 800-541-1700 TOLL FREE FAX
Company: Union Supply Group Rep: Jerry Carr Email Address: JCARR@unionsupply.com	2301 East Pacifica Place Rancho Dominguez CA 90224	PHONE 310-603-8899 TOLL FREE FAX
Company: Keefe Commissary Rep: Jerome Anderson Email Address: janderson@keefegroup.com	21849 Commerce Pkwy Strongsville, OH 44212	PHONE 800-541-1700 TOLL FREE FAX
Company: Rep: Email Address:		PHONE TOLL FREE FAX

0000003

SIGN IN SHEET

Request for Proposal No. COR61549

PLEASE PRINT

Date: 10/15/13

*** PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD**

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: ARAMARK Rep: PAUL ROEGGLE Email Address: proegge-paul@aramark	101 PINE TREE LN Ripley, WV 25271	PHONE 623-340-5217 TOLL FREE FAX
Company: ARAMARK Rep: Theresa Ellsler Email Address: Ellsler-Theresa@aramark.com	4 Castlevan Dr McKees Rocks PA 15136	PHONE 4129528729 TOLL FREE FAX
Company: ARAMARK Rep: Glenn McGarry Email Address: mcgarry-glenn@aramark.com	35 LINDSEY Ln. ONA, WV. 25545	PHONE (304) 328-6758 TOLL FREE FAX
Company: ARAMARK Rep: Doug MAZUR Email Address: mazur-doug@aramark.com	7178 Lockford WALK North AVON, IN 46123	PHONE 317 937 6371 TOLL FREE FAX
Company: Rep: Email Address:		PHONE TOLL FREE FAX

SIGN IN SHEET

Request for Proposal No. COR61549 **PLEASE PRINT**

Date: 10/15/13

*** PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD**

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: Swanson Services Corp. Rep: Steven Jarrells Email Address: SBJARRELLS@SWANSONS.NET	4142 Melrose Ave NW UNIT 26 Roanoke VA 24017	PHONE 540 265 9130 TOLL FREE FAX 540 265 9313
Company: KeefeGroup Rep: Tim Nichols Email Address: TNichols@Keefegroup.com	21848 Commerce PKWY Strongsville, Oh 44149	PHONE 440-759-6137 TOLL FREE 800-541-1700 FAX 440-572-5383
Company: Rep: Email Address:		PHONE TOLL FREE FAX
Company: Rep: Email Address:		PHONE TOLL FREE FAX
Company: Rep: Email Address:		PHONE TOLL FREE FAX

000005

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61549

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[ ]	Addendum No. 6
[ ]	Addendum No. 2	[ ]	Addendum No. 7
[ ]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

ARAMARK Correctional Services, LLC.

Company

Authorized Signature

October 22, 2013

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Solicitation

NUMBER	PAGE
COR61549	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
TARA LYLE
304-558-2544

VENDOR
RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO
DIVISION OF CORRECTIONS
VARIOUS LOCALES AS INDICATED
BY ORDER

DATE PRINTED
09/19/2013

BID OPENING DATE: 10/31/2013 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	JB		961-15		

COMMISSARY SERVICES

REQUEST FOR PROPOSAL

THE WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WV DIVISION OF CORRECTIONS, IS SOLICITING PROPOSALS TO PROVIDE DIVISION WIDE COMMISSARY SERVICES TO ALL WV DOC FACILITIES THROUGHOUT THE STATE, PER THE ATTACHED SPECIFICATIONS.

ATTACHMENTS INCLUDE:

1. COR61453 REQUEST FOR PROPOSAL
2. ATTACHMENT A VENDOR RESPONSE SHEET
3. ATTACHMENT B MANDATORY SPECIFICATION CHECKLIST
4. ATTACHMENT C COST SHEET

****** THIS IS THE END OF RFQ COR61549 ****** TOTAL:

SIGNATURE	TELEPHONE	DATE
	1-800-777-7090	October 31, 2013

TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
President, Correctional Services	23-2778485	

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

TABLE OF CONTENTS

1. **Section 1: General Information and Instructions**
2. **Section 2: Instructions to Vendors Submitting Bids**
3. **Section 3: General Terms and Conditions**
4. **Section 4: Project Specifications**
5. **Section 5: Mandatory Requirements**
6. **Section 6: Oral Presentation**
7. **Section 7: Vendor Proposal**
8. **Section 8: Evaluation and Award**
9. **Section 9: Certification and Signature Page**

SECTION ONE: GENERAL INFORMATION

1. Purpose: The West Virginia Department of Administration, Purchasing Division (hereinafter referred to as "Purchasing Division") is soliciting proposals pursuant to West Virginia Code §5A-3-10b for the WV Division of Corrections (hereinafter referred to as "Agency", and any other state agency that desires to utilize this contract, for inmate commissary services to inmates at multiple correctional sites by means of window, on-site delivery, and off-site delivery systems. In addition, the vendor will be responsible for the management of daily operations of the Commissary program; supervision, training, and evaluation of inmate workers; purchasing; receiving, storage, and inventory of the Vendor's goods and supplies; sanitation of the Commissary and storage areas; compliance with applicable Federal, State, and ACA statutes and standards, and Agency Policies and Procedures (as now provided or subsequently revised); recordkeeping; accountability; and operations management to include Vendor's employees and necessary supplies.

2. By signing and submitting its proposal, the successful Vendor agrees to be bound by all the terms contained in this Request for Proposal ("RFP").

   An RFP is generally used for the procurement of services in situations where price is not the sole determining factor and the award will be based on a combination of cost and technical factors (Best Value). Through its proposal, the bidder offers a solution to the objectives, problem, or need specified in the RFP, and defines how it intends to meet (or exceed) the RFQ requirements.

3. Schedule of Events:

   Mandatory Pre-Bid Conference.....10/15/2013 at 10:00 am

Vendor's Written Questions Submission Deadline..... 10/21/2013
Addendum Issued.....TBD
Bid Opening Date..... 10/31/2013
Oral Presentation.....TBD

SECTION TWO: INSTRUCTIONS TO VENDORS SUBMITTING BIDS

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. **REVIEW DOCUMENTS THOROUGHLY:** The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. **MANDATORY TERMS:** The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. **PREBID MEETING:** The item identified below shall apply to this Solicitation.

☐ A pre-bid meeting will not be held prior to bid opening.

☐ A **NON-MANDATORY PRE-BID** meeting will be held at the following place and time:

☑ A **MANDATORY PRE-BID** meeting will be held at the following place and time:

October 15, 2013 at 10:00 am

WV Division of Corrections
1409 Greenbrier Street
Charleston, WV 25311

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one person attending the pre-bid meeting may represent more than one Vendor.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. The State will not accept any other form of proof or documentation to verify attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing. Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required

information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in, but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. **VENDOR QUESTION DEADLINE:** Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below in order to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are non-binding.

Question Submission Deadline: October 21, 2013 at 5:00 pm

Submit Questions to:

Tara Lyle, File 32
2019 Washington Street, East
Charleston, WV 25305
Fax: 304-558-4115
Email: Tara.L.Lyle@wv.gov

5. **VERBAL COMMUNICATION:** Any verbal communication between the Vendor and any State personnel is not binding, including that made at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. **BID SUBMISSION:** All bids must be signed and delivered by the Vendor to the Purchasing Division at the address listed below on or before the date and time of the bid opening. Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason. The bid delivery address is:

Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

The bid should contain the information listed below on the face of the envelope or the bid may not be considered:

SEALED BID
BUYER: _____
SOLICITATION NO.: _____
BID OPENING DATE: _____
BID OPENING TIME: _____
FAX NUMBER: _____

In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal plus 5 (five) convenience copies of each to the Purchasing Division at the address shown above. Additionally, the Vendor should identify the bid type as either a technical or cost proposal on the face of each bid envelope submitted in response to a request for proposal as follows:

BID TYPE: ☐ Technical
☐ Cost

7. **BID OPENING:** Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when time stamped by the official Purchasing Division time clock.

Bid Opening Date and Time:	October 31, 2013 at 1:30 pm
Bid Opening Location:	Department of Administration, Purchasing Division 2019 Washington Street East Charleston, WV 25305-0130

8. **ADDENDUM ACKNOWLEDGEMENT:** Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

9. **BID FORMATTING:** Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

SECTION THREE: GENERAL TERMS AND CONDITIONS

GENERAL TERMS AND CONDITIONS:

1. **CONTRACTUAL AGREEMENT:** Issuance of a Purchase Order signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. **DEFINITIONS:** As used in this Solicitation / Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation / Contract.

   2.1 "Agency" or **"Agencies"** means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

   2.2 "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods and services requested in the Solicitation.

   2.3 "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

   2.4 "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

   2.5 "Purchase Order" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the successful bidder and Contract holder.

   2.6 "Solicitation" means the official solicitation published by the Purchasing Division and identified by number on the first page thereof.

   2.7 "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

   2.8 "Vendor" or **"Vendors"** means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. **CONTRACT TERM; RENEWAL; EXTENSION:** The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

☑ **Term Contract**

Initial Contract Term: This Contract becomes effective on award

and extends for a period of one (1) year(s).

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal must be submitted to the Purchasing Division Director thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Renewal of this Contract is limited to two (2) successive one (1) year periods. Automatic renewal of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on agency delegated or exempt purchases. Attorney General approval may be required for vendor terms and conditions.

Reasonable Time Extension: At the sole discretion of the Purchasing Division Director, and with approval from the Attorney General's office (Attorney General approval is as to form only), this Contract may be extended for a reasonable time after the initial Contract term or after any renewal term as may be necessary to obtain a new contract or renew this Contract. Any reasonable time extension shall not exceed twelve (12) months. Vendor may avoid a reasonable time extension by providing the Purchasing Division Director with written notice of Vendor's desire to terminate this Contract 30 days prior to the expiration of the then current term. During any reasonable time extension period, the Vendor may terminate this Contract for any reason upon giving the Purchasing Division Director 30 days written notice. Automatic extension of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on agency delegated or exempt purchases, but Attorney General approval may be required.

Release Order Limitations: In the event that this contract permits release orders, a release order may only be issued during the time this Contract is in effect. Any release order issued within one year of the expiration of this Contract shall be effective for one year from the date the release order is issued. No release order may be extended beyond one year after this Contract has expired.

☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within days.

☐ **One Time Purchase:** The term of this Contract shall run from the issuance of the Purchase Order until all of the goods contracted for have been delivered, but in no event shall this Contract extend for more than one fiscal year.

☐ **Other:** See attached.

4. **NOTICE TO PROCEED:** Vendor shall begin performance of this Contract immediately upon receiving notice to proceed unless otherwise instructed by the Agency. Unless otherwise specified, the fully executed Purchase Order will be considered notice to proceed

5. **QUANTITIES:** The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

☑ **Open End Contract:** Quantities listed in this Solicitation are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

☐ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

☐ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

☐ **One Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

6. **PRICING:** The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification.

7. **EMERGENCY PURCHASES:** The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One Time Purchase contract.

8. **REQUIRED DOCUMENTS:** All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.

☐ **BID BOND:** All Vendors shall furnish a bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

☐ **PERFORMANCE BOND:** The apparent successful Vendor shall provide a performance bond in the amount of . The performance bond must be issued and received by the Purchasing Division prior to Contract award. On construction contracts, the performance bond must be 100% of the Contract value.

☐ **LABOR/MATERIAL PAYMENT BOND:** The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be issued and delivered to the Purchasing Division prior to Contract award.

In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under $100,000. Personal or business checks are not acceptable.

☐ **MAINTENANCE BOND:** The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.

☑ **WORKERS' COMPENSATION INSURANCE:** The apparent successful Vendor shall have appropriate workers' compensation insurance and shall provide proof thereof upon request.

☑ **INSURANCE:** The apparent successful Vendor shall furnish proof of the following insurance prior to Contract award and shall list the state as a certificate holder:

☑ **Commercial General Liability Insurance:**
$1,000,000.00 or more.

☐ **Builders Risk Insurance:** builders risk – all risk insurance in an amount equal to 100% of the amount of the Contract.

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The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether or not that insurance requirement is listed above.

☐ **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section entitled Licensing, of the General Terms and Conditions, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits prior to Contract award, in a form acceptable to the Purchasing Division.

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The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications prior to Contract award regardless of whether or not that requirement is listed above.

9. **LITIGATION BOND:** The Director reserves the right to require any Vendor that files a protest of an award to submit a litigation bond in the amount equal to one percent of the lowest bid submitted or $5,000, whichever is greater. The entire amount of the bond shall be forfeited if the hearing officer determines that the protest was filed for frivolous or improper purpose, including but not limited to, the purpose of harassing, causing unnecessary delay, or needless expense for the Agency. All litigation bonds shall be made payable to the Purchasing Division. In lieu of a bond, the protester may submit a cashier's check or certified check payable to the Purchasing Division. Cashier's or certified checks will be deposited with and held by the State Treasurer's office. If it is determined that the protest has not been filed for frivolous or improper purpose, the bond or deposit shall be returned in its entirety.

10. **ALTERNATES:** Any model, brand, or specification listed herein establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

11. **EXCEPTIONS AND CLARIFICATIONS:** The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or

other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

12. **LIQUIDATED DAMAGES:** Vendor shall pay liquidated damages in the amount for work not performed on the contract.
This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy.

13. **ACCEPTANCE/REJECTION:** The State may accept or reject any bid in whole, or in part. Vendor's signature on its bid signifies acceptance of the terms and conditions contained in the Solicitation and Vendor agrees to be bound by the terms of the Contract, as reflected in the Purchase Order, upon receipt.

14. **REGISTRATION:** Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the $125 fee if applicable.

15. **COMMUNICATION LIMITATIONS:** In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

16. **FUNDING:** This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available.

17. **PAYMENT:** Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The Vendor shall submit invoices, in arrears, to the Agency at the address on the face of the purchase order labeled "Invoice To."

18. **UNIT PRICE:** Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

19. **DELIVERY:** All quotations are considered freight on board destination ("F.O.B. destination") unless alternate shipping terms are clearly identified in the bid. Vendor's listing of shipping terms that contradict the shipping terms expressly required by this Solicitation may result in bid disqualification.

20. **INTEREST:** Interest attributable to late payment will only be permitted if authorized by the West Virginia Code. Presently, there is no provision in the law for interest on late payments.

21. **PREFERENCE:** Vendor Preference may only be granted upon written request and only in accordance with the West Virginia Code § 5A-3-37 and the West Virginia Code of State Rules. A Resident Vendor Certification form has been attached hereto to allow Vendor to apply for the preference. Vendor's

failure to submit the Resident Vendor Certification form with its bid will result in denial of Vendor Preference. Vendor Preference does not apply to construction projects.

22. **SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES:** For any solicitations publicly advertised for bid on or after July 1, 2012, in accordance with West Virginia Code §5A-3-37(a)(7) and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to submission of its bid to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

23. **TAXES:** The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

24. **CANCELLATION:** The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-7.16.2.

25. **WAIVER OF MINOR IRREGULARITIES:** The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.

26. **TIME:** Time is of the essence with regard to all matters of time and performance in this Contract.

27. **APPLICABLE LAW**: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code or West Virginia Code of State Rules is void and of no effect.

28. **COMPLIANCE**: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendors acknowledge that they have reviewed, understand, and will comply with all applicable law.

29. **PREVAILING WAGE:** On any contract for the construction of a public improvement, Vendor and any subcontractors utilized by Vendor shall pay a rate or rates of wages which shall not be less than the fair minimum rate or rates of wages (prevailing wage), as established by the West Virginia Division of Labor under West Virginia Code §§ 21-5A-1 et seq. and available at http://www.sos.wv.gov/administrative-law/wagerates/Pages/default.aspx. Vendor shall be responsible for ensuring compliance with prevailing wage requirements and determining when prevailing wage

requirements are applicable. The required contract provisions contained in West Virginia Code of State Rules § 42-7-3 are specifically incorporated herein by reference.

30. **ARBITRATION:** Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

31. **MODIFICATIONS**: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary, no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). **No Change shall be implemented by the Vendor until such time as the Vendor receives an approved written change order from the Purchasing Division.**

32. **WAIVER:** The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

33. **SUBSEQUENT FORMS:** The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

34. **ASSIGNMENT**: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments. Notwithstanding the foregoing, Purchasing Division approval may or may not be required on certain agency delegated or exempt purchases.

35. **WARRANTY**: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

36. **STATE EMPLOYEES:** State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

37. **BANKRUPTCY**: In the event the Vendor files for bankruptcy protection, the State of West Virginia may deem this Contract null and void, and terminate this Contract without notice.

38. [RESERVED]

39. **CONFIDENTIALITY**: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in http://www.state.wv.us/admin/purchase/privacy/default.html.

40. **DISCLOSURE:** Vendor's response to the Solicitation and the resulting Contract are considered public documents and will be disclosed to the public in accordance with the laws, rules, and policies governing the West Virginia Purchasing Division. Those laws include, but are not limited to, the Freedom of Information Act found in West Virginia Code § 29B-1-1 et seq.

    If a Vendor considers any part of its bid to be exempt from public disclosure, Vendor must so indicate by specifically identifying the exempt information, identifying the exemption that applies, providing a detailed justification for the exemption, segregating the exempt information from the general bid information, and submitting the exempt information as part of its bid but in a segregated and clearly identifiable format. Failure to comply with the foregoing requirements will result in public disclosure of the Vendor's bid without further notice. A Vendor's act of marking all or nearly all of its bid as exempt is not sufficient to avoid disclosure and WILL NOT BE HONORED. Vendor's act of marking a bid or any part thereof as "confidential" or "proprietary" is not sufficient to avoid disclosure and WILL NOT BE HONORED. In addition, a legend or other statement indicating that all or substantially all of the bid is exempt from disclosure is not sufficient to avoid disclosure and WILL NOT BE HONORED. Vendor will be required to defend any claimed exemption for nondiclosure in the event of an administrative or judicial challenge to the State's nondisclosure. Vendor must indemnify the State for any costs incurred related to any exemptions claimed by Vendor. Any questions regarding the applicability of the various public records laws should be addressed to your own legal counsel prior to bid submission.

41. **LICENSING:** In accordance with West Virginia Code of State Rules §148-1-6.1.7, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

42. **ANTITRUST:** In submitting a bid to, signing a contract with, or accepting a Purchase Order from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the

purchasing agency tenders the initial payment to Vendor.

43. **VENDOR CERTIFICATIONS:** By signing its bid or entering into this Contract, Vendor certifies (1) that its bid was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid for the same material, supplies, equipment or services; (2) that its bid is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this RFQ in its entirety; understands the requirements, terms and conditions, and other information contained herein. Vendor's signature on its bid also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

    The individual signing this bid on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

44. **PURCHASING CARD ACCEPTANCE:** The State of West Virginia currently utilizes a Purchasing Card program, administered under contract by a banking institution, to process payment for goods and services. The Vendor must accept the State of West Virginia's Purchasing Card for payment of all orders under this Contract unless the box below is checked.

    ☐ Vendor is not required to accept the State of West Virginia's Purchasing Card as payment for all goods and services.

45. **VENDOR RELATIONSHIP:** The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, *etc.* and the filing of all necessary documents, forms and returns pertinent to all of the foregoing. Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

46. **INDEMNIFICATION:** The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered

by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

47. **PURCHASING AFFIDAVIT:** In accordance with West Virginia Code § 5A-3-10a, all Vendors are required to sign, notarize, and submit the Purchasing Affidavit stating that neither the Vendor nor a related party owe a debt to the State in excess of $1,000. The affidavit must be submitted prior to award, but should be submitted with the Vendor's bid. A copy of the Purchasing Affidavit is included herewith.

48. **ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE:** This Contract may be utilized by and extends to other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts ("Other Government Entities"). This Contract shall be extended to the aforementioned Other Government Entities on the same prices, terms, and conditions as those offered and agreed to in this Contract. If the Vendor does not wish to extend the prices, terms, and conditions of its bid and subsequent contract to the Other Government Entities, the Vendor must clearly indicate such refusal in its bid. A refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this Contract in any manner.

49. **CONFLICT OF INTEREST:** Vendor, its officers or members or employees, shall not presently have or acquire any interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

50. **REPORTS:** Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

☑ Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

☐ Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.requisitions@wv.gov.

51. **BACKGROUND CHECK:** In accordance with W. Va. Code § 15-2D-3, the Director of the Division of Protective Services shall require any service provider whose employees are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state

repository. The service provider is responsible for any costs associated with the fingerprint-based state and federal background inquiry.

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision.

The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

52. **PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS:** Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

    a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.

    b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or

    such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process.

    The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:

    a. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars ($2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or

    b. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

53. **PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL:** In Accordance

with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars ($50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products.

This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

SECTION FOUR: PROJECT SPECIFICATIONS:

1. **Location and Facility Data:** refer to **Exhibit 1** for facility descriptions.
   Anthony Correctional Center, White Sulphur Springs, WV; Beckley Correctional Center, Beckley, WV; Charleston Correctional Center, Charleston, WV; Denmar Correctional Center, Hillsboro, WV; Huttonsville Correctional Center and Work Camp, Huttonsville,WV; Lakin Correctional Center, West Columbia, WV
   Martinsburg Correctional Center, Martinsburg, WV
   Mt. Olive Correctional Complex and Slaton Work Camp, Mt. Olive, WV
   Northern Correctional Facility and Northern Regional Jail, Moundsville, WV
   Ohio County Correctional Center, Wheeling, WV
   Parkersburg Correctional Center, Parkersburg, WV
   Pruntytown Correctional Center, Grafton, WV
   St. Mary's Correctional Center, St. Mary's, WV

2. **Background and Current Operation:** The Agency provides custody, control, and care of over 5,000 adult convicted felons. The current Commissary operation was created to outsource the commissary activities for the Agency sites. Current operation provides a comprehensive system of delivery of approved items to inmates. Current vendor provides an onsite window, onsite bag delivery type operation, an off-site bag delivery type operation, or a combination of services. Current Commissary operations are outlined on **Exhibit 1**, Facility Descriptions.

   Current Commissary operation provides job opportunities for inmates located at the respective sites. The Vendor may utilize inmate labor to reduce cost and create employment opportunities for inmates. The Warden/Administrator or designee will determine the number of inmates used, the selection criteria, final approval of any job assignment, and the institution will be responsible for the payment of inmate wages. The Vendor cannot consider inmate labor in any cost calculations.

   Warden/Administrator or designee at each site instructs contract workers/visitors with respect to movement to, from, and within their designated area. Any other movement is considered outside the scope of the normal operations unless otherwise authorized.

   Agency ID cards are provided to vendor's personnel. Sites reserve the right to search any deliveries, mail or packages received at the site prior to being delivered inside of the security perimeter. Contract workers/visitors are subject to search of their person, vehicles and personal items before entering the site. Such searches may be pat down searches, searches by metal detectors, or searches by Agency canine unit.

With respect to inventory and equipment owned by the Vendor, Agency is not responsible for any losses suffered by Vendor related to destruction by inmates, fire, theft, power outages, or any act of God. In addition, the Agency is not responsible for any losses suffered by the Vendor for failure to maintain appropriate inventory control.

3. **Piggyback Language:** This Contract may be utilized by West Virginia State agencies and all political subdivisions of the State in all 55 counties.

4. **Project and Goals:** The project goals and objectives are:

   4.1 To operate and maintain inmate commissary operations at the facilities identified on **Exhibit 1**, in a cost effective and efficient manner for the benefit of Agency and the inmates incarcerated at said facilities.

   4.2 To provide job opportunities for inmates located in the respective sites.

SECTION FIVE: MANDATORY REQUIREMENTS:

The following mandatory requirements must be met by the Vendor as part of the submitted proposal. Failure on the part of the Vendor to meet any of the mandatory specifications shall result in the disqualification of the proposal. The terms "must", "will", "shall", "minimum", "maximum", or "is/are required" identify a mandatory item or factor. Decisions regarding compliance with any mandatory requirements shall be at the sole discretion of the Purchasing Division. The mandatory requirements under this section will be deliverables upon award of this RFP.

5.1 The Vendor shall procure all necessary permits and licenses to comply with all applicable Federal, State, or municipal laws, along with all regulations, and ordinances of any regulating body.

5.2 The Vendor shall pay any applicable sales, use or personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this contract shall be borne by the Vendor. It is clearly understood that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.

5.3 All bidders shall state prior experience in providing on-site prison commissary services and off-site services. Agency reserves the right to request additional information and references.

5.4 Vendor shall identify any subcontractors that will be involved in the development, implementation, training and operation of this project. Vendor's product suppliers are exempt from this mandate.

5.5 The vendor shall make available commissary goods from the approved WV Division of Corrections Commissary List, refer to **Exhibit 2**. After award, Vendor and Agency will discuss, define and select specific items and sizes to comprise a Master Menu. Each site will develop their commissary product list from the Master Menu. The vendor is responsible for ensuring that only items included on the approved Master Menu are available. The Agency reserves the rights to add, eliminate, or restrict products. The Vendor may propose commissary products that are new to the market for the Agency's review and approval. The vendor shall provide product samples when requested by the Agency at no-charge. In the event the Agency is required to return product samples; it shall be at the vendor's expense. All items to be sold as part of Commissary shall be approved by the Agency. The number and variety of items shall also be limited to manageable level as determined by the Agency. The Agency encourages the vendors to purchase products local to the sites whenever possible. The vendor may provide holiday/seasonal items approved by the Agency. Postage stamps (books, Individual, and Pre-stamped envelopes) will be sold through the commissary. Postage is restricted from mark-up and commission. There will be no glass containers, no alcohol based, and no aerosol based items.

5.6 Vendor shall assure that any item approved for inmate retention shall not exceed $100.00 in value with the exception of PlayStation, X-Box, televisions, and musical instruments.

5.7 The vendor shall provide commissary services to all inmates as scheduled per **Exhibit 1**. The schedule shall provide for holiday changes. Furthermore, the Warden/Administrator or designee must also approve any deviation from the approved schedule.

5.8 The vendor shall supply the Agency with an independent Certified Public Accountants' yearly audit of the Selected Contractor within six (6) months of the end of the Selected Contractor's fiscal year, and in accordance with GAAP (Generally Accepted Accounting Principles).

5.9 Vendor's personnel must display Agency issued ID cards on their person at all times when on Agency sites. Vendor's personnel shall be subject to searches as outlined in 1.2.

5.10 The vendor must maintain sufficient inventory to meet average daily demand and timely delivery of commissary products. Items including, but not limited to,

tennis shoes/sneakers, radios and televisions are considered inmate personal property. The vendor will work with and through the site's Personal Property Officer for the sale and issuance of any and all personal property. The vendor is responsible for inventory maintenance and control. The vendor must issue a written waiver for Agency to purchase items for another source when items ordered and are unattainable within fourteen (14) days.

5.11 Agency will provide the Vendor with a commissary completely equipped and ready to operate together with refrigeration and utilities. If required, Vendor shall bear the expense for telephone/fax/data lines at the facilities. Computer equipment, office supplies, and other incidentals shall be supplied by the Vendor. Should Vendor desire additional equipment or furnishings not supplied by the Agency, Vendor may supply the items after approval from the Agency.

5.12 Agency will provide all repairs and/or replacements to state owned equipment caused by normal wear and tear. Vendor shall exercise care and caution with the Agency's space and equipment. Vendor shall bear the expense of necessary repairs or replacements to state owned property/equipment if damages are a result of negligence on the part of vendor or vendor's employees/contractors. The Agency shall will repair or replace equipment and invoice the vendor for the charges.

5.13 The vendor shall assume full responsibility for the resolution of any complaints or order discrepancies to include, but not be limited to, shortages, damaged or outdated products, returned orders for released or transferred inmates, and size or brand errors. Said issues shall be resolved within a 24-hour period. The vendor shall outline their plan for correcting said discrepancies.

5.14 The Vendor phase-in period shall be no more than six (6) months unless approved by the Agency.

5.15 All Health Department inspections and reports shall be provided to the Warden/Administrator or designee as requested.

5.16 Vendor must provide a variety of diabetic, salt free, halal, and kosher products.

5.17 Vendor's equipment, tools, supplies and materials are subject to search or inventory at any time. Tools and materials are carefully controlled at all times and locked when not in use. All ladders and movable lift equipment is closely supervised when in use. Security and safety requirements set forth under the Agency Policies and Facility Operating Procedures must be adhered to at all times, as now provided or subsequently revised.

5.18 All vendor's personnel are required to be dressed in vendor provided, identifiable, serviceable uniforms appropriate for the duties they are performing. Vendor's personnel shall not wear clothing that bears any similarity to inmate clothing. Clothing that is short, tight fitting, provocative, or revealing is not appropriate attire for a prison environment. Individual's so dressed will be asked to change their clothing or leave the institution.

5.19 Vendor employees performing services under the scope of this contract must:

a. Submit to a background investigation conducted by the Agency. The vendor must submit the name, social security number, driver's license number, and date of birth for each and every employee providing services to the Agency. The personnel background investigations will be processed at no cost to the vendor. Any future hires will be subject to the above provisions.

b. Contract employees assigned to facilities with onsite operations as well as those with off-site bag and delivery systems will require approval by the Warden/Administrator or designee prior to hire. Warden/Administrator or designee has the authority to revoke a contract employee's security clearance as deemed necessary.

c. Attend staff orientation and institutional training. Individuals employed by the vendor who will be performing services in the institution shall be required to undergo an initial orientation to the institution, which will not exceed forty (40) hours. In addition, all new employees and subcontractors including those who are in the institution less frequently will be required to complete an initial orientation. Annual refresher training may also be required.

5.20 Vendor must, at all times, comply with any and all applicable Agency and facility policies, procedures and standards, as well as any and all applicable Federal, State and ACA statutes and standards. Agency shall remove any person or persons employed by the vendor that refuse to comply with the above requirements.

5.21 Vendor shall include proposed staffing levels in the bid.

5.22 Vendor must maintain time records for each inmate worker and report hours worked to the respective facility on a weekly and/or monthly basis, depending on the facility request.

5.23 Vendor shall be responsible for reporting inmates observed violating any laws or Agency rules of conduct to security personnel. The vendor has the right to request removal of any inmate if vendor feels the inmate is unsuitable for the commissary service function.

5.24 Vendor shall provide inmates with training on any task assigned to the inmate. Vendor shall document this training and provide documentation to the Warden/Administrator or Designee. The vendor must evaluate inmate in writing, in accordance with Agency's Policy or Operational Procedures of each facility.

5.25 Vendor must ensure that inmates will not operate computer equipment, service a sales window or provide delivery services. Any on-site deliveries must be made by vendor's personnel. Vendor shall seek approval from Warden/Administrator or designee for inmates to perform any other functions assigned to vendor's personnel.

5.26 Vendor must provide comparable services/menu to the Northern Regional Jail (located at Northern Correctional Facility) as are provided at other regional jail locations. Current Northern Regional Jail Commissary Items List, attached **Exhibit 3**, is for informational purposes and shall not be used for bid purposes. In addition, the vendor must provide the capability to be compatible with the regional jail's current Trustee Accounting system and any future computer system that may be put in place.

5.27 The Agency currently utilizes a third-party vendor (Tech Friends, Inc.) for inmate banking and commissary software. This solution has been highly customized over several years to precisely match Agency policy with respect to debt collection, inmate payroll, restitution, fines/fees, multiple bank accounts, savings account interest distribution and work release. The successful vendor will interface with the Tech Friends solution in order to provide real-time commissary deductions from inmate accounts as well as integrated reporting capabilities to the Agency. In addition, the successful vendor agrees to a monthly software maintenance fee payable to Tech Friends, Inc. in the amount of $4,585.00.

5.28 Vendor must provide and maintain all software and hardware necessary to accomplish the commissary operations. Vendor will be given access to the inmate trustee accounting system used by the Agency which includes point-of-sale and inventory features. For all Vendor-provided systems, Vendor must provide 24/7/365 support for resolving hardware and software problems within 24 hours.

5.29 Vendor is responsible for assuring that sales do not exceed the balances and/or spending limits. No negative inmate balances are permitted for commissary sales.

5.30 On-site window service, vendor must have the inmate sign two copies of the sales receipt at the time of sale. One copy is retained by the vendor and one copy must be given to the inmate. Receipts for on-site window and on-site delivery must contain the following information:

a. Date of sale
b. Inmate name
c. Inmate number
d. Receipt number
e. Inmate current balance
f. Items, quantities, unit price, extended price
g. Total price of transaction
h. Inmate ending balance
i. Inmate signature line

5.31 In the event of a lockdown, vendor must be equipped to perform a bagging operation. Vendor shall bag orders to be delivered to the inmates. Inmate's receipt must be included in the bag.

5.32 For off-site delivery operations, vendor must package products in individual, clear plastic, perforated bags with tamper proof seals and be clearly marked with the inmate's name, inmate number and housing unit. Items being delivered are subject to search prior to being issued to the inmates.

5.33 Vendor shall make all off-site deliveries in accordance with approved delivery schedules and security procedures compiled and agreed upon by the Agency and Vendor.

5.34 Vendor shall be responsible for all ordering, receiving, warehousing and inventory for all commissary commodities.

5.35 Deliveries of bagged orders shall be made on a schedule determined and agreed upon by the site and vendor. Delivery hours shall be established by the Warden/Administrator or designee and guaranteed by the vendor. Vendor must be flexible to changes imposed on delivery schedules due to security requirements. In this case, Warden/Administrator or designee shall notify vendor of required changes.

5.36 Vendor shall be responsible for delivery of inmate orders. Vendor must provide the proposed operational plan from placement of inmate order to delivery of order.

5.37 Vendor must provide two copies of the receipt in the sealed bag. Inmate will sign carbon receipt. Carbon copy will be retained by the inmate and the original will be retained by the Vendor and available to Agency staff upon request.

5.38 Receipts for off-site delivery must contain the following information:

a. Date of sale
b. Inmate name
c. Inmate number
d. Receipt number
e. Inmate current balance
f. Items, quantities, unit price, extended price
g. Total price of transaction
h. Inmate ending balance
i. Inmate signature line

5.39 Vendor shall report all hazardous conditions or equipment to the Warden/Administrator or designee.

5.40 Vendor shall provide the monthly facility items sales report to each facility within five days of the close of the previous month. The invoices shall include the following information. Credit invoices shall be separate, but include the same information.

a. Total inmate sales including tax
b. Sales tax total
c. Non-commissioned sales total
d. Commissionable sales total
e. Commission Total
f. Amount due vendor (sales, non-commission and tax)

Alternate Proposal – COR61549

PARTNERSHIP WITH WV CORRECTIONAL INDUSTRIES

Vendor, may, at its option, submit an alternate bid to partner with WV Correctional Industries.

6.1 Vendor may enter into a Service Contract with WV Correctional Industries (WVCI) as a partner to operate the centralized commissary and an inmate package program. Service work to be performed under the contract shall be a bagging and delivery service, warehousing, and window service.

6.2 The bagging and delivery service shall include the processing of individual orders and delivering them to Agency facilities for distribution to the inmates. WVCI is willing to deliver bulk items to the facilities with window service; however, WVCI does not own a refrigeration vehicle.

6.3 The warehousing shall include receiving Vendor's products for the commissary operations; storing and using the products for the bagging and window operations, and compiling and maintaining accurate inventory of products.

6.4 The window service operation shall include servicing the windows at facilities with on-site windows by providing the inmate population the products for purchase.

6.5 WVCI shall employ civilian staff as well as inmate workers to perform various functions in the warehouse and facility onsite deliveries/windows.

6.6 WVCI shall utilize inmate workers in the warehouse facility for the purpose of maintaining inventory and performing the bagging operation and will reimburse WVCI per the Pricing Page as set forth on **Exhibit 1.**

6.7 WVCI shall utilize inmate workers at each facility with an onsite/window service and will reimburse WVCI per the Pricing Page as set forth on **Exhibit 1**.

6.8 Vendor shall submit a bid to pay WVCI a certain percentage of adjusted gross sales generated by the commissary operation for the warehousing and bagging operation

6.9 Vendor shall submit a bid to pay WVCI a percentage of adjusted gross sales generated by the commissary operation for the transportation and delivery of the bagged orders.

6.10 Vendor's commission bid for the optional partnership will not be used during any evaluations of this RFP. This is an alternate and optional program. Not bidding on this alternate will have no impact on Vendor's bid for base proposal.

6.11 The definition of adjusted gross sales shall be: published unit prices less any applicable sales tax or credits issued to the inmates.

6.12 WVCI shall supply a 12,000 square foot building located at Huttonsville Correctional Center.

6.13 WVCI shall supply pallet jacks and a forklift, if required.

6.14 WVCI shall be responsible for all utilities and phone system in the warehouse.

6.15 Vendor shall supply all shelving, racking, refrigeration equipment (if required) computer equipment and/or software, order forms, packaging materials and supplies and all other types of equipment or supplies required for the warehousing and bagging operation.

6.16 All inventory items are owned by the Vendor.

6.17 If Vendor desires for WVCI to deliver bulk items to facilities and refrigeration is necessary, Vendor shall supply the refrigeration vehicle.

6.18 Refer to sections 5.11 and 5.12 for facility window service equipment and supplies.

6.19 If successful Vendor desires to partner with WVCI, a separate Service Agreement will be entered into outlining all specifics. All provisions above shall be incorporated into said Service Agreement between Vendor and WVCI.

6 **Oral Presentation:** The Agency will require mandatory oral presentations from all vendors participating in the RFP process. Please see Schedule of Events (Section 1.3) for timeframe. During the oral presentations, Vendors may not alter or add to their submitted proposal, but only clarify information. A description of the materials and information to be presented is provided below:

6.1 Materials and information required at Oral Presentation in addition to proposed solution:

a. A variety of sample products Vendor proposes to sell in the Commissary
b. Information with regard to Vendor's hardware and software and how it will successfully interface with the current inmate trustee accounting system.
c. Information with respect to current on-site and off-site prison commissary services in other states or locations within West Virginia
d. At least five (5) references from entities that currently utilize your services (Agency prefers correctional type facility references). Please provide contact name, email address and telephone number.

SECTION SEVEN: VENDOR PROPOSAL

1 **Economy of Preparation:** Proposals should be prepared simply and economically providing a straightforward, concise description of the Vendor's abilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of the content.

2 **Incurring Cost:** Neither the State nor any of its employees or officers shall be held liable for any expenses incurred by any Vendor responding to this RFP, including but not limited to preparation, delivery, or travel.

3 **Proposal Format:** Vendors should provide responses in the format listed below:

Title Page: State the RFP subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, e-mail address, and Vendor signature and date.

Table of Contents: Clearly identify the material by section and page number.

Attachment A: Within the attached response sheet (**Attachment A: Vendor Response Sheet**), provide the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable

to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.

Also, describe the approach and methodology proposed for this project. This should include how each of the goals and objectives listed is to be met.

Attachment B: Complete **Attachment B: Mandatory Specification Checklist.** By signing and dating this attachment, the Vendor acknowledges that they meet or exceed each of these specifications as outlined in 5 of Section Four: Project Specifications. The State reserves the right to require documentation detailing how each is met at its discretion.

Attachment C: Complete **Attachment C: Cost Sheet** included in this RFP and submit in a separate sealed envelope. "Cost" should be clearly marked on the envelope.

Oral Presentations: All Vendors participating in this RFP will be required to provide an oral presentation, based on the criteria set in Section 4. 6. During oral presentations, Vendors may not alter or add to their submitted proposal, but only to clarify information.

4 **Proposal Submission:** Proposals must be received in **two distinct parts**: technical and cost.

- **Technical proposals** must not contain any cost information relating to the project.
- **Cost proposal** shall be sealed in a separate envelope and will not be opened initially.

All proposals must be submitted to the Purchasing Division **prior** to the date and time stipulated in the RFP as the opening date. All bids will be dated and time stamped to verify official time and date of receipt. All submissions must be in accordance with the provisions listed below and in Section Two: Instructions to Bidders Submitting Bids above.

5 **Technical Bid Opening**: The Purchasing Division will open and announce only the technical proposals received prior to the date and time specified in the Request for Proposal. The technical proposals shall then be provided to the Agency evaluation committee. Vendor shall submit an additional five (5) copies of the technical bid as courtesy copies for the evaluation committee.

6 **Cost Bid Opening**: The Purchasing Division shall schedule a date and time to publicly open and announce cost proposals when the Purchasing Division has approved the technical recommendation of the evaluation committee. All cost bids for qualifying proposals will be opened. Cost bids for non-qualifying proposals will also be opened but shall not be considered. A proposal may be deemed non-qualifying for a number of reasons including, but not limited to, the bidder's technical proposal failing to meet the minimum acceptable score and the bidder's technical proposal failing to meet a mandatory requirement of the contract. Certain information, such as technical scores and reasons for disqualification, will not be available until after the contract award, pursuant to ***West Virginia Code*** §5A-3-11(h) and ***West Virginia Code of State Rules*** §148-1-6.2.5.

SECTION EIGHT: EVALUATION AND AWARD

1 **Evaluation Process**: Proposals will be evaluated by a committee of three (3) or more individuals against the established criteria with points deducted for deficiencies. The Vendor who demonstrates that they meet all of the mandatory specifications required; and has appropriately presented within their written response and/or during the oral demonstration (if applicable) their understanding in meeting the goals and objectives of the project; and attains the highest overall point score of all Vendors shall be awarded the contract. The selection of the successful Vendor will be made by a consensus of the evaluation committee.

2 **Evaluation Criteria**: All evaluation criteria is defined in the specifications section and based on a 100 point total score. Cost shall represent a minimum of 30 of the 100 total points.

The following are the evaluation factors and maximum points possible for technical point scores:

Attachment A: Vendor Response Sheet

Provide a response regarding the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.

List project goals and objectives contained in Section 4, Subsection 4:

Section 4:

4.1 To operate and maintain inmate commissary operations at the facilities identified on **Exhibit 1**, in a cost effective and efficient manner for the benefit of Agency and the inmates incarcerated at said facilities.

Vendor Response:

4.2 To provide job opportunities for inmates located in the respective sites.

Vendor Response:

Attachment B: Mandatory Specification Checklist

List mandatory specifications contained in Section 5:

5.1 The Vendor shall procure all necessary permits and licenses to comply with all applicable Federal, State, or municipal laws, along with all regulations, and ordinances of any regulating body.

Vendor Response:

5.2 The Vendor shall pay any applicable sales, use or personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this contract shall be borne by the Vendor. It is clearly understood that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.

Vendor Response:

5.3 All bidders shall state prior experience in providing on-site prison commissary services and off-site services. Agency reserves the right to request additional information and references.

Vendor Response:

5.4 Vendor shall identify any subcontractors that will be involved in the development, implementation, training and operation of this project. Vendor's product suppliers are exempt from this mandate.

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from the Master Menu. The vendor is responsible for ensuring that only items included on the approved Master Menu are available. The Agency reserves the rights to add, eliminate, or restrict products. The Vendor may propose commissary products that are new to the market for the Agency's review and approval. The vendor shall provide product samples when requested by the Agency at no-charge. In the event the Agency is required to return product samples; it shall be at the vendor's expense. All items to be sold as part of Commissary shall be approved by the Agency. The number and variety of items shall also be limited to manageable level as determined by the Agency. The Agency encourages the vendors to purchase products local to the sites whenever possible. The vendor may provide holiday/seasonal items approved by the Agency. Postage stamps (books, Individual, and Pre-stamped envelopes) will be sold through the commissary. Postage is restricted from mark-up and commission. There will be no glass containers, no alcohol based, and no aerosol based items.

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5.6 Vendor shall assure that any item approved for inmate retention shall not exceed $100.00 in value with the exception of PlayStation, X-Box, televisions, and musical instruments.

Vendor Response:

5.7 The vendor shall provide commissary services to all inmates as scheduled per **Exhibit 1**. The schedule shall provide for holiday changes. Furthermore, the Warden/Administrator or designee must also approve any deviation from the approved schedule.

Vendor Response:

5.8 The vendor shall supply the Agency with an independent Certified Public Accountants' yearly audit of the Selected Contractor within six (6) months of the end of the Selected Contractor's fiscal year, and in accordance with GAAP (Generally Accepted Accounting Principles).

Vendor Response:

5.9 Vendor's personnel must display Agency issued ID cards on their person at all times when on Agency sites. Vendor's personnel shall be subject to searches as outlined in 1.2.

Vendor Response:

5.10 The vendor must maintain sufficient inventory to meet average daily demand and timely delivery of commissary products. Items including, but not limited to, tennis shoes/sneakers, radios and televisions are considered inmate personal property. The vendor will work with and through the site's Personal Property Officer for the sale and issuance of any and all personal property. The vendor is responsible for inventory maintenance and control. The vendor must issue a written waiver for Agency to purchase items for another source when items ordered and are unattainable within fourteen (14) days.

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5.11 Agency will provide the Vendor with a commissary completely equipped and ready to operate together with refrigeration and utilities. If required, Vendor shall bear the expense for telephone/fax/data lines at the facilities. Computer equipment, office supplies, and other incidentals shall be supplied by the Vendor. Should Vendor desire additional equipment or furnishings not supplied by the Agency, Vendor may supply the items after approval from the Agency.

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Vendor Response:

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5.17 Vendor's equipment, tools, supplies and materials are subject to search or inventory at any time. Tools and materials are carefully controlled at all times and locked when not in use. All ladders and movable lift equipment is closely supervised when in use. Security and safety requirements set forth under the Agency Policies and Facility Operating Procedures must be adhered to at all times, as now provided or subsequently revised.

Vendor Response:

5.18 All vendor's personnel are required to be dressed in vendor provided, identifiable, serviceable uniforms appropriate for the duties they are performing. Vendor's

personnel shall not wear clothing that bears any similarity to inmate clothing. Clothing that is short, tight fitting, provocative, or revealing is not appropriate attire for a prison environment. Individual's so dressed will be asked to change their clothing or leave the institution.

Vendor Response:

5.19 Vendor employees performing services under the scope of this contract must:

d. Submit to a background investigation conducted by the Agency. The vendor must submit the name, social security number, driver's license number, and date of birth for each and every employee providing services to the Agency. The personnel background investigations will be processed at no cost to the vendor. Any future hires will be subject to the above provisions.

e. Contract employees assigned to facilities with onsite operations as well as those with off-site bag and delivery systems will require approval by the Warden/Administrator or designee prior to hire. Warden/Administrator or designee has the authority to revoke a contract employee's security clearance as deemed necessary.

f. Attend staff orientation and institutional training. Individuals employed by the vendor who will be performing services in the institution shall be required to undergo an initial orientation to the institution, which will not exceed forty (40) hours. In addition, all new employees and subcontractors including those who are in the institution less frequently will be required to complete an initial orientation. Annual refresher training may also be required.

Vendor Response:

5.20 Vendor must, at all times, comply with any and all applicable Agency and facility policies, procedures and standards, as well as any and all applicable Federal, State and ACA statutes and standards. Agency shall remove any person or persons employed by the vendor that refuse to comply with the above requirements.

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Vendor Response:

5.23 Vendor shall be responsible for reporting inmates observed violating any laws or Agency rules of conduct to security personnel. The vendor has the right to request removal of any inmate if vendor feels the inmate is unsuitable for the commissary service function.

Vendor Response:

5.24 Vendor shall provide inmates with training on any task assigned to the inmate. Vendor shall document this training and provide documentation to the Warden/Administrator or Designee. The vendor must evaluate inmate in writing, in accordance with Agency's Policy or Operational Procedures of each facility.

Vendor Response:

5.25 Vendor must ensure that inmates will not operate computer equipment, service a sales window or provide delivery services. Any on-site deliveries must be made by vendor's personnel. Vendor shall seek approval from Warden/Administrator or designee for inmates to perform any other functions assigned to vendor's personnel.

Vendor Response:

5.26 Vendor must provide comparable services/menu to the Northern Regional Jail (located at Northern Correctional Facility) as are provided at other regional jail locations. Current Northern Regional Jail Commissary Items List, attached **Exhibit 3**, is for informational purposes and shall not be used for bid purposes. In addition, the vendor must provide the capability to be compatible with the regional jail's current Trustee Accounting system and any future computer system that may be put in place.

Vendor Response:

5.27 The Agency currently utilizes a third-party vendor (Tech Friends, Inc.) for inmate banking and commissary software. This solution has been highly customized over several years to precisely match Agency policy with respect to debt collection, inmate payroll, restitution, fines/fees, multiple bank accounts, savings account interest distribution and work release. The successful vendor will interface with the Tech Friends solution in order to provide real-time commissary deductions from inmate accounts as well as integrated reporting capabilities to the Agency. In addition, the successful vendor agrees to a monthly software maintenance fee payable to Tech Friends, Inc. in the amount of $4,585.00.

Vendor Response:

5.28 Vendor must provide and maintain all software and hardware necessary to accomplish the commissary operations. Vendor will be given access to the inmate trustee accounting system used by the Agency which includes point-of-sale and inventory features. For all Vendor-provided systems, Vendor must provide 24/7/365 support for resolving hardware and software problems within 24 hours. Vendor shall coordinate and communicate with the facility assigned staff member.

Vendor Response:

5.29 Vendor is responsible for assuring that sales do not exceed the balances and/or spending limits. No negative inmate balances are permitted for commissary sales.

Vendor Response:

5.30 On-site window service, vendor must have the inmate sign two copies of the sales receipt at the time of sale. One copy is retained by the vendor and one copy must be given to the inmate. Receipts for on-site window and on-site delivery must contain the following information:

j. Date of sale
k. Inmate name
l. Inmate number
m. Receipt number
n. Inmate current balance
o. Items, quantities, unit price, extended price
p. Total price of transaction
q. Inmate ending balance
r. Inmate signature line

Vendor Response:

5.31 In the event of a lockdown, vendor must be equipped to perform a bagging operation. Vendor shall bag orders to be delivered to the inmates. Inmate's receipt must be included in the bag.

Vendor Response:

5.32 For off-site delivery operations, vendor must package products in individual, clear plastic, perforated bags with tamper proof seals and be clearly marked with the inmate's name, inmate number and housing unit. Items being delivered are subject to search prior to being issued to the inmates.

Vendor Response:

5.33 Vendor shall make all off-site deliveries in accordance with approved delivery schedules and security procedures compiled and agreed upon by the Agency and Vendor.

Vendor Response:

5.34 Vendor shall be responsible for all ordering, receiving, warehousing and inventory for all commissary commodities.

Vendor Response:

5.35 Deliveries of bagged orders shall be made on a schedule determined and agreed upon by the site and vendor. Delivery hours shall be established by the Warden/Administrator or designee and guaranteed by the vendor. Vendor must be flexible to changes imposed on delivery schedules due to security requirements. In this case, Warden/Administrator or designee shall notify vendor of required changes.

Vendor Response:

5.36 Vendor shall be responsible for delivery of inmate orders. Vendor must provide the proposed operational plan from placement of inmate order to delivery of order.

Vendor Response:

5.37 Vendor must provide two copies of the receipt in the sealed bag. Inmate will sign carbon receipt. Carbon copy will be retained by the inmate and the original will be retained by the Vendor and available to Agency staff upon request.

Vendor Response:

5.38 Receipts for off-site delivery must contain the following information:

j. Date of sale
k. Inmate name
l. Inmate number
m. Receipt number
n. Inmate current balance
o. Items, quantities, unit price, extended price
p. Total price of transaction
q. Inmate ending balance
r. Inmate signature line

Vendor Response:

5.39 Vendor shall report all hazardous conditions or equipment to the Warden/Administrator or designee.

Vendor Response:

5.40 Vendor shall provide the monthly facility items sales report to each facility within five days of the close of the previous month. The invoices shall include the following information. Credit invoices shall be separate, but include the same information.

g. Total inmate sales including tax
h. Sales tax total
i. Non-commissioned sales total
j. Commissionable sales total
k. Commission Total
l. Amount due vendor (sales, non-commission and tax)

Vendor Response:

Section 9:

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

ARAMARK Correctional Services, LLC.

(Company)

John Hanner, President, Correctional Services

(Representative Name, Title)

Phone) 1-800-777-7090 FAX 630-271-5758

(Contact Phone/Fax Number)

October 31, 2013

(Date)

Signature

EXHIBIT

1

EXHIBIT 1

WV Division of Corrections
COR61549
Facility Descriptions -

Facility Name	Address	Type	# Inmates	Gender	Type of Service	Inmate Spending Limits Per Day/Week/ Month	Perishables	5-Year Sales	Window Service Operation Hours and/or On-Site/Off-Site Delivery Times	Comments
Anthony Correctional Center	HC 70, Box N-1 White Sulphur Springs 24986	Minimum - Youthful Offender 18-26 yrs	220	M/F	Off-Site Delivery	***See Note on Attached Page**	No	$ 585,525	Evening delivery/One per week/Before 5:00 p.m	Male Population, 208 Female Population, 12
Beckley Correctional Center	111 S. Eisenhower Drive Beckley, 25801	Minimum/Work Release	59	M/F	Off-Site Delivery	None	No	$ 10,737	One Per Week	
Charleston Correctional Center	607 Brooks Street Charleston, WV 25301	Minimum	66	F	Off-Site Delivery	NA	No	NA	One Per Week------when facility opens	Combination Correctional Center/Work Release. Currently a Work Release with 66 inmates. New Center to open January 2015.
Denmar Correctional Center	HC 64, Box 125 Hillsboro, 24946	Medium	216	Male	Off-Site Delivery	None	No	$ 830,402	Two Per Week/Monday & Thursday Evenings	
Huttonsville Correctional Center	US Rt. 250 South Huttonsville, 26273	Maximum	1136	Male	Window/ On-Site	$100/week	Yes	$ 4,593,763	Window-M-F 7 a.m.-5 pm	

EXHIBIT 1

WV Division of Corrections
COR61549
Facility Descriptions -

Facility Name	Address	Type	# Inmates	Gender	Type of Service	Inmate Spending Limits Per Day/Week/ Month	Perishables	5-Year Sales	Window Service Operation Hours and/or On-Site/Off-Site Delivery Times	Comments
Work Camp - Huttonsville	US Rt. 250 South Huttonsville, 26273	Minimum	48	Male	On-Site Delivery	$100/week	Yes	NA - New Site		Work Camp on prison property - Outside of Fence
Lakin Correctional Center	11264 Ohio River Road West Columbia, 25287	Multi-Security	455	Female	Window/On-Site	$100/week	Yes	$ 2,036,616	Will have window service with new contract	
Martinsburg Correctional Center	38 Grapevine Road Martinsburg, 25401	Intake/Maximum	120	Male	Off-Site Delivery	$10/week	No	$ 126,401	One Per Week	

EXHIBIT 1

WV Division of Corrections
COR61549
Facility Descriptions -

Facility Name	Address	Type	# Inmates	Gender	Type of Service	Inmate Spending Limits Per Day/Week/ Month	Perishables	5-Year Sales	Window Service Operation Hours and/or On-Site/Off-Site Delivery Times	Comments
Mt. Olive Correctional Complex	1 Mountainside Way Mt. Olive, 25185	Maximum/ Medium	1076	Male	Window/ On-Site	***See Note on Attached Page**	Yes	$ 4,544,876	***See Note on Attached Page**	
Slayton Work Camp - Mt. Olive	1 Mountainside Way Mt. Olive, 25185	Minimum	50	Male	On-Site Delivery	$125/Week	Yes	NA - New Site	One Per Week	Work Camp on prison property
Northern Correctional Facility	112 Northern Regional Correctional Drive Moundsville, WV 26041	Maximum	253	Male	On-Site Delivery	**$100/See Note on Attached**	Yes	$ 1,281,451	Commissary Processes Orders M-F, 7:00 am - 3:00 pm. In addition, NCF and OCCC have a food incentive program currently in place. Spending limits do not include local food purchases. Vendor will process local food purchases. Facility will provide vendor with delivery schedules for NCF and NRJ. OCCC picks up and delivers items to their inmates.	Current commissary has a total of 452 square feet, with 940 square feet of shelving. No window service at this facility. Ohio County items are bagged at NCF and picked up and delivered by OCCC staff. Also, see Note on attached page
Northern Regional Jail	112 Northern Regional Correctional Drive Moundsville, WV 26041	Jail Inmates	373	M/F	On-Site Delivery	$50/week	No	Included in above total		
Ohio County Correctional Complex	1501 Eoff Street Wheeling, 26003	Community/ Minimum	66	Male	Satellite Delivery	$125/week	Yes	Included in above total		

EXHIBIT 1

WV Division of Corrections
COR61549
Facility Descriptions -

Facility Name	Address	Type	# Inmates	Gender	Type of Service	Inmate Spending Limits Per Day/Week/ Month	Perishables	5-Year Sales	Window Service Operation Hours and/or On-Site/Off-Site Delivery Times	Comments
Parkersburg Correctional Center	225 Holiday Hills Drive Parkersburg, 26170	Minimum	30	Male	Off-Site Delivery	$75/week	No	NA - New Site	One Per Week	
Pruntytown Correctional Center	Rt. 4, Box 49A Grafton, 26354	Minimum/ Medium	369	Male	Window/ On-Site	$100/week	Yes	$ 1,652,078	Window - M-F, 8:00 a.m. - 4:00 p.m.	
Salem Correctional Center	7 Industrial Blvd. Industrial, WV 26426	Minimum/ Medium	400	Male	Off-Site Delivery		No	NA - New Site	Two Per Week/Monday & Thursday Evenings	
St. Mary's Correctional Center	2880 N. Pleasants Highway St. Mary's, 26170	Medium	554	Male	Window/ On-Site	$125/day, max $250/week	Yes	$ 2,082,081	Window - M, T, TH, F - 8:00 a.m. - 4:00 p.m., 3 service windows	

000056

EXHIBIT

2

REQUEST THAT ALL ITEMS BE PACKED IN CLEAR PLASTIC CONTAINERS WHENEVER POSSIBLE. NO GLASS CONTAINERS PERMITTED.

ELECTRONICS:

Batteries AA
Batteries AAA

CANDY:

ALL ITEMS TO INCLUDE SUGAR FREE
Assorted name brand candy items.
Assorted flavors of hard and soft candy.

CHIPS, PRETZELS, POPCORN & DIP:

Snack size and regular size
To include low sodium and salt free
Assorted chips, cheese puffs, corn chips, nacho's, pretzels and
Popcorn (to include microwaveable)
No hot peppers – all types included.
Assorted Dips-snack size, prefer plastic container – no glass
Assorted nuts – snack size

BEVERAGES:

ALL BEVERAGES TO INCLUDE ORIGINAL AS WELL AS CAFFEINE FREE AND SUGAR FREE
SOFT DRINKS:
Assorted cola – brand name
Assorted clear – name brand
Bottled water – plastic bottle

POWDERED DRINK MIX:
Assorted flavors

COFFEE, TEA, & CREAMER:
Coffee Regular and Decaf
Tea Bags and Instant Tea – Regular & Decaf
Non-Dairy Creamer (non-flammable)

MILK:
Assorted

EXHIBIT 2

REQUEST THAT ALL ITEMS BE PACKED IN CLEAR PLASTIC CONTAINERS WHENEVER POSSIBLE. NO GLASS CONTAINERS PERMITTED.

BAKERY GOODS:

ALL ITEMS ARE TO INCLUDE SUGAR FREE

Assorted Toaster Pastries
Assorted Cookies
Assorted Crackers – to include low sodium and no-salt
Assorted boxed and individual Snack Cakes, Donuts, Muffins, Pies, and Bagels
Breads – white, wheat, hot dog buns, and hamburger buns

ICE CREAM:

Half pints and pints of ice cream and sherbet – assorted flavors to include sugar free.

Assorted ice cream bars, sandwiches, and popsicles to include sugar free.

FOOD:

FROZEN FOOD:
Example (but not limited to): Pizza, sandwiches, frozen vegetables, frozen dinners, chicken strips.

MEATS:
Bologna, ham, corned beef, turkey, beef jerky & beef sticks, pepperoni, Summer sausage, microwave bacon, hot dogs to include all beef

CHEESE:
Sliced, chunk, string, and cream

PUDDINGS, YOGURTS, & JELL-O:
Various flavors, individual size

VEGTABLES:
Assorted

SOUPS:
Assorted flavors Ramen Style and chili

REQUEST THAT ALL ITEMS BE PACKED IN CLEAR PLASTIC CONTAINERS WHENEVER POSSIBLE. NO GLASS CONTAINERS PERMITTED.

FOOD cont.:

READY TO EAT PREPARED FOODS:
Example (but not limited to) Lasagna, beef stew, chicken, & dumplings
Microwaveable; individual serving size
Peanut Butter – creamy & chunky

PASTA, RICE, CEREALS, & NOODLES:
Assorted varieties and flavors

CONDIMENTS:
Ketchup, mustard, BBQ Sauce, Worcestershire sauce, Soy sauce, jelly, jam, salad dressing, and Salt & Pepper Shakers – Plastic Only (no metal bottoms)

SWEETENERS:
Assorted

MISCELLANEOUS
Eggs
Pancake Mix

GAMES:

Pinochle Cards
Poker Cards

HYGIENE ITEMS:

Hair brush – plastic
Comb – plastic
Comb Afro – plastic
Conditioner
Cotton Swab
Curling Iron
Denture Adhesive- Cream
Denture Adhesive-Powder
Denture Bath
Denture Brush
Denture cleaner
Denture Cushions Lower
Denture Cushions Upper

REQUEST THAT ALL ITEMS BE PACKED IN CLEAR PLASTIC CONTAINERS WHENEVER POSSIBLE. NO GLASS CONTAINERS PERMITTED.

HYGIENE ITEMS cont:

Deodorant/Antiperspirant to include hypo-allergenic – Clear in clear container
Elastic Ponytail Holder
Ethnic Hair Care products (Shampoo & Conditioner)
Hair Barrette (Plastic Only)
Hair Dryer
Hair Dye
Hair Straightener
Hair Perm
Hair Rollers (Sponge Only)
Lotion – Hand & Body – to include sensitive skin
Name Brand Blades – (limit 5 blades)
Name Brand Razor with case (Refillable – limit 5 blades)
Mouthwash – Alcohol free
Razor – Disposable Razor (limit 5)
Razorless Hair Remover (Beard – Ethnic)
Shampoo
Shampoo – Dandruff Shampoo
Shampoo – Dark & Lovely Shampoo
Shave Cream or Gel – (non-aerosol)
Soap – to include deodorant and moisturizing
Soap Dish
Hair Spray (non-alcohol & non-aerosol)
Sunblock Lotion
Tampon (no applicator)
Tissue – Kleenex
Toothbrush
Toothbrush Holder
Toothpaste – Regular/Gel/Sensitive
Tweezers – Plastic

MEDICAL SUPPLIES:

Ibuprofen – 35 count max
Acetaminophen – 35 count max
Generic Acid Reducer (30 ct)
Anti-Diarrheal (tablet only)
1% Tolnaftate Cream
Medicated Powder
Multiple Vitamins
Antacid Tablets (3 pk limit)
Lip Balm – Regular & Medicated

REQUEST THAT ALL ITEMS BE PACKED IN CLEAR PLASTIC CONTAINERS WHENEVER POSSIBLE. NO GLASS CONTAINERS PERMITTED.

MEDICAL SUPPLIES cont:

Nose Pads – Breath Right
Cough Drops – Assorted flavors to include sugar free
Triple Antibiotic Ointment
Contact Lens Case
Contact Lens Solution
Hemorrhoid Ointment
Band Aids
Hydrocortisone Cream
Pepto-Bismol

MAKE-UP:

Eyeliner, eye shadow, lipstick, liquid makeup, and mascara in assorted color to include hypo-allergenic

PERSONAL ITEMS:

Photo Album – no metal
Cooler
Bowl with lid (microwaveable)
Dishwashing Liquid
Laundry Detergent – Powdered or Liquid
Fork, Spoon, Knife (Plastic)
Insulated Mug (Microwaveable)
Plates (Microwaveable)
Storage Box (Fireproof/Clear)
Waste Basket – plastic – assorted sizes, no larger than 5 gallon
Trash Bags – size appropriate
Fabric Softener/Dryer Sheets

Sweat Shirt (Light Gray or White)
Sweat Short (Light Gray or White)
Sweat Pants (Light Gray or White)
Socks (White)
Handkerchief (White)
T-Shirts (White)
Briefs (White)
Panties (White)

REQUEST THAT ALL ITEMS BE PACKED IN CLEAR PLASTIC CONTAINERS WHENEVER POSSIBLE. NO GLASS CONTAINERS PERMITTED.

PERSONAL ITEMS cont:

Canvas Step-In Shoes 8-14 Men's (Orange) NO WHITE
Canvas Step – In Shoes 5-9 Women's (Blue) NO WHITE
Athletic Shoes
Ball Caps
Boots

Boot/Athletic Shoe Strings
Doo Rags
Shower Shoes
Slippers
Thermal Tops
Thermal Bottoms
Nail Clippers (with no metal file attachment)
Area Rug – no larger than 3X5 (no rubber backing)
Hand Wraps/Straps
Baseball Glove/Softball Glove
Oscillating Fan
Sunglasses
Weight Lifting Gloves

WRITING SUPPLIES:

Ink Pen – Black (No spring type)
Ink Pen – Blue (No spring type)
Flex Pen
Legal Pad Letter Size (White Only)
Pencil #2
Typing Paper
Typewriter
Typewriter Ribbon and Correction Tape
Envelopes White – Legal Size
Envelopes White – Letter Size
Mailing Envelope – 9X12 – no metal clasp
3 Ring Binder (clear plastic with plastic rings)
Document Folder
Address Book – Small
Eraser
Greeting Cards
Stamps
Stamped Envelope
Webster's Dictionary

REQUEST THAT ALL ITEMS BE PACKED IN CLEAR PLASTIC CONTAINERS WHENEVER POSSIBLE. NO GLASS CONTAINERS PERMITTED.

ELECTRONICS:

Alarm Clock
Boom Box
Head Phones
Head Phones Adapter
Signal Splitter
Storage Case – Cassette/CD
Surge Protector
Extension Cord
Television
TV Firecracker
Walkman
Watch
Watch Battery

EXHIBIT

3

EXHIBIT 3

Northern Regional Jail Commissary Product Market Basket

(for informational purposes only)

Snickers Candy Bar
M&M Peanuts
M&M Plain
Reese's Peanut Butter Cup
Hershey Bar
Hershey Bar w/Almonds
Twix
Nestles Crunch
Three Musketeer
Butterfinger
Sugar Free Wild Fruit 1.75 oz.
Jolly Rancher Assorted 3.7 oz.
Tootsie Rolls 2.75 oz.
Sour Fruit Balls 4.25 oz.
Orange Slices 5.75 oz.
Twizzlers 5 oz.
Bit O Honey 2.75 oz.
Sugar Fee Mints-Roll
Peppermint Lifesavers
Chick O Stick .77 oz.
Nacho Cheese Tortilla Chips 10 oz.
Cheese Curls 10 oz.
Chips, 6 oz.
Chips, Regular Potato Chips 6 oz.
Pork Rinds 2 oz.
Hot BBQ Chips 6 oz.
Sour Cream & Onion Chips 6 oz.
No Salt Potato Chips 5 oz.
Corn Chips
BBQ Corn Chips
Peanuts 1.75 oz.
Honey Roasted Peanuts 2.5 oz.
Sunflower Kernels 3.25 oz.
Health Mix 3.25 oz.
Tropical Blend
Single Serve Drink Mixes- Limit of 40 Total
*** Tea W/Lemon w/ NutraSweet
*** Fruit Punch w/ NutraSweet

*** Black Cherry Drink w/ NutraSweet
*** Lemonade Drink w/ NutraSweet
Premium Instant Coffee 4.4 oz.
Columbian Coffee 3 oz.
Cappuccino 8 oz.
Clear Resealable Hot Cocoa 10 oz.
Single Serve Sugar (**Limit 25**)
Sugar Twin 2 100 ct Box
Peanut Butter Crème Cookies 6 oz.
Orange Pineapple Crème Cookies 6 oz.
Chocolate Chip Cookies 5 oz.
Iced Oatmeal Cookies 5 oz.
Vanilla Wafers 16 oz.
Strawberry Sugar Free Wafers 2.75 oz.
Saltine Crackers 16 oz.
Snack Crackers 16 oz.
Cheez It Crackers 1.5 oz.
Toasty Peanut Butter Crackers
Toasty Cheese on Cheese Crackers
2/pk. Strawberry Toaster Pastries
Monster Iced Honey Bun 6 oz.
Iced Cinnamon Roll 4 oz.
Strawberry Donut 2/pk. 4 oz.
Oatmeal Cakes 1. 3 oz.
Dunkin Sticks 1.7 oz.
Swiss Rolls 2 oz.
Peanut Butter Wafers 2 oz.
Blueberry Donuts 6/pk 12 oz.
Strawberry Cereal Bar 1.3 oz.
Chocolate Iced Honey Buns
Chocolate Moon Pie
Flour Tortillas 6/pk.
Fish Sticks in Hot Sauce
Pouch-Chunk Light Tuna 4.23 oz.
Premium Chicken Breast 4.5 oz.
Sliced Pepperoni 3.5 oz.
Beef & Cheese Sticks
Ramen Hot N Spicy Vegetable
Ramen Chicken
Ramen Chili
Ramen Texas Beef

Ramen Cajun Shrimp
Ramen Cajun Chicken
Sharp Cheese Spread 8 oz.
Jalapeno Cheese Spread 8 oz.
Vanilla Pudding 4/pk.
Rice Clear Resealable 7 oz.
Peanut Butter 18 oz.
Peanut Butter Crunchy 18 oz.
Grape jelly 12 oz.
Strawberry Jelly 12 oz.
Squeeze Mayo 12/ct
Squeeze Ketchup 12/ct
Squeeze Mustard 12/ct
Squeeze Salsa
Pepper Packets Individuals (**Limit 25**)
Salt Packets Individuals (**Limit 25**)
Oatmeal Apples & Cinnamon Single Serve
Oatmeal Maple Brown Sugar Single Serve
Variety Pack Granola Bars 10/pk. 10 oz.
Fruit Loops Cereal or Equivalent 17.5 oz. Bag
Cinnamon Toast Cereal or Equivalent 19.5 oz. Bag
Marshmallow Cereal or Equivalent 19.0 oz. Bag
Honey Nut Cheerios or Equivalent 19.0 oz. Bag
Suave Tropical Coconut Shampoo 15 oz.
VO5 Extra Body Shampoo 15 oz.
VO5 Extra Body Conditioner 15 oz.
Dandruff Shampoo 15 oz.
Neutrogena Facial Soap
3 N One Shampoo 13.5 oz.
3 N One Conditioner 13.5 oz.
Conditioner 4 oz.
Sport Deodorant Soap 5 oz.
Dove Bar Soap 3.15 oz.
Irish Spring 3.2 oz. Soap
Dial Antibacterial Bar Soap (**LOP Limit 1**)
2-Piece Soap Dish (**Limit 1**)
Non-Alcohol Mint Mouthwash 8 oz.
Close-Up Toothpaste Gel 4 oz. (**LOP Limit 1**)
Denture Adhesive 2.5 oz.
Denture Bath
Denture Tabs- 40 Tabs

EXHIBIT 3

Women's A/P Deodorant 2 oz.
Deodorant 2.5 oz.
Moisturizing Lotion w/Aloe 15 oz.
Cocoa Butter Lotion 15 oz.
Lubricating Lotion (Like Lubriderm) 8 oz.
Medicated Skin Cream 4.5 oz. (Like Noxzema)
Blistex
Shave Cream Mild 6 oz.
Tums Individual Roll (**LOP Limit 2**)
Halls Cough Drops Regular (**LOP Limit 2**)
Medicated Anti-Fungal Powder 3 oz.
5 inch Comb (**Limit 1**)
Hair Brush with No Handle (**Limit 1**)
Tampons without Applicator 20/ct.
Ponytail holders (**Limit 1**)
Styling Gel
A/P Deodorant Gel 3 oz. (**LOP Limit 1**)
Multipurpose Contact Solution 4 oz. (**LOP Limit 1**)
Contact Lens Case (**LOP Limit 1**)
Assorted Greeting Cards
Stamped Envelope Large (**LOP Limit 10**)
Manila Envelope 9 1/2 x 12 1/2 (**LOP Limit 3**)
Flex Security Pen (**Limit 4**) (**LOP Limit 1**)
White Writing Pad 8 1/2 x 11 (**LOP Limit 1**)
Webster's Pocket Dictionary
Rubbermaid Bowl w/Lid 1.6/qt. (**Limit 3**)
Insulated Clear Coffee Mug w/Lid 22 oz. (**Limit 1**)
Spork (**Limit 2**)
Aviator Poker Cards
Aviator Pinochle Cards
Chess & Checker Combo
Sports Bra (Size 34, 36, 38)
Shower Shoes (Small, Med, Large)
Boxers 4XL
T-Shirts (Small, Med, Lg, XL, XXL, XXXL)
Boxer Shorts White – (S, M, L, XL, XXL, XXXL)
Tube Socks (One Size Fits)
Thermal Tops White (S, M, L, XL, XXL, XXXL, XXXXL)
Thermal Bottoms (S, M, L, XL, XXL, XXXL)
Women's Panties (Sizes 6, 8, 10, 11)
Velcro Shoes (various sizes)

000670

RFQ No. COR61549

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (*W. Va. Code* §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: ARAMARK Correctional Services, LLC.

Authorized Signature: _____ Date: October 31, 2013

John Hanner, President ARAMARK Correctional Services, LLC

State of Illinois

County of DuPage, to-wit:

Taken, subscribed, and sworn to before me this 31st day of October, 2013.

My Commission expires August 16, 2014.

AFFIX SEAL HERE

NOTARY PUBLIC _____

OFFICIAL SEAL
KAREN G ISHII
NOTARY PUBLIC, STATE OF ILLINOIS
MY COMMISSION EXPIRES 08/16/2014

If applicable, sign and submit the attached Resident Vendor Preference Certificate with the proposal.

TITLE PAGE

State the RFP subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, e-mail address, and vendor signature and date.

Aramark's Title Page follows this page.

April 2, 2014

Department of Administration
Attn: Ms. Tara Lyle
Purchasing Division
2019 Washington Street East
Charleston, West Virginia 25305-0130

RE: COR61549 Commissary Services

Aramark Correctional Services is pleased to submit the following proposal to the West Virginia Division of Corrections for the provision of Commissary Services at the various facilities.

a. **The name and address of Aramark Corporation is:**
Aramark Correctional Services
1101 Market Street
Philadelphia, Pennsylvania 19107

b. **The name, title and telephone number of the Aramark contact person(s) is:**
Vice President Business Development: Tim Barttrum
E-mail: barttrum-tim@aramark.com
Cell: 765-730-7822
Fax: 630-271-5758

c. **Aramark Correctional Services is pleased to submit the enclosed offer in response to RFP COR61549 at the West Virginia Division of Corrections.**
The name and address of Aramark Corporation and Legal Department is:
Assistant General Counsel - Christopher Stearns
Aramark Tower,
1101 Market Street, 29th Floor,
Philadelphia, Pennsylvania 19107
Telephone: 215-238-3613, Fax: 215-238-3282
stearns-christopher@aramark.com

d. **I am an agent of Aramark Correctional Services (ACS) authorized to bind ACS to any contract for services resulting from this solicitation.**
My contact information is as follows: Tim Barttrum, Vice President of Business Development
2300 Warrenville Road
Downers Grove, Illinois 60515
Telephone: 765-730-7822
Fax: 630-271-5758
E-mail: barttrum-tim@aramark.com

Aramark looks forward to discussing this offer in detail with you and other appropriate representatives.

Sincerely,

Tim Barttrum
Vice President of Business Development
Correctional Services

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Clearly identify the material by section and page number.

Aramark's Table of Contents follows this page.

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APPENDICES ON CD

Appendix 1	Screen Shots and Reports
Appendix 2	Job Descriptions
Appendix 3	Equal Employment Opportunity (EEO) Summary
Appendix 4	Employee Handbook
Appendix 5	Employee Benefits Overview
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This proposal contains confidential information proprietary to Aramark Corporation. It may be used or copied (in part or in whole) with written permission only.

ATTACHMENT A:

Within the attached response sheet (Attachment A: Vendor Response Sheet), provide the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.

Also describe the approach and methodology proposed for this project. This should include how each of the goals and objectives listed is to be met.

Attachment A: Vendor Response Sheet

Provide a response regarding the following; firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.

List project goals and objectives contained in Section 4, Subsection 4:

4. Project and Goals: The project goals and objectives are:

4.1 To operate and maintain inmate commissary operations at the facilities identified on Exhibit 1, in a cost effective and efficient manner for the benefit of agency and the inmates incarcerated at said facilities.

Vendor Response:

Aramark Correctional Services proposes to provide the agency and the inmates with a cost-effective and efficient commissary operation at all of the Division of Corrections facilities. This will be accomplished through competitively priced menu items for the inmates and invigorating the commissary program to increase sales, which will result in higher revenues to the Division.

Aramark is the only commissary provider with a proven track record of using retail and marketing experience to drive increased sales volume.

The following is an overview of Aramark's capabilities and presence within the corrections marketplace.

ARAMARK AT A GLANCE

ARAMARK IS A GLOBAL LEADER IN MANAGED SERVICE.

- More than 450 correctional facilities—300,000 inmates
- More than 2,200 K-12 schools and colleges—5 million students
- More than 2,000 hospitals and senior living—75 million patients and residents
- 400 sports and entertainment venues serving 80 million fans
- More than 5,400 business dining locations

Aramark operates hundreds of pick/pack/deliver warehouses serving more than 170,000 locations. Aramark is a $13.9 billion company with 270,000 employees serving customers in 22 countries. Aramark provides retail, food, facility, and uniform services. Our expertise, resources, and experience guarantee cost and quality our for client partners.

Aramark is a $1.0+ billion retailer operating 850 retail locations in USA alone. Aramark operates 350 award-winning convenience stores selling snacks, food, and other items directly to consumers. Our sophisticated retail programs have grown sales double-digits for seven straight years in those stores. **Since 1998, Aramark has ranked in the top three in FORTUNE magazine's World's Most Admired Companies.** Aramark was also selected as one of the World's Most Ethical Companies by the Ethisphere Institute from thousands of nominees across more than 100 countries.

OUR MISSION AND VALUES

Our mission is to deliver experiences that enrich and nourish lives. Our values are to:

- Sell and serve with passion.
- Put front line first.
- Set goals. Act. Win.
- Ensure integrity and respect always.

REFERENCE SUMMARY

Kane County Sheriff

Increased commission up to 144 percent by deploying retail initiatives. The average inmate spend per week has grown from $11 per week to more than $24 per week on average. Aramark implemented its' kiosk technology and iCare program that has provided tremendous benefit for the inmates and family members as family involvement has increased.

Indiana Department of Corrections

The State of Indiana was interested in deploying an e-commerce platform that would allow families to purchase items for inmate relatives. Aramark deployed its' iCare program in response to the needs of the Department. Revenues have continued to grow year over year and we are expanding our program through proactive marketing to family members.

Pierce County Sheriff

The Pierce County Sheriff's Department recently transitioned from a bag and drop model to an Aramark on-site model. This account has seen its' commissary sales grow by nearly thirty percent since the transition. Aramark has implemented technology and retail strategies to drive this increase in sales.

Indiana Department of Correction
302 West Washington Street
Indianapolis, Indiana 46204
Client Contact: Bruce Lemmon, Commissioner
Telephone: 317- 232-5723
Date Opened: July 1, 2005
Population: 27,000
Service Provided: Food, iCare Secure Pack

Kane County Sheriff's Department
37W755 Il Rt 38
St Charles, Illinois 60134
Client Contact: Wayne Carter, Lieutenant
Telephone: 630-208-2095
Date Opened: July 1, 1999
Population: 616
Service Provided: Food, Commissary

Pierce County Sheriff's Department
930 Tacoma Avenue South
Tacoma, Washington 98402-2168
Client Contact: Julie Williams, Contract Services Manager
Work: 253-798-3430
Mobile: 253-232-3559
Date Opened: April 1, 2013
Population: 1,000
Service Provided: Commissary. This includes info link kiosks, iCare and Touchpay lobby kiosks

EXPERIENCE

Aramark Correctional Services is the oldest and largest provider of managed service solutions, with 35 years of experience in the public safety market. We work inside more than 450 facilities every day, so we understand the unique needs of corrections professionals.

We are a corrections-dedicated company. Aramark Correctional Services manages services only in secured environments. Aramark currently provides commissary service for more than 75,000 offenders using both civilian and offender workforces across the nation.

Aramark Correctional Services is the leader in commissary and food service to state, county, municipal, private prisons, and juvenile facilities across North America. Our full-time staff of retail experts works only in corrections, so they know how to deliver orders that meet all security requirements and standards at an affordable price.

COMMISSARY SERVICE EXPERTISE

Aramark Correctional Services prepares nearly three million orders annually in secure environments. We assume the role of commissary service consultants within our clients' facilities. Building on our years of experience in corrections commissary and food service, we apply procedures that achieve our clients' objectives. It is our responsibility to make knowledgeable observations and recommend proper procedures to meet or exceed applicable standards.

We currently operate numerous operations that are fully accredited by the American Correctional Association (ACA).

OPERATIONS PLAN

CONNECT BEYOND COMMISSARY

Aramark is built on the promise of high-touch service.

Whether it's in a school, hospital, college, arena, or correctional facility in the U.S. or around the world, Aramark works inside our clients' homes. This allows us to listen better to their ever-changing needs, ask the right questions, and solve our clients' problems better and faster than long-distant service providers. It helps us become true partners; we do more than just deliver commissary.

Retail disciplines work as well in correctional facilities as in any other retail service.

The "Four P's" of retail philosophy drive Aramark's unique approach to commissary. Offenders and their families "vote" with their wallets. If we don't have what they want, when and where they want it, they will choose not to spend the money.

- **Right Product**

  It's critical that offenders can buy the products they want with the quality they expect. That's why we have decided to focus on the branded products. We know the manufacturers stand behind the quality and consistency of the products they offer. Many private label products vary too much to meet Aramark's standards.

  New product introductions also heighten offender interest in commissary. Aramark supply chain and the senior director of field marketing and his team are constantly sourcing the latest "hot" brands and items so we can present them to the facility for potential inclusion in the menu.

- **Right Price**

  Prices have to be fair and based on market basket pricing. Convenience store pricing is the benchmark for commissary items even though Aramark's Commissary Service Program offers more than a c-store. Aramark selects and packs orders to the specific request of the individual offender, handles the payment, and delivers the order to the offender's door.

- **Right Place**

  The product has to be there when the offender wants it. It can't be on a truck somewhere or sitting in a distant warehouse. While our systems keep order errors to a minimum, when they do occur we correct those errors by getting the item from stock on site or from the nearby warehouse. Sales maximized...unrest minimized.

"Right place" also means making it easier for families to deposit money and purchase gifts for offenders by giving them that power at home or at work. The "right place" for them makes it easier to support their loved one.

We make it easier for offenders to order through appropriate technology and simplicity of process. For example, using the power of infoLiNK, our in-pod ordering kiosk solution, drives sales and helps improve officer work environments. When inmates can check balances, place orders, review promotional offers, and receive their purchases more quickly, the entire facility benefits.

- **Right Promotion**

The right incentive encourages offender commissary participation and increased spending. Even offenders who are indigent often receive money from family and friends when they see items they want. Promotions can be temporary price reductions, seasonal items, bonus programs, or loyalty rewards.

CONNECT Beyond Commissary starts with understanding the needs of each of the three key customer groups:

THE FACILITY

Aramark starts with your facility needs. Your facility needs:

- Budget relief
- Potential to implement technology that works and is meaningful to inmates and officers
- Improved officer morale
- Ability to offer offenders vocational job training at no cost to you

Aramark's programs will deliver against these needs. Our focus is on delivering high-touch service, whether the service is provided on site or off site. This proposal reflects the service strategy specified. In either scenario, on site or off site, the program delivers against our commitment to high-touch service.

THE FAMILY

Aramark understands that families and friends of offenders have needs and are concerned about the welfare of their loved ones. We are committed to finding ways to make it easier by giving them the ability to:

- Purchase gift bags for inmates remotely from a computer or telephone remotely from a computer or telephone.
- Send a gift to a loved one in the facility to show their support.

Data shows that their is a direct impact in recidivism of inmates that have familial support. Our iCare program allows the family to show that support.

THE OFFENDER

Aramark understands the offender has needs. With limited funds, they want to get the most for their money. Therefore, they want the ability to:

- Choose recognized brands at fair prices.
- Get problems resolved quickly.
- Save money through "sales" or promotions.
- Try a new item on the market.
- Purchase fresh, hot, restaurant-quality food items, such as cheeseburgers or pizza, as long as their behaviors are appropriate.
- Place their orders using the simplest methodology possible. This can include ordering through an in-pod kiosk, simple scan forms, or direct purchase from Aramark's proprietary Connect Mobile™.
- Simplify the process of receiving answers to questions concerning deposits, balances, and grievances using the in-pod kiosk.
- Learn skills they can use to help find employment when released.

As added value, as issues are resolved quickly and questions answered in a timely fashion, the workplace environment for your officers improves dramatically.

OPERATIONAL EXCELLENCE

OPERATIONAL EXCELLENCE IS THE WAY WE DO BUSINESS

OP-X® is Aramark Correctional Services' copyrighted and trademarked quality assurance process. The OP-X process ensures that our commissary service is executed consistently every single day, and our clients and customers are receiving the best product and service.

OP-X outlines for our employees their daily tasks and enables us to assign clear accountability for the work that needs to be completed each and every day. Detailed road maps navigate the commissary process in an easy-to-follow format. The OP-X Program is in place before the first day of service and sets the standards for every day of the contract.

THE OP-X COMMITMENT TO YOU

COMMISSARY CONSISTENCY

OP-X encompasses more than 150 specific quality details that are incorporated into easy-to-follow road maps. The road maps divide the quality tasks by the position responsible and the time to be completed. These are incorporated into job training, job descriptions, and daily routines to ensure that operational standards are reviewed and met every day.

MEASURABILITY: CLEAR PERFORMANCE STANDARDS

Our commissary managers are required to measure performance based on compliance.

SUPERVISOR AND INMATE TRAINING

The 15-Minute Training Series has been designed as hands-on work experience to teach basic retail and operating principles. This comprehensive training series includes trainer scripts, interactive training activity, spot-check to ensure proficiency in the topic, and follow-up process. When inmates work in the commissary, OP-X is also used to prepare them for productive work habits after they are released.

COMMUNICATION AND INVOLVEMENT: SHARING WITH YOU

OP-X facilitates open discussion with our clients concerning every aspect of the Commissary Program. We welcome sharing our monthly audit with our clients.

PERFORMANCE REVIEW BY HIGHER MANAGEMENT

Operational Excellence is substantiated through documentation. It is a continuous process involving specific action plans that are written, implemented, and tracked to ensure continuous quality improvement. This includes review by district managers and other members of the Aramark Correctional Services Management Team when they visit the account.

COMPLIANCE INSPECTIONS

Following the OP-X process faithfully ensures compliance every day. Compliance inspections are completed by the commissary manager on a monthly basis to be used as a continuous self-evaluation of the team's performance. The district manager verifies all standards are met on a routine basis. Detailed action plans are written for those areas that require improvements. High performance is demanded, and our managers are evaluated based on OP-X criteria. High achievement is rewarded. We will use the OP-X review process as the basis for our meetings with you.

SUPERVISOR'S OP-X ROAD MAP

Operational Excellence

Commissary Standards

DAY

Category	Subcategory	QA Details	Non-compliance Xs
Management Controls	Pick and Pack	Orders are supervised closely to ensure correctness and are filled in a timely manner. Complete the pick-and-pack log (Form 1).	
		Items are packed in a manner to ensure product is not broken or damaged before or during delivery.	
	Delivery	Upon delivery, all orders are checked with inmates and signatures are obtained. If there is a shortage, document shortage on top of ticket, deliver the shorted product, and obtain inmate signature for additional product delivered.	
		Collect and retain inmate receipts with signatures upon delivery of product. Each day's receipts should be filed by section daily.	
Purchasing	Receiving	Verify all merchandise received, and sign and date the invoice or shipping document.	
		Document all product orders at the time order is made, on a receiving log (Form 2).	
		Temperature-sensitive products, such as ice cream and sandwiches, are properly checked before being accepted and are promptly stored in required spaces.	
		After delivery, all products are dated and immediately placed in appropriate storage areas for first-in first-out (FIFO) inventory management.	
	Product	Products that do not meet purchasing standards are noted on the invoice and refused at delivery. The driver's signature is obtained to note the return.	
		Product shortages are noted on the invoice.	
		Items nearing the end of their shelf life are communicated to lead person and used or disposed of properly.	
Sanitation		All carts, holding boxes, and other food transport containers are kept in clean working order.	
	Rest Room	The entire area is inspected and cleaned at least twice daily. Soap dispensers are filled and working. Toilet tissue is available. No products, clothes, or shoes are stored in area. Cleaning logs are in place and checked by supervisors, if applicable.	
	Storage Areas	Products are stored six inches or more above the floor as required by state or local regulations. Clearance from walls and ceiling meets required local regulations. No consumable products are stored directly on floor.	
		Pest control is effective, or corrective actions are taken.	
	Trash	Trash receptacles are clean, have a liner, are not overflowing, and are kept covered.	
		Dumpsters are clean. Area around dumpsters is clean, dry, and free of debris. Dumpsters are closed and in good repair.	
	Dock	Area is cleaned and sanitized daily (if it is an ARAMARK responsibility).	
		Dock is kept clean, neat, and well organized. Floors are dry and free of debris. Adequate lighting is in place and operational.	
	Vehicles	Interior and exterior cleanliness is maintained.	
		All vehicle daily checks are performed, as required by ARAMARK Fleet Services and DOT.	
Safety	Weapons	Box cutters and other potential weapons are secured. Box cutter log is completed (Form 3).	
	Key Controls	All supervisors must ensure that all keys are turned in prior to leaving the facilities. All doors must be secured when leaving the commissary or warehouse.	
	Supervision	Inmate workers are closely supervised at all times.	
	Chemicals	Chemical log for issuing chemicals is in place and used (Form 4).	
		Chemicals are not stored with consumables and stored in a secure area.	
		Carts are stored in correct areas during both use and non-use periods.	
	Floors	"Caution, Wet Floor" signage is used during cleaning or as needed when floors are wet.	
	Safety Manual	The Safety Manual is available and being used, and safety documentation is being filed properly.	
	Accident File	All accidents and injuries need to be reported immediately.	
iCare	Online Gift Bag Orders	Verify all credit transactions for purchases and deposits.	
		Verify all ARAMARK transaction fees.	
Controls	Daily Inmate Transactions	Receipts are printed for all inmate transactions and distributed to the inmate.	
		The commissary supervisor is cross-referencing the Inmate Order History Report from ACTFAS with signed receipts.	
Human Resources		All employees must sign in and out for every shift and required breaks.	
Security		Every employee should sign into computer systems using personal sign-in information and passwords.	
	Badges	Once employed by ARAMARK, each employee may be issued a facility badge. If issued, it must be worn when working.	

SUPERVISOR'S OP-X ROAD MAP

Operational Excellence

Commissary Standards

WEEK

Category	Subcategory	QA Details	Non-compliance Xs
Inventory		Product is counted with lead person on the same day and time of each week.	
Lost Sales		Review Lost Sales Report with lead person. Using a Reorder Report, all possible corrections are made for next week's purchasing.	
Business Review	End of the Week Reports	All end of the week, reports are printed and given to the lead person for review prior to weekly reset. These reports are located in the Warehouse Module.	
		The EOW Counting Report is used to take physical inventory.	
		The Active Inmate Order History Report is used to balance against sales and commission, and for backup to the client invoice and verifying signed delivery receipts.	
		The Component Cost Report is used to verify costs.	
		The Inventory Analysis Report is used to verify overages/shortages, accurate inventory values, and usage.	
		The Inventory Analysis Total Report rolls up inventory by category.	
		The Warehouse Product Usage Report tracks usage by month and week.	
		The Component Product Usage Report is used to analyze sales mix and product cost by item and total. This report should be used to verify that MRS product cost is accurate.	
		The Lost Sales Report is used to show lost sales to inmates.	
		The Lost Sales Analysis Report shows lost sales by week and month.	
		The Commission and Sales Report shows sales and commission by category and in total, and shows gross sales, net sales, and tax.	
		The Reorder Report is used to order inventory.	
	Post Analysis and Tracking Board	The commissary tracking board is filled out completely.	
Safety	First Aid Kit	The first aid kit is available with no expired products.	
		Emergency contact numbers are posted.	
Promotions		The supervisor must advertise upcoming promotions.	
		Subtotal of Non-compliant Xs	1G

CONNECT TO YOUR FACILITY

You have needs. Your officers have needs. Your staff has needs.

- Improved officer morale
- Enhanced custody and security
- Appropriate inmate behavior
- Budget relief

When offenders receive the quality commissary items they ordered and quick resolution to any problems, the entire facility environment is calmer and more stable. It's an easier place to work for your officers and a safer place for your staff.

When officers don't have to handle commissary orders, deliveries, or offender questions and complaints. They can focus on what they were trained for and what you need in your facility—security and custody.

When technology solutions are reliable and user-friendly, they can provide systems that help make your operation run smoother with better custody and safety. When technology can reduce paper in your facility, it relieves staff of the headaches of tracking and recording offender activities manually.

When you can help your officers get more out of every dollar you provide for equipment needs, their morale improves. Equipment and uniforms that are high quality last longer and build pride in your organization that shows.

FACILITY

- INside Commissary service
- Off-site commissary system
- CORE software solutions for seamless integration
  - Warehouse inventory management
  - Point of sale

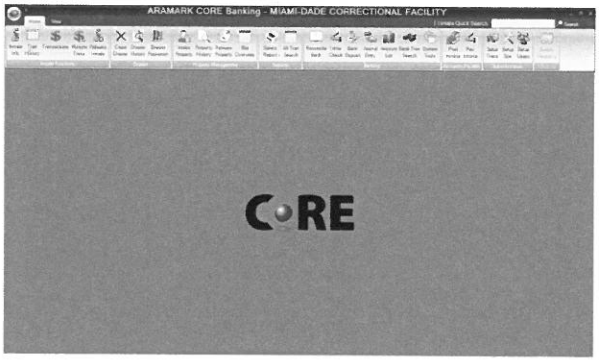
CORE(SM)

BEYOND THE COMMISSARY STARTS WITH YOU.

Our team of highly qualified support personnel will work with you to configure the CORE trust accounting system so that the terms you use remain in place and the system will enhance the operation. Your satisfaction is our goal, and we understand that one of the key contributors to your satisfaction is a system that increases inmate satisfaction as well as that of the family and friends who also use the system.

CORE POWERS BEYOND THE COMMISSARY

CORE serves as the foundation for Aramark's Connect Solutions and is designed with the following:



- General ledger accounting with automatic dual entry
- Ability to track multiple bank accounts
- Cash drawer balancing system
- Collects and saves inmate signatures
- Ability to display inmate mug shots
- Ability to interface with fingerprint databases and display on screen
- Handles multiple inmate restrictions based on medical, security and disciplinary factors
- Allows debt collection by priority
- Compatible with Positive Pay
- GAAP compliant
- Ability to restrict functions by user or workstation
- Integrated property management module
- Requires passwords of at least six characters (Passwords must have a maximum duration of 180 days, and the system prompts the user to change the password.)
- Terminates the session after five minutes of inactivity
- System security that requires the ability to use Active Directory
- Provides backup capabilities to include on-site and off-site backups
- Redundant to reduce downtime
- Supports more than 50 concurrent users
- Provides a paperless audit trail
- Uses Microsoft SQL Server 2008 Database and developed in the Microsoft platform

CORE PROGRAM OVERVIEW

CORE is Aramark's proprietary software system. CORE was designed with the assistance of law enforcement agencies to better meet your banking, property room, and commissary needs. The correction industry's most current solution is the backbone of Aramark's CONNECT commissary offerings.

- Currently installed in more than 80 facilities
- Interfaced with more than 30 jail management systems (JMS) and inmate management systems (IMS)

CORE provides property room, banking, inventory control, and point-of-sale functionality. It is a Microsoft Windows-based program that uses a SQL database engine. CORE is user friendly and designed to reduce labor and errors in your daily operation.

SECURITY

CORE has been designed with a sophisticated security module. Users are added to the system and are assigned rights to each software function based on their user level. CORE can also be linked to most enterprise security models, such as Active Directory.

STANDARD INTERFACE

The system features a separate module to control the interfacing properties, which allows for simple adaptation to new systems or integrations.

CORE has been developed in modules—PRISON, which is the trust accounting and inmate banking operation, and WAREHOUSE, which takes care of inventory control and point-of-sale processing. This approach allows for customer-specific deployment configurations.

CORE can function in a stand-alone or networked environment. It is capable of communicating across most local or wide area network (LAN/WAN) configurations. This allows for quick and accurate communication between the front and back ends.

For the State of West Virginia, we are committed to interfacing with Tech Friends. We have successfully integrated with Tech Friends in the past and are confident that the construction of the interface with ensure a smooth transition. We understand the contractual relationship between the State and Tech Friends as well as what our role would be in this partnership.

ORDER PROCESSING

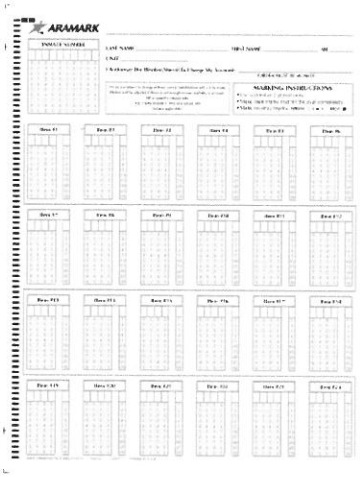
Aramark offers several options for processing commissary orders. After reviewing the requirements of West Virginia Division of Corrections, Aramark is proposing that a combination of bubble sheets and store-front operations be used to process inmate orders. For those locations in which store-fronts are not an option we propose to collect orders via bubble sheets and scan the orders for processing. In locations in which stores will be allowed, we will use a point of sale system to enter order information and sync with the trust fund application provided by Tech Friends.

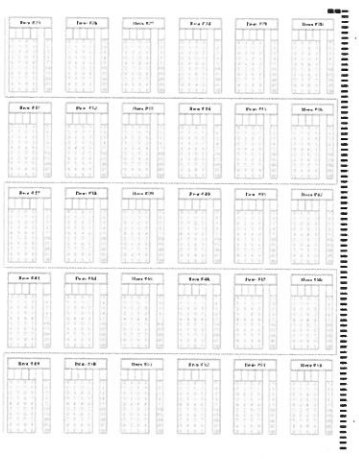
The following is an overview of each process and our inmate kiosk option. We have included kiosk information to share our capabilities with the Division in case you might have interest in the future.

BUBBLE SHEET SCANNING

NCS PEARSON SCANNER

For West Virginia Division of Corrections**, we propose scanning orders using the NCS Data Management OpScan 4U optical mark read (OMR) scanner.** Its powerful processor delivers fast document throughput. It scans up to 2,200 sheets per hour and is capable of reading pencil or pen. The digital read-head technology allows for quicker and more accurate processing of commissary orders.





INMATE IN-POD KIOSKS

Although the Division is not looking for kiosk applications at this time, we wanted to share our capabilities with you regarding this technology. If selected as your commissary partner, we would be willing to share the benefits of the technology if interested.

Facilities struggle with paper systems of all kinds. Papers get lost, misfiled, and require space for access and storage. Handwriting can be illegible or misunderstood, and multiple copies of the same document cause confusion and create excessive trash. Once filled out, paper has to be physically moved from one location to another, causing delays.

As paper systems break down, your officers have to deal with inmate frustration and complaints... and that can contribute to officer turnover.

Whether it's inmates asking to check their trust fund balances, schedule an appointment, or file a grievance, processing, answering, and maintaining records requires time that could be devoted to security. As with any paper system, these processes can break down causing your system to grind to a halt.

Inmates frequently ask to review policy and procedure manuals, but hard copies can get lost, mutilated, or destroyed. Updates to policies are frequent, and the cost of reprinting after each revision is expensive.

Aramark's infoLiNK is a pod kiosk system that enables offenders to order commissary and can serve as a scheduling program within the facility, helping to facilitate a move to a paperless environment. infoLiNK provides offenders with real-time, two-way communication to facility systems, including the following:

- Commissary ordering
- Inmate account statement
- Grievance management
- Inmate activity scheduling (such as medical, clergy, and barber)
- Document display (such as inmate handbook, bulletins, and communications)

The system is easily adaptable to add functionality as your needs change.

The infoLiNK kiosk touch screens are easy to use and are bilingual in English and Spanish.

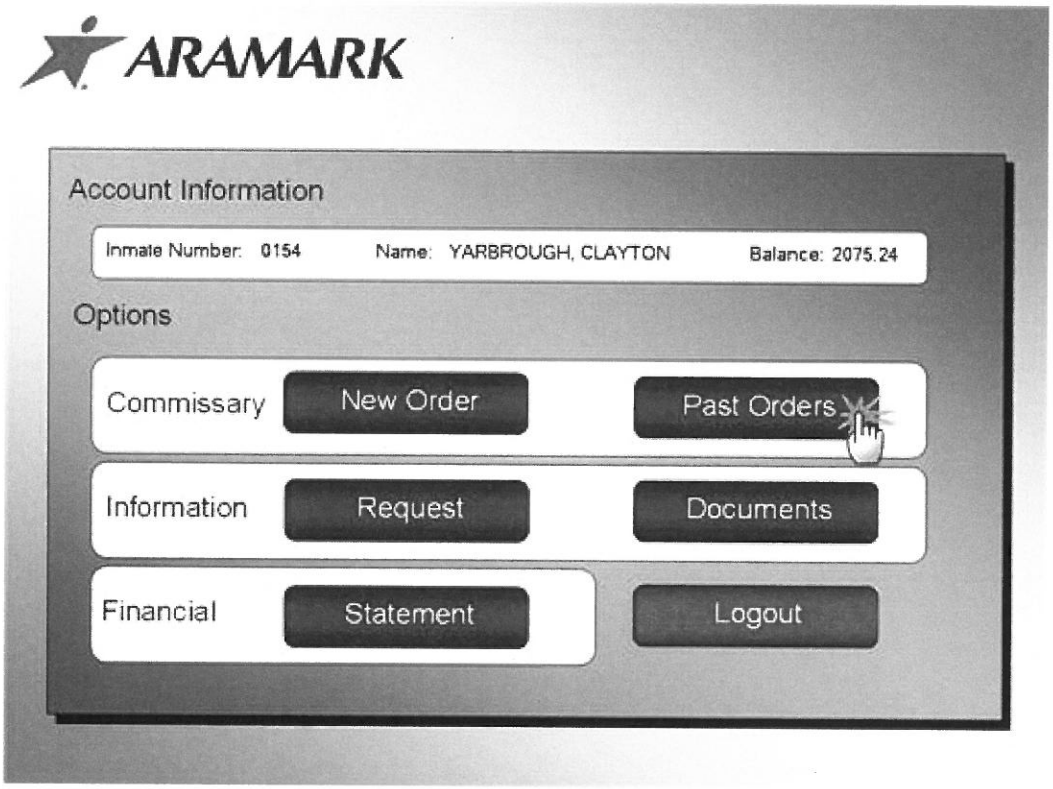
Our infoLiNK kiosk uses proven retail technology and a secure operating system. The kiosk requires user logon for security and contains no moving parts for easy access for repairs or updates.

infoLiNK BENEFITS

- Grievance management:
  - Automated, allowing faster turnaround time
  - Tracking capability for command staff oversight
  - One-level appeal capability
- Used by offenders turn to infoLiNK for their questions, allowing officers to focus on security
- Instant updates to account balances so offenders know exactly what they can order
- Field tested for toughness, featuring high-impact tempered glass, 18-gauge steel-case construction with security screws, and sealed against dust and splashing liquids

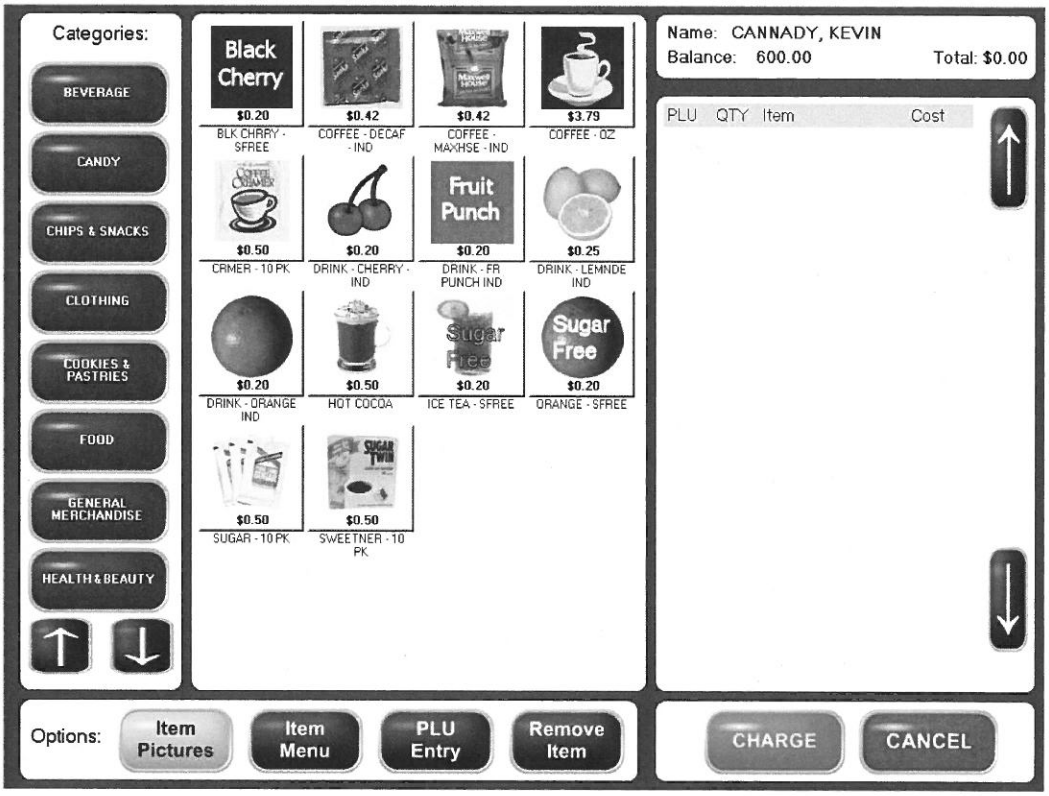
Following are examples of infoLiNK screen shots.

MAIN MENU

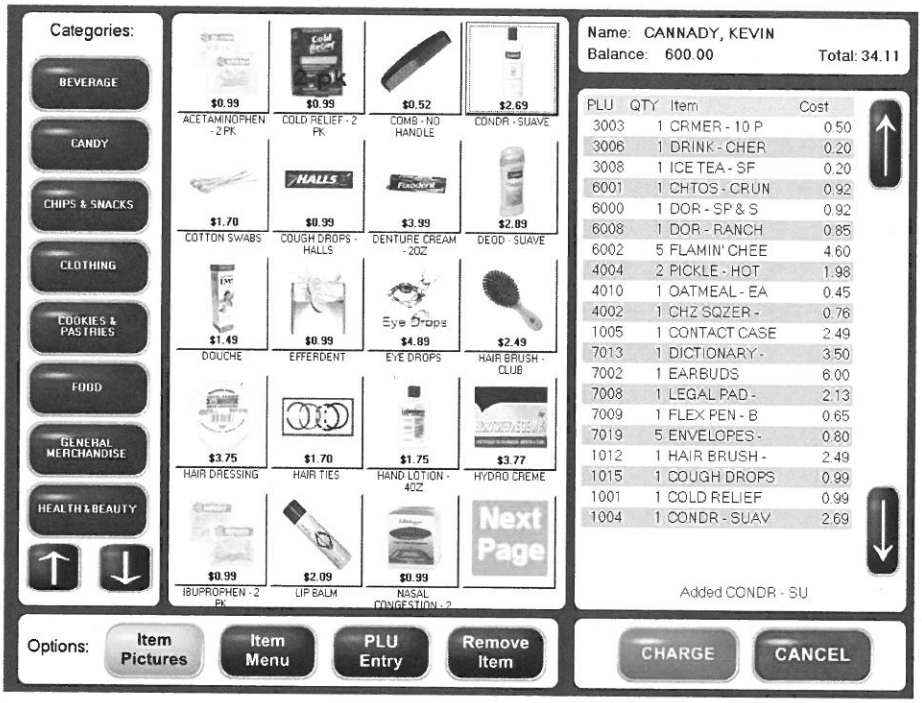


LOGIN SCREEN

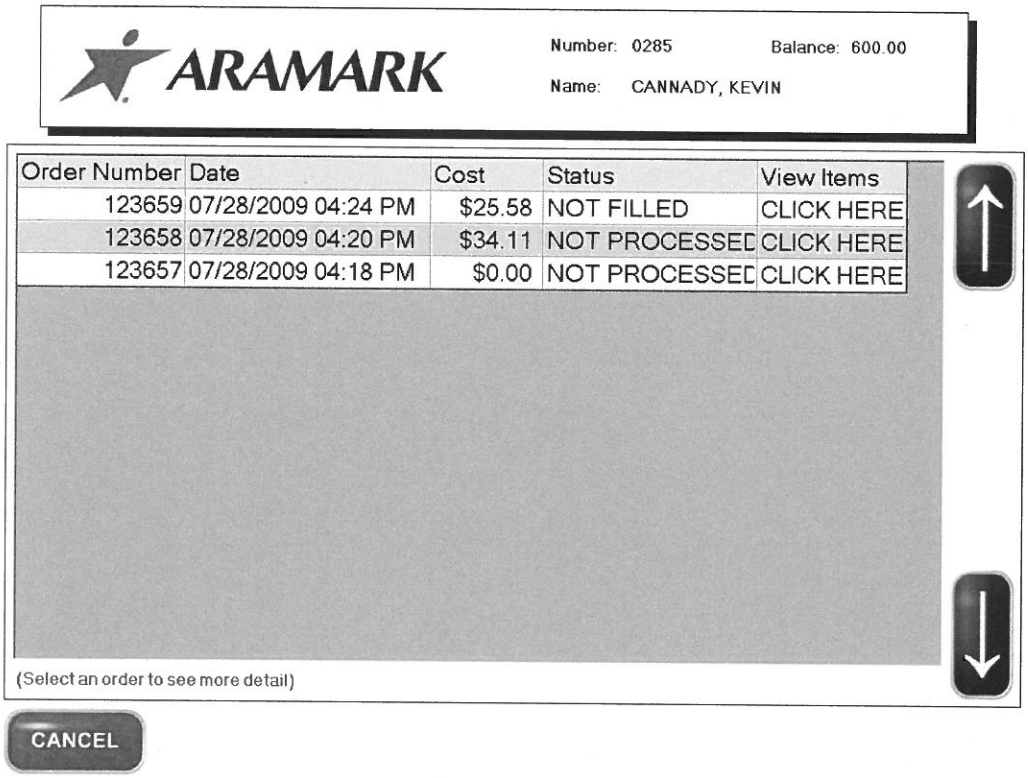
PICTURE ORDERING WITH LIST



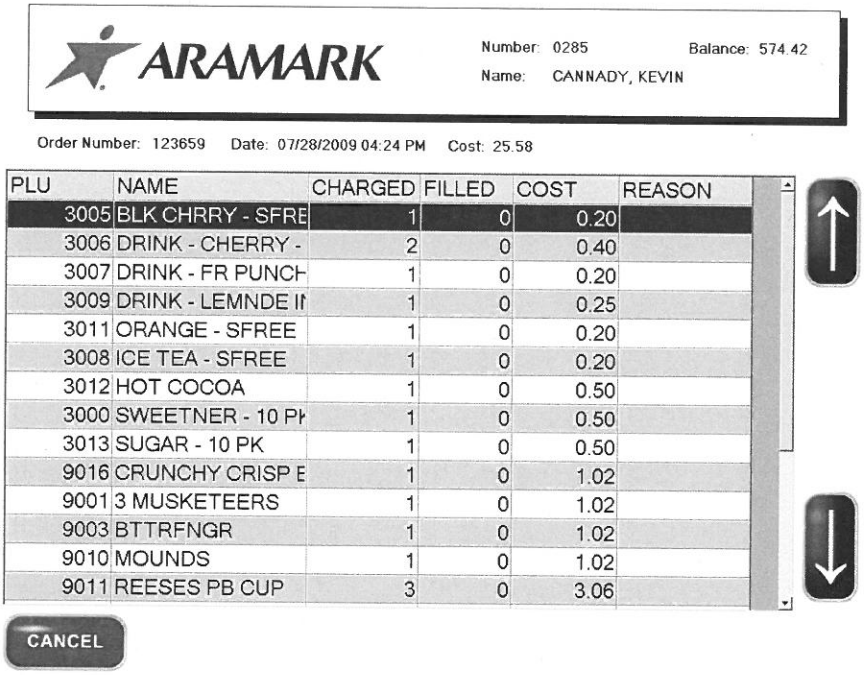
PICTURE ORDERING WITH LIST OF ORDER



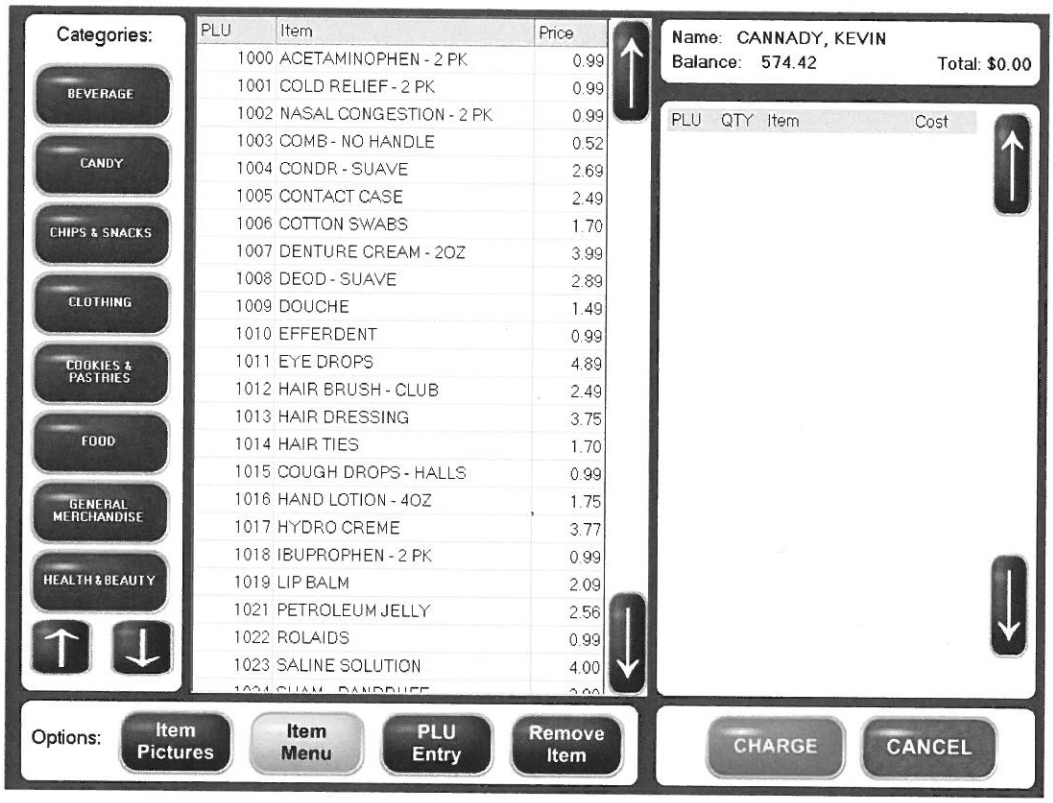
LIST OF ORDER



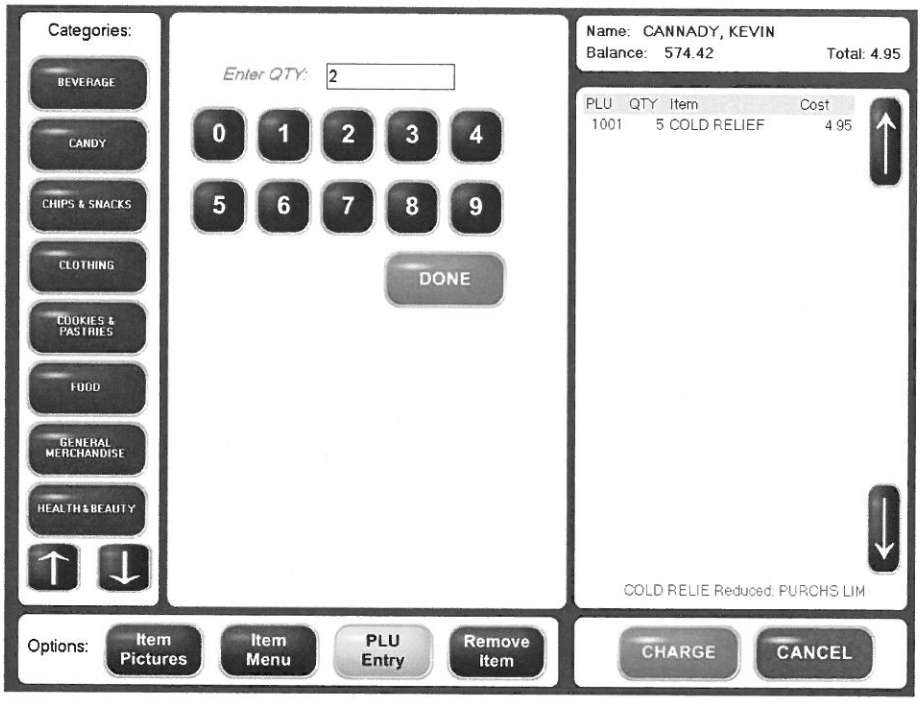
ORDER ITEM LIST



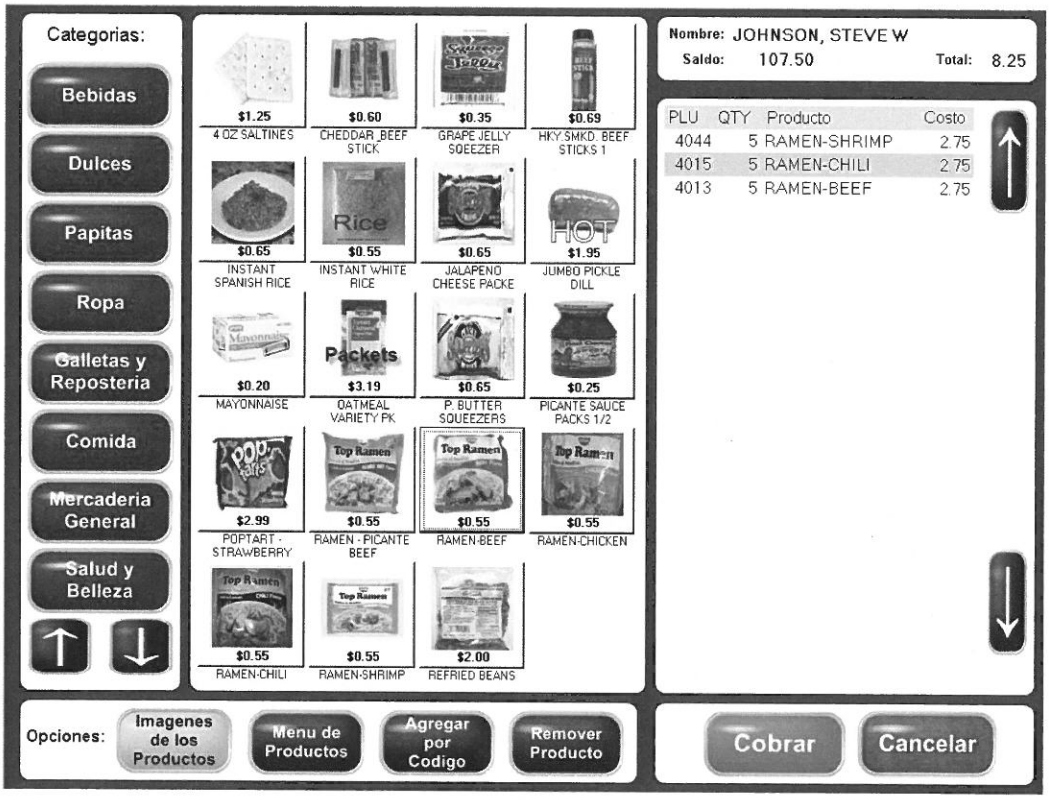
ITEM LIST ORDERING



PLU ENTRY ORDERING



ORDER SCREEN IN SPANISH



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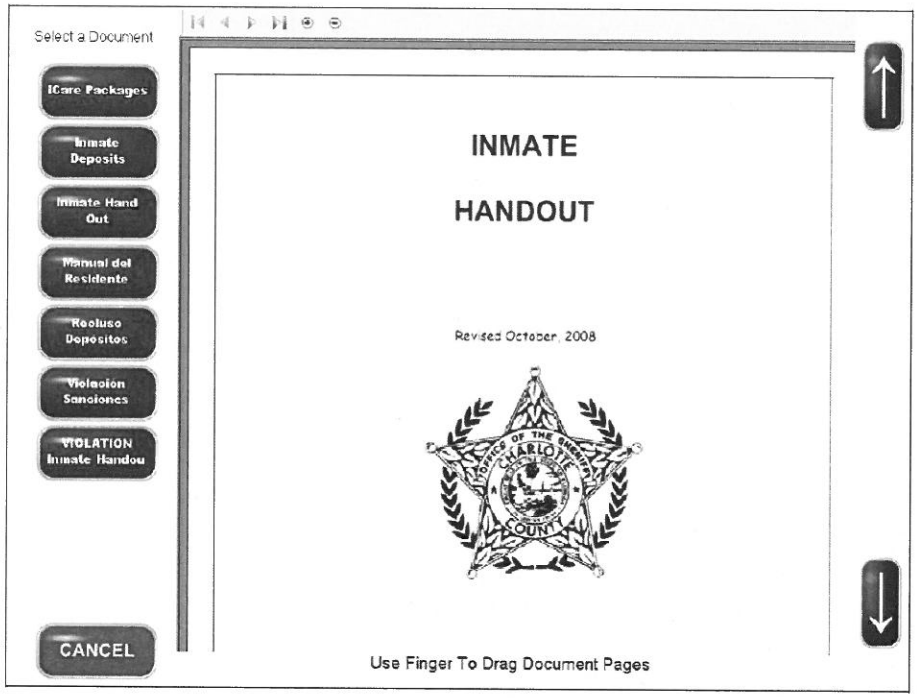
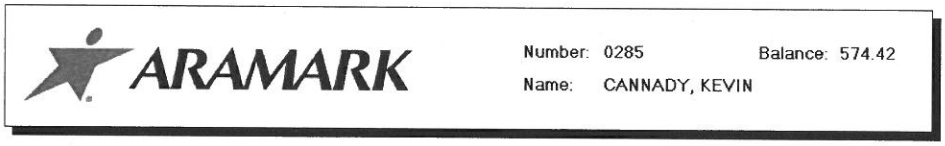
HANDBOOK ACCESS



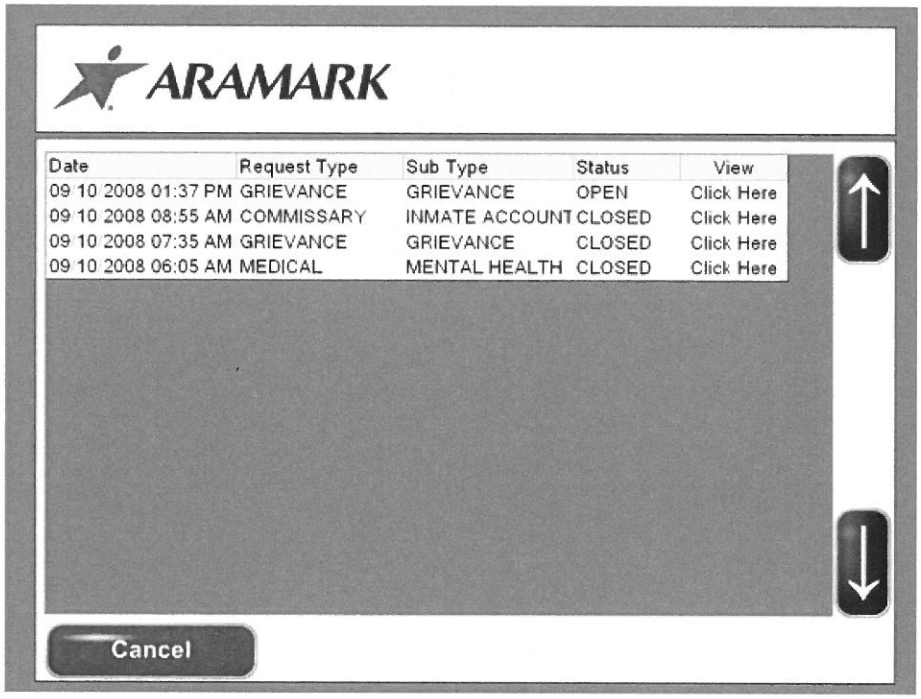
INMATE ACCOUNT STATEMENT



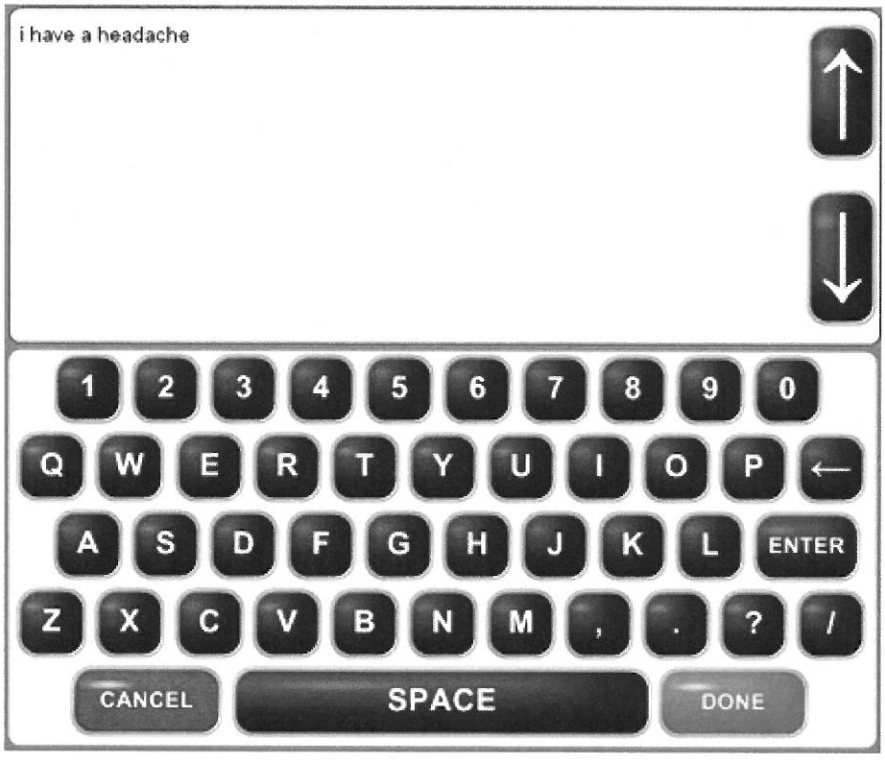
DATE	TRANSACTION	AMOUNT	BALANCE	OWED
07/28/2009 04:24:55 PM	ORDER DEBIT	-25.58	574.42	0.00
07/28/2009 03:32:49 PM	INTAKE CREDIT	500.00	600.00	0.00
07/14/2009 09:35:26 AM	INTAKE CREDIT	100.00	100.00	0.00

CANCEL

GRIEVANCE MANAGEMENT



GRIEVANCE ENTRY SCREEN



CONNECT TO THE FAMILY

Families need to show their support to their loved one; 88 percent of released offenders live with their families after release. A family relationship that strengthens while still incarcerated creates a solid foundation after release. Family support is often financial and emotional—both are needed to impact recidivism.

Families want it to be easier to make deposits into trust funds for commissary. Most facilities have limited times when they accept cash deposits for trust funds. Taking time off of work, driving or taking public transportation, and standing in line at the facility to deposit cash into a trust fund is expensive and frustrating for families. The further away the facility is from their home, the more the frustration multiplies.

Some family members live in different states or even different countries. It's impossible for them to travel to the facility to make a deposit. Yet, they still want to show their support and caring.

Holidays and special occasions are particularly hard for families. The ability to purchase a birthday or a holiday gift can make a dramatic difference on the family member and the offender. As offender morale improves, security and custody in the facility are enhanced.

Technology innovations can bridge the geographic and emotional gap. Using the computer to access the Internet or just a telephone, families can make it easier, faster, less expensive, and less frustrating to show their support for their loved one from across town or across the globe.

FAMILY PROGRAMS

- iCare gift bags

ICARE: FAMILY GIFT PACKAGES

Another commissary approach that distinguishes Aramark from our competitors is our robust program for friends and families, called iCare. Our experience is that friends and families want to participate in the quality of life of their incarcerated loved ones. The iCare Program is the perfect solution to offering that support, even when they live too far away to visit. Following is a description of the iCare Program.

iCare is the number one e-commerce site in the corrections industry. What makes iCare different from other package programs? The primary difference is that we implement an e-marketing campaign to increase family participation and periodically make revisions to the program based on customer feedback. iCare is unlike any other package program in the industry. Our proposal includes this robust package program at no additional cost to the Division and will be a key component in driving increased sales for the Division.

An Aramark iCare gift bag is a powerful, convenient way to tell offenders they have the support of their loved ones. Using a debit or credit card, friends and family can send packages that appeal to a wide range of tastes and needs, such as snacks, chocolate, coffee, health and beauty, birthday items, cookies, comfort items, and stationery. Some iCare packages revolve around holiday themes, but most are designed for use at any time.

The iCare Program can also be a great way to generate additional revenue and promote a more positive atmosphere at your facility. iCare requires no additional work by your officers or staff. Aramark handles all aspects of the program. Every iCare gift bag is assembled under the strict control of your security protocols and is delivered directly to offenders with their regular commissary order, usually within one week of purchasing.

The iCare website is user friendly and easy to navigate. Orders can be placed online anytime day or night, without leaving home or work.

- Friends and family members log on to the iCare website.
- Users create a new account or use a login and password to access their account.
- The software searches by facility and offender name to ensure verification of incarceration.
- The user selects one or more of the packages.
- The user enters credit card information to purchase the package.
- The system acknowledges the order, processes it, and schedules delivery of the items.
- The purchaser receives confirmation that the order has been placed and delivered.

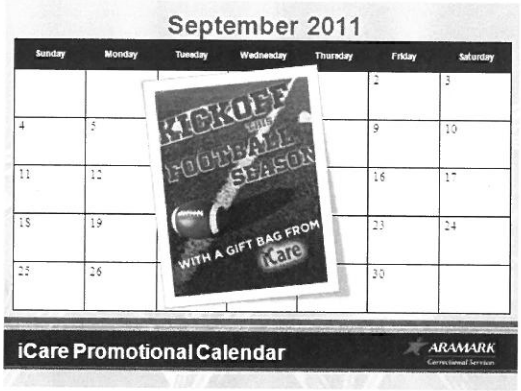
ICARE BENEFITS

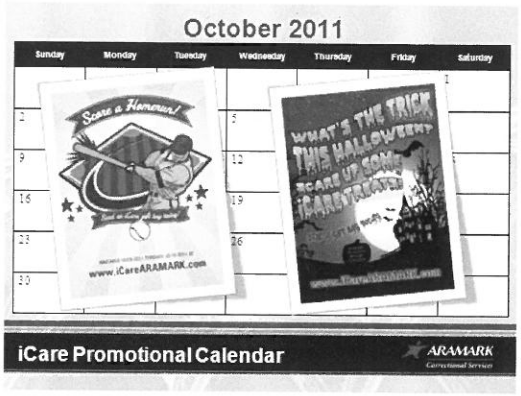
The iCare Program is a safe and secure way for loved ones to communicate with offenders. Advantages of this program include:

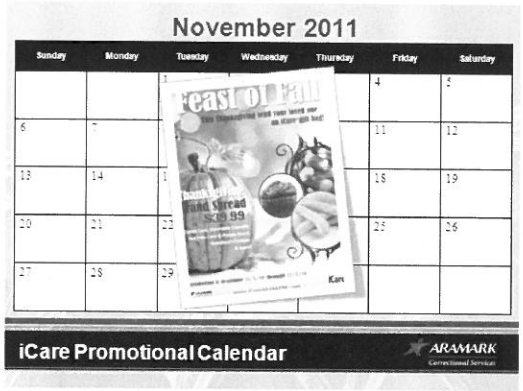
- Offender morale improvement helps create a better officer workplace environment.
- Ease of use for family members reduces staff questions and family frustration.
- Internet deposit security features include capture of email and IP addresses.
- The program provides a revenue stream for the facility.

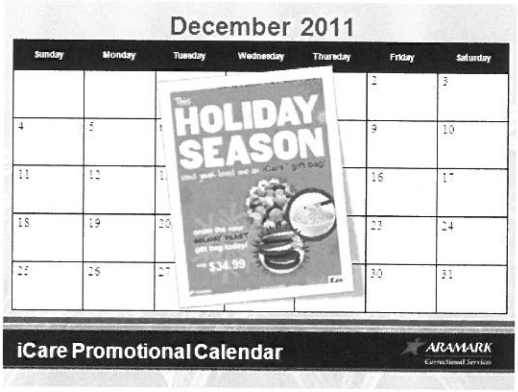
PROMOTIONAL MATERIALS

Aramark has created communication systems for family and friends. Aramark distributes postcards to offenders prompting friends and family to make iCare purchases. The program also is promoted with iCare posters placed throughout the facility. Once an iCare account is created, friends and family members receive promotional offers and discounts for select items.


September 2011
Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
KICKOFF
FOOTBALL SEASON
WITH A GIFT BAG FROM
iCare
iCare Promotional Calendar
ARAMARK


October 2011
Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Score a Homerun!
www.iCareARAMARK.com
WHAT'S THE TRICK THIS HALLOWEE
iCare Promotional Calendar
ARAMARK


November 2011
Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Feast Of Fall
Bread
$39.99
iCare Promotional Calendar
ARAMARK


December 2011
Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
This
HOLIDAY SEASON
$34.99
iCare Promotional Calendar
ARAMARK

January 2012
Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
THE BIG GAME
FOOTBALL FEAST
$34.99
iCare Promotional Calendar
ARAMARK

February 2012
Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
This
VALENTINE'S DAY
buy your loved one
their favorite
HOT & SWEET
products!
iCare Promotional Calendar
ARAMARK

CONNECT TO THE OFFENDER

OFFENDERS STILL ACT LIKE CONSUMERS.

Offenders have the "right" to buy or not to buy commissary, and it affects your commission. Some claim they are indigent but actually have access to money if motivated. Too often, they choose not to buy at all. On a weekly average, approximately 55 percent of all inmates make a purchase; however, we don't know how many of those purchase each week.

Like the free world, offenders vote with their wallet. If they perceive value they will buy...and buy more. A vibrant, interesting commissary program drives more offenders to order and spend more on every order. They are brand loyal and have no tolerance for making a poor purchase decision when dollars are scarce. Consistent quality is important to them.

New items, promotions, and events make commissary interesting. Change is good in commissary as it brings greater participation, commissions, and offender behavior. The opportunity to save money on a sale helps spread their trust fund dollars. New tastes and new ideas that energize the free world consumer also work inside your facility.

Impulse purchasing works in your facility, too. Trying a new item, taking advantage of a promotion or actually being able to see the items they want and receive them immediately drives sales, commissions, and offender behavior.

BEHAVIOR IS IMPORTANT TO YOU AND YOUR OFFICERS.

An exciting commissary program can be a powerful behavior management program. If participation in specific events or commissary in general is tied to behavior, the security and safety in the facility can be improved.

Offenders want the items they ordered as they ordered them. Orders that are missing items, out of stocks, or damaged goods frustrate the offender and impact their behavior. Your officers have to listen to the complaints and handle the grievances. And, you have to handle the calls from the family members who decide to insert themselves into the process.

Your officers need powerful tools to drive good behavior. The opportunity to purchase commissary or even pizza and cheeseburgers, if the behavior warrants, can quiet a facility and improve your officers' work environment.

The ability to order easily and get questions answered improves security. Your officers are constantly barraged with questions about trust fund balances, purchase, credits, and deposits. They also have to deal with requests for medical visits, haircuts, grievances, and a variety of other scheduling requests and follow-up. For those offenders who don't read or speak English, the problem escalates and security is challenged. The work environment can deteriorate quickly.

PROGRAMS THAT CONNECT TO THE OFFENDER:

- **Retail promotions** that drive participation, behavior, and commission
- **FreshFavorites** cheeseburgers and pizza to manage behavior, security, and commission
- **infoLiNK in-pod kiosks** to make ordering easier, answer questions, and schedule events
- **IN2WORK training** that gives offenders the skills they need to accept jobs in warehousing

RETAIL PROMOTIONS

ARAMARK ENTERPRISE RETAIL EXPERTISE IS THE FOUNDATION.

Aramark's strategies for driving sales are proven in healthcare, college campuses, and sporting arenas across the U.S. Aramark operates 850 retail locations, with 350 award-winning convenience stores, and generates more than $1 billion in retail sales through innovative retail programs and solutions.

Adding correctional services knowledge to retail knowledge helped us create a commissary alternative designed to improve your facility's environment by boosting offender morale and participation, and increasing your commissions.

ARAMARK RETAIL IN CORRECTIONS DRIVES SALES AND COMMISSIONS.

Special offers on brand-name items increase offender participation as special incentives, and savings help offenders stretch their money further. New items, limited time offers, and reward incentives keep commissary interesting and vibrant to the offender, and commissions growing. Not only do more inmates participate, but they also spend more.

RETAIL PROMOTIONS BENEFITS

- Access to new promotions creates valuable behavior modification tool
- Increased participation drives commissions
- A "taste of the outside" boosts offender morale

WEEKLY SPECIALS

Boost sales and increase inmate satisfaction.

- Temporary price reductions on selected items
  - *—Value packs*
  - *—Coffee, pastries, and cookies*
  - *—Meat and cheese*
  - *—Snack attack*

NEW PRODUCT INTRODUCTIONS

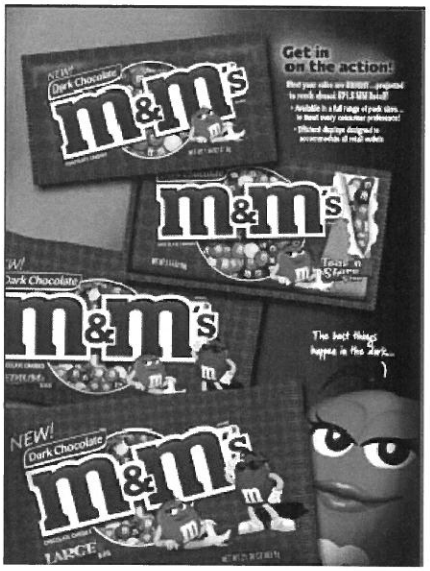
Ensure that the most popular and best-selling products are stocked in the commissary.

- Most up-to-date items available to the market
- Replace older slow-moving items on menu
- Items selected based on information gained from inmate surveys
- Gives the inmate something to look forward to

SPECIAL EVENT BAGS

Allow inmates to treat themselves when they earn the privilege.

- Behavior modification and reinforcement
- Purchased for "perfect pods" from the Inmate Welfare Fund
- Offered during key holidays and special events
  - Christmas
  - Super Bowl
  - March Madness
  - Fourth of July
  - Halloween



REFERENCES

Aramark Correctional Services has been built on our reputation. How we deliver for our customers is the best demonstration of what we can do for your facility. The following are some of our correctional services clients that are similar to yours in size, geography, or type.

We invite you to call or inspect our services in these facilities:

Indiana Department of Correction
302 West Washington Street
Indianapolis, Indiana 46204
Client Contact: Bruce Lemmon, Commissioner
Telephone: 317-232-5723
Date Opened: July 1, 2005
Population: 27,000
Service Provided: Food, iCare Secure Pack

Kane County Sheriff's Department
37W755 Il Rt 38
St Charles, Illinois 60134
Client Contact: Wayne Carter, Lieutenant
Telephone: 630-208-2095
Date Opened: July 1, 1999
Population: 616
Service Provided: Food, Commissary

Pierce County Sheriff's Department
930 Tacoma Avenue South
Tacoma, Washington 98402-2168
Client Contact: Julie Williams, Contract Services Manager
Work: 253-798-3430
Mobile: 253-232-3559
Date Opened: April 1, 2013
Population: 1,000
Service Provided: Commissary. This includes info link kiosks, iCare and Touchpay lobby kiosks.

PROPOSED MANAGEMENT AND STAFFING PLAN

MANAGEMENT SUPPORT

EXECUTIVE TEAM

John Hanner, President, Correctional Services

John Hanner is keenly interested in maximizing the performance of our operation and strives to deliver operational excellence at all of the correctional facilities we serve. John is focused on retaining existing clients, growing our division, supporting our team, and searching to locate and retain the best team of talent available to serve our customers.

Tim Barttrum, Vice President of Business Development

Tim Barttrum is responsible for all sales and marketing activities for the Corrections Division. He has also held the position of Regional Director of States Systems. He oversees on-site management teams and support staff to exceed clients' expectations.

Mark Adams, Chief Financial Officer

Mark Adams is responsible for the planning and directing of Aramark Correctional Services' accounting, budgeting, disbursing, and financial control functions. Mark serves as final arbiter on financial matters and coordinates the business unit input into corporate finance.

Abigail Charpentier, Vice President of Human Resources

Abigail Charpentier plans and directs all human resources functions, including recruiting, employee relations, training, benefits, compensation, labor relations, and affirmative action for the business unit. Additionally, she develops, administers, and interprets applicable global and corporate human resources policies and guidelines for the business unit.

MANAGEMENT AND STAFFING

Aramark provides a depth of management resources unsurpassed in the industry. This includes an array of technical support representatives, line of service leaders, people development personnel, people services personnel, research and development personnel, district manager, regional vice president, and corporate leadership. The result is that West Virginia Division of Corrections is supported by a level of expertise and experience that is unmatched.

The Aramark Correctional Services management team is comprised of the most professional team in the industry. Aramark's background and experience in the correctional services industry is unmatched by any competitor. They will provide the ongoing resources and support to ensure an outstanding operation. Aramark's experience in the corrections industry is the key to our success. We have provided profiles and résumés of personnel who will support the commissary service operation at West Virginia Division of Corrections. Also included in this section are the Aramark Correctional Services corporate and regional operation organizational charts.

STAFFING PLAN

Aramark Correctional Services knows the skill sets required to be successful in a corrections environment. With more than 450 clients ranging from 25 to 35,000 beds and 35 years of experience in municipal and state facilities, we know what to look for in a front-line manager. Collaboration is key to our relationships. We ask you to interview our front-line manager candidate to ensure the person is a correct fit for your facility.

YOUR MANAGEMENT TEAM

District Manager, Theresa Ellsler

Our district manager (DM) provides overall planning, direction, and control to assigned units within their district. They provide guidance and motivation to food and support services directors and other staff. Additionally, this team establishes and maintains effective customer rapport.

Regional General Manager, Paul Roegge

The regional general manager (RGM) provides overall planning, direction, and control to assigned units within a defined region. The RGM will provide guidance and motivation to front-line managers and other area staff. The RGM establishes and maintains effective customer rapport and mutually beneficial business relationships with clients.

The RGM is responsible for making strategic decisions, and executing and delivering on those decisions. The ability to identify top talent, communicate the company vision, and develop team members to their full potential will be critical to success in this role and the RGM's assigned area. This role requires daily interaction with the client family.

Front-Line Manager to Be Determined at Each Location

The front-line manager is your on-site contact and the one who ensures we deliver on our commitment to you. He or she plans, directs, and controls all unit commissary service operations and uses available resources to meet operating and financial goals, client objectives, and customer needs. This position ensures compliance with Aramark policies, procedures, guidelines, and standards, and all applicable government, regulatory, or accrediting agency standards and codes.

Aramark will make every effort to hire any existing commissary staff that have an interest in remaining a part of the commissary operation.

Retail Operations Support Manager Doug Mazur

The retail operations support manager provides ongoing operations support to all locations. He supports the locations to ensure all operational standards are executed at each location. The retail operations support manager leads the process of opening new accounts.

Commissary Operations Director Victor Miller

The commissary operations manager coordinates IT activities with the commissary district managers and commissary support managers.

Regional Finance Director John Lannin

The regional finance director is responsible for providing financial advice to the regional vice president and Region Management Team on existing business, forecasts, budgets, and monthly operating results. Additionally, he provides recommendations based on analysis and interpretation of statistics of current and future operations. The person in this role also directs compliance with regional and business unit policies on behalf of the regional vice president.

Human Resources Director Meghan Dalton

The human resources director is responsible for management of human resources policies and procedures for an assigned geographic area. These policies and procedures cover most or all of the following: wage and salary administration, recruitment, training, employee relations, Equal Employment Opportunity (EEO), affirmative action, benefits administration, and risk management.

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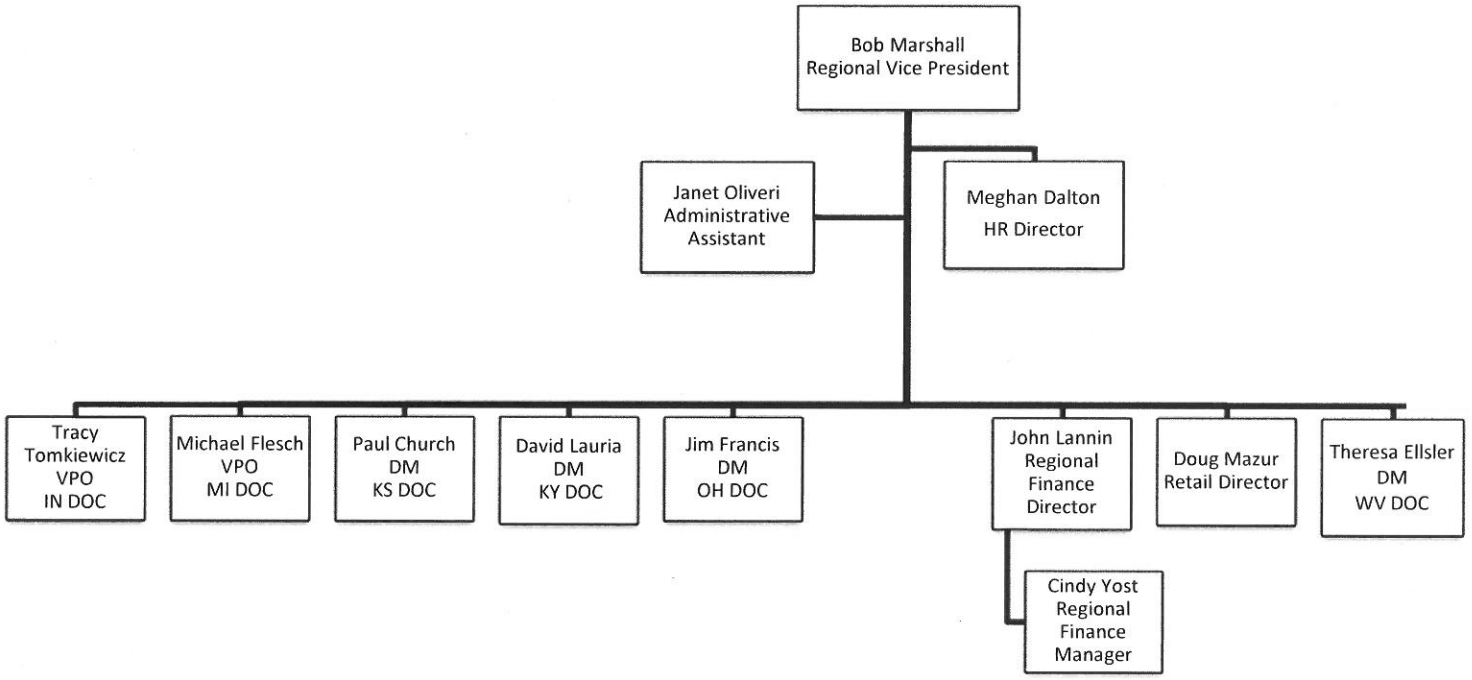
State Systems Organizational Chart



Proposed Unit Management and Staff Schedule

ARAMARK

Location Name DOC Commissaries

DATE: 3/1/14

Start/End times will vary depending on opertional needsof windows - delivery etc

	OPENING AND CLOSING HOURS OF THIS UNIT																														
	AM												PM																		
JOB TITLE	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	# HRS.	SA	SU	MO	TU	WE	TH	FR
District Manager																															
General Manager																															
Huttonsville/Work Camp																															
1 Manager																															
3 Full Timers																															
Anthony																															
2 Part Timers																															
Martinsburg																															
2 Part Timers																															
Denmar																															
2 Part Timer																															
Mt Olive/Work Camp																															
1 Manager																															
3 Full TimeHourlys																															
Beckley Correctional																															
1 Part Timer																															
Charleston Correctional																															
1 Part Timer																															

Proposed Unit Management and Staff Schedule

Location Name: DOC Commissaries

ARAMARK

JOB TITLE	OPENING AND CLOSING HOURS OF THIS UNIT																								# HRS.	SA	SU	MO	TU	WE	TH	FR
	AM												PM																				
	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11								
St Marys																																
1 Manager																																
2 Full Timers																																
Parkersburg																																
1 Part Timer																																
Northern/Ohio																																
1 Manager																																
3 Full Timers																																
Lakin																																
1 Lead																																
2 Full Time Hourlys																																
Prunytown																																
1 Lead																																
2 Full Timers																																
Salem																																
1 Lead																																
2 Full Timers																																

LABOR SCHEDULE

Our objective is to work with the individual Wardens of each facility to determine the adequate number of inmates they will require.

4.2 *To provide job opportunities for inmates located in the respective sites.*

Vendor Response:

If awarded, Aramark proposes to utilize inmates in the commissary operations to manage inventory, pick and pack orders, and load/unload delivery trucks. We believe that this is a fertile training ground for inmates as the retail and warehouse sector is a growing field for employment opportunities. We would like to implement our IN2WORK Commissary Training program for the inmates assigned to commissary. This program will train inmates in retail and warehouse skills that can be applied to real-world career opportunities upon release. An overview of our IN2WORK program has been provided below for your review:

IN2WORK: SKILLS FOR A FUTURE

Aramark Correctional Services understands that employment is a key factor in impacting recidivism rates.

IN2WORK
SKILLS FOR A FUTURE

Aramark proposes to implement our Commissary In2Work program to train inmates in retail and warehouse skills that can assist them with employment opportunities upon release. IN2Work Commissary is the only program in the corrections industry that provides a national certification for inmates in the retail and warehouse environment.

The goal of IN2WORK is to teach offenders the fundamentals of working in a warehouse environment. This training program helps them gain skills and experiences that can be leveraged when they re-enter the workforce.

Our IN2WORK Program is comprised of three modules. IN2WORK includes classroom and on-the-job training, and either component can be offered at West Virginia Division of Corrections.

- **Module One: Warehouse Basics—**This is an introduction module to picking, packing, and other basics that are applicable inside a correctional commissary operation.
- **Module Two: Retail Basics—**This module introduces the student to the basics of retail that are applied in an Aramark Commissary Program.
- **Module Three: WERC Practical Warehousing—**The Warehouse Education and Research Council's Practical Warehousing Program teaches the basic skills needed to be successful in a warehouse career. Upon successful completion, the graduate receives a certificate form WERC to use in employment search.

IMPLEMENTING IN2WORK

- **Design—**Aramark and West Virginia Division of Corrections agree on the structure and support that is required to make IN2WORK successful.
- **Participants—**Offender candidates are interviewed for placement in IN2WORK.

  —Must be at least 18 years old in an adult facility

  —No physical or medical condition that would prohibit working in a warehouse
- **Course—**Those accepted participate in both classroom and on-the-job training, including homework, quizzes, and final exam.
- **Workbook—**Participants receive a student workbook to capture and track their learning. This workbook serves as a reference tool after the program ends.
- **Instructor—**Aramark facilitates IN2WORK, using a standardized instructor's guide.
- **Certification—**Successful completion of modules one and two earns the offender a certificate from Aramark and if they've completed the Warehouse Education and Research Council training, a WERC certificate from the Warehouse Education and Research Council.

BENEFITS OF IN2WORK

- **Offenders have an opportunity to learn in a structured training program,** boosting self-esteem and providing a recognizable certificate.
- **IN2WORK certification may help open doors to employment** upon release.
- **Successful re-entry contributes to reduced recidivism.** Research shows that this type of program provides offenders the skills to find meaningful employment, as well as the values and discipline needed to become productive citizens.

NGA News Release

FOR IMMEDIATE RELEASE
February 26, 2013
Contact: Jodi Omear, 202-815-1920
Krista Zaharias, 202-805-1066

NATION'S GOVERNORS RECOGNIZE ARAMARK FOR EXEMPLARY PARTNERSHIP WITH INDIANA

WASHINGTON—The National Governors Association (NGA) honored ARAMARK Correctional Services with its annual Public-Private Partnership Award during the opening session of the 2013 NGA Winter Meeting on February 23. The award, in its seventh year, recognizes NGA Corporate Fellow companies that have partnered with a governor's office to implement a program or project that positively affects the state's citizens.

ARAMARK partnered with the Indiana Department of Correction (IDOC) and was nominated for its role in the IN2WORK program. ARAMARK provides food services, facilities management, and uniform and career apparel to businesses around the world. The IN2WORK program empowers correctional professionals to increase public safety and reduce recidivism. As a result of the partnership, Indiana opted to apply a six month credit to an offender's sentence with the successful completion of the 18 month IN2WORK program.

"The partnership between the Indiana Department of Correction and ARAMARK Correctional Services provides a unique opportunity to make a difference for taxpayers and to change lives in a meaningful way," said **Indiana Gov. Mike Pence**. "I am thrilled to honor this company for its innovative partnership in my state."

"ARAMARK is proud that our innovation and service expertise is helping the Indiana Department of Correction reduce recidivism and enhance public safety," said ARAMARK CEO and President Eric Foss. "We greatly value our partnership and are honored to receive this award."

ARAMARK's IN2WORK vocational training program has saved IDOC over $85 million since the program began 7 years ago. Graduates of this program recidivate at a lower rate of 7.7 percent compared to the IDOC system recidivism rate of 37 percent.

The NGA Corporate Fellows Program, celebrating its 25th year, promotes the exchange of information between the private sector and governors on emerging trends and factors affecting both business and state government.

For more information about the NGA Corporate Fellows Program, visit www.nga.org/cf.

To listen to Governor Pence's speech about the award, visit http://media.nga.org/WM2013/WM13SatOpeningPlenaryFull.wmvv.

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Founded in 1908, the National Governors Association (NGA) is the collective voice of the nation's governors and one of Washington, D.C.'s, most respected public policy organizations. Its members are the governors of the 55 states, territories and commonwealths. NGA provides governors and their senior staff members with services that range from representing states on Capitol Hill and before the Administration on key federal issues to developing and implementing innovative solutions to public policy challenges through the NGA Center for Best Practices. For more information, visit www.nga.org.

APPROACH AND METHODOLOGY:

Our approach to providing commissary operations in the corrections industry is vastly different than our competitors. Our model strives to accomplish three main objectives:

- Increasing inmates satisfaction
- Drive increased sales and Department commissions through proven retail strategies
- Provide an avenue that encourages familial involvement with inmate relatives

In order to achieve these objectives, our operating model has been developed to address the following areas:

STAFFING

Each facility will be staffed according to the schedules provided on pages 3.39-3.40 of our response. We understand that each facility operates differently and have acknowledged that in our staffing plan. We believe that there are efficiencies to be gained in utilizing the store front locations to serve as the pick/pack operations for those facilities that will not have store front locations. By allowing these orders to be assembled and delivered from the on-site locations, this will allow us to reduce costs and provide a greater return to the Division. Pick and pack operations do not require a great deal of space and can be easily implemented within the store-front operations.

ORDER PROCESSING

Inmates that reside at locations with store-front operations will have the ability to select commissary items directly from the commissary stores. We have included a capital investment to enhance the store locations to provide a unique buying experience for the inmate population. The build-out includes coolers, racking, enhanced signs for the menus, and a variety of other improvements.

For those that will receive their products in bulk or pre-packaged, the process for ordering is simple. The inmates will continue to use bubble sheets and the orders will be scanned and sent to the appropriate packing location. Once the order has been picked and packed, Aramark staff will ship the orders to the appropriate location in a timely manner.

TECHNOLOGY

Aramark proposes to provide the scanning technology needed for order processing and will interface with Tech Friends as required. We have previous experience interfacing with Tech Friends and are confident that this integration will be non-eventful. In addition to the scanning technology, Aramark will also provide computers at each on-site location for product ordering and other operational tasks.

OPERATIONS:

Our operating team will be led by Theresa Ellsler, but will be differentiated from our food service team. Theresa will be responsible for the overall operation of the program at each location, but will have a compliment of support staff that includes retail experts, on-site management, IN2Work support staff, and hourly employees to ensure that program objectives are being met.

Our staffing plan and hours of operation at each location will resemble what is currently in place. In an effort to increase efficiencies, we propose to utilize the following locations as pick and pack operations:

TECHNOLOGY:

Aramark agrees to interface with Tech Friends if selected as your partner. We have worked with Tech Friends before and believe that we will have a good working relationship with them in West Virginia also.

In addition, we propose to utilize our scanning technology at each location in order to process commissary orders from the inmates. This technology will be synchronized with our CORE warehouse platform and will assist in the management of orders and inventory for the program.

Our point of sale technology will also be integrated with Tech Friends to ensure that the transactions are credited to the inmate trust fund account.

RETAIL and MARKETING:

Our retail director, Doug Mazur, and the marketing team will conduct periodic inmate surveys to gain insights on the types of products inmate would like, service level satisfaction, and to develop retail and marketing campaigns to drive sales. This information will provide the Division with analytics on how the commissary program is operating in an effort to continually improve the program.

iCARE Family Package Program:

Our marketing team will drive promotions to increase family involvement while collecting data to share with the division on growth, opportunities, and satisfaction surveys. These analytics will allow us to data to continue improving the program and drive increased sales.

REPORTS:

Our Core software platform has many standard reports that can be generated to show a multitude of data points. We will work with the Division to create the reports that are important in an effort to provide you with the data you need. If a report is not already created, our Information Technology team led by Victor Miller, will create the report for you as needed.

THE MARKET

EMPLOYEE TRAINING AND DEVELOPMENT

The core of Aramark Correctional Services' training is our proprietary program which we call STARS. Following is a detailed description of the training process.

STARS

Select

Train

Award

Retain

Strive

Our work inside correctional facilities for 35 years has taught us who will be successful in your environment—and who will not. After recruiting and selecting the best of the best, Aramark focuses on the development of each employee to prepare for their present job responsibilities while setting the stage for continuous career growth.

Aramark Correctional Services provides a full spectrum of quality training and development for employees in accordance with ACA guidelines. Training occurs in a series of planned methods:

- Classroom
- On the job
- On site
- E-learning

After an employee is hired, STARS includes a comprehensive orientation to teach the employee how to work effectively in a correctional facility. Following this orientation, employees participate in a series of training events to teach the awareness, skills, and practical tools they'll need to succeed.

Training will include these programs:

- ***OPS 101—The program is designed to give new associates a basic understanding of key commissary service concepts and practices,*** while introducing OP-X as the way to run an effective and efficient commissary in a standardized, professional manner. OPS 101 includes the following 10 modules:
  1. *Setting the Stage for Security*
  2. *Creating a Safe Work Environment*
  3. *Introduction to Safety*

4. *Receiving and Storage*
5. *Sanitation*
6. *Population Demographics*
7. *Inventory Rotation (FIFO)*
8. *Picking and Packing Efficiently*
9. *Security Protocols*
10. *Delivery Processes*
11. *Check List Recap*

- ***Safe S.T.E.P.—A safe workplace is essential.*** All Aramark Correctional Services employees are required to complete Safe S.T.E.P. training within the first week of their employment. This online training employs a systematic process of observation, assessment, and communication to assess and react appropriately to safety standards. Employees receive recognition throughout the year for maintaining a safe and accident-free operation.
- ***ergoTEC—***The ergoTEC (Targeted Exposure Control) process is designed to reduce exposure to the ergonomic risks that lead to musculoskeletal injuries.
- ***LEAD—This multi-faceted development program is designed to prepare new managers to successfully operate a facility.*** Over the course of 10 weeks, new managers are coached and trained by LEAD trainers (experienced front-line managers) in a designated correctional training facility. LEAD also includes a one-week classroom program to further introduce new managers to Aramark Correctional Services' culture, management practices, and business goals.
- ***15-Minute Training Series—All front-line employees receive monthly in-service training*** on a variety of subjects to improve their knowledge and skills. Policies, procedures, and operational requirements are incorporated into the training. It includes:
  - *Trainer scripts*
  - *Interactive training activities*
  - *Spot checks to ensure proficiency*
  - *Follow-up*
- ***Security Training—Offender supervision and manipulation are key competencies to ensure security.*** Aramark's H.O.M.E. team training prepares all employees to develop these skills. Additionally, Aramark encourages attendance at any facility-specific trainings in collaboration with the facility staff.

Individual training and development is a key priority. We create a personal development road map to ensure that each employee's needs are addressed. All training is conducted regularly to meet, at a minimum, the 40-hour ACA annual training requirement. All training is documented and kept on record when completed.

H.O.M.E. TEAM TRAINING
HANDLING OFFENDER MANIPULATION EFFECTIVELY

This program provides practical tools and knowledge to help employees navigate the unique demands of the corrections environment. It is available in:

- Classroom format
- On site in facilities
- 45-minute DVD self-paced training

In addition, refresher trainings on the core concepts taught in the program are presented quarterly to ensure that all employees understand how to delegate work and supervise offenders while avoiding offender manipulation.

OFFENDER TRAINING AND SUPERVISION

Aramark Correctional Services managers prepare a standard work routine for each position. This work description tells the offender what to do by the time of day. By coordinating all routines, the manager ensures each job will be completed every day. For a new offender, we supplement the routine sheet with verbal instructions and demonstrations.

OFFENDER FOUR-STEP TRAINING METHOD

Step 1—Teach

Instructor demonstrates.
Participant observes.

- Outline objectives of the work project:
  - *—Key points*
  - *—Operation standards*
- Emphasize the importance of the work project and how it relates to the overall team.
- Identify what should be learned by the end of the training.
- Check for understanding and offer conclusions.
- Summarize key points.

Step 2—Show

Instructor demonstrates.
Participant assists.

- Demonstrate the work project.
- Explain the reasons for each step.
- Set the standards for performance.

Step 3—Do

Participant demonstrates.
Instructor assists.

- Observe the offender executing the work project.
- Correct errors with constructive criticism.
- Reverse roles:

  —Offender explains the sequence.

  —Offender explains why he or she is doing it that way.

  —Offender explains to the trainer what is done wrong and why.
- Allow for additional practice.

Step 4—Review

Participant demonstrates.
Instructor observes.

- Allow each person to practice.
- Encourage questions and check for understanding.
- Confirm standards and evaluate performance.

ATTACHMENT B:

Complete **Attachment B: Mandatory Specification Checklist.** *By signing and dating this attachment, the Vendor acknowledges that they meet or exceed each of these specifications as outlined in 5 of section Four: Project Specifications. The State reserves the right to require documentation detailing how each is met at its discretion.*

April 2, 2014

Tim Barttrum, Vice President of Business Development, Correctional Services.

SECTION FIVE: MANDATORY REQUIREMENTS:

The following mandatory requirements must be met by the Vendor as part of the submitted proposal. Failure on the part of the Vendor to meet any of the mandatory specifications shall result in the disqualification of the proposal. The terms "must", "will", "shall", "minimum", "maximum", or "is/are required" identify a mandatory item or factor. Decisions regarding compliance with any mandatory requirements shall be at the sole discretion of the Purchasing Division. The mandatory requirements under this section will be deliverables upon award of this RFP.

5.1 *The Vendor shall procure all necessary permits and licenses to comply with all applicable Federal, State, or municipal laws, along with all regulations, and ordinances of any regulating body.*

Aramark understands and will comply.

5.2 *The Vendor shall pay any applicable sales, use or personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this contract shall be borne by the Vendor. It is clearly understood that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.*

Aramark understands and will comply.

5.3 *All bidders shall state prior experience in providing on-site prison commissary services and off-site services. Agency reserves the right to request additional information and references.*

Aramark has more than 35 years providing commissary solutions to the corrections industries. We operate many on-site operations and off-site delivery programs. We have provided references in Section Three of our proposal for your review.

5.4 *Vendor shall identify any subcontractors that will be involved in the development, implementation, training and operation of this project. Vendor's product suppliers are exempt from this mandate.*

If selected as the commissary partner for the Division, Aramark does not intend to employ subcontractors to fulfill the responsibilities of this contract.

5.5 *The vendor shall make available commissary goods from the approved WV Division of Corrections Commissary List, refer to Exhibit 2. After award, Vendor and Agency will discuss, define and select specific items and sizes to comprise a Master Menu. Each site will develop their commissary product list from the Master Menu. The vendor is responsible for ensuring that only items included on the approved Master Menu are available. The Agency reserves the rights to add, eliminate, or restrict products. The Vendor may propose commissary products that are new to the market for the Agency's review and approval. The vendor shall provide product samples when requested by the Agency at no-charge. In the event the Agency is required to return product samples; it shall be at the vendor's expense. All items to be sold as part of Commissary shall be approved by the Agency. The number and variety of items shall also be limited to manageable level as determined by the Agency. The Agency encourages the vendors to purchase products local to the sites whenever possible. The vendor may provide holiday/ seasonal items approved by the Agency. Postage stamps (books, Individual, and Pre-stamped envelopes) will be sold through the commissary. Postage is restricted from mark-up and commission. There will be no glass containers, no alcohol based, and no aerosol based items.*

Aramark understands and will comply.

5.6 *Vendor shall assure that any item approved for inmate retention shall not exceed $100.00 in value with the exception of PlayStation, X-Box, televisions, and musical instruments.*

Aramark understands and will comply.

5.7 *The vendor shall provide commissary services to all inmates as scheduled per Exhibit 1. The schedule shall provide for holiday changes. Furthermore, the Warden/Administrator or designee must also approve any deviation from the approved schedule.*

Aramark understands and will comply.

5.8 *The vendor shall supply the Agency with an independent Certified Public Accountants' yearly audit of the Selected Contractor within six (6) months of the end of the Selected Contractor's fiscal year, and in accordance with GAAP (Generally Accepted Accounting Principles).*

Aramark understands and will comply.

5.9 *Vendor's personnel must display Agency issued ID cards on their person at all times when on Agency sites. Vendor's personnel shall be subject to searches as outlined in 1.2.*

Aramark understands and will comply.

5.10 *The vendor must maintain sufficient inventory to meet average daily demand and timely delivery of commissary products. Items including, but not limited to,tennis shoes/sneakers, radios and televisions are considered inmate personal property. The vendor will work with and through the site's Personal Property Officer for the sale and issuance of any and all personal property. The vendor is responsible for inventory maintenance and control. The vendor must issue a written waiver for Agency to purchase items for another source when items ordered and are unattainable within fourteen (14) days.*

Aramark understands and will comply.

5.11 *Agency will provide the Vendor with a commissary completely equipped and ready to operate together with refrigeration and utilities. If required, Vendor shall bear the expense for telephone/ fax/data lines at the facilities. Computer equipment, office supplies, and other incidentals shall be supplied by the Vendor. Should Vendor desire additional equipment or furnishings not supplied by the Agency, Vendor may supply the items after approval from the Agency.*

Aramark understands and will comply.

5.12 *Agency will provide all repairs and/or replacements to state owned equipment caused by normal wear and tear. Vendor shall exercise care and caution with the Agency's space and equipment. Vendor shall bear the expense of necessary repairs or replacements to state owned property/ equipment if damages are a result of negligence on the part of vendor or vendor's employees/ contractors. The Agency shall will repair or replace equipment and invoice the vendor for the charges.*

Aramark understands and will comply.

5.13 The vendor shall assume full responsibility for the resolution of any complaints or order discrepancies to include, but not be limited to, shortages, damaged or outdated products, returned orders for released or transferred inmates, and size or brand errors. Said issues shall be resolved within a 24-hour period. The vendor shall outline their plan for correcting said discrepancies.

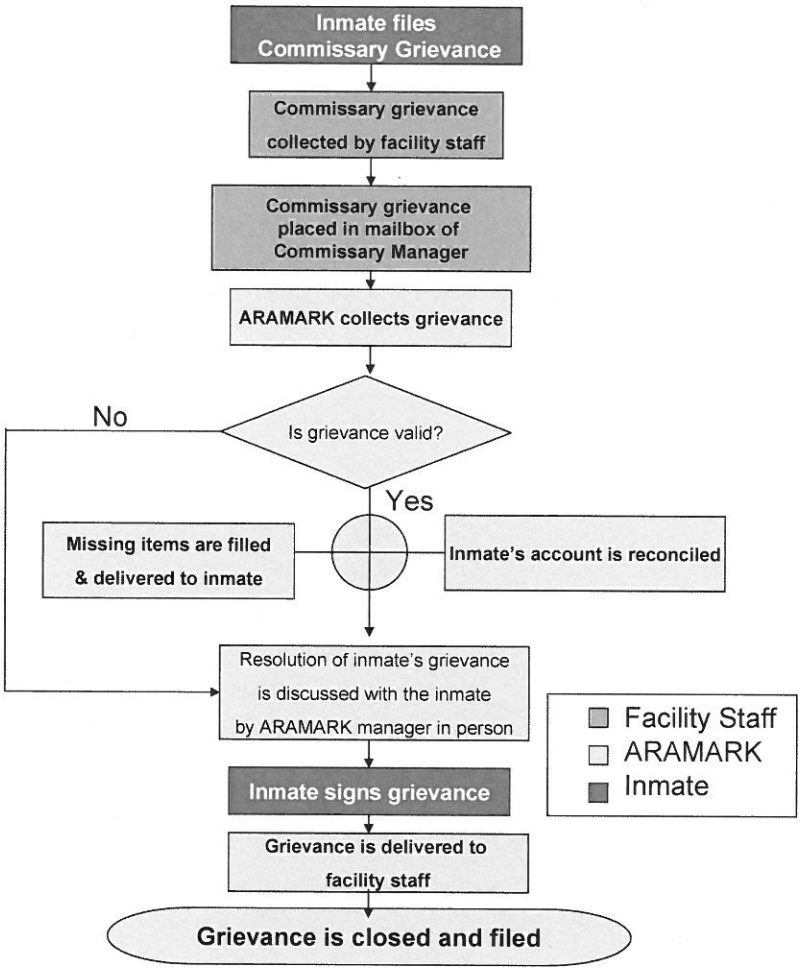
Aramark understands the importance of addressing inmate complaints and concerns. We propose the following grievance process to be implemented upon contract start-up if selected as the commissary partner for the Division:

GRIEVANCE PROCESS

Aramark understands the importance of a timely response to an inmate's complaint. Our on-site manager will oversee the collection of the complaints from the Division of Corrections and the research to determine if the complaint is valid. Prior to communicating with the inmate, the outcome will be discussed with the client. Once the client and Aramark are in agreement, Aramark will communicate with the inmate informing him or her of the outcome. If it is determined the grievance is not valid, Aramark will provide supporting documentation.

Aramark strives to complete all grievances and complaints within 24 hours. If West Virginia Division of Corrections requires a shorter response time, we will abide by the Division of Corrections's requirements. On the following page is a diagram of the grievance process.

Grievance Process



aramark

5.14 The Vendor phase-in period shall be no more than six (6) months unless approved by the Agency.

If selected, Aramark will commit to completing the transition of commissary roles and responsibilities within 90 days of award. Please find below our proposed opening plan that depicts the steps of our transition:

OPENING PLAN

TRANSITION OPENING PLAN

If awarded the contract, the transition will be accomplished successfully within 90 days of award. Based on many years of experience, Aramark has developed a step-by-step list of pre-opening and opening activities. We will assign responsibility to specific individuals on the Opening Team to ensure a smooth transition.

We will use the expertise of our regional management team and our commissary support group. A list of these individuals along with résumés can be found in the Management and Staffing Section of this proposal.

PROPOSED IMPLEMENTATION PLAN FOR COMMISSARY

Aramark's transition of the commissary service for West Virginia Division of Corrections is planned as a phased process. The implementation will be organized in a two-pronged approach: 1) IT integration with Tech Friends and 2) commissary order and delivery. These two phases will begin concurrently when the contract between Aramark and the West Virginia Division of Corrections is awarded.

Pre-implementation meetings between Aramark and West Virginia Division of Corrections will be needed and will require the presence of Division of Corrections and Tech Friends IT personnel in order to establish the following:

The timelines for completing the IT integration and implementation will be dependent on several factors that will be discussed in the initial meeting between Aramark and West Virginia Division of Corrections. The implementation plan for commissary order and delivery is anticipated to take 30 days.

IT IMPLEMENTATION

- Meet with West Virginia Division of Corrections IT to review the following:
  - Division of Corrections requirements for file transfer process
  - Division of Corrections requirements for network connectivity
- Install hardware.
  - PCs
  - Servers

Project scope and timelines will be determined by West Virginia Division of Corrections and individual departments.

ORDERING AND DELIVERY IMPLEMENTATION

WEEK 1

- Begin the employee hiring process.
- Meet with West Virginia Division of Corrections.
  - Develop the ordering and delivery schedule.
  - Develop the training schedule for Aramark delivery personnel.
- Establish the training schedule for inmates and officers on bubble-scan sheets and menus.
- Establish vendor accounts and delivery schedules.
- Organize the commissary or warehouse for items specific to West Virginia Division of Corrections.

WEEK 2–3

- Finalize menus.
- Finalize employee hiring and training schedules to include drug testing, TB testing, and clearance status.
- Initiate Aramark employee training.
- Initiate West Virginia Division of Corrections inmate and staff training.
- Finalize vendor orders, based on menus.
- Place initial orders, based on anticipated inmate orders and any inventory transition.
- Build Aramark CORE database (internal).
- Meet with West Virginia Division of Corrections to review the status of the project.
- Set the transition schedule for warehouse and inventory.

WEEK 3-4

- Complete interface.
  - Test interface.
  - Install and test the scanner (or whichever ordering process is chosen) process from commissary and warehouse.
- Finalize ordering, scanning, and delivery schedules for the first delivery of the following week.
- Receive all orders, based on agreed inventory transition.
- Complete training for West Virginia Division of Corrections, Aramark, and inmates as planned in prior weeks.
- Finalize the transition meeting with West Virginia Division of Corrections to:
  - Review all schedules.
  - Review West Virginia Division of Corrections ordering and delivery schedules to inmates.
  - Finalize bank account and check status.

Typically, Aramark anticipates that delivery will begin at the end of the fourth week of implementation, using scanning and bubble sheets (or whatever ordering process is chosen).

For a more detailed transition plan, we have provided the following for your review:

5.15 *All Health Department inspections and reports shall be provided to the Warden/Administrator or designee as requested.*

Aramark understands and will comply.

5.16 *Vendor must provide a variety of diabetic, salt free, halal, and kosher products.*

Aramark understands and will comply.

5.17 *Vendor's equipment, tools, supplies and materials are subject to search or inventory at any time. Tools and materials are carefully controlled at all times and locked when not in use. All ladders and movable lift equipment is closely supervised when in use. Security and safety requirements set forth under the Agency Policies and Facility Operating Procedures must be adhered to at all times, as now provided or subsequently revised.*

Aramark understands and will comply.

We have provided a transition plan below that will be implemented for each Department facility. The plan that follows is a master plan that is to be used as an example.

Facility:	
Targeted Opening Date	TBD
Commissary Location Commissary Address	Off-Site Huttonsville Correctional Facility US RT 250 South PO Box 1 Huttonsville WV26271
Facility Information Facility Address	
# of Inmates:	220
# of Staff:	
Client Contact Contact's Phone # Contact's Fax # Contact's E-mail	304-536-3911
RVP	Bob Marshall
DM	Theresa Ellsler
ARAMARK Opening Supprot Manager	TBD
GM	TBD
Director of Retail Technology (DRT)	Victor Miller
Retail Director (RD)	Holly Demeske
Retail Operations Support Manager (ROSM)	Doug Mazur
Retail Technology Support Manager (RTSM)	Lynn Mutto
Commissary Manager (CM)	TBD
Regional Finance Director (RFD)	John Lannin
Regional Finance Manage (RFM)	Cindy Yost
Regional Human Resources Director (HRD)	Meagan Dalton
Regional Human Resources Manager (RHRM)	Deb Winograd

FACILITY / SITE	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
Review proposal and contract with Commissary Operations Manager, District Manager and Retail Manager	Theresa Ellsler			
If an offsite warehouse is needed contact legal for a local realtor	Theresa Ellsler			
Commissary Location	Theresa Ellsler			
Size of Location/Site	Theresa Ellsler			
Walk Through	Theresa Ellsler			
Number of Sites	Theresa Ellsler			
Delivery Process/Dock Inspection	Theresa Ellsler			
Establish Client Relationship	Theresa Ellsler			
Schedule Client Training - done at client discretion	Theresa Ellsler			
Rent, Taxes etc.	Theresa Ellsler			
Facility Standards	Theresa Ellsler			
OPENING				
Opening Team - Who is it?	Theresa Ellsler Doug Mazur			
On site schedule for opening team (when will they be at the facility)	Theresa Ellsler Doug Mazur			
Establish Minority Businesses (MBE)	Theresa Ellsler			
IBM Star Computer - John Crump	Theresa Ellsler			
Business Licenses	Theresa Ellsler			
Business Certificates	Theresa Ellsler			
Tax ID#	Theresa Ellsler			
OSHA certifications / regulations	Theresa Ellsler			
Certificate of Occupancy	Theresa Ellsler			
"Go - Live" Date - Established Actual First Order / Pick Date	Doug Mazur Lynn Mutto			
Trash Removal - Set Up	Theresa Ellsler			

FACILITY / SITE	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
MENU				
Vendor Setup	Doug Mazur			
Menu Setup	Doug Mazur			
Menu Review and approval from Client	Theresa Ellsler TBD TBD Doug Mazur			
PLU Setup	Lynn Mutto			
Taxable Items	Doug Mazur			
Non Taxable Items	Doug Mazur			
Price Proposal	Theresa Ellsler			
"Market Basket"	Theresa Ellsler TBD TBD Doug Mazur			
Scantron Sheets-Order	Doug Mazur			
FINANCE				
Opening Notice - Component #	Theresa Ellsler John Lannin			
HUMAN RESOURCE				
Hiring of Employees	Theresa Ellsler			
Arrange interview locations, place ads, and coordinate interviewing for additional employees needed	Theresa Ellsler			
Employment Ads/ Staffing Service	Theresa Ellsler			
WAREHOUSE				
Shelving-Warehouse	Doug Mazur			
OPERATIONS				
Bag Type	Doug Mazur			
Bag Needs - Heat Sealed/Tape Dispensers	Doug Mazur			
Indigent Kits - What is in them?	Theresa Ellsler TBD TBD Doug Mazur			
Welcome Kits - What is in them?	Theresa Ellsler TBD TBD Doug Mazur			

FACILITY / SITE OFFICE	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
Procurement Card	Theresa Ellsler			
DOT	Theresa Ellsler			
Fleet Services - Vehicle Needs	Theresa Ellsler			
IT EQUIPMENT (ACS IT)				
CORE Pre-installation and Review				
Order Server	Victor Miller			
Contact County IT and review setup needs	Victor Miller			
Obtain needed IP addresses (if applicable)	Lynn Mutto			
Review networking requirements	Victor Miller			
Remote access - identify IT security requirements	Victor Miller			
CORE Worksheet Configuration	Lynn Mutto			
Trust Fund Procedures				
Software - Trust fund				
Meet with client IT to review current business practice and new software process flow	Lynn Mutto			
Meet with departments to define a user list, client locations and application access	Lynn Mutto			
TECHNOLOGY				
Inmate Kiosks (infoLINK)				
Server Ordered	Victor Miller			
Contact County IT and review setup needs	Victor Miller			
Obtain needed IP addresses (if applicable)	Lynn Mutto			
Network access	Victor Miller			
Review networking requirements	Victor Miller			
Remote access - identify IT security requirements	Victor Miller			
Confirm support connectivity (modem/high speed access to commissary PC)	Lynn Mutto			
Confirm site of each pod kiosk	Lynn Mutto			
Pod Kiosks (s) ordered	Victor Miller			
Go Cart Set Up				
Preinstallation Procedures				
Complete Go-Cart questionnaire	Doug Mazur			
Cart ordered	Holly Demeske			
HHT (hand-held terminal) equipment ordered	Victor Miller			
ACTFAS & Cart Equipment Configuration				

FACILITY / SITE	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
Verify site on newest version - update if needed	Lynn Mutto			
Configure HHT and WAP	Victor Miller Lynn Mutto			
Inmate ID barcode sent to TSI for testing	TBD			
Inmate ID barcode configured for scanning	Victor Miller Lynn Mutto			
TouchPay Set Up				
Preinstallation Procedures				
Review site configuration with DCOS	Victor Miller			
Send worksheet to Retail Director	Victor Miller			
Send worksheet to DCOS	Holly Demeske			
Send worksheet to TouchPay and Development Group	Holly Demeske			
INTERFACES				
Interface				
Review interface requirements	Victor Miller			
Communicate with Client IT departments and / or vendors on interface specifications	Victor Miller			
Obtain needed IP addresses for servers / or external remote access	Lynn Mutto			
Discuss obtaining current inmate balance for TF accounts	Victor Miller Lynn Mutto			
Procure Server hardware / software	Victor Miller			
Procure Desktop & Notebook hardware / software	Victor Miller			
Procure Network, Peripherals, Misc. hardware/ software	Victor Miller			
Procure Kiosk hardware / software	Victor Miller			

OPENING	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
Operation Cover Sheet - Site Profile	Theresa Ellsler			
MENU				
Order Guide to include 2.5 weeks on hand	Doug Mazur			
FINANCE				
Commissary Set Up Financial	Theresa Ellsler John Lannin			
Banking Setup	Theresa Ellsler John Lannin			
Set up the Financial Reporting week (Thursday-Wednesday) etc.	John Lannin			
Financial Reporting Training with the Accounting Team at the Tower	John Lannin			
HUMAN RESOURCE				
Employee Orientation / Training	Theresa Ellsler			
Employee Training / Systems (kiosk, CORE)	Lynn Mutto			
Uniforms / shoes	Theresa Ellsler			
MARKETING				
iCare prep Kit	Holly Demeske			
iCare Marketing materials	Holly Demeske			
Promotion Calendar	Holly Demeske			
WAREHOUSE				
Warehouse Build Out	Doug Mazur			
Warehouse Supplies	Doug Mazur			
Employee Break Area, lockers, H2O,	Doug Mazur			
Warehouse Set Up	Doug Mazur			
OPERATIONS				
Delivery Schedule - Vendors	Doug Mazur			
Opening Order - Placed	Doug Mazur			
How are orders processed?	Doug Mazur			

OPENING OFFICE	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
Shelving-Office	Doug Mazur			
Office Equipment Selection	Doug Mazur			
Phones, wireless, LAN lines, fax lines	Theresa Ellsler TBD TBD			
Place order for electricity, gas, pest services, alarm system, etc. if needed	Theresa Ellsler TBD TBD			
Office Supply Needs	Doug Mazur			
Report File System	Theresa Ellsler			
Weekly Financial Folder	Theresa Ellsler			
Training Schedule Established				
Site Specific Training Materials Created	Lynn Mutto			
IT EQUIPMENT (ACS IT)				
CORE Pre-installation and Review				
Trust Fund Procedures				
New Bank Account				
Locate nearest bank and obtain address (ACS only)	TOWER			
New bank account open	John Lannin			
Signature cards signed (ACS only)	TBD			
Get check sample from bank and send to TSI	Lynn Mutto			
Get check sample approved	Lynn Mutto			
Order Checks	Lynn Mutto			
Cash and Banking				
New Bank Account created for Trust Fund	Lynn Mutto			
Sales tax laws obtained from Corporate Tax	Doug Mazur			
Get check sample from client to send to TSI	Lynn Mutto			
Register's identified and quote provided	Lynn Mutto			
TECHNOLOGY				
Inmate Kiosks (infoLINK)				
Obtain needed IP addresses for IOK's (WYSE)	Lynn Mutto			
Pod Kiosks (s) Shipped & Delivered	Victor Miller			
TouchPay Set Up				
Site Set-Up & Installation				
Obtain DSL line if not able to utilize county network	TBD			
Confirm the network drop and electrical outlet in place	Holly Demeske Doug Mazur			
Confirm and test outbound connectivity at facility	Victor Miller			
TouchPay testing with TSI (dependant upon TSI interface)	Victor Miller			
Schedule an install date	Victor Miller			
TouchPay Configuration (if applicable)				
Interface written if needed*** (time sensitive)	Victor Miller			
Interface testing*** (time sensitive)	Victor Miller			
INTERFACES				
Interface				
Develop interfaces to different systems if necessary	Victor Miller			

FACILITY / SITE	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
Client training - Done before opening	Theresa Ellsler			
MENU				
Posting of Menu in Facility	Doug Mazur			
HUMAN RESOURCE				
Fork Lift Training / Certification	Theresa Ellsler			
Finalize Employee Schedule	Theresa Ellsler Doug Mazur			
HR Materials - Staffing files	Theresa Ellsler			
MARKETING				
Grand Opening	Holly Demeske			
TouchPay Marketing Materials	Holly Demeske			
Detailed Plan to distribute and post all marketing materials to include menus	Doug Mazur			
OPERATIONS				
Pick n Pack Method	Doug Mazur			
Delivery Schedule - Inmates	Doug Mazur			
Emergency / Contingency Plan	Theresa Ellsler			
Return Policy	Theresa Ellsler Doug Mazur			
Indigent Kits - Who builds them? (If ARAMARK start building)	Theresa Ellsler Doug Mazur			
Welcome Kits - Who builds them? (If ARAMARK start building)	Theresa Ellsler Doug Mazur			
Stamps - Purchase	Doug Mazur			
Weekly Logs	Doug Mazur			
Delivery Supplies	Doug Mazur			
Go-Cart Product Set Up	Lynn Mutto Doug Mazur			
OFFICE				
Fed EX / Office Max / USPS Account Set Up	Theresa Ellsler TBD TBD			
Training Schedule Established				
Class Room arranged	Lynn Mutto			
Site Specific Training Materials Created	Lynn Mutto			

FACILITY / SITE *IT EQUIPMENT (ACS IT)*	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
CORE Pre-installation and Review				
Network access	Victor Miller Lynn Mutto			
Create CORE menu database	Lynn Mutto			
Create CORE transactions	Lynn Mutto			
Trust Fund Procedures				
Installation - Trust Fund Application				
Install Trust Fund Application - test environment - server	Victor Miller			
TECHNOLOGY				
Inmate Kiosks (infoLINK)				
Pod Kiosks (s) installed	Lynn Mutto			
Pod Kiosks (s) electrical and Network drops	Lynn Mutto			
Go Cart Set Up				
Preinstallation Procedures				
Obtain needed IP addresses for WAPs (wireless access points)	Lynn Mutto			
Confirm support connectivity (modem/high speed access to commissary PC)	Lynn Mutto			
ACTFAS & Cart Equipment Configuration				
Send UPC instructions, manual, and trouble-shooting template	Lynn Mutto			
PIT - Change to PIT if needed	Lynn Mutto Doug Mazur			
Key item UPC information	Doug Mazur			
INTERFACES				
Interface				
Review and test sample interface - data schemes- files from Client departments and / or vendors	Victor Miller			
Test interfaces with county or vendor systems	Victor Miller			
In office setup and configuration - Server hardware / software	Victor Miller			
In office setup and configuration - Desktop & Notebook hardware / software	Victor Miller			
In office setup and configuration - Kiosk hardware / software	Victor Miller			
Installation - Server Hardware / Software				
Install Server hardware / software	Lynn Mutto			
Setup security profiles, networking configuration, redundancy, backup solution	Victor Miller			
Install Desktop & Notebook hardware / software on client network	Lynn Mutto			
Install Network, Peripherals, Misc. hardware/ software	Lynn Mutto			
INTERFACE PROCESS				
1st Migration				
Receive data sample for 1st trial import - trust fund and property data	Victor Miller			
Import inmate information into test trust fund system - 1st trial - verify data integrity with county	Victor Miller			

OPERATIONS	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
Inmate Training - How to Order - Scantron Sheet	Doug Mazur			
Inmate Training - How to Order - Kiosk	Lynn Mutto			
Training Schedule Established				
Commissary Training - Pick and Pack and Inmate Training	Doug Mazur			
Commissary Training - Technology	Lynn Mutto			
Human Resources				
Verify that all new hire/employee paperwork is completed and filed	Deb Winograd			
Marketing				
All Grand Opening materials are in place and have been distributed to the inmate population	Doug Mazur			
Finance				
All financial folders are prepared and filed in appropriate location	Cindy Yost			
IT EQUIPMENT (ACS IT)				
CORE Pre-installation and Review				
Verify site on newest version	Lynn Mutto			
Assure database is setup per Setup Worksheet	Lynn Mutto			
Database Transactions Tested	Lynn Mutto			
Leave Quick Notes with each end user	Lynn Mutto			
Trust Fund Procedures				
Installation - Trust Fund Application				
Trust Fund Application - client user training	Lynn Mutto			
New Bank Account				
Create monthly file system (ACS only)	Lynn Mutto			
Assure database reconciliation before leaving site	Lynn Mutto			
Positive Pay Contact information (if applicable - ACS Always)	Lynn Mutto			
Cash and Banking				
Cash Handling Procedures provided to location	Lynn Mutto			
Cash Handling Procedures reviewed by team	Lynn Mutto			
TECHNOLOGY				
Inmate Kiosks (infoLINK)				
Pod Kiosks (s) tested	Lynn Mutto			
Pod Kiosks "go Live" date	Lynn Mutto			
Configure IOK's (WYSE)	Lynn Mutto			

OPERATIONS	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
Go Cart Set Up				
Preinstallation Procedures				
Receipt tape ordered	Lynn Mutto			
TouchPay Set Up				
Site Set-Up & Installation				
Kiosks installed	Lynn Mutto			
Marketing posters displayed in visitation	Doug Mazur			
Postcards distributed to inmates	Doug Mazur			
INTERFACES				
Installation - Server Hardware / Software				
Install OMR scanning solution for commissary order processing	Lynn Mutto			
2nd Migration				
Receive data sample for 2nd trial import - trust fund and property data	Victor Miller			
Import inmate information into test trust fund system - 2nd trial - verify data integrity with county	Victor Miller			
3rd Migration				
Cutover from current vendor	Lynn Mutto			
Receive data sample for production import - trust fund data	Lynn Mutto			
Import inmate information into test trust fund system - production import - verify data integrity with county	Lynn Mutto			
Final Interface				
Install interfaces - production system	Victor Miller			

1 Week Out

OPERATIONS	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments

FACILITY / SITE	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
Identify the Lead Commissary Manager or FSD/GM who will be the "Mentor" throughout the opening week and following weeks. This mentor will als be avalaible at the end of the month to balance and close out	Theresa Ellsler			
Ensure that a **Secondary Manager** is available during the opening week so that they can free up the Commissary Manager/FSD to be available for the opening	Theresa Ellsler			
Ensure that the facility staff is aware/knows the delivery schedule for each day	TBD Doug Mazur			
Ensure that the DM and if possible VPO/RVP is present on the first day of the opening	Theresa Ellsler			
Ensure that IT representative from the County/State is available for live support with any interface/IT interfaces	Lynn Mutto			
TRAINING	**Responsible**	**Status (Select from the drop down box)**	**Completed (Date)**	**Comments**
ACTFAS/CORE				
How to set up new vendors	Lynn Mutto			
How to add inventory items	Lynn Mutto			
How to set up and edit PLU numbers in both the Warehouse and Prison modules	Lynn Mutto			
How to change prices	Lynn Mutto			
How to receive product	Lynn Mutto			
How to scan orders	Lynn Mutto			
How to download orders from Kiosks	Lynn Mutto			
How to run the Delivery Report	Lynn Mutto			
How to run Surveillance Reports for Indigent kits or any items as needed	Lynn Mutto			
How to use the Single Inventory Adjustment function	Lynn Mutto			
How to use the Multiple Inventory Adjustment function	Lynn Mutto			
How to track inventory	Lynn Mutto			
How to clear Unsaved Orders	Lynn Mutto			
How to input inventory	Lynn Mutto			
How to Auto Adjust the Inventory weekly	Lynn Mutto			
How to RESET the week in BOTH the Warehouse and Prison module	Lynn Mutto			
How to use the Inventory Re-Order Report	Lynn Mutto			
iCare™				
How to print iCare™ reports and record on the financial report	Doug Mazur			
How to download iCare™ orders from eSiteManager	Doug Mazur			
Go-Cart				
How to upload and download balances and orders from and for the Go-Cart	Lynn Mutto			
Inventory Management				
How to use the Receiving Log	Doug Mazur			
How to date product with date received and how to read expiration dates on product	Doug Mazur			
Importance of FIFO (First In/First Out)	Doug Mazur			
How to use Vendor Order Guides and place Vendor Orders	Doug Mazur			

OPENING	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
Pick and Pack staging areas are ready before initial orders or printed	Doug Mazur			
Manager/Opening team shadows employees/inmates through out the week when picking and packing	TBD Doug Mazur			
Identify trends within the miss picks/loss sales to determine if the product sequence needs to be adjusted	TBD Doug Mazur			
MENU	**Responsible**	**Status (Select from the drop down box)**	**Completed (Date)**	**Comments**
Ensure Menu is available to all inmates	TBD			
Ensure that Order Forms are available to all inmates	TBD			
Confirm menu and pick tickets match i.e. prices, tax, product descriptions, etc.	Doug Mazur			
Ensure that all prices, taxes, product descriptions are the same in BOTH the Warehouse and Prison module	Lynn Mutto			
Keep a "Suggested Menu Item" list in order to review any menu additions or deletions with Operations and the Client	TBD			
FINANCE	**Responsible**	**Status (Select from the drop down box)**	**Completed (Date)**	**Comments**
Work with the Commissary Manager side by side on the end of week financial / reporting processes. Follow ACTFAS instructions on how to run reports, balance to CORE and start a new week	Cindy Yost Lynn Mutto			
Training				
How to use the MRS or WOR Reporting System	Cindy Yost			
How to use the TimePlus or Hourly Time Recording System	Cindy Yost			
Invoices				
Enter invoices into MTK and CORE	TBD Doug Mazur Cindy Yost			
Transmit Invoices	TBD Doug Mazur Cindy Yost			
Ensure that all invoices have been entered and paid (Verify via the Weekly Invoice Report	TBD Doug Mazur Cindy Yost			
Run / Analyze Expense Distribution Report	TBD Doug Mazur Cindy Yost			
Review Bank Statement	TBD Doug Mazur Cindy Yost			
Run / Analyze Expense Report	TBD Doug Mazur Cindy Yost			
Run / Analyze Session Recap Report	TBD Doug Mazur			
Run / Analyze Pending Release Report	TBD Doug Mazur			
Print / Analyze Transmission Summary Report	TBD Doug Mazur			
Print / Analyze Weekly Invoice Tracking Log	TBD Doug Mazur Cindy Yost			
Analyze Weekly Invoice Report with Vendor invoices attached	TBD Doug Mazur Cindy Yost			
Run / Analyze Purchasing Compliance Report	TBD Doug Mazur			

Labor				
Analyze Time Cards and enter into TimePlus	TBD Theresa Ellsler TBD TBD			
Complete and Post Weekly Schedule	TBD Theresa Ellsler TBD TBD			
Run / Analyze Weekly Payroll Summary Report	TBD Theresa Ellsler TBD TBD			
Run / Analyze Weekly Timesheet Summary	TBD Theresa Ellsler TBD TBD			
Inventory				
Enter End of Week (EOW) Inventory count into ACTFAS/CORE	TBD Doug Mazur			
Run / Evaluate Inventory Analysis with Vending	TBD Doug Mazur			
Run / Evaluate Lost Sales Report with a written explanation for each variance	TBD Doug Mazur			
Run / Evaluate Lost Sales Analysis Report	TBD Doug Mazur			
Run / Evaluate Inventory Analysis Report	TBD Doug Mazur			
Run / Evaluate Inventory Analysis Total Report	TBD Doug Mazur			
Run / Evaluate Component Cost Report	TBD Doug Mazur			
Run / Evaluate Warehouse Product Usage Report	TBD Doug Mazur			
Run / Evaluate Component Product Usage Report	TBD Doug Mazur			
Run / Evaluate adjustment reports for any damaged or transferred (TJV) product	TBD Doug Mazur			
Sales				
Create client invoice for sales commission	TBD Doug Mazur			
Create client invoice for indigent kits	TBD Doug Mazur			
Run / Evaluate Component Sales and Commission Report	TBD Doug Mazur			
Run / Evaluate Active Inmate Order History Report - is the information the same in BOTH the Warehouse and Prison Module?	TBD Doug Mazur			

HUMAN RESOURCE	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
Employee files are up to date and locked in a file cabinet	TBD Deb Winograd			
WAREHOUSE				
Ensure that the pick ticket order matches the layout of the items in the warehouse	TBD Doug Mazur			
OPERATIONS	**Responsible**	**Status (Select from the drop down box)**	**Completed (Date)**	**Comments**
Inmate Order and Delivery				
Develop and implement standards for passing out Scan Tron Order sheets weekly	TBD Doug Mazur			
Collect completed order forms and answer any questions from inmates on how to use the order forms.	TBD Doug Mazur			
Scan all Order Forms so that they are processed in ACTFAS/CORE	TBD Lynn Mutto			
Coordinate delivery schedule with the facility (again)	TBD Doug Mazur			
Print pick tickets	TBD Doug Mazur			
Pick and pack commissary orders	TBD Doug Mazur			
Insert iCare™/FreshFavorites™ or other marketing materials in with orders	TBD Doug Mazur			
Deliver bags to inmates on scheduled delivery day	TBD Doug Mazur			
Monitor delivery to units and make adjustment to the schedule where necessary	TBD Doug Mazur			
Process any missed orders/errors in bags and deliver	TBD Doug Mazur			
Inventory Control				
Print inventory count sheets	TBD Doug Mazur			
Count inventory on scheduled day	TBD Doug Mazur			
Receive inventory for the week and enter in to ACTFAS/CORE	TBD Doug Mazur			
Shadow Manager and employees when inventory is performed - provide coaching as needed, monitor counts are being completed correctly and not just "eye balled"	Theresa Ellsler Doug Mazur			

Receiving/Stocking				
Receive inventory for the week and enter in to ACTFAS/CORE	TBD Doug Mazur			
Train the team on receiving included the use of the receiving log, dating and FIFO (First In First Out)	Doug Mazur			
Monitor restocking and make adjustments to bins, cases and products out in the pick and pack area to maintain efficient packing	Doug Mazur			
iCare™				
Download iCare™ orders in to ACTFAS	TBD Doug Mazur			
Update iCare™ orders in e-eSiteManager	TBD Doug Mazur			
Validate iCare™ orders in ACTFAS match e-eSiteManager	TBD Doug Mazur			
Pick and pack iCare™ orders and deliver	TBD Doug Mazur			
Insert iCare™/FreshFavorites™ or other marketing materials in with orders	TBD Doug Mazur			
Credits				
Ensure that credits are being processed daily	TBD Doug Mazur			
Vendor Ordering				
Place necessary orders for the following week. **NOTE:** Monitor the order closely as no re-order report will be available for the first several weeks.	TBD Doug Mazur			
Ensure that Vendor Ordering Guides are updated and used to place accurate orders	TBD Doug Mazur			
Identify any out of stock items and work with Supply Chain and vendors to build appropriate PAR levels	TBD Doug Mazur			

OFFICE	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
Collect and respond to inmate grievances	TBD Theresa Ellsler TBD TBD			
Set up weekly folders for end of week processing	TBD Theresa Ellsler TBD TBD			
Create record keeping system for copies of orders, credits, scan sheets, etc if required.	TBD Theresa Ellsler TBD TBD			

IT EQUIPMENT (ACS IT)	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
CORE Pre-installation and Review				
All ACTFAS/CORE training is complete	Lynn Mutto			

TRUST FUND	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
Software - Trust fund				
RTSM is present during opening week to handle any technology questions and or training as needed	Victor Miller Lynn Mutto			

TECHNOLOGY	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
Inmate Kiosks (infoLINK)				
RTSM is present during opening week to handle any technology questions and or training as needed	Victor Miller Lynn Mutto			

GO-CART	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
Shadow employee throughout the week on deliveries	TBD Doug Mazur			
Monitor time required in each housing unit to provide commissary items to inmates from the cart	TBD Doug Mazur			
Monitor restocking and movement of product and make adjustment where needed to ensure 100% efficiency	TBD Doug Mazur			
Stat a list of inmate request to track and share with the client for new menu items introductions or item deletions from the Go-Cart	TBD Doug Mazur			
Training				
How to upload and download balances and orders from and for the Go-Cart	TBD Lynn Mutto			

TOUCHPAY	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
Preinstallation Procedures				
TouchPay representative is present during the opening week to handle any questions in regards to TouchPay and its operation	Victor Miller Lynn Mutto			

INTERFACES	Responsible	Status (Select from the drop down box)	Completed (Date)	Comments
Interface				
RTSM is present during opening week to handle any technology questions and or training as needed	Victor Miller Lynn Mutto			

FACILITY / SITE	Responsible	Status	Completed (Date)
Review proposal and contract with Commissary Operations Manager, District Manager and Retail Manager	Theresa Ellsler	0	0-Jan
If an offsite warehouse is needed contact legal for a local realtor	Theresa Ellsler	0	0-Jan
Commissary Location	Theresa Ellsler	0	0-Jan
Size of Location/Site	Theresa Ellsler	0	0-Jan
Walk Through	Theresa Ellsler	0	0-Jan
Number of Sites	Theresa Ellsler	0	0-Jan
Delivery Process/Dock Inspection	Theresa Ellsler	0	0-Jan
Establish Client Relationship	Theresa Ellsler	0	0-Jan
Schedule Client Training - done at client discretion	Theresa Ellsler	0	0-Jan
Rent, Taxes etc.	Theresa Ellsler	0	0-Jan
Facility Standards	Theresa Ellsler	0	0-Jan
Client training - Done before opening	Theresa Ellsler	0	0-Jan
Identify the Lead Commissary Manager or FSD/GM who will be the "Mentor" throughout the opening week and following weeks. This mentor will als be avalaible at the end of the month to balance and close out	Theresa Ellsler	0	0-Jan
Ensure that a **Secondary Manager** is available during the opening week so that they can free up the Commissary Manager/FSD to be available for the opening	Theresa Ellsler	0	0-Jan
Ensure that the facility staff is aware/knows the delivery schedule for each day	TBD Doug Mazur	0	0-Jan
Ensure that the DM and if possible VPO/RVP is present on the first day of the opening	Theresa Ellsler	0	0-Jan
Ensure that IT representative from the County/State is available for live support with any interface/IT interfaces	Lynn Mutto	0	0-Jan
OPENING	**Responsible**	**Status**	**Completed (Date)**
Opening Team - Who is it?	Theresa Ellsler Doug Mazur	0	0-Jan
On site schedule for opening team (when will they be at the facility)	Theresa Ellsler Doug Mazur	0	0-Jan
Establish Minority Businesses (MBE)	Theresa Ellsler	0	0-Jan
IBM Star Computer - John Crump	Theresa Ellsler	0	0-Jan
Business Licenses	Theresa Ellsler	0	0-Jan
Business Certificates	Theresa Ellsler	0	0-Jan
Tax ID#	Theresa Ellsler	0	0-Jan
OSHA certifications / regulations	Theresa Ellsler	0	0-Jan
Certificate of Occupancy	Theresa Ellsler	0	0-Jan
"Go - Live" Date - Established Actual First Order / Pick Date	Doug Mazur Lynn Mutto	0	0-Jan
Trash Removal - Set Up	Theresa Ellsler	0	0-Jan
Operation Cover Sheet - Site Profile	Theresa Ellsler	0	0-Jan
Pick and Pack staging areas are ready before initial orders or printed	Doug Mazur	0	0-Jan
Manager/Opening team shadows employees/inmates through out the week when picking and packing	TBD Doug Mazur	0	0-Jan
Identify trends within the miss picks/loss sales to determine if the product sequence needs to be adjusted	TBD Doug Mazur	0	0-Jan

FACILITY / SITE	Responsible	Status	Completed (Date)
MENU	**Responsible**	**Status**	**Completed (Date)**
Vendor Setup	Doug Mazur	0	0-Jan
Menu Setup	Doug Mazur	0	0-Jan
Menu Review and approval from Client	Theresa Ellsler TBD TBD Doug Mazur	0	0-Jan
PLU Setup	Lynn Mutto	0	0-Jan
Taxable Items	Doug Mazur	0	0-Jan
Non Taxable Items	Doug Mazur	0	0-Jan
Price Proposal	Theresa Ellsler	0	0-Jan
"Market Basket"	Theresa Ellsler TBD TBD Doug Mazur	0	0-Jan
Scantron Sheets-Order	Doug Mazur	0	0-Jan
Order Guide to include 2.5 weeks on hand	Doug Mazur	0	0-Jan
Posting of Menu in Facility	Doug Mazur	0	0-Jan
Ensure Menu is available to all inmates	TBD	0	0-Jan
Ensure that Order Forms are available to all inmates	TBD	0	0-Jan
Confirm menu and pick tickets match i.e. prices, tax, product descriptions, etc.	Doug Mazur	0	0-Jan
Ensure that all prices, taxes, product descriptions are the same in BOTH the Warehouse and Prison module	Lynn Mutto	0	0-Jan
Keep a "Suggested Menu Item" list in order to review any menu additions or deletions with Operations and the Client	TBD	0	0-Jan
FINANCE	**Responsible**	**Status**	**Completed (Date)**
Opening Notice - Component #	Theresa Ellsler Deb Winograd	0	0-Jan
Commissary Set Up Financial	Theresa Ellsler John Lannin	0	0-Jan
Banking Setup	Theresa Ellsler John Lannin	0	0-Jan
Work with the Commissary Manager side by side on the end of week financial / reporting processes. Follow ACTFAS instructions on how to run reports, balance to CORE and start a new week	Cindy Yost 0	0	0-Jan
Training			
How to use the MRS or WOR Reporting System	Cindy Yost	0	0-Jan
How to use the TimePlus or Hourly Time Recording System	Cindy Yost	0	0-Jan

FACILITY / SITE	Responsible	Status	Completed (Date)
Invoices			
Enter invoices into MTK and CORE	TBD Doug Mazur Cindy Yost	0	0-Jan
Transmit Invoices	TBD Doug Mazur Cindy Yost	0	0-Jan
Ensure that all invoices have been entered and paid (Verify via the Weekly Invoice Report	TBD Doug Mazur Cindy Yost	0	0-Jan
Run / Analyze Expense Distribution Report	TBD Doug Mazur Cindy Yost	0	0-Jan
Review Bank Statement	TBD Doug Mazur Cindy Yost	0	0-Jan
Run / Analyze Expense Report	TBD Doug Mazur Cindy Yost	0	0-Jan
Run / Analyze Session Recap Report	TBD Doug Mazur	0	0-Jan
Run / Analyze Pending Release Report	TBD Doug Mazur	0	0-Jan
Print / Analyze Transmission Summary Report	TBD Doug Mazur	0	0-Jan
Print / Analyze Weekly Invoice Tracking Log	TBD Doug Mazur Cindy Yost	0	0-Jan
Analyze Weekly Invoice Report with Vendor invoices attached	TBD Doug Mazur Cindy Yost	0	0-Jan
Run / Analyze Purchasing Compliance Report	TBD Doug Mazur	0	0-Jan
Labor			
Analyze Time Cards and enter into TimePlus	TBD Theresa Ellsler TBD TBD	0	0-Jan
Complete and Post Weekly Schedule	TBD Theresa Ellsler TBD TBD	0	0-Jan
Run / Analyze Weekly Payroll Summary Report	TBD Theresa Ellsler TBD TBD	0	0-Jan
Run / Analyze Weekly Timesheet Summary	TBD Theresa Ellsler TBD TBD	0	0-Jan

FACILITY / SITE	Responsible	Status	Completed (Date)
Inventory			
Enter End of Week (EOW) Inventory count into ACTFAS/CORE	TBD Doug Mazur	0	0-Jan
Run / Evaluate Inventory Analysis with Vending	TBD Doug Mazur	0	0-Jan
Run / Evaluate Lost Sales Report with a written explanation for each variance	TBD Doug Mazur	0	0-Jan
Run / Evaluate Lost Sales Analysis Report	TBD Doug Mazur	0	0-Jan
Run / Evaluate Inventory Analysis Report	TBD Doug Mazur	0	0-Jan
Run / Evaluate Inventory Analysis Total Report	TBD Doug Mazur	0	0-Jan
Run / Evaluate Component Cost Report	TBD Doug Mazur	0	0-Jan
Run / Evaluate Warehouse Product Usage Report	TBD Doug Mazur	0	0-Jan
Run / Evaluate Component Product Usage Report	TBD Doug Mazur	0	0-Jan
Run / Evaluate adjustment reports for any damaged or transferred (TJV) product	TBD Doug Mazur	0	0-Jan
Sales			
Create client invoice for sales commission	TBD Doug Mazur	0	0-Jan
Create client invoice for indigent kits	TBD Doug Mazur	0	0-Jan
Run / Evaluate Component Sales and Commission Report	TBD Doug Mazur	0	0-Jan
Run / Evaluate Active Inmate Order History Report - is the information the same in BOTH the Warehouse and Prison Module?	TBD Doug Mazur	0	0-Jan

HUMAN RESOURCES	Responsible	Status	Completed (Date)
Hiring of Employees	Theresa Ellsler	0	0-Jan
Arrange interview locations, place ads, and coordinate interviewing for additional employees needed	Theresa Ellsler	0	0-Jan
Employment Ads/ Staffing Service	Theresa Ellsler	0	0-Jan
Employee Orientation / Training	Theresa Ellsler	0	0-Jan
Employee Training / Systems (kiosk, CORE)	Lynn Mutto	0	0-Jan
Uniforms / shoes	Theresa Ellsler	0	0-Jan
Fork Lift Training / Certification	Theresa Ellsler	0	0-Jan
Finalize Employee Schedule	Theresa Ellsler Doug Mazur	0	0-Jan
HR Materials - Staffing files	Theresa Ellsler	0	0-Jan
Employee files are up to date and locked in a file cabinet	TBD 0	0	0-Jan

FACILITY / SITE	Responsible	Status	Completed (Date)
WAREHOUSE	**Responsible**	**Status**	**Completed (Date)**
Shelving-Warehouse	Doug Mazur	0	0-Jan
Warehouse Build Out	Doug Mazur	0	0-Jan
Warehouse Supplies	Doug Mazur	0	0-Jan
Employee Break Area, lockers, H2O,	Doug Mazur	0	0-Jan
Warehouse Set Up	Doug Mazur	0	0-Jan
Ensure that the pick ticket order matches the layout of the items in the warehouse	TBD Doug Mazur	0	0-Jan
OPERATIONS	**Responsible**	**Status**	**Completed (Date)**
Bag Type	Doug Mazur	0	0-Jan
Bag Needs - Heat Sealed/Tape Dispensers	Doug Mazur	0	0-Jan
Indigent Kits - What is in them?	Theresa Ellsler TBD TBD Doug Mazur	0	0-Jan
Welcome Kits - What is in them?	Theresa Ellsler TBD TBD Doug Mazur	0	0-Jan
Delivery Schedule - Vendors	Doug Mazur	0	0-Jan
Opening Order - Placed	Doug Mazur	0	0-Jan
How are orders processed?	Doug Mazur	0	0-Jan
Pick n Pack Method	Doug Mazur	0	0-Jan
Delivery Schedule - Inmates	Doug Mazur	0	0-Jan
Emergency / Contingency Plan	Theresa Ellsler	0	0-Jan
Return Policy	Theresa Ellsler Doug Mazur	0	0-Jan
Indigent Kits - Who builds them? (If ARAMARK start building)	Theresa Ellsler Doug Mazur	0	0-Jan
Welcome Kits - Who builds them? (If ARAMARK start building)	Theresa Ellsler Doug Mazur	0	0-Jan
Stamps - Purchase	Doug Mazur	0	0-Jan
Weekly Logs	Doug Mazur	0	0-Jan
Delivery Supplies	Doug Mazur	0	0-Jan
Go-Cart Product Set Up	Lynn Mutto Doug Mazur	0	0-Jan
Inmate Training - How to Order - Scantron Sheet	Doug Mazur	0	0-Jan
Inmate Training - How to Order - Kiosk	Lynn Mutto	0	0-Jan

FACILITY / SITE	Responsible	Status	Completed (Date)
Inmate Order and Delivery			
Develop and implement standards for passing out Scan Tron Order sheets weekly	TBD Doug Mazur	0	0-Jan
Collect completed order forms and answer any questions from inmates on how to use the order forms.	TBD Doug Mazur	0	0-Jan
Scan all Order Forms so that they are processed in ACTFAS/CORE	TBD Lynn Mutto	0	0-Jan
Coordinate delivery schedule with the facility (again)	TBD Doug Mazur	0	0-Jan
Print pick tickets	TBD Doug Mazur	0	0-Jan
Pick and pack commissary orders	TBD Doug Mazur	0	0-Jan
Insert iCare™/FreshFavorites™ or other marketing materials in with orders	TBD Doug Mazur	0	0-Jan
Deliver bags to inmates on scheduled delivery day	TBD Doug Mazur	0	0-Jan
Monitor delivery to units and make adjustment to the schedule where necessary	TBD Doug Mazur	0	0-Jan
Process any missed orders/errors in bags and deliver	TBD Doug Mazur	0	0-Jan
Inventory Control			
Print inventory count sheets	TBD Doug Mazur	0	0-Jan
Count inventory on scheduled day	TBD Doug Mazur	0	0-Jan
Receive inventory for the week and enter in to ACTFAS/CORE	TBD Doug Mazur	0	0-Jan
Shadow Manager and employees when inventory is performed - provide coaching as needed, monitor counts are being completed correctly and not just "eye balled"	Theresa Ellsler 0	0	0-Jan
Receiving/Stocking			
Receive inventory for the week and enter in to ACTFAS/CORE	TBD Doug Mazur	0	0-Jan
Train the team on receiving included the use of the receiving log, dating and FIFO (First In First Out)	0	0	0-Jan
Monitor restocking and make adjustments to bins, cases and products out in the pick and pack area to maintain efficient packing	0	0	0-Jan
iCare™			
Download iCare™ orders in to ACTFAS	TBD Doug Mazur	0	0-Jan
Update iCare™ orders in e-eSiteManager	TBD Doug Mazur	0	0-Jan
Validate iCare™ orders in ACTFAS match e-eSiteManager	TBD Doug Mazur	0	0-Jan
Pick and pack iCare™ orders and deliver	TBD Doug Mazur	0	0-Jan
Insert iCare™/FreshFavorites™ or other marketing materials in with orders	TBD Doug Mazur	0	0-Jan
Credits			
Ensure that credits are being processed daily	TBD Doug Mazur	0	0-Jan
Vendor Ordering			
Place necessary orders for the following week. **NOTE:** Monitor the order closely as no re-order report will be available for the first several weeks.	TBD Doug Mazur	0	0-Jan
Ensure that Vendor Ordering Guides are updated and used to place accurate orders	TBD Doug Mazur	0	0-Jan
Identify any out of stock items and work with Supply Chain and vendors to build appropriate PAR levels	TBD Doug Mazur	0	0-Jan

FACILITY / SITE OFFICE	Responsible Responsible	Status Status	Completed (Date) Completed (Date)
Procurement Card	Theresa Ellsler	0	0-Jan
DOT	Theresa Ellsler	0	0-Jan
Fleet Services - Vehicle Needs	Theresa Ellsler	0	0-Jan
Shelving-Office	Doug Mazur	0	0-Jan
Office Equipment Selection	Doug Mazur	0	0-Jan
Phones, wireless, LAN lines, fax lines	Theresa Ellsler 0 0	0	0-Jan
Place order for electricity, gas, pest services, alarm system, etc. if needed	Theresa Ellsler 0 0	0	0-Jan
Office Supply Needs	Doug Mazur	0	0-Jan
Report File System	Theresa Ellsler	0	0-Jan
Weekly Financial Folder	Theresa Ellsler	0	0-Jan
Fed EX / Office Max / USPS Account Set Up	Theresa Ellsler TBD TBD	0	0-Jan
Collect and respond to inmate grievances	TBD Theresa Ellsler TBD TBD	0	0-Jan
Set up weekly folders for end of week processing	TBD Theresa Ellsler TBD TBD	0	0-Jan
Create record keeping system for copies of orders, credits, scan sheets, etc if required.	TBD Theresa Ellsler TBD TBD	0	0-Jan

FACILITY / SITE	Responsible	Status	Completed (Date)
MARKETING	**Responsible**	**Status**	**Completed (Date)**
iCare prep Kit	Holly Demeske	0	0-Jan
iCare Marketing materials	Holly Demeske	0	0-Jan
Promotion Calendar	Holly Demeske	0	0-Jan
Grand Opening	Holly Demeske	0	0-Jan
Touchpay Marketing Materials	Holly Demeske	0	0-Jan
Detailed Plan to distribute and post all marketing materials to include menus	Doug Mazur	0	0-Jan
TRAINING	**Responsible**	**Status**	**Completed (Date)**
Site Specific Training Materials Created	Lynn Mutto	0	0-Jan
Class Room arranged	Lynn Mutto	0	0-Jan
Site Specific Training Materials Created	Lynn Mutto	0	0-Jan
Commissary Training - Pick and Pack and Inmate Training	Doug Mazur	0	0-Jan
Commissary Training - Technology	Lynn Mutto	0	0-Jan
ACTFAS/CORE			
How to set up new vendors	Lynn Mutto	0	0-Jan
How to add inventory items	Lynn Mutto	0	0-Jan
How to set up and edit PLU numbers in both the Warehouse and Prison modules	Lynn Mutto	0	0-Jan
How to change prices	Lynn Mutto	0	0-Jan
How to receive product	Lynn Mutto	0	0-Jan
How to scan orders	Lynn Mutto	0	0-Jan
How to download orders from Kiosks	Lynn Mutto	0	0-Jan
How to run the Delivery Report	Lynn Mutto	0	0-Jan
How to run Surveillance Reports for Indigent kits or any items as needed	Lynn Mutto	0	0-Jan
How to use the Single Inventory Adjustment function	Lynn Mutto	0	0-Jan
How to use the Multiple Inventory Adjustment function	Lynn Mutto	0	0-Jan
How to track inventory	Lynn Mutto	0	0-Jan
How to clear Unsaved Orders	Lynn Mutto	0	0-Jan
How to input inventory	Lynn Mutto	0	0-Jan
How to Auto Adjust the Inventory weekly	Lynn Mutto	0	0-Jan
How to RESET the week in BOTH the Warehouse and Prison module	Lynn Mutto	0	0-Jan
How to use the Inventory Re-Order Report	Lynn Mutto	0	0-Jan
iCare™			
How to print iCare™ reports and record on the financial report	Doug Mazur	0	0-Jan
How to download iCare™ orders from eSiteManager	Doug Mazur	0	0-Jan
Go-Cart			
How to upload and download balances and orders from and for the Go-Cart	Lynn Mutto	0	0-Jan
Inventory Management			
How to use the Receiving Log	Doug Mazur	0	0-Jan
How to date product with date received and how to read expiration dates on product	Doug Mazur	0	0-Jan
Importance of FIFO (First In/First Out)	Doug Mazur	0	0-Jan
How to use Vendor Order Guides and place Vendor Orders	Doug Mazur	0	0-Jan

FACILITY / SITE	Responsible	Status	Completed (Date)
IT EQUIPMENT (ACS IT)	**Responsible**	**Status**	**Completed (Date)**
CORE Pre-installation and Review			
Order Server	Victor Miller	0	0-Jan
Contact County IT and review setup needs	Victor Miller	0	0-Jan
Obtain needed IP addresses (if applicable)	Lynn Mutto	0	0-Jan
Review networking requirements	Victor Miller	0	0-Jan
Remote access - identify IT security requirements	Victor Miller	0	0-Jan
CORE Worksheet Configuration	Lynn Mutto	0	0-Jan
Network access	Victor Miller Lynn Mutto	0	0-Jan
Create CORE menu database	Lynn Mutto	0	0-Jan
Create CORE transactions	Lynn Mutto	0	0-Jan
Verify site on newest version	Lynn Mutto	0	0-Jan
Assure database is setup per Setup Worksheet	Lynn Mutto	0	0-Jan
Database Transactions Tested	Lynn Mutto	0	0-Jan
Leave Quick Notes with each end user	Lynn Mutto	0	0-Jan
All ACTFAS/CORE training is complete	Lynn Mutto	0	0-Jan
TRUST FUND	**Responsible**	**Status**	**Completed (Date)**
Software - Trust fund			
Meet with client IT to review current business practice and new software process flow	Lynn Mutto	0	0-Jan
Meet with departments to define a user list, client locations and application access	Lynn Mutto	0	0-Jan
RTSM is present during opening week to handle any technology questions and or training as needed	Victor Miller Lynn Mutto	0	0-Jan
New Bank Account			
Locate nearest bank and obtain address (ACS only)	TOWER	0	0-Jan
New bank account open	John Lannin	0	0-Jan
Signature cards signed (ACS only)	TBD	0	0-Jan
Get check sample from bank and send to TSI	Lynn Mutto	0	0-Jan
Get check sample approved	Lynn Mutto	0	0-Jan
Order Checks	Lynn Mutto	0	0-Jan
Create monthly file system (ACS only)	Lynn Mutto	0	0-Jan
Assure database reconciliation before leaving site	Lynn Mutto	0	0-Jan
Positive Pay Contact information (if applicable - ACS Always)	Lynn Mutto	0	0-Jan
Cash and Banking			
New Bank Account created for Trust Fund	Lynn Mutto	0	0-Jan
Sales tax laws obtained from Corporate Tax	Doug Mazur	0	0-Jan
Get check sample from client to send to TSI	Lynn Mutto	0	0-Jan
Register's identified and quote provided	Lynn Mutto	0	0-Jan
Cash Handling Procedures provided to location	Lynn Mutto	0	0-Jan
Cash Handling Procedures reviewed by team	Lynn Mutto	0	0-Jan
Installation - Trust Fund Application			
Install Trust Fund Application - test environment - server	Victor Miller	0	0-Jan
Trust Fund Application - client user training	Lynn Mutto	0	0-Jan

FACILITY / SITE	Responsible	Status	Completed (Date)
TECHNOLOGY	Responsible	Status	Completed (Date)
Inmate Kiosks (infoLink)			
Server Ordered	Victor Miller	0	0-Jan
Contact County IT and review setup needs	Victor Miller	0	0-Jan
Obtain needed IP addresses (if applicable)	Lynn Mutto	0	0-Jan
Network access	Victor Miller	0	0-Jan
Review networking requirements	Victor Miller	0	0-Jan
Remote access - identify IT security requirements	Victor Miller	0	0-Jan
Confirm support connectivity (modem/high speed access to commissary PC)	Lynn Mutto	0	0-Jan
Confirm site of each pod kiosk	Lynn Mutto	0	0-Jan
Pod Kiosks (s) ordered	Victor Miller	0	0-Jan
Obtain needed IP addresses for IOK's (WYSE)	Lynn Mutto	0	0-Jan
Pod Kiosks (s) Shipped & Delivered	Victor Miller	0	0-Jan
Pod Kiosks (s) installed	Lynn Mutto	0	0-Jan
Pod Kiosks (s) electrical and Network drops	Lynn Mutto	0	0-Jan
Pod Kiosks (s) tested	Lynn Mutto	0	0-Jan
Pod Kiosks "go Live" date	Lynn Mutto	0	0-Jan
Configure IOK's (WYSE)	Lynn Mutto	0	0-Jan
RTSM is present during opening week to handle any technology questions and or training as needed	Victor Miller Lynn Mutto	0	0-Jan
GO-CART	**Responsible**	**Status**	**Completed (Date)**
Preinstallation Procedures			
Complete Go-Cart questionnaire	Doug Mazur	0	0-Jan
Cart ordered	Holly Demeske	0	0-Jan
HHT (hand-held terminal) equipment ordered	Victor Miller	0	0-Jan
Obtain needed IP addresses for WAPs (wireless access points)	Lynn Mutto	0	0-Jan
Confirm support connectivity (modem/high speed access to commissary PC)	Lynn Mutto	0	0-Jan
Receipt tape ordered	Lynn Mutto	0	0-Jan
Shadow employee throughout the week on deliveries	TBD Doug Mazur	0	0-Jan
Monitor time required in each housing unit to provide commissary items to inmates from the cart	TBD Doug Mazur	0	0-Jan
Monitor restocking and movement of product and make adjustment where needed to ensure 100% efficiency	TBD Doug Mazur	0	0-Jan
Stat a list of inmate request to track and share with the client for new menu items introductions or item deletions from the Go-Cart	TBD Doug Mazur	0	0-Jan
Training			
How to upload and download balances and orders from and for the Go-Cart	TBD Lynn Mutto	0	0-Jan
ACTFAS & CART EQUIPMENT CONFIGURATION	**Responsible**	**Status**	**Completed (Date)**
Verify site on newest version - update if needed	Lynn Mutto	0	0-Jan
Configure HHT and WAP	Victor Miller Lynn Mutto	0	0-Jan
Inmate ID barcode sent to TSI for testing	0	0	0-Jan
Inmate ID barcode configured for scanning	Victor Miller Lynn Mutto	0	0-Jan
Send UPC instructions, manual, and trouble-shooting template	Lynn Mutto	0	0-Jan
PIT - Change to PIT if needed	Lynn Mutto Doug Mazur	0	0-Jan
Key item UPC information	Doug Mazur	0	0-Jan

FACILITY / SITE TOUCHPAY	Responsible Responsible	Status Status	Completed (Date) Completed (Date)
Preinstallation Procedures			
Review site configuration with DCOS	Victor Miller	0	0-Jan
Send worksheet to Retail Director	Victor Miller	0	0-Jan
Send worksheet to DCOS	Holly Demeske	0	0-Jan
Send worksheet to Touchpay and Development Group	Holly Demeske	0	0-Jan
TouchPay representative is present during the opening week to handle any questions in regards to TouchPay and its operation	Victor Miller Lynn Mutto	0	0-Jan
Site Set-Up & Installation			
Obtain DSL line if not able to utilize county network	TBD	0	0-Jan
Confirm the network drop and electrical outlet in place	Holly Demeske Doug Mazur	0	0-Jan
Confirm and test outbound connectivity at facility	Victor Miller	0	0-Jan
Touchpay testing with TSI (dependant upon TSI interface)	Victor Miller	0	0-Jan
Schedule an install date	Victor Miller	0	0-Jan
Kiosks installed	Lynn Mutto	0	0-Jan
Marketing posters displayed in visitation	Doug Mazur	0	0-Jan
Postcards distributed to inmates	Doug Mazur	0	0-Jan
Touchpay Configuration (if applicable)			
Interface written if needed*** (time sensitive)	Victor Miller	0	0-Jan
Interface testing*** (time sensitive)	Victor Miller	0	0-Jan

FACILITY / SITE	Responsible	Status	Completed (Date)
INTERFACES	**Responsible**	**Status**	**Completed (Date)**
Interface			
Review interface requirements	Victor Miller	0	0-Jan
Communicate with Client IT departments and / or vendors on interface specifications	Victor Miller	0	0-Jan
Obtain needed IP addresses for servers / or external remote access	Lynn Mutto	0	0-Jan
Discuss obtaining current inmate balance for TF accounts	Victor Miller Lynn Mutto	0	0-Jan
Procure Server hardware / software	Victor Miller	0	0-Jan
Procure Desktop & Notebook hardware / software	Victor Miller	0	0-Jan
Procure Network, Peripherals, Misc. hardware/ software	Victor Miller	0	0-Jan
Procure Kiosk hardware / software	Victor Miller	0	0-Jan
Develop interfaces to different systems if necessary	Victor Miller	0	0-Jan
Review and test sample interface - data schemes- files from Client departments and / or vendors	Victor Miller	0	0-Jan
Test interfaces with county or vendor systems	Victor Miller	0	0-Jan
In office setup and configuration - Server hardware / software	Victor Miller	0	0-Jan
In office setup and configuration - Desktop & Notebook hardware / software	Victor Miller	0	0-Jan
In office setup and configuration - Kiosk hardware / software	Victor Miller	0	0-Jan
RTSM is present during opening week to handle any technology questions and or training as needed	Victor Miller Lynn Mutto	0	0-Jan
Installation - Server Hardware / Software			
Install Server hardware / software	Lynn Mutto	0	0-Jan
Setup security profiles, networking configuration, redundancy, backup solution	Victor Miller	0	0-Jan
Install Desktop & Notebook hardware / software on client network	Lynn Mutto	0	0-Jan
Install Network, Peripherals, Misc. hardware/ software	Lynn Mutto	0	0-Jan
Install OMR scanning solution for commissary order processing	Lynn Mutto	0	0-Jan
INTERFACE PROCESS	**Responsible**	**Status**	**Completed (Date)**
1st Migration			
Receive data sample for 1st trial import - trust fund and property data	Victor Miller	0	0-Jan
Import inmate information into test trust fund system - 1st trial - verify data integrity with county	Victor Miller	0	0-Jan
2nd Migration			
Receive data sample for 2nd trial import - trust fund and property data	Victor Miller	0	0-Jan
Import inmate information into test trust fund system - 2nd trial - verify data integrity with county	Victor Miller	0	0-Jan
3rd Migration			
Cutover from current vendor	Lynn Mutto	0	0-Jan
Receive data sample for production import - trust fund data	Lynn Mutto	0	0-Jan
Import inmate information into test trust fund system - production import - verify data integrity with county	Lynn Mutto	0	0-Jan
Final Interface			
Install interfaces - production system	Victor Miller	0	0-Jan

Needs Attention
Completed
In Progress
N/A

Weekly Commissary File Checklist

Date:_____ **Component:** _____

Period/ Week: _____

Tab 1 - Financial Documentation

	In Folder:	N.A:		Source:
1	☐		**Checklist**	
2	☐		**Flash**	aramark.net
3	☐	☐	**Month End SOX Check List**	Component
4	☐	☐	**T.D.R.**	MTK
5	☐		**Level 1**	MRS
6	☐		**Expense Worksheet**	MRS
7	☐	☐	**TJV's**	MTK
8	☐	☐	**Any Direct Bill Items**	TDR (from MTK)
9	☐	☐	**Profitability Report**	MTK
10	☐	☐	**FADL**	MTK

Tab 2 - Sales and Supporting Documentation

1	☐		**Check Here if Component performs Calendar Billing**	
2	☐	☐	**Client Invoice**	MRS
3	☐		Component Sales and Commission Report	ACTFAS WAREHOUSE
4	☐		Active Inmate Order History Report	ACTFAS WAREHOUSE
5	☐		Active Inmate Order History Report	ACTFAS PRISON

Tab 3 - Inventory

1	☐		Inventory Analysis with Vending	ACTFAS WAREHOUSE
2	☐		Lost Sales Report (Written Explanations on each item)	ACTFAS WAREHOUSE
3	☐		Lost Sales Analysis Report	ACTFAS WAREHOUSE
4	☐		Inventory Analysis Totals Report	ACTFAS WAREHOUSE
5	☐		Component Cost Report	ACTFAS WAREHOUSE
6	☐	☐	Warehouse Product Usage Report	ACTFAS WAREHOUSE
7	☐	☐	Component Product Usage Report	ACTFAS WAREHOUSE
8	☐		Adjustment Reports for any damaged/TJV'd product	ACTFAS WAREHOUSE
9	☐		**EOW Inventory Count** *Manager & 1 Employee Count; Both Manager & Employee Sign*	ACTFAS WAREHOUSE

Tab 4 - Purchases

1	☐	☐	**Purchasing Compliance Report**	MTK
2	☐	☐	**Expense Distribution Report**	MRS
3	☐	☐	**Bank Statement** *If Applicable*	Bank/Philly
5	☐	☐	**Expense Report**	Excel Document
6	☐		**Session Recap Report**	MTK
7	☐		**Pending Release Reports**	MTK
8	☐		**Transmission Summary**	MTK
9	☐		**Weekly Invoice Tracking Log**	Receiving Log
10	☐		**Weekly Invoice Report with Vendors Invoice Attached**	ACTFAS WAREHOUSE

Tab 5 - Promotions

1	☐	☐	**Flyers or documentation of all promtions**	Component Specific

Tab 6 - Payroll

1	☐	***Weekly Payroll Summary Report**	TimePlus
2	☐	**Weekly Timesheet Summary**	TimePlus
3	☐	**Time Cards**	Component
4	☐	**Weekly Schedule**	Component

*Tape with all time cards, need to match summary, not inc. Mgmt

* **All documents need to be reviewed and initialed.**

FLM Signature: _____

version 09.15.10

FACILITY / SITE	Retail Critical Path				DM	RGM	GM	CM	DRT	RTSM	RD	ROSM	RFD	RHRM
	Weeks Out													
	4	3	2	1										
Review proposal and contract with Commissary Operations Manager, District Manager and Retail Manager	X				Y									
If an offsite warehouse is needed contact legal for a local realtor	X				Y									
Commissary Location	X				Y									
Size of Location/Site	X				Y									
Walk Through	X				Y									
Number of Sites	X				Y									
Delivery Process/Dock Inspection	X				Y									
Establish Client Relationship	X				Y									
Schedule Client Training - done at client discretion	X				Y									
Rent, Taxes etc.	X				Y									
Facility Standards	X				Y									
Client training - Done before opening			X		Y									
OPENING														
Opening Team - Who is it?	X				Y							Y		
On site schedule for opening team (when will they be at the facility)	X				Y							Y		
Establish Minority Businesses (MBE)	X				Y									
IBM Star Computer - John Crump	X				Y									
Business Licenses	X				Y									
Business Certificates	X				Y									
Tax ID#	X				Y									
OSHA certifications / regulations	X				Y									
Certificate of Occupancy	X				Y									
"Go - Live" Date - Established Actual First Order / Pick Date	X									Y		Y		
Trash Removal - Set Up	X				Y									
Operation Cover Sheet - Site Profile		X			Y									
MENU														
Vendor Setup	X											Y		
Menu Setup	X											Y		
Menu Review and approval from Client	X				Y	Y	Y					Y		
PLU Setup	X									Y				
Taxable Items	X											Y		
Non Taxable Items	X											Y		
Price Proposal	X				Y									
"Market Basket"	X				Y	Y	Y					Y		
Scantron Sheets-Order	X											Y		
Order Guide to include 2.5 weeks on hand		X										Y		
Posting of Menu in Facility			X									Y		
FINANCE														

FACILITY / SITE	Retail Critical Path				DM	RGM	GM	CM	DRT	RTSM	RD	ROSM	RFD	RHRM
	Weeks Out													
	4	3	2	1										
Opening Notice - Component #	X				Y									Y
Commissary Set Up Financial			X		Y								Y	
Banking Setup			X		Y								Y	
HUMAN RESOURCE														
Hiring of Employees	X				Y									
Arrange interview locations, place ads, and coordinate interviewing for additional employees needed	X				Y									
Employment Ads/ Staffing Service	X				Y									
Employee Orientation / Training			X		Y									
Employee Training / Systems (kiosk, CORE)			X							Y				
Uniforms / shoes			X		Y									
Fork Lift Training / Certification		X			Y									
Finalize Employee Schedule		X			Y							Y		
HR Materials - Staffing files		X			Y									
WAREHOUSE														
Shelving-Warehouse	X											Y		
Warehouse Build Out			X									Y		
Warehouse Supplies			X									Y		
Employee Break Area, lockers, H2O,			X									Y		
Warehouse Set Up			X									Y		
OPERATIONS														
Bag Type	X											Y		
Bag Needs - Heat Sealed/Tape Dispensers	X											Y		
Indigent Kits - What is in them?	X				Y	Y	Y					Y		
Welcome Kits - What is in them?	X				Y	Y	Y					Y		
Delivery Schedule - Vendors			X									Y		
Opening Order - Placed			X									Y		
How are orders processed?			X									Y		
Pick n Pack Method		X										Y		
Delivery Schedule - Inmates		X										Y		
Emergency / Contingency Plan		X			Y									
Return Policy		X			Y							Y		
Indigent Kits - Who builds them? (If ARAMARK start building)		X			Y							Y		
Welcome Kits - Who builds them? (If ARAMARK start building)		X			Y							Y		
Stamps - Purchase		X										Y		
Weekly Logs		X										Y		
Delivery Supplies		X										Y		
Go-Cart Product Set Up		X								Y		Y		
Inmate Training - How to Order		X										Y		

FACILITY / SITE	Retail Critical Path				DM	RGM	GM	CM	DRT	RTSM	RD	ROSM	RFD	RHRM
	Weeks Out													
	4	3	2	1										
Inmate Training - Kiosk		X								Y				
OFFICE														
Procurement Card	X				Y									
DOT	X				Y									
Fleet Services - Vehicle Needs	X				Y									
Shelving-Office			X									Y		
Office Equipment Selection			X									Y		
Phones, wireless, LAN lines, fax lines			X		Y	Y	Y							
Place order for electricity, gas, pest services, alarm system, etc. if needed			X		Y	Y	Y							
Office Supply Needs			X									Y		
Report File System			X		Y									
Weekly Financial Folder			X		Y									
Fed EX / Office Max / USPS Account Set Up		X			Y	Y	Y							
MARKETING														
iCare prep Kit			X								Y			
iCare Marketing materials			X								Y			
Promotion Calendar			X								Y			
Grand Opening		X									Y			
Touchpay Marketing Materials		X									Y			
Detailed Plan to distribute and post all marketing materials to include menus		X										Y		
Training Schedule Established														
Site Specific Training Materials Created			X							Y				
Class Room arranged		X								Y				
Site Specific Training Materials Created		X								Y				
Commissary Training				X								Y		
Commisary Training - Initial				X						Y				
IT EQUIPMENT (ACS IT)														
CORE Pre-installation and Review														
Order Server	X								Y					
Contact County IT and review setup needs	X								Y					
Obtain needed IP addresses (if applicable)	X									Y				
Review networking requirements	X								Y					
Remote access - identify IT security requirements	X								Y					
CORE Worksheet Configuration	X									Y				
Network access			X						Y	Y				
Create CORE menu database			X							Y				
Create CORE transactions			X							Y				
Verify site on newest version				X						Y				

FACILITY / SITE	Retail Critical Path				DM	RGM	GM	CM	DRT	RTSM	RD	ROSM	RFD	RHRM
	Weeks Out													
	4	3	2	1										
Assure database is setup per Setup Worksheet				X						Y				
Database Transactions Tested				X						Y				
Leave Quick Notes with each end user				X						Y				
Trust Fund Procedures														
Software - Trust fund														
Meet with client IT to review current business practice and new software process flow	X									Y				
Meet with departments to define a user list, client locations and application access	X									Y				
New Bank Account														
Locate nearest bank and obtain address (ACS only)		X											Y	
New bank account open		X											Y	
Signature cards signed (ACS only)		X						Y						
Get check sample from bank and send to TSI		X								Y				
Get check sample approved		X								Y				
Order Checks		X								Y				
Create monthly file system (ACS only)				X						Y				
Assure database reconciliation before leaving site				X						Y				
Positive Pay Contact information (if applicable - ACS Always)				X						Y				
Cash and Banking														
New Bank Account created for Trust Fund		X								Y				
Sales tax laws obtained from Corporate Tax		X								Y		Y		
Get check sample from client to send to TSI		X								Y				
Register's identified and quote provided		X								Y				
Cash Handling Procedures provided to location				X						Y				
Cash Handling Procedures reviewed by team				X						Y				
Installation - Trust Fund Application														
Install Trust Fund Application - test environment - server			X						Y					
Trust Fund Application - client user training				X						Y				
TECHNOLOGY														
Inmate Kiosks (infoLink)														
Server Ordered	X								Y					
Contact County IT and review setup needs	X								Y					
Obtain needed IP addresses (if applicable)	X									Y				
Network access	X								Y					
Review networking requirements	X								Y					
Remote access - identify IT security requirements	X								Y					
Confirm support connectivity (modem/high speed access to commissary PC)	X									Y				

FACILITY / SITE	Retail Critical Path				DM	RGM	GM	CM	DRT	RTSM	RD	ROSM	RFD	RHRM
	Weeks Out													
	4	3	2	1										
Confirm site of each pod kiosk	X									Y				
Pod Kiosks (s) ordered	X								Y					
Obtain needed IP addresses for IOK's (WYSE)		X								Y				
Pod Kiosks (s) Shipped & Delivered		X							Y					
Pod Kiosks (s) installed			X							Y				
Pod Kiosks (s) electrical and Network drops			X							Y				
Pod Kiosks (s) tested				X						Y				
Pod Kiosks "go Live" date				X						Y				
Configure IOK's (WYSE)				X						Y				
Go Cart Set Up														
Preinstallation Procedures														
Complete Go-Cart questionnaire	X											Y		
Cart ordered	X										Y			
HHT (hand-held terminal) equipment ordered	X								Y					
Obtain needed IP addresses for WAPs (wireless access points)			X							Y				
Confirm support connectivity (modem/high speed access to commissary PC)			X							Y				
Receipt tape ordered				X						Y				
ACTFAS & Cart Equipment Configuration														
Verify site on newest version - update if needed	X									Y				
Configure HHT and WAP	X								Y	Y				
Inmate ID barcode sent to TSI for testing	X									Y				
Inmate ID barcode configured for scanning	X								Y	Y				
Send UPC instructions, manual, and trouble-shooting template			X							Y				
PIT - Change to PIT if needed			X							Y		Y		
Key item UPC information			X									Y		
Touchpay Set Up														
Preinstallation Procedures														
Review site configuration with DCOS	X								Y					
Send worksheet to Retail Director	X								Y					
Send worksheet to DCOS	X										Y			
Send worksheet to Touchpay and Development Group	X										Y			
Site Set-Up & Installation														
Obtain DSL line if not able to utilize county network		X						Y						
Confirm the network drop and electrical outlet in place		X									Y	Y		
Confirm and test outbound connectivity at facility		X							Y					
Touchpay testing with TSI (dependant upon TSI interface)		X							Y					
Schedule an install date		X							Y					
Kiosks installed				X						Y				
Marketing posters displayed in visitation				X						Y				

FACILITY / SITE	Retail Critical Path				DM	RGM	GM	CM	DRT	RTSM	RD	ROSM	RFD	RHRM
	Weeks Out													
	4	3	2	1										
Postcards distributed to inmates				X								Y		
Touchpay Configuration (if applicable)														
Interface written if needed*** (time sensitive)		X							Y					
Interface testing*** (time sensitive)		X							Y					
INTERFACES														
Interface														
Review interface requirements	X								Y					
Communicate with Client IT departments and / or vendors on interface specifications	X								Y					
Obtain needed IP addresses for servers / or external remote access	X									Y				
Discuss obtaining current inmate balance for TF accounts	X								Y	Y				
Procure Server hardware / software	X								Y					
Procure Desktop & Notebook hardware / software	X								Y					
Procure Network, Peripherals, Misc. hardware/ software	X								Y					
Procure Kiosk hardware / software	X								Y					
Develop interfaces to different systems if necessary		X							Y					
Review and test sample interface - data schemes- files from Client departments and / or vendors			X						Y					
Test interfaces with county or vendor systems			X						Y					
In office setup and configuration - Server hardware / software			X						Y					
In office setup and configuration - Desktop & Notebook hardware / software			X						Y					
In office setup and configuration - Kiosk hardware / software			X						Y					
Installation - Server Hardware / Software														
Install Server hardware / software			X							Y				
Setup security profiles, networking configuration, redundancy, backup solution			X						Y					
Install Desktop & Notebook hardware / software on client network			X							Y				
Install Network, Peripherals, Misc. hardware/ software			X							Y				
Install OMR scanning solution for commissary order processing				X						Y				
INTERFACE PROCESS														
1st Migration														
Receive data sample for 1st trial import - trust fund and property data			X						Y					
Import inmate information into test trust fund system - 1st trial - verify data integrity with county			X						Y					
2nd Migration														
Receive data sample for 2nd trial import - trust fund and property data				X					Y					
Import inmate information into test trust fund system - 2nd trial - verify data integrity with county				X					Y					
3rd Migration														
Cutover from current vendor				X						Y				

FACILITY / SITE	Retail Critical Path				DM	RGM	GM	CM	DRT	RTSM	RD	ROSM	RFD	RHRM
	Weeks Out													
	4	3	2	1										
Receive data sample for production import - trust fund data				X						Y				
Import inmate information into test trust fund system - production import - verify data integrity with county				X						Y				
Final Interface														
Install interfaces - production system				X					Y					

RESPONSIBILITY CHECKLIST

FACILITY / SITE	DM	RGM	GM	CM	DRT	RTSM	RD	ROSM	RFD	RHRM
Review proposal and contract with Commissary Operations Manager, District Manager and Retail Manager	Y									
If an offsite warehouse is needed contact legal for a local realtor	Y									
Commissary Location	Y									
Size of Location/Site	Y									
Walk Through	Y									
Number of Sites	Y									
Delivery Process/Dock Inspection	Y									
Establish Client Relationship	Y									
Schedule Client Training - done at client discretion	Y									
Rent, Taxes etc.	Y									
Facility Standards	Y									
Client training - Done before opening	Y									
OPENING										
Opening Team - Who is it?	Y							Y		
On site schedule for opening team (when will they be at the facility)	Y							Y		
Establish Minority Businesses (MBE)	Y									
IBM Star Computer - John Crump	Y									
Business Licenses	Y									
Business Certificates	Y									
Tax ID#	Y									
OSHA certifications / regulations	Y									
Certificate of Occupancy	Y									
"Go - Live" Date - Established Actual First Order / Pick Date						Y		Y		
Trash Removal - Set Up	Y									
Operation Cover Sheet - Site Profile	Y									
MENU										
Vendor Setup								Y		
Menu Setup								Y		
Menu Review and approval from Client	Y	Y	Y					Y		
PLU Setup						Y				
Taxable Items								Y		
Non Taxable Items								Y		
Price Proposal	Y									
"Market Basket"	Y	Y	Y					Y		
Scantron Sheets-Order								Y		
Order Guide to include 2.5 weeks on hand								Y		
Posting of Menu in Facility								Y		

FINANCE										
Opening Notice - Component #	Y									Y
Commissary Set Up Financial	Y								Y	
Banking Setup	Y								Y	
HUMAN RESOURCE										
Hiring of Employees	Y									
Arrange interview locations, place ads, and coordinate interviewing for additional employees needed	Y									
Employment Ads/ Staffing Service	Y									
Employee Orientation / Training	Y									
Employee Training / Systems (kiosk, CORE)						Y				
Uniforms / shoes	Y									
Fork Lift Training / Certification	Y									
Finalize Employee Schedule	Y							Y		
HR Materials - Staffing files	Y									
WAREHOUSE										
Shelving-Warehouse								Y		
Warehouse Build Out								Y		
Warehouse Supplies								Y		
Employee Break Area, lockers, H2O,								Y		
Warehouse Set Up								Y		
OPERATIONS										
Bag Type								Y		
Bag Needs - Heat Sealed/Tape Dispensers								Y		
Indigent Kits - What is in them?	Y	Y	Y					Y		
Welcome Kits - What is in them?	Y	Y	Y					Y		
Delivery Schedule - Vendors								Y		
Opening Order - Placed								Y		
How are orders processed?								Y		
Pick n Pack Method								Y		
Delivery Schedule - Inmates								Y		
Emergency / Contingency Plan	Y									
Return Policy	Y							Y		
Indigent Kits - Who builds them? (If ARAMARK start building)	Y							Y		
Welcome Kits - Who builds them? (If ARAMARK start building)	Y							Y		
Stamps - Purchase								Y		
Weekly Logs								Y		
Delivery Supplies								Y		
Go-Cart Product Set Up						Y		Y		
Inmate Training - How to Order								Y		

Inmate Training - Kiosk						Y				
OFFICE										
Procurement Card	Y									
DOT	Y									
Fleet Services - Vehicle Needs	Y									
Shelving-Office								Y		
Office Equipment Selection								Y		
Phones, wireless, LAN lines, fax lines	Y	Y	Y							
Place order for electricity, gas, pest services, alarm system, etc. if needed	Y	Y	Y							
Office Supply Needs								Y		
Report File System	Y									
Weekly Financial Folder	Y									
Fed EX / Office Max / USPS Account Set Up	Y	Y	Y							
MARKETING										
iCare prep Kit							Y			
iCare Marketing materials							Y			
Promotion Calendar							Y			
Grand Opening							Y			
Touchpay Marketing Materials							Y			
Detailed Plan to distribute and post all marketing materials to include menus								Y		
Training Schedule Established										
Site Specific Training Materials Created						Y				
Class Room arranged						Y				
Site Specific Training Materials Created						Y				
Commissary Training								Y		
Commisary Training - Initial						Y				
IT EQUIPMENT (ACS IT)										
CORE Pre-installation and Review										
Order Server					Y					
Contact County IT and review setup needs					Y					
Obtain needed IP addresses (if applicable)						Y				
Review networking requirements					Y					
Remote access - identify IT security requirements					Y					
CORE Worksheet Configuration						Y				
Network access					Y	Y				
Create CORE menu database						Y				
Create CORE transactions						Y				
Verify site on newest version						Y				
Assure database is setup per Setup Worksheet						Y				

Database Transactions Tested						Y				
Leave Quick Notes with each end user						Y				
Trust Fund Procedures										
Software - Trust fund										
Meet with client IT to review current business practice and new software process flow						Y				
Meet with departments to define a user list, client locations and application access						Y				
New Bank Account										
Locate nearest bank and obtain address (ACS only)									Y	
New bank account open									Y	
Signature cards signed (ACS only)				Y						
Get check sample from bank and send to TSI						Y				
Get check sample approved						Y				
Order Checks						Y				
Create monthly file system (ACS only)						Y				
Assure database reconciliation before leaving site						Y				
Positive Pay Contact information (if applicable - ACS Always)						Y				
Cash and Banking										
New Bank Account created for Trust Fund						Y				
Sales tax laws obtained from Corporate Tax						Y		Y		
Get check sample from client to send to TSI						Y				
Register's identified and quote provided						Y				
Cash Handling Procedures provided to location						Y				
Cash Handling Procedures reviewed by team						Y				
Installation - Trust Fund Application										
Install Trust Fund Application - test environment - server					Y					
Trust Fund Application - client user training						Y				
TECHNOLOGY										
Inmate Kiosks (infoLink)										
Server Ordered					Y					
Contact County IT and review setup needs					Y					
Obtain needed IP addresses (if applicable)						Y				
Network access					Y					
Review networking requirements					Y					
Remote access - identify IT security requirements					Y					
Confirm support connectivity (modem/high speed access to commissary PC)						Y				
Confirm site of each pod kiosk						Y				
Pod Kiosks (s) ordered					Y					
Obtain needed IP addresses for IOK's (WYSE)						Y				

Pod Kiosks (s) Shipped & Delivered					Y					

Pod Kiosks (s) installed						Y				
Pod Kiosks (s) electrical and Network drops						Y				
Pod Kiosks (s) tested						Y				
Pod Kiosks "go Live" date						Y				
Configure IOK's (WYSE)						Y				
Go Cart Set Up										
Preinstallation Procedures										
Complete Go-Cart questionnaire								Y		
Cart ordered							Y			
HHT (hand-held terminal) equipment ordered					Y					
Obtain needed IP addresses for WAPs (wireless access points)						Y				
Confirm support connectivity (modem/high speed access to commissary PC)						Y				
Receipt tape ordered						Y				
ACTFAS & Cart Equipment Configuration										
Verify site on newest version - update if needed						Y				
Configure HHT and WAP					Y	Y				
Inmate ID barcode sent to TSI for testing						Y				
Inmate ID barcode configured for scanning					Y	Y				
Send UPC instructions, manual, and trouble-shooting template						Y				
PIT - Change to PIT if needed						Y		Y		
Key item UPC information								Y		
Touchpay Set Up										
Preinstallation Procedures										
Review site configuration with DCOS					Y					
Send worksheet to Retail Director					Y					
Send worksheet to DCOS							Y			
Send worksheet to Touchpay and Development Group							Y			
Site Set-Up & Installation										
Obtain DSL line if not able to utilize county network				Y						
Confirm the network drop and electrical outlet in place							Y	Y		
Confirm and test outbound connectivity at facility					Y					
Touchpay testing with TSI (dependant upon TSI interface)					Y					
Schedule an install date					Y					
Kiosks installed						Y				
Marketing posters displayed in visitation						Y				
Postcards distributed to inmates								Y		
Touchpay Configuration (if applicable)										
Interface written if needed*** (time sensitive)					Y					
Interface testing*** (time sensitive)					Y					

INTERFACES										
Interface										
Review interface requirements					Y					
Communicate with Client IT departments and / or vendors on interface specifications					Y					
Obtain needed IP addresses for servers / or external remote access						Y				
Discuss obtaining current inmate balance for TF accounts					Y	Y				
Procure Server hardware / software					Y					
Procure Desktop & Notebook hardware / software					Y					
Procure Network, Peripherals, Misc. hardware/ software					Y					
Procure Kiosk hardware / software					Y					
Develop interfaces to different systems if necessary					Y					
Review and test sample interface - data schemes- files from Client departments and / or vendors					Y					
Test interfaces with county or vendor systems					Y					
In office setup and configuration - Server hardware / software					Y					
In office setup and configuration - Desktop & Notebook hardware / software					Y					
In office setup and configuration - Kiosk hardware / software					Y					
Installation - Server Hardware / Software										
Install Server hardware / software						Y				
Setup security profiles, networking configuration, redundancy, backup solution					Y					
Install Desktop & Notebook hardware / software on client network						Y				
Install Network, Peripherals, Misc. hardware/ software						Y				
Install OMR scanning solution for commissary order processing						Y				
INTERFACE PROCESS										
1st Migration										
Receive data sample for 1st trial import - trust fund and property data					Y					
Import inmate information into test trust fund system - 1st trial - verify data integrity with county					Y					
2nd Migration										
Receive data sample for 2nd trial import - trust fund and property data					Y					
Import inmate information into test trust fund system - 2nd trial - verify data integrity with county					Y					
3rd Migration										
Cutover from current vendor						Y				
Receive data sample for production import - trust fund data						Y				
Import inmate information into test trust fund system - production import - verify data integrity with county						Y				
Final Interface										
Install interfaces - production system					Y					

SECURITY

SECURITY POLICIES

Security is the primary concern to the facility administration; therefore, we present the following overview of Aramark standard procedures. We will ensure our Security Program follows the security policies of the facility.

INITIAL SECURITY ORIENTATION

All commissary staff must function in accordance with the security policies, procedures, and guidelines of West Virginia Division of Corrections. These policies extend beyond the walls of the institution and are adapted to the commissary warehouse. Each component of the security procedures must be thoroughly understood, thereby eliminating breaches of security. Employees must obtain a security clearance as a condition to hire. The commissary manager will arrange security briefings for new employees upon hire.

The security briefing program will be at the discretion of the facility administrator as to length and time. Documentation of the security briefing will be in the personnel file of each employee.

MONTHLY SECURITY BRIEFINGS

The monthly security briefing will be presented to each employee every month. Sample topics include:

- Warehouse tool control
- Securing of doors and gates
- Badges and identification
- Understanding lockdowns
- Understanding segregation, protective custody, and medical housing
- Handling offender complaints and issues
- Classification of offenders—housing assignments
- Various privilege levels of offenders and product restrictions
- Importance of communication with officers
- Offender manipulation and introduction of contraband
- Offenders, visiting privileges, and its impact on commissary delivery
- Emergencies—response to facility fights, escapes, and offender or detainee injury
- Transfer of offenders to another facility and its impact on commissary delivery

SECURITY PROCEDURES

Aramark maintains a stringent security policy for all personnel, which must be adhered to by all employees. As a company that specializes in working on the "inside," we are cognizant of the need for strict security policies in a correctional commissary operation.

It is our standard policy to:

- Use secured shadow boards for Class A and B tools that may be used at our warehouse location (such as box cutters, scissors, and fork-lift keys).
- Account for all tools document according to ACA standards. Class A and B tools will be signed out and in by a staff member and returned to the shadow board for accountability.
- Account for all Class A and B tools before any commissary delivery leaves the warehouse for delivery.
- Subject our employees to required background checks for employment within the facility.
- Review our security policies on a regular basis with the facility and their compliance with facility's guidelines.
- Require each employee to sign an affirmation regarding his or her duties relative to security and continued employment. Security clearance is a condition of employment with Aramark Correctional Services.
- Ensure all members of the commissary service staff will operate in accordance with the security policies, procedures, and guidelines of the facilities. Ensure they have proper badges as required by the West Virginia Division of Corrections.
- Identify the individual segments of security in an organized manner so each team member is responsible for his or her own actions.
- Maintain and check warehouse sanitation daily. All items not needed in the operational process of picking and packing commissary products will be removed from the operational site and stored accordingly in order to eliminate any potentially hazardous products from being inadvertently packed.
- Employees will check in and out at the appropriate location for inspection of the vehicle; pat down and search, if that is facility policy; and appropriate sign-in and sign-out.

KEY CONTROL

- Aramark warehouse workers will not be allowed to bring outside keys into the facilities.
- Aramark will set up a key locker for warehouse workers to use to secure their personal keys (car, house, and locker) when reporting to work.
- No external security keys for doors and loading docks will be in the possession of Aramark employees.
- Keys will be affixed to the belt with a choker chain and kept in a pouch or pocket.

SECURITY PROCEDURES

Written procedures relating to custody and security will be adopted by Aramark in cooperation with the West Virginia Division of Corrections staff to include:

- Buildings and areas to be used for commissary operations
- Offender traffic both, within and in/out of the commissary receiving and delivery areas
- Offender behavior during delivery of commissary and handling offender manipulation
- Control of supplies, including ordering, storage, movement, and proper use of all items for which the commissary employee has responsibility

The commissary general manager will work closely with the facility to ensure a consistent approach to custody and security.

CONTRABAND AND POTENTIAL WEAPONS (PRODUCT CONTROL)

Certain items have a far greater value within correctional facilities than in the outside world. These items can have barter value, be used to produce a forbidden product such as alcohol, or be used in an escape attempt. These materials are known collectively as contraband. The commissary manager and the Aramark staff must be aware of what the facilities consider contraband. In general, however, several items are excluded or controlled in all correctional facilities.

All products and packaging must be approved by the West Virginia Division of Corrections Custody Division.

Aramark will work closely with the administrative staff of West Virginia Division of Corrections to determine the acceptable products and eliminate those products that potentially are a security risk. Specific products and substitutions that are security approved will be sourced by Aramark and presented to the facility for approvals.

MEDICATION

Medication includes all prescription and nonprescription medicines, as well as syringes. Warehouse and delivery staff will not be allowed to carry any medication with them during the packing or delivery process.

POTENTIAL WEAPONS

Any article that might be used as a weapon falls into the category of contraband, such as knives, fingernail files, scissors, razors, hammers, chisels, forks, and spoons. Items that can be concealed in a person's clothing, sharpened or broken to achieve a sharp edge, or used to hurt someone is a potential weapon. Warehouse and delivery staff will be trained to identify and be aware of contraband and will not be allowed to carry any potential weapons with them during the packing or delivery process.

CIGARETTES

In many facilities, cigarettes are the most popular form of contraband. Commissary staff will be assigned a locker for personal belongings, and cigarettes and tobacco will not be allowed to be carried in the delivery trucks in order to avoid any potential for it entering the institution during the delivery process.

STAFF ATTITUDES

Working in a correctional institution requires an understanding of offender and facility attitudes and knowledge of the special characteristics and requirements of correctional facilities. All institutions have different personalities. As with people, many factors influence the personality, such as geography, size, age, financial status, and leadership. The attitude of the offenders greatly affects the tightness of security and correctional officers' attitudes toward their job.

Aramark commissary delivery employees must be stable, confident, sincere, practical, and optimistic individuals. The ability to work with diverse groups of people, make quick but sound decisions, accept authority, and remain flexible is required.

The commissary team must understand the role of commissary in a correctional facility. A responsible Aramark supervisor must always be available for communication when commissary is being delivered.

Aramark delivery staff must be able to handle routine daily tasks and any emergencies that arise. Because the potential for issues is constant, delivery personnel must have experience in the direction of offenders before being assigned to deliver commissary and must know when a correctional officer must become involved.

Aramark delivery staff's attitude toward offenders will be one of authority and dignity. Delivery staff will not encourage or sympathize with offenders' complaints and will refrain from giving offenders any advice about personal or family matters. If this does occur, the employee will report the complaints or problems to the appropriate correctional officer. The delivery staff must be alert to problems that might develop within the facility and follow the direction of the facility.

5.18 All vendor's personnel are required to be dressed in vendor provided, identifiable, serviceable uniforms appropriate for the duties they are performing. Vendor's personnel shall not wear clothing that bears any similarity to inmate clothing. Clothing that is short, tight fitting, provocative, or revealing is not appropriate attire for a prison environment. Individual's so dressed will be asked to change their clothing or leave the institution.

Aramark staff will provide its employees with identifiable uniforms. Please find below an overview of what the Division can expect with regard to our uniform standards:

UNIFORM POLICY AND EXAMPLES

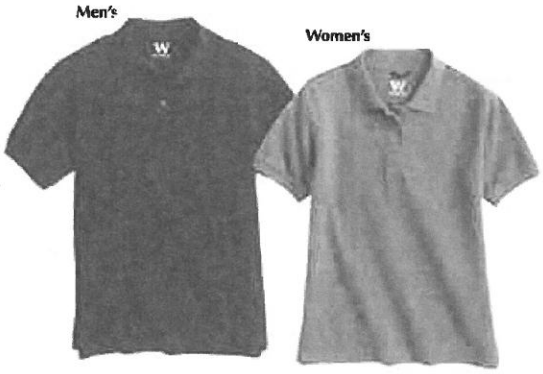
Aramark provides a minimum of three sets of uniforms for each employee. Employees are required to clock-in in uniform, complete with name tag and appropriate hair restraint and hat.

As a diversified outsourcing company, Aramark works in conjunction with our uniform and career apparel group to ensure that all of our dining service employees receive high-quality, well-maintained uniforms at the best value possible.

Please see the examples shown on the next few pages.

A2A CORRECTIONAL SERVICES

Commissary & Facility Services Apparel



WEARTUFF™ PIQUÉ POLOS

STYLE 11138 MEN'S SHORT-SLEEVE
STYLE 12238 WOMEN'S SHORT-SLEEVE

- Generous cut for a roomy fit
- Soil-release finish keeps you looking fresh all day

Imported. 6.5-oz. 60% cotton/40% polyester. Machine wash, dry. Colors: Black, Burgundy, Cobalt, Green, Red, Royal and Charcoal (Men's only).

Black | Burgundy | Cobalt | Green
Red | Royal | Charcoal (Men's only)

WEARGUARD® ULTIMATE OXFORD WORK SHIRTS

STYLE 1400 MEN'S LONG-SLEEVE
STYLE 1401 MEN'S SHORT-SLEEVE
STYLE 1405 WOMEN'S LONG-SLEEVE
STYLE 1406 WOMEN'S SHORT-SLEEVE

- Wrinkle and stain resistant
- Generous fit and back box pleat
- Button-down collar, left chest pocket and extended tail that stays tucked in

Imported. 4.3-oz. 55% cotton/45% polyester. Machine wash, dry. Colors: Indigo Blue, Light Blue and White.

Long-Sleeve Style:

Short-Sleeve Style:

Indigo Blue | Light Blue | White

5.19 Vendor employees performing services under the scope of this contract must:

a. Submit to a background investigation conducted by the Agency. The vendor must submit the name, social security number, driver's license number, and date of birth for each and every employee providing services to the Agency. The personnel background investigations will be processed at no cost to the vendor. Any future hires will be subject to the above provisions.

Aramark understands and will comply.

b. Contract employees assigned to facilities with onsite operations as well as those with off-site bag and delivery systems will require approval by the Warden/Administrator or designee prior to hire. Warden/Administrator or designee has the authority to revoke a contract employee's security clearance as deemed necessary.

Aramark understands and will comply.

c. Attend staff orientation and institutional training. Individuals employed by the vendor who will be performing services in the institution shall be required to undergo an initial orientation to the institution, which will not exceed forty (40) hours. In addition, all new employees and subcontractors including those who are in the institution less frequently will be required to complete an initial orientation. Annual refresher training may also be required.

Aramark understands and will comply.

5.20 Vendor must, at all times, comply with any and all applicable Agency and facility policies, procedures and standards, as well as any and all applicable Federal, State and ACA statutes and standards. Agency shall remove any person or persons employed by the vendor that refuse to comply with the above requirements.

Aramark understands and will comply.

5.21 Vendor shall include proposed staffing levels in the bid.

Aramark understands and will comply. Aramark's staffing charts can be found in Section Three of this proposal.

5.22 Vendor must maintain time records for each inmate worker and report hours worked to the respective facility on a weekly and/or monthly basis, depending on the facility request.

All Aramark staff will use the time-keeping system currently in place at each kitchen location. Time and attendance records will be available for viewing by Division staff upon request.

5.23 Vendor shall be responsible for reporting inmates observed violating any laws or Agency rules of conduct to security personnel. The vendor has the right to request removal of any inmate if vendor feels the inmate is unsuitable for the commissary service function.

Aramark understands and will comply.

5.24. Vendor shall provide inmates with training on any task assigned to the inmate. Vendor shall document this training and provide documentation to the Warden/Administrator or Designee. The vendor must evaluate inmate in writing, in accordance with Agency's Policy or Operational Procedures of each facility.

Aramark understands and will comply. Please refer to Section 4.2 for Aramark's IN2Work program.

5.25 Vendor must ensure that inmates will not operate computer equipment, service a sales window or provide delivery services. Any on-site deliveries must be made by vendor's personnel. Vendor shall seek approval from Warden/Administrator or designee for inmates to perform any other functions assigned to vendor's personnel.

Aramark understands and will comply.

5.26 Vendor must provide comparable services/menu to the Northern Regional Jail (located at Northern Correctional Facility) as are provided at other regional jail locations. Current Northern Regional Jail Commissary Items List, attached Exhibit 3, is for informational purposes and shall not be used for bid purposes. In addition, the vendor must provide the capability to be compatible with the regional jail's current Trustee Accounting system and any future computer system that may be put in place.

Aramark understands and will comply.

5.27 The Agency currently utilizes a third-party vendor (Tech Friends, Inc.) for inmate banking and commissary software. This solution has been highly customized over several years to precisely match Agency policy with respect to debt collection, inmate payroll, restitution, fmes/fees, multiple bank accounts, savings account interest distribution and work release. The successful vendor will interface with the Tech Friends solution in order to provide real-time commissary deductions from inmate accounts as well as integrated reporting capabilities to the Agency. In addition, the successful vendor agrees to a monthly software maintenance fee payable to Tech Friends, Inc. in the amount of $4,585.00.

Aramark understands and will comply.

5.28 Vendor must provide and maintain all software and hardware necessary to accomplish the commissary operations. Vendor will be given access to the inmate trustee accounting system used by the Agency which includes point-of sale and inventory features. For all Vendor-provided systems, Vendor must provide 2417/365 support for resolving hardware and software problems within 24 hours.

Aramark understands and will comply.

5.29 Vendor is responsible for assuring that sales do not exceed the balances and/or spending limits. No negative inmate balances are permitted for commissary sales.

Aramark understands and will comply.

5.30 On-site window service, vendor must have the inmate sign two copies of the sales receipt at the time of sale. One copy is retained by the vendor and one copy must be given to the inmate. Receipts for on-site window and on-site delivery must contain the following information:

a. Date of sale
b. Inmate name
c. Inmate number
d. Receipt number
e. Inmate current balance
f. Items, quantities, unit price, extended price
g. Total price of transaction
h. Inmate ending balance
1. Inmate signature line

Aramark understands and will comply.

ON-SITE FLOW OF WORK

INside COMMISSARY

Working inside correctional facilities for nearly 35 years and observing the frustrations with commissary providers helped us redefine our approach to the commissary market. Officers are barraged with questions about orders, balances, and deposits, making their jobs even more difficult. It takes too long to resolve mispicks by long-distance providers. Private label brands do not provide the promise of quality or consistency for the few dollars offenders have to spend on commissary. The result is too many grievances, dissatisfied offenders, potential facility disruption, and the list goes on.

Building on many years of commissary success, we have "gone beyond" to re-engineer the commissary marketplace to a newer, robust, retail-driven model that is more secure and proven to drive inmate satisfaction and commissions. Powered by the latest advanced technology, an Aramark commissary is like a modern "convenience store on the inside," with national brands, retail promotions, and special offers.

INside COMMISSARY BENEFITS

- Improved security because the commissary team is on site, completely subject to the security policies and procedures of the facility, and trained as part of the facility operating team
- Minimal grievances due to faster delivery turnaround and on-the-spot order resolution
- Minimal space requirements (Typically, INside Commissary can be operated in as little as a 16x16 foot area.)
- National brands and retail promotions that drive offender satisfaction and improved commissions
- Offender workers in an INside Commissary who gain valuable retail and warehouse skills they can use to find work upon release

Aramark Correctional Services' proposed plan of operation assumes the full responsibility of the commissary packing operation and delivery of inmate commissary orders. Following are the steps in the process:

1. The commissary will be operated with strict adherence to the security provisions of West Virginia Division of Corrections.
2. Inmate order forms will be distributed and collected by Aramark personnel.
3. Inmates' completed order forms will be entered into CORE, Aramark's proprietary software, or the facility jail management system (JMS) using a mutually agreed-on method and time frame. Orders are keyed, scanned, entered through a telephone interface, entered from the in-unit pod ordering kiosk, or entered using another mutually agreed-on method.
4. For those inmates that receive pre-packaged commissary orders, the orders will be bagged, sealed, and delivered to the inmates on a mutually agreed upon schedule. For the on-site store locations, inmates will order directly from the store-front and receive their orders immediately.
5. A two-part form will be attached to the bag.
6. The orders will be delivered to the inmates by Aramark personnel.
7. The orders will be checked by the receiving inmate who will check the order and then sign the receipts, with one copy returning to the commissary.
8. Aramark employees will work closely with your facility administration to ensure we are attaining your goals and overall client satisfaction.
9. West Virginia Division of Corrections will provide Aramark with network accessibility so that appropriate information can be obtained for each inmate in order to manage the program.
10. Aramark will provide our proprietary CORE commissary software as part of the project. It can either be interfaced to the facility inmate trust fund software to obtain inmate balances or it can be used as the trust fund banking system for the facility.

SERVICE

Service is the key component of our program. Aramark personnel are trained with a customer service focus, which improves operational efficiency, predictability, and increases inmate satisfaction. Our team associates are trained to thoroughly understand Aramark systems, accounting processes, workplace safety, and inmate supervision. Our program will meet facility objectives and provide an innovative, cost-effective, and efficient operation.

INMATE ACCOUNTING FUND

If sufficient funds are available in the inmate's account, the inmate's order will be filled. All merchandise sold during performance of these services will be of pure and good quality, and the price charged will be reasonable and subject to review from time to time by West Virginia Division of Corrections. Billing will be forwarded to West Virginia Division of Corrections as mutually agreed. Our preference is to bill weekly.

RECORD KEEPING

Aramark will keep a complete and accurate record of all gross sales of merchandise records for a period of one year after contract termination. All records and books kept by Aramark in relation to the performance of services will be open to the inspection and audit of West Virginia Division of Corrections and its agents during ordinary business hours. Such records will be kept separate and apart from any records Aramark maintains in connection with other business enterprises.

COMPUTERIZATION

Aramark will provide hardware and software as required to manage the operation. Our software will be interfaced to the West Virginia Division of Corrections's current jail management system and is discussed in detail in the IT Section of this proposal.

INVENTORY

Aramark will stock the commissary with the agreed-on selection of items. Our primary products will be quality brand-name items. All items carried in stock will be approved by West Virginia Division of Corrections. Aramark will maintain a sufficient stock of goods to ensure successful operation of the commissary and a nearly 100 percent fill rate. Nationwide, our fill rates are more than 99 percent. Purchase and payment for inventory and stock will be the sole responsibility of Aramark.

INDIGENT PROCEDURES

Indigent orders, hygiene kits, and admission kits will be provided in accordance with the specifications. Typically, indigent orders are handled in one of two ways: the value of the orders can be charged to the facility at an agreed-on price, or the cost can be deducted from the commissions. Aramark is completely flexible on this process.

5.31 *In the event of a lockdown, vendor must be equipped to perform a bagging operation. Vendor shall bag orders to be delivered to the inmates. Inmate's receipt must be included in the bag.*

Aramark understands and will comply.

CONTINGENCY PLAN

Event	Short-Term Solution	Long-Term Solution
Strike by supplier	Aramark Correctional Services will retain a minimum of two weeks supply at our warehouse (or commissary, as the case may be).	Change supplier to a preapproved alternate supplier that carries identical products.
Lockout of employees	Aramark Correctional Services will have managers, district managers, and other previously screened personnel on call.	Advertise for additional personnel.
Lockdown of inmates	Aramark Correctional Services will communicate with the Jail command to ensure inmates have proper restrictions placed on their accounts.	Aramark's behavioral control commissary program enforces inmate control, reducing the need to lock down inmates.
Loss of facilities due to flooding, earthquake, fire, explosion, hurricane, or other disaster	Aramark Correctional Services will use a different facility to handle the facility orders.	Work with the Jail command to ensure adequate delivery of commissary until the primary location is operational.
Equipment breakdown	If it is a truck issue, we will use our national contract with Penske trucks to take care of rental needs to repair or replace the equipment as soon as possible. In the interim, support will be provided from nearby facilities.	If it is a truck issue, repair or replace the equipment.

5.32 *For off-site delivery operations, vendor must package products in individual, clear plastic, perforated bags with tamper proof seals and be clearly marked with the inmate's name, inmate number and housing unit. Items being delivered are subject to search prior to being issued to the inmates.*

Aramark understands and will comply.

OFF-SITE FLOW OF WORK

Aramark Correctional Services' proposed plan of operation assumes responsibility of the commissary packing operation and delivery of inmate commissary orders from the store-front locations to the appropriate facility as needed. Following are the steps in the process:

1. The commissary will be operated with strict adherence to the security provisions of West Virginia Division of Corrections.
2. Inmate order forms will be distributed and collected by Aramark personnel.
3. Inmates' filled orders will be scanned at the facility into Aramark's proprietary software, CORE, on a mutually agreed-on schedule.
4. Commissary purchases will be bagged, sealed, and delivered to the facility on a mutually agreed-on schedule, at least once a week.
5. A two-part form will be attached to the bag.
6. The orders will be delivered to the inmates via carrier at remote locations.
7. The orders will be checked by the receiving inmate who will sign the receipts, with one copy returning to the commissary.
8. Aramark commissary employees will work closely with the facility administration to ensure we are attaining your goals and overall client satisfaction.
9. West Virginia Division of Corrections will provide Aramark with network accessibility so that appropriate information can be obtained for each inmate in order to manage the program.
10. Aramark will use its CORE commissary and interface to the facility jail management system.

5.33 *Vendor shall make all off-site deliveries in accordance with approved delivery schedules and security procedures compiled and agreed upon by the Agency and Vendor.*

Aramark understands and will comply.

5.34 *Vendor shall be responsible for all ordering, receiving, warehousing and inventory for all commissary commodities.*

Aramark understands and will comply.

5.35 *Deliveries of bagged orders shall be made on a schedule determined and agreed upon by the site and vendor. Delivery hours shall be established by the Warden/Administrator or designee and guaranteed by the vendor. Vendor must be flexible to changes imposed on delivery schedules due to security requirements. In this case, Warden/Administrator or designee shall notify vendor of required changes.*

Aramark understands and will comply.

5.36 *Vendor shall be responsible for delivery of inmate orders. Vendor must provide the proposed operational plan from placement of inmate order to delivery of order.*

Aramark agrees to manage the delivery of inmate orders at each DOC location. We have described our ordering process in detail on page 4.23 for our On-site process, and page 4.27 for our Off-site process.

WAREHOUSE

WAREHOUSE AND INVENTORY MANAGEMENT

This module of the program is critical to our efficient management of the CONNECT commissary operation. We maintain detailed information on our suppliers and the products they offer. The system allows the user to set up pricing, indigent eligibility, tax tables for state and local government, and commissions. It also provides us with a general ledger section for total inventory on hand, current sales, and the cost of those sales. In addition, the system creates a reorder guide, so our product supply never falls below a specified level. This helps us maintain sufficient inventory levels while ensuring that our local management keeps the inventory rotated and follows first-in, first-out (FIFO) to keep the freshest product consistently fulfilling the orders.

PRODUCT PRICING

CORE allows sites to maintain all pricing control locally, for easy and accurate implementation of product promotions. Prices are only accessible to management with tracking to indicate when the prices were changed and which user adjusted the pricing.

INVENTORY ORDERING

CORE has standard reorder reports that are designed to capture item sales for a specified period and recommends the case quantity to be ordered to ensure proper on-hand inventory. The local manager has override capability to increase inventory levels for seasonal trends or special events and holidays.

REPORTS

CORE generates a wide range of trust fund reports that can be used by the Division of Corrections internally or for auditing purposes. Additional custom reports are available.

SECURITY RELATED REPORTING

The Surveillance Report is designed to assist facility staff in item-specific purchase information.

- See when items are ordered in mass quantity that could lead to hoarding.
- Break up "tank boss" control by demonstrating if a specific inmate has ordered product in the past and the quantity ordered.
- View housing unit purchasing patterns.

LOST SALES ANALYSIS

- Assisting local management in the analysis of inventory trends to eliminate product shortages.
- Full year period/month tracking of shortages.
- Current period/month data captured weekly.

COMPONENT USAGE

- Designed to provide local management with a snapshot of the operation
- Product sales volumes
- Pricing information

HARDWARE AND SUPPORT

HARDWARE

The following hardware components are typically provided by Aramark:

- Power Edge server, rack mount or tower (Components will be defined based on number of users, database size, and so on.)
- Optiplex workstation PCs (3.2 GHz /1 GB RAM/80 GB hard drive), Microsoft Windows XP Pro, and 17-inch flat panel monitor
- Hewlett Packard 1022 LaserJet printers for check and report printing
- Epson TMU375 receipt printers
- Tripp Lite 1080 uninterruptible power supply

Aramark will install a redundancy option based on the critical nature of the process and the applications being used. Typical solutions are RAID 5 hard drive configuration, dual power supplies, dual imaged drives, backup solutions, and external disks. Our installation team will meet with your IT staff members to ensure we provide a solution that meets their risk and redundancy standards.

SUPPORT

We at Aramark pride ourselves on our support record. We react promptly to any hardware or software issue. A proven support network is in place to analyze and address each type of call. On-site personnel are the first line to receive a support call and escalate as necessary.

Based on the incident, a commissary support manager (CSM) may be called to address the issue.

A 24/7 support desk is available to assist in all hardware-, software-, and network-related issues. Remote control functionality allows the support desk to connect and address software- and network-related items.

All PC- and server-related hardware is purchased from Dell with a 24/7/4 support contract. A Dell technician will replace hardware components. Aramark support staff will handle all software-related issues (such as replacing an operating system image, application configuration, and network support).

If necessary, an Aramark hardware/software technician will be dispatched to resolve the incident.

CORE software is maintained and upgraded as needed for existing functionality at no additional cost to the client.

5.37 *Vendor must provide two copies of the receipt in the sealed bag. Inmate will sign carbon receipt. Carbon copy will be retained by the inmate and the original will be retained by the Vendor and available to Agency staff upon request.*

Aramark understands and will comply.

5.38 *Receipts for off-site delivery must contain the following information:*

a. Date of sale
b. Inmate name
c. Inmate number
d. Receipt number
e. Inmate current balance
f. Items, quantities, unit price, extended price
g. Total price of transaction
h. Inmate ending balance
i. Inmate signature line

Aramark understands and will comply.

5.39 *Vendor shall report all hazardous conditions or equipment to the Warden/Administrator or designee.*

Aramark understands and will comply.

5.40 *Vendor shall provide the monthly facility items sales report to each facility within five days of the close of the previous month. The invoices shall include the following information. Credit invoices shall be separate, but include the same information.*

a. Total inmate sales including tax
b. Sales tax total
c. Non-commissioned sales total
d. Commissionable sales total
e. Commission Total
f. Amount due vendor (sales, non-commission and tax)

Aramark understands and will comply.

ATTACHMENT C:

*Complete **Attachment C: Cost Sheet** included in this RFP and submit in a separate sealed envelope. "Cost" should be clearly marked on the envelope.*

Aramark understands and will comply. Aramark's Cost proposal is in a separately sealed envelope.

ORAL PRESENTATIONS:

All Vendors participating in the RFP will be required to provide an oral presentation, based on the criteria set in section 4.6. During oral presentations, Vendors may not alter or add to their submitted proposal, but only to clarify information.

Aramark would welcome the opportunity to share with the Division its vision for commissary operations in West Virginia.