



County of Fairfax, Virginia

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County

MEMORANDUM OF NEGOTIATION RFP 202201

The Sheriff's Office of Fairfax County (hereinafter called the County) and Aramark Correctional Services, LLC (hereinafter called the Contractor) hereby agree to the following in the execution of Contract C-202201. The final contract contains the following items:

- a. Fairfax County's RFP#202201
- b. All Addenda
- c. Aramark Correctional Services, LLC Technical and Business proposal as amended by this Memorandum of Negotiations
- e. The Memorandum of Negotiations

The following are to be included in the contract, all other requests for legal consideration submitted in the proposal dated July 1, 2022 are deny:

The County agrees to remove any requirement to provide direct cost records or documents under Section 5.22 page 4 and Section 24 pages 12-13 of RFP 202201. Contractor agrees from the effective date of final payment or termination hereunder, shall preserve and make available to Fairfax County Sheriff's Office for a period of three (3) years thereafter, at all reasonable times at the office of the Contractor but without direct charge to the County all other relevant books and records in connection with the food service operation.

The County agrees to the following: The financial arrangements in this Agreement are based on conditions existing as of the Effective Date including any representations regarding existing and future conditions made by County in connection with the negotiation and execution of this Agreement. If such conditions change due to causes beyond Aramark's control, including, but not limited to, a change in the scope of Aramark's services; menu changes; a decrease in the Facility's inmate population; increases in food, fuel, equipment, utilities, supply and labor costs; Federal, State and local sales, and other taxes and other operation costs; a change in Federal, State and local standards, requirements recommendations; changes in phone service providers or a change in the way phone service is sold to inmates; or other unforeseen external market conditions outside Aramark's control, then Aramark shall give County written notice of such increase or change, and within thirty (30) calendar days after such notice, Aramark and County shall mutually agree upon modification(s) to offset the impact of the increase or change, which modifications may include any or a combination of the following: an adjustment to Aramark's price per meal or commission, modifications to the menu or Product offerings, changes to Product pricing or modifications to Aramark's scope of services.

Aramark agrees to maintain and keep functional all interfaces with commissary software, Jail Tracker, and Smart-EVO™ ITS kiosk and tablets at no cost to the Sheriff's Office and in compliance with County IT policy.

Aramark agrees to provide support technicians available 24/7/365 and will respond to critical interface issues within 2 hours. If there is an issue with the orders or credits being sent to Jail Tracker that cannot be resolved, providing that Aramark has connectivity to their server hosting the data and the server is

Fairfax County Sheriff's Office
10520 Judicial Drive, Fairfax, VA 22030
703-246-2100; TTY 711
Facsimile 703-273-2464
www.fairfaxcounty.gov





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online, Aramark can manually pull the order and/or credit transaction manually and send them to Jail Tracker.

All other prices, terms, and conditions remain the same.

ACCEPTED BY:

Michael Elchenko
Aramark Correctional Services, LLC

11/10/2022

Date

Captain Charles Oakley
Fairfax County Sheriff's Office Chief Service Branch

11/10/22

Date

Laura Howard
Fairfax County Sheriff's Office Purchasing Agent

11-10-22

Date

Fairfax County Sheriff's Office
10520 Judicial Drive, Fairfax, VA 22030
703-246-2100; TTY 711
Facsimile 703-273-2464
www.fairfaxcounty.gov





**THIS IS A SEALED
TECHNICAL PROPOSAL
FOR COMMISSARY
SERVICES**

PLEASE DELIVER TO:

Fairfax County Sheriff's Office
10520 Judicial Drive
Fairfax, VA 22030
(703) 246-4435

FAIRFAX COUNTY ADULT DETENTION CENTER, RFP 202201

IGGY SANCHEZ

2300 Warrenville Road
Downers Grove, Illinois 60515
Phone: 704-303-0896
Fax: 630-271-5758
Web: www.aramarkcorrections.com
Email: sanchez-ignacio1@aramark.com

July 1, 2022

Fairfax County Sheriff's Office
10520 Judicial Drive
Fairfax, VA 22030
(703) 246 -4435



RE: RFP No. 202201

Aramark Correctional Services, LLC, is pleased to submit the following proposal to the Fairfax County Sheriff's Office for the provision of Commissary Services in the Fairfax County Adult Detention Center (ADC).

a. The name and address of Aramark Corporation is:

Aramark Correctional Services, LLC
2400 Market Street
Philadelphia, Pennsylvania 19103

The name, title, and telephone number of the Aramark contact person(s) is:

Iggy Sanchez, Director of Strategic Development
Email: sanchez-ignacio1@aramark.com
Phone: 704-303-0896
Fax: 630-271-5758

b. The name and address of Aramark Corporation's Legal Department is:

Aldie Loubier | Aramark | Vice President and Assistant General Counsel | Legal Department
2400 Market Street, 8th Floor
Philadelphia, PA 19103
Phone: 215-238-3754

c. I am an agent of Aramark Correctional Services, LLC (ACS), authorized to bind ACS to any contract for services resulting from this solicitation.

My contact information is as follows:

Michael Elchenko, Vice President
2300 Warrenville Road
Downers Grove, IL 60515
Phone: 352-303-3478
Fax: 630-271-5758
Email: elchenko-michael@aramark.com

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Michael Elchenko".

Michael Elchenko
Vice President, Growth
Aramark Correctional Services, LLC

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FAIRFAX COUNTY

Office of the Sheriff
10459 Main Street
FAIRFAX, VIRGINIA 22030

www.fairfaxcounty.gov/sheriff/

VIRGINIA

TELEPHONE: (703) 246-4435 FAX: (703) 246-4032 TTY: (703) 359-8258

ISSUE DATE: May 31, 2022	REQUEST FOR PROPOSAL NUMBER: RFP 202201	TITLE: Commissary Services for the Fairfax County Adult Detention Center
BRANCH: Services Branch	DUE DATE/TIME: July 1, 2022 @ 2PM EST	PROCUREMENT OFFICIAL: Michelle Nelson, Buyer I, Fairfax County Sheriff's Office – 703-246-4435 michelle.nelson@fairfaxcounty.gov

Proposals - In accordance with the following and in compliance with all terms and conditions, unless otherwise noted, the undersigned offers and agrees, if the proposal is accepted, to furnish items or services for which prices are quoted, delivered or furnished to designated points within the time specified. It is understood and agreed that with respect to all terms and conditions accepted by Fairfax County Sheriff's Office the items or services offered and accompanying attachments shall constitute a contract.

Note: Fairfax County Sheriff's Office does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment in the performance of its procurement activity.

NAME AND ADDRESS OF FIRM:

Aramark Correctional Services, LLC
2400 Market Street
Philadelphia, PA 19103

Telephone/Fax No.: (352) 303-3478 / (630) 271-5758

E-Mail Address: elchenko-michael@aramark.com

Federal Employer Identification No or 23-2778485

Federal Social Security No.(Sole Proprietor) _____

Prompt Payment Discount: % for payment within days/net days

State Corporation Commission (SCC) Identification No. T0343457

By signing this proposal, Offeror certifies, acknowledges, understands, and agrees to be bound by the conditions set forth in the General Conditions and Instructions to Bidders as described in Appendix A.

BUSINESS CLASSIFICATION – Described In Appendix B - CHECK ONE: LARGE (Y) SMALL (B)

MINORITY-OWNED SMALL (X) MINORITY OWNED LARGE (V) WOMEN-OWNED SMALL (C)

WOMEN OWNED LARGE (A) NON PROFIT (9)

Limited Liability Corporation

CHECK ONE: INDIVIDUAL PARTNERSHIP CORPORATION

State in which Incorporated: Delaware



Vendor Legally Authorized
Signature

June 24, 2022
Date

Michael Elchenko, Vice President of Growth
Print Name and Title

Sealed proposals subject to terms and conditions of this Request for Proposal will be received by the Fairfax County Sheriff's Procurement Official at 10520 Judicial Drive, Fairfax, Virginia 22030 until the date/time specified above.

AN EQUAL OPPORTUNITY PURCHASING ORGANIZATION



OFFEROR DATA SHEET

NAME OF OFFEROR: Aramark Correctional Services, LLC

ADDRESS: 2400 Market Street
Philadelphia, Pennsylvania 19103

E-MAIL ADDRESS: elchenko-michael@aramark.com

Name and e-mail addresses of both service and fiscal representatives (Key Personnel) who would handle this account.

Service Representative: Derek Harless
Telephone Number: (904) 703 2274
E-Mail Address: Harless-Derek@aramark.com

Fiscal Representative: John McFadden
Telephone Number: (267) 257 0682
E-Mail Address: mcfadden-john@aramark.com

Payment Address, if different from above: Aramark
P.O. Box 978839
Dallas, TX 75397-8839

VIRGINIA STATE CORPORATION COMMISSION (SCC)
REGISTRATION INFORMATION

The bidder:

is a corporation or other business entity with the following SCC identification number:
TD343457 -OR-

is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust -OR-

is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the bidder in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from bidder's out-of-state location) -OR-

is an out-of-state business entity that is including with this bid/proposal an opinion of legal counsel which accurately and completely discloses the undersigned bidder's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

Please check the following box if you have not checked any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for bids:

THEODORE V. MORRISON, JR.
CHAIRMAN

MARK C. CHRISTIE
COMMISSIONER

JUDITH WILLIAMS JAGDMANN
COMMISSIONER

COMMONWEALTH OF VIRGINIA



JOEL H. PECK
CLERK OF THE COMMISSION
P.O. BOX 1197
RICHMOND, VIRGINIA 23218-1197

STATE CORPORATION COMMISSION Office of the Clerk

April 19, 2007

CT CORPORATION SYSTEM
TINIKA BAYLOR
4701 COX RD STE 301
GLEN ALLEN, VA 23060-6802

RE: ARAMARK CORRECTIONAL SERVICES, LLC
ID: T034045 - 7
DCN: 07-04-18-0611

Dear Customer:

This is your receipt for \$100.00 to cover the fee(s) for filing an application for registration as a foreign limited liability company with this office.

This is also your receipt for \$100.00 to cover the fee(s) for expedited service(s).

The effective date of the registration is April 19, 2007.

Thank you for contacting our office. If you have any questions, please call (804) 371-9733 or toll-free in Virginia, (866) 722-2551.

Sincerely,

Joel H. Peck
Clerk of the Commission

RECEIPTLC
LLNCF
CIS0354

Commonwealth of Virginia



STATE CORPORATION COMMISSION

Richmond, April 19, 2007

This certificate of registration to transact business in Virginia is this day issued for

ARAMARK CORRECTIONAL SERVICES, LLC

a limited liability company organized under the laws of DELAWARE and the said company is authorized to transact business in Virginia, subject to all Virginia laws applicable to the company and its business.



State Corporation Commission

Attest:

Joel H. Beck
Clerk of the Commission

CERTIFICATION REGARDING DEBARMENT OR SUSPENSION

In compliance with contracts and grants agreements applicable under the U.S. Federal Awards Program, the following certification is required by all offerors submitting a proposal in response to this Request for Proposal:

1. The Offeror certifies, to the best of its knowledge and belief, that neither the Offeror nor its Principals are suspended, debarred, proposed for debarment, or declared ineligible for the award of contracts from the United States federal government procurement or nonprocurement programs, or are listed in the *List of Parties Excluded from Federal Procurement and Nonprocurement Programs* issued by the General Services Administration.
2. "Principals," for the purposes of this certification, means officers, directors, owners, partners, and persons having primary management or supervisory responsibilities within a business entity (e.g., general manager, plant manager, head of a subsidiary, division, or business segment, and similar positions).
3. The Offeror shall provide immediate written notice to the Fairfax County Sheriff's Office Purchasing Agent if, at any time prior to award, the Offeror learns that this certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. This certification is a material representation of fact upon which reliance will be placed when making the award. If it is later determined that the Offeror rendered an erroneous certification, in addition to other remedies available to Fairfax County Sheriff's Office government, the Fairfax County Sheriff's Office Purchasing Agent may terminate the contract resulting from this solicitation for default.

Printed Name of Representative:

Michael Elchenko

Signature/Date:



June 24, 2022

Company Name:

Aramark Correctional Services, LLC

Address:

2400 Market Street

City/State/Zip:

Philadelphia, Pennsylvania 19103

SSN or TIN No:

23-2778485

**Request for Protection of Trade Secrets or Proprietary Information Pursuant to
Article 2, Section 4.D.3 of the Purchasing Resolution and Va. Code Ann.
§ 2.2-4342(F)**

Request for Protection of Trade Secrets or Proprietary Information Pursuant to Article 2, Section 4.D.3 of the Purchasing Resolution and Va. Code Ann. § 2.2 4342(F)

This form is provided as a courtesy to assist vendors desiring to protect trade secrets and proprietary information from disclosure under the Virginia Freedom of Information Act. In order to receive protection, you must (a) invoke the protection prior to or upon submission of the data or other materials, (b) identify the data or other materials to be protected, and (c) state the reason(s) why protection is necessary. Each of these requirements must be met with respect to the particular information for which protection is sought.

a) Submission of this form with or without other reference to Article 2, Section 4.D.3 of the Purchasing Resolution or Va. Code Ann. § 2.2-4342(F) shall satisfy the invocation requirement with respect to data or other materials clearly identified herein.

b) Identify the specific data or other material for which protection is sought. Suggested forms of designation include: listing the Proposal Section, Tab, or Page numbers; attaching to this form a copy of the table of contents from your Proposal with the relevant trade secret or proprietary contents highlighted; or identifying herein a document stamp used within the Proposal to designate the relevant materials (e.g. "all portions of the Proposal marked "Proprietary" or "Trade Secret"). NOTE: The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable.

c) For each distinct section of data or other information identified in response to paragraph b), above, state the reason(s) why protection is necessary. NOTE: Your explanation must do more than simply stating the materials are "proprietary," or "trade secrets," or "not publically available." You may attach additional sheets to this form as needed.

Use of this form does not guarantee protection. It is incumbent upon each vendor to meet the prerequisites for protection of their trade secrets or proprietary information. Provision of this form does not constitute legal advice; you are encouraged to consult with your legal counsel prior to designation of materials for protection.

DATA/MATERIAL TO BE PROTECTED	SECTION NO., & PAGE NO.	REASON WHY PROTECTION IS NECESSARY
Resumes	5.15 - 5.27	Personal Information
Executive Summary	ES.1 - ES.3	Confidential Financial Information
Financial Summary	4 - 7 (Cost Proposal)	Confidential Financial Information
References	5.14	Respect Client Privacy

Certification Regarding Ethics in Public Contracting

In submitting this bid or proposal, and signing below, Bidder/Offeror certifies the following in connection with a bid, proposal, or contract:

Check one:

1. I have not given any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal or minimal value to any public employee or official have official responsibility for a procurement transaction.

2. I have given a payment, loan, subscription, advance, deposit of money, services or anything of more than nominal or minimal value to a public employee or official have official responsibility for a procurement transaction, but I received consideration in substantially equal or greater value in exchange.

If 2 is selected, please complete the following:

Recipient: _____

Date of Gift: _____

Description of the gift and its value:

Description of the consideration received in exchange and its value:

Printed Name of Bidder/Offeror Representative: Michael Eichenko

Signature/Date:  / June 24, 2022

Company Name: Aramark Correctional Services, LLC

Company Address: 2400 Market Street

City/State/Zip: Philadelphia, Pennsylvania 19103

This certification supplements but does not replace the requirements set forth in paragraph 64 (OFFICIALS NOT TO BENEFIT) of the General Conditions and Instructions to Bidders included in this solicitation.

Listing Of Local Public Bodies

REFERENCE PARAGRAPH 20 OF THE SPECIAL PROVISIONS, "USE OF CONTRACTS BY OTHER PUBLIC BODIES." You may select those public bodies that this contract may be extended to; a "blank" will signify a "NO" response:

Alexandria Public Schools, VA	Manassas Park, Virginia
Alexandria Sanitation Authority	Maryland-National Capital Park & Planning Commission
Alexandria, Virginia	Maryland Transit Administration
Arlington County, Virginia	Metropolitan Washington Airports Authority
Arlington Public Schools, Virginia	Metropolitan Washington Council of Governments
Bladensburg, Maryland	Montgomery College
Bowie, Maryland	Montgomery County, Maryland
Charles County Public Schools, MD	Montgomery County Public Schools
College Park, Maryland	Northern Virginia Community College
Culpeper County, Virginia	Omni Ride
District of Columbia	Potomac & Rappahannock Trans. Commission
District of Columbia Courts	Prince George's County, Maryland
District of Columbia Public Schools	Prince George's County Public Schools
DC Water and Sewer Authority	Prince William County, Virginia
Fairfax County Sheriff's Office Water Authority	Prince William County Public Schools, VA
Fairfax, Virginia (City)	Prince William County Service Authority
Falls Church, Virginia	Rockville, Maryland
Fauquier County Government and Schools, Virginia	Spotsylvania County Schools, Virginia
Frederick, Maryland	Stafford County, Virginia
Frederick County Maryland	Takoma Park, Maryland
Gaithersburg, Maryland	Upper Occoquan Sewage Authority
Greenbelt, Maryland	Vienna, Virginia
Hemdon, Virginia	Virginia Railway Express
Leesburg, Virginia	Washington Metropolitan Area Transit Authority
Loudoun County, Virginia	Washington Suburban Sanitary Commission
Loudoun County Public Schools	Winchester, Virginia
Loudoun County Sanitation Authority	Winchester Public Schools
Manassas, Virginia	
Manassas City Public Schools, Virginia	

Complete and return this form with your proposal.

Aramark Correctional Services, LLC
Vendor Name



County of Fairfax, Virginia

ADDENDUM

DATE: June 17, 2022

ADDENDUM NO. 1

TO: ALL PROSPECTIVE OFFERORS
REFERENCE: RFP 202201
TITLE: Commissary Services for the Fairfax County Adult Detention Center
DUE DATE/TIME: Friday July 17, 2022 @ 2PM

The referenced request for proposal is amended as follows:

1. Refer to ATTACHMENT 1 of this Addendum for the answers to questions received before, during and after the pre-proposal conference.
2. Refer to ATTACHMENT 2 of this Addendum for a sample of the current Commissary Menu.
3. Replace in its entirety Appendix C -Sample Menu, with Addendum 1 Appendix C -Sample Menu

All other terms and conditions remain unchanged.

Michelle Nelson
Buyer
Fairfax County Sheriff's Office

THIS ADDENDUM IS ACKNOWLEDGED AND IS CONSIDERED A PART OF THE SUBJECT REQUEST FOR PROPOSAL:

Aramark Correctional Services, LLC

Name of Firm



(Signature)

June 24, 2022

(Date)

A SIGNED COPY OF THIS ADDENDUM MUST BE INCLUDED IN THE TECHNICAL PROPOSAL OR RETURNED PRIOR TO DATE/TIME OF CLOSING.

Note: SIGNATURE ON THIS ADDENDUM DOES NOT SUBSTITUTE FOR YOUR SIGNATURE ON THE ORIGINAL PROPOSAL DOCUMENT. THE ORIGINAL PROPOSAL DOCUMENT MUST BE SIGNED.

Addendum No. 1
RFP 202201
ATTACHMENT 1 – Q & A

- Q1. May we have a current commissary menu which includes the pricing?
A1. See attachment 2 for commissary menu.
- Q2. What is the weekly spending limit for commissary?
A2. Inmates in the Adult Detention Center currently have a \$80 limit per week.
- Q3. Does the facility charge a housing fee? If so, how much are those fees?
A3. Not part of this solicitation. Please go to www.fairfaxcounty.gov/sheriff for information regarding fees.
- Q4. Does the facility charge co pays for Dr appt's, Nurse call, prescriptions? If so, how much are those fees?
A4. Not part of this solicitation.
- Q5. Does the facility charge a booking fee? If so, how much is that fee?
A5. Not part of this solicitation.
- Q6. How many bookings are processed in a year?
A6. The Adult Detention Center processes approximately 7,300 booking in the last year.
- Q7. May we have a list of the items sold in the trustee vending machines to include the pricing?
A7. The menu is not available.
- Q8. What items are included in the Intake Kits? Can we have the sizes and quantities of each item, to include the current cost of each item?
A8. Intake Kits: 1-Toothpaste 1.5 oz, 1-stick deodorant 1.5 oz, 1-security toothbrush, 1-3in1 shampoo/soap/shave gel 1.5 oz.
- Q9. What items are included in the Indigent Kits? Can we have the sizes and quantities of each item to include the current cost of each item?
A9. Indigent Kits: 1-4oz shampoo/conditioner; 1-security toothbrush; 1-toothpaste1.5 oz; stick deodorant 1.5 oz; 1-ink pen .
- Q10. May we have three months of sales invoices for all commissary items sold? Including the trustee vending items?
A10. No
- Q11. May we have one month sales report of all commissary sales?
A11. No
- Q12. What is the current commission rate for commissary?
A12. The commission rate is 26%.
- Q13. Please provide 3 months of invoices for sales via the iCare website.
A13. The gross sales are \$41,010.64.
- Q14. What is the commission rate for sales made via the iCare website?
A14. The commission rate is 40%
- Q15. How many employees does Aramark have packing and delivering commissary?
- how many hours do they work?

Addendum No. 1

RFP 202201

ATTACHMENT 1 – Q & A

- what is their rate of pay?
 - do these employees also work in the kitchen?
 - does Aramark utilize Inmate labor?
- A15. -Aramark has four (4) employees packing and delivering commissary.
-Per 7.1 “The contractor’s staff must be available for consultation with Sheriff’s Office staff on an asneeded basis between 6:00 AM and 6:00 PM, Eastern Time, Monday through Friday.”
-Per section 5.19, the minimum starting wage is \$15.00.
-No, the kitchen is a separate contract.
-No, Aramark does not utilize Inmate Workforce.
- Q16. Please list all equipment (computers, kiosks, etc.) That is provided by Aramark.
A16. Per section 5.18, vendor is required to provide all computer peripherals, printers, office supplies, printer cartridges, software, (outside of required County Software), and paper supplies.
- Q17. What equipment (kiosks, tablets, etc.) That Smart Communications provides
A17. Smart Communications provides kiosks and tablets in all blocks.
- Q18. Please specify who provides the current Inmate trust system.
A18. The current Inmate Trust System is provided by Jailtracker.
- Q19. What us your Inmate population today?
A19. The current inmate population is 559.
- Q20. What were gross annual commissary sales for 2021?
A20. The gross annual commissary sales for 2021 is \$764,208.00.
- Q21. What were annual gross iCare sales for 2021?
A21. The gross annual iCare sales for 2021 is \$83,311.00.
- Q22. Per RFP page 1, 1.2, Can the County please confirm that Commissary must be an onsite operation?
A22. Yes, but Para 6.8 – Treatment of the Issues allows for suggestions on alternative approaches.

Addendum No. 1
RFP 202201
ATTACHMENT 2 – Sample Menu

FAIRFAX COUNTY ADULT DETENTION CENTER	
COMMISSARY MENU	
DESCRIPTION	DESCRIPTION
MARUCHAN RAMEN CAJUN CHICKEN 3 OZ PK	MOZZARELLA CHEESE BLOCK 4OZ
MARUCHAN RAMEN TEXAS BEEF 3 OZ PK	TITO'S DILL PICKLE, 1 PICKLE
MARUCHAN RAMEN CHILI 3 OZ PK	MAYO- 10 PACK, 10CT
MARUCHAN RAMEN CHICKEN 3 OZ PK	KETCHUP- 10 PACK, 10CT
KEEFE KITCHENS RICE INST WHITE 8 OZ	MUSTARD- 10 PACK, 10CT
MARUCHAN RAMEN HOT & SPICY VEGETABLE 3 OZ	BBQ SAUCE- 10 PACK, 10CT
MARUCHAN RAMEN SHRIMP 3 OZ	STRAWBERRY JAM SQUEEZE, 1 OZ
	CHEDDAR CHEESE SQUEEZE, 1 OZ
DESCRIPTION	HABANERO SQUEEZE CHEESE, 1 OZ
NESTLE BUTTERFINGER CANDY BAR 1.9 OZ	PEANUT BUTTER SQUEEZE, 1 OZ
HERSHEY CANDY BAR MINIATURES ASSSORTED 5.3 OZ	GRAPE JELLY SQUEEZE, 1 OZ
HERSHEY REESES CANDY BAR PEANUT BUTTER CUPS 1.5 OZ	JALAPENO SQUEEZE CHEESE, 1 OZ
SKITTLES CANDY ORIGINAL 2.17 OZ	STRAWBERRY JAM SQUEEZE, 1 OZ
M & M PEANUT PEG BAG 5.3 OZ	
M & M PLAIN PEG BAG 5.3 OZ	DESCRIPTION
SNICKERS MINATURES BAG 4.4 OZ	FLAMIN' HOT DORITOS, 1.75 OZ
HERSHEY JOLLY RANCHER CANDY ASSORTED 3.7 OZ	DORITOS NACHO CHEESE, 1.75 OZ
E.Z. DIGBY'S CANDY STARLITE MINTS 3.75 OZ	LAYS POTATO CHIPS, 1.5 OZ
E.Z. DIGBY'S CANDY SF WILD FRUIT 1.75 OZ	LAYS BBQ POTATO CHIPS, 1.5 OZ
HERSHEY MILKY WAY MINI - 3 PK 3 OZ	LAYS SOUR CREAM AND ONION POTATO CHIPS, 1.5 OZ
	RUFFLES CHEDDAR & SOUR CREAM, 1.5 OZ
DESCRIPTION	RUFFLES QUESO, 1.5 OZ
REFRIED BEANS 8 OZ	CHEETOS JALAPENO CHEDDAR, 2 OZ
REFRIED BEANS W/ JALAPENOS 8 OZ	CHEETOS FLAMIN HOT, 2 OZ
INSTANT WHITE RICE 7 OZ	DORITOS COOL RANCH, 1.75 OZ
INSTANT SPANISH RICE W/ CHEESE & JALAPENOS 2.5 OZ	DORITOS SWEET AND SPICY, 1.75 OZ
SALTINES 16 OZ	HOT N SPICY CORN CHIPS, 10 OZ
SNACK CRACKERS 11.3 OZ	CHEEZ-IT CRACKERS, 1.5 OZ
TORTILLAS CHI CHI'S 8 COUNT PACK 17 OZ	
OATMEAL VARIETY 10 CT	DESCRIPTION
HOMETOWN CAJUN JALAPENO BEEF STICK 5 OZ	CHEETOS CHEESE PUFFS, 1.5 OZ
HOMETOWN BEEF SUMMER SAUSAGE 5 OZ	SNYDER'S BUFFALO PRETZEL BITS, 2.25 OZ
HONEY PEPPER TURKEY SAUSAGE 5 OZ	ROLD GOLD TINY TWIST PRETZELS, 2 OZ
DOUBLE "HOT SHOTS" SPICY BEEF STICK 1.12 OZ	TOSTITOS ROUND TORTILLA CHIPS, 3 OZ.
SPICY MEAT AND CHEESE STICK 1.12 OZ	
DOUBLE BEEF STICK 1.12 OZ	DESCRIPTION
BEEF & CHEDDAR CHEESE STICK 1.12 OZ	CHIPOTLE TUNA, 3.53 OZ
	CHICKEN VIENNA SAUSAGE BITES, 2.78 OZ
DESCRIPTION	MACKEREL POUCH, 3.53 OZ
KARS SWEET N SPICY NUT MIX, 1.75 OZ	JALAPENO TUNA, 3.53 OZ
PLANTERS PEANUTS SALTED, 2 OZ	
UNSALTED ENERGY TRAIL MIX, 2 OZ	DESCRIPTION
KARS SRIRACHA PEANUTS, 3.5 OZ	BLUE FLEX PEN, 1 EACH
KARS APPLE YOGURT TRAIL MIX, 1.50 OZ	8.5 X 11 LINED WRITING PAD- 50 SHEETS, 1 EACH
	8.5 X 11 PLAIN WHITE SKETCH PAD, 1 EACH

Addendum No. 1
RFP 202201
ATTACHMENT 2 – Sample Menu

	NOTEBOOK- WIDE RULE- 80 SHEETS, 1 EACH
DESCRIPTION	DESCRIPTION
JFG SINGLE CUP COFFE PACKERS, 1 PACKET	GLAZED HONEY BUNS, 5 OZ
TASTER'S CHOICE COFFEE SINGLE, 1 PACKET	POWDERED SUGAR MINI DONUTS, 3 OZ
MAXIMA PREMIUM BLEND COFFEE, 3.3 OZ	ICED HONEY BUN, 6 OZ
MAXIMA COLUMBIAN BLEND COFFEE, 3.3 OZ	DUPLEX SANDWICH COOKIES, 5OZ
FOLGERS COLUMBIAN BLEND COFFEE, 4 OZ	NATURE VALLEY GRANOLA BAR, 1.5 OZ
SANKA DECAF COFFEE-1 CUP PACKET	NATURE VALLEY GRANOLA BAR- PEANUT BUTTER , 1.5 OZ
SWISS MISS HOT COCOA-1 PACKET, .73 OZ	MUNCHIES PEANUT BUTTER CRACKERS
VANILLA CAPPUCINO-1 PACKET, .81 OZ	STRAWBERRY COOKIES, 5OZ
MOCHA CAPPUCINO-1 PACKET, .81 OZ	PEANUT BUTTER CREAM COOKIES, 5OZ
CREAMER PACKETS-10 PACKETS	CHOCOLATE CREAM COOKIES, 5OZ
CRYSTAL LIGHT SS LEMONADE, 1 PACKET	GRANDMA'S CHOC. BROWNIE COOKIES, 2.5OZ
CRYSTAL LIGHT SS PEACH TEA, 1 PACKET	GRANDMA'S CHOC. CHIP COOKIES, 2.5OZ
SUGAR SUBSTITUTE (PINK PACKETS)-10 PACKETS	GRANDMA'S PEANUT BUTTER COOKIES, 2.5OZ
ICE TEA- SINGLE SERVE PACKET, 1 PACKET	NUTRI-GRAIN STRAWBERRY, 1.3 OZ
LEMONADE- SINGLE SERVE PACKET, 1 PACKET	CHOCOLATE CHIP POPTART, 3.6 OZ
FRUIT PUNCH- SINGLE SERVE PACKET, 1 PACKET	S'MORES POPTART, 3.6 OZ
WYLER'S BLUE OCEAN BREEZE DRINK (SUGAR FREE), 10 PACK BOX	STRAWBERRY POPTART, 3.6 OZ
WYLER'S GREEN TROPICAL DRINK MIX (SUGAR FREE), 10 PACK BOX	
WYLER'S LEMON BERRY DRINK MIX (SUGAR FREE), 10 PACK BOX	WORK RELEASE (AIB) PRODUCTS ONLY
WYLER'S PEACH TEA DRINK MIX (SUGAR FREE), 8 PACK BOX	FRESHSCENT LADY'S STICK DEODORANT, 2.25 OZ
SUNNY D ORANGE DRINK MIX (SUGAR FREE), 6 PACK BOX	FRESHSCENT MEN'S STICK DEODORANT, 2.25 OZ
	SURE 48HR ANTIPERSPIRANT STICK DEODORANT, 1.7 OZ
DESCRIPTION	SUAVE STICK DEODORANT, 1.4 OZ
SUDOKU PUZZLE BOOK, 1 EACH	DEGREE STICK DEODORANT, 1.7 OZ
CROSSWORD PUZZLE BOOK, 1 EACH	TEK SOFT LONG HANDLE TOOTHBRUSH, 1 EACH
PLAYING CARD, 1 EACH	NAIL CLIPPERS, 1 EACH
PINOCHLE CARDS, 1 EACH	SINGLE BLADE RAZOR, 1 EACH
DESCRIPTION	INDIGENT KITS- FOR INDIGENT INMATES ONLY
LOVE YOU CARD W/ STAMP, 1 EACH	WRITING KIT- 1 KIT PER 7 DAYS, 1 EACH
BIRTHDAY CARD W/ STAMP, 1 EACH	HYGIENE KIT- 1 KIT PER 15 DAYS, 1 EACH
MISS YOU CARD W/ STAMP, 1 EACH	
HOLIDAY CARD W/ STAMP, 1 EACH	
KID'S BIRTHDAY CARD W/ STAMP, 1 EACH	
DESCRIPTION	
CUP-CLEAR PLASTIC- NO LID- 22 OZ, 1 EACH	
READING GLASS 1.25, 1 EACH	
READING GLASS 1.50, 1 EACH	
READING GLASS 1.75, 1 EACH	
READING GLASS 2.00, 1 EACH	
READING GLASS 3.00, 1 EACH	
STAMPED ENVELOPES, 1 EACH	
10X12 MANILLA, 10X13	

Addendum No. 1

RFP 202201

ATTACHMENT 2 – Sample Menu

VENDING CARD-3A AND 3B TRUSTEES ONLY	
\$10 VENDING CARD, 1 EACH	
HEALTH & HYGIENE	CLOTHING
IRISH SPRING, 3.2 OZ	TUBE SOCKS, ALL SIZES
DOVE SOAP, 3.17 OZ	BOXERS-S, SIZE 30-32
COCOA BUTTER SOAP, 5 OZ	BOXERS-M, SIZE 34-36
SPORT DEODORANT SOAP, 5 OZ	BOXERS-L, SIZE 38-40
WHITE MOISTURIZING SOAP, 5 OZ	BOXERS-XL, SIZE 42-44
AMBI SKIN CLEANSING BAR, 3.5 OZ	BOXERS-2XL, SIZE 46-48
SOAP DISH, 1 EACH	BOXERS-3XL, SIZE 50-52
DIAL GOLD SOAP, 3.5 OZ	BOXERS-4XL, SIZE 54-56
DIAL HYPOALLERGENIC SOAP, 3.2 OZ	T-SHIRT-S, SIZE 34-36
VO5 SHAMPOO, 12.5 OZ	T-SHIRT-M, SIZE 38-40
VO5 CONDITIONER, 12.5 OZ	T-SHIRT-L, SIZE 42-44
DANDRUFF SHAMPOO, 16 OZ	T-SHIRT-XL, SIZE 46-48
SULFUR 8 CONDITIONER, 2 OZ	T-SHIRT-2XL, SIZE 50-52
SULFUR 8 SHAMPOO, 7.5 OZ	T-SHIRT-3XL, SIZE 54-56
HAIR FOOD, 4 OZ	T-SHIRT-4XL, SIZE 58-60
HAIR GEL, 16 OZ	THERMAL TOP-S, SIZE 32-34
BLUE BERGAMONT HAIR CONDITIONER, 4 OZ	THERMAL TOP-M, SIZE 34-38
COMB, 1 EACH	THERMAL TOP-L, SIZE 38-40
PALM HAIR BRUSH- NO HANDLE, 1 EACH	THERMAL TOP-XL, SIZE 40-42
AFTERSHAVE LOTION, 4 OZ	THERMAL TOP-2XL, SIZE 42-44
THUMB SAFETY TOOTHBRUSH, 1 EACH	THERMAL TOP-3XL, SIZE 44-48
TOOTHBRUSH CAP, 1 EACH	THERMAL TOP-4XL, SIZE 48-52
FRESHSCENT CLEAR TOOTHPASTE, 2.75 OZ	THERMAL TOP-5XL, SIZE 52-54
COLGATE GEL TOOTHPASTE, 4.2 OZ	THERMAL BOTTOM-S, SIZE 28-30
AIM TOOTHPASTE, 5.5 OZ	THERMAL BOTTOM-M, SIZE 32-34
SENSITIVE TOOTHPASTE, 4.3 OZ	THERMAL BOTTOM-L, SIZE 36-38
MOUHWASH- ALCOHOL FREE, 4 OZ	THERMAL BOTTOM-XL, SIZE 40-42
DENTURE DISSOLVING CLEANING TAB, 1 EACH	THERMAL BOTTOM-2XL, SIZE 44-46
STAYDENT DENTURE ADHESIVE GLUE, 2.4 OZ	THERMAL BOTTOM-3XL, SIZE 46-48
HAND AND BODY LOTION, 4 OZ	THERMAL BOTTOM-4XL, SIZE 48-50
ALOE VERA LOTION, 20 OZ	THERMAL BOTTOM-5XL, SIZE 50-52
COCOA BUTTER LOTION, 20 OZ	SPORTS BRA-S, SIZE 32
PETROLEUM JELLY, 4 OZ	SPORTS BRA-M, SIZE 34
MAGIC SHAVE, 6 OZ	SPORTS BRA-L, SIZE 36
SHAVE GEL- CLEAR ALOE, 4 OZ	SPORTS BRA-XL, SIZE 38
HYDROCORTISONE CREAM, 0.5 OZ	SPORTS BRA-2XL, SIZE 40
ANTI-FUNGAL CREAM, 0.5 OZ	WOMEN'S UNDERWEAR-S, SIZE 5
COCOA BUTTER STICK, 1 OZ	WOMEN'S UNDERWEAR-M, SIZE 7
FRESHSCENT ROLL-ON DEODORANT, 1.5 OZ	WOMEN'S UNDERWEAR-L, SIZE 9
DIAL ROLL-ON DEODORANT, 1.5 OZ	WOMEN'S UNDERWEAR-XL, SIZE 11
SUAVE ROLL-ON DEODORANT, 1.7 OZ	WOMEN'S UNDERWEAR-2XL, SIZE 14
BABY POWDER, 4 OZ	SWEATPANTS-S, SIZE 28-30
FOOT POWDER, 4 OZ	SWEATPANTS-M, SIZE 32-34
COTTON SWABS- 50 COUNT BOX, 1 EACH	SWEATPANTS-L, SIZE 36-38
CHAP ICE LIP BALM-1 STICK, 1 EACH	
CONTACT LENS CASE, 1 EACH	
NON-ASPIRIN TABLETS- 2 PACK, 1 EACH	
IBUPROFEN TABLETS- 2 PACK, 1 EACH	
TUMS ANTACID TABLETS- 12 COUNT ROLL, 1 EACH	
HALLS CHERRY COUGH DROPS- 9 COUNT, 1 EACH	

Addendum No. 1

RFP 202201

ATTACHMENT 2 – Sample Menu

DAILY MULTI-VITAMINS-100 COUNT BOTTLE, 1 EACH	
8.5" X 11" FILE FOLDER, 1 EACH	



County of Fairfax, Virginia

ADDENDUM

DATE: June 21, 2022

ADDENDUM NO. 2

TO: ALL PROSPECTIVE OFFERORS
REFERENCE: RFP 202201
TITLE: Commissary Services for the Fairfax County Adult Detention Center
DUE DATE/TIME: Friday July 1, 2022 @ 2PM

The referenced request for proposal is amended as follows:

All other terms and conditions remain unchanged.

Michelle Nelson
Buyer
Fairfax County Sheriff's Office

THIS ADDENDUM IS ACKNOWLEDGED AND IS CONSIDERED A PART OF THE SUBJECT REQUEST FOR PROPOSAL:

Aramark Correctional Services, LLC

Name of Firm

(Signature)

June 24, 2022

(Date)

A SIGNED COPY OF THIS ADDENDUM MUST BE INCLUDED IN THE TECHNICAL PROPOSAL OR RETURNED PRIOR TO DATE/TIME OF CLOSING.

Note: SIGNATURE ON THIS ADDENDUM DOES NOT SUBSTITUTE FOR YOUR SIGNATURE ON THE ORIGINAL PROPOSAL DOCUMENT. THE ORIGINAL PROPOSAL DOCUMENT MUST BE SIGNED.

Each electronic version of this proposal is a true copy of the printed version.



Michael Elchenko

Vice President of Growth

SWORN TO BEFORE ME THIS

27th DAY OF June, 2022

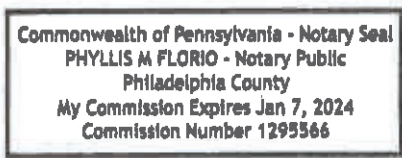
Phyllis M Florio

NOTARY PUBLIC FOR THE

Commonwealth
STATE OF Pennsylvania

My Commission Expires: 1/7/24

Print Name: Phyllis M. Florio



CONTRACT CONSIDERATIONS

Aramark is excited by the privileged prospect of continuing to provide commissary management services to the Fairfax County Adult Detention Center. We look forward to working closely with Fairfax County to finalize a mutually beneficial agreement in an expeditious manner consistent with the terms of the RFP, our proposal and existing contract with Fairfax County.

Should we be awarded the contract Aramark respectfully request that the County consider the following contract provisions:

1. **ENGLISH-SPEAKING REQUIREMENT:** As it pertains to Section 5.19, page 6 of the RFP, Aramark can agree to have an employee on every shift who can communicate in English, however, Aramark respectfully requests the opportunity to discuss the scope of this requirement to reach mutually agreeable practices consistent with Aramark and the County's policies and applicable law.
2. **RECORDS / DOCUMENTATION OF COST:** Aramark is pleased to propose services to the Sheriff under a profit and loss arrangement. Aramark's operational costs and proprietary financial records are not relevant or disclosable under such arrangement. Specifically, Aramark respectfully requests to strike any requirement to provide direct cost records or documents under Section 5.22, page 6 or Section 24, page 15 of the RFP. Aramark will maintain all other relevant books and records in connection with the food service operation for the desired time period and provide such for any inspection or audit.
3. **HIPAA:** Aramark does not believe that based on the services requested that Aramark would be a Business Associate as the same is defined under HIPAA. Aramark does not believe that it needs to have access, use, or create protected health information (PHI) as defined under HIPAA in order to perform the services requested and any such information/disclosure would only be on an incidental basis. Accordingly, should Aramark be selected, Aramark would propose that the HIPAA section and Business Associate Agreement are not included in the definitive agreement as they are not applicable. In the alternative, Aramark would agree to sign a confidentiality agreement (include a confidentiality provision) protecting the confidential nature of any information disclosed to it in connection with its provision of the services.
4. **MATERIAL ADVERSE CHANGE:** The financial arrangements in this Agreement are based on conditions existing as of the Effective Date including any representations regarding existing and future conditions made by County in connection with the negotiation and execution of this Agreement. If such conditions change due to causes beyond Aramark's control, including, but not limited to, a change in the scope of Aramark's services; menu changes; a decrease in the Facility's inmate population or the availability of inmate labor; efforts to organize labor; increases in food, fuel, equipment, utilities, supply and labor costs; Federal, State and local sales, and other taxes and other operation costs; a change in Federal, State and local standards, requirements recommendations; changes in phone service providers or a change in the way phone service is sold to inmates; or other unforeseen external market conditions outside Aramark's control, then Aramark shall give County written notice of such increase or change, and within thirty (30) calendar days after such notice, Aramark and County shall mutually agree upon modification(s) to offset the impact of the increase or change, which modifications may include any or a combination of the following: an adjustment to Aramark's price per meal or commission, modifications to the menu or Product offerings, changes to Product pricing or modifications to Aramark's scope of services.

5. INDEMNIFICATION: Aramark agrees to defend, indemnify and hold harmless the County, its officers, employees, agents and servants for claims for damage to tangible property caused by the gross negligence of Aramark in its performance of the services defined in this Agreement, and to pay all claims, damages, judgments, legal costs, adjuster fees and attorney fees related thereto. However, it is expressly understood that Aramark shall not be responsible for damages, injuries, losses or claims caused by residents or the County, its officers, employees, agents, servants or other independent contractors. Neither any of the County's officers, employees, agents, servants or contractors, nor any residents, are or will be deemed to be agents or employees of Aramark and no liability is or will be incurred by Aramark to such persons. The County agrees to defend, indemnify and hold Aramark harmless from any liability claim by or through such persons against Aramark. Each party shall promptly notify the other of any claim for which indemnity is sought and shall cooperate with the other party in the defense of such claim. The indemnifying party shall have the sole discretion to defend and settle such claim. In no event will either party be liable to the other party for any loss of business, business interruption, consequential, special, indirect or punitive damages.
6. IT/DATA PRIVACY: Aramark customizes its services and offerings, including any related technology, based on the individual needs of clients and their employees. If awarded the bid, Aramark respectfully reserves the opportunity to negotiate and mutually agree on the applicable data privacy and security provisions included in the final agreement subject to the technology solutions the parties agree upon and consistent with Fairfax County's and Aramark's data privacy and security standards, including, but not limited to, the applicability of the Fairfax County Information Technology Security Policy and the definition of "Fairfax County Information."

By way of background, Aramark's Information Security Program is designed to comply with NIST Cybersecurity Framework (CSF) standard and our platform configurations are aligned with Center for Internet Security (CIS) benchmarks. Aramark intends to utilize a PCI-compliant solution but its ability to maintain such compliance depends heavily upon Fairfax County's requirements and system infrastructure. Additionally, Aramark complies with all applicable privacy laws and the required privacy policies for all of its solutions. Aramark looks forward to discussing in greater detail the data privacy and security provisions and Fairfax County's requirements and system infrastructure.



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. Below are some clarifications that we wish to make regarding how our program functions to address your requirements. 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.

Clarifications on Insurance coverage:

- Any insurance provided by Aramark (Additional Insured or Otherwise) shall only cover losses for which Aramark is legally liable; such insurance coverage shall not cover liability in connection with or arising out of the wrongful or negligent acts or omissions of Client.
- Aramark maintain applicable insurance for Aramark. Volunteers, subcontractors and other should to extent needed and statue maintain any applicable insurance on their own behalf.
- Aramark does not represent that insurance will cover all and/or any claims.
- Subcontractors engaged by Aramark may have lower limits of insurance than required of Aramark, but only upon advanced written approval by Client.
- Notice of cancellation of any insurance policies required herein shall be subject to ACORD 25 Certificate of Liability standards, and will be delivered, as applicable, in accordance with policy provisions.
- Aramark reserves the right to determine, at its sole discretion, its own confidential deductibles, and self-insured retentions.
- Aramark reserves the right, at its sole discretion, to insure or retain losses to its property.
- Only Aramark entities may be Named Insured on Aramark's policies of insurance.
- Aramark reserves the right, at its sole discretion, to use any form or manuscript insurance policy or endorsement that will appropriately cover risks of loss.
- Aramark's insurers will be reasonably acceptable to Client.
- Professional Liability is not relevant to Aramark's relationship with Client.
- Aramark may meet overall liability insurance requirements through any combination of primary and excess insurance policies. The total required limits are the maximum amount of limits that will be provided by Aramark to the Client.
- Aramark's General Liability policy does not have an aggregate limit. This is a benefit to Client, as there is no limit on the number of claims that can be honored in a given policy year.



EXECUTIVE **SUMMARY**



Our history of service with Fairfax County has given us a deep understanding of your commissary operation as well as the delivery and service methodologies you expect. It has taken years of partnership and cooperative planning to meet the evolving service and quality needs of Fairfax County. Today, they are essentially seamless within the overall operations.

Aramark believes that our specialized approach to commissary will continue to allow us to best serve you by aligning with your goals and expectations. As your current partner, we understand how your facility operates, are knowledgeable of the staff and inmate population inner workings, along with best practices to achieve the best operational performance. Our entire team is invested in the success of Fairfax County, and we would be proud to continue to serve as your commissary partner.

We believe that we are uniquely positioned to enable Fairfax County's objectives:

MAXIMIZE VALUE FOR FAIRAX COUNTY

- Competitive financial offers which include two commission options. One includes a higher commission with higher menu pricing, and a lower commission with a lower priced menu.
- Matching commissions on our iCare package program
- NUMI release card program at NO cost to the County
- Our unique retail approach is proven to drive higher sales leading to higher commissions, inmate satisfaction, and overall success

ENABLE SAFETY, SECURITY, & EFFICIENCY

We understand there is a significant advantage to having an onsite commissary operation. There are several benefits to having a full onsite operation for both the facility and inmate population, and no one does it better than Aramark. Below is a list of some of the benefits to being onsite.

- Immediate resolution of any discrepancies or damaged goods
- Improved order accuracy and personal knowledge of the inmate population and classifications/restrictions
- No issues with shipping or freight from an offsite warehouse
- Menu and ordering flexibility allows us to bring in unique items and promotions that help increase sales and inmate morale
- Flexibility with the ordering and delivery schedules
- An onsite team that handles all grievances, packing and delivery of commissary
- Ordering of product in done inhouse and is not reliant on mega warehouse inventory controls
- Being onsite allows for better security control to help prevent contraband from entering the facility



UNIQUE RETAIL & TECHNOLOGY SOLUTIONS

- Access to our CORE warehouse and trust fund system
- Our proprietary Signature Capture devices enable smooth transaction processing and order resolution, significantly reducing credits and grievances
- Aramark's commissary application will be made available on Smarts tablet technology at NO cost to the County
- Existing onsite hardware and technology will be replaced
- Vending equipment will be owned and managed by Aramark
- Aramark's proprietary iCare platform that keeps offenders connected to their loved ones with unique products and promotions
- Having Aramark as your kitchen and commissary provider allows s to run our Fresh Favorites and iCare Fresh retail food program to help promote good offender behavior

ENHANCED SUPPORT AND SERVICE:

We strongly believe that a successful operation begins with the right team. We often see companies making crucial cuts to their labor and staff wages in the attempt to be competitive in pricing. This ultimately leads to a decline in the quality of service and compromised security in your facility.

Our proposal will include the following Key Points of Enhanced Service and Support:

- A minimum starting wage of \$18 an hour
- A local District Manager that will oversee the management of the operation
- A local General Manager that is regularly onsite and helps oversee and manage the operation
- A Regional Vice President that visits the operation at least twice a year
- Annual in person consultations by a retail team member
- A strong focus on customer service and communication. Our onsite team is committed to attending all department meetings to keep the facility staff up to date on the operation and is an integral member of your team
- Bi-annual Client Business Reviews that will allow our District Manager, Food Service Director, General Manager, and Director of Strategic Development to meet with the County and review the performance of the operation and allow us to address any changes or requests the County may have
- Once a year Global Client Surveys to get an unbiased measure of our current operations and partnership

Please refer to our Financial Summary for more details about our overall financial benefits. We sincerely appreciate your time and consideration and look forward to the opportunity to continue serving you.



SECTION 1: INTRODUCTION

INTRODUCTION

Introduction

Name of firm submitting proposal; main office address; when organized; if a corporation, when and where incorporated; appropriate Federal, State, and County registration numbers.

Aramark Correctional Services, LLC

2400 Market Street

Philadelphia, PA 19103

Incorporated in Delaware 1994

Federal Registration Number: 23-2778485

State Registration Number: CIS0354

County Registration Number: 1750609



SECTION 2: UNDERSTANDING OF THE PROBLEM AND TECHNICAL APPROACH

UNDERSTANDING OF THE PROBLEM AND TECHNICAL APPROACH

Understanding of the problem and technical approach

1. Statement and discussion of the requirements as they are analyzed by the offeror.

Our regional team has work diligently to analyze and provide the required solutions as outlined in the RFP. We recognize the Fairfax County Adult Detention Centers goals of partnering with a commissary vendor with the experience that can provide strong leadership and staff that will be accountable to achieve operationally efficiencies, product quality and service delivery, as well as IT solutions that interface with Fairfax County Department of Information Technology Architecture standards.

We understand that leadership, communication, transparency in reporting and billing are important to Fairfax County. Our on-site leadership will consist of a commissary manager along with the experience and oversight of Kristin Sanseverino, Food Service Director that understands the operational processes at Fairfax County. General Manager Ben Pellerin will provide the regional support with periodic client business reviews with Fairfax County leadership for operational reporting/review, discuss accomplishments, concerns and set further goals.

We understand the desire for the County to transition to a paperless environment with fully functioning use of the Fairfax County in pod tablets for inmate commissary ordering.

BILLING

Our front-line manager is in charge of generating the invoice and presenting to Fairfax County via the use of Core Warehouse and Global Field Financials. We will provide additional layers of oversight from our operations team that allow them ability to make changes to invoices on the spot when needed. We use similar billing process as our implemented today in current food service operation at Fairfax County.

DELIVERY PROCESS

40% of our allocated staff time on site will be dedicated to commissary delivery. Aramark staff will utilize our signature technology to process orders more efficiently in order to reduce the amount of paperwork provide and increase efficiency. Please refer to staffing chart for more detail on distribution of staff hours on page 5.29.

In the scenario of an inmate or family member having an issue with order, instead of looking through multiple boxes for a receipt of the transaction, with the implementation of signature capture we can quickly search through the inmate order history via the cloud and obtain a record of the transaction. Please refer to page 2.22 for more information on signature capture.

HOW OUR PACKAGE DELIVERY ICARE PROGRAM WORKS

When a family member or friend places an order online, our staff will fill the order and deliver to the inmate. The inmate will sign to acknowledge that they have received the order via signature capture. The family member receives an email the same day that the order was delivered to their loved one.



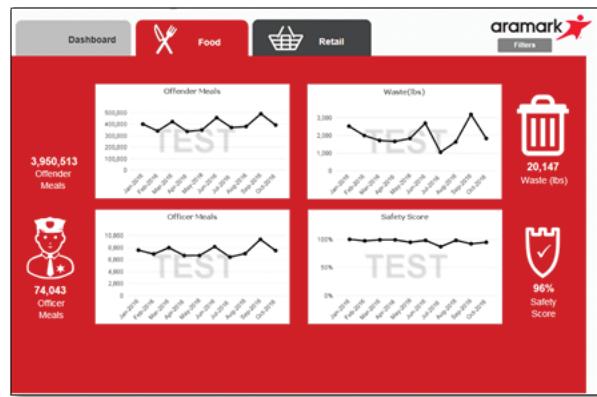
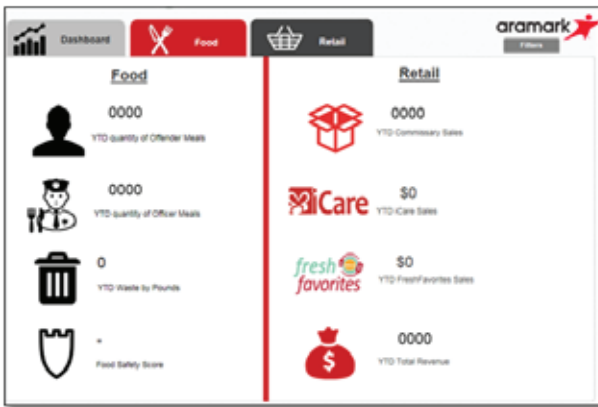
CLIENT DASHBOARD

The client dashboard is an innovative tool that provides a complete snapshot of all the programs Aramark manages at Fairfax County Adult Detention Center. It enables clients to have insight into food and retail operations based on their account portfolio, and is customized to the information that is deemed most important. Metrics are updated weekly from CORE and can be analyzed to facilitate the decision-making process, ensuring that your facility has the right products and programs, and that operations are running at an optimal level.

The dashboard was developed with input from clients, and is designed to navigate easily. Our goal is to provide complete transparency into Fairfax County Adult Detention Center, and hold ourselves accountable for delivering on our commitments. The dashboard typically takes about a week to launch from the time we receive a client's approval, so the process is very easy to implement and will not disrupt facility operations.

THE DASHBOARD INCLUDES STATICS ON THE FOLLOWING:

1. Snapshot of all running programs
2. Number of meals served to officers and inmates
3. Retail program revenue, waste, individual commissary product sales and more.



2. Offeror's proposed definitive Scope of Work with explanation of technical approaches and a detailed outline of the proposed program for executing the requirements of the technical scope and achieving project objectives.

RETAIL/COMMISSARY

Commissary is more than just delivering products to inmates; it presents unique opportunities within the facility to meet your goals while improving morale and preparing inmates for life once released.

We exercise our retailing expertise by taking that approach to commissary, which means treating inmates as consumers and deploying traditional retail principles. As a result, we can achieve significant growth for our clients, deliver the right product mix for your facility, and provide brands inmates know and trust.

OPERATION PLAN

The proposed plan of Aramark's 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 Fairfax County Adult Detention Center.
2. Inmates will use the Tablets to enter their orders. If needed, 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 tablets, or entered using another mutually agreed-on method.
4. Commissary orders will be bagged, sealed, and delivered to the inmates on a mutually agreed-upon schedule.
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. Fairfax County Adult Detention Center 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.

RETAIL APPROACH

PLACEMENT

The detailed protocol in all Aramark retail programs includes the product, price, placement, and promotions. These four Ps drive inmate satisfaction and participation and generate commissions back to the client.

We design our menus and promotional materials to be informative and compelling; displayed in public, high-traffic areas to build enthusiasm and interest in inmates and their families. Through our pick-and-pack operations, inmate programming and training, and strategies developed with friends and family in mind, our commissary and retail platforms promote a safer, more secure environment and enable your staff to focus on their tasks.

PRODUCT

Research shows that inmates prefer the brand names they know. We're able to buy brand-name products in high volume at cost savings, which we pass along to clients.

PRICE

We use a market pricing strategy that works for all stakeholders. Inmates pay a fair price for the brands they love, and taxpayers appreciate that inmates aren't getting a special deal.

PROMOTION

We implement a robust promotional calendar for all our retail programs. In doing so, we can drive increased participation, which drives revenue; it also offers variety to break up the monotony for inmates.

ARAMARK COMMISSARY OPERATIONAL STANDARDS

Establishing a set of operational standards drives efficiency across all our retail programs, and ensures the security protocols for your facility are adhered to. These standards are deployed throughout every process related to the products that come into our clients' facilities.

We use our proprietary CORE software to manage the entire warehousing process to ensure that each product is received, placed in inventory, and delivered as expected. We work closely with our supply chain partners to address any vendor issues and mitigate discrepancies before impacting our clients. Our staff is trained according to retailing principles and guidelines to establish an efficient pick-and-pack operation on-site or at a local warehouse.

OPERATIONAL STANDARDS DEFINE EIGHT KEY ROLES:

1. Ordering and receiving
2. Delivery
3. Warehousing
4. Customer service
5. Four Ps
6. Report analyses
7. Safety, security, and compliance
8. Key metrics

WHAT YOU CAN EXPECT: INNOVATION THAT HAS AN IMPACT

PICK-AND-PACK OPERATIONS

With our on-site model, Aramark is able to deliver a high level of operational excellence. Our pick-and-pack operations can integrate with the IN2WORK retail program to train inmates to utilize traditional warehousing and merchandising skills. You may also choose to use inmate labor if your facility is unable to offer the IN2WORK vocational training program.



All inventory is housed within the facility and is managed by dedicated Aramark staff, so we are able to address issues immediately, before they become a problem. We have a 99% fill rate in commissary, so inmates will receive the products they order, or they will receive a credit in a timely manner if we are unable to deliver a particular product. Aramark's proprietary CORE and Signature Capture technologies integrate seamlessly so commissary and iCare orders can be tracked from the time they are placed, picked, and delivered to significantly reduce grievances.

INMATE PROGRAMMING

Commissary programs are effective at boosting inmate morale because they provide a change of pace, offer products they're used to seeing in the free world, and create opportunities to connect with family and friends.



88%

of inmates show improved behavior when they are able to interact with their family.¹

¹ <http://www2.uwstout.edu/content/rs/2008/12family%20support%20male%20inmates%20for%20publication.pdf>

DEPOSITS

With various payment portals and payment methods, your consumers can make the best choice for themselves, wherever, whenever, and however they choose. They allow the elimination of cash handling and reduction of in-person contact, allowing you to reallocate staff to other needs. These deposit solutions feature integration with accounting software, allowing handling of all aspects of payments and having the ability to work at any facility. Payments accepted for probation, child support, statement payments, courts and municipalities, correction or fines, and fee collections.

INTAKE KIOSK

The intake kiosk provides a fast and secure way to process inmates, reducing cash handling and cashier window hours, shortening the intake process, and decreasing the liabilities of cash processing.

The intake kiosk is easy to install, requiring only a standard electrical outlet and secure broadband Internet access. It accepts cash and coins in bulk for deposit transactions. There are step-by-step instructions on the kiosk that make it as easy to use as an ATM.

The system features a countertop-mounted terminal with a 12-inch bilingual touchscreen and a swivel base.

A bulk note feeder validates up to 30 bills and up to 300 coins per minute, checking for and rejecting counterfeit currency. Printed receipts can be stored in the inmate's property bag.

Security is built-in, with a digital camera and remote online monitoring for kiosk status and service. Kiosks are equipped with a fully secured door with a combination lock for courier and maintenance service.



**Our intake kiosk
is as easy to use
as an ATM.**



COUNTERTOP TERMINALS FOR INTAKE

Countertop payment processing stations are PCI-compliant devices allowing facilities to process credit and debit transactions quickly.

The small unit reduces the space necessary for set-up. It is deployable in any area where cash deposits are not required. The device features an interactive touchscreen-based interface. With real-time account validation and on-demand electronic report, you can get instant customer receipts and 100% guaranteed transactions.



LOBBY KIOSK

Friends and family can deposit money in an inmate's trust fund online, over the phone, or via a lobby kiosk in the facility, reducing complaints, shortening cashier hours, and decreasing liability to your facility.

Inmate accounts can be funded via cash, credit/debit cards, or online checks, and are credited instantly. All online check payments are credited through JPMorgan Chase & Co.



A Web services interface makes implementation easy and user-friendly. Inmate information is verified, customers are given a receipt confirming payment, and balance updates and transaction details are available instantly between Aramark and Fairfax County Adult Detention Center's hosts.

For facilities where cash deposits are not required, we recommend deploying the lobby kiosk. The lobby kiosk accepts payments from Visa and Mastercard credit/debit cards, and is well-suited for lobby or visiting areas. The kiosk is PCI-compliant, and incorporates the same functionality, applications, and real-time automated funding and reporting as our other technology solutions.

Inmate accounts can be funded via cash, credit/debit cards, or online checks, and are credited instantly.

Friends and family can use the lobby kiosk to deposit money in an inmate's trust fund.

WEB AND PHONE DEPOSITS

The online payment portal and IVR Automated Phone system accept transactions 24 hours a day, 7 days a week, 365 days a year. It can take multiple payment types for different departments and allows for near real-time payment posting with an English and Spanish interface.

RETAIL WALK-IN DEPOSITS

Walk-in retail allows customers to make payments and deposits in cash at over 26,000 retail locations. It provides a cost-effective alternative for payers who prefer cash.

It also features a bilingual user interface for easy use. Facilities benefits include allowing multiple departments to accept payments. Those payments post immediately to the back office reporting and accounting system.



THIS IS HOW IT WORKS:

REQUEST TO PAY



GET PAYSリップ



MAKE PAYMENT



CONFIRMATION



SETTLEMENT



INMATE ACCOUNTING SERVICE

Pairing technology with our proprietary CORE trust fund management application allows easy integration of these solutions. It provides the tracking clients need to make the right decisions for their population.

CORE APPLICATION

CORE is our proprietary application that manages the inmate trust fund, property room, and commissary ordering. The application is flexible, functioning in a stand-alone environment or integrating with an existing inmate management system on a network. CORE Warehouse facilitates inventory management. Our IT team will work with you to configure the CORE Trust Fund and warehouse management accounting system at your facility, so your operations are enhanced, not disrupted.

BENEFITS

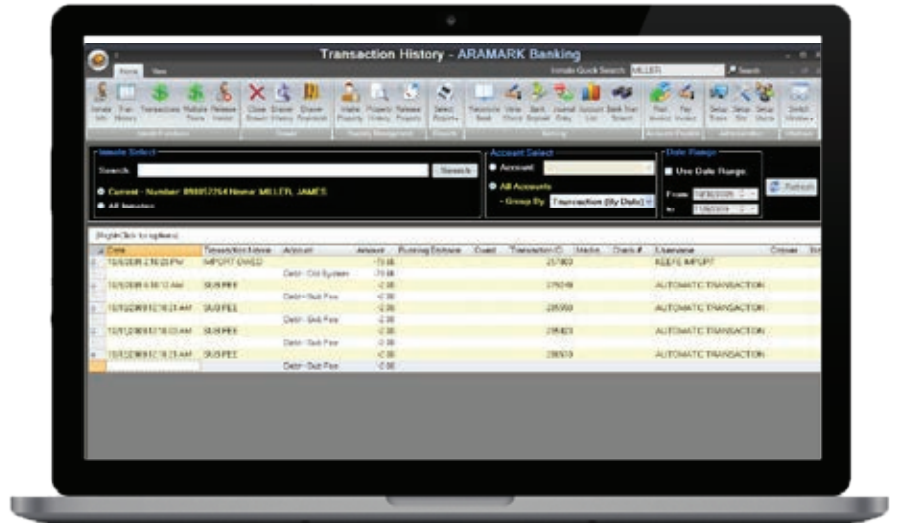
CORE is designed to eliminate a considerable burden on your staff, freeing up time to focus on safety and security. All user access, accounting functions, PositivePay/NUMI, inmate identification, transaction monitoring, restrictions, and tracking is managed and accessible through the application.

CORE integrates with the Request Management Application and can help reduce grievances. It provides visibility and tracking within commissary and FreshFavorites™ orders, requests, and grievance management.

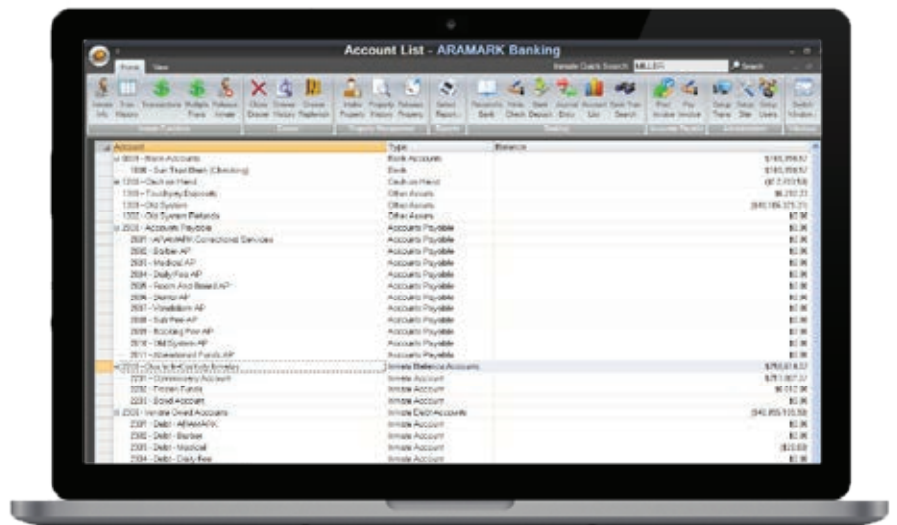
CORE is able to track individual trust fund accounts for inmates. Capabilities include identification using permanent or booking ID; the ability to restrict or prioritize purchases; express entry of checks and money orders; negative balance capability with automatic recovery; debt collection by account; and release with checks, cash, or the NUMI debit release card.

Administrators can track inmates' requests, including facility fees, medical copays, court costs, haircuts, commissary, deposits, and third-party releases.

TRANSACTION



ACCOUNT LIST



INMATE TRUST FUND AND BANKING

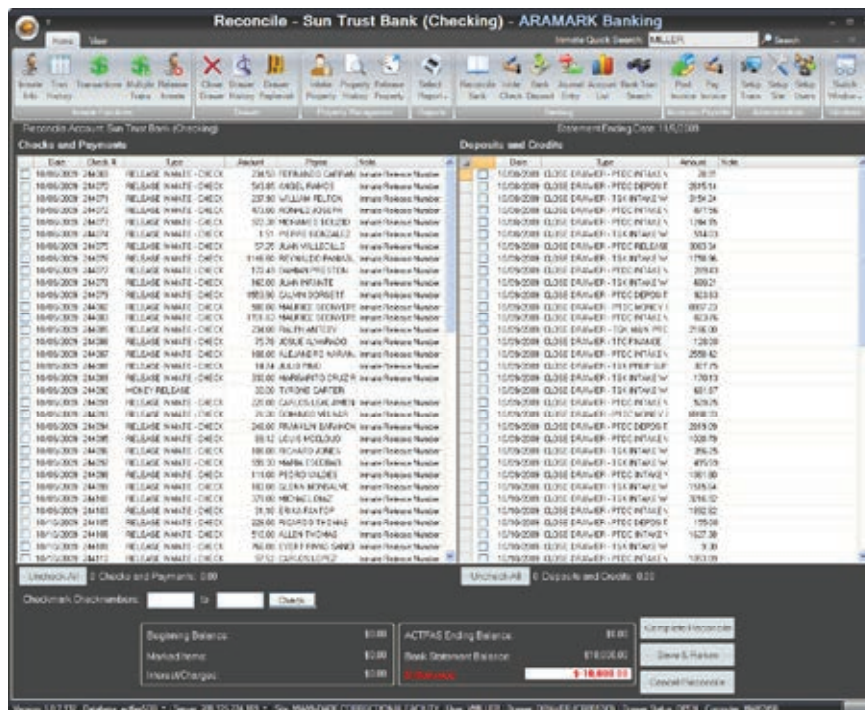
CORE's easy-to-use screen designs rely on the latest Windows technology, with trust fund and banking reports generated by Crystal Reports. The system offers user-friendly bank reconciliation with auto-detect for insufficient funds; a complete cash drawer system for multiple workstations and users; full, detailed, and accurate inmate account audit trails and reporting; and easy accessibility of general ledger account lists.

Bank reconciliation capabilities include the ability to manage multiple bank accounts; mug shots that are stored in CORE; electronic signatures; and full general ledger.

The system allows tracking for individual trust-fund accounts for inmates, using multiple demographics. For example, it uses permanent or booking ID; has the ability to restrict or prioritize purchases; allows express entry of checks and money orders; and offers negative-balance capability with automatic recovery. Debt collection is by account, and is configurable for hierarchical, first-in, or percentage debt settlement. Once released, parolees' accounts are settled with checks, cash, or our NUMI debit release card.

In addition, this solution monitors all transactions on inmate accounts, including facility fees, medical copays, court costs, haircuts, commissary, and deposits and third-party releases.

BANK RECONCILIATION



WAREHOUSE/INVENTORY MANAGEMENT

CORE Trust Fund interfaces with CORE Warehouse to ensure inmate orders are processed and deducted from their account, and inventory is managed. These applications enable us to provide detailed data and trend analysis back to Fairfax County Adult Detention Center.

The system allows the user to set up pricing, indigent eligibility, tax tables for state and local government, and commissions. It includes total inventory on hand, current sales, and the cost of those sales. Additionally, 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 Fairfax County Adult Detention Center's team follows first-in, first-out (FIFO) to rotate inventory and consistently fulfill orders with the freshest product. CORE generates a wide range of warehouse reports. Additional custom reports are available.



PRODUCT PRICING

CORE Warehouse 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.



SECURITY-RELATED REPORTING

The Surveillance Report is designed to assist Fairfax County Adult Detention Center staff in item-specific purchase information. It allows staff to monitor buying behavior that could lead to hoarding or "tank boss" control, and to view housing unit purchasing patterns.



INVENTORY ORDERING

CORE Warehouse 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.



LOST SALES ANALYSIS

This feature lets staff track and analyze inventory trends to eliminate product shortages for a full year or by the month. Data is captured weekly.



COMPONENT USAGE

Staff receive a snapshot of the operation, including product sales volumes and pricing information.

NUMI CARD

DEBIT RELEASE CARD

NUMI Financial, the leader in stored-value card solutions for the criminal justice and corrections industry, is partnered exclusively with Aramark. NUMI offers inmate release cards that reduce administrative burdens for staff, establish tracking, and provide solutions for parolees to access money from their trust funds, once released.

The NUMI release solution is built specifically for corrections and is the most comprehensive solution in the industry, using both hardware and software to provide an easy, convenient, and secure release process. This fully integrated solution allows facilities to go completely cashless and eliminates the burden of managing money inside the facility. It works seamlessly with any accounting or jail management system.

BENEFITS TO FAIRFAX COUNTY ADULT DETENTION CENTER

The Inmate Release Card program is FREE to corrections facilities. It increases efficiency through real-time reporting, reducing accounting department costs and resources, eliminating cash and checks, reconciling bank accounts, cutting the processing time of inmate releases, and eliminating unclaimed property reports. In addition, customer service and card issues are handled directly through NUMI. Free 24/7 support is supplied to facilities and cardholders, and a complimentary ICE transfer



Free 24/7 support is supplied to facilities and cardholders, and a complimentary ICE transfer program is available to all participating sites.

program is available to all participating sites.

Parolees also benefit. Upon release they are able to immediately use funds, which eliminates concerns over releasing inmates during evenings and weekends without travel money. They can make purchases 24/7, anywhere Mastercard is accepted, and have 24/7 ATM access, including surcharge-free ATM access for select programs. The card can be used both inside and outside the U.S. It comes with instructional information and free online account management, and there is also 24/7 customer support. The monthly card fee is commensurate with fees charged by banks for checks.

In addition, there are no-fee options available for use and ATM access. These include PIN purchases, bank teller withdrawal with a valid ID at any bank, and getting cash back at checkout from participating retailers.



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, etc.)
- 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 personal 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 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.

UNDERSTANDING OF THE PROBLEM AND TECHNICAL APPROACH

3. Preliminary layouts, sketches, diagrams, other graphic representations, calculations, and other data as may be necessary for presentation, substantiation, justification or understanding of the proposed approaches and program.

The information contained in this section will provide presentation, justification, substantiation and understanding of our program approach to providing commissary services to Fairfax County Adult Detention Center.

CONNECT TO THE INMATE

INMATES STILL ACT LIKE CONSUMERS.

A vibrant, interesting commissary program drives more inmates 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 inmate 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 inmate 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.

Inmates want the items they ordered as they ordered them. Orders that are missing items, out of stocks, or damaged goods frustrate the inmate and impact their behavior. Your officers have to address the complaints and 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, purchases, 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 inmates who don't read or speak English, the problem escalates and security is challenged. The work environment can deteriorate quickly.

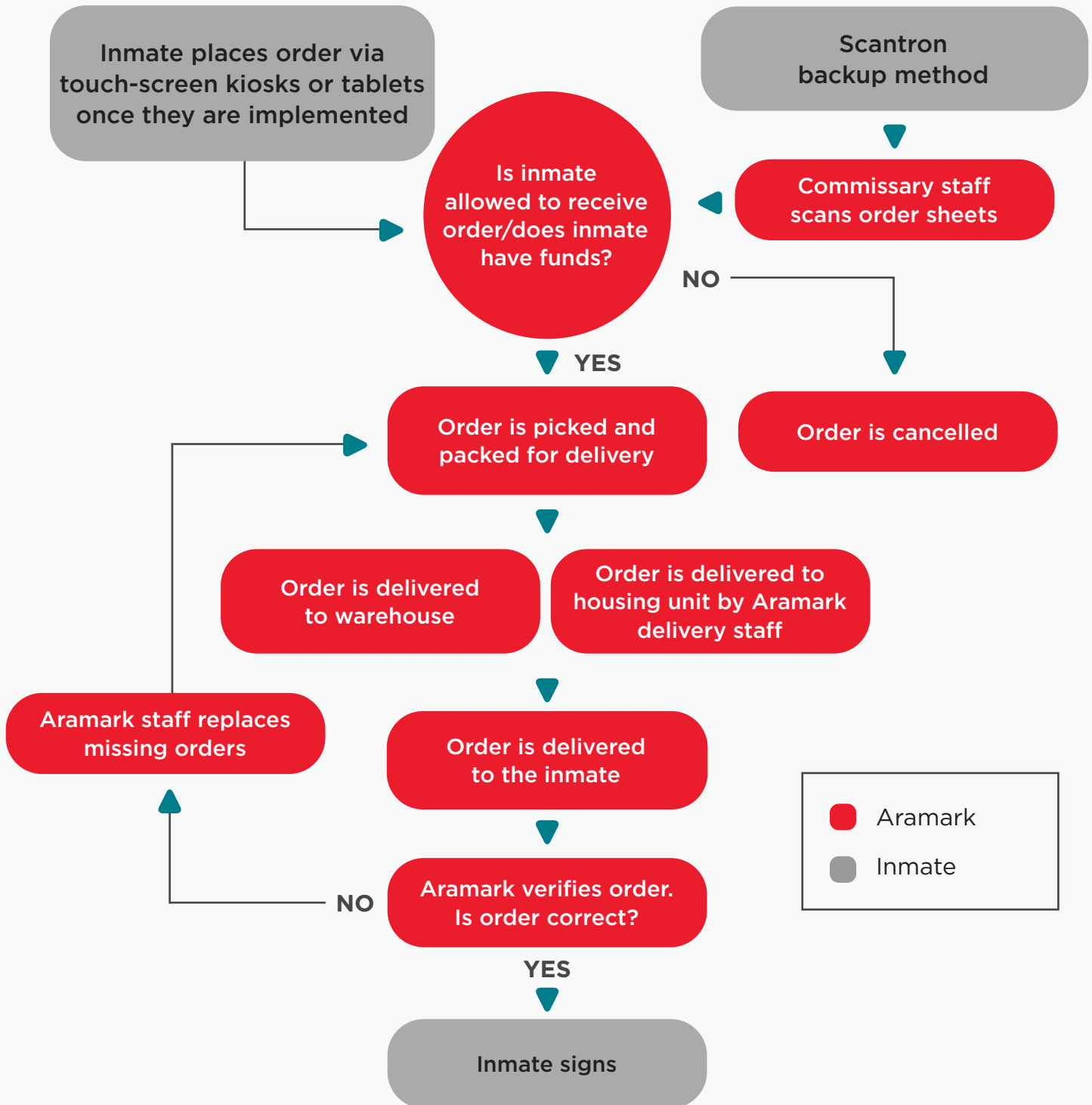
VOCATIONAL TRAINING IN WAREHOUSING AND RETAIL CAN CHANGE A LIFE.

Employment can make the difference for an inmate after release. Aramark understands this and has developed vocational training programs to help parolees find jobs in food retail and warehousing/logistics.

Certificates of completion are earned, so the inmate can prove training in interviews. These certificates are issued by Aramark and associations recognized in the industry; therefore, hiring managers understand the quality of the education and the commitment by the inmate to complete the programs.

Vocational training is an option for Fairfax County. More information can be found on page 6.9 in the additional value added solutions section of the proposal.

ORDER PROCESS FLOW



ORDER PROCESSING

Aramark is committed to continuing to interface with the existing tablets/kiosks and provide our integrated application for primary commissary order processing on the Fairfax County in-pod kiosks. However, in the event there are technical difficulties we have a back-up plan for commissary order processing via bubble sheets. Aramark offers several options for processing commissary orders. After reviewing the requirements of Fairfax County Adult Detention Center, Aramark proposes the following solution:

TABLET

Aramark works with multiple technology vendors to deliver the right tablet solution for inmates to make productive use of their time. Fairfax County Adult Detention Center officers will have full control over usage, so this solution not only delivers the latest technology innovation, but promotes a positive environment and enhances security. Applications include educational materials, commissary ordering, a music library, video visitation, and voice calls.

The tablets integrate with existing infrastructure. They are hosted on a secured wireless network, and all communications are encrypted. Officers transport the tablets in an enclosed charging and checkout station so they are able to track tablets while in use, and keep them secure.

Tablets can be configured to allow inmates to access a variety of approved multimedia applications through a secure personal device. Offerings in the entertainment portfolio provide access to the largest video and e-book secure library available. Tablets also connect inmates to friends and loved ones, offering inmate telephone systems, visitation management, inmate messaging, and handheld devices.



Our tablet solutions provide access to educational materials, commissary ordering, a music library, video visitation, and voice calls.



BUBBLE SHEET (BACKUP OPTION)

Aramark and our strategic technology partners are committed to providing an integrated technology application for primary commissary order processing. During the implementation process of the proposed tablet technology, we will use bubble sheet scanning ordering. In the event that there are technical difficulties that occur after the tablets are implemented, we have a backup plan for commissary order processing via bubble sheets.

BUBBLE SHEET SCANNING

NCS Pearson Scanner

For Fairfax County Adult Detention Center, 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.

aramark

INMATE NUMBER: _____ LAST NAME: _____ FIRST NAME: _____ MI: _____
 UNIT: _____

I Authorize The Warden/Sheriff To Charge My Account: _____

ORDER MUST BE SIGNED:

Please do not attempt to change without notice. Substitutions will not be made.
 Orders will be adjusted if there is not enough stock available in stock.
 All in quantity subject only.
 NCS FORM NUMBER: OP-1000 (REV) 1/04 (where applicable)

MARKING INSTRUCTIONS

- Use a number 2 pencil only.
- Make dark marks that fill the oval completely.
- Make no stray marks. **NO PENS OR MARKERS**

Item #1 to Item #24 (each with a grid of bubbles)



Bubble sheet scanning
 provides an alternative
 method of ordering
 commissary.

PHONE SYSTEM ORDER PROCESSING OPTION

Aramark has developed a platform that allows for our CORE system to interface with a specific phone service provider (GTL) for a commissary ordering solution. Aramark's philosophy regarding service and value are aligned to provide our clients with the highest level of technology and support in the industry.

This approach allows for inmate to be able to place their commissary orders right over the inmate telephone. As they place their orders the system is checking, in real time, inmate accounts to ensure that the inmate is permitted to have the product, they have enough money, inventory is in stock, restrictions are respected, etc. This feature saves facilities countless hours as well. Inmates have the ability to enter orders using the phones located in the housing units. Aramark will provide an 800 number that an inmate can dial to access Aramark's CORE software IVR commissary phone interface with the GTL phone system. Inmates will be prompted to enter their ID number.

Once they have accessed the system, inmates will enter order numbers and quantities of items. Inmates will have access to order on days specified by the MCSO. Orders will be transmitted on mutually agreed on days, and orders will be delivered within 24 hours of transmittal. Aramark will provide menus, which will be posted by each phone in the housing units. Additional prompts will allow inmates to delete orders, change orders, and check account balances. Aramark will provide the software and IVR phone interface at no cost to the MCSO.



UNDERSTANDING OF THE PROBLEM AND TECHNICAL APPROACH

POD KIOSK

Aramark partners with industry-leading providers to deliver touchscreen kiosks in the housing units that will take your operation closer to a paperless system. They are manufactured with high-impact tempered glass and are built to perform in correctional facilities.

Inmates are able to order commissary without staff involvement as built-in features like product images and on-screen trust fund balances make the ordering process simple and easy to understand.

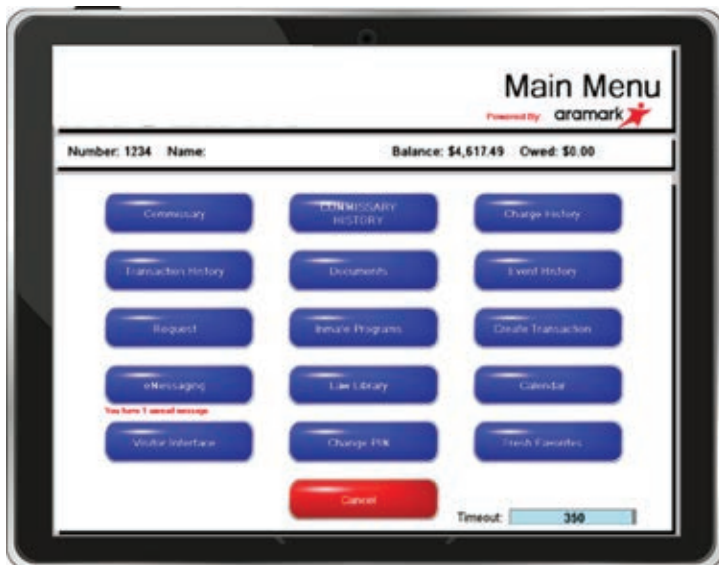
Pod kiosks also benefit officers and staff. They have the ability to track inmate activity and grievances, organize records, and schedule changes and inmate movement, so staff aren't spending time searching through files and paper receipts.

Kiosks provide inmates with real-time, two-way communication to facility systems, and are easily adaptable to add functionality as the needs of Fairfax County Adult Detention Center change. They use proven retail technology and a secure operating system, and updates are pushed through the application, reducing risk within the facility.



A pod kiosk allows inmates to order commissary.

POD KIOSK—COMMISSARY ORDERING



SIGNATURE CAPTURE

Signature capture is a device that promotes accountability by tracking commissary, FreshFavorites, and iCare orders from purchase to delivery. Inmates are required to sign for items and packages received, and are given a copy of the receipt. The receipt is stored electronically in our system, making tracking and investigations much more efficient.

Insight—Data is updated automatically so orders can be tracked and reconciled to an inmate’s account.

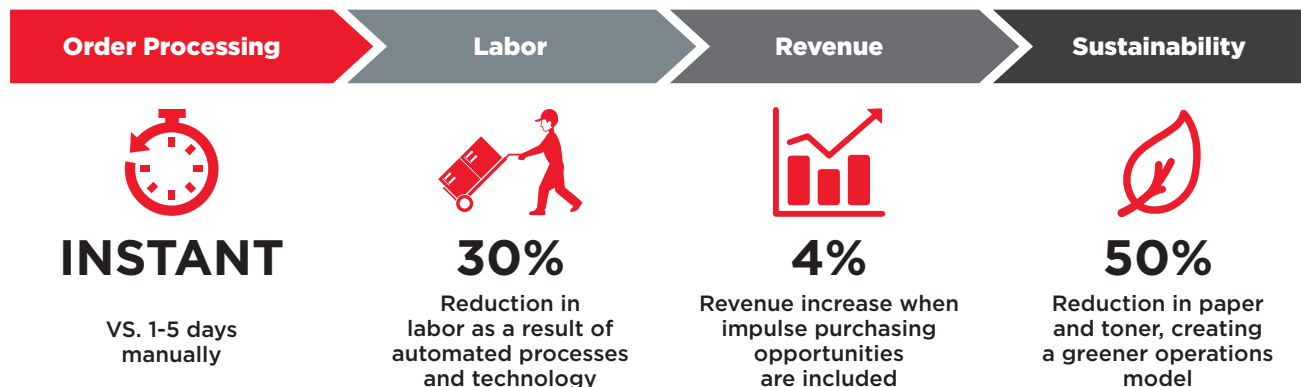
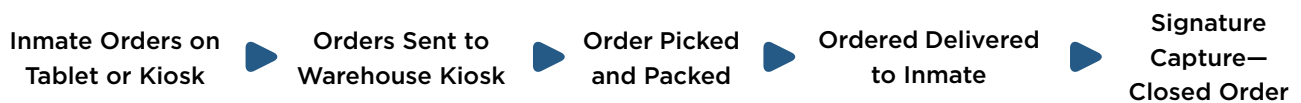
Optimization—Analyzes purchase behavior to identify the right product menu to drive participation and revenue.



Labor Impact—Tracking orders and confirming delivery and receipt of orders reduces grievances and the time dedicated to managing them.

Tracking and Accountability—Friends and family will know exactly when loved ones receive their packages because the system triggers a customer receipt stating that the package was delivered successfully. Inmates sign for items received and an electronic receipt is stored in the system that can be easily accessed through the officer’s desktop, reducing grievances and investigations.

COMMISSARY WORKFLOW



COMPLIANCE

OPERATIONAL EXCELLENCE (OP-X)

OP-X is more than just a process—it's the way we do business. Training promotes quality assurance that exceeds expectations because employees and inmates learn procedures that Aramark has perfected for more than 40 years. And OP-X provides documentation for litigation, accreditation, or agency requirements.

THE SIX KEY COMPONENTS OF OP-X STANDARDS OF EXCELLENCE ARE BASED ON THE ACCREDITATION STANDARDS OF THE ACA:

- 1. Meal Consistency**—OP-X encompasses more than 100 specific quality elements incorporated into the easy-to-follow Operations Guide.

This ensures that operational standards are completed and reviewed at every meal.
- 2. Measurability**—We require our food service directors to measure performance based on compliance.
- 3. Training**—Designed to give new associates a basic understanding of key food service concepts and practices, Aramark's Operations (Ops) 101 introduces OP-X to run high-quality kitchens with consistency and efficiency.
- 4. Menu Integrity**—The OP-X process delivers exact menu portions and ensures meal quality consistency. The quality process is reviewed every meal.
- 5. Communication**—Our Operations Guide is our on-the-floor tool to ensure meal and daily OP-X standards are followed. The Operations Guide provides a users with a clear and consistent way to record data over time in order to communicate progress and changes with the rest of your team.
- 6. Performance Review**—OP-X is a continuous process of specific action plans written, implemented, and tracked to ensure that service quality is consistent. District managers and other correctional management employees review the process during each visit.

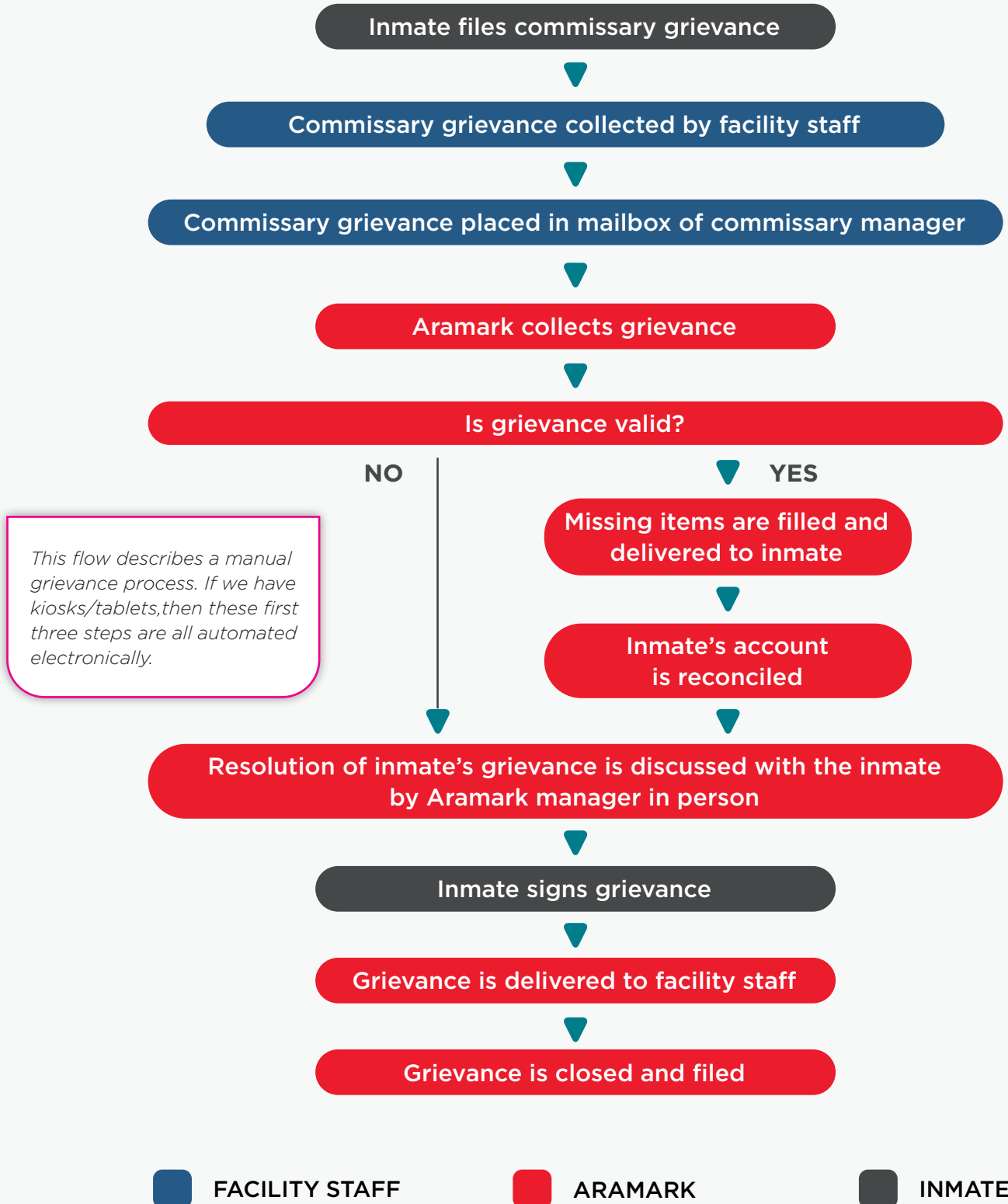
INSPECT WHAT YOU EXPECT

Systems and procedures are only as good as their compliance protocols. Aramark's OP-X process is based on ACA standards and ensures compliance at every meal, every day. The front-line manager completes monthly compliance reviews as a continuous self-evaluation of our performance.

The general manager verifies quarterly the meeting of all standards and writes detailed action plans for areas requiring improvements. High performance is encouraged, as our managers are evaluated based on OP-X criteria and rewarded for high achievement. This review process will be a basis for meetings with your administration.

Our region team members inspect the commissary process in additional operation to ensure we are meeting our financial commitments to you. These audits also ensure that we deliver maximum productivity.

RETAIL/COMMISSARY GRIEVANCE PROCESS FLOW



CONTINGENCY PLAN

Event	Immediate Response	Long-term Solution
Supplier Strike	Aramark would retain a minimum of two weeks' supply at our warehouse (or commissary, as the case may be).	Aramark would change suppliers to a pre-approved alternate supplier that carry identical products.
Employee Lockout	Aramark would have managers, district managers, and other previously screened personnel on call.	Aramark would advertise for additional personnel.
Inmate Lockdown	Aramark would communicate with the jail command to ensure inmates have proper restrictions placed on their accounts.	Aramark's behavioral control commissary program would enforce inmate control, reducing the need to lock down inmates.
Loss of Facility due to Natural Disaster	Aramark would use a different facility to handle the facility orders.	Aramark would 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, Aramark would use our national contracts with Penske 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



COMMISSARY SAFETY

Workplace safety is crucial to commissary operations. Our employees are trained on the importance of maintaining safety within the warehouse or commissary office to prevent risks and hazards within pick-and-pack operations. We strive to continuously improve our occupational safety performance and promote sustainable practices that comply with all state and federal requirements.

STANDARDS FOCUS ON:

- Slips, trips, and falls
- Warehouse safety
- Power equipment
- Ladder safety and inspection
- Carts and transporting
- Lifting and carrying techniques
- Chemical safety
- Quality assurance
- Using a fire extinguisher

Based on recognized global occupational safety standards and best practices, our vendor safety standards ensure products coming into the warehouse or correctional facility are appropriately received and managed, operations run smoothly, and our trained staff avoid risks. Accordingly, vendors must:

- Operate under general receiving standards as outlined in our Commissary Operations Guide
- Follow warehousing guidelines and occupational safety standards as outlined under the U.S. Department of Labor and OSHA
- Complete all appropriate processes and documentation before, during, and after a product is placed into inventory

After the product arrives from vendors, it must be received, unloaded, and placed into inventory. Aramark's Commissary Operations Guide establishes the proper procedures and documentation to ensure that product is kept safe, and our team follows the appropriate safety procedures:

- Trucks are secured in the loading platform and checked for insects, pests, or contaminated items before a product is unloaded
- Aramark staff checks to make sure the products they receive are what they ordered
- Receiving paperwork is completed by Aramark and the vendor
- Commissary staff enters inventory into the system
- Ongoing training is conducted, tracked, and enforced, and SAFE Briefs are shared with our staff by the commissary manager

SAFE AND SECURE

The safety, security, and welfare of inmates and staff at Fairfax County Adult Detention Center are critical. Standardized operations contribute to a strong security program, and with more than 45 years of corrections experience we have the best tools in hand. We realize no facility faces the same security challenges, so we customize our procedures to meet your needs. While our policies have been built on more than 45 years of corrections experience, we understand our security procedures must fit the security policies of your facility.

ARAMARK CORRECTIONAL SERVICES SECURITY POLICY

As a company that specializes in seamless integration, we understand the need for strict security policies. We will work with Fairfax County Adult Detention Center to achieve the following security deliverables:

- **Security audits**—Provide regular security inspections and oversight to ensure that your expectations are realized.
- **Security training**—Provide scheduled training to staff and inmates on security procedures and protocols.



STANDARD POLICIES

- **Abide by your standards**—All commissary staff functions will be executed in accordance with the security policies, procedures, and guidelines of your facility.
- **Trained in your policies**—We understand each person is responsible for his or her own actions relative to security.
- **Clearances**—All staff members must obtain and maintain security clearance as a condition of employment with Aramark.
- **Security briefings**—The food service director/ commissary manager arranges security briefings for new employees. The facility administrator will determine length and time of the security briefing program.
- **Documentation**—Documentation of the security briefing is placed in each employee's personnel file.
- **Signed affirmation**—Each staff member signs an affirmation regarding his or her duties relative to security and continued employment.
- **Client updates**—The food service director/ commissary manager regularly reviews our security procedures and compliance with the client.
- **Utensil shadow boards**—Secured shadow boards are used for serving and preparation utensils, particularly in inmate labor scenarios.
- **Food product controls**—We ensure strict control over food products that could be used in making contraband.
- **Food as inmate currency**—We eliminate to the fullest extent possible the use of food products as inmate currency.

ARAMARK SECURITY OPERATIONAL PROCEDURES

Our security program is built on a firm foundation consisting of the following elements:

KEY CONTROL

Our food service directors/commissary managers have a set of internal security keys for the following areas:

- Walk-ins
- Storerooms
- Spice cabinets

Main control also has a set of keys kept in a sealed envelope. When the seal is broken for an extra key, a report is filed. According to our policy, inmates never receive keys to storage areas or have access to keys. All external security keys for doors and loading docks are in possession of correctional officers only.

VANDALISM CONTROL

Even under the closest scrutiny, facility equipment may be vandalized. If this occurs, we recognize the need to substantiate any inmate acts of vandalism.

IDENTIFY recurrent equipment failures and frequent repairs caused by vandalism to include in our weekly and monthly quality assurance audits and inspections.

REMEDY the problem by bringing solutions to the facility administrator in the monthly corrective action reports. Remedies include charging inmates for damages (where the jurisdiction allows) and redesigning the system to reduce incidents.

ELIMINATION OF CONTRABAND AND POTENTIAL WEAPONS

Aramark teaches our staff that certain items have a greater value within correctional facilities than in the outside world. Our policy ensures that each manager is aware of the items considered contraband by Fairfax County Adult Detention Center. Our corrections experience has shown that some items are controlled in all facilities:



Medication—This includes all prescription and nonprescription medicines, as well as syringes.



Potential weapons—According to our policy, any article that could be used as a weapon is considered contraband (these include knives, fingernail files, scissors, razors, hammers, chisels, forks, spoons, and pot lids).



Shadow boards—Our policy requires storage of all kitchen knives, cleavers, and sharpening stones on locked shadow boards in a highly visible location.



Cigarettes—In most facilities, cigarettes and tobacco are the most popular form of contraband.



Chemicals—Cleaning chemicals can be potential weapons.

SECURITY POLICIES ALLOW PEAK OPERATION

In cooperation with Fairfax County Adult Detention Center's administrator, institutional security and custody procedures are adopted by your food service director and commissary manager. Our safety measures include:

- Constant supervision, management, and maintenance of your buildings, food service, kitchen supplies, and commissary
- Supervised inmate movement, behavior, and training amongst your inmate workforce, the general population, and commissary patrons
- Control of potentially hazardous items like knives, cleavers, and other tableware
- Consistent execution of security policies with collaboration between your food service director, commissary manager, and other staff to maintain a uniform approach to custody and safety

OUR STAFF SECURITY PRINCIPLES

Thanks to our extensive experience in security, we provide the best possible training to staff, teaching them how to make the right decision in a time-sensitive situation.

COMMISSARY MANAGERS

Our commissary managers, for example, understand the role of our services in a correctional institution. They operate seamlessly with Fairfax County Adult Detention Center's staff as department heads within the organization of the facility. Our managers are not correctional officers or deputies; however, they are trained to be alert to problems that might develop within the facility.



CIVILIAN EMPLOYEES

Our civilian employees are present whenever the commissary is open and in operation. Inmates must never be left in these areas without a civilian supervisor. We also hire staff members who can handle emergencies that may arise. Because of the potential for problems, supervisors must have experience directing inmates before being assigned to direct a unit by themselves.

COMMISSARY STAFF

Our commissary staff wear distinctive facility-approved uniforms. A dress code has been established for Aramark management personnel for each facility.

STAFF TRAINING TAKES SERVICE TO THE NEXT LEVEL



FRONT-LINE ASSOCIATE TRAINING

Investing valuable leadership time in one-on-one training sessions emphasizes the importance of each job to your employees. Our front-line associate training establishes expectations in addition to the fundamental and hands-on skills.

WEEK ONE: New employees are required to complete four modules to learn essential concepts and meet with their managers to put education into practice by physically going through each task.

WEEK TWO AND BEYOND: Employees will participate in weekly SHIELD and Safe briefs and other huddle exercises. This participation reinforces the concepts learned in onboarding and ensure a safe and secure environment for Fairfax County Adult Detention Center.

TECHNICAL SKILLS TRAINING

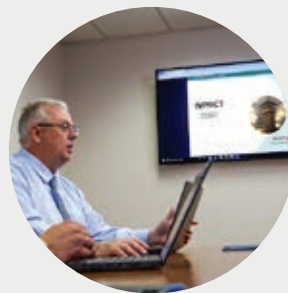
Efficient and high-quality service is essential at Fairfax County Adult Detention Center. To provide you with the best operations, we engage managers, supervisors, clinical dietitians, chefs, and front-line service associates in technical skills training on a predetermined schedule. These programs are conducted across each of our services using multiple delivery vehicles:



**ONE-ON-ONE
TRAINING**



**TEAM TRAINING
MEETINGS**



VIDEO TRAINING



**INTERACTIVE SKILL
TRAINING**



SHIELD TRAINING

Inmate manipulation is a constant threat in the corrections industry that compromises employee safety without proper training. Our solution to this hazard is SHIELD training—designed to arm employees with the knowledge and skills to understand risks, manage inmates, and recognize when manipulation occurs.

SHIELD Training 101

- Focuses on inmate manipulation, a safe and secure workplace, and managing inmates.
- Must be completed before working with inmates
- Employees are re-certified annually
- Includes three learning modules and is tracked through Aramark's Learning Management System to ensure 100% compliance
- SHIELD briefs are discussed at weekly huddles to reinforce each of the key topics



Managers will maintain the highest level of service by creating a customized training plan depending on an inmate's individualized scheduled tenure in the kitchen.



INMATE TRAINING

Safety is paramount in our commitment to Fairfax County Adult Detention Center. Anyone entering our kitchens, including inmate kitchen workers, must follow safety and training guidelines and procedures to ensure safety for themselves and others.

SAFETY FIRST FROM DAY ONE

On an inmate worker's first day, training begins with the proper Personal Protective Equipment (PPE) required when in the facility, including non-slip footwear, hairnets, gloves, and eye protection when needed. From there, workers train on proper sanitation, such as hand washing, personal hygiene, and food safety, and they review safe working practices while inside the kitchen.

Once assigned an area, workers partner with a trained staff member to review:

- Proper use and handling of all equipment
- Proper food production processes, food safety, and handling

Staff provide supervision, guidance, and coaching throughout each shift to ensure workers meet all standards.

CUSTOMIZED TRAINING TO FIT YOUR FACILITY'S NEEDS

With longer kitchen assignments come increased training consistent with the food safety training standards identified by the National Restaurant Association's ServSafe certifications, and all local health code requirements. We also provide your workers with additional cross-training to perform various jobs and duties throughout the kitchen with excellence.



FOSTERING EXPERTISE WITH THE FRONT-LINE FUNDAMENTALS PROGRAM

In addition to this training, employees are required to go through our Front-Line Fundamentals program. The program includes a series of short courses they can complete during work hours that cover such topics as food safety and handling, operations, and delivering for our clients. By establishing an onboarding program and tracking its completion for each employee, we're better able to serve our clients. Our employees are prepared to execute their tasks, grow in their responsibilities, and continually work to enhance the service we provide.

We want employees to know that we're excited they have come to work with Aramark and that their decision to join us is a good one.



COMMITTED TO DIVERSITY

Educational opportunities provide insight into the many definitions of diversity and how to be respectful and share Aramark's values with fellow employees, customers, and partners. Specific training on customer interactions is available in partnership with our employee relations team.

ARAMARK'S SAFE COMMITMENT

As an organization dedicated to excellence, we are committed to responsibly operating our business. We educate our employees to ensure that we are keeping them safe every day. Daily safety huddles are conducted with employees to provide basic workplace reminders and ensure everyone knows the nearest exits, fire extinguishers, and routine safety equipment. Strict protocol for personal protective equipment (PPE) is in place to provide the safest environment possible. All employees are asked to sign our safety pledge to ensure that we are committed to following our safety protocols each and every day.

UNDERSTANDING OF THE PROBLEM AND TECHNICAL APPROACH

4. Offeror should demonstrate an awareness of difficulties in the completion of this undertaking, and a plan for surmounting them. Special attention should be given to methodological issues that will be encountered in such a project.

Aramark will assign a dedicated project manager. The project managers role is to identify any potential risks to the undertaking before they arise and to mitigate and resolve issues.

They will be dedicated to work with Fairfax County IT to solve for any issues that may arise throughout the process at no additional cost to Fairfax County,

We allowed for interface development life cycle for information gathering, development, testing and deployment, training is included in the comprehensive project plan provided to ensure each task are completed as detailed in our proposed work/project plan detailed in section 3.

We want to ensure we properly manage expectations with the integration to the Fairfax County technology.

5. Offeror should include documentation identifying each of the following components for compatibility of proposed solutions with the existing Fairfax County Department of Information Technology (DIT) architectural standards. (See Attachment 2 for more information from DIT's FY 2017 IT Plan)

- *Servers Servers - hardware requirements, operating systems, services provided, ability to be virtualized.*

Aramark Solutions will run on servers meeting the Fairfax County Department of Information Technology (DIT) architectural standards.

Hardware - Intel

OS - Microsoft Windows Server 2019 Enterprise Edition

Web / Application Servers - IIS7/ IIS8 or above

Our solutions can run in a virtualized environment

Microsoft Windows Server 2019 and above

- *Client endpoint options - compatible hardware platforms, operating systems, required software to be installed.*

CPU - Intel

PC - Dell OptiPlex 5040

OS - Windows 11

No other software is required

UNDERSTANDING OF THE PROBLEM AND TECHNICAL APPROACH

- *Storage requirements -storage locations (local, network, off-site), backup, and disaster recovery.*

We will back up on-site and off-site at our data center in New York. Disaster recovery information is attached.

DISASTER RECOVERY

- As part of Aramark's typical hardware/software implementation, Aramark will meet with all IT, Business and Operational Groups to ensure a Backup and Disaster Recovery plan is in place to provide for minimal downtime in the case of an emergency.
- On a site by site basis, Aramark will review to ensure proper solutions are implemented to handle backups and disaster recovery as we realize every facility may have their unique requirements and/ or needs.
- All Aramark provided software/hardware components are supported by Aramark's 24/7 Technical Support. The Technical Support staff is available to handle all levels (1, 2, and 3) of support incidents.
- From a hardware perspective, all PC & Server equipment provided by Aramark has a mission critical 24 x 7 x 4 support agreement in place. This allows for quick repair of minimal level failures.
- From an operating system/application hosting perspective, Aramark utilizes Virtual Servers on their hardware platforms so copies of the Virtual Servers are available in case of hardware/software failure. If a failure occurs, the backup Virtual Server will be initialized and the solutions will be brought back online with minimal downtime.
- From a server component perspective, Aramark uses Dell Servers, which come equipped with several redundant key components and with RAID Level 5 to limit hard drive failure or downtime.
- Aramark typically provides secondary hardware fail-over systems, at the physical location, which are used in the case of total hardware system failure. A copy of the Virtual Server will be stored on the secondary hardware system can be brought online in short time window to reduce downtime.
- In regards to Aramark's software applications, Aramark will devise a routine database backup schedule or setup a database replication plan. This ensures all data is readily available in case of failure.
- If all parties agree, Aramark can setup an offsite backup schedule which will ensure all applications and data are available off site. This would allow for data access in the event a major disaster were to occur.
- In the event of total catastrophic failure, the local work groups could gain access to their applications via remote access (if remote access is available). Another option, especially if stable remote access is not available, is to deploy a standby system from the nearest distribution center.

- *Specific databases utilized.*

Microsoft Windows Server 2008 and above.

- *Networking requirements - include protocols, firewall access, private networks, or any networking hardware that will be installed on-site.*

TCP/IP, UDP

Aramark will work with the Fairfax Department of Information Technology to define firewall and network requirements and access based on the Aramark Solutions that will be used and connectivity needed.

- *Interfaces (internal and external) - some examples being Sheriff Systems (JMS) and vendor corporate systems.*

- | | | |
|---------------------------------------|-------------------|-----------------------------------|
| - San Bernardino, CA - Sheriff's JIMS | - New World - JMS | - ATIMS - JMS |
| - Archonix - JMS | - Odyssey - JMS | - Central Square - JMS |
| - GTL - JSM, Phone Time & Deposits | - Spillman - JMS | - Interact 911 - JMS |
| | - Syscon - JMS | - Securus - Phone Time & Deposits |

UNDERSTANDING OF THE PROBLEM AND TECHNICAL APPROACH

- *Security - indicate how data storage and communication protocols are implemented. Describe how access control is managed. Document any personally identifiable data elements that will be collected on individual inmates, the public or agency staff that would be transferred off-site and under the control of another party. Document that any financial transactions conducted comply with established industry standards.*

Aramark will work with the Fairfax Department of Information Technology to define how the county-related data will be stored, either on Fairfax or Aramark provided hardware. Aramark will ensure all communication protocols are implemented and access control meets the Fairfax DIT's security policies. Access to inmate information is controlled by secure logon. Access is managed by the solution's administrative users. Inmate name, number and housing location may be transferred off-site for iCare or Inmate Deposit Solutions. All financial transactions processed by Aramark provided solutions will meet industry security standards.

- *Service level agreements and support procedures - identify which components would run on our infrastructure and those parts of the system under their management requiring vendor remote access. Describe the availability of staff, contact methods, and escalation procedures for technical support incidents. Provide any service level agreements that will be part of the contract.*

Aramark's server and workstation will run on the Fairfax County network and remote access is required. Aramark will adhere to the remote support protocol required by Fairfax County Adult Detention Center.

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 personal are the first line to receive a support call and escalate as necessary.

Based on the incident, 24/7 technical support 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.

Aramark software is maintained and upgraded as needed for existing functionality at no additional cost to the Fairfax County

SERVICE AGREEMENT: (HARDWARE AND SOFTWARE)

- Our service level agreement covers 7/24/365 time period.
- All hardware is serviced by manufacturer certified hardware technicians. Hardware is provided with 24 hour x 7 days x 4 hour response support.
- All software is maintained by the Aramark support staff. OS updates will be implemented on a scheduled basis. Software support is 24 x 7 with immediate response. After normal business hours, all calls are handled by a paging service. Immediate response is provided.
- In the event a total system down is called in, our onsite staff allows for immediate response. The issue will be addressed by a support group to troubleshoot and resolve the issue, whether it be hardware, software or network.
- Our response timeframe and response time for servicing software concerns is 24 hour x 7 days x 4.

DELL PROSUPPORT MISSION CRITICAL OPTION



Dell's most rapid resolution option minimizes downtime on your business critical systems

TIME IS MONEY

Every minute of unplanned downtime is lost productivity and quite often, lost revenue. Reducing recovery time from days to hours is a must. It's for these scenarios that Dell offers the Mission Critical option with Dell ProSupport for IT or ProSupport for End Users. Mission Critical is Dell's most rapid resolution option. You can choose from 2-, 4- or 8-hour onsite parts and/or labor. Rely on Dell's proven and reliable Critical Situation Process to get you back up and running fast.

KEY FEATURES OF DELL PROSUPPORT MISSION CRITICAL OPTION

- Onsite Response – 2-Hour, 4-Hour or 8-Hour onsite service¹ with 6-hour hardware repair available 24x7, including holidays. 2-hour response is not available on desktops; availability may vary by country.
- Onsite Response – 2-Hour, 4-Hour or 8-Hour onsite service¹, including holidays. 2-hour response is not available on desktops.
- Critical Procedures – Severity level 1 issues will be reviewed by Dell and may be escalated for Critical Incident coverage through Dell Global Command Centers.
- Emergency dispatch – Onsite service technician dispatched in parallel with phone-based troubleshooting when you declare a Severity level 1 incident.
- Priority production – In the event of a critical situation caused by natural disaster or other event normally excluded from limited warranty, Dell will expedite production of a new system(s).
- Storage fault monitoring – Alerts from storage fault monitoring helps you minimize uptime by identifying and correcting potential issues before they occur.

NEW REMOTE SUPPORT FEATURES FOR SERVICE WITH PROACTIVE SYSTEMS MANAGEMENT

Spend less time troubleshooting and permit Dell to monitor and send alert notifications for next Mission Critical servers. Utilize Dell's new Proactive Home capability to generate support cases with predetermined failure analysis so you can see eye-to-eye with Dell technical support when a hardware failure occurs.

- Asset Visibility and Reporting – Reduce complexity with a single Web-based portal for managing assets, warranties and hardware fault alerts.
- Warranty Tracking and Expiration Notifications – Avoid surprises and reduce admin costs with customizable notifications before your service contracts expire.
- Hardware Monitoring and Alerting – Increase efficiency and optimize operational expenses with a SaaS monitoring connection which notifies you within 5 minutes of a hardware failure.
- Automated Diagnostics – A connection to Dell will detect and diagnose hardware faults for faster recovery and more accurate remediation.
- Auto-Support Case – Accelerate resolution with proactive communication from Dell allowing you to bypass standard troubleshooting.

Learn about a more efficient and personalized support experience at www.Dell.com/Proactive.

DELL'S AWARD WINNING SUPPORT CAN REDUCE SEVERITY 1 DOWNTIME BY UP TO 22% ON AVERAGE*

SHIFT YOUR IT
RESOURCES
FROM
MAINTENANCE
TO MOMENTUM

UNDERSTANDING OF THE PROBLEM AND TECHNICAL APPROACH
SERVICE LEVEL AGREEMENTS

Purpose

The purpose of the document is to outline the ACS Technology Support Service Level Agreements

Business Hours: Monday – Friday 8:00am – 5:00pm EST

(Email) acsretailsupport@aramark.com

(Phone) 877-559-5813

Email Support – During Business Hours

For L3 & L4 issues during business hours, please email the support line at acsretailsupport@aramark.com.

The Support Team will respond to emails within 4 hours based on current call volume

Phone Support – During Business Hours

For EMERGENCY support issues during business hours, please call the support line at 877-559-5813

****During business hours, L1 & L2 issues, the Support Team will respond to your call within 1 hour based on the current call volume**

****During business hours, L3 & L4 issues, the Support Team will respond to your call within 4 hours based on the current call volume**

Phone Support – After Business Hours

After hours include anytime after 6pm EST, Holidays, & Weekends



UNDERSTANDING OF THE PROBLEM AND TECHNICAL APPROACH

SERVICE LEVEL AGREEMENTS

Mission Critical: Items that cannot wait until the next business day

Defined – Anything that prevents user from accessing ARAMARK’s applications. Respond within 2 hours.

1. Network & Interface Down
2. Computer down
3. Kiosks down
4. Releasing Funds (Inmate is being released or transferred prior to next business day)

Moderate: Items that CAN wait until the next business day

Defined –Systems Down

1. Interface down
2. Server Down
3. Cannot book or release inmates
4. EOW balancing issues

Low: Items that CAN wait until the next business day

Defined – “How To” Questions

1. Adding items to inventory
2. Sequence warehouse
3. Adding iCare items
4. Adding Users
5. Resetting Passwords



SECTION 3: PRELIMINARY WORK PLAN

Preliminary Work Plan:

The offeror must present a description of the phases or segments into which the proposed program can logically be divided and performed, together with flow charts. The technical narrative should address separately each of the tasks described in the Request for Proposal and responses should be keyed to appropriate paragraph numbers. This section should also contain a discussion of any changes proposed by the offeror that substantially differs from the project scope described in these Special Provisions. This section should include detailed descriptions of activities that are to occur, significant milestones, and anticipated deliverables.

SAMPLE IMPLEMENTATION PLAN FOR COMMISSARY

PROCESS

Transitions can be complicated and stressful on the County staff and inmates. Should we retain the business, the benefit is that our onsite warehouse is already set up including our computer systems, signature capture devices, and all our interfaces already exist with the County jail management system and phone providers tablets. If there shall be an changes to the operation, technology, or interfacing requirements, we will follow the same processes and procedures as any new opening.

Segments: (1) IT installation and updates and (2) commissary order and delivery. The process for both segments will begin simultaneously once the contract between Aramark and Fairfax County Adult Detention Center has been awarded. A sample implementation plan is included below.

▶ SEGMENT I: CHANGES, INTEGRATION AND IMPLEMENTATION

Prior to any changes or new implementations, Aramark will meet with Fairfax County Adult Detention Center IT personnel to review the following items:

- Any requested changes to the ordering and delivery cycle
- Test trust fund interface for order processing
- Replace hardware and PCs
- Train facility personnel on and new programs or changes
- Review procedures and finalize bank account information

▶ SEGMENT II: ORDERING AND DELIVERY

We will meet with the County staff to address any changes to the ordering and delivery schedules. Should there be any requests for changes, they will be instantly and seamlessly implemented. Our ordering and delivery process will proceed as usual.

PROJECT PLAN

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.

The following pages list the proposed project plan. We will work with Fairfax County to finalize the project plan.




Fairfax, VA Project Plan



PRELIMINARY WORK PLAN

Task Name	Duration	Start	Finish	Predecessors	Assigned To
1 Fairfax, VA Project Plan					
2 <input type="checkbox"/> Project Launch	6d	09/01/17	09/11/17		
3 Contract Signed	1d	09/01/17	09/01/17		Aramark, Fairfax County
4 Aramark Internal Meetings	1d	09/05/17	09/05/17	3	Chris Sterbenz
5 Kick-off Call to introduce contract details	1d	09/05/17	09/05/17	3	Chris Sterbenz
6 On-site transition meeting - Sales transition to IT & Ops	1d	09/06/17	09/06/17	5	Sherry Ephraim
7 Provide Quote for CER	1d	09/05/17	09/05/17	3	Aramark IT
8 CER Development	5d	09/05/17	09/11/17	3	Chris Sterbenz
9 Schedule IT and Operations Walk-through with client family	1d	09/06/17	09/06/17	4	Aramark, Fairfax
10 <input type="checkbox"/> IT Review	5d	09/07/17	09/13/17		
11 Preferred Server Type	1d	09/07/17	09/07/17	6	Fairfax IT, Aramark IT
12 Static IP Address - 3 per server	1d	09/07/17	09/07/17	6	Fairfax IT, Aramark IT
13 Establish remote support protocol	5d	09/07/17	09/13/17	6	Fairfax IT, Aramark IT
14 <input type="checkbox"/> Equipment	32d	09/12/17	10/25/17		
15 CER Approved	1d	09/12/17	09/12/17	8	Aramark
16 Order Equipment	19d	09/13/17	10/09/17	15	Aramark IT
17 Configure Equipment	5d	10/10/17	10/16/17	16	Aramark IT
18 Ship Equipment	2d	10/17/17	10/18/17	17	Aramark IT
19 Install Equipment onsite	5d	10/19/17	10/25/17	18	Aramark IT
20 <input type="checkbox"/> Interface	20d	09/07/17	10/04/17		
21 Request Interface Spec	1d	09/07/17	09/07/17	6	Aramark IT
22 Interface Development	14d	09/08/17	09/27/17	21	Aramark IT
23 Interface Testing	5d	09/28/17	10/04/17	22	Aramark IT
24 <input type="checkbox"/> POS	40d	09/07/17	11/01/17		
25 Client / Aramark aligned on approved menu and pricing	1d	09/07/17	09/07/17	6	
26 Obtain Approved menu	10d	09/08/17	09/21/17	25	
27 Menu reviewed for Tax laws and compliance	5d	09/22/17	09/28/17	26	
28 Obtain Limits & Restrictions	10d	09/22/17	10/05/17	26	
29 Build POS Database	10d	09/29/17	10/12/17	27	
30 Receive Initial Product & Insure Accuracy	1d	10/26/17	10/26/17	19	
31 CORE WH Training	4d	10/26/17	10/31/17	19	
32 Go Live	1d	11/01/17	11/01/17	31	
33 <input type="checkbox"/> Kiosk Ordering Application	40d	09/07/17	11/01/17		
34 Confirm network connectivity to the server	1d	09/07/17	09/07/17	9	

PRELIMINARY WORK PLAN

Task Name	Duration	Start	Finish	Predecessors	Assigned To
35	Discuss inmate log in/passing inmate unique identifier	09/07/17	09/07/17	9	
36	Discuss trust fund Interface	09/07/17	09/07/17	9	
37	Obtain trust fund interface spec	09/08/17	09/08/17	36	
38	Develop trust fund Interface	09/11/17	10/20/17	37	
39	Test Interface for Trust Fund	10/23/17	10/23/17	38	
40	Provide web link to commissary kiosk apps	09/08/17	09/08/17	36	
41	Test apps on kiosk	10/24/17	10/24/17	39	
42	Go-Live	11/01/17	11/01/17		
43	 iCare	09/07/17	11/07/17		
44	Obtain Prep Kit	09/07/17	09/26/17	6	
45	Provide NODE ID to TSI	09/07/17	09/07/17	6	
46	Obtain approved menu selection with PLU's	09/07/17	09/07/17	6	
47	Obtain IT contact for Roster	09/07/17	09/07/17	6	
48	Build CORE WH data base	09/08/17	09/14/17	46	
49	Build iCare website	09/27/17	11/07/17	44	
50	Verify iCare Components Installed	09/15/17	09/15/17	48	
51	Request test order	09/18/17	09/18/17	50	
52	Test Download	09/19/17	09/19/17	51	
53	Train CORE WH	11/01/17	11/01/17	31	
54	Train FMA	11/02/17	11/02/17	53	
55	Go Live	11/03/17	11/03/17	54	
56	 Post Implementation	11/02/17	11/21/17		
57	Follow-up visit	11/03/17	11/08/17	54	
58	Follow-up EOW Balancing	11/02/17	11/21/17	32	
59	 Request Manager Application (RMA)	12/01/17	01/22/18		
60	Kick-off Call	12/01/17	12/01/17		
61	Demo RMA	12/04/17	12/04/17	60	
62	Provide Template	12/04/17	12/04/17	60	
63	Design Types/Sub-types with Staff	12/05/17	12/27/17	62	
64	Obtain completed template	12/28/17	12/28/17	63	
65	Build database	12/29/17	01/11/18	64	
66	Obtain training schedule	12/28/17	12/28/17	63	
67	Onsite Installation	01/12/18	01/12/18	65	
68	Train Staff	01/15/18	01/19/18	67	
69	Go-Live	01/22/18	01/22/18	68	



SECTION 4: TREATMENT OF THE ISSUES

TREATMENT OF THE ISSUES

Treatment of the Issues:

In this section, the offeror may also comment if deemed appropriate, on any aspect of the Request for Proposal, including suggestions on possible alternative approaches to the coverage, definition, development, and organization of the issues presented in the "Tasks to be Performed" section, and may propose alternative approaches.

We would like to request that Fairfax County considers offering the ecommerce/Holiday Bag solutions to inmates on a more frequent basis per year as specified in the RFP.

Studies show that inmates that are emotionally and financially supported while incarcerated provides a solid foundation after release and is needed to reduce recidivism.

Although we have the ability to integrate with the Fairfax County JMS and Finance System, we request the County considers the use our CORE trust fund program which will provide a more seamless integration with the commissary ordering application and trust fund which will result in a better user experience.

We would like to request the implementation of our IN2WORK retail program. This program will provide another opportunity for the inmates to participate in vocational training while incarcerated to better their chances for a brighter future.



SECTION 5: STATEMENT OF QUALIFICATION

6.5. Statement of Qualification

The statement of Qualifications must include a description of management experience.

a. Organizational and Management Experience: Offerors must describe their firm's qualifications and experience to perform the work described in this Request for Proposal. Information about experience should include direct experience with the specific subject matter.



As a provider in corrections, we have the opportunity to change lives, and we take that responsibility very seriously. We see the impact on an individual's future in our clients' facilities every day, by recognizing their potential and using commissary as a tool to realize it. A thoughtful retail approach, a means to maintain family connections, and rehabilitative programming set these folks up for success once they are released, and I am happy we can positively influence their journey."

— Tim Barttrum

President and CEO
Aramark Correctional Services



WHAT WE DO AND WHY IT MATTERS

We identify your needs and goals to create a valued, tailored commissary service solution using our retail expertise across lines of business. Our commitment to being at the forefront of redefining corrections commissary service starts with an insights-driven approach coupled with an in-house team of experts in programming, retail, commissary, operational efficiencies, and best practices.

Our team looks for opportunities to innovate the best possible commissary programs, using branded product sourcing, logistics optimization, and complete accountability in commissary delivery. We ensure a consistent experience for all, from administrators, officers, and staff to inmates and families. The result is a strategy-based solution designed specific to your facility, delivering a safe and positive program by supporting financial growth, inmate mental health, and overall inmate well-being.

WE BELIEVE IN...



INDUSTRY INNOVATION

We believe in redefining commissary services solutions that set the bar for valuable outcomes.



PROACTIVE PARTNERSHIP

We continually identify opportunities to improve facility programs and processes that support long-term success.



DEMONSTRATED DIFFERENCE

We consider the best interests of all stakeholders to create positive, healthy change.

HOW WE ARE DIFFERENT



INSIGHTS-DRIVEN APPROACH

We advance innovation and continual improvement processes—working toward continual industry improvements.



FULLY-CONNECTED STRATEGIES

For a partnership rooted in collaboration, we connect the right resources and comprehensive in-house teams. Our strategy goes beyond a single line of service, which ensures consistency every day.



QUALITY-ENHANCED VALUE

Improving the experience for all stakeholders, we identify opportunities to elevate service from product sourcing and management to staff training and inmate programs by presenting meaningful, successful solutions.



OUR MISSION

Because We're Rooted in Service,
We Do Great Things for Our People, Our
Partners, Our Communities, and Our Planet.

OUR VALUES

We Do Everything with Integrity.
We Deliver on Our Commitments.
We Respect Diversity and Appreciate Differences.
We're Passionate About Everything We Do.

CORRECTIONS BY THE NUMBERS

263 MUNICIPAL
& COUNTY
FACILITIES
SERVED

45+ YEARS IN THE
CORRECTIONS INDUSTRY



9 DOCs
SERVED

18 JUVENILE
FACILITIES SERVED

7 MEALS ON
WHEELS & 22 HALFWAY
HOUSES

COMMISSARY

SERVE
5 MILLION
COMMISSARY ORDERS A YEAR

\$1.2 MILLION iCARE
E-COMMERCE
ORDERS A YEAR

\$168M RETAILER
WITH **100+** COMMISSARY
LOCATIONS
IN THE U.S.

SERVICE CAPABILITIES

As a company providing the most innovative commissary service in the industry to more than 100 facilities across the country each week, we demonstrate our broad experience in providing critical services to inmates just like yours, enabling us to support your needs. Our commitment to quality and the ability of our people to drive innovative solutions position Aramark as the leading commissary service provider.



**We serve 1.2 million
iCare e-commerce
orders per year.**

COMMISSARY

Commissary operates as an arm of Aramark's retail business. With this unique perspective, our sophisticated retail programs have proven sales growth by double-digits for dozens of facilities across the country. We are the only commissary provider with a retail approach, treating inmates as consumers, which increases inmate satisfaction and commissary revenue.

Our commissary solutions are tailored to your facility and reflect the following considerations:

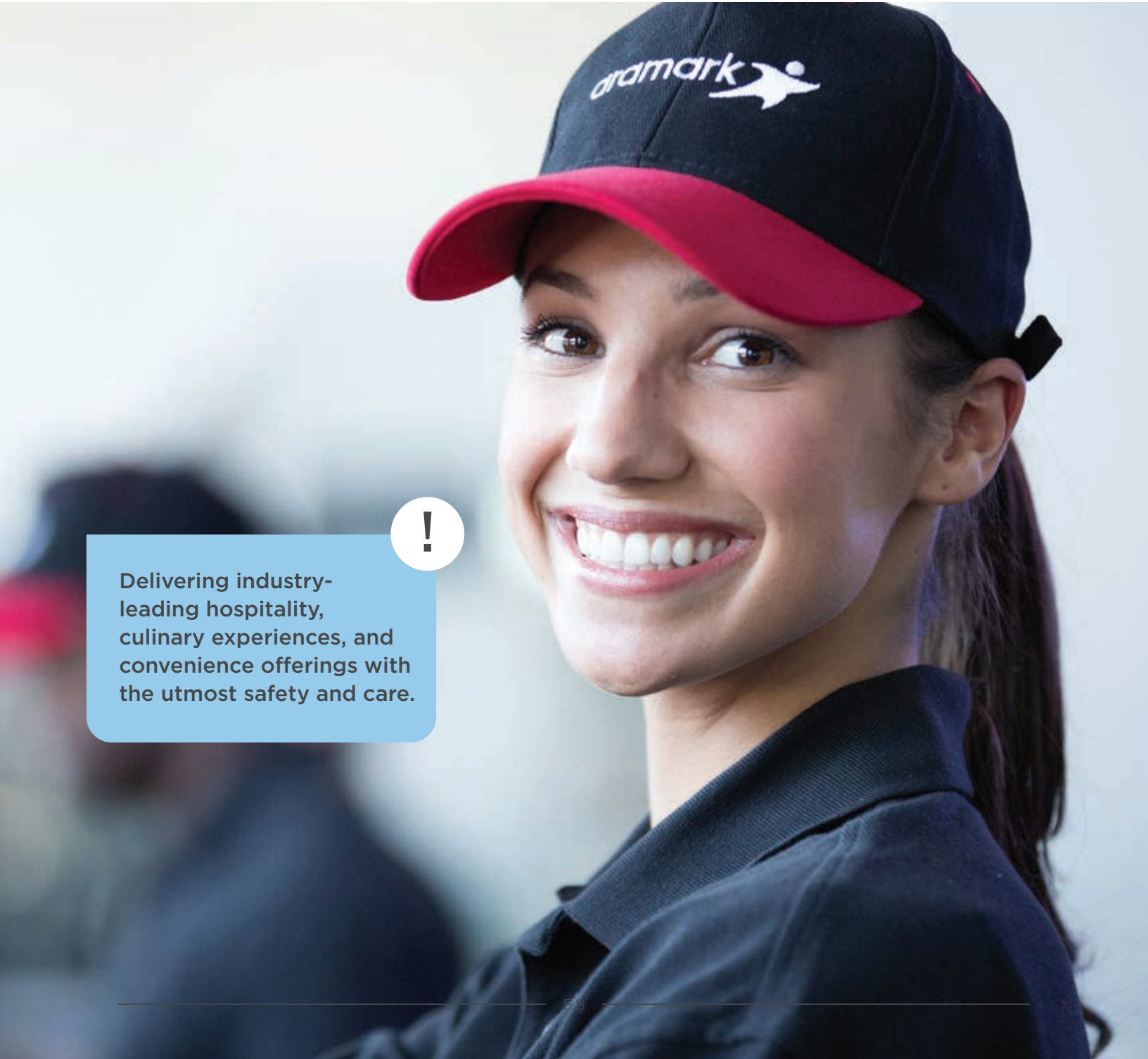
- Real-time insights from our client dashboard, surveys, and focus groups ensure the right products are always available.
- Branded product sourcing at competitive prices increases sales, as well as inmate satisfaction.
- Integrated technology and software provides a seamless experience, from tracking orders to program management.
- Year-round promotions and mobile commissary drive excitement, ease the transition, and boost morale.
- On-site or regional warehouses provide faster product fulfillment and resolution.
- Connection to friends and families through the most innovative, in-depth website-enabled commissary program in the industry, iCare.

OUR COMMITMENT TO YOU

We will work with Fairfax County to create a custom program that meets or exceeds all national and Virginia standards. We are committed to providing ongoing training to our staff in preparation for working in a correctional facility. This guarantees accurate and timely commissary service managed by a local team.



Delivering industry-leading hospitality, culinary experiences, and convenience offerings with the utmost safety and care.





OUR STORY

An Aramark day begins the same way, every day, all over the world. It's a quest for excellence that involves two elements: people with a strong sense of pride in their work and an organization dedicated to getting it right.

We find creative solutions to today's unexpected challenges and marry them with time-tested practices. Working in partnership with Fairfax County, we will focus on being highly responsive to your changing needs.

At Aramark, innovation is what we bring to the everyday. Passion is at the heart of our process, and pride is what defines our people.



A LEGACY OF EXCEPTIONAL SERVICE

Aramark (NYSE: ARMK) proudly serves the world's leading Fortune 500 companies, world champion sports teams, prominent healthcare providers, iconic destinations and cultural attractions, nearly 300 correctional facilities, and numerous municipalities in 19 countries around the world. Our 248,000 team members create experiences that matter in food, facilities management, and uniforms to millions of people every day.

We strive to create a better world by making a positive impact on people and the planet, including commitments to engage our employees; empower healthy consumers; build local communities; source ethically, inclusively, and responsibly; operate efficiently; and reduce waste.

Aramark is recognized as a Best Place to Work by the Human Rights Campaign, DiversityInc, Black Enterprise and the Disability Equality Index. Learn more at www.aramark.com or connect with us on Facebook and Twitter.



PARTNERSHIPS



**AMERICAN CORRECTIONAL
ASSOCIATION (SINCE 1979)**



**ASSOCIATION OF
CORRECTIONAL FOOD
SERVICE AFFILIATES (1979)**



**NATIONAL SHERIFFS'
ASSOCIATION**

**NATIONAL SHERIFF'S
ASSOCIATION (1980)**



National Voice for Local Corrections

**AMERICAN JAIL
ASSOCIATION (1981)**



**NATIONAL
CORRECTIONAL
INDUSTRIES
ASSOCIATION**

**NATIONAL CORRECTIONAL
INDUSTRIES ASSOCIATION
(2006)**



**NATIONAL JUVENILE
DETENTION ASSOCIATION
(1995)**

In addition to conducting industry research, these partnerships support our mutual goals of maintaining a safe and secure environment through commissary and food safety standards, education, and programming for inmates, and recruitment and retention of officers. Armed with this knowledge, Aramark continuously develops programming to help clients manage these critical issues and identifies opportunities to leverage our core competencies to help our clients.

DEDICATED TO DIVERSITY COMMITTED TO COMMUNITY

Diverse perspectives accelerate innovation and provide deeper understanding and connectivity.

It is our core value of integrity and respect always that drives us to constantly seek to be a company where the best people want to work—people from all backgrounds, perspectives, and experiences. Composed of more than 248,000 people from around the world, our workforce brings individual experiences and perspectives that enable us to communicate with the people of Fairfax County.

OUR APPROACH: REACH FOR REMARKABLE

At Aramark we engage a diverse workforce and enable an inclusive workplace to drive innovation and create a sustainable competitive advantage in a dynamic global marketplace.

1



CULTURE

Maintain a workplace culture that values and leverages differences and similarities.

2



COMMUNITY

Create client and consumer value by partnering with diverse suppliers, engaging with the community, and delivering culturally relevant products and services.

3



RECOGNITION

Show appreciation to the workforce with a dedicated system of rewards and acknowledgment.

SUSTAINABILITY PLAN

Be Well. Do Well.®

PRIORITIES AND PROGRESS

Our vision for the future focuses on positively impacting people and planet as we serve our client partners, employees, shareholders, and other stakeholders. For each of our priority areas, we track a variety of metrics, and strive for continuous improvement. **To learn more, visit www.aramark.com/sustainability.**



BREAK THE CYCLE

Aramark is **building a path for second chances**.
Aramark is **committed to break the cycle of recidivism**.

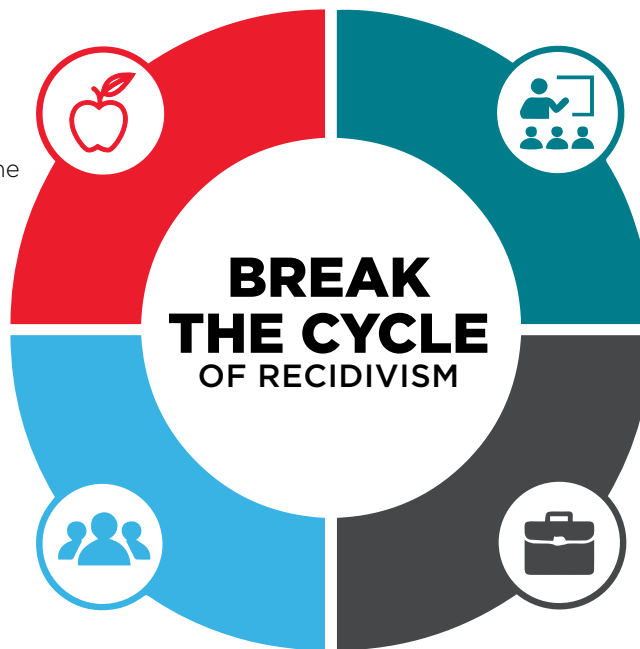
We use our strength to create opportunity by **providing returning citizens a second chance** and uniquely positioned to playing a role in **reducing the rate of recidivism across our four key pillars**.

COMMISSARY

Creating better commissary experiences because everyone deserves to be served with respect and dignity.

COMMUNITY

The Aramark Building Community contributions and efforts directly relate to core risk factors within the cycle of recidivism.



TRAINING

Offering training and education to help inmates build skills and achieve the certifications they need to succeed.

JOBS

Generating jobs and encouraging our partners to do the same because we understand the power of opportunity to reduce recidivism.

b. References: Special notation must be made of similar or related programs performed and must include organization names, addresses, names of contact persons, and telephone numbers for such reference.

REFERENCES

We are built on our reputation. Our clients' experience with Aramark is the best demonstration of our capabilities, service delivery, and true partnership. The perception of how well we listen and deliver for our customers serves as the foundation for a long-term relationship.

The following are some of our clients that are similar to yours in size, geography, or classification. We invite you to call or inspect our services in these facilities.

BALTIMORE COUNTY DEPARTMENT OF CORRECTIONS

720 Bosley Avenue
Towson, MD 21204
Client Contact: Deborah Richardson, Director of
Corrections
Phone: 410-512-3400
Email: drichardson@co.ba.md.us
Open Date: 11/1/2013
Population: 1,200
Service Provided: Food, Commissary

MEDINA COUNTY JAIL

555 Independence Dr.
Medina, Ohio 44256
Contact: Dean Lesak, Jail Administrator
Phone: (330) 764-3620
Partnership Length: 23 years

CORRECTIONS CENTER OF NW OHIO

03151 County Road 24.25
Stryker, Ohio 43557
Contact: Toby Bostater, Director of Operations
Phone: 419-428-3800 Ext. #445
Email: Toby.bostater@noris.org
Partnership Length: 5+ years

HANCOCK COUNTY JAIL

200 West Crawford Street
Findlay, OH 45840
Contact Ryan Kidwell, Jail Administrator
Email: rckidwell@co.hancock.oh.us
Partnership Length: 19 years

STATEMENT OF QUALIFICATION

c. Personnel: The successful Contractor's may be required to show specific qualifications, and recent relevant experience of full-time staff who will be assigned direct work on this project. In addition all Contractor staff requiring access to or working on site at the Adult Detention Center will be required to pass a criminal background check.

MANAGEMENT & STAFFING

Aramark's management team supports every aspect of our operation, spanning more than 450 clients and over 45 years of partnership. From the front line to development and innovation, you can expect a dedicated team with local, regional, and corporate leadership that's plugged into your account.

Our team's experience and expertise remain unmatched in the industry to ensure your needs are addressed and we deliver on our commitments. Aramark's management team comprises leaders who will provide the ongoing resources necessary to manage the operation. The following is our customized staffing plan for Fairfax County. Additionally, we provided profiles and resumes of personnel who will support the food service/commissary service operation at Fairfax County.



A positive environment contributes to the overall health and wellness of inmates, officers, staff and, in turn, the facility.

FUNCTIONAL SUPPORT

We invest heavily in the quality of our support resources—both systems and people—ensuring our team is on the cutting edge of leading trends and setting the industry standard. While we are rigid in our standards of quality and compliance, we remain flexible in applying our systems and programs to accommodate the needs of each facility. Our responsiveness is crucial in helping you maintain a safe and secure environment. Our people resources include experts and support in all key areas.

Tim Barttrum

President & CEO

FUNCTIONAL SUPPORT TEAM

Mike Santoro

Vice President,
Finance

Doug Traher

Vice President,
Information Technology

Bridget Schlick

Vice President,
Marketing

Michael Elchenko

Vice President,
Growth

Corey Stoughton

Vice President,
Western Sales and Retention

Wendy Wolff

Vice President,
Human Resources

Stacey Puck

Vice President, Nutrition
and Operational Support

Jen Linke

Vice President,
Retail

Aldie Loubier

VP, Associate General Counsel
(OR, VP, Legal)

Chaka Dakers

Director,
Safety and Risk

REGIONAL
TEAM

David Lauria

Vice President,
West Region

Tracy Tomkiewicz

Vice President,
Central Region

Bob Barr

Vice President,
East Region

YOUR MANAGEMENT TEAM

The regional vice president provides overall management and control of client facilities in the East Region. They are the executive leader responsible for driving a hospitality culture and enhancing the partnership with clients in their region through innovation, service and revenue goals. They are responsible for setting the strategic vision for their region, supporting the development of people and programming, and motivating their management team to drive value for clients.



BOB BARR
VICE PRESIDENT,
EAST REGION

Bob is a tenured operations leader and subject matter expert. Throughout his career he has led large-scale teams for high-profile clients and events, progressing through various management positions, and now serving as East Region Vice President. He has been instrumental in the implementations for sustainability, culinary optimization initiatives, and enterprise productivity, and he has developed and executed virtual and on-site operations training. Bob was also recognized as a Most Valued Partner at Aramark, and continues to lead by example in his region.

- **Andrew Hall**
Human Resources Director
- **Keri Jones**
Senior Human Resources Manager
- **Aaron Dillon**
District Manager, OH DRC
- **Myron Trotch**
District Manager, OH DRC
- **David Stanley**
District Manager, OH DRC
- **Anup Das**
District Manager, OH Municipals
- **Chris Kramer**
District Manager, NC/SC/AL/S. VA
- **Tim Connelly**
District Manager,
ME/NY/New England
- **Stephen Grant**
District Manager, VA/DC/MD/NJ/PA
- **Melissa Gano**
District Manager, OH, Municipals

STATEMENT OF QUALIFICATION

Fairfax County's commissary will achieve operational excellence guided by the following two support systems:

1

ON-SITE MANAGEMENT PERSONNEL

2

REGIONAL & CORPORATE LEADERS

Our team will set your facility apart through frequent site visits and expert management in areas such as food service, marketing, financial planning, and technology to name a few.

The regional team includes the following members:



BOB BARR

Regional Vice President

Bob directs unit operations in the East region to ensure customer satisfaction and meet program goals.



policies and standards.

CHASE MAENIUS

Retail Director

Chase is your on-site contact who plans, directs, and controls your commissary service operations while overseeing compliance with necessary policies and standards.



CHRIS KRAMER

District Manager

Stephen serves as your go-to point of contact for support and program guidance.



IGGY SANCHEZ

Director of Strategic Development

Iggy maintains relationships with existing accounts in the East Region, and ensures your satisfaction with operations.



BEN PELLERIN

General Manager

Ben serves as your go-to point of contact for support and program guidance.



JOHN MCFADDEN

Regional Finance Director

John provides financial advice to the regional management team regarding existing business, forecasts, budgets, monthly operating results, and data interpretations.



KRISTIN SANSEVERINO

Food Service Director

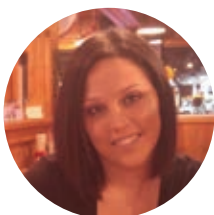
Kristin is your on-site contact who plans, directs, and controls your food service and commissary operations while overseeing compliance with necessary policies and standards.



ANDREW HALL

Human Resources Director

Andrew manages human resources' policies and procedures for the East Region.



DARBY DENT

Commissary Manager

Darby is your on-site contact who plans, directs, and controls your commissary service operations while overseeing compliance with necessary

STATEMENT OF QUALIFICATION

ROBERT J. BARR

REGIONAL VICE PRESIDENT

EXPERIENCE

2004-Present	Aramark Corporation
2021-Present	Regional Vice President (East)
2019-2021	Vice President Operations
2016-2019	AVP, National Food & Retail Operations
2014-2016	Director, Operational Excellence - Sports, Leisure, & Corrections
2006-2014	Wells Fargo Center General Manager
2004-2006	Citizens Bank Park, Lincoln Financial Field Concessions Manager

EDUCATION

2001	Rowan University, Glassboro, NJ
	Bachelor of Science, Business
	Concentration in Business Management
	GPA: 3.3 - Sigma Beta Delta Honors Society

CHRISTOPHER KRAMER

DISTRICT MANAGER

EXPERIENCE

2016 - Present

Aramark Correctional Services, LLC
General Manager/Food Service Director

2014 - 2016

Seaport Hotel and World Trade Center, Boston
Banquet Manager

2012- 2014

Baker Center Catering
Assistant Catering Manager

EDUCATION/CERTIFICATION

Ohio University
Integrated Language Arts

BENJAMIN J. PELLERIN

GENERAL MANAGER

EXPERIENCE

2018 - Present	Aramark Correctional Services, LLC General Manager & Operational Management Professional
2016 - 2018	Gate of Heaven Parish, Lancaster NH General Manager
2015 - 2016	Genesis Healthcare, Franconia NH Food Service Director
2014 - 2018	Mountain View Grand, Whitefield NH Assistant Food & Beverage Manager and Chef
2009 - 2014	Various Catering Companies, NH Manager and Chef
2001 - 2010	State of Vermont, St. Johnsbury Department of Corrections Officer, Captain / General Manager

STATEMENT OF QUALIFICATION

KRISTIN SANSEVERINO
FOOD SERVICE MANAGER

EXPERIENCE

2018 - Present	Food Service Director - Aramark Correctional Services, LLC
2013 - 2017	General Manager - 450 seat Restaurant
2017	SalesAchiever North America
2009 - 2013	International Key Account Manager
1999 - 2004	Clerk of Courts - Orange County, Orlando, FL
2003	Food Service Director - Central Treatment Facility, Washington, DC

EDUCATION/CERTIFICATION

2004	Warner University - Orlando, FL Bachelor's Degree in Business Management
1999	Florida Metropolitan University - Orlando, FL Associate's Degree in Paralegal Sciences

DARBY DENT
COMMISSARY MANAGER

EXPERIENCE

2003–Present	Aramark Correctional Services, LLC Office Manager/Commissary
2003	Marks Appraisal Inc. Appraisers Assistant

EDUCATION

High School Diploma

CHASE MAENIUS
RETAIL DIRECTOR

EXPERIENCE

2006–Present	Aramark Correctional Services, LLC Retail Director
2006–08	General Manager San Francisco Sheriff's Department
2006	Food Service Director Alameda County
2004–06	TAMKO Roofing Products, Inc. Human Resources Manager
2004–05	Safety Manager
1998–2003	United States Air Force
2001–03	Chief of Business Operations, Defense Support Program
1998–2001	Chief of On-Orbit Operations, Defense Support Program

EDUCATION

2003	Kellogg College, Oxford University Executive Study, International Business
2002	Pepperdine University M.B.A
1998	United States Air Force Academy B.S., General Engineering and Management

STATEMENT OF QUALIFICATION

IGNACIO SANCHEZ

DIRECTOR OF STRATEGIC DEVELOPMENT

EXPERIENCE

2020 - Present	Aramark Correctional Services, LLC Director of Strategic Development
2013 - 2019	Keefe Group, Fontana, CA Regional Account Manager
2010 - 2013	Kaplan Incorporated, New York, NY National Sales and Retention Manager
2005 - 2009	Boral Industries, Corona, CA Territory Sales Manager

EDUCATION/CERTIFICATION

Mt. San Antonio College
Fire Science and Technology

JOHN MCFADDEN
REGIONAL FINANCE DIRECTOR

EXPERIENCE

2016–Present	Aramark’s Correctional Services Division Regional Finance Director
2012–16	Aramark Business Dining Regional Finance Manager
2006–12	Senior Financial Analyst

EDUCATION

2010	La Salle University, Philadelphia M.B.A., Financial and Operations Management
2001	Drexel University, Philadelphia Bachelor of Science, Business Administration Accounting and Finance, 2001

ANDREW HALL

HUMAN RESOURCES DIRECTOR

EXPERIENCE

2019 - Present

Aramark

2021 - Present

Human Resources Director

2019 - 2021

Senior Human Resources Manager

2011 - 2019

Target

2017 - 2019

Human Resources Business Partner

2014 - 2017

Executive Team Leader - Human Resources/District Resource

2011 - 2014

Executive Team Leader - Operations

EDUCATION/CERTIFICATION

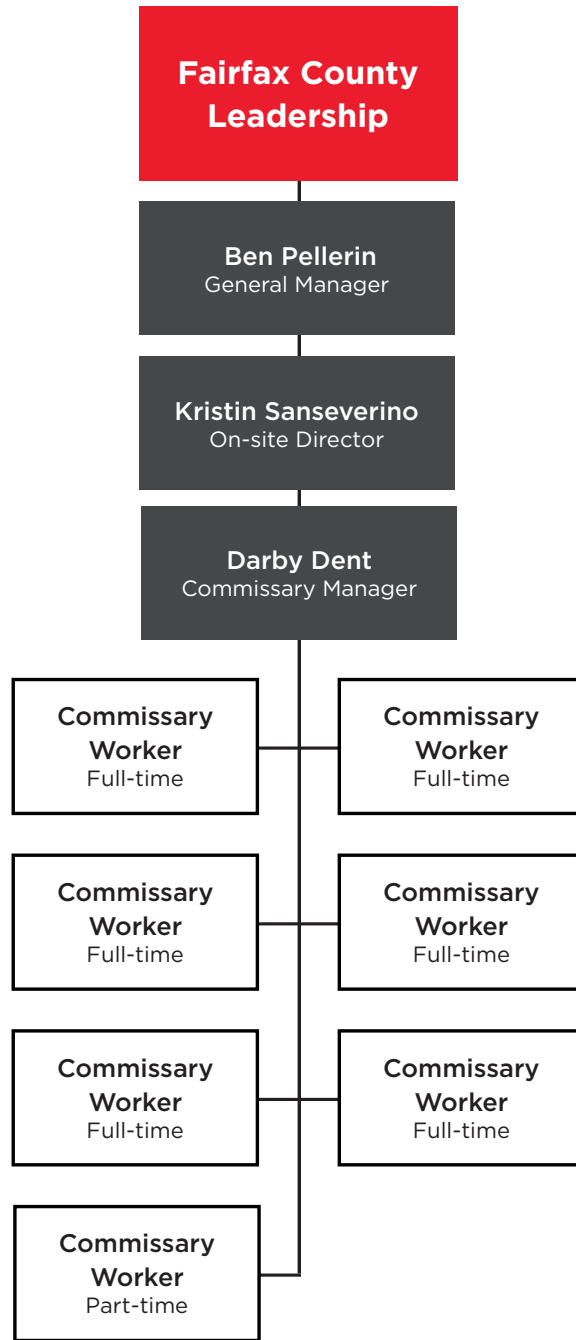
2007 - 2011

University of North Carolina at Chapel Hill

Bachelor's Degree in Economics

Second Major in Management

ON-SITE ORGANIZATION CHART



STATEMENT OF QUALIFICATION

d. A staffing plan is required which describes the Offeror's proposed staff distribution to accomplish this work. The staffing plan should indicate a chart that partitions the time commitment of each professional staff member across the proposed tasks and a timeline for the project.

Below is the proposed staffing plan with proposed staff distribution to accomplish the scope of work.

Fairfax Commissary Staffing and Time Distribution Chart									
Name	Pick/Pack	Delivery	Receiving/ stock	Ind kit builds	Order Verification	Process Orders	Admin	Other	Total Hours
Manager			10%		30	40	10	10	50
Hourly Employee 1st shift	40%	40%	15%	5%				5%	37.5
Hourly Employee 1st shift	40%	40%	15%	5%				5%	37.5
Hourly Employee 1st shift	40%	40%	15%	5%				5%	37.5
Hourly Employee 2nd shift	40%	40%	15%	5%				5%	37.5
Hourly Employee 2nd shift	40%	40%	15%	5%				5%	37.5
Hourly Employee 2nd shift	40%	40%	15%	5%				5%	37.5

The percentages on the above chart represent the average % of weekly time spent by staff related to the primary responsibilities of the service provided.

	Monday	Tuesday	Wednesday	Thursday	Friday
Hourly (1st shift)	530a-3p	530a-3p	530a-3p	530a-3p	
Hourly (2nd shift)	830a-430p	830a-430p	830a-430p	830a-430p	830a-430p
Manager	7a-5p	7a-5p	7a-5p	7a-5p	7a-5p

e. Financial Statements: The offeror shall provide an income statement and balance sheet from the most recent reporting period.

2021 ANNUAL REPORT WITH ARAMARK 10-K AUDITED FINANCIAL STATEMENT

For your review, Aramark has provided our Annual Report. The Annual Report contains our Form 10-K; it can be found on the USB packaged with this proposal. The Form 10-K highlights our financial performance for the past three years. For further information on Aramark, please visit our website at www.aramark.com.





SECTION 6: ADDITIONAL SERVICES

ADDITIONAL SERVICES

5.9 HOLIDAY BAGS: Approximately 6 - 9 times per year, order forms shall be prepared to allow family and friends to purchase a defined list of commissary items for inmates. The bags shall not exceed mutually agreed upon cost and/or quantity. Commission payments on Holiday Bags shall be payable and mailed directly to the Sheriff's Office.



iCARE PACKAGE PROGRAM

iCare connects inmates with family beyond visitation and is used as a privilege program to promote positive behavior and increase morale.

MAINTAIN FAMILY CONNECTION DURING INCARCERATION

Through the online iCare platform, friends and family can order gift packages for loved ones, which will be delivered as long as the inmate has maintained good conduct. The program offers a wide selection of brand-name products, including snacks, hygiene items, and stationery. Since products and packages are exclusive to iCare, they will not impact commissary sales and drive incremental revenue for Fairfax County Adult Detention Center. Quarterly promotions and limited-time offers on new and seasonal products drive excitement and participation, while breaking up the monotony of incarceration.

How it Works:

- iCare site is easy to navigate and secure
- Customer receives email communication to confirm order status
- Utilize commissary space to pick and pack orders
- Proprietary CORE application tracks order placement through delivery, which is signed for using our signature capture device and is easily accessed
- Process has proven to reduce grievances and administrative burdens on correctional staff



iCARE FRESH

CONNECTION WHILE INCARCERATED



Important connections are often compromised while incarcerated. iCare Fresh provides support by allowing inmates to receive gifts from loved ones.

iCare Fresh allows family members and friends to purchase freshly prepared restaurant-style meals through our secure website using a credit or debit card. Meals are prepared fresh on-site by Aramark staff and delivered to inmates, providing them with a taste of home.

The iCare Fresh menu includes more than 100 items, with everything from traditional favorites like pizza, burgers, and tacos to on-trend selections and healthier options. We work with you to customize a menu that works best for your facility. Menus incorporate the latest research and recipes from our culinary team and chefs. The menu is reviewed regularly to discontinue slow-moving items and develop new promotional strategies.

Aramark provides thank-you postcards to inmates, which can be sent to friends and family promoting the program. Once an iCare account is created, family members and friends receive promotional offers and discounts for select items.



The iCare Fresh Program generates additional revenue and promotes a calmer atmosphere at your facility by improving inmate behavior and morale. It is a revocable privilege, so good behavior is easier to maintain.



THIS IS HOW IT WORKS:



LOVED ONES LOG ON TO ICAREGIFTS.COM AND CHOOSE A FRESH MEAL ITEM OR ITEMS



LOOK UP THE INMATE WHO WILL RECEIVE THE FOOD



ENTER PAYMENT INFORMATION, ORDER CONFIRMATION AND TRACKING NUMBER SENT



FRESHFAVORITES™

BEHAVIOR AND TRAINING TOOL



Inmate behavior affects security and your officers' work environment. FreshFavorites™ is a tool officers can use to reward good behavior, and in turn, enhance security.

Made on site, FreshFavorites brings popular takeout-style foods such as hamburgers to your facility. Inmates pay for items through their trust fund. This program is considered a privilege that motivates them by providing a taste of foods they would get at home. In addition to burgers, food choices include pizza, burritos, nachos, and cheesesteaks; healthier selections like salads and grilled chicken sandwiches; and desserts such as chocolate chip cookies. There are more than 250 items available.

Aramark provides facility-approved marketing materials to drive inmate excitement and participation—promotions highlight featured menu items and celebration specials quarterly to help drive engagement. These menus incorporate the latest research and recipes from culinary teams and chefs throughout Aramark. We review the FreshFavorites menu regularly to discontinue slow-moving items and develop new promotional strategies.



FreshFavorites is also a Training Tool. As the key component of IN2WORK food service training, inmates participating in the IN2WORK program at your facility will learn how to prepare and serve takeout food as they would in a retail food environment.

Collaboration and customization are key to the program's success. Aramark will work closely with Fairfax County to ensure we meet your security protocols, determine an appropriate delivery schedule, and provide a menu tailored to your regional preferences. Because the program helps by encouraging positive behavior, it is a privilege given or taken away based on predetermined criteria. Fairfax County will benefit from fewer disruptions and security-related issues.

THIS IS HOW IT WORKS:



ADDITIONAL SERVICES

5.10 INTAKE KITS: Contractor shall distribute Intake Kits to new inmates, consisting of approximately one week of personal care needs, upon cell assignment but prior to establishment of the inmates account. Contractor and Sheriff's Office shall meet and agree upon the specific items in the intake kits. Contractor shall invoice the Sheriff's Office Contractor Cost for these items weekly.



INTAKE PROGRAM

The Challenge: A lengthy intake process often leaves newly booked inmates with only one basic hygiene indigent kit until the next commissary is open (possibly an entire week). This uncertainty and stressful situation for the inmates can lead to restlessness, resulting in an extra strain on officers.

Our Solution: The customizable intake program allows inmates to purchase essential items during processing, bridging the time gap until commissary reopens.

What's Included:

- A more extensive selection of snacks than in an indigent kit, helping ease the transition to incarceration
- Displayable marketing materials for your processing area, highlighting intake bag products to showcase value and encourage participation
- Reduced stress on officers by promoting a calmer and safer environment while driving additional revenue for Fairfax County Adult Detention Center

5.11 WORKFORCE CREDITS: Inmate Workforce earn a commissary credit after completing their 30-day assignment. The Contractor shall be responsible for verifying Inmate Workforce have met the 30-day requirement. The Contractor shall invoice the Sheriff's Office Contractor Cost for these items weekly.

Aramark understands and will comply.

5.12 INDIGENT PACKAGES: Indigent requirements are defined by the Commonwealth of Virginia, therefore the Contractor shall work with the Sheriff's Office to determine the items, quantities and frequency of indigent packages to meet the current requirements. Contractor shall invoice the Sheriff's Office Contractor Cost for these items weekly.

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.

ADDITIONAL SERVICES

5.13 TRUSTEE VENDING: Contractor shall place, maintain, operate and stock approximately four (4) cashless vending machines (2 drink machines & 2 snack machines) inside two (2) housing units in the Adult Detention Center. The number of vending machines can be altered by the Sheriff's Office. The price of vending card must match value of card. The Contractor shall explain how refunds will be handled.

WHAT'S VENDING NOW

Aramark was the first company to bring vending machines into the workplace in 1936 and we continue to lead the pack by continuously integrating vending innovations into our solutions.

We know that a successful vending program is much more than filling machines with rows of snacks, food, and beverages. It's about inmate satisfaction and engagement, two things at which we excel. A successful program is about providing a variety of refreshments with more healthful options so inmates always have something new and exciting.

Aramark will work with you to provide vending machines for inmates in mutually agreed-upon locations. Our vending program features the latest products served with the latest vending technology to deliver:

- Soft drinks and water
- Snacks and candy
- Milk and juice

We understand the importance of offering the best in refreshments. That is why we are proposing several technologies for select machines that will help ensure payment methodology is never a problem, including:

- Pre-paid credit card machines— Machines accept pre-paid vending cards, ensuring your inmates never miss out on snack or refreshment.
- RefreshTECH— Our proprietary technology that adds computer precision to understanding your vending needs. Monitoring which products have been vended in each machine creates a new level of insight and responsiveness.



INTRODUCTION TO VENDING

Aramark is a fully integrated service provider with an operating structure that is designed to manage all aspects of your requested inmate services.

TRADITIONAL VENDING

- For inmate pods or day rooms
- Management and operation of snack and beverage vending—customized menu to meet your restrictions and needs
- Machines that are strategically placed and merchandised to meet the needs of our clients
- Drives additional revenues on demand
- Access with PIN number or scanning of wristband barcode

OUR APPROACH TO MAINTENANCE IS SYSTEMATIC

Aramark uses a maintenance schedule to identify and schedule preventive maintenance requirements and create work orders to activate the tasks. The schedule ensures the work is completed and records are kept.

Aramark follows each manufacturer's recommendations for preventive maintenance along with internal checklists. These allow our staff to complete the required tasks to properly clean equipment to help mitigate issues.

Finally, we have pro-actively implemented the following to support ongoing maintenance.

- We had two new kettle spouts replaced at no cost to Montgomery County installed on two steam kettles, which were leaking severely. This was accomplished by utilizing a new product provided by Vulcan.
- We have initiated a monthly meeting, which focuses on any maintenance or operational issues.

EQUIPMENT MAINTENANCE PREVENTIVE

A breakdown in kitchen equipment can drive food costs up, undermine security, and worsen your officers' work environment. While components of the freezers and coolers are primary maintenance concerns, every item from the freezer door mechanisms to the oil levels in the mixers are monitored. Our approach to maintenance is systematic. Aramark uses a maintenance schedule to identify and schedule preventive maintenance requirements and create work orders to activate the tasks. The schedule ensures the work is completed and records are kept.

We will identify the preventive maintenance requirements for each piece of equipment per the manufacturers. We will schedule the work evenly throughout the year in accordance with equipment requirements. Inspection tours will include all equipment, even if preventive maintenance is not required. Temperature readings from freezers, coolers, and water boosters will be taken. Preventive maintenance will be scheduled around the operation of the kitchen to avoid disrupting food production. Procedures also will be established to respond to emergency situations outside of normal hours of operation. Aramark is operating under the assumption that all equipment is in good working condition.

REPAIRS

The parts and labor for every repair will be tracked, so that repair costs can be captured separately. This allows analysis of the repairs to determine the causes or to forecast equipment problems.

We recommend that Aramark and Fairfax County jointly conduct an initial inventory of the equipment provided by the facility, assessing both the quality and condition of such equipment, as well as any serial and model numbers.

Unless otherwise expressly noted, it will be presumed that Aramark accepts the equipment as initially inventoried—in good working order and sufficient for the purpose of performing the agreement. Aramark will maintain records of all equipment, including additions, replacements, and removal from the initial inventory. At the end of the contract term, or upon termination, Aramark will return all equipment in good condition. Aramark and Fairfax County will jointly conduct a closing inventory, documenting additions and deletions from the initial inventory and condition of equipment. Fairfax County will furnish repairs to the building structure, including roof, ceilings, walls, floor, docks, exterior surfaces, plumbing, and sewers behind floor or walls; elevators; general fire protection systems; security monitoring systems; and all other structural components of the buildings. Aramark will define and document the need for building repairs by initiating a work order through the facility's established procedures. Any repairs due to negligence or abuse by Aramark's employees will be charged to Aramark.

REPLACEMENT EQUIPMENT

Fairfax County will be responsible for the replacement of all of the facility's equipment. On a quarterly basis, Aramark will report to the facility on the status and condition of the equipment. These reports will provide the facility with Aramark's recommendations for equipment additions and replacement. Aramark will use its knowledge and judgment to anticipate the need for equipment and the timing of our recommendation for procurement.

VALUE ADDED OFFERING

VOCATIONAL TRAINING

We know recidivism is an issue that continues to plague the criminal justice system. Unfortunately, many former inmates end up back in prison because they don't have the necessary skills to get a job once released, causing them to return to criminal behavior. Earning gainful employment by focusing on education and completing job skills training while incarcerated is proven to help former inmates reintegrate into society after they are released. Without education and training, it is harder to secure employment.



6,000+

IN2WORK graduates have successfully completed the program over the past 12 years.

THE IN2WORK IMPACT



176 IN2WORK
PROGRAMS
CURRENTLY GIVING
STUDENTS OPPORTUNITIES

1,000+

AVERAGE MONTHLY
ENROLLMENT IN IN2WORK
FOOD & RETAIL PROGRAMS

WE ARE TARGETING



325+
NEW IN2WORK PROGRAMS
BY THE END OF 2022
ACROSS THE ARAMARK
CORRECTIONS PORTFOLIO



23 STATES
HAVE AN IN2WORK PROGRAM OPERATING TODAY



ON AVERAGE

IN2WORK INSTRUCTORS SPEND

48,000+

HOURS EDUCATING & COACHING
OUR STUDENTS EACH YEAR



100%
OF GRADUATES
WHO APPLIED TO PURSUE A
POSTSECONDARY EDUCATION,
BOTH PRE- AND POST-RELEASE,
RECEIVED A SCHOLARSHIP

IN2WORK

Recidivism continues to be a major challenge for correctional professionals today. With the IN2WORK program, Aramark address this challenge. The program aims to reduce recidivism by offering inmates the opportunity to learn valuable and employable skills.

FUTURE FOCUSED

Together, we will ensure the right participants are selected for the IN2WORK program. We have a genuine interest in helping former inmates transition back into society and know the program works. Participants receive an education in food and retail services through the following resources:

- A comprehensive curriculum encompassing classroom and hands-on training
- Instruction led by Aramark food service and retail associates using comprehensive guides
- Workbooks ensure adherence to the current industry standards
- Customizable support and structure

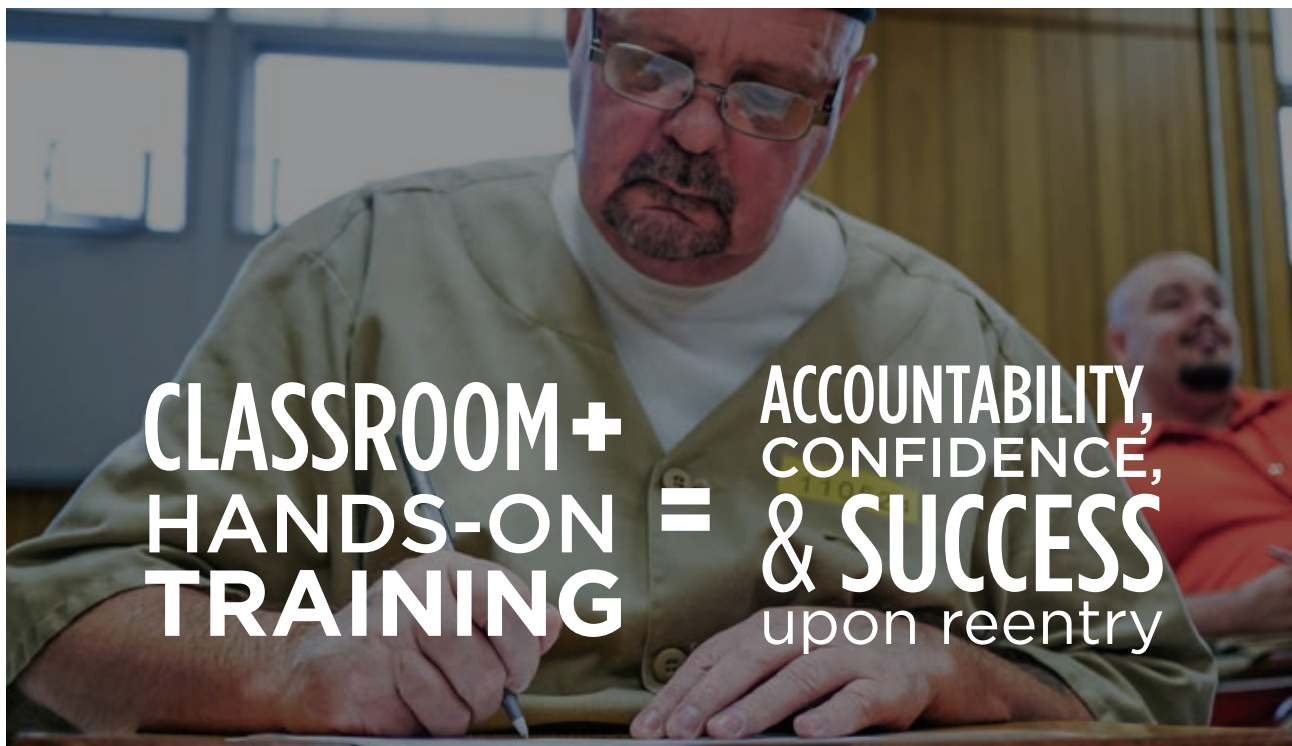
Upon completion of the program, students receive a certification from the National Restaurant Association, a key differentiator when they look for employment after release.

PROMISING OUTCOMES

Students learn teamwork and how to function in a workplace setting, leading to increased public safety and decreased future victimization.

!

Upon completion of the program, students receive certifications from the National Restaurant Association, which will set them ahead when looking for employment.



IN2WORK RETAIL CERTIFICATION

RETAIL 
BASICS

PHASE 1:

Instruction on basic conceptual and practice aspects of retailing

RETAIL 
MANAGEMENT

PHASE 2:

Develop skills in operations retailing, building brand loyalty, inventory, marketing, and leadership

NRF FOUNDATION
RISE UP

PHASE 3:

Warehouse, inventory, and logistics certification from the Nation Retail Federation

Aramark is partnered with the National Retail Federation to offer RISE Up certification for graduates of the IN2WORK retail program. RISE Up is a training and credentialing program that provides foundational skills to help people earn employment and get promoted in the retail and warehousing industry. The RISE Up curriculum and exams are industry-recognized and have helped more than 400,000 people earn credentials.

IN2WORK students will earn a warehouse, inventory, and logistics certification that will prepare them for a career in supply chain, fulfillment centers, and retail warehousing.



Warehouse, Inventory, and Logistics

Understand supply chain and how distribution and fulfillment centers operate while identifying performance metrics and safety measures and exploring a career in retail warehousing.



JOB SKILLS TRAINING

Job skills training is important for the re-integration of IN2WORK graduates back into their communities. This type of training is planned, organized, and conducted in the Aramark operation, where students work daily alongside Aramark food service professionals. Students develop and apply practical skills to broaden competencies in the kitchen that are unique to food service and hospitality jobs, and that will set them up for success after release.



FRESHFAVORITES AND ICARE FRESH

IN2WORK food service integrates with our FreshFavorites and iCare Fresh programs, allowing students to:

- Acquire real-life short-order-cooking skills.
- Learn how to apply cooking techniques and use equipment properly.
- Develop customer service skills.
- Build meals using PRIMA recipes.

Food safety is also a key component of training and is reinforced at every class. By preparing the FreshFavorites and iCare Fresh menu items, students earn practical experience and cultivate self-confidence that they will use in their search for employment post-release.

IN2WORK INTERNSHIP

Experiencing employment is a valuable opportunity to build confidence as IN2WORK graduates focus on their futures within society. Our internship program enables eligible, high-performing IN2WORK graduates to apply for internships within your facility while incarcerated.

SPECIFICATIONS

- Once you approve prospective interns, they are hired on as hourly associates
- Compensated with livable wages that comply with local, state, and federal wage laws (we reimburse you for the total wages earned by interns in our program)
- Approved interns must complete a 30-day provisional period and agree to a previously determined minimum length of assignment
- Internships typically run for one year

MENTORING THE NEXT GENERATION

In addition to operation responsibilities, interns also mentor IN2WORK students, sharing expertise while promoting teamwork and self-worth. Mentoring inspires improvement and personal growth, better preparing all involved for release. As part of their preparation and under the guidance of their instructor, interns create a resume and cover letter with their IN2WORK credentials, detailing their experience and employable skills they have developed through the internship. This is also the time when interns can write their essay to apply for a scholarship if they plan to continue their education after release.

By supporting the food service director or commissary manager in daily operations, interns receive compensation and experience to complement program certifications.

SETTING UP SUCCESS

Under instructor guidance, interns prepare for employable futures with the following tools:

- Create resumes and cover letters, detailing IN2WORK experience and learned skills
- Craft essays and apply for scholarships if planning to continue education post-release

Upon release, interns receive release packets, which include information on how to contact the IN2WORK team for reentry support. Interns also have access to the Allie virtual job coach, allowing them to jump start their careers by applying for Aramark jobs.



IN2WORK SCHOLARSHIP

Aramark's IN2WORK program offers scholarship opportunities to graduates of the program pre- and post-release. IN2WORK graduates can apply for a scholarship to continue their education and jump-start their career. Applicants must have graduated from high school or received their GED and a certificate from one of our IN2WORK programs. Our partner, Scholarship America, evaluates and awards the scholarships, which are applicable to full-time or part-time undergraduate studies as well as trade schools.



SKILLED
TRADE



COMMUNITY
COLLEGE



TRADE
SCHOOL



UNIVERSITY

ELIGIBILITY FOR IN2WORK SCHOLARSHIP

Applicants must meet all of the following criteria:

- Be a high school graduate or GED recipient
- Be a successful graduate of Aramark's IN2WORK program
- Plan to enroll in full- or part-time undergraduate study at an accredited two- or four-year college, university, or vocational-technical school for the next academic year

Selection Criteria for IN2WORK Scholarship

- Work experience
- Statement of career/educational goals and objectives
- Essay on personal advancement while incarcerated
- Applicant appraisal

Supporting Documents

- High school diploma or GED certificate
- A graduation certificate from an IN2WORK program
- ServSafe or Retail Success certificate

APPLY FOR AN **IN2WORK** SCHOLARSHIP

TO FURTHER YOUR **EDUCATION** AND **JOB SKILLS TRAINING**

Scholarships are applicable to full or part-time undergraduate study at an accredited two or four year college, university or vocational-technical school

HOW TO APPLY ▶

- 01 GO TO**
www.scholarsapply.org/IN2WORK
- 02 CREATE**
an application account and complete your student profile
- 03 COMPLETE**
all required fields, in the proper format
- 04 ENSURE**
you have all required documents
- 05 CAREFULLY**
review & submit your application by the deadline provided

IN2(THE)FUTURE SCHOLARSHIP

BREAK THE CYCLE

Every student deserves a fair chance at continuing their education, regardless of their circumstances. A child should never have to give up on their dreams because they do not think it is possible—Aramark can help make it possible.

The IN2(THE)FUTURE Scholarships encourages children with a parent or guardian that the justice system has impacted to pursue or continue college or trade school education. The scholarship is available for dependents of Aramark's IN2WORK program graduates. The award is \$2,500, and candidates are encouraged to reapply yearly for up to four years of undergraduate education. Our partner, Scholarship America, evaluates and awards the scholarships applicable to full-time or part-time undergraduate studies and trade schools.

ELIGIBILITY CRITERIA

- Be a dependent, age 25 and under, of an incarcerated or formally incarcerated parent that has graduated from the IN2WORK program
- Be a high school senior or graduate or a current college undergraduate
- Plan to enroll in full-time undergraduate study at an accredited two- or four-year college, university, or vocational-technical school for the entire upcoming academic year
- Have a minimum grade point average of 2.0 on a 4.0-grade scale or equivalent

! By expanding our partnership with Scholarship America and adding the IN2(the) FUTURE Scholarship, we increased our reach into communities affected by incarceration and truly help break the cycle.



IN2WORK EMPLOYMENT

SECOND-CHANCE HIRING IS THE RIGHT THING TO DO.

Employment is so much more than just a job. It establishes a feeling of pride, self-worth, and vision for a future that eliminates the need or desire to return to criminal habits. Our employment plan demonstrates a tangible commitment to improving lives for IN2WORK graduates, returning citizens, and their communities by filling the mutual necessity for jobs within Aramark.

Our employment commitment ensures opportunities and a positive impact for IN2WORK graduates to succeed on their post-incarceration journey. Though the individual has left the criminal justice system, they have the support of the Aramark network behind them to drive their focus to available positions within our organization and assist with the application process.

Our plan invests in the individual through technology that enables IN2WORK students to take this final step in their journey.

ALLIE VIRTUAL EMPLOYMENT TOOL

Allie is our virtual job coach that allows IN2WORK graduates to access and apply for a curated list of Aramark jobs based on their interest and location once they are released.

THIS IS HOW IT WORKS:

GRADUATES RECEIVE A FLIER WITH THE INFORMATION ON TEXTCODE



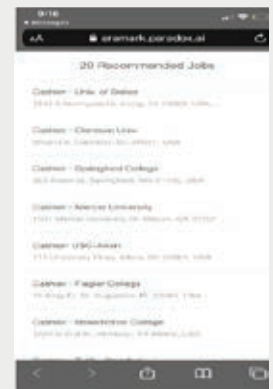
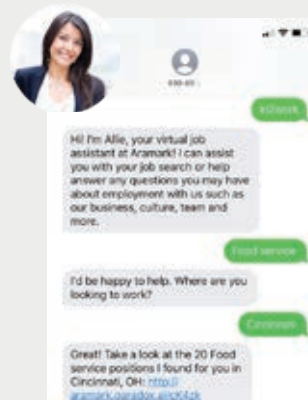
CANDIDATE TEXTS "IN2WORK" TO THE CODE ON THE FLIER TO CONNECT WITH THE ALLIE VIRTUAL ASSISTANT & DETERMINE DESIRED JOB/LOCATION



ALLIE PROVIDES A LINK TO A LIST OF ARAMARK JOBS BASED ON THEIR LOCATION AND JOB TYPE



CANDIDATE APPLIES TO SELECTED JOB THROUGH ALLIE'S CHAT TO APPLY FEATURE



IN2WORK EMPLOYMENT BACKGROUND CHECKS

Checkr

Tell your story during a background check

Checkr allows candidates to address any reported criminal activity and provides an opportunity for the candidate to share additional information about themselves.

When a graduate submits a candidate story with the IN2WORK tag, Aramark will take additional considerations when reviewing the background check results.

Process for Candidate Story:

- Checkr emails background check consent forms and drug screen forms (if applicable)
- Graduate completes forms and receives confirmation popup
- Graduate opens Candidate Portal link and selects “Share your story”
- Graduate enters IN2WORK tag

