

ALBANY COUNTY SHERIFF'S OFFICE

CRAIG D. APPLE, SR.
SHERIFF



MICHAEL S. MONTELEONE
EXECUTIVE UNDERSHERIFF

994 Madison Avenue
Albany, New York 12203 (518) 487-5400
WWW.ALBANYCOUNTYSHERIFF.COM

January 6, 2026

Honorable Joanne Cunningham
Legislative Chairwoman
112 State Street, Room 710
Albany, New York 12207

JO
Dear Chairwoman Cunningham:

The attached correspondence is forwarded for presentation to the Albany County Legislature.

Briefly, this request is to enter into a five (5) year agreement with five (5) one year renewals with a qualified vendor to provide the Management and Operation of the Food Service Department and Commissary at the Correctional Facility. Requests for Proposals were solicited and (1) proposal was submitted and evaluated by Correctional Staff. After review and consideration, Trinity Services Group, Inc. is being recommended.

Should there be any questions, do not hesitate to call.

Sincerely,

A handwritten signature in black ink, appearing to read 'Craig D. Apple, Sr.', written over the typed name and title.

Craig D. Apple, Sr.
Sheriff

Cc: Hon. Daniel P. McCoy, County Executive
Hon. Wanda F. Willingham, Deputy Chairwoman

REQUEST FOR LEGISLATIVE ACTION

Description (e.g., Contract Authorization for Information Services):

..title

Legislative approval to enter into an agreement with Trinity Services Group, Inc. for Management and Operation of the Food Service and Commissary Units at the Correctional Facility.

..body

Date: January 6, 2026 Submitted By: Craig D. Apple, Sr.
Department: Sheriff's Office Title: Sheriff
Attending Meeting: Sheriff Craig D. Apple, Sr. Phone: 518-487-5440

Purpose of Request: Budget Amendment 01/01/2026-12/31/2030

CONTRACT TERMS/CONDITIONS:

Party Names and Addresses:
Enter text.

Term: (Start/end date or duration) 01/01/2026-12/31/2030
Amount/Raise Schedule/Fee: Enter text.

BUDGET INFORMATION:

Is there a Fiscal Impact: Yes No
Anticipated in Budget: Yes No
Spreadsheet attached: Yes No

Source of Funding – (Percentages)

Federal: 0 County: 100%
State: 0 Local: 0

County Budget Accounts:

Revenue Account and Line: A23150.02263
Revenue Amount: Enter text.
Appropriation Account and Line: A93150.44253
Appropriation Amount: Enter text.

ADDITIONAL INFORMATION:

Mandated Program/Service: Yes No
If Mandated, Cite Authority: NYCRR 7009, NYCRR 7016.1, NYS Correction Law
Request for Bids / Proposals:
Competitive Bidding Exempt: Yes No
of Response(s): Enter text.
of MWBE: Enter text.
of Veteran Business: Enter text.
Bond Resolution No.: Enter text.
Apprenticeship Program Yes No

Previous requests for Identical or Similar Action:

Resolution/Law Number and Date: #409 10/13/15

DESCRIPTION OF REQUEST: (state briefly why legislative action is requested)

Authorization to enter into agreement with Trinity Services Group, Inc. for Management and Operation of Food Service and Commissary Units at the Correctional Facility

RESOLUTION NO. 409

**AUTHORIZING AN AGREEMENT WITH TRINITY SERVICES GROUP, INC.
REGARDING FOOD SERVICE AT THE ALBANY COUNTY
CORRECTIONAL FACILITY**

Introduced: 10/13/15

By Public Safety Committee:

WHEREAS, After the completion of the RFP process, the Sheriff has requested authorization to enter into a five-year agreement with Trinity Services Group, Inc. in the amount of \$904,491 per year for the period January 1, 2016 to December 31, 2020 regarding food and commissary services at the Correctional Facility, and

WHEREAS, Trinity Services Group, Inc. has agreed to provide all food and materials to operate the food service and commissary at the Correctional Facility for the next five years resulting in a significant savings to the County, and

WHEREAS, The agreement requires the food service workers at the Correctional facility to be County employees, represented by their designated union, which also includes any new food service worker employees hired due to attrition, now, therefore be it

RESOLVED, By the Albany County Legislature that the County Executive is authorized to enter into a five-year agreement with Trinity Services Group, Inc. with five one year renewals in the amount of \$904,491 per year for the period January 1, 2016 to December 31, 2020 regarding food and commissary services at the Correctional Facility, and, be it further

RESOLVED, That the County Attorney is authorized to approve said agreement as to form and content, said agreement shall clearly indicate that the current and future food service workers shall be County employees, represented by their designated union, and, be it further

RESOLVED, That the Clerk of the Legislature is directed to forward certified copies of this resolution to the appropriate County Officials.

Adopted by unanimous vote. 10/13/15



**Proposal for Management
and Operation of the Food
Service Department & the
Operation of the Inmate
Commissary Program**

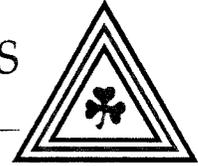
**Albany County Department
of General Services**

RFP Number 2025-146

October 31, 2025

October 31, 2025

TRINITY SERVICES
GROUP



Pamela O'Neill, Purchasing Agent
Albany County Department of General Services
112 State Street, Room 820
Albany, NY 12207

RE: Proposal Submission – Albany County RFP #2025-146
Food Service and Commissary Operations

Dear Ms. O'Neill:

Trinity Services Group, Inc. is pleased to submit our proposal in response to Albany County RFP #2025-146 for the continued management and operation of the Food Service Department and Inmate Commissary Program at the Albany County Correctional Facility. As the incumbent provider, we have proudly served Albany County for many years, delivering consistent, high-quality services that meet and exceed the standards set forth by the County and regulatory agencies.

Our longstanding partnership with Albany County has been built on a foundation of reliability, responsiveness, and operational excellence. We have successfully navigated challenges, including the COVID-19 pandemic, supply chain disruptions, and rising costs, all while maintaining uninterrupted service and compliance with SCOC and NCCHC standards. Our team has demonstrated unwavering commitment to the County's mission and has consistently adapted to evolving needs with professionalism and care.

Trinity's proven track record includes the delivery of nutritious, dietitian-approved meals, robust commissary operations, and responsive customer service. We have maintained accreditation standards, supported facility staff with 24/7 beverage service, and ensured secure and sanitary operations through rigorous training and oversight. Our regional infrastructure and experienced personnel allow us to respond quickly to any operational need, ensuring continuity and quality at all times.

We understand that Albany County is seeking a provider who can deliver cost-effective results while upholding the highest standards of service. Trinity has done just that—and we are ready to continue doing so. We respectfully urge the County to retain Trinity Services Group as your trusted partner. Our proposal reflects our deep understanding of your facility, our commitment to continuous improvement, and our readiness to meet future challenges head-on.

We welcome the opportunity to discuss our proposal further and answer any questions you may have. Please feel free to contact our primary representative, Gabrielle Liddy, at gabrielle.liddy@trinityservicesgroup.com or 313-530-6898. We look forward to continuing our service to Albany County.

I am authorized to commit Trinity Services Group, Inc. to this proposal.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim Perry". The signature is fluid and cursive, with the first name "Jim" being larger and more prominent than the last name "Perry".

Jim Perry
Senior Vice President, Sales
Authorized Representative
Trinity Services Group, Inc.

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Executive Summary

Trinity Services Group is proud to submit our proposal for the continued professional management of food service and commissary operations at the Albany County Correctional Facility.

As Albany County's incumbent provider, we bring a proven track record of excellence, reliability, and responsiveness that has supported the County's goals for safe, secure, and cost-effective operations.

Our operational plan is built on a deep understanding of the critical role food and commissary services play in the correctional environment. We know that well-fed incarcerated individuals and streamlined commissary operations contribute to a more orderly facility, and we are committed to maintaining the high standards Albany County expects.

Trinity Services Group excels in all areas outlined in the RFP and can deliver on what we promise. We have extensive knowledge of the regulations governing correctional food service in New York State, including the requirements of the New York State Commission of Correction (SCOC), NCCHC, and ACA. Registered Dietitians develop our menus and meet all nutritional and religious requirements, including Kosher and therapeutic diets.

We offer seamless continuity of service and a fully integrated team that understands the facility's operations, staffing needs, and incarcerated population. Our staff is well-trained and experienced in corrections, supported by a regional infrastructure that ensures uninterrupted service and rapid response to any challenges.



TRINITY
SERVICES GROUP



Trinity's commissary program is powered by Keefe Group, the nation's leading provider of correctional commissary services. Our technology-driven solutions—including secure kiosks, online ordering, and robust inventory management—maximize efficiency, reduce staff workload, and generate revenue for the County.

We are proud of our performance at Albany County Correctional Facility and welcome the opportunity to continue our partnership. Our proposal includes:

- **A dedicated on-site management team with corrections experience**
- **Nutritionally compliant menus and special diet accommodations**
- **Commissary services with secure ordering and delivery**
- **Ongoing staff training and inmate workforce development**
- **Accreditation support and quality assurance programs**

Trinity Services Group is committed to Albany County's mission and values. We look forward to continuing our service and invite you to contact us with any questions about our proposal.



Section II: Qualifications and Experience

Description of the Organization

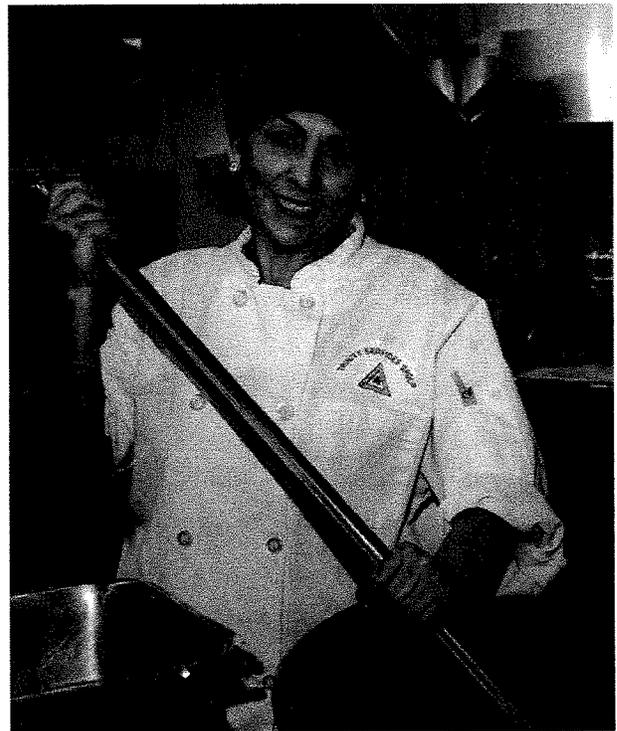
Trinity Services Group

Trinity Services Group, Inc. has a rich history that dates back to 1990 when it was established to meet the unique food service needs of inmates and correctional staff. Our journey began in the Southeast, and by 2000, we had become the largest provider of inmate food services in the region due to our rapid growth.

Over the years, we have expanded through multiple mergers and acquisitions, including our parent company's acquisition of Keefe Group and Courtesy Products, which, combined with Trinity, led to TKC Holdings, Inc. This partnership has combined our resources and positioned us as a nationwide company dedicated exclusively to serving the corrections industry, providing us with over 40 years of combined experience in this field.

Trinity has significant experience working with facilities nationwide, giving us a deep understanding of creating menus that meet national standards for Recommended Daily Allowances and Special Diets. Our extensive purchasing network enables us to offer cost-effective solutions to our clients.

Our diverse clientele includes county and city agencies, statewide Departments of Correction, private correctional providers, alcohol treatment rehabilitation sites, Meals on Wheels, and Senior Nutrition programs. The range of facilities we serve demonstrates our adaptability, enhances our problem-solving capabilities, and drives the development of innovative solutions.



About Trinity: Statistics, Partnerships and Memberships

More than
350
Locations
in **43 States**

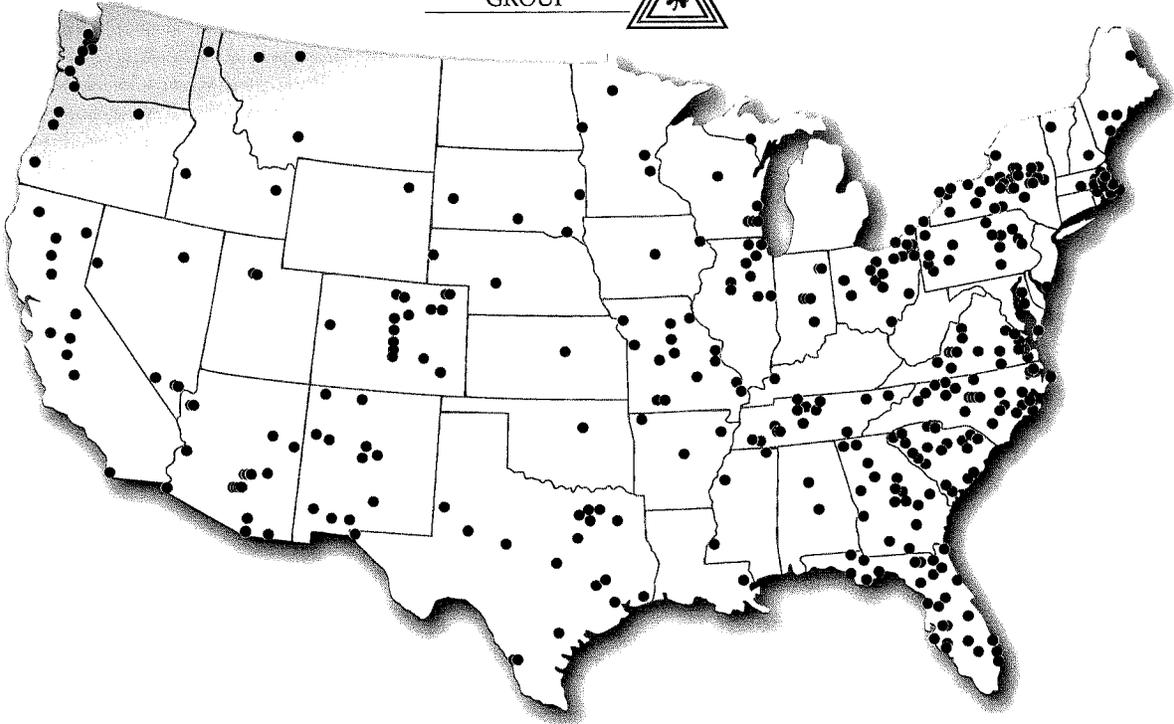
2,500
Team Members
4,000
Supervised Inmate Workers

Serving
170,000
Inmates
Over **185 Million**
Meals Every Year

Partnerships with Large Correctional Facilities including: *All outsourced CoreCivic secure facilities (35 locations, 36,500 ADP), MTC, MA DOC, VT DOC and large County facilities such as Broward, Palm Beach and Orange County, FL, Fresno County, CA, Marion County, IN, Davidson County, TN, Denver County, CO, Clark County, NV, Allegheny County, PA, El Paso County, CO, Wake County, NC and Milwaukee County, WI.*

Member of: *the American Correctional Association (ACA), American Jail Association (AJA), National Association of Deputy Wardens and the National Sheriff's Association*

Trinity Food Service Locations



COMPANY ACHIEVEMENTS

Our nationwide resources are comprehensive, including a Corporate Chef, Test Kitchen, Accounts Payable/Receivables, Human Resources, Payroll, Procurement, and Logistics, supported by our NetMenu® services. Our corporate structure, led by a Regional Vice President and trained professionals, ensures efficient operations. Individual locations have instant online access to policies, training, and compliance. Some key achievements include:

1. **Career Development:** We promote a culture of growth, enhancing staff tenure and securing our reputation as a preferred employer in the corrections industry.
2. **Investment in Technology:** We have invested significantly in NetMenu® by Cbord, showcasing our commitment to innovation across all Trinity accounts
3. **Operational Success:** We operate food services for all secure CoreCivic facilities in the U.S., successfully opening over 50 facilities within 120 days post-contract award in 2002, marking the largest single contract for corrections feeding in the country.
4. **Broad Service Provision:** We also provide food services for other privately operated prisons, including MTC and GEO.
5. **Exemplary Audits:** Trinity consistently scores 100% on audits by the ACA and NCCHA.

Our track record speaks volumes about our dedication and capabilities in the corrections industry.

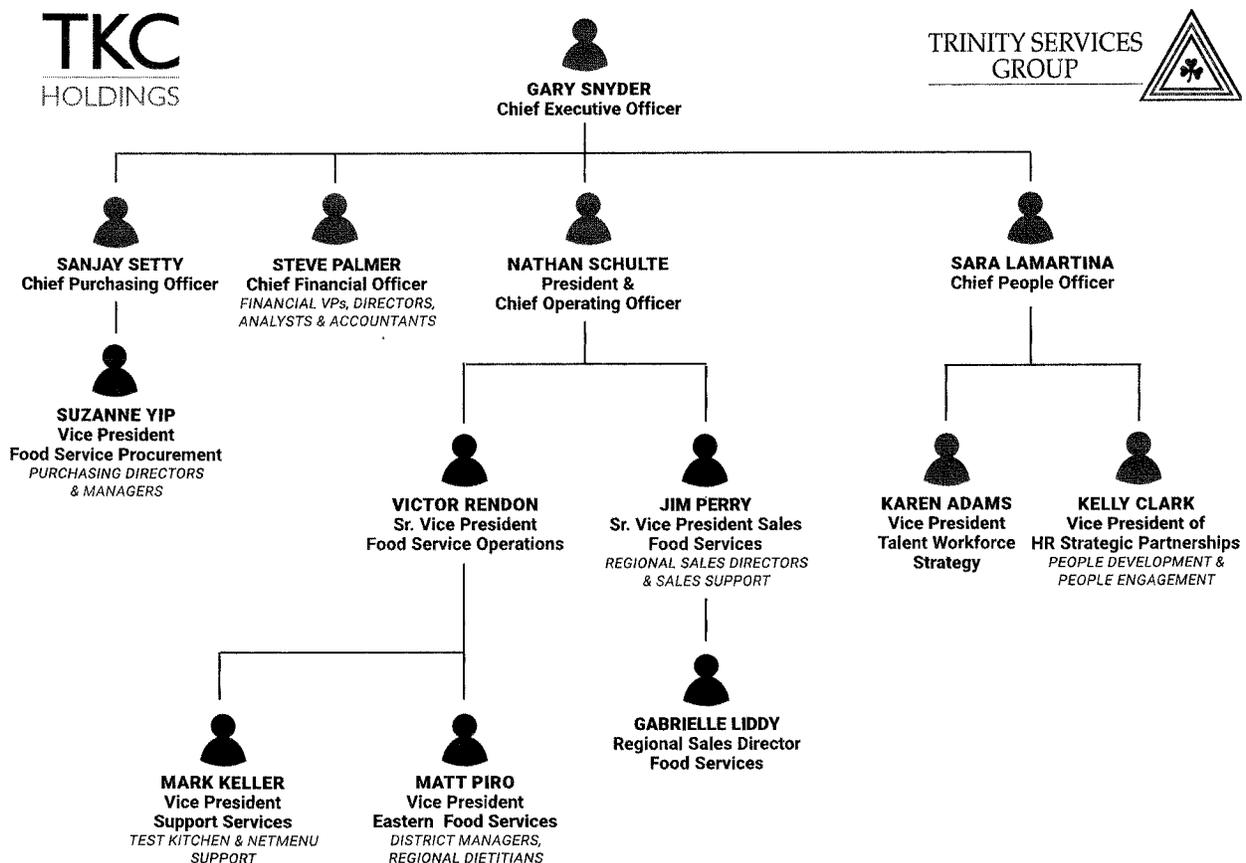
The backbone of Trinity's food service management program is a distinct local focus backed by substantial, dedicated national resources.



CORPORATE LEADERSHIP

Trinity believes that success in our industry depends on strong local and account-level management. A solid support network is essential, and our corporate staff provides this foundation. We encourage field management and clients to connect with corporate departments for problem-solving and guidance. Our corporate teams actively engage in day-to-day field operations to ensure quality service and financial performance.

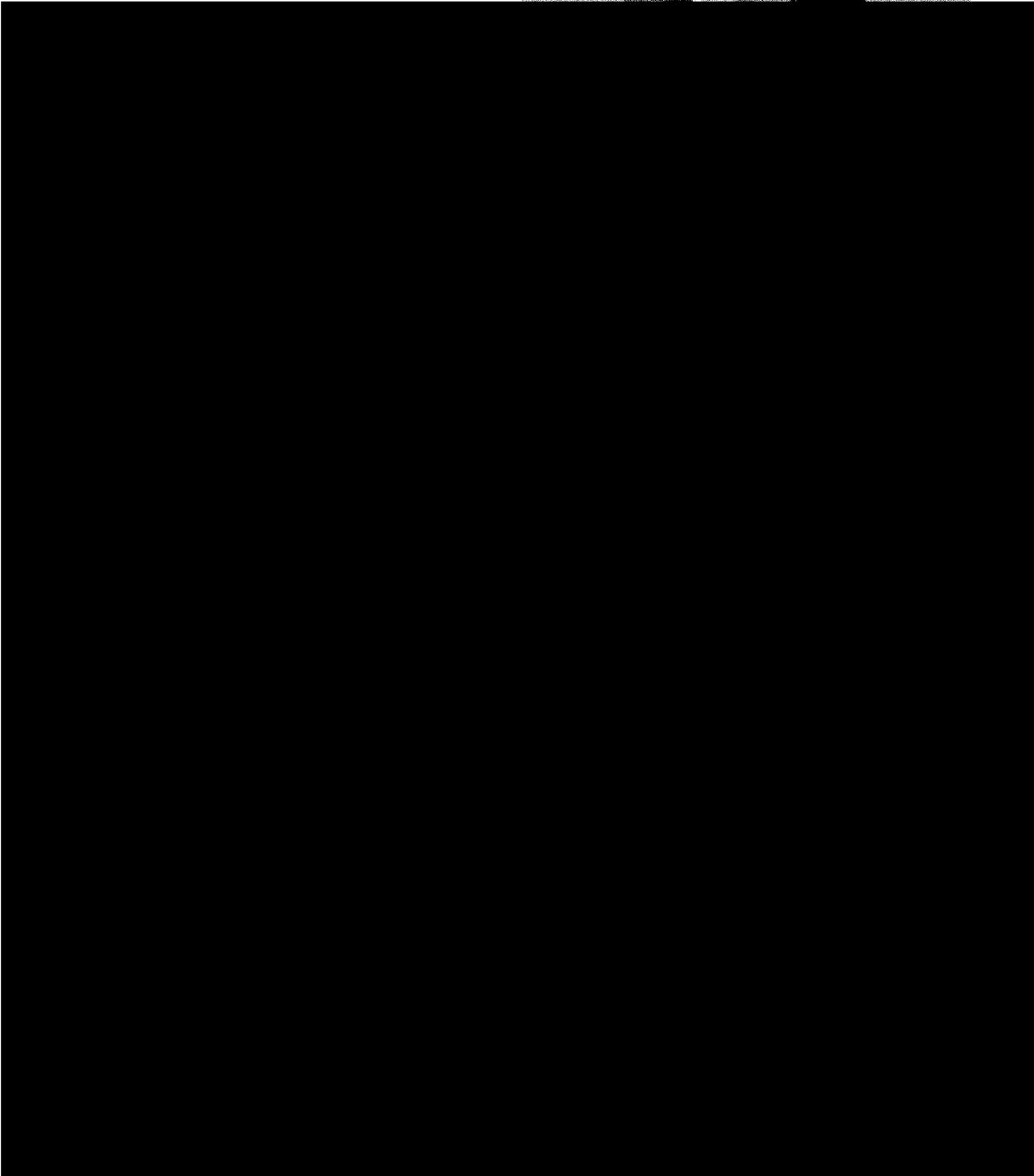
CORPORATE ORGANIZATION SUPPORTING ALBANY COUNTY



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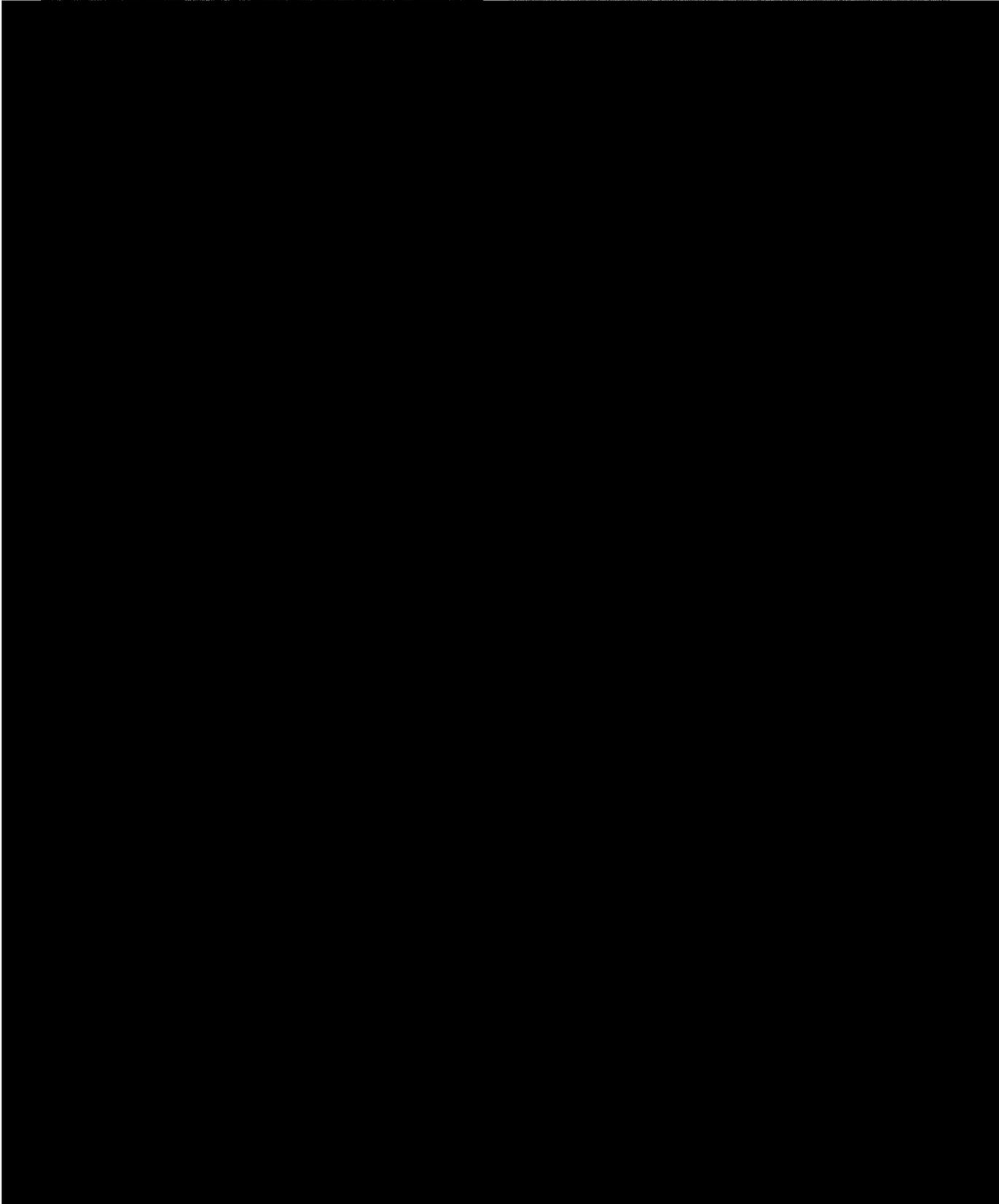
Section II: Qualifications and Experience

Key Personnel Resumes



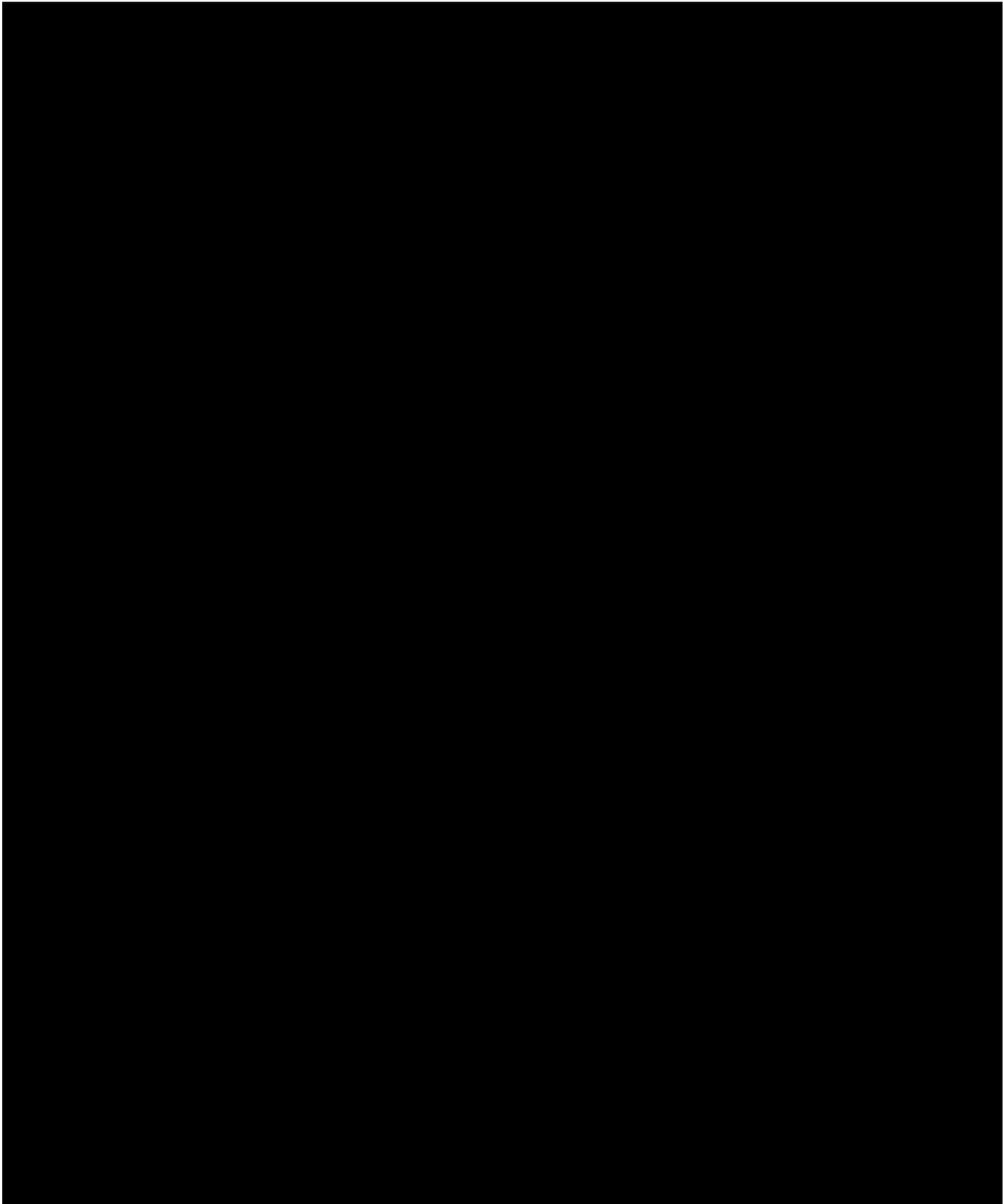
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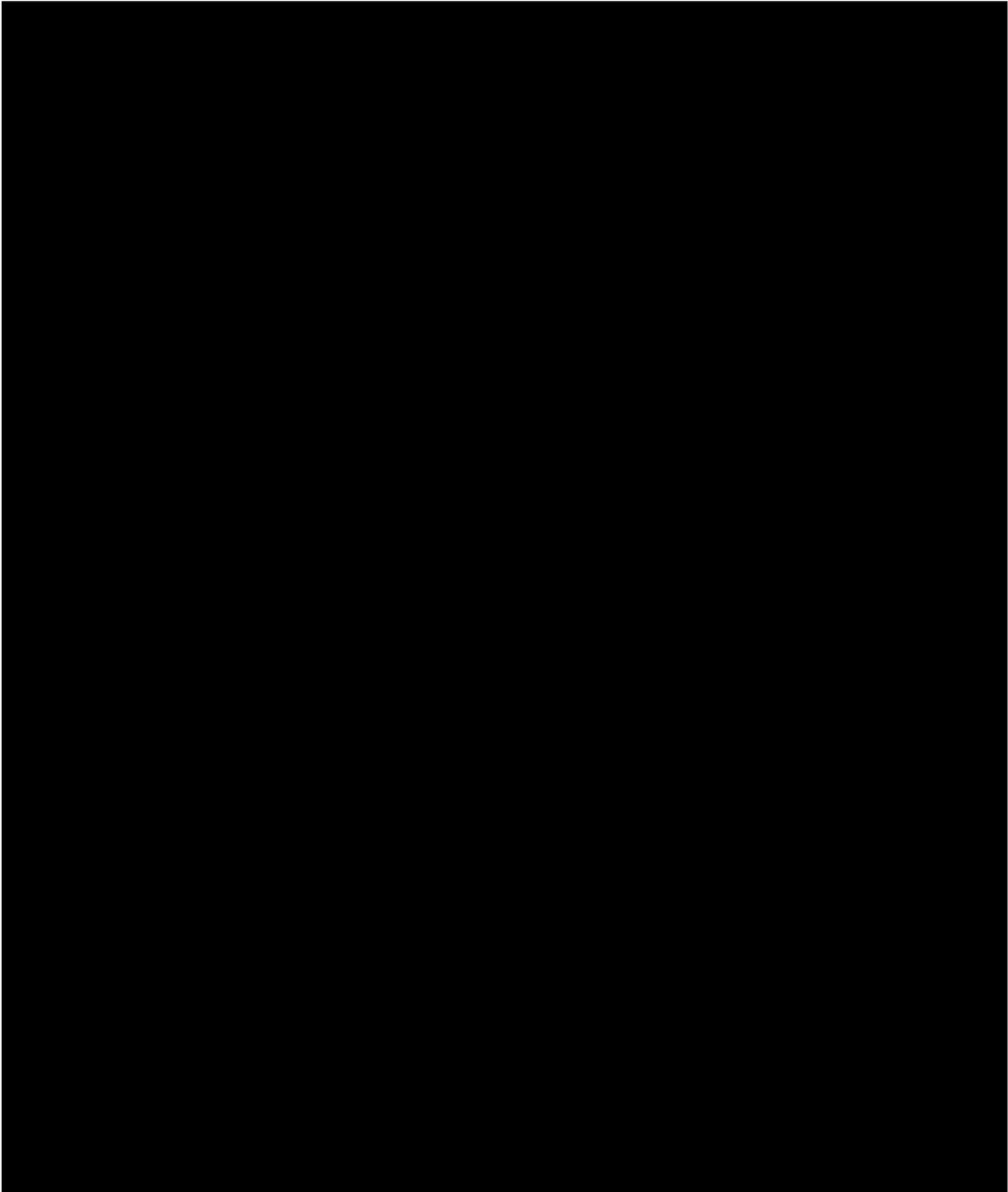
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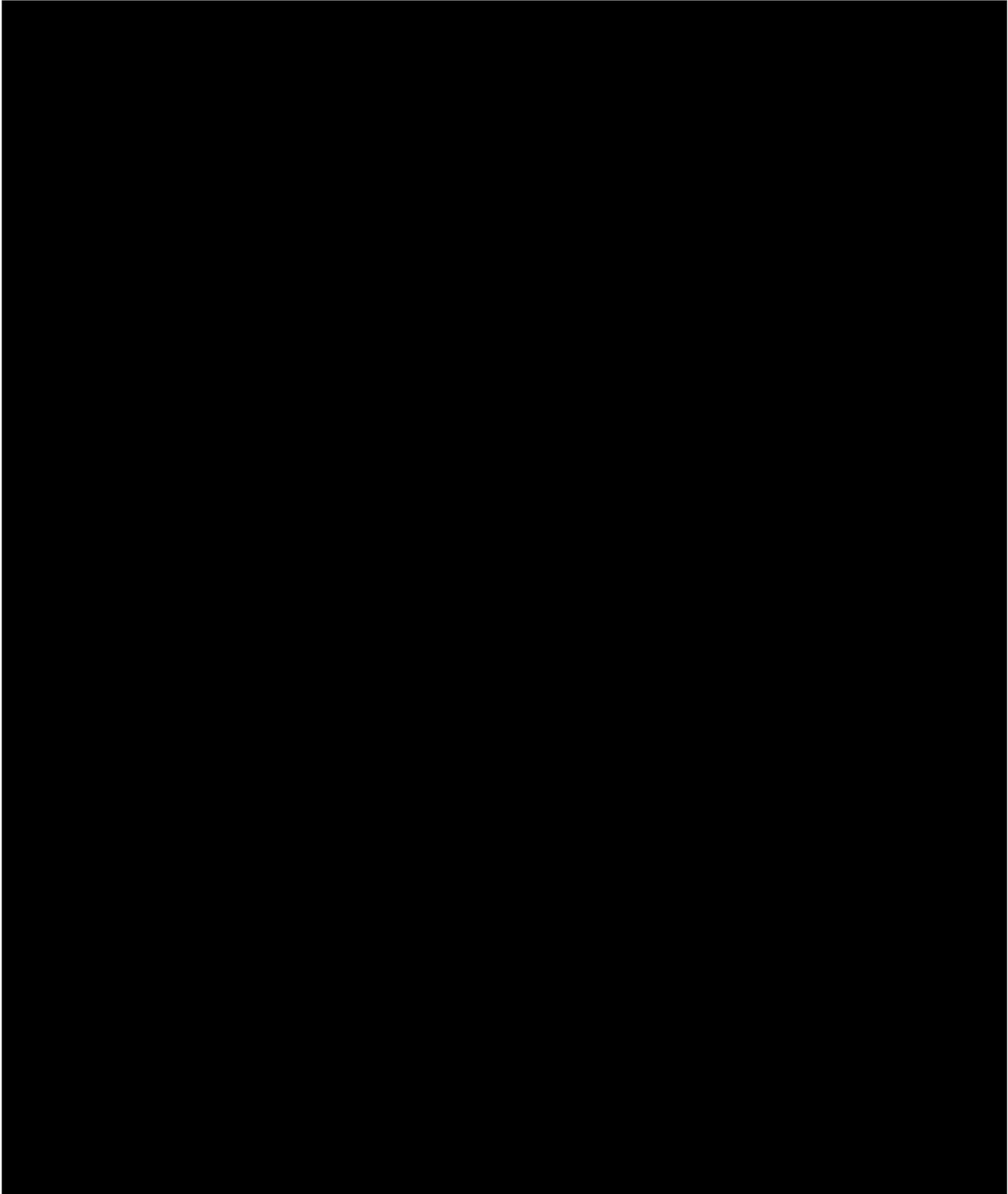
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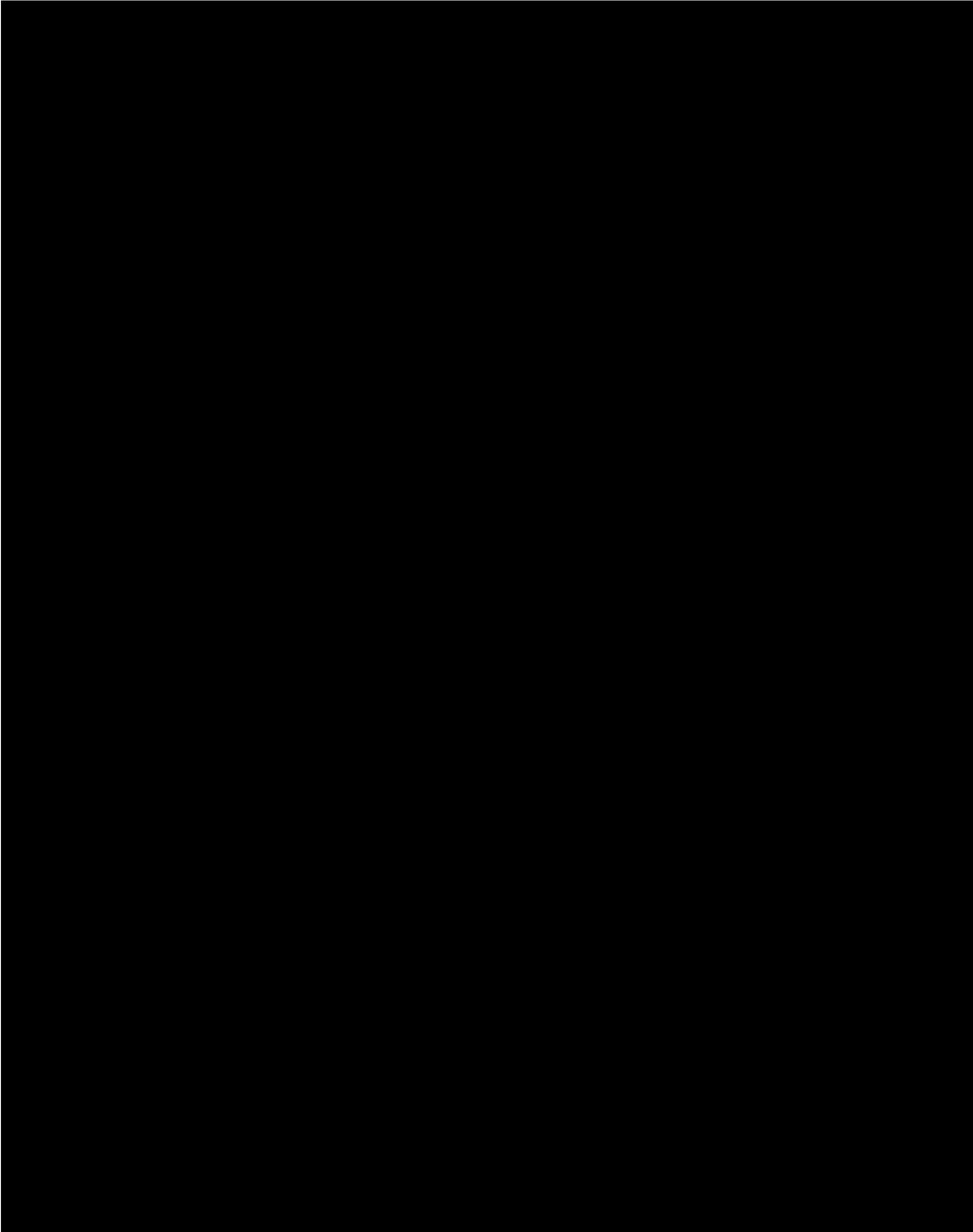
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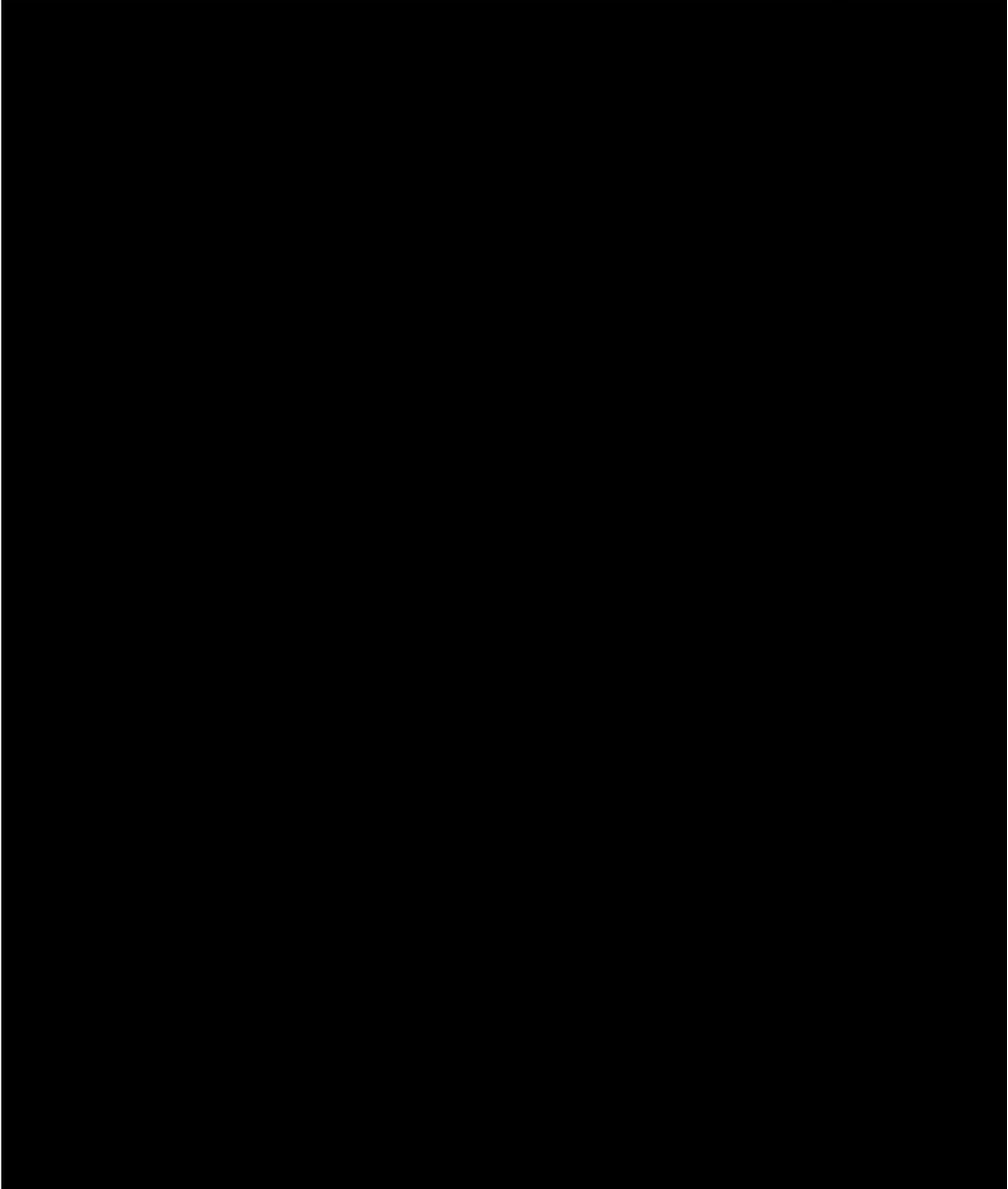
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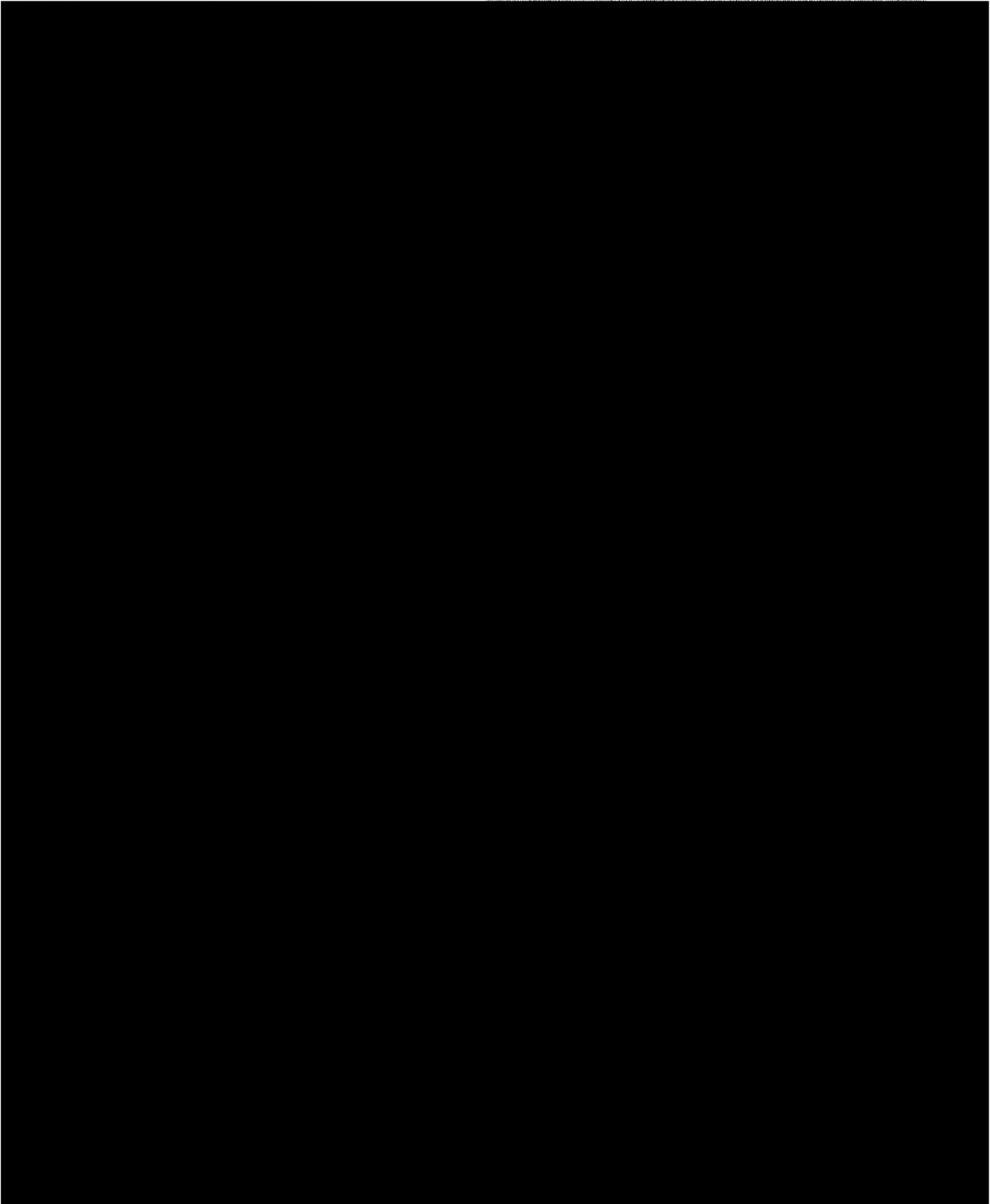
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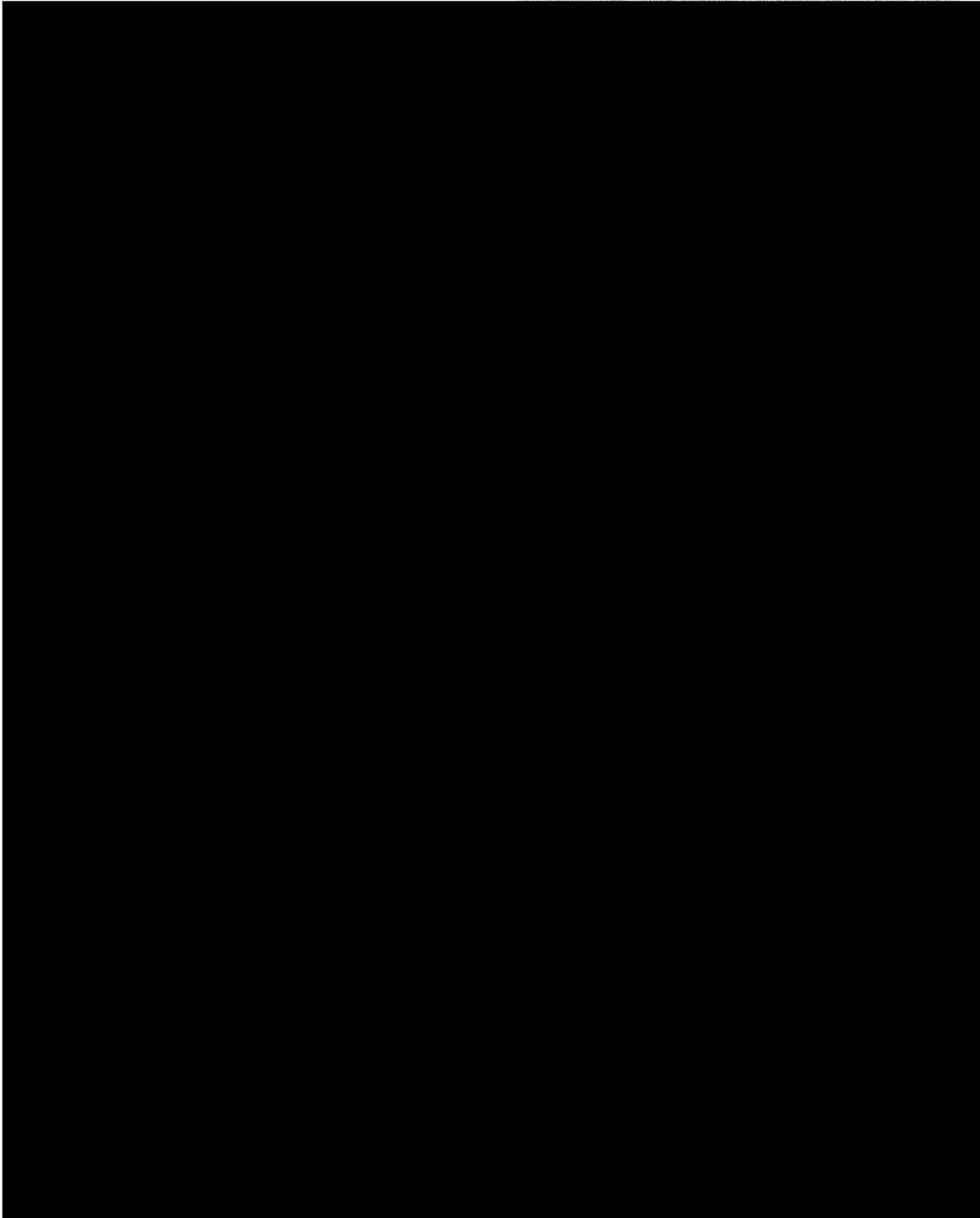
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**Section II: Qualifications
and Experience**



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**Section II: Qualifications
and Experience**



Commissary Support

Our regional commissary warehouse is located at
301 Mill Road
Edison, New Jersey
Phone (732) 248-2323 and
Fax (800) 416-9634.

We also want to provide direct contact information for you to be able
to have support for any issues that may arise.

COMMISSARY SALES/COMMISSARY ITEMS/ COMMISSARY MENU

Cindy Cody, Account Manager

(315) 378-8573 cynthia.cody@keefegroup.com

Cindy is your first point of contact.

Nat Trombley, District Manager

(315) 378-8573 nathaniel.trombley@trinityservicesgroup.com

Kyle O'Leary, Sales Administrative Lead

|(732) 379-6444 koleary@keefegroup.com

Brett Ahlbrand, Invoicing

(314) 919-4132 bahlbrand@keefegroup.com

Max Hernandez, KCN Vice President of Sales

(732) 509-0123 max.hernandez@keefegroup.com

Jeff Harris Group, Vice President

(732) 509-0126 jharris@keefegroup.com



OPERATIONS:

Peter McLean, Operations Manager

(732) 379-6437 pmclean@keefegroup.com

Mark Hahn, Director of Warehouses

(732) 509-0131 mhahn@keefegroup.com

Mero Hernandez, Regional Vice President - Commissary Operations

(732) 509-0137 mhernandez@keefegroup.com

TECHNOLOGY

24/7/365 Technical Support - HelpDesk

(800) 864-5986 kcnhelpdesk@keefegroup.com

Michael Onofrietto, Implementation Analyst

(732) 379-6450 michael.onofrietto@keefegroup.com

Ahsan Ahmed, Regional Systems Support Manager

(732) 520-0053 ahsan.ahmed@keefegroup.com

Alex Vasquez ,Regional Systems Support Manager

(732) 379-6427 avasquez@keefegroup.com



Support Services Incident Handling

Our Support Services Management Team has instituted a Service Level Agreement approach to Service Desk incident handling to better serve our customers. Our goal is an improved line of communication with our customers and to provide superior customer service in meeting their expectations. All incidents will be categorized using the following levels.

Level 1 - Urgent

A phone call to the Support Services department is generally the quickest way to reach someone to explain the severity of the problem you are reporting. Since Urgent tickets generally impact operations of the agency, we prefer a phone call so that we can confirm the severity with you and give you a ticket number immediately.

Any issue compromising or preventing a facility from performing daily job functions related to commissary and/or inmate banking. Urgent issues are top priority and assigned out accordingly. The assigned Analyst will be responsible for replying to the customer within an hour of receiving the case and will work until the urgent issue has been resolved. Any follow up items stemming from the urgent issue will be handled as standard priority through resolution. Urgent issues include, but are not limited to the following services where the service is unavailable without a workaround:

- Sending/Ordering/Processing Commissary orders
- Sending/Ordering/Processing Trinity Take Out (TTO) orders
- Deposit Services – anything preventing a deposit or bail transaction from being applied onto the resident financial account for all inmates at an agency
- Lobby Kiosks – hardware issues preventing family/friends from depositing funds (including bail) onto the resident financial account
- Inmate phone time availability
- Direct Link Trust – anything preventing resident outbound calls
- Inmate Booking – hardware or software issues that interrupt the booking process and/or depositing funds
- Inmate Release
- Facility server/hardware offline, database failure
- Creation of new resident accounts and/or updating existing resident accounts via manual entry or an integration.



Level 2 – Escalated

A Level 2 issue is one not immediately compromising or preventing facility from performing daily job functions related to commissary and/or inmate banking. Escalated issues are second level priority, behind active urgent cases. The assigned Analyst will be responsible for replying to the customer within two hours of receiving the case and will work through the escalated issue with the customer until resolution. Escalated issues could include, but are not limited to:

- Billing issues related to commissary sales/refunds
- Non-critical resident account related issues
- Bank reconciliation/check/deposit issues not immediately affecting business

Level 3 – Standard

A Level 3 issue is any longer term issue that does not immediately compromise daily job functions. Standard issues are third level priority, behind both active urgent and escalated cases, and could have potential resolution of five days or longer. The assigned Analyst will be responsible for replying to the customer within four hours of receiving the case and will work with the customer through resolution.

The Analyst is also responsible for keeping the customer updated on progress as needed. Standard issues could include but are not limited to:

- Bank reconciliations and/or general journal reconciliations not immediately affecting daily functions
- Report creations/modifications



There are two ways to contact the Support Services

Department:

KCNHelpdesk@keefegroup.com

The Support Services email address is actively monitored Monday through Friday, 8 a.m. – 5 p.m. Central Time, excluding holidays. If the mailbox is not being monitored, an Out of Office message will be on and sent back to the sender of the original message, indicating that a phone call should be made if the request is urgent. Otherwise emails will be handled in the order received the next business day.

Toll free: 1.800.864.5986

- This number is available 24 / 7
- During business hours, Analysts are available to assist customers Monday through Friday, 6 a.m. – 7 p.m. Central Time.
- On weekends, holidays, or outside of above mentioned business hours, on-call Analysts are available to assist customers. Customers will call the toll free number and be asked to leave a voicemail. An on-call Analyst will call the customer back within 30 minutes of them leaving a voicemail.

ESCALATION PATH

If you are unable to reach the Analyst assigned to your case, you are not contacted in the defined timeframes, or feel that you need to escalate the situation, please send an email to the Support Services escalation address **escalations@keefegroup.com**. A member from the Management Team will be in contact with you as soon as possible. If it's after hours, the quickest way to escalate would be to call our toll free number **(800) 864-5986** to engage the support team, and if needed ask to speak with a manager.

For your reference, the following is a list of the Support Services Managers.



Tier 1 Support

Ken Baxter (kbaxter@keefegroup.com)

IT Manager for the Tier 1 Support Team

The Tier 1 team handles all incoming phone and email submissions for Keefe and Trinity customers.

Tier 2 Support

Rob Sanders (rsanders@keefegroup.com)

Senior IT Manager for the Access Corrections/Inmate Enablement Support Team

Deposit services, email, release, media, and oversight of the Hardware and Edge Kiosk support team

Michael Johndrow (mjohndrow@keefegroup.com)

IT Manager for the Hardware and Edge Kiosk Support Team

Servers, client workstations, printers, scanners, inmate edge kiosks, network/communication

Joe Hight (jhight@keefegroup.com)

IT Manager for Vending Support Team

Support and maintenance of all equipment and software associated with Vending Machines

Justin Perry (juperry@keefegroup.com)

IT Manager for the Commissary/Integration Support Team

Processing orders/refunds, various interfaces, inmate edge kiosk software, TEX

Christina Stuckey (christina.stuckey@trinityservicesgroup.com)

*IT Manager for the Cobra Banker/Canteen Manager Support Team
Software, hardware, inmate POD kiosks, various integrations*

Hannah Wickers (hwickers@keefegroup.com)

Senior Financial Services Manager for the Customer Accounting Team

Banking software deployment, upgrades, accounting review, and oversight of the Fiduciary and Banking support teams



Keri Doolittle (kdoolittle@keefegroup.com)

Financial Services Manager of the Fiduciary and Accounting Support
Teams

Banking software support, Daily workflows, cash drawers,
balancing, reconciliations, Fiduciary support etc.

Senior Management

Dan Delmore (ddelmore@keefegroup.com)

IT Director for the Support Services Management Team

Tricia Boucher (tboucher@keefegroup.com)

Vice President of Information Technology



Commissary Job Descriptions

We have provided formal Job Descriptions for the commissary positions in your facility.



Commissary Supervisor

Job Summary
<p>Job Summary Manage assigned aspects in providing commissary operations and services to the correctional facility.</p>

Essential Functions, Duties, and Responsibilities	
Tasks may include, but are not limited to the following:	
Essential Functions, Duties, and Responsibilities	
Description	% of Time Spent
<ul style="list-style-type: none"> • Manage and account for aspects of on-site delivery. • Manage assigned aspects of supervising, training, scheduling and disciplining commissary staff. (if applicable) • Ensure all employees know and follow all rules, regulations, policies, and procedures of the correctional facility. (if applicable) • Ensure commissary menus and order forms are distributed to our customers in accordance with the approved schedule. • Collect and process completed order forms. • Resolve and respond to all inmate grievances within 48 hours of receipt. • Ensure all undelivered product is returned back to the distribution center. • Advise KCN Manager of any changes to the approved schedule. • Maintain an open relationship and act as a liaison with Department of Corrections and Keefe Commissary Network. • Attend weekly, monthly, quarterly Department of Corrections staff meetings at the correctional site as required. • Submit weekly time sheets for submission to payroll and maintain attendance calendars and employee files for on-site staff. • Perform required Employee Performance reviews for commissary staff. (if applicable) • Maintain all KCN areas/equipment/products in a neat, clean, and orderly manner and maintain American Correctional Association & American Jail Association standards/guidelines when applicable 	



Section II: Qualifications and Experience

- Attend required annual on-site security classes and remain current in required certifications.
- Ensure all employees follow the policies and procedures outlined in the Personnel Policies and Benefits Summary and the KCN Best Business Practices Guide.
- Complete miscellaneous duties assigned by KCN Management

Supervisory Role

Supervisory Role
Yes, this position has supervisory responsibilities.

Qualifications		
Education/Licenses/Certifications		
Required/Preferred	Level	Description
Required	License/Certification	Valid driver's license
Required	Other	DOC ID pass
Years Of Experience		
Minimum Years of Experience	Maximum Years of Experience	Comments
		Must be a self-starter who can work well with people at all levels.
		Requires supervisory skills: a demonstrated ability to lead people and get results through others.
		Ability to work in a correctional environment
		Excellent oral and written communication skills.
		Ability to define problems and resolve them quickly.
		Ability to work well with ever changing priorities and situations.
		Excellent organizational skills
		Ability to work independently or within a team



Section II: Qualifications and Experience

	<p>Familiarity with computers (including Microsoft Office programs)</p> <p>Must qualify for and maintain correctional facility security clearance</p> <hr/> <p>Must pass drug screening test</p> <hr/> <p>Must pass background check, credit check and MVR check</p>
Travel	
Travel Requirement	Amount of Time
Local	
Overnight	

Associated Knowledge, Skills and Abilities
<p>Associated Knowledge, Skills and Abilities:</p> <ul style="list-style-type: none"> • Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. • Ability to write routine reports and correspondence. • Ability to speak effectively before groups of customers or employees of organization. • Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. • Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. • Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. • Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Core Competencies
Core Competencies

Work Environment
Primary Work Environment



Section II: Qualifications and Experience

Environmental Conditions	
Environmental Condition	Amount of Time
Vibration	
Wet or humid conditions (non-weather)	
Outdoor weather conditions	
Extreme cold (non-weather)	
Extreme heat (non-weather)	
Work near moving mechanical parts	
Risk of electrical shock	
Work in high, precarious places	
Fumes or airborne particles	
Toxic or caustic chemicals	
Work with explosives	
Risk of radiation	
Noise Level	

Physical Demands	
Physical Demand	Amount of Time
Stand	Over 2/3
Walk	Over 2/3
Sit	Over 2/3
Use hands to finger, handle, or feel	Over 2/3
Reach with hands and arms	Over 2/3
Climb or balance	Under 1/3
Stoop, kneel, crouch, or crawl	Under 1/3
Talk or hear	1/3 to 2/3
Taste or smell	None
Drive	
Lifting Requirements	
Lifting Demand	Amount of Time
Up to 10 pounds	Over 2/3
Up to 25 pounds	Over 2/3
Up to 50 pounds	Under 1/3
Up to 100 pounds	None
More than 100 pounds	None



Vision Requirements	
Vision Demand	Requirement
Close vision (clear vision at 20 inches or less)	
Distance vision (clear vision at 20 feet or more)	
Color vision (ability to identify and distinguish colors)	
Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)	
Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)	
Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)	

Acknowledgement

Acknowledgement

I have read and received a copy of my job description and specifications. I understand the information contained herein, and I further understand that this job description is not intended and should not be construed as a comprehensive list of all the responsibilities, skills, efforts or working conditions associated with my job. I may be required to perform additional tasks necessary to meet the requirements and standards set up by the company.

By signing this document, I agree that in the event that my employment ends, either voluntarily or involuntarily, the company may withhold from my final paycheck any amount for company tools, equipment, uniforms or any expenses that I incurred, except to the extent prohibited by federal or state minimum wage law. I represent that this authorization is executed voluntarily and has not been made as a condition of continued employment.



Commissary Clerk



Job Summary

Job Summary

TKC Holdings, Inc., is a multi-award winning company and the industry leader in the commissary market. We run an essential business serving our communities and our customers.

We are looking for operations team members to join our team within a correctional environment.

Our positions are essential business in a non-retail and non-public environment. In addition, the company provides PPE to all employees.

Join us and become a key part of a dedicated team of professionals that run a fast-paced operation within the correctional environment.

Compensation

Competitive pay

- Regular pay raises based on performance and experience levels
- Regular opportunities for overtime, paid at the corresponding overtime rate
- Weekly pay, every Thursday
- Holiday Pay for company recognized holidays

Essential Functions, Duties, and Responsibilities

Tasks may include, but are not limited to the following:

Essential Functions, Duties, and Responsibilities

Description

% of Time Spent

- Developing teams and building careers are central to our success. As such, we have an opportunity to perform warehouse tasks from receiving product, preparing customer orders and shipping products to our clients. This is a full-time position, with some benefits starting from day one.
- The position is in our Folsom Prison, California facility. We expect our team to execute a number of processes and therefore believe in cross-training our team across the distribution departments. In addition, you can specialize in a specific



Section II: Qualifications and Experience

area. The facility is a fully operational correctional facility servicing multiple business lines, with opportunities to:

- Unload, receive and putaway product into the onsite warehouse
- Selecting product for individual orders and assisting in the delivery of orders
- Accurately manage inventory in a dynamic environment to include counting product and correcting inventory
- Inventory, stocking and maintaining the planogram of vending machines at client facilities

Supervisory Role

Supervisory Role
No

Qualifications

Education/Licenses/Certifications		
Required/Preferred	Level	Description
Required	High School or GED	High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
Ability to qualify for correctional facility security clearance		
Must be a self-starter who can work well with people in a correctional facility in a professional, upbeat manner.		
Ability to lift up to 70lbs.		
Must complete pre-employment background check and drug screening test		
Familiarity with computers (including Microsoft Office programs) preferred		
Years Of Experience		
Minimum Years of Experience	Maximum Years of Experience	Comments
Travel		



Section II: Qualifications and Experience

Travel Requirement	Amount of Time
Local	
Overnight	

Associated Knowledge, Skills and Abilities
Associated Knowledge, Skills and Abilities:

Core Competencies
Core Competencies

Work Environment	
Primary Work Environment	
Environmental Conditions	
Environmental Condition	Amount of Time
Vibration	
Wet or humid conditions (non-weather)	
Outdoor weather conditions	
Extreme cold (non-weather)	
Extreme heat (non-weather)	
Work near moving mechanical parts	
Risk of electrical shock	
Work in high, precarious places	
Fumes or airborne particles	
Toxic or caustic chemicals	
Work with explosives	
Risk of radiation	
Noise Level	



Section II: Qualifications and Experience

Physical Demands

Physical Demands

Physical Demand	Amount of Time
Stand	1/3 to 2/3
Walk	1/3 to 2/3
Sit	Under 1/3
Use hands to finger, handle, or feel	None
Reach with hands and arms	1/3 to 2/3
Climb or balance	None
Stoop, kneel, crouch, or crawl	Under 1/3
Talk or hear	1/3 to 2/3
Taste or smell	None
Drive	

Lifting Requirements

Lifting Demand	Amount of Time
Up to 10 pounds	Over 2/3
Up to 25 pounds	1/3 to 2/3
Up to 50 pounds	1/3 to 2/3
Up to 100 pounds	None
More than 100 pounds	None

Vision Requirements

Vision Demand	Requirement
Close vision (clear vision at 20 inches or less)	
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Section II: Qualifications and Experience

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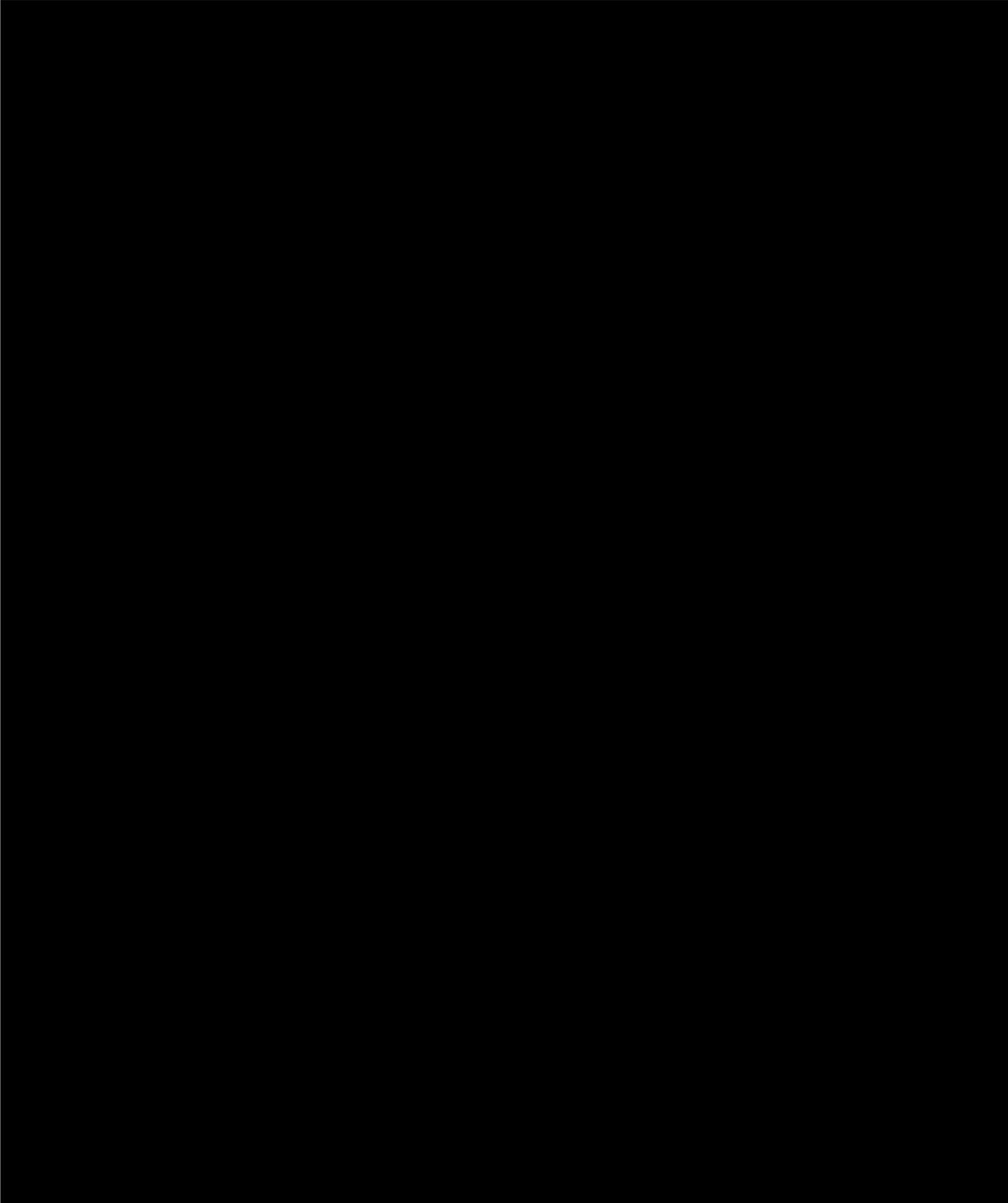
By signing this document, I agree that in the event that my employment ends, either voluntarily or involuntarily, the company may withhold from my final paycheck any amount for company tools, equipment, uniforms or any expenses that I incurred, except to the extent prohibited by federal or state minimum wage law. I represent that this authorization is executed voluntarily and has not been made as a condition of continued employment.



THE PROPOSER BELIEVES THAT THIS INFORMATION IS PROTECTED FROM DISCLOSURE UNDER THE NEW YORK STATE FREEDOM OF INFORMATION LAW

Section II: Qualifications and Experience

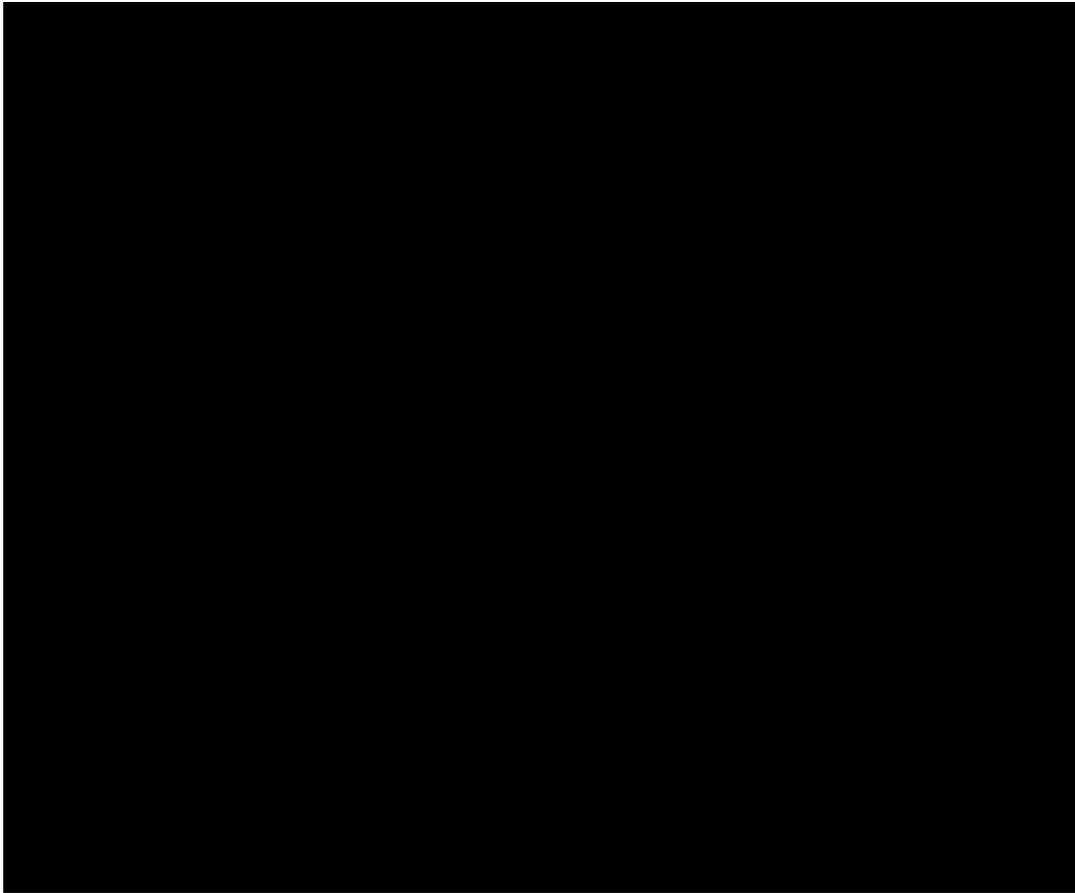
Accredited Facilities



**THE PROPOSER BELIEVES THAT THIS
INFORMATION IS PROTECTED FROM DISCLOSURE
UNDER THE NEW YORK STATE FREEDOM OF
INFORMATION LAW**

**Section II: Qualifications
and Experience**

Experience with Large Scale Food Service Operations



Examples of Trinity Success Stories

Comprehensive Package to Enhance Food Quality and Service: Complete Overhaul of the Officer Dining Program at Marion County, IN

CLIENT HISTORY WITH TRINITY

Trinity was awarded this contract in March 2023 following an RFP process, which included the incumbent, Aramark. During this process, it became clear that the County sought a different direction concerning food quality and delivery as well as a complete redesign of the Officer Dining Program. Trinity emerged as the highest bidder, but Marion County recognized the value of quality and its positive impact on operations and staff service. The immediate positive effects of Trinity's solutions upon the transition instilled optimism regarding the program's potential impact.

TRINITY'S SOLUTION

Trinity established an organized management structure to support all operational aspects and service points. We collaborated closely with onsite County leadership, valuing their expertise and insights as crucial to the program's success. Staff retention was a priority for the County, and Trinity successfully retained 94% of the existing staff through

collaboration with all parties involved. The Officer Dining Program underwent a significant transformation, including a new layout, enhanced food quality, rotating menus, and the implementation of technology to streamline service and engage guests. Our recipes and scratch cooking methods notably improved the inmate food service program as well. By executing Trinity's transition plan effectively, we ensured a smooth transition from the previous incumbent, showcasing Trinity's competence and efficiency. Additionally, Trinity provided extra resources to aid in the transition, setup, training, and support following the transition date.

FACILITY INFORMATION

Location: Indianapolis, IN

ADP: 2,150

Client Since: March 2023

Trinity Solutions:

- Full-Service Food Management
- Inmate Vocational Training
- Trinity Take-Out
- Staff Web-based Ordering



Trinity's Quick Start-Up and Improved Food Quality at the Onondaga County Justice Center, NY

CLIENT HISTORY WITH TRINITY

Trinity was awarded this contract during a competitive bid process. Upon starting, the client informed us that the previous vendor had failed to support operations effectively. Staffing levels were critically low, there was a lack of management oversight, food quality had declined, and kitchen cleanliness was at its worst.

TRINITY'S SOLUTION

The situation was so severe that the client requested Trinity to take over operations on an emergency basis within two weeks of the contract award. Trinity quickly mobilized existing staff from other accounts and, combined with the small number of current employees, was able to resume operations promptly. In the weeks that followed, kitchen operations gradually improved, and food quality increased. Trinity also received several letters of appreciation from inmates, which reassured the client of our positive impact. The first year of operation was further complicated by a declining inmate population due to bail reform and the COVID-19 pandemic. However, through a strong partnership

with Onondaga County Administration, we not only navigated these challenges but also continued to enhance our operations, demonstrating our collective success.

ACHIEVEMENTS

In December 2020, the client informed Trinity that the County Health Department conducted its annual inspection, and to their astonishment, no citations were issued. This was a momentous achievement, as it marked the first time the facility had accomplished this since its inception in 1995, highlighting Trinity's commitment to excellence and leaving a lasting impression on the client.

FACILITY INFORMATION

Location: Syracuse, NY

ADP: 600

Client Since: December 2019

Trinity Solutions:

- Full Service Food Management
- Trinity Take-Out - May 2020



Providing a Comprehensive Food Program at the City of Chesapeake, VA Correctional Center

Trinity Services Group offers a comprehensive food service program for this agency, ensuring a wide variety of high-quality meals for all and providing a sense of reassurance and satisfaction.

CLIENT HISTORY WITH TRINITY

Trinity was awarded this contract in late 2023 based on an RFP process. During the process, it was apparent that the agency was looking for a change in direction from its incumbent vendor regarding overall food quality and delivery, a complete overhaul of the Officer Dining Program, and an integrated service solution. Upon transition to Trinity, the positive effect was immediate, providing the agency with a sense of reassurance about the benefits of the partnership, and it continues to be a very successful partnership today.

TRINITY'S SOLUTION

Trinity implemented a well-organized Management structure to support all aspects of the operation and service points. We worked closely with onsite Sheriff's Office leadership to implement the different facets of the program. Trinity recruited a quality team, including some

of the incumbent's staff. The Officer Dining Program saw a significant shift with its new menus and design, featuring improved food quality, rotating menus, and technology to expedite service, including guest engagement. This transformation in the Officer Dining Program has brought about a wave of excitement and positive feedback from the staff. Trinity conducted surveys for staff input, further enhancing the sense of involvement and satisfaction.

Our recipes and scratch cooking methods have significantly improved the inmate food service program. Trinity also installed our Corner Pantry market program in the staff dining room, allowing facility staff to purchase various items 24 hours a day using a self-service point-of-sale program. Corner Pantry has helped tremendously with night shift meal/snack services.

FACILITY INFORMATION

Location: Chesapeake, Virginia

ADP: 940

Client Since: February 1, 2024

Trinity Solutions:

- Full Service Food Management
- Full Service Officer Dining
- Corner Pantry Mini Market



Person Authorized to Contractually Bind

James M. Perry

Senior Vice President, Sales

Trinity Services Group, Inc.

477 Commerce Blvd.

Oldsmar, FL 34677

jim.perry@trinityservicesgroup.com

Liability Insurance

This proposal includes a sample Certificate of Insurance (COI) that identifies the types of insurance coverages typically maintained by Trinity Services Group, Inc. The statements below help to clarify this comprehensive program but are not definitive. In most cases, we can modify our insurance program to meet your needs upon request.

- 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, per policy provisions.
- We cannot distribute copies of actual insurance policies outside of the company. Therefore, certificates evidencing all required policies will be provided upon execution of an agreement and request after that.
- Professional Liability is part of Trinity's comprehensive insurance program.



Section II: Qualifications and Experience



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
11/26/2024

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

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

PRODUCER Aon Risk Services Central, Inc. St. Louis MO Office 4220 Duncan Avenue Suite 401 St Louis MO 63110 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105 E-MAIL ADDRESS:														
INSURED Trinity Services Group, Inc 477 Commerce Boulevard Oldsmar FL 34677 USA	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 80%;">INSURER(S) AFFORDING COVERAGE</th> <th style="width: 20%;">NAIC #</th> </tr> <tr> <td>INSURER A: Liberty Mutual Fire Ins Co</td> <td>23035</td> </tr> <tr> <td>INSURER B: Liberty Insurance Corporation</td> <td>42404</td> </tr> <tr> <td>INSURER C:</td> <td></td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Liberty Mutual Fire Ins Co	23035	INSURER B: Liberty Insurance Corporation	42404	INSURER C:		INSURER D:		INSURER E:		INSURER F:	
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INSURER D:															
INSURER E:															
INSURER F:															

COVERAGES **CERTIFICATE NUMBER:** 570109569387 **REVISION NUMBER:**

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

INS LTR	TYPE OF INSURANCE	ADDD INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	Limits shown are as requested												
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:			EB2651291759064 SIR applies per policy terms & conditions	12/01/2024	12/01/2025	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>EACH OCCURRENCE</td><td style="text-align: right;">\$1,000,000</td></tr> <tr><td>DAMAGE TO RENTED PREMISES (Ea occurrence)</td><td style="text-align: right;">\$1,000,000</td></tr> <tr><td>MED EXP (Any one person)</td><td style="text-align: right;">\$5,000</td></tr> <tr><td>PERSONAL & ADV INJURY</td><td style="text-align: right;">\$1,000,000</td></tr> <tr><td>GENERAL AGGREGATE</td><td style="text-align: right;">\$10,000,000</td></tr> <tr><td>PRODUCTS - COMP/OP AGG</td><td style="text-align: right;">\$2,000,000</td></tr> </table>	EACH OCCURRENCE	\$1,000,000	DAMAGE TO RENTED PREMISES (Ea occurrence)	\$1,000,000	MED EXP (Any one person)	\$5,000	PERSONAL & ADV INJURY	\$1,000,000	GENERAL AGGREGATE	\$10,000,000	PRODUCTS - COMP/OP AGG	\$2,000,000
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B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <input type="checkbox"/> ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER (Mandatory in HI) If yes, describe under DESCRIPTION OF OPERATIONS below			WA765D291759044 WC (AOS) WC7651291759114 WC (WI)	12/01/2024	12/01/2025	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td><input checked="" type="checkbox"/> PER STATUTE</td> <td><input type="checkbox"/> OTHER</td> <td></td> </tr> <tr><td>E.L. EACH ACCIDENT</td><td></td><td style="text-align: right;">\$1,000,000</td></tr> <tr><td>E.L. DISEASE-EA EMPLOYEE</td><td></td><td style="text-align: right;">\$1,000,000</td></tr> <tr><td>E.L. DISEASE-POLICY LIMIT</td><td></td><td style="text-align: right;">\$1,000,000</td></tr> </table>	<input checked="" type="checkbox"/> PER STATUTE	<input type="checkbox"/> OTHER		E.L. EACH ACCIDENT		\$1,000,000	E.L. DISEASE-EA EMPLOYEE		\$1,000,000	E.L. DISEASE-POLICY LIMIT		\$1,000,000
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DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Evidence of Insurance

CERTIFICATE HOLDER Trinity Services Group, Inc. 477 Commerce Boulevard Oldsmar FL 34677 USA	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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Litigation Statement

Trinity Services Group, Inc., ("Trinity") as part of the nation's leading supplier of food services for correctional institutions, is a defendant in civil lawsuits brought forth by inmates from time-to-time. Responsive pleadings are submitted on behalf of Trinity that often result in the dismissal of those suits as the court finds a reasonable business explanation that addressed the matter. There is no on-going litigation where Trinity has been directed not to disclose information by the court; case information pertaining to any matters in which Trinity is a party is available to the general public. Moreover, there are no suits or proceedings pending or threatened in court or before any commission, board or other administrative agency against or affecting Trinity, which if decided against Trinity will have a material adverse effect on the ability of Trinity to fulfill its obligations under any contract which may be entered.

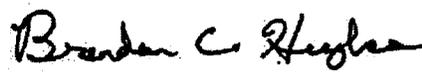
Financial Information

Trinity Services Group, Inc. is a subsidiary of TKC Holdings, Inc. Trinity's financials are in TKC Holdings's report. TKC Holdings is a private company that provides private and confidential financial information. Our financial report is in a separate file.



Certificate of Good Standing in New York

Trinity is authorized to conduct business in New York and our Statement Status is current.

STATE OF NEW YORK	
DEPARTMENT OF STATE	
Certificate of Status	
<p>I, WALTER T. MOSLEY, Secretary of State of the State of New York and custodian of the records required by law to be filed in my office, do hereby certify that upon a diligent examination of the records of the Department of State, as of the date and time of this certificate, the following entity information is reflected:</p>	
Entity Name:	TRINITY SERVICES GROUP, INC.
DOS ID Number:	4313082
Entity Type:	FOREIGN BUSINESS CORPORATION
Entity Status:	AUTHORIZED
Date of Initial Filing with DOS:	10/25/2012
Statement Status:	CURRENT
Statement Due Date:	10/31/2026
<p>No information is available from this office regarding the financial condition, business activity or practices of this entity.</p>	
	WITNESS my hand and official seal of the Department of State, at the City of Albany, on May 15, 2025 at 11:40 A.M.
	WALTER T. MOSLEY Secretary of State
	
	BRENDAN C. HUGHES Executive Deputy Secretary of State
<p>Authentication Number: 100008035509 To Verify the authenticity of this document you may access the Division of Corporation's Document Authentication Website at http://ecorp.dos.ny.gov</p>	



Our Service to Albany County

Why Trinity Stands Apart

FOOD SERVICES

Trinity Services Group is proud to be the leading provider of food services across New York State, currently serving 27 counties. This extensive footprint gives us a robust and reliable infrastructure—spanning supply chains, staffing, and operational oversight—that no competitor can match. Our deep presence in the state also means we have a comprehensive understanding of New York’s regulatory environment, including the New York State Commission of Corrections Minimum Standards and the New York State Sheriff’s Association Accreditation requirements.

What truly sets us apart is our team. Many of our key personnel—including General Managers, Floating Managers, Special Project Coordinators, Account Managers, and our Regional Sales Director—are New York residents. We don’t just work here; we live here. This local presence ensures rapid response in emergencies and a genuine commitment to the communities we serve. No other provider can offer this level of accessibility and local insight.

Beyond our statewide capabilities, we have a decade-long partnership with Albany County. We know your facility, your staff, and your operational needs. Our commitment has been unwavering, especially during the most challenging times. During the pandemic, when supply chains were strained and staffing was limited, Trinity never missed a meal and continued to provide consistent supervision and support to your kitchen staff.

When the Homeless Shelter was launched, we responded immediately, collaborating with your team to ensure timely, safe, and temperature-controlled meal delivery. This is just one example of our proactive approach and dedication to meeting evolving needs.



Our performance over the past contract term reflects our reliability, flexibility, and deep-rooted commitment to Albany County. We are ready to continue this partnership without interruption, offering seamless service and immediate responsiveness—advantages that a new vendor simply cannot provide.

All of our competitors can offer food service solutions—but none know you like we do. None can leverage that knowledge to pivot instantly when your needs change. None is as deeply invested in your success and well-being. And no one takes as much pride in serving Albany County as Trinity does. This is more than a contract to us—it's a partnership built on trust, responsiveness, and shared commitment.

Let's build on the success we've achieved together. Trinity is ready to move forward with you.

COMMISSARY SERVICES

Trinity's commissary services, powered by Keefe Group, is the largest provider of correctional commissary services in the United States—and our leadership is especially evident here in New York. With over 85% market share in the state, we offer unmatched resources, infrastructure, and warehouse capabilities that no competitor can rival.

What sets us apart is our unwavering commitment to innovation, security, and service excellence. Many of our commissary products are produced in-house, allowing us to maintain clear, secure packaging that not only enhances safety and transparency but also helps reduce costs. This level of control ensures consistency in quality and compliance with New York State Commission of Corrections (NYSCOC) standards, giving facilities peace of mind that every item meets regulatory expectations.



Section II: Qualifications and Experience

We offer an unmatched variety of products tailored specifically for the correctional environment. From hygiene items and snacks to writing materials and seasonal offerings, our catalog is designed to meet the diverse needs of incarcerated individuals while maintaining strict security protocols. Our scale and in-house production capabilities allow us to offer highly competitive pricing, ensuring affordability without compromising quality or safety.

This combination of variety, value, and compliance is a key reason why the vast majority of facilities across New York trust Keefe. We don't just deliver products—we provide solutions that work for your facility, your budget, and your standards.

Our technology is second to none. Our banking systems and kiosks are industry-leading, offering intuitive interfaces and seamless integration with tablets to make ordering simple and efficient for both staff and residents. We also support the Trinity Take Out Program, creating a unified, streamlined experience across commissary and food services.

Our team is local. All of our Account Managers live in New York State and are readily available to respond to your facility's needs. This proximity allows us to provide fast, hands-on support and build lasting relationships with the facilities we serve.

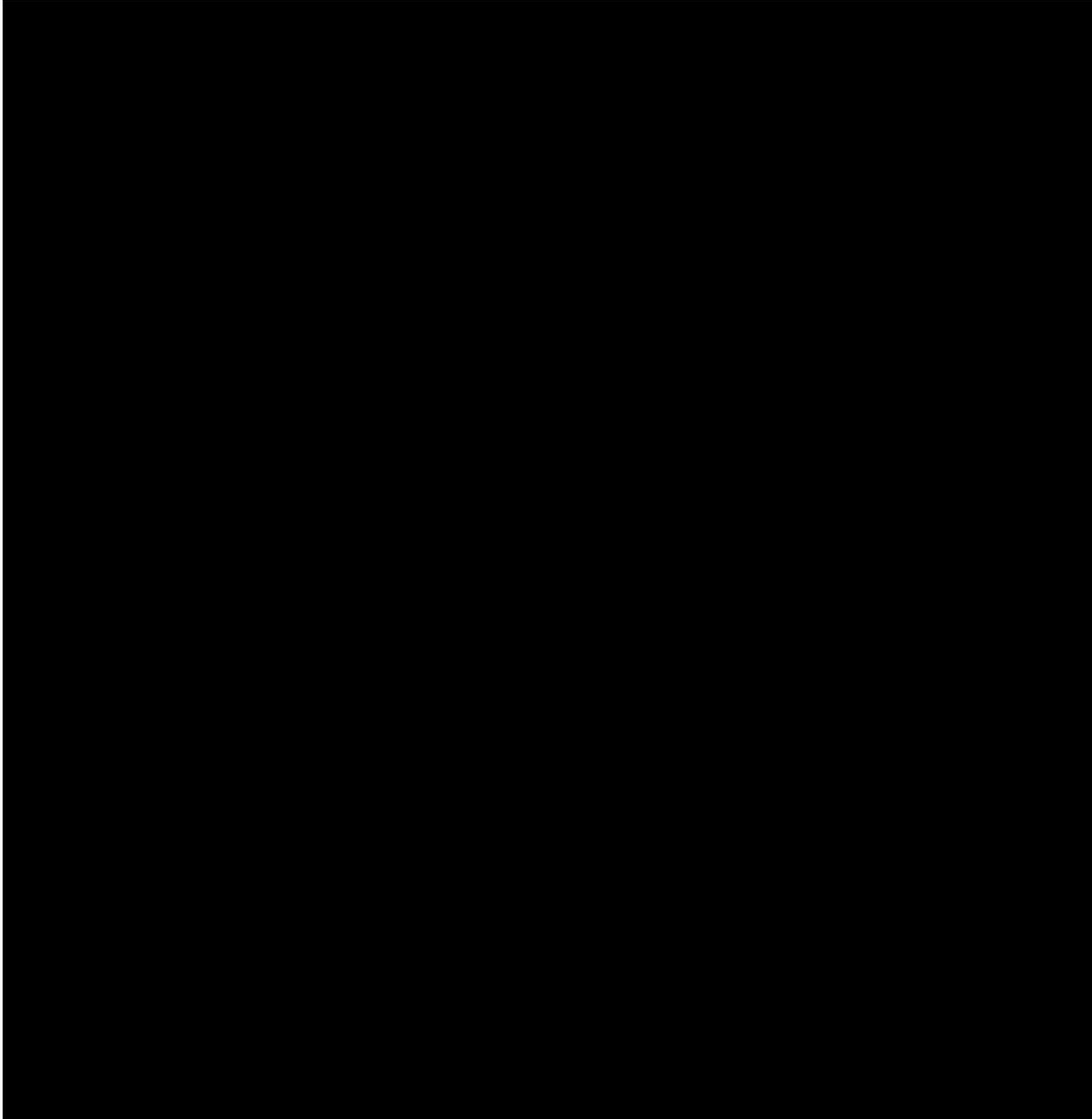
While others may offer commissary solutions, none combine scale, innovation, and local responsiveness like Keefe. We don't just deliver products—we provide peace of mind, operational excellence, and a commitment to your facility's success.



THE PROPOSER BELIEVES THAT THIS
INFORMATION IS PROTECTED FROM DISCLOSURE
UNDER THE NEW YORK STATE FREEDOM OF
INFORMATION LAW

Section III: References

Food Service and Commissary Service References



Section IV: Plan Implementation - Food Services

Trinity Services Group is proud to continue our longstanding partnership with Albany County Correctional Facility. As the incumbent provider, we bring a deep understanding of the facility's operational needs, incarcerated population, and regulatory requirements. Our proposal outlines a comprehensive and integrated approach to food service and commissary operations, designed to ensure continuity, compliance, and excellence.

Operational Overview

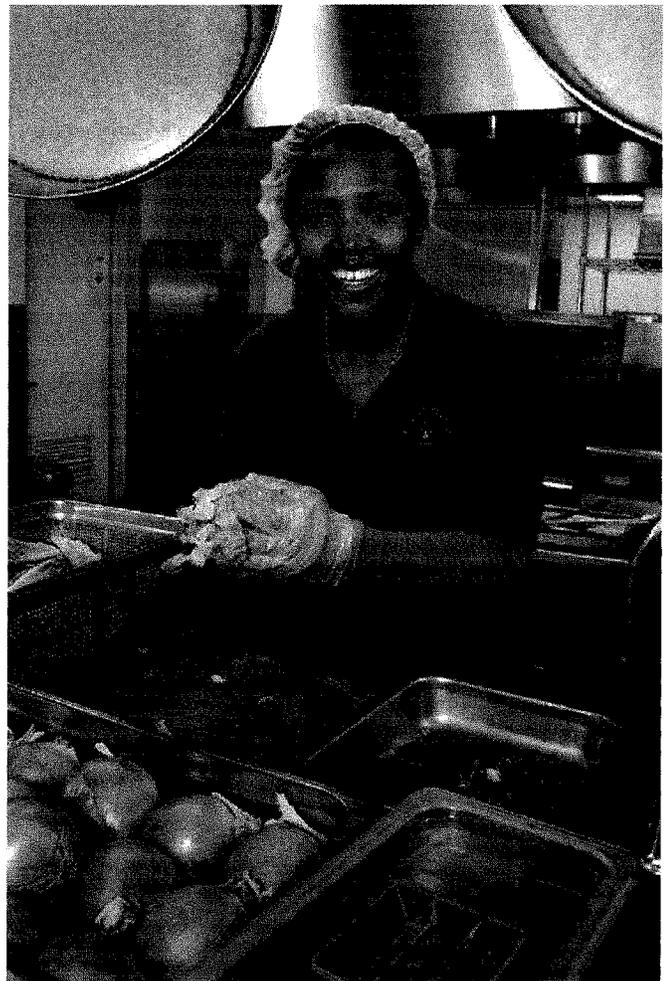
Menus

Trinity will continue to provide three meals per day, seven days a week, including holidays and leap years, to all incarcerated individuals and staff.

Meals will be prepared on-site in the County's fully equipped kitchen, using high-quality ingredients that meet USDA standards.

Our team will follow a 28-day cycle menu, which is reviewed and signed by two Registered Dietitians—one from Trinity and one from the facility's contracted healthcare provider.

These menus are designed to meet the nutritional requirements outlined in NYS Correction Law §45(6), SCOC Minimum Standards, and NCCHC guidelines, providing an average of 2,900 calories and 75 grams of protein per day.



Special Meals

Special diets will be accommodated for medical, religious, and cultural needs, including but not limited to diabetic, Kosher, Muslim, Hindu, pregnancy, and mental health-related dietary restrictions.

Our team will also provide **therapeutic diets** as prescribed by medical professionals and ensure that all meals are served at appropriate temperatures and portion sizes.

Sack/Microwave meals will be provided for inmates who miss scheduled mealtimes due to court appearances or intake procedures, and frozen meals will be delivered to the courthouse as needed.

Shelter Meals will be prepared for those housed in the facility's homeless shelter, per RFP specifications.

Staff Meals

Staff meals will be prepared from a separate menu and served in designated dining areas. These meals will include hot entrees, sides, and a full salad bar, along with 24/7 beverage service. We would also

like to propose a variety of additional "a la carte" items available for purchase.



Procurement and Quality Assurance

Trinity's procurement program is a cornerstone of our operational success. Our dedicated procurement team works closely with a network of approved suppliers who are familiar with the unique demands of correctional food service.



All suppliers meet HACCP guidelines, and our purchasing practices are designed to ensure timely delivery, accurate inventory, and consistent product quality. We also maintain rigorous quality assurance protocols, including portion control, temperature monitoring, recipe adherence, and sanitation inspections.

Our inventory management system ensures proper labeling, stock rotation, and accountability. In addition, our Registered Dietitians are available to review menus

and provide expert analysis of special diet needs upon request.

Our Food Service Director will serve as a liaison to Albany County, attending regular meetings and collaborating with facility leadership to address any concerns.

In the event of an emergency or delivery failure, we will activate a clearly defined call procedure to ensure uninterrupted service.



Staffing and Training

Trinity will provide a full complement of trained staff, including a Food Service Manager, Assistant Manager, Lead Supervisor, and four hourly supervisors.

Our Regional Manager, with over 25 years of correctional food service experience, will oversee operations and ensure compliance with all standards.

All Trinity staff will complete eight hours of Security and Supervision Orientation and 24 hours of correctional facility training per RFP specifications, in addition to ServSafe certification and ongoing in-service training.

We will also integrate and supervise eight County-employed staff members, including cooks and storeroom clerks, ensuring seamless collaboration and operational efficiency.



Commissary Operations

Keefe Group will continue to manage the commissary program, offering a wide selection of approved products including food, hygiene items, and general merchandise. Incarcerated individuals will place orders weekly, with over 400 orders processed on average. We will also provide online personal care packages, take-out meals, and vending machines in approved areas.

All commissary pricing will be reviewed and approved by facility administration and will comply with NYS Commission of Correction Minimum Standard Part 7016.

We will provide monthly commission checks to Albany County based on gross sales and will supply indigent packages at the County's expense.

The technology platform includes intake kiosks and a secure electronic accounting system that integrates with the facility's Offender Management System (OMS). Technical support is available 24/7.

All staff will be trained in security protocols per RFP specifications and subject to background checks.

Sanitation and Safety

We will maintain the kitchen, dining, and/or commissary areas in a clean and sanitary condition, in full compliance with Albany County Health Department standards.

We will also participate in regular inspections and maintain hazardous chemical logs and MSDS documentation, as applicable.

All cleaning supplies and sanitation equipment used in kitchen operations will be provided by Trinity.



Contingency Planning – Meal Service

In the event of a lockdown, natural disaster, or other emergency, Trinity will activate our contingency plan to ensure uninterrupted meal service.

We will maintain a five-day inventory of food and supplies on-site and have access to alternate certified facilities for off-site meal preparation if needed.

All meals served during emergencies will meet the same nutritional and safety standards as regular meals.

Kitchen Support Services and Communication

Trinity's off-site support team will manage procurement, inventory, invoicing, and vendor relations.

We will provide transparent billing statements that reflect the exact number of meals served during each cycle, along with any backup documentation required for audit purposes.

Our procurement manager and district manager will conduct routine audits and attend quarterly management meetings with Albany County officials.

We will follow established complaint resolution procedures and ensure that all concerns are addressed promptly and professionally.

Transition and Continuity

As the incumbent provider, Trinity is uniquely positioned to ensure a smooth and uninterrupted transition.

Upon contract award, we will initiate a project management meeting to review all aspects of the current program and identify opportunities for improvement.

Our goal is to build on our existing success and continue delivering exceptional service to Albany County.

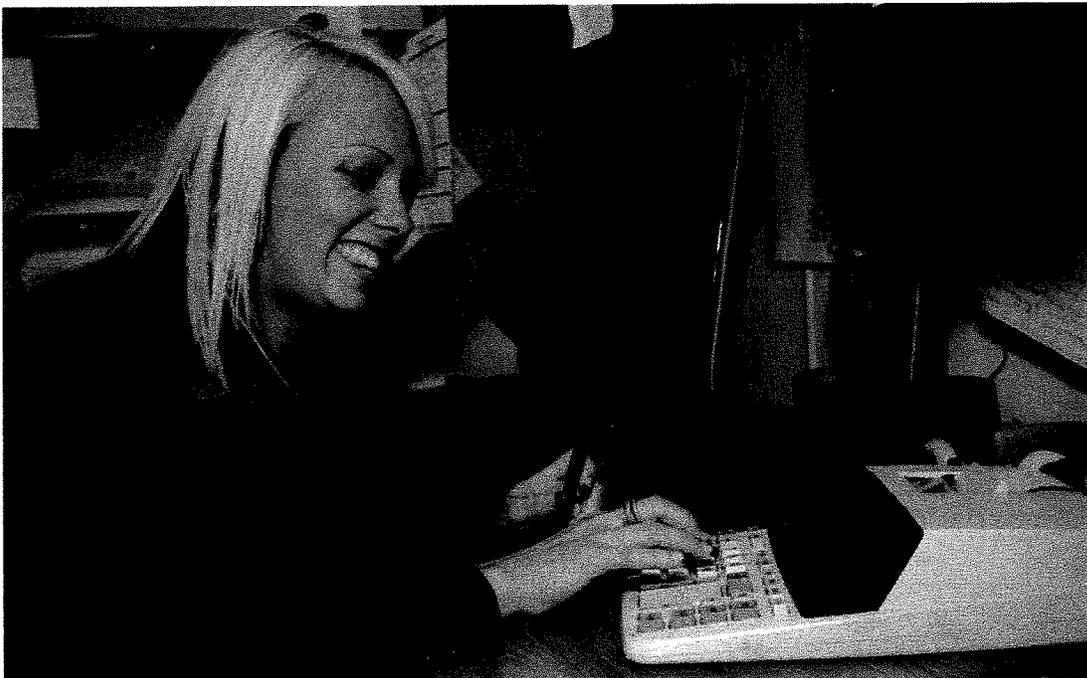


Accounting and Reporting

Trinity has developed an integrated computerized reporting and accounting system specifically for the corrections environment. The system gives management all the information they need to operate an efficient food service without tying them to their computers. Using the system, Managers can:

- Enter goods received and vendor invoices
- Input and track payroll
- Enter inventory each week
- Enter meal count data
- Generate client invoices
- Track budgetary matters
- Correspond as needed, via e-mail
- Receive online support as needed
- Access the corrections support system, forms, and policies
- Perform other functions as required

Our administrative and production-based software solution offers an enterprise-based, centrally supported platform while allowing infinite variables to address the needs of a specific food service location.



NetMenu®

NetMenu® is a comprehensive, cloud-based food service management system. Developed by CBORD, a leading provider of integrated technology solutions, it includes purchasing controls, menu planning, food production and forecasting, sales usage and waste tracking, inventory management, cost analysis, and integrated nutritional analysis.

PRIMARY NETMENU MODULES

-  Cycle Menu Development
-  Forecasting and Menu Planning
-  Production and Service
-  Purchasing and Receiving
-  Inventory Management
-  Customized Actionable Reporting

Our cloud-based solution offers a wealth of benefits, including enhanced flexibility and the ability to create efficient teams. This can significantly improve your food service operations.

- Maintained at an enterprise level, ensuring program integrity is preserved.
- NetMenu® provides a comprehensive costing and nutritional analysis, ensuring you have all the necessary information at your fingertips.
- Powered by a multi-tiered architecture for data flexibility.
- The NetMenu® platform is a streamlined, global solution for food service operations. Users can plan menus, analyze costs, improve production efficiencies, and reduce waste, while the staff can focus on quality, timeliness, and customer satisfaction.



Cycle Menu Development

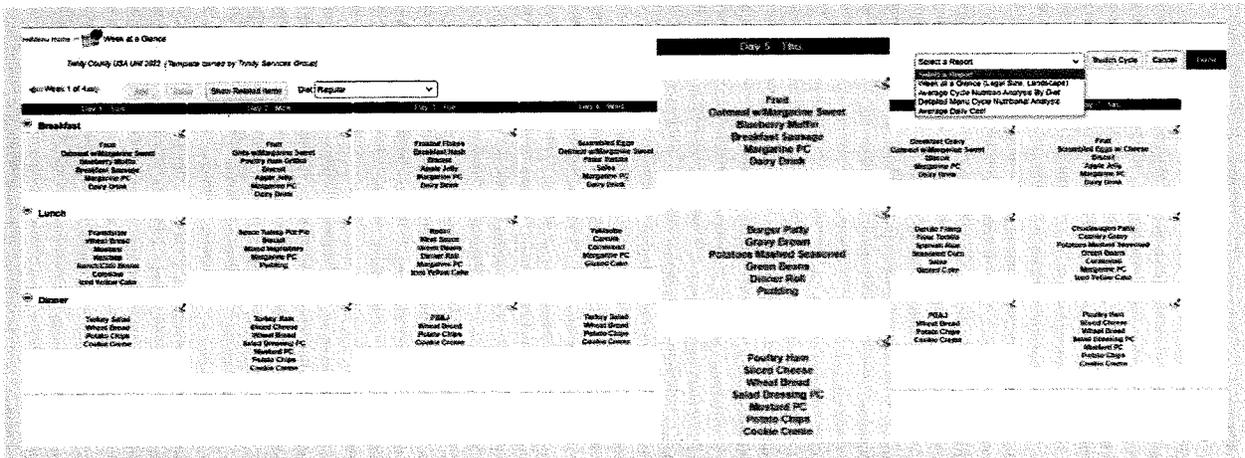
NetMenu®'s Cycle Menu Development module provides powerful tools for managing and analyzing Cycle Menus.

- Menus are created and analyzed by Trinity's registered dietitians.
- The module includes corresponding medical and religious diet menus.
- We can create Cycle Menus for various services such as bag meals, officer dining, juvenile NSLP, and elderly nutrition programs.
- The web-based module is secure and managed exclusively by our registered dietitians.



CYCLE MENUS

Created and analyzed by our registered dietitians





Forecasting and Menu Planning

Service Menus are working copies of the Cycle Menu.

- Service Menus provide a location for recording data and generating helpful reporting.
- Our Food Service Director can adjust Service menu meals at any time to ensure accuracy in recording approved substitutions and other changes.
- Meal counts are forecasted for each meal, providing the most accurate information for production.

Current Menu: **June - 7/1/2022 - Lunch** | 14 of 2 of 21

Menu Substitution: **Order Sub over Email** | **View Menu** | **Substitutions**

Status: **In Progress** | Description: **Tony County LDA Line 202** | Reports: **Send a Report**

Total Cost: **\$258.05**

Forecast Customer Count: **238** | Review: **Submit**

Find by Item: **Find Item**

Address: **Order Substitution** | **View Menu** | **Filter**

There are 14 Rows | Page 1 of 1

Name	Position	Size	Forecast Count	Carryover Count	Position Cost	Cost
<input type="checkbox"/> Extra French Club Pasta (3075)		1/2 Cup	2	0	\$0.0750	\$0.15
<input type="checkbox"/> Extra Kebab (216) Pasta (3075)		1 1/2 Cup	2	0	\$0.2316	\$0.47
<input type="checkbox"/> Extra Pasta (216) Pasta (3075)		1 Cup	231	0	\$0.1951	\$45.06
<input type="checkbox"/> Spaghetti (16) 10 inch (16) (1516)		1 Cup	2	0	\$0.2079	\$0.42
<input type="checkbox"/> Bread (16) (16) (16) (16) (16) (16)		2 Slice	233	0	\$0.1264	\$29.45
<input type="checkbox"/> Pasta (16) (16) (16) (16) (16) (16)		2 Each	230	0	\$0.1296	\$29.81
<input type="checkbox"/> Hot (16) (16) (16) (16) (16) (16)		1/2 Cup	3	0	\$0.1991	\$0.60
<input type="checkbox"/> Salad (16) (16) (16) (16) (16) (16)		1/2 Cup	235	0	\$0.0409	\$9.62
<input type="checkbox"/> Mashed Potato (16) (16) (16) (16)		1 1/2 Cup	235	0	\$0.0187	\$4.38
<input type="checkbox"/> Roasting Potatoes (16) (16) (16) (16)		1 Cup	2	0	\$0.1027	\$0.21
<input type="checkbox"/> Roasting Potatoes (16) (16) (16) (16)		1/2 Cup	231	0	\$0.0614	\$14.14
<input type="checkbox"/> Hot Sauce (16) (16) (16) (16)		2 Each	2	0	\$0.0952	\$0.19
<input type="checkbox"/> Hot Sauce (16) (16) (16) (16)		1/2 Cup	235	0	\$0.1921	\$45.14
<input type="checkbox"/> Vegetarian Fry (16) (16) (16) (16)		4 YZ	5	0	\$0.1803	\$0.90





Production and Service

Production and Service module puts time-saving, cost-efficient production tools and reports at your fingertips:

- Production recipes
- Production documents and reports
- Advanced production activity documents
- Pre- and post-production cost analytics



ACCURATE
Production Documents
and Reports

You may select one or more reports.

Available Reports

- | | |
|---|--|
| <input type="checkbox"/> Advance Preparation List | <input type="checkbox"/> Production Distribution Worksheet By Plating Area |
| <input type="checkbox"/> Advance Withdrawal List | <input type="checkbox"/> Production Distribution Worksheet By Prep Area |
| <input type="checkbox"/> Advance Withdrawal List - Compressed | <input type="checkbox"/> Production Recipe |
| <input type="checkbox"/> Issue Requirements by Meal and Storage Location | <input type="checkbox"/> Production Recipe w/Distribution Equipment Detail |
| <input type="checkbox"/> Issue Requirements by Meal with Recipe Detail | <input type="checkbox"/> Production Recipe w/Distribution Equipment Summary Only |
| <input type="checkbox"/> Issue Requirements by Meal with Recipe Detail - Compressed | <input type="checkbox"/> Production Recipe with Nutrition |
| <input type="checkbox"/> Issue Requirements by Purchase Group | <input type="checkbox"/> Production Summary by Distribution Equipment |
| <input type="checkbox"/> Issue Requirements by Storage Location | <input type="checkbox"/> Production Summary by Distribution Equipment - Compressed |
| <input type="checkbox"/> Order Requirements | <input type="checkbox"/> Production Summary Worksheet with Temperatures |
| <input type="checkbox"/> Production and Service Worksheet with Temperatures | |

RECIPES

Standardized recipes are easy to understand and provide important information relevant to production and operational needs.

- Serving pans and utensils are specified for production accuracy and portion control.
- Yield and portions for each recipe are automatically scaled to match the forecasts for each menu and diet type.
- Every ingredient is listed with inventory numbers to ensure product accuracy further.
- We can customize and set recipes for each facility's needs for batch cooking.

Trinity Services Group Production Recipe

2022-Trinity County Jail USA All

Friday 7/1/2022 Lunch

Beans Ranch/Chili Pinto (3078)

Cooking Time:	Serving Pan: Pan Full Service 6"	Yield: 3.00 6" Pan
Cooking Temp:	Serving Utensil:	Portions: One before
Internal Temp:		

Ingredients & Instructions...

- Onion Yellow Fresh (11023)	4 Pound 11 Ounce
- Cleaned, trimmed and 1/2" diced Beans Pinto Dry (23009)	33 Pound
- Cleaned & Packed Water (13345)	17 1/2 Gallon
- Salt (27029)	2 1/4 Ounce
- Pepper Ground Black (8527028)	1 Fluid Oz 2 Teaspoon
- Garlic Granulated (27021)	1 3/4 Ounce
- Chili Powder (27017)	6 Ounce
- Tomato Paste (9011038)	1 Gallon

Procedure:

1. In appropriate cooking vessel place all ingredients. Bring to a boil. Cover.
2. Simmer 2 1/2 to 3 hours until beans are tender. Add more water as needed to keep beans covered. - CCP - Cook to a temperature of at least 145° F. for a minimum of 15 seconds.
3. Place into appropriate serving pans. - CCP - Hold for hot service at 140° F. or above - taking temperatures at least every 2 hours - Do not use old product with new.

Distribution...	Portions	Yield
Items 7/1/2022 Lunch	2 1 1/2 Cup	5.00 6" Pan
Items 7/1/2022 Lunch	29: 1 Cup	3.81 6" Pan
Items 7/1/2022 Lunch	2 1/2 Cup	5.00 6" Pan

Report Date: 7/1/2022 11:42:27 AM 2022-Trinity County Jail USA Page 1 of 6



Section IV: Plan Implementation - Food Service

PREP AND PULL SHEETS

Prep and Pull Sheets outline what foods to pull from the freezer and prepare in advance and in what quantities for any particular meal.

2022-Trinity County Jail USA		For Use On: 7/10/2022	
Item Name		Qty	Issue Unit
Storage Location: Bins			
Egg Patty/Scrambled Random		2.0700	Pound
Storage Location: Cooler-1			
Margarine Solids	case	11.0000	Pound
Beverage Milk 1/2 Pint 2% [QZ]	each	1.0000	1 Each
Margarine PC	kosher - case	0.2278	12 Pound
Storage Location: Dry Storage-1			
Breakfast Blend		1.5500	46 Ounce
Mix Muffin Blueberry	baker	45.0000	Pound
Applesauce Unsweetened CND	can	10.0000	#10 Can
Oil Vegetable Salad	case	0.0100	Pound
Beverage Sugar Free Orange PC	kosher - case	1.0000	1 Each

PRODUCTION WORKSHEET

The Production Worksheet details all menu items required for a meal and the quantities needed.

- This worksheet documents what food is produced, served, and consumed, food temperatures, and the time taken.
- The production worksheet also provides a history of meals served and is utilized to determine preferences for future menu planning.

Production and Service Worksheet with Temperatures												
2022-Trinity County Jail USA				Meal: Breakfast				Service Date: 7/10/2022				
Prep Area:	All			2022-Trinity County Jail USA			Cooking Temp	Holding Temp	Serving Temp	Serving Temp	Serving Temp	Serving Temp
Item Name	Portion Size	Utensil	Recipe Yield		Prep/Left	Temp/Time	Temp/Time	Temp/Time	Temp/Time	Temp/Time	Temp/Time	Temp/Time
Beverage Dairy Drink Vanilla [FCM-QZ] (37826-C00-Z00)	1 Cup	Gloved Hand	15.63 1 Gallon	280	/	/	/	/	/	/	/	/
Beverage Milk 1/2 Pint 2% [QZ] (12158)	1 Cup	Gloved Hand	1 1 Each	1	/	/	/	/	/	/	/	/
Beverage Sugar Free Orange PC (0098796)	1 Each		1 1 Each	1	/	/	/	/	/	/	/	/
Cereal Frosted Flakes Bulk [QZ] (890251)	2 Cup		0.04 33 Pound	5	/	/	/	/	/	/	/	/
Cereal Oatmeal [QZ] (32986-C00-Z00)	1 Cup		0.07 6" Pan	4	/	/	/	/	/	/	/	/
Cereal Oatmeal Sweet [QZ] (35424-C00-Z00)	1 1/2 Cup		0.03 6" Pan	1	/	/	/	/	/	/	/	/
Cereal Oatmeal w/Margarine Sweet [QZ] (38123-C00-Z00)	1 1/2 Cup		5.63 6" Pan	240	/	/	/	/	/	/	/	/
Cereal Oatmeal w/Margarine Sweet [QZ] (38123-C00-Z00)	2 Cup	Spoodle 8 oz	0.07 6" Pan	2	/	/	/	/	/	/	/	/
Egg Scrambled [RND-QZ] (35543-C00-Z00)	3 WZ		11 3 WZ	11	/	/	/	/	/	/	/	/
Fruit Applesauce Unsweetened Chilled [CND-QZ] (34066-C00-Z00)	1 Cup		0.04 6" Pan	2	/	/	/	/	/	/	/	/
Fruit Applesauce Unsweetened Chilled [CND-QZ] (34066-C00-Z00)	1/2 Cup	Scoops #8	1.82 6" Pan	243	/	/	/	/	/	/	/	/
Fruit Fresh Apple 113 Count (0014062)	1 Each		5 1 Each	5	/	/	/	/	/	/	/	/
Jelly Diet Assorted PC 7/16 Oz (590314)	1 Each	Gloved Hand	5 1 Each	5	/	/	/	/	/	/	/	/
Margarine PC (TR990585)	1 Each		0.23 12 Pound	248	/	/	/	/	/	/	/	/
Muffin Blueberry [MX1-QZ] (34646-C00-Z00)	1/54 Cut		1 Sheet Pan	4	/	/	/	/	/	/	/	/
Muffin Blueberry [MX1-QZ] (34646-C00-Z00)	2/54 Cut		8.93 Sheet Pan	241	/	/	/	/	/	/	/	/

Signature: _____ Corrective Action: _____

* Item was already produced on previous day.

Minimum Cooking and Holding Temperatures: Seafood- Including fish, - 145° F for 15 seconds;
 All products thawed under refrigeration keeping @ temp F Reheat Foods to 185° F for at least 15 seconds
 Poultry and casseroles 165° F; *15 seconds Hot Holding 140° F or above temp taken every 2 hours
 Ground Meat: including beef, and ground seafood 165° F
 Cold Holding 40° F or below, temps taken every 30 min - not to exceed 6 hours



POST-PRODUCTION COST ANALYSIS REPORT

The data from Service Menus culminate in post-production cost analysis reports that capture real-time data for each menu.

- Reports forecast counts, actual counts and variances for each meal.
- Reports total cycle menu cost and cost per meal served, reflecting the dietitian-approved menu's cost.
- Reports total ideal menu cost and cost per meal served, which reflect the cost of the service menu produced (including menu substitutions).
- It reports the total reported menu cost and cost per meal served, which reflects the total cost of all portions manually recorded on the service menu.
- This report also provides cost variances.

Inmate Service		Post-Production Cost Analysis												
		Report Period 4/29/2022 - 5/5/2022												
	Forecast Count	Actual Count	Count Var	Cycle Menu Cost	Ideal Menu Cost	Reported Menu Cost	Cycle CPM	Ideal CPM	Reported CPM	Reported vs. Ideal	Ideal vs. Cycle	Reported vs. Ideal CPM	Ideal vs. Cycle CPM	
Breakfast														
Fri	4/29/2022	484	477	-7	265.57	260.13	272.47	0.557	0.545	0.571	12.34	-5.44	0.026	-0.011
Sat	4/30/2022	484	469	-15	277.90	199.23	220.93	0.593	0.425	0.471	21.70	-78.66	0.046	-0.168
Sun	5/1/2022	484	471	-13	256.07	253.20	275.94	0.544	0.538	0.586	22.74	-2.87	0.048	-0.006
Mon	5/2/2022	484	480	-4	267.17	264.27	282.78	0.557	0.551	0.589	18.51	-2.90	0.039	-0.006
Tue	5/3/2022	484	493	9	385.27	382.30	392.58	0.781	0.775	0.796	10.28	-2.97	0.021	-0.006
Wed	5/4/2022	484	477	-7	281.52	278.66	291.02	0.590	0.584	0.610	12.36	-2.86	0.026	-0.006
Thu	5/5/2022	484	477	-7	294.11	419.24	440.91	0.617	0.879	0.924	21.67	125.12	0.045	0.262
Breakfast Totals		3388	3344	-44	2,027.61	2,057.04	2,178.63	0.606	0.615	0.651	119.60	29.42	0.036	0.009

One example of many analytical reports available.





Purchasing and Receiving

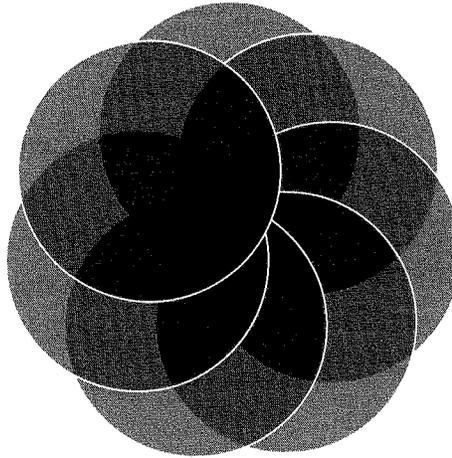
NetMenu®'s purchasing module is unique to the industry.

Sends orders electronically to vendors with digital ordering capabilities.

Creates orders for PAR stock items.

Analyzes on-hand and on-order products for accurate quantities.

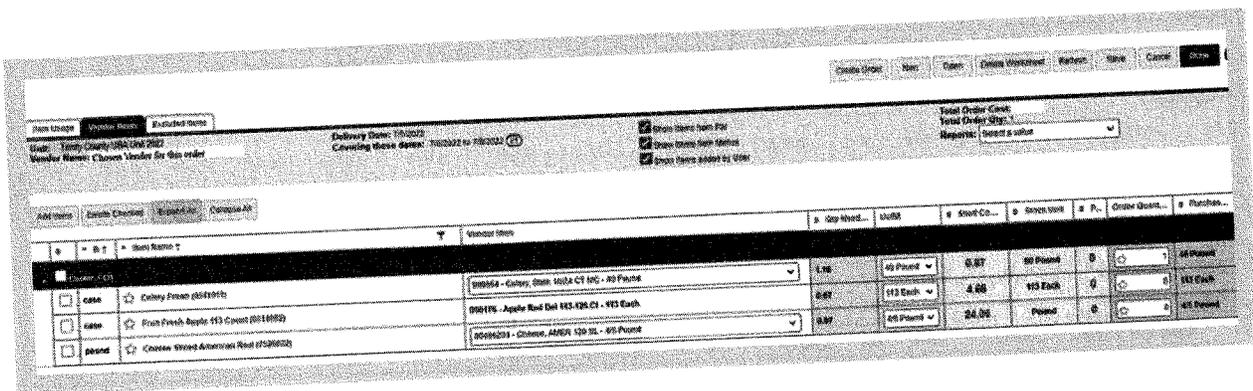
Developed by CBORD in collaboration with Trinity's Support Services Group.



Provides detailed ingredient information:

- Where it is required during the specified order dates.
- How many times it is required in the specified order dates.
- How much will be on hand on any given day.

Creates order requirements by vendor for all items needed to produce meals for a specified date range.



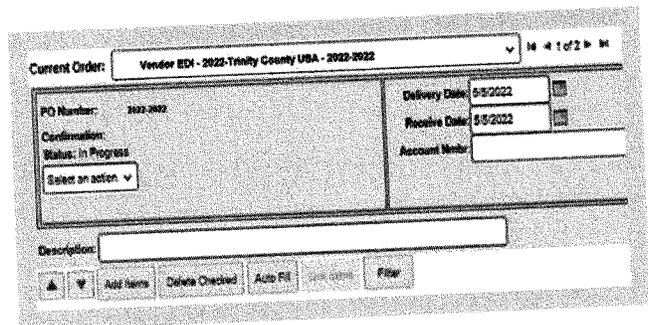
RECEIVING

Invoices from Broadline Vendors that interface electronically (EDI) will automatically import for receiving.

All non-EDI vendor orders created through purchase orders are easily converted into invoices.

NetMenu also provides tools to create invoices from scratch, from previous invoices, or from order templates.

As invoices are finalized in NetMenu, inventory, recipes, and menu pricing are updated automatically, providing a history of meals served. This data is utilized to determine preferences for future menu planning.





Inventory Management

One of the most critical aspects of the Inventory Management module is the accurate and timely recording of inventory. NetMenu has customized reporting that verifies all product movement, from when it arrives at the facility until it is utilized in meal service.



CUSTOMIZABLE INVENTORY WORKSHEET



WEEKLY INVENTORY COUNTS



WAREHOUSE AND STORAGE CONFIGURATION



PAR LEVELS AND REORDER TRIGGERS



PURCHASING MANAGEMENT FOR NON-MENU RELATED ITEMS



CONTINGENCY STOCK



TRANSFERS



INVENTORY ANALYSIS REPORTS



Customized, Actionable Reporting

The Trinity Support Services team, in collaboration with CBORD, has developed a unique, robust, industry-specific reporting system within NetMenu®.

- This reporting is designed to address metrics unique to our industry.
- These reports can help facilities maximize efficiencies, develop strategies to address changing operational conditions, and achieve the highest level of effectiveness.
- Trinity has also developed highly customized data analytics for NetMenu's enterprise level, allowing us to proactively respond to ever-changing market conditions.
- This customized reporting platform and resulting data are available to Trinity customers as part of our efforts to offer the most cost-effective, efficient operations possible.
- Unit-level data analytics are performed daily, weekly, and monthly.
- Enterprise-level data is consolidated and analyzed weekly and monthly.

EXAMPLES OF REPORTS AVAILABLE

 *Item Sizing and Nutrition Reports*

 *Item and Recipe Reports*

 *Cycle Menu Planning Reports*

 *Inmate Reports*

 *Production Reports*

 *Service Reports*

 *Purchasing Reports*

 *Inventory Reports*

 *View Scheduled Reports*

 *Data Export Reports*

 *Issuing Reports*



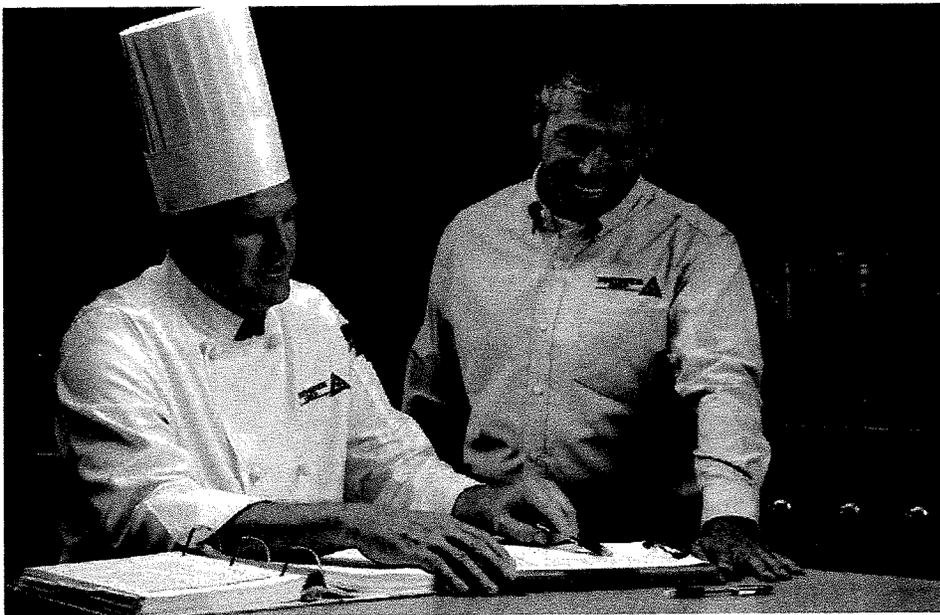
Menus

Trinity's menus are designed to meet nutritional requirements specified by your facility and are measured by using the Daily Reference Intakes (DRIs). We prepare meals for traditional holidays, customized medical and religious diets, and security situations as needed. Our menus are developed to meet the daily average calories set by your facility and are reviewed at least annually by a registered dietitian.

Menu Development

Our Dietitian team creates standard menus from a large database of tested recipes. Our Test Kitchen Chef continues to develop standardized recipes, to enhance cooking methods and new products. All Trinity recipes utilize high-quality ingredients and are reviewed by the registered dietitians for nutrition compliance.

Once a menu is approved internally, we promptly send it to your facility for further approval. Upon receiving your consent, the Food Service Director can efficiently use our NetMenu® system (as described in our proposal) to print recipes and production worksheets that align with anticipated meal counts.



Menu Substitution Policy

Trinity may recommend menu substitutions in the following situations:

- Vendor failure to deliver, outages or product recall
- Equipment malfunctions that prevent the proper preparation of the menu item
- Internal disasters (i.e., power failure, water or gas shut down or weather emergencies)

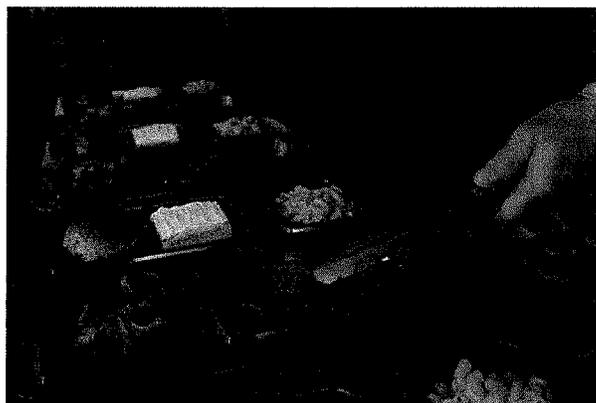
Our Menu Substitution Policy is designed to uphold the highest standards of service. When substitutions are necessary, we will notify you prior to meal service and seek your approval before implementing any changes. We record all replacements for reference, including the reason for the change, the nutritional value, contract compliance, and facility approval.

All substitutions must be approved by the Food Service Director. A complete list of recommended changes can be found in the Menu Substitutions section of our Diet Manual.

Meal Quality

Our policy is to provide quality food service within the correctional environment. Our staff remains vigilant, monitoring all phases of food production and service, including purchasing, receiving, and storage. This diligence ensures a high-quality, safe menu for inmates at an affordable price for the facility.

Trinity's quality assurance program is based on the American Correctional Association (ACA) standards and the FDA Food Code. We outline these standards in our Quality Assurance Standards and Solutions Manual, which includes standard operating procedures (SOPs), sanitation standard operating procedures (SSOPs), and HACCP (Hazard Analysis and Critical Control Points) compliance plans.

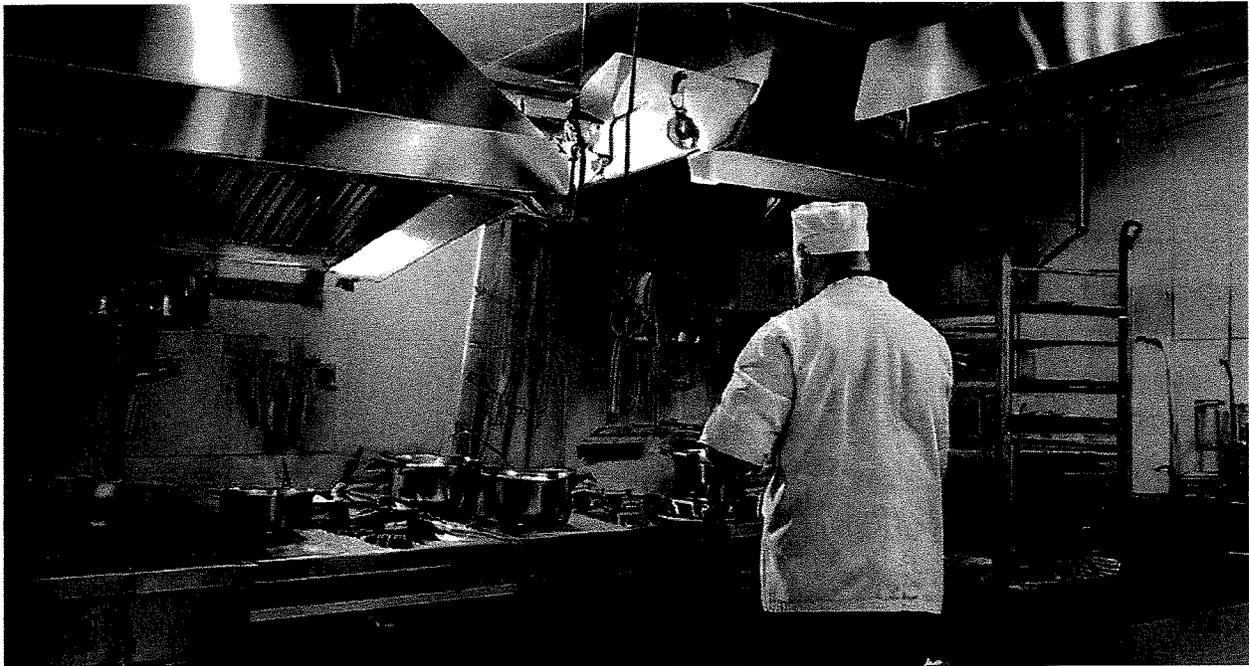


Trinity's Test Kitchen

Our Test Kitchen staff provides support for products brought forth by our Procurement department to be used in service for all levels of meals provided by Trinity Services Group. The act of product testing is multifaceted, as it involves a full spectrum of details, including product quality, nutritional facts, and detailed production and service methods.

Through the Test Kitchen, our Trinity Corporate Chefs work in collaboration with our registered dietitians, purchasing team, and operations staff to create innovative menu ideas and products. To ensure certain products are prepared and served to our expectations, our Chef team may produce training videos within our Test Kitchen to help staff implement new recipes, ensuring consistency and quality across our range of offerings.

Our corporate database features over 11,000 proprietary web-based recipes, many of which are customized to include seasonal ingredients and regional preferences. Through strategic partnerships with vendors and food manufacturers, our Test Kitchen staff have developed several customized ingredient formulations to address a wide range of needs for primary, medical, and religious menu needs.



Dietitian Approval Process

Our Registered Dietitians design and develop our menus to provide nutritious, appetizing meals that meet your facility's specified dietary requirements. They regularly review the implemented menus and provide guidelines for special diets and substitutions as needed.

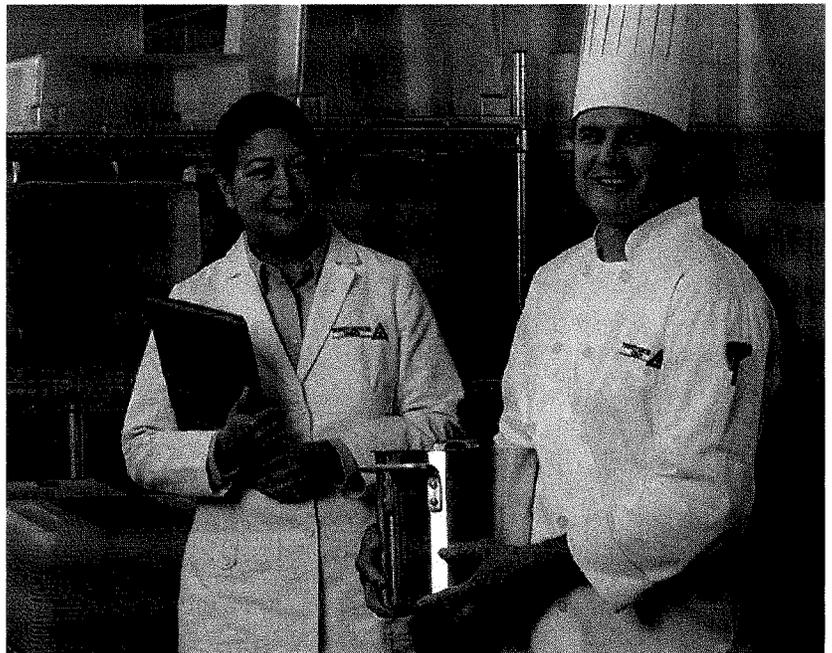
Your Regional Registered Dietitian develops the regular menu to meet the Estimated Average Requirements (EARs) and Daily Reference Intakes (DRIs) for significant nutrients as defined by the Nutrition Labeling Education Act, taking into account the age, sex, and activity level of the population. The Dietitian prepares and signs a nutrition statement annually or as required by contract.

In addition to nutritional requirements, the development of the regular menu considers acceptability, cost containment, and the constraints inherent in a corrections environment.

The Medical Diet Spreadsheet documents the exact foods served to inmates (for both Regular and Medical Diets). We create various medical diets for each client and facility by collaborating with the Regional Registered Dietitian and the authorized personnel, including administrative staff, medical providers, chaplains, and others as needed. The client or facility has final approval of the medical diet menus.

Our procurement team ensures we source the best food and supplies to meet all your facility's meal requirements. Our management and kitchen staff are qualified and trained for meal preparation and distribution duties.

We can establish an ideal meal program that meets your guidelines.



Food Product Safety and Quality

Trinity is committed to delivering the safest and highest-quality products to our clients through a rigorous and transparent procurement process. Our Procurement team is composed of seasoned professionals who ensure vendor and product certifications meet industry standards, while continuously monitoring cost efficiency and delivery performance to uphold excellence across our supply chain.

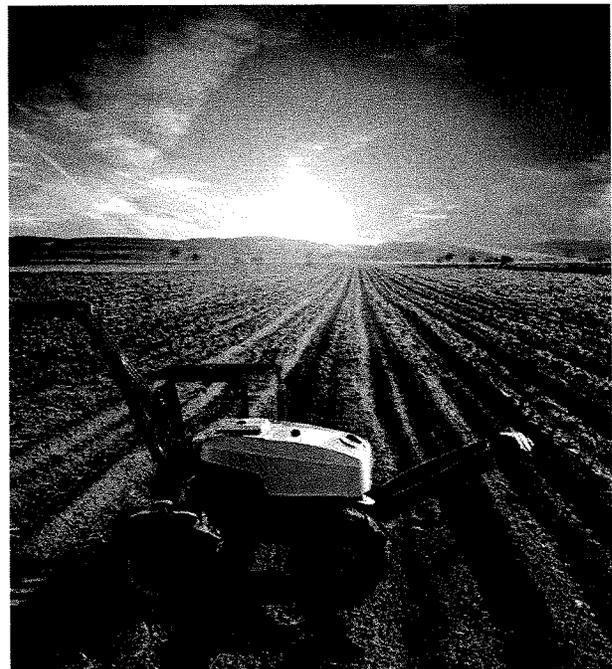
SUPPLIER APPROVAL PROCESS

We prioritize the safety of incoming goods as a key element of our unit-level HACCP plans. All purchases must be made from Trinity Services Group-approved suppliers. Products are assessed for quality and must be USDA inspected Grade B or better, with distributors adhering to HACCP guidelines.

Suppliers must pass independent audits and meet TSG's product specifications, which may exceed federal requirements. Our vendor qualification standards detail requirements for record-keeping, labeling, delivery, and temperature control, and outline Trinity's right to audit suppliers. We emphasize reliability, ethical sourcing, sustainability, and strong supplier relationships to maintain a safe and dependable supply chain.

VENDOR COMPLAINT / ISSUE RESOLUTION PROCESS

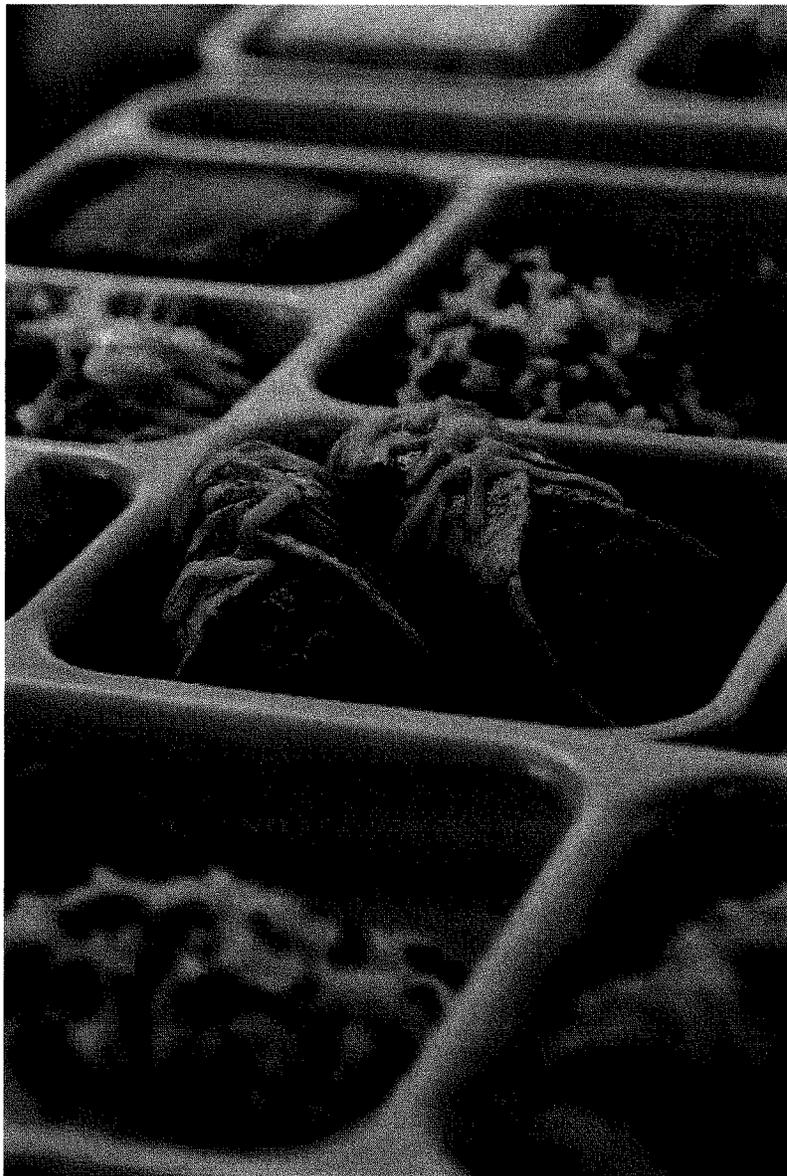
Trinity has a clear vendor complaint process. If issues arise with a product, team members should contact their District Manager, who will complete a vendor complaint form for the Procurement team. The team acts promptly to investigate any complaints.



Cycle Menus with Nutritional Analysis

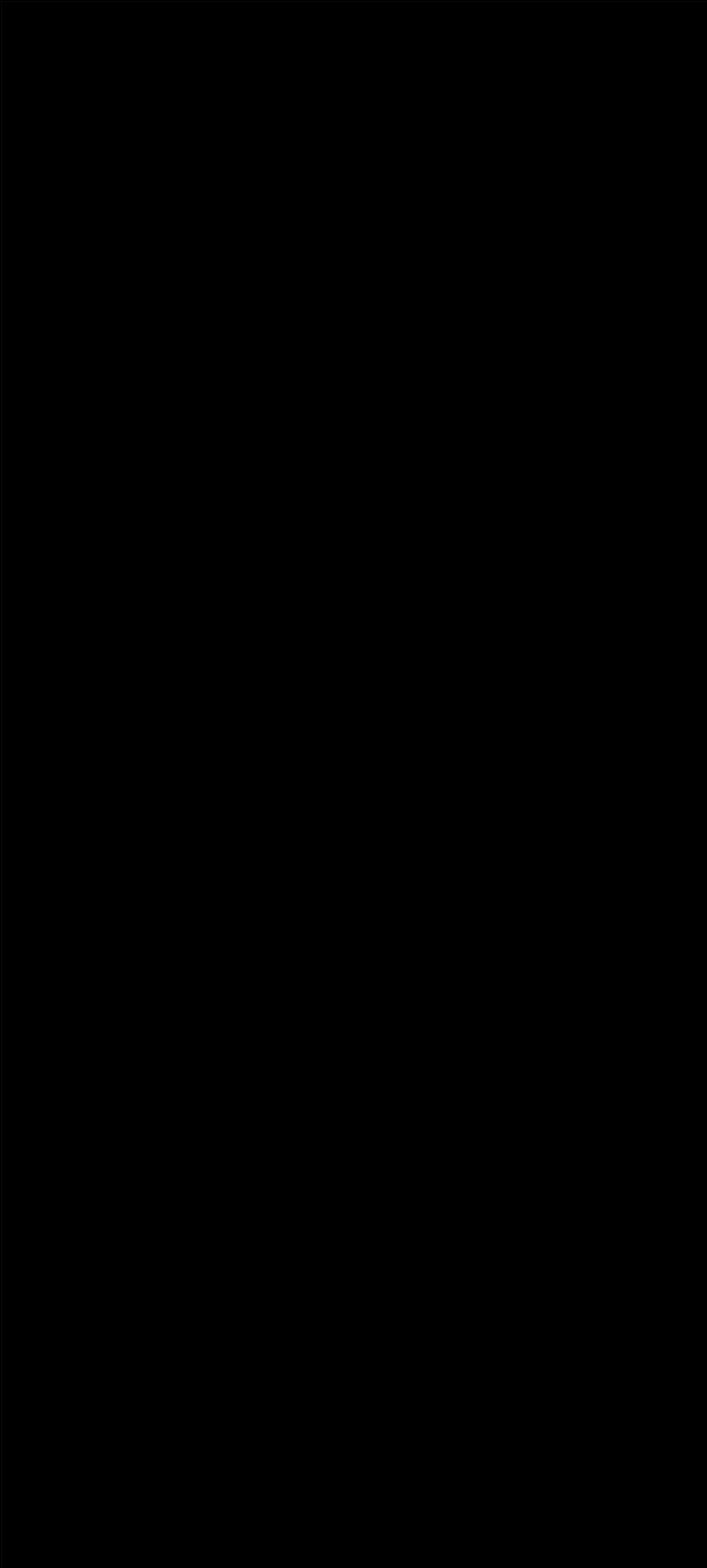
Trinity has provided the following menus as entered into our NetMenu® computerized menu management software and shown the format for the cycle menu.

We always encourage a meeting to address any questions, preferences or changes your agency may require so we can ensure the menus meet or exceed your expectations and that we have a correct corresponding meal price to reflect the menus.



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Food Service



Jeff L. Savary, RD #822-741

Dietary Consultant

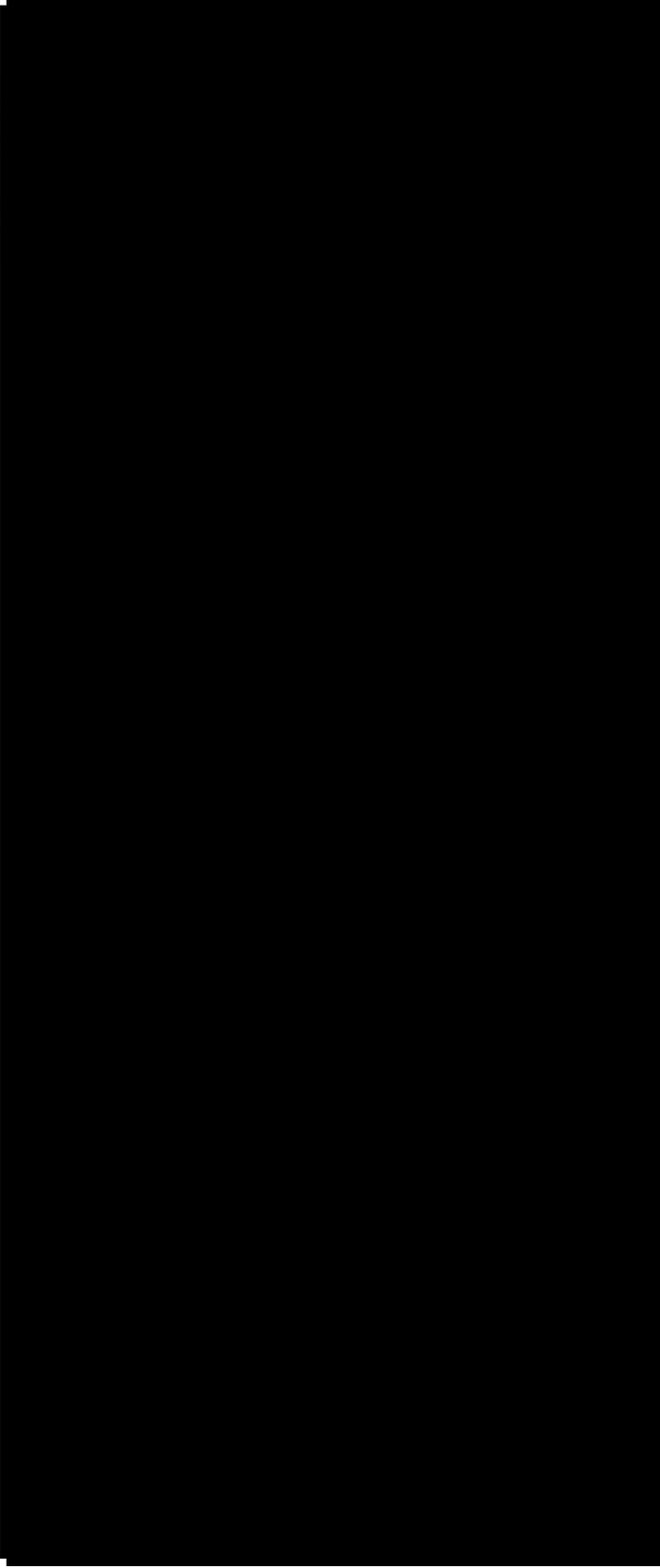
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Jeff Z. Sweeney, RD #822-741

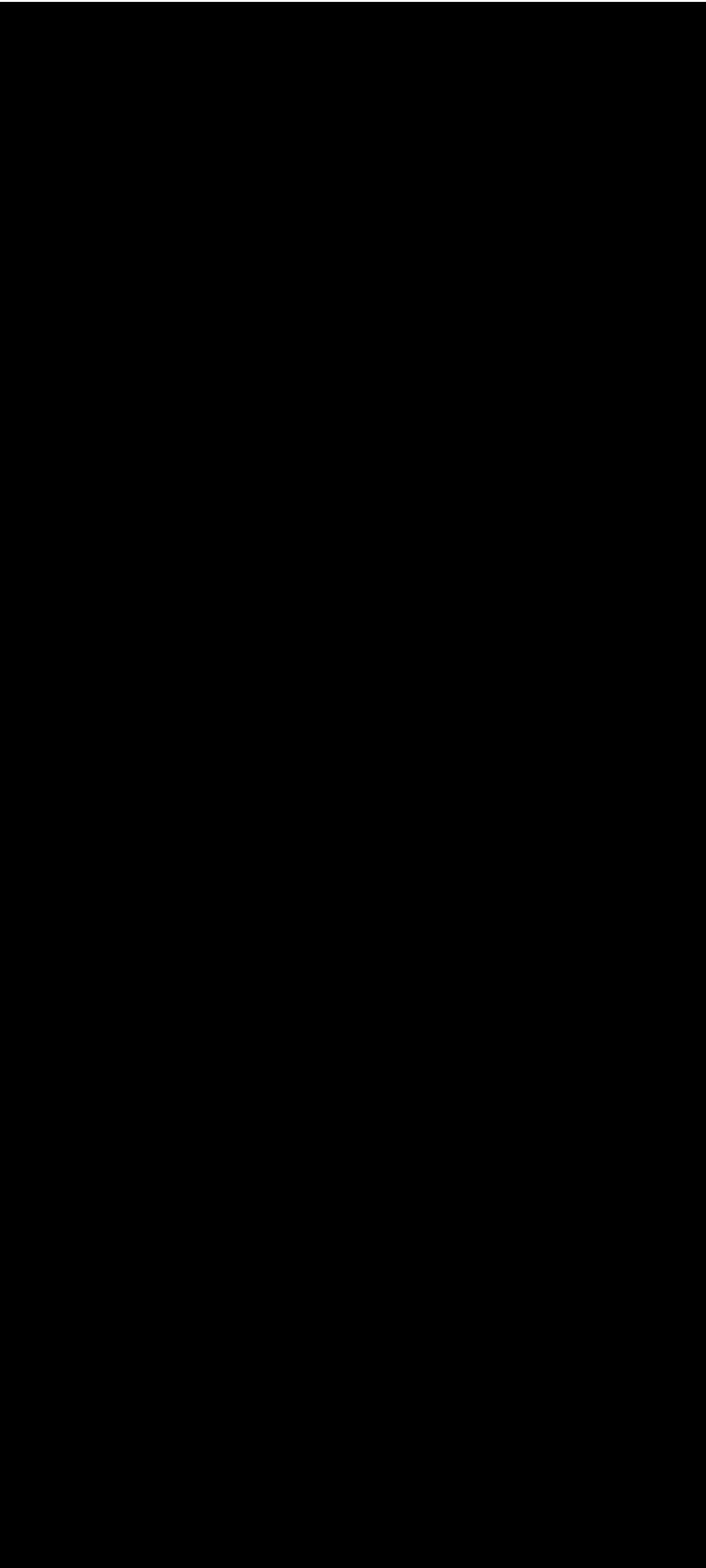
Dietary Consultant

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Dietary Consultant

Paul J. Sawyer, RD #822741

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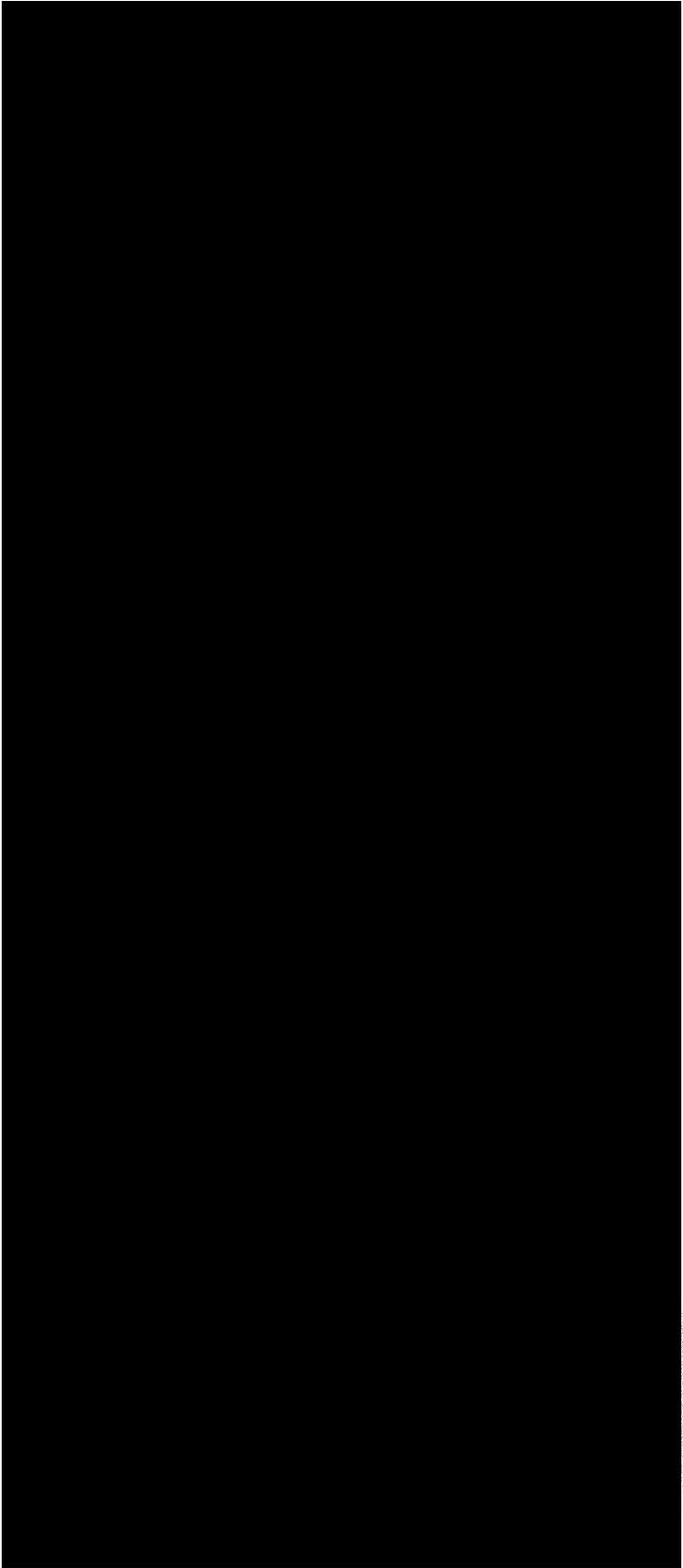
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Management & Operation of the Food Service Department and Operation of the Inmate Commissary Program for the Albany County Correctional Facility

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Dietary Consultant

David J. Sawyer, RD #832741

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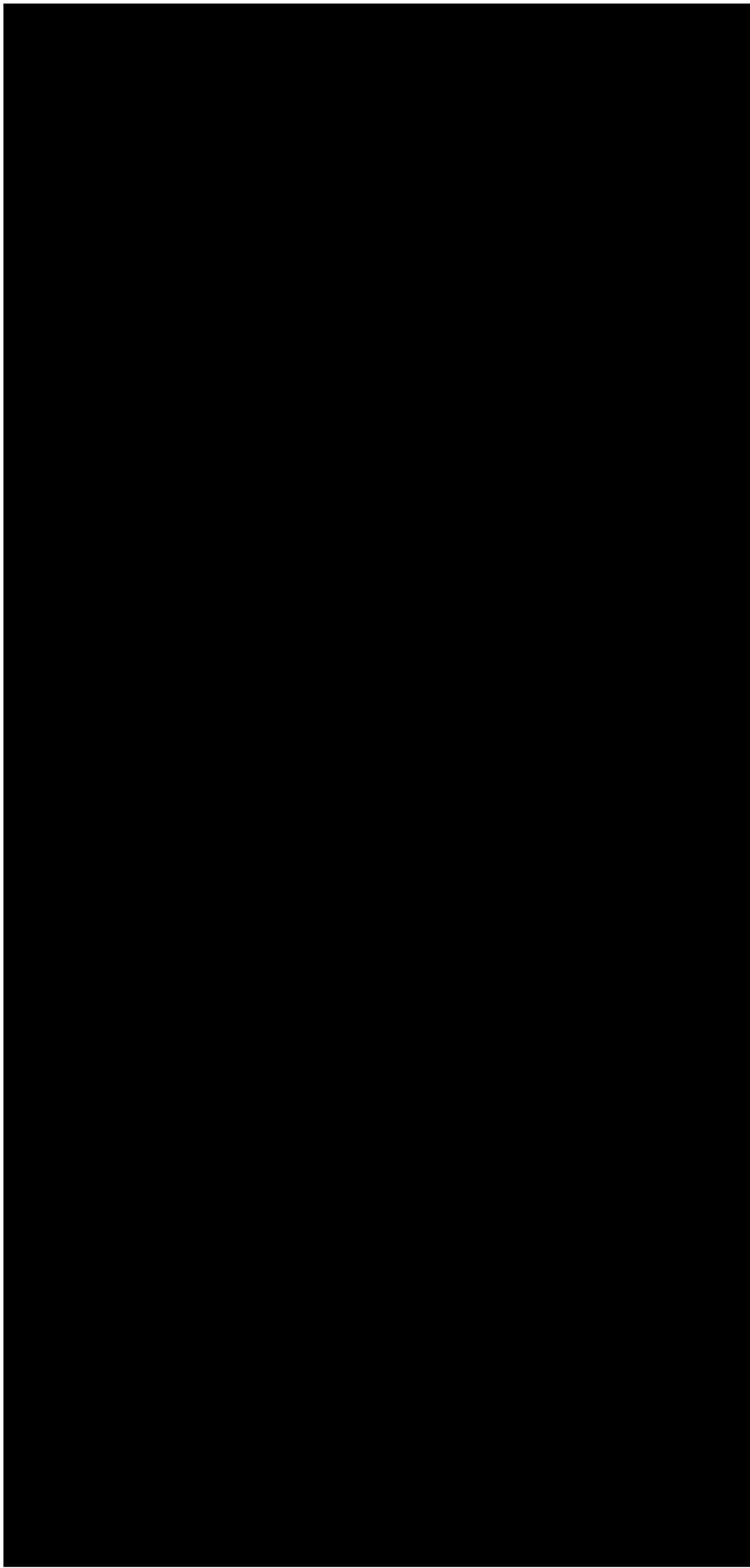
10/16/2025

Management & Operation of the Food Service Department and Operation of the Inmate Commissary Program for the Albany County Correctional Facility



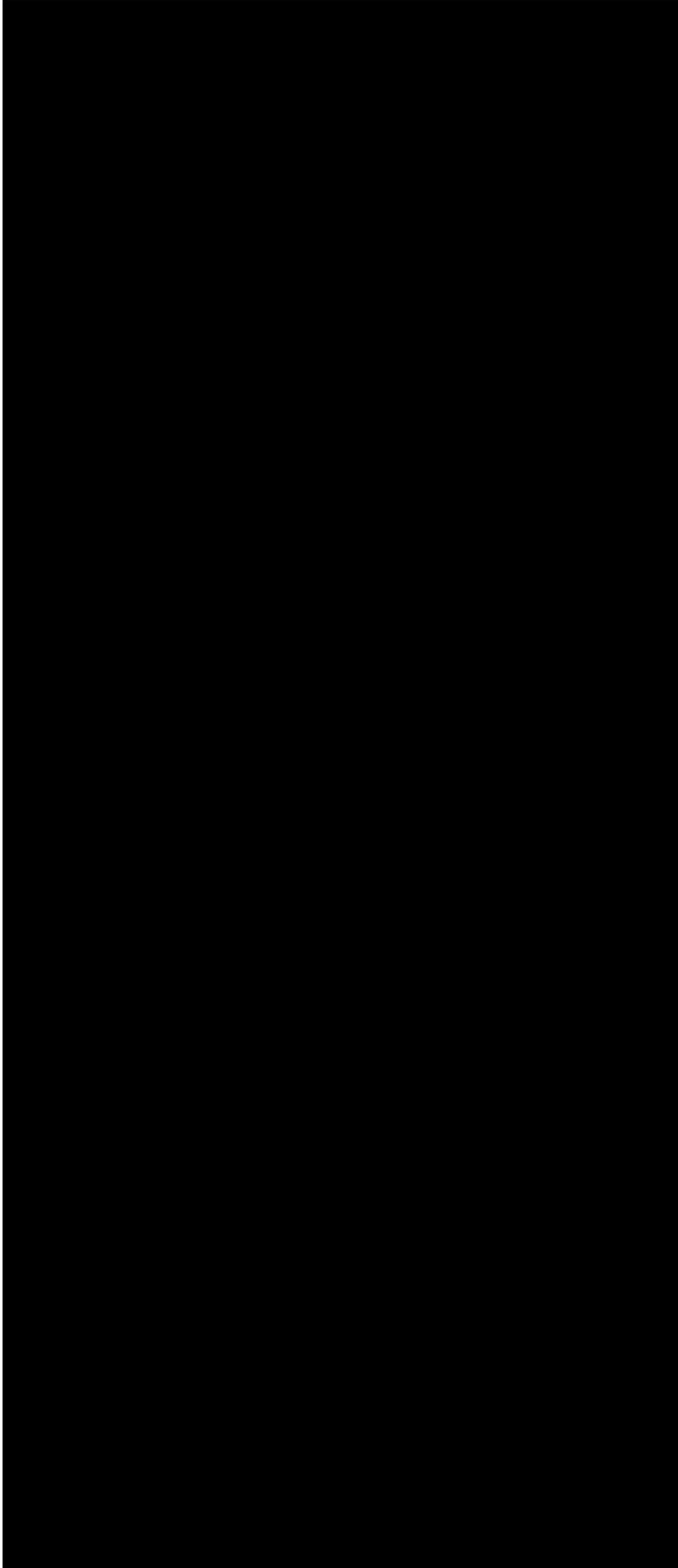
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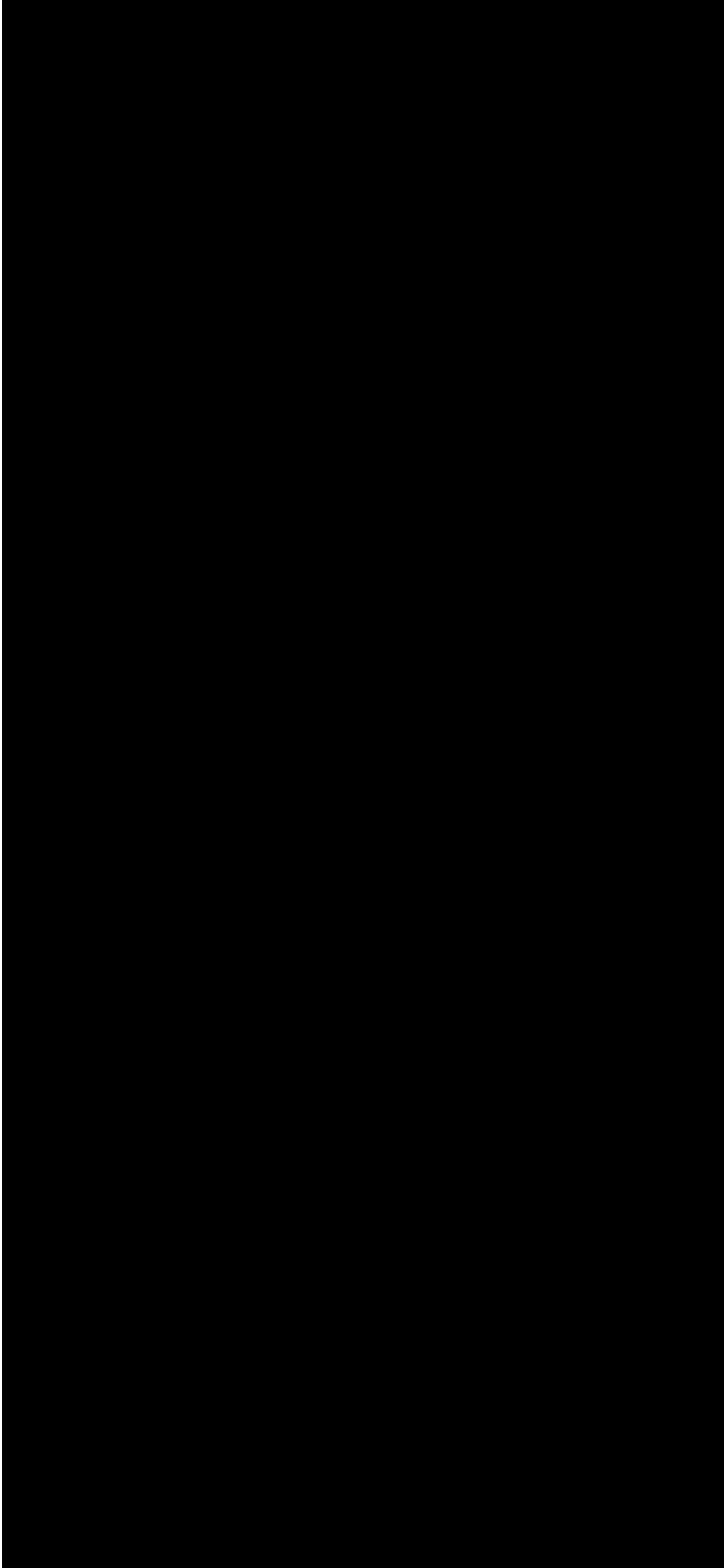
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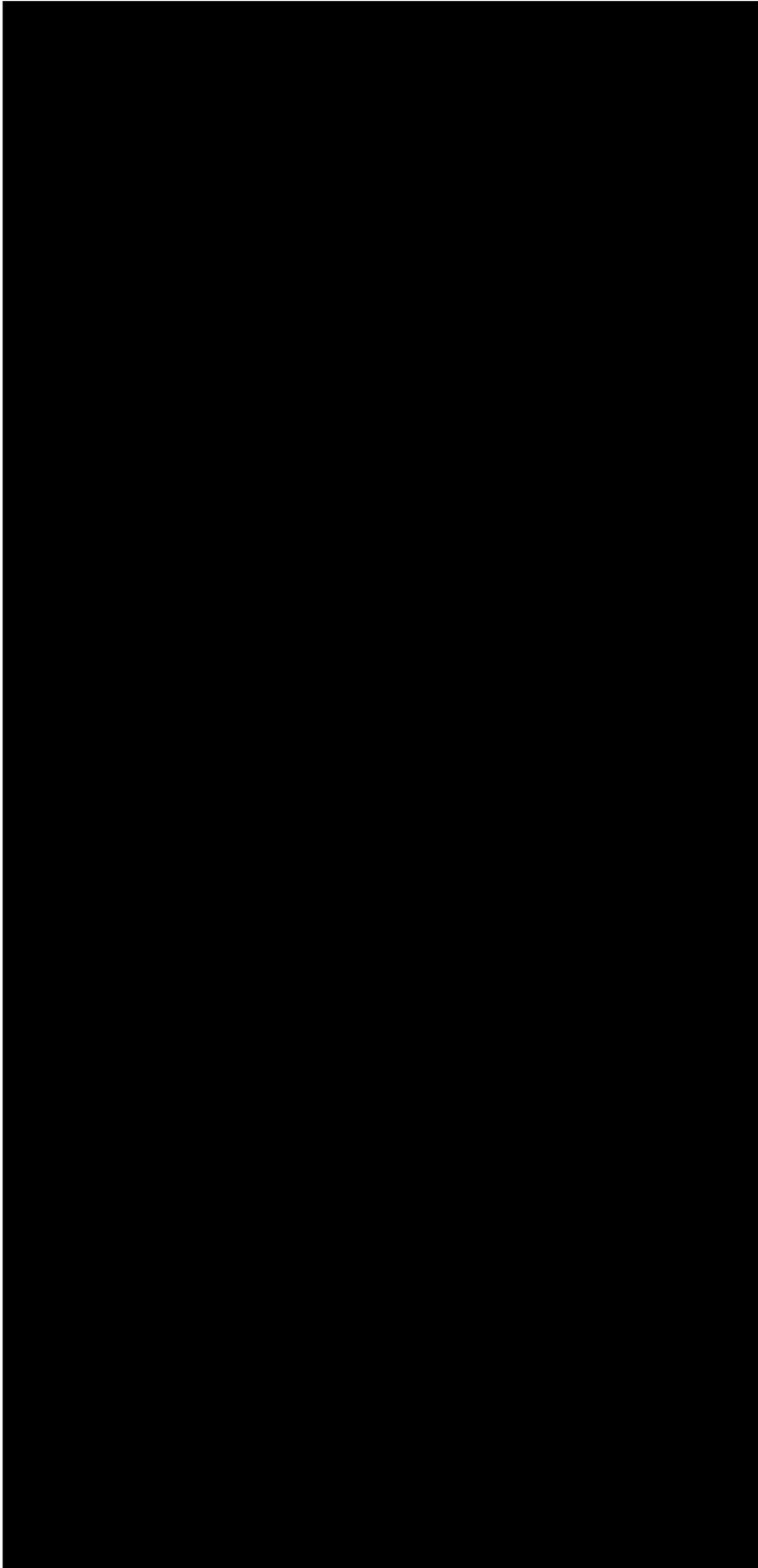
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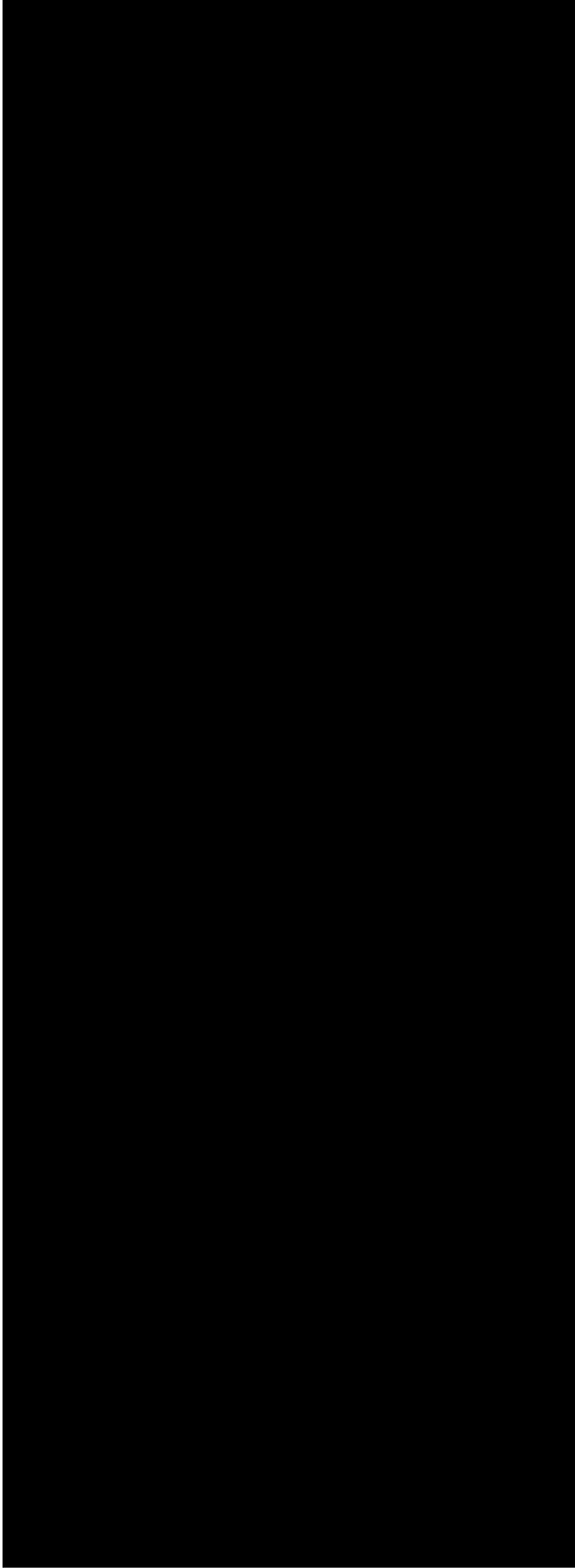
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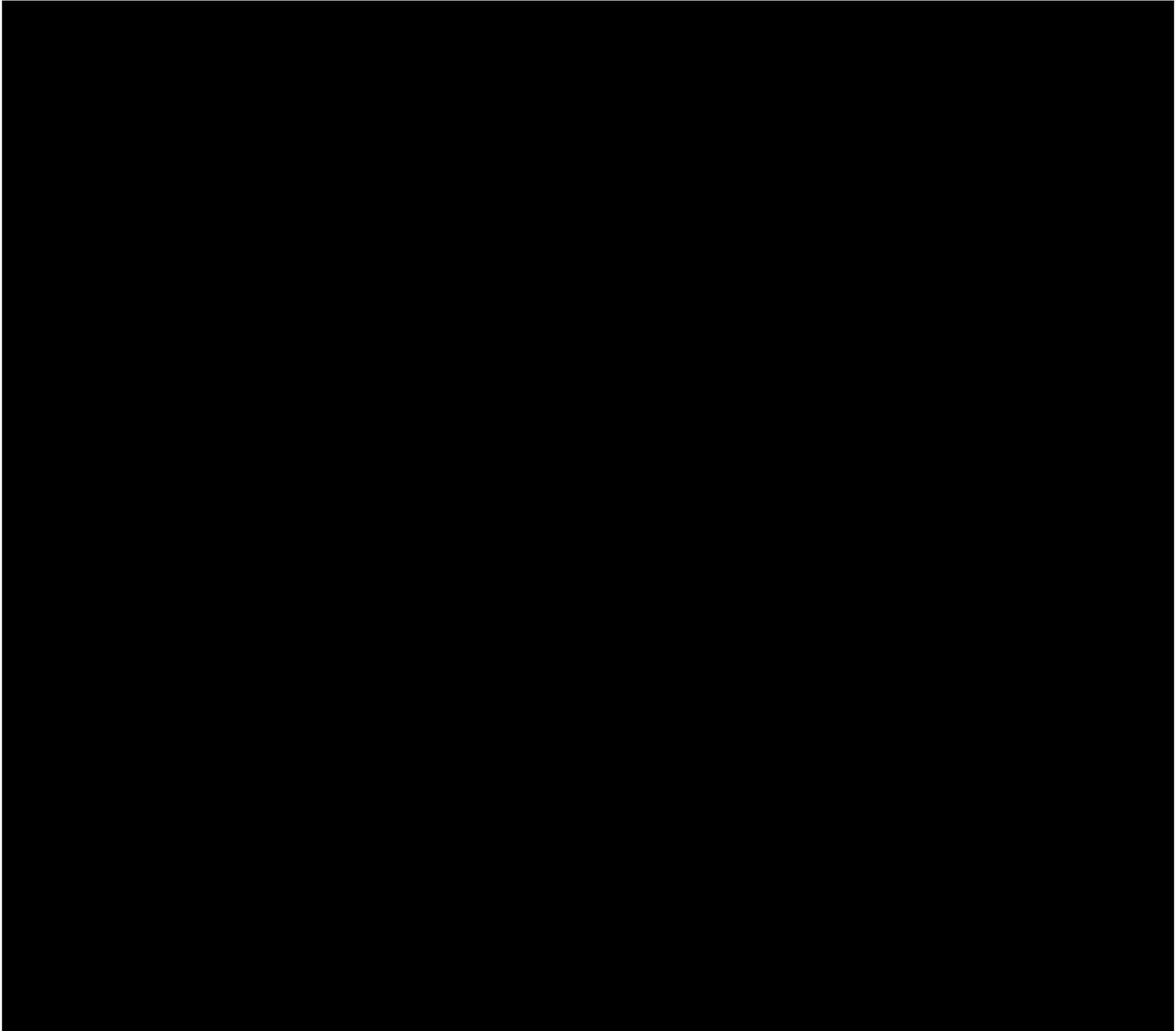
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Special Diets

We have provided the Table of Contents from Trinity's Diet Manual for Correction Institutions and descriptions of special diet accommodations and sample Diet menus.

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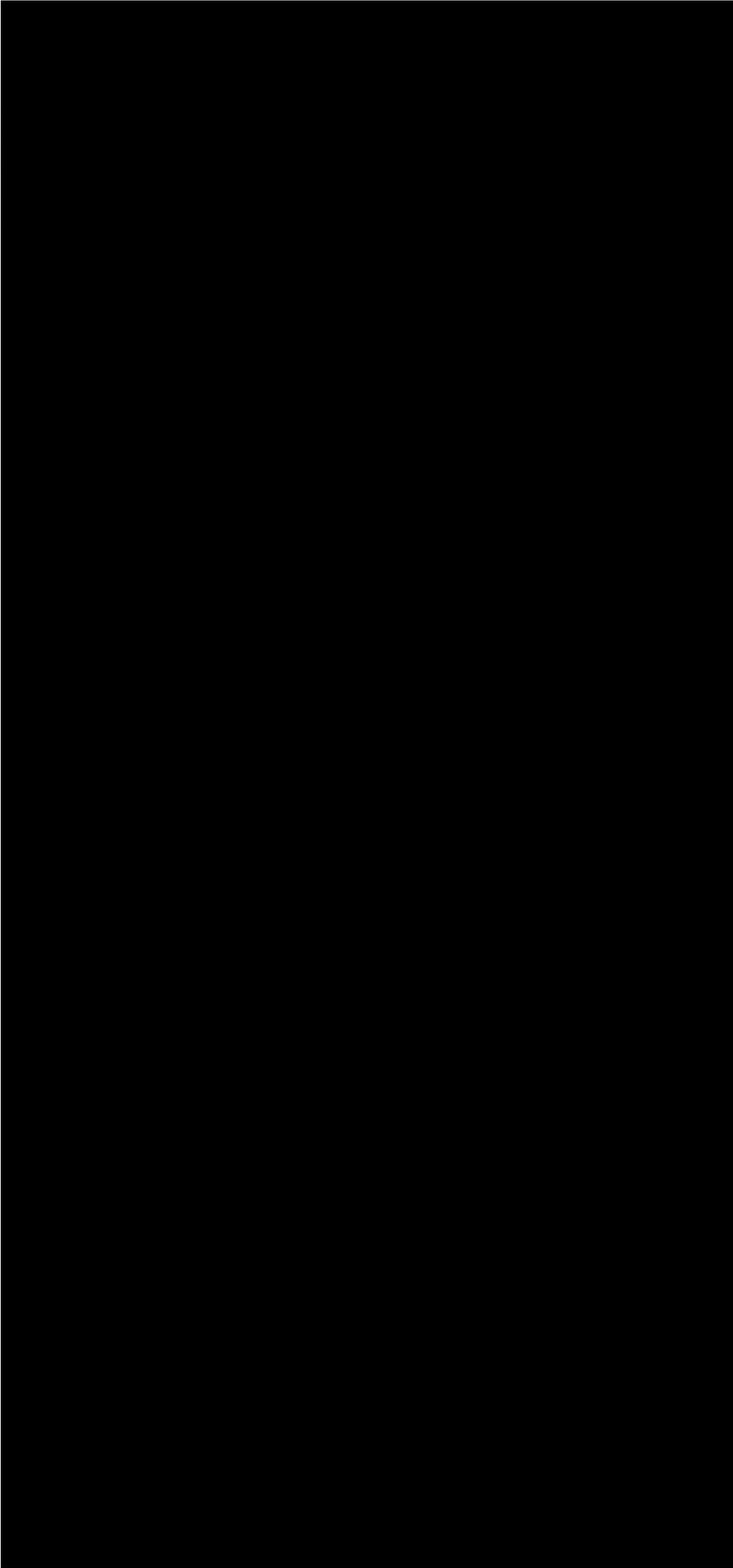
TRINITY'S STANDARD RESTRICTED DIETS

DIET TYPE	DESCRIPTION
<i>Clear Liquid</i>	This diet consists of only transparent fluids.
<i>Full Liquid</i>	Diet composed of fluid and semi-fluid digestible foods. Intended to be a transitional diet. Often used post surgically or in cases of limited chewing abilities such as a wired jaw.
<i>Mechanical (Dental) Soft</i>	Provides foods of softer consistencies to meet needs of inmates with limited chewing abilities. This diet is nutritionally adequate and requires no supplementation.
<i>Higher Calorie/Higher Protein</i>	Contains additional calories and protein added; includes evening snack.
<i>Pregnancy</i>	Added dairy and removal of cold deli meats; includes evening snack.
<i>Diabetic Reduced Sodium</i>	Modified portions to provide consistent carbohydrates and lower sodium throughout the day. This diet replaces concentrated sweets with sugar free or lower sugar items.
<i>Reduced Sodium/Reduced Fat</i>	This diet follows the regular menu as closely as possible restricting high fat and high sodium content foods.
<i>Increased Fiber</i>	Provides an additional 7-10g of fiber.
<i>Fiber Restricted</i>	Reduces fibrous foods (uncooked vegetables, corn, beans, fresh fruit, bran)
<i>Kidney/Renal Disease</i>	Limits the quantity of protein, sodium, and potassium.
<i>Dialysis</i>	Increased quantity of protein and lower sodium and potassium.
<i>TSG Allergy</i>	Excludes nine most common allergens - wheat (gluten restricted), fish, shellfish, tree nuts, sesame, milk, soy, eggs, peanuts, as well as tomato and onion.
<i>Low Lactose</i>	Removes foods that contain lactose for individuals that are lactose intolerant.
<i>Gluten Restricted</i>	Eliminates gluten containing foods, such as wheat, rye, and barley.



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Gen. J. Sances, RD #822-741

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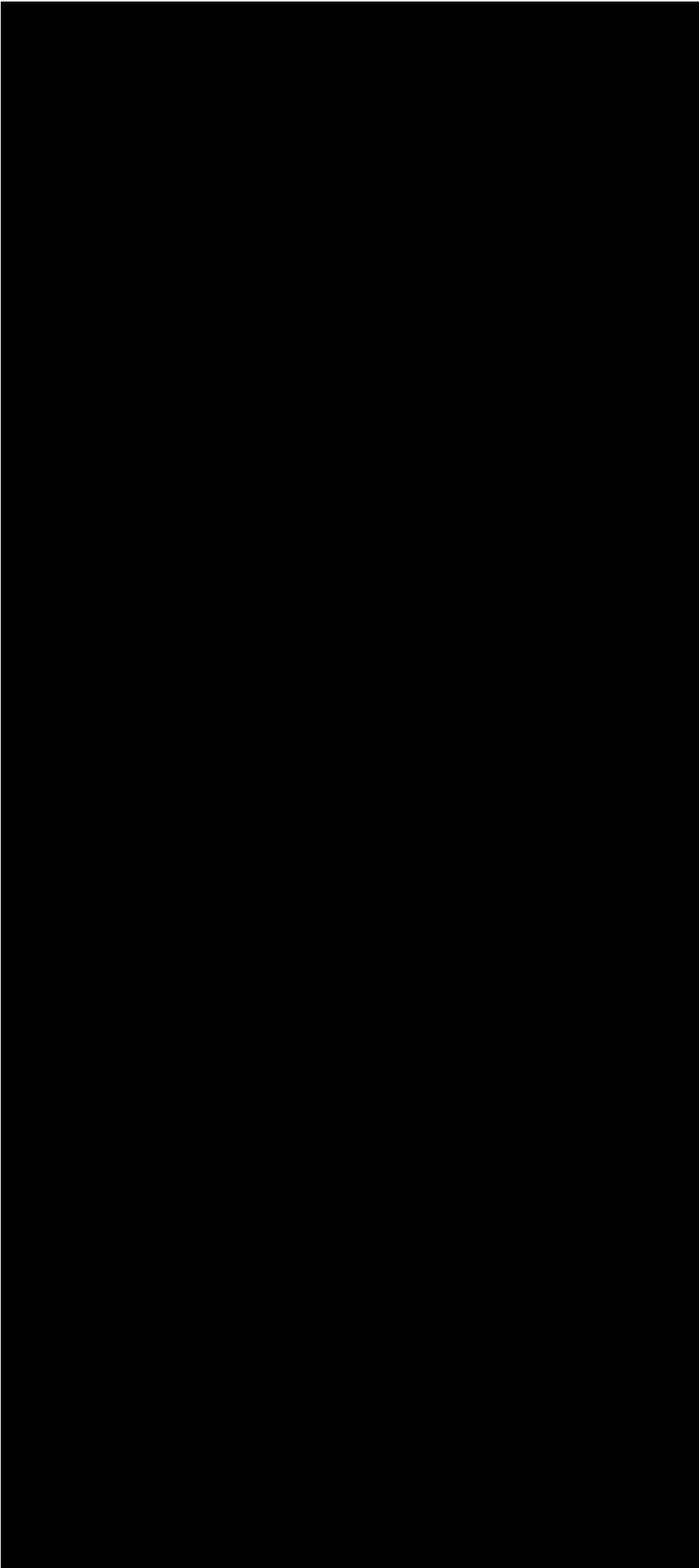
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Jeffrey L. Savary, RD #8222741

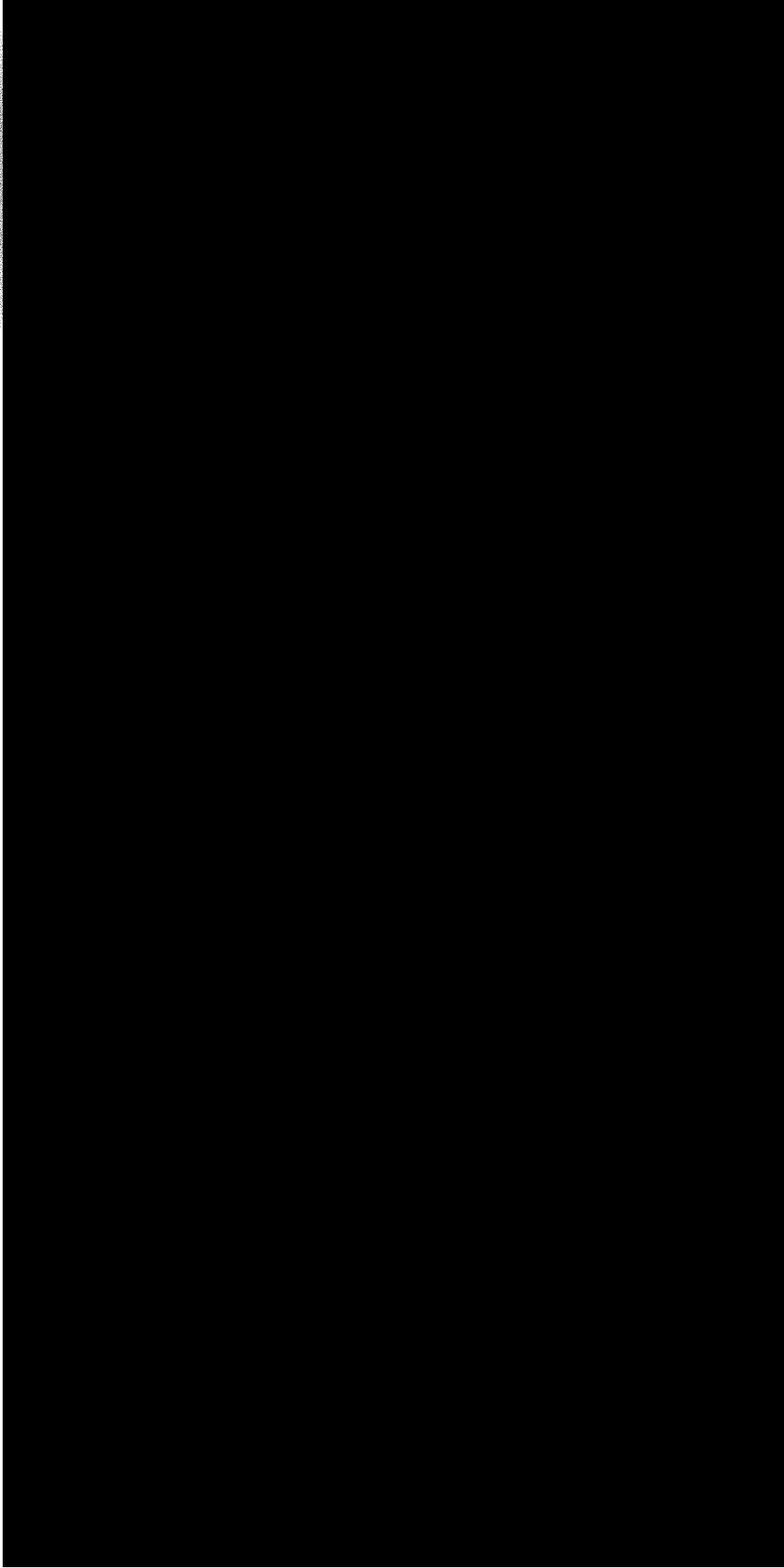
Dietary Consultant

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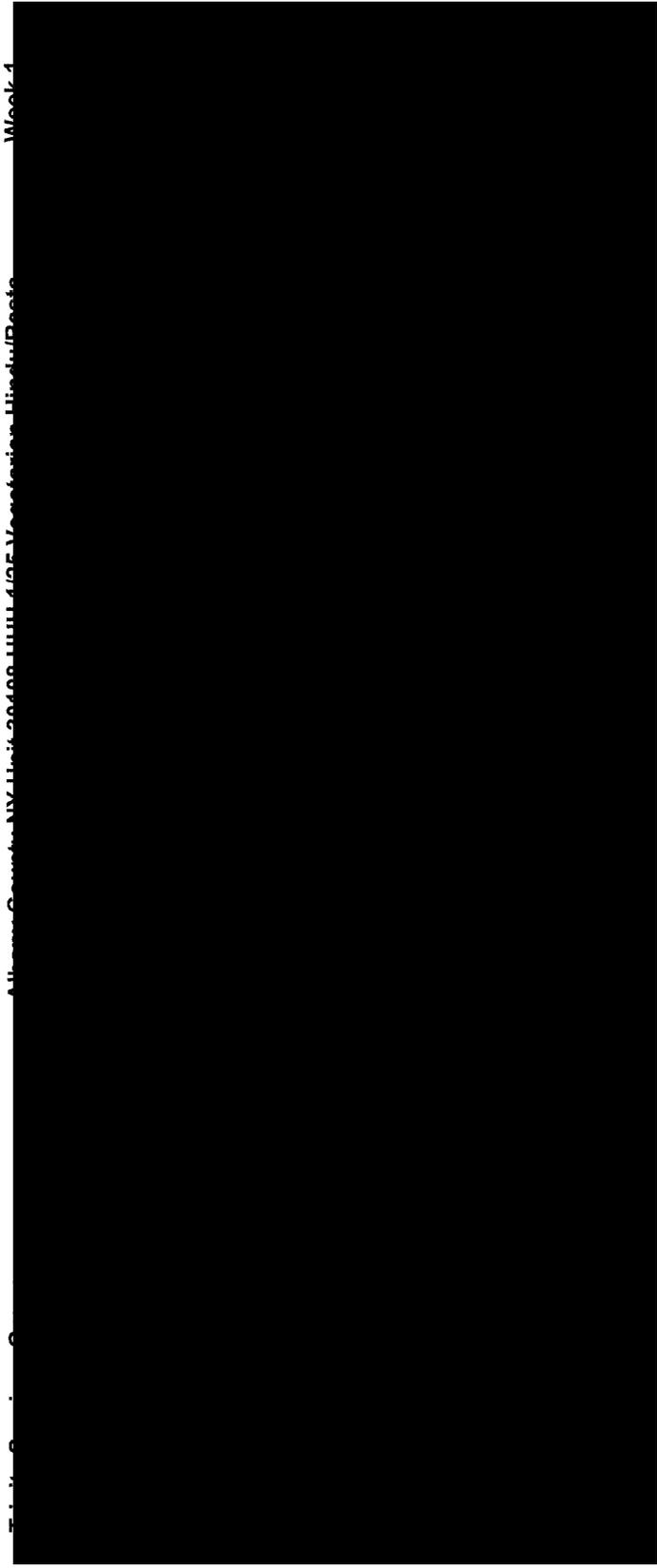
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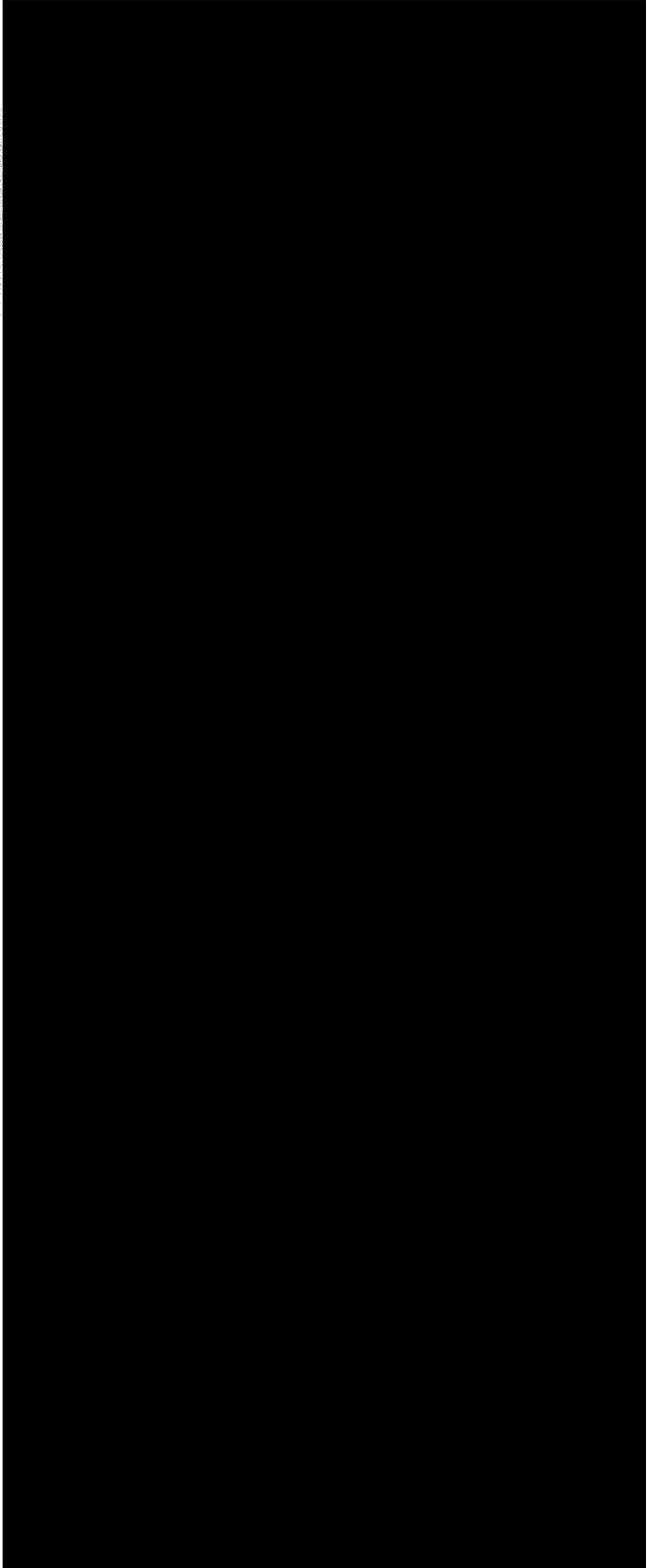
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Management & Operation of the Food Service Department and Operation of the
Inmate Commissary Program for the Albany County Correctional Facility

Sample Holiday Menus

Trinity will serve Holiday and Spirit Lifter Meals as required by your RFP and will meet with your representative to determine the type of meal best suited to your population based on any price restrictions. We have included several samples for your review.

Thanksgiving



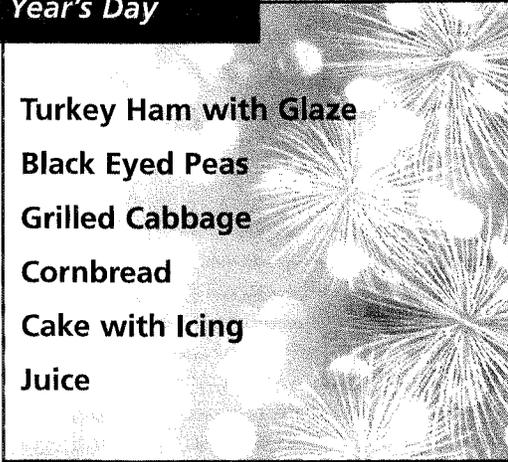
Roast Turkey with Gravy
Mashed Potatoes
Cranberry Sauce
Bread Dressing
Vegetable Medley
Dinner Roll
**Pumpkin Pie
with Whipped Topping**

Christmas



**Sliced Roast Beef
with Gravy**
Rice
Seasoned Greens
Cornbread
Butter
Apple Crisp
Juice

New Year's Day



Turkey Ham with Glaze
Black Eyed Peas
Grilled Cabbage
Cornbread
Cake with Icing
Juice

Easter



**Baked Turkey Ham
with Pineapple Sauce**
Sweet Potatoes
Mixed Vegetables
Tossed Salad with Dressing
Roll with Butter
Easter Jelly Bean Cake



Trinity Take-Out

Through allowing for the purchase of restaurant-quality food, Trinity Take Out (TTO) encourages, reinforces, and rewards positive inmate behavior, boosts morale, and aids in maintaining family ties while an inmate is in the custody of Albany County.

Trinity recognizes the emphasis you place on inmate behavior improvement. The Trinity Take-Out program is one way you can encourage the inmate's behavioral improvement while boosting morale. TTO can be utilized as a reward for maintaining cleanliness in the housing area, or any other areas of concern that you would like to emphasize. TTO is an excellent tool to accentuate the power of positive reinforcement for improved behavior in following rules, as well as meeting/exceeding your standards.

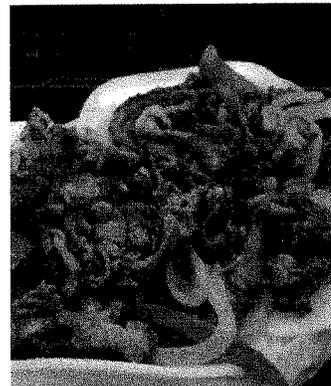
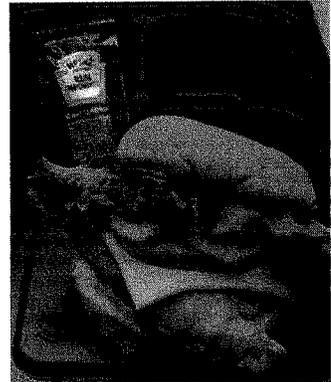
TTO offers a variety of restaurant-quality food, prepared by professionally trained staff. All products sold within this program have been specifically developed for Albany County with regional preferences in mind, and are not only available to inmates; your Officers and staff can also purchase these meals.

- TTO offers a variety of restaurant-quality food, prepared by professionally trained staff
- All products sold within this program have been specifically developed for Albany County with regional preferences in mind.
- Not only available to inmates, your Officers and Staff can purchase TTO as well!
- TTO is made available only to the inmates Albany County deems eligible to participate.



Trinity Take Out Meals for Albany County

- 5-inch Cheese Pizza
- Large Cheese Pizza
- 5-inch Pepperoni Pizza
- Large Pepperoni Pizza
- Pepperoni Calzone
- Deluxe Cheeseburger
- Bacon Cheeseburger Meal
- Breaded Chicken Sandwich
- Philly Cheesesteak
- Meatball Sub Sandwich
- Chicken Salad
- Chicken Nuggets
- Boneless Buffalo Chicken
- Stuffed Chicken Meal
- Peanut Butter Chocolate Chip Cookies
- Chocolate Chip Cookie
- Low Fat Milk

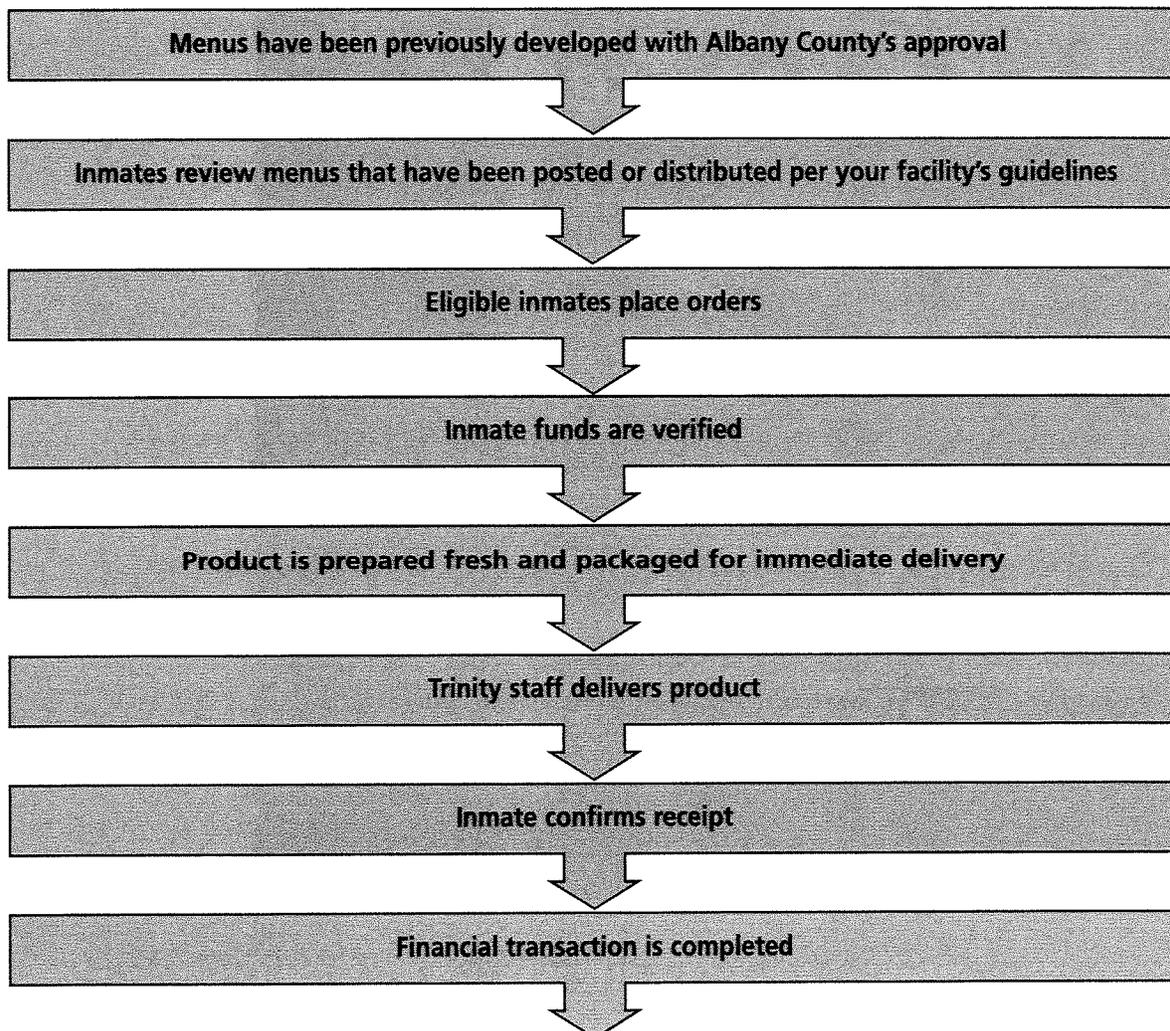


Inmate Ordering Process

Ordering Trinity Take Out is easy with no burden to Albany County. Inmates who are eligible for TTO simply place their order through various methods, depending on the facility's setup and available options. A TTO representative will survey your facility and provide you with the best TTO ordering option.

Once the orders have been placed, they will be "batched" at a day and time agreed upon and sent to the kitchen for fulfillment. The items will be produced fresh and served at the proper temperature by Trinity Services Group staff.

HOW THE PROGRAM WORKS



Friends and Family Online Ordering

Trinity's Friends and Family ordering platform offers an online ordering system that enables friends and family to order for inmates in Albany County through a credit card transaction. The ability of a friend or family member to send an inmate TTO while incarcerated helps maintain family ties.



Now Available...

Fresh from the Kitchen Treats!

Reinforce positive inmate behavior, boost morale and
provide great meals to staff who can also purchase



**Tell Family & Friends they
can make purchases at
www.TTOFood.com**

EASY. SECURE. MULTI PLATFORM.



Officer and Staff TTO

Understanding the importance of accommodating Officers remaining at their post during their shift, Trinity Take Out may be made available for Officers and Staff to purchase. TTO would be purchased on the same days the program is offered to the inmates.

Trinity already has an established online ordering platform, which will be developed and customized for Albany County. This platform enables the Officers and Staff to purchase and pay for TTO items without ever leaving their post.

- Ordering is available by visiting the website URL while at the facility, or scanning a QR code and ordering by phone
- The website processes credit/debit card payments securely and in real time
- The only information needed is the name of the officer, the location, and the credit card information
- When the order is processed successfully, a receipt will print out with an order number and "pick-up" details



Staff Meals

Trinity understands the stressful environment and responsibilities the staff and officers experience daily. We offer relief from that environment by providing a food service program to your staff and officers to promote morale, nutritional value, and a pleasant diversion from their daily duties.

We have provided sample Staff Dining menus on the following pages. We want to meet with you to better determine the needs and suggestions of the officers and administration.





CORNER CAFÉ STAFF DINING PROGRAM

Satisfying Meals, Better Break Times



We understand that the corrections environment can be stressful and draining for officers and staff. That's why we're happy to offer some relief with our Corner Café staff dining program—it's designed to promote morale, provide nutritional value and offer a pleasant diversion from daily duties. Fresh, tasty meals are prepared on site so staff can relax and remain in the building. It's convenient, cost-effective fare, ready on demand.

TRINITY SERVICES
GROUP



Learn more at TrinityServicesGroup.com



Sample Staff Dining Menu - Week 1

Monday

Cheeseburger
with Lettuce & Tomato
French Fries

Tuesday

Cheese Lasagna
Seasoned Broccoli
Garlic Toast

Wednesday

Fried Chicken
Mashed Potato
Corn

Thursday

Roasted Chicken Quarters
Mashed Potatoes with Gravy
Green Beans

Friday

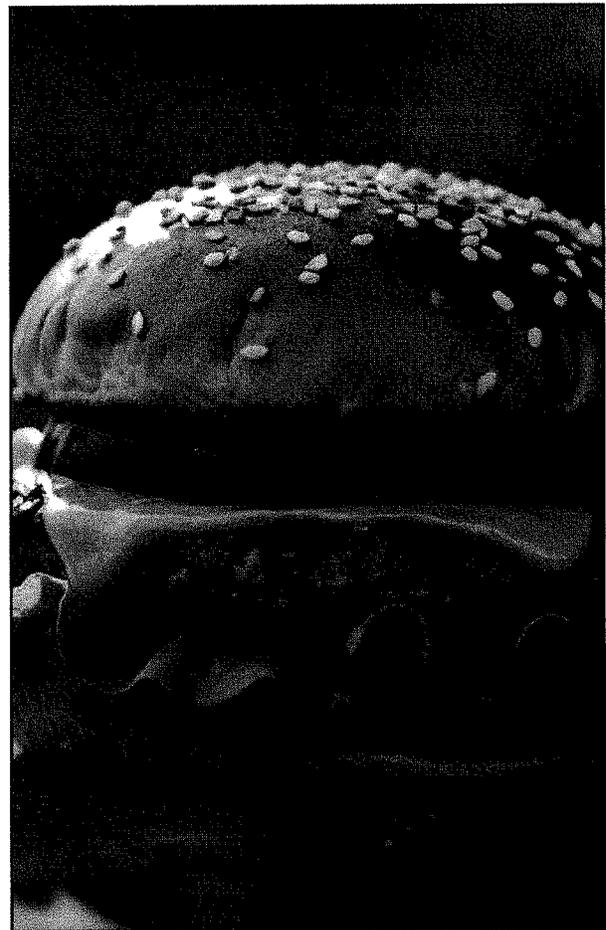
BBQ Pulled Chicken
Onion Rings
Cole Slaw

Saturday

Grilled Reuben
Chips
Macaroni Salad

Sunday

Chicken Tenders
Fries
Cole Slaw



Sample Staff Dining Menu - Week 2

Monday

Mini Salisbury Steaks
with Mushroom Gravy
Roasted Potatoes
Seasoned Broccoli

Tuesday

Club Sandwich
Chips
Deli Salad

Wednesday

Hot Dog
with Sauerkraut
Fries

Thursday

Pizza
Pasta Salad
Potato Chips

Friday

Fried Fish Fillet
Fries
Cole Slaw

Saturday

Chicken Parmesan
Pasta

Sunday

Baked Ziti
or Baked Ziti with Meat
Garlic Toast



Sample Staff Dining Menu - Week 3

Monday

Cheeseburger
with Lettuce & Tomato
French Fries

Tuesday

Make Your Own Taco
Mexican Rice

Wednesday

Fried Chicken
Tator Tots
Corn

Thursday

Chicken Cacciatore
Penne Pasta
Roasted Potato

Friday

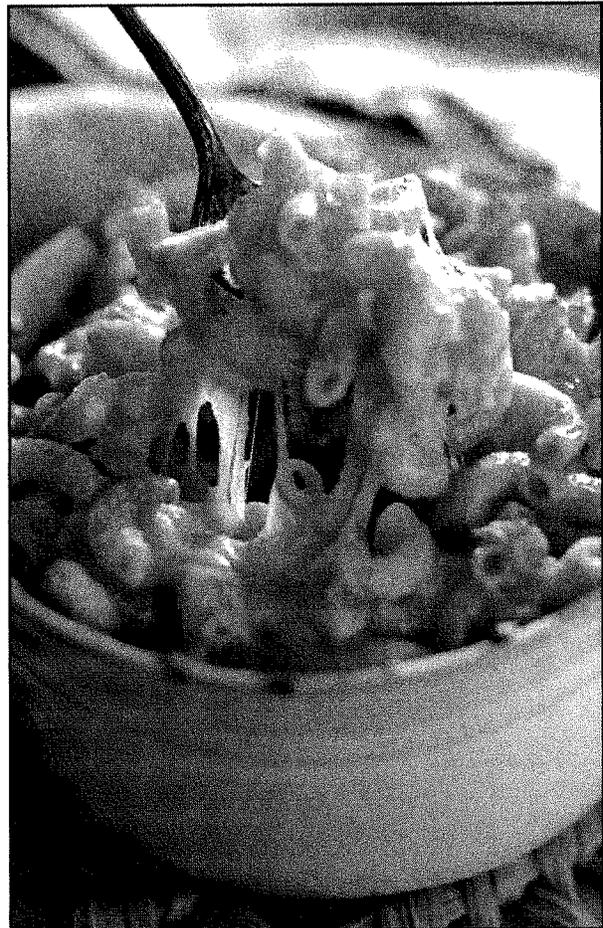
Grilled Ham & Cheese
or Grilled Cheese
Chips

Saturday

Buffalo Chicken
or Plain Chicken
Tator Tots

Sunday

Mac & Cheese,
Spicy Mac & Cheese
or Mac & Bleu Cheese
Chips



Sample Staff Dining Menu - Week 4

Monday

Italian Sausage on a Roll
with Peppers & Onion
Corn on the Cob

Tuesday

Cheeseburger
with Lettuce and Tomato
French Fries

Wednesday

Spaghetti and Meatballs
Garlic Bread

Thursday

Mini Meatloaf
Fries
Green Beans

Friday

Fried Fish
Fries
Cole Slaw

Saturday

Chicken Cordon Bleu
Scalloped Potatoes

Sunday

Grilled Ham & Cheese
or Grilled Cheese
Tater Tots



Catering by Trinity Services Group

Trinity has extensive experience providing catering services for our partners. Whether you are planning an administrative meeting, award ceremony, or celebrating Correctional Officers Week, Trinity can offer flexible, delicious, and easy-to-serve catering options tailored to meet the needs of meetings of any size.

We have enclosed a sample menu for your review and are more than happy to plan these events according to your specific preferences. We will work with you to create a customized catering plan at a mutually agreed-upon cost.





TRINITY
SERVICES GROUP

CATERING BY TRINITY

SAMPLE MENU

SMALL BITES



GRAPES & CHEESE SNACK CUP

Juicy grapes with squares
of cheddar cheese



FRESH FRUIT TO-GO

Seasonal fresh-cut fruit
in a portable cup



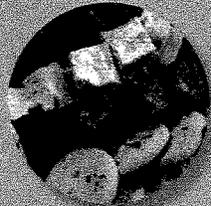
VEGETABLE CRUDITÉ CUP WITH DIP

Crisp carrots and celery
sticks with Ranch Dressing



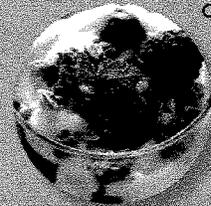
ASSORTED COOKIE TRAY

Freshly baked jumbo
cookies, straight from
our ovens



SWEET ASSORTMENT

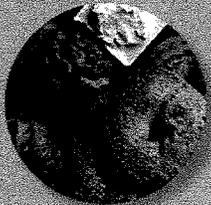
A tray of freshly baked
cookies and brownies



FRUIT & YOGURT PARFAIT CUPS

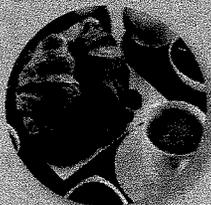
Yogurt swirled with sweet fruit and
topped with crunchy granola

QUICK STARTS



BAGEL & PASTRY TRAY

Assorted bagels and pastries
served with cream cheese,
butter & preserves



BAGEL & PASTRY CONTINENTAL

Assorted bagels and pastries served
with cream cheese, butter & preserves,
orange juice & fresh-brewed coffee



PASTRY TRAY

Assorted muffins and
morning pastries served
with butter and preserves



BAGEL TRAY

Assorted bagels served with
cream cheese, butter & preserves



BREAKFAST GO BOX

Individual boxes packed with a bagel or breakfast
pastry with butter and preserves or cream
cheese, a cup of yogurt and orange juice



Section IV: Plan Implementation - Food Service

FRESH AND GREEN



HEALTHY START

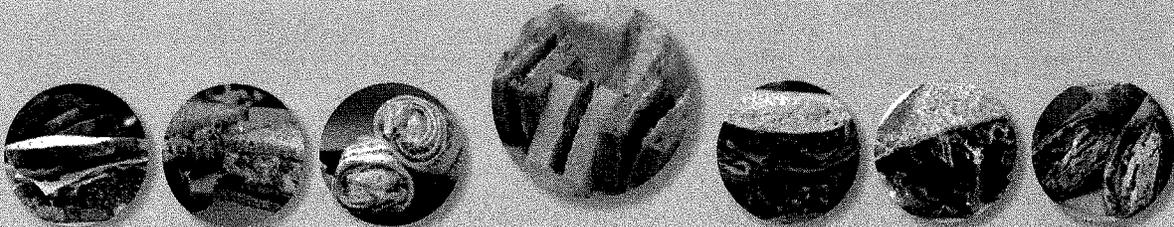
Seasonal sliced/cubed fresh fruit tray served with flavored dipping yogurt and granola



DELI SANDWICH COMBO

An assortment of handcrafted deli sandwiches. Served with fresh garden salad, Frito Lay potato chips, our jumbo cookies and assorted beverages

SANDWICH BASICS PLATTER



SANDWICH BASICS PLATTER

Our sandwich basics offer straightforward, simple flavors. All sandwich basics are served with lettuce, tomato and mayonnaise, unless otherwise requested

Ham & Swiss on Rye Bread
Chicken Salad on Country White Bread

Chicken Caesar Wrap
Turkey & Cheddar on Whole Wheat Bread

Tuna Salad on Country White Bread
Turkey Chipotle Wrap



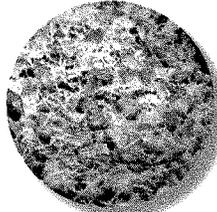
SIGNATURE SALAD TRAYS

Assortment of tossed entrée salads served with salad dressings and hot dinner rolls



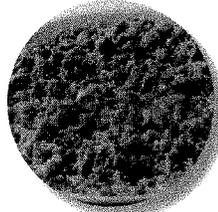
CLASSIC CHEF SALAD

Mixed greens with julienned toast turkey, smoked ham, Swiss & Cheddar cheese, cucumber, tomato, hard-boiled egg & dressing



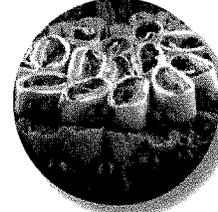
GRILLED CHICKEN CAESAR SALAD

Crisp romaine lgreens topped with grilled chicken, shredded parmesan & croutons with Caesar dressing



TRIO SALAD COMBO

Tossed greens topped with choice of three salads: Chicken, Egg, Tuna or Ham Salad



WRAP PLATTER

Customizable assortment of classic favorite wraps: roast turkey, smoked ham & turkey

HOT COMFORT MEAL



LASAGNA DINNER

Traditional Italian lasagna served with a green salad, dressing and garlic bread



TRINITY SERVICES GROUP



OPTIONAL - Corner Pantry Micro-Market

Convenient, Self-Serve Food for Staff

Trinity Services Group's Corner Pantry micro market is the perfect solution for helping your staff stay nourished and energized at a moment's notice. This in-house, self-service and self-checkout dining program provides ready-to-eat meals, snacks and beverages that agency staff can purchase day or night. It's a convenient option for anyone who needs food during their shift, or as they enter or leave work. At Corner Pantry, staff members can grab a quick bite and pay promptly with a credit card or personal vending account.



SCALABLE AND TURNKEY

Corner Pantry is both scalable to fit the agency's needs and environments, and completely turnkey. We'll provide a selection of popular products and brands, and an attractive retail space suitable to the site from countertop to full build-out. Once the Corner Pantry is up and running, the agency simply enjoys the benefits of a standardized, "stock 'n shop" convenience store.

NO STAFFING NEEDED

Because Corner Pantry is completely self-checkout, no staffing is required. Agency personnel can help themselves to whatever they like, and quickly pay for it at the transaction kiosk. Our onsite team will be responsible for ordering products and keeping the Corner Pantry stocked and tidy.



AROUND-THE-CLOCK CONVENIENCE

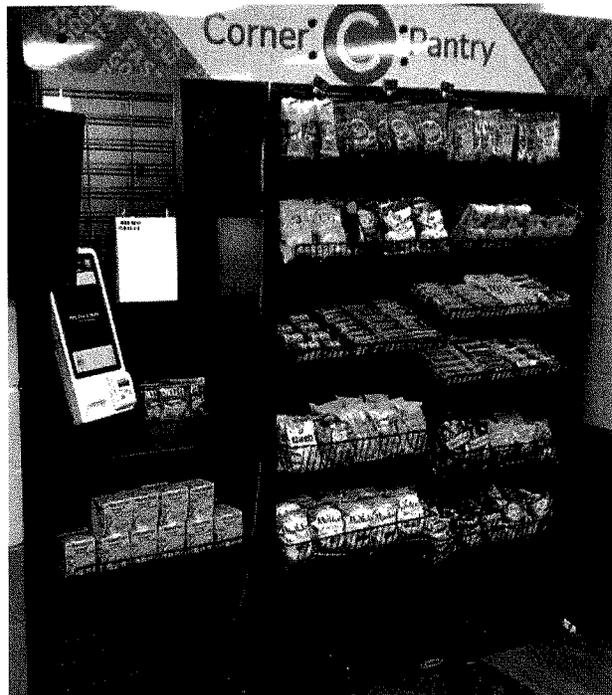
Corner Pantry never closes—staff members can purchase tasty fare on demand, any time. Offering convenient, 24/7 access to food that staff enjoys helps improve their morale and retention. They can choose from a wide variety of snack favorites, including chips, candy, soda, and refrigerated and frozen items. We can also work with the agency to offer freshly prepared options.

SIMPLE, SECURE TRANSACTIONS

Cashless and mobile transactions are standard for the Corner Pantry experience. Shoppers pay via a user-friendly, touch-screen interface, using a credit card. The agency can also choose to incorporate pay-by-account and pay-by-gift card options.

INCENTIVIZE STAFF

The agency can choose to provide Corner Pantry credits to staff as an incentive or reward. Administrators create gift card records in the Corner Pantry system and distribute them to staff members via email or as physical copies. Staff can then use the gift cards to make a purchase or fund their Corner Pantry account.



Shopping at the Corner Pantry is Simple

Staff members complete transactions by:

1. Scanning the product(s) they wish to purchase at the kiosk.
2. Pressing "Pay by Card" to check out with a credit card.
3. Paying by inserting, swiping or tapping the credit/debit card, or by using Apple Pay or Google Wallet via smart phone or watch.

You can also incorporate these additional payment options for staff members:



Pay by Account

- Staff members add credit card information and fund their account for future purchases.
- At checkout, they press "Pay by Account" then scan the 365Pay app QR code or market card to pay.



Pay by Gift Card

- You can create gift card records in the Corner Pantry system and distribute them to staff members via email or as physical copies.
- Staff members can use gift cards to make a one-time purchase or add the value of the card to their Corner Pantry account.



Emergency Food Service

Trinity is committed to serving all meals as scheduled, even during emergencies such as power failures, fires, inmate lockdowns, or local disasters. Our proven track record demonstrates that ***we have never failed to provide meals during emergency conditions.***

Each Trinity unit is equipped with a written emergency plan tailored to its specific needs. We maintain a three-day supply of food and disposable service ware on-site, with additional quantities prepared for potential emergencies. The amount and scope of this supply can vary depending on the size and complexity of the individual facility. We will collaborate with the facility commander to determine the exact quantities required. Additionally, staff from units near the affected area can assist if necessary. We review our contingency plan annually and conduct further training as needed to ensure our adaptability in any situation.

In the event of a scheduled or emergency kitchen closure, Trinity is prepared to assist the facility by arranging to lease, transport, and install a certified mobile kitchen that meets correctional standards for the required duration. We have established partnerships with reliable companies to help choose the right equipment that fits the facility's production and timing requirements. Additionally, some County entities may have mobile kitchens available for loan, further demonstrating our commitment to supporting you during any emergency.



Emergency Operation Scenarios

LOSS OF WATER

- All food will be served on disposable service ware.
- Arrangements will be made with a local water supplier to provide emergency supplies.
- Emergency menus are used until the end of the emergency.

LOSS OF STEAM OR ELECTRICITY

- The Food Service Director will evaluate the possibility of using alternative cooking methods.
- We will follow the standard menu if alternative power is available.

VENDOR FAILURE

- Substitutions of appropriate menu items of comparable quality and nutritional value will be used for undelivered items.
- The Food Service Department will maintain the standard house menus with appropriate substitutions unless the delivery failure is so significant that emergency menus are required.

WORK STOPPAGE

- Food Service will have sufficient foodstuff and supplies to provide meal service during a work stoppage.
- We will institute emergency menus.
- Employees from other locations will form an emergency workforce.

INMATE WORK STOPPAGE

- Trinity has established an emergency staff recall hierarchy that consists of first utilizing Trinity staff employees assigned to the unit who may be off-duty
- Secondly, we would utilize Trinity staff from throughout the region
- Thirdly, we would call on our business partner's employees from the region
- As a last resort, we would use temporary agency fill-in with the understanding that all call-in staff would have to clear a background check, know jail operations and that the background clearances from other facilities would assist in streamlining the clearance process



Menu Protocol

This protocol guides correctional food service managers who must modify the regular menu due to an emergency.

The protocol defines menu patterns during emergencies when the food service kitchen cannot perform routine operations. It focuses on what it takes to meet basic inmate nutritional needs during an emergency. The emergency may be a result of the following factors:

- Natural disasters such as hurricanes, tornadoes, blizzards, and earthquakes
- Mass disturbance, escapes, or hostage situations resulting in complete facility lockdown.
- Environmental catastrophes such as fire, flood, and biochemical spills
- Disease outbreaks
- Mass evacuations



In an emergency involving food preparation and service disruption, the regular menu will be substituted or modified using the Tier One or Tier Two meal pattern.

TIER ONE MENU

Tier One Menu Conditions

- The emergency situation may be temporary, with services expected to return to normal within a few days.
- Labor availability (inmate, staff, or volunteer) may be limited or unavailable, but normal operations are anticipated to resume shortly.
- Vendor deliveries may be disrupted, though they are expected to normalize within a few days.
- Power sources such as electricity, steam, or cooking gas may be unavailable; however, essential equipment—including freezers, coolers, and slicers—will remain operational via backup generators.

Tier One Meal Planning

- Meals provided will follow the Tier 1 2000-calorie meal pattern.
- All standard diets will be accommodated under this pattern, with the exception of Enhanced and Renal diets, which will follow specific guidelines.
- Foods served will not require cooking or heating.

- No special product orders will be necessary, as meals will be prepared using inventory typically kept on hand.
- A minimum of nine meals per person will be maintained in inventory at all times.
- Daily menus will be developed using the Tier 1 meal pattern and available inventory.
- This emergency meal service will be provided for a maximum of three days or nine consecutive meals.

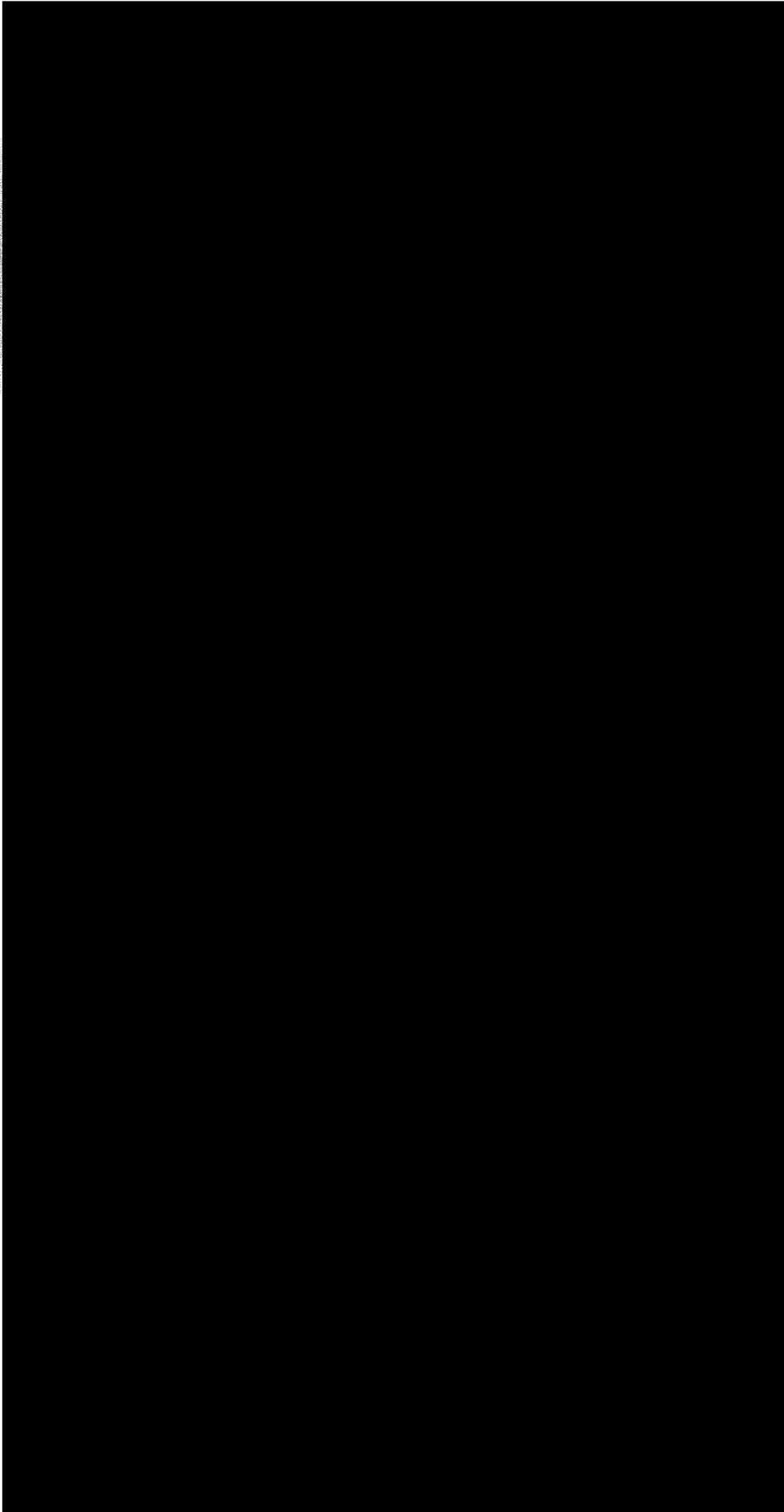
Tier One Implementation Steps

- Menus will be created using the Tier 1 meal pattern.
- Any substitutions from the regular menu will be documented.
- The Tier 1 menu will be in place for no longer than three days or nine consecutive meals.



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**Section IV: Plan Implementation -
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- After this period, service will transition to either the Tier 2 meal pattern or return to regular operations.

TIER TWO MENU

Tier Two Menu Conditions

- The emergency situation may be prolonged, but nearly all food service standards will continue to be met.
- Labor availability (inmate, staff, or volunteer) may be limited, but food service operations will remain consistent with standards.
- Vendor deliveries are continuing as scheduled.
- All or most major kitchen equipment remains operational.

Tier Two Meal Planning

- Menus will follow a 2,500-calorie meal pattern designed specifically for Tier 2 conditions.
- These menus will also serve as the foundation for specialized diet menus, which will follow separate meal patterns.
- Tier 2 menus are intended for extended emergency use, with the goal of returning to regular food service as soon as possible.
- Implementation of Tier Two protocols will

be coordinated by the Regional Director, District Manager, and Food Service Director.

- The Food Service Director will create daily menus based on available labor and equipment, using the Tier two meal pattern.

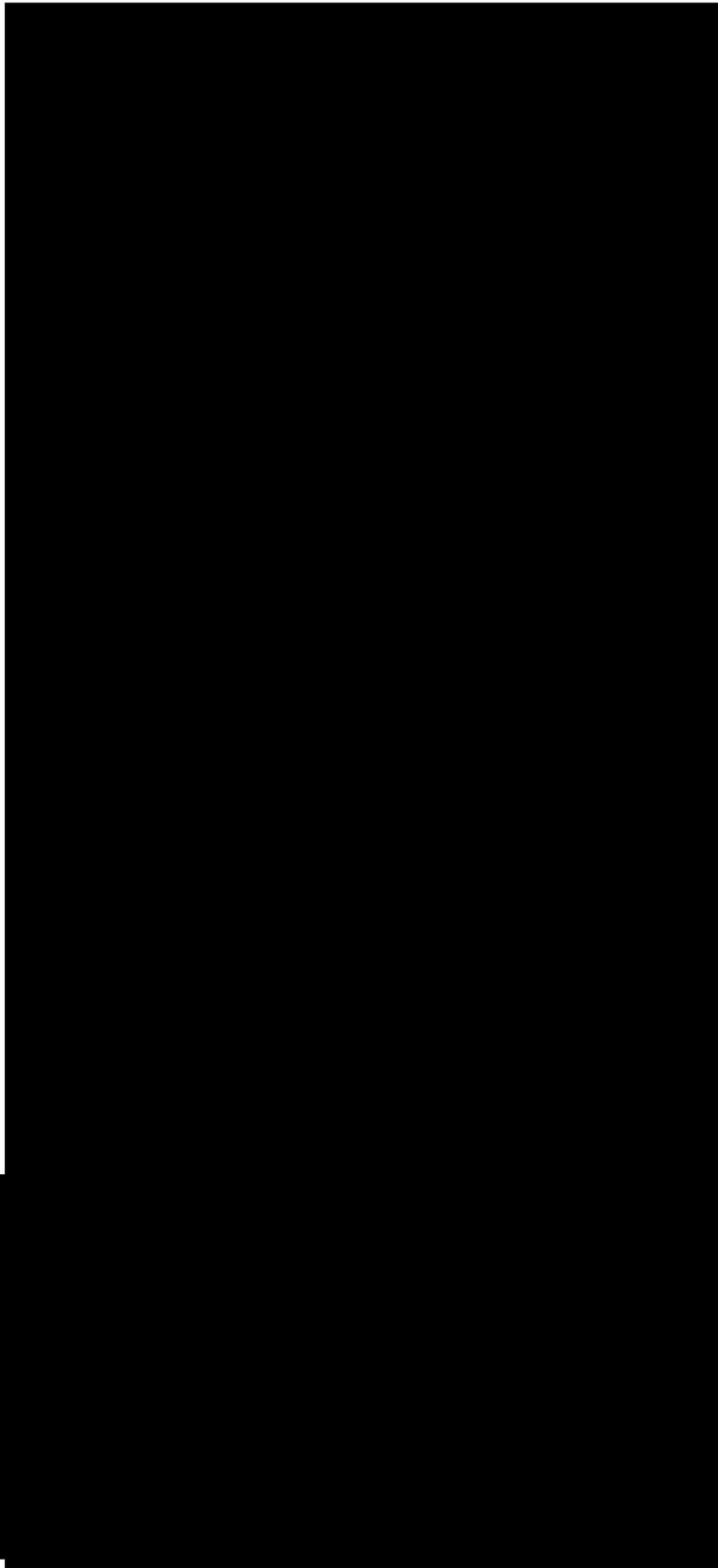
Tier Two Implementation Steps

- Menus will be created using the Tier Two meal pattern.
- Tier Two menus will be used only during the emergency period and food orders placed accordingly, with the aim of resuming normal operations as soon as feasible.
- Any substitutions from the regular menu will be documented.
- Regular food service operations will be resumed when conditions allow.



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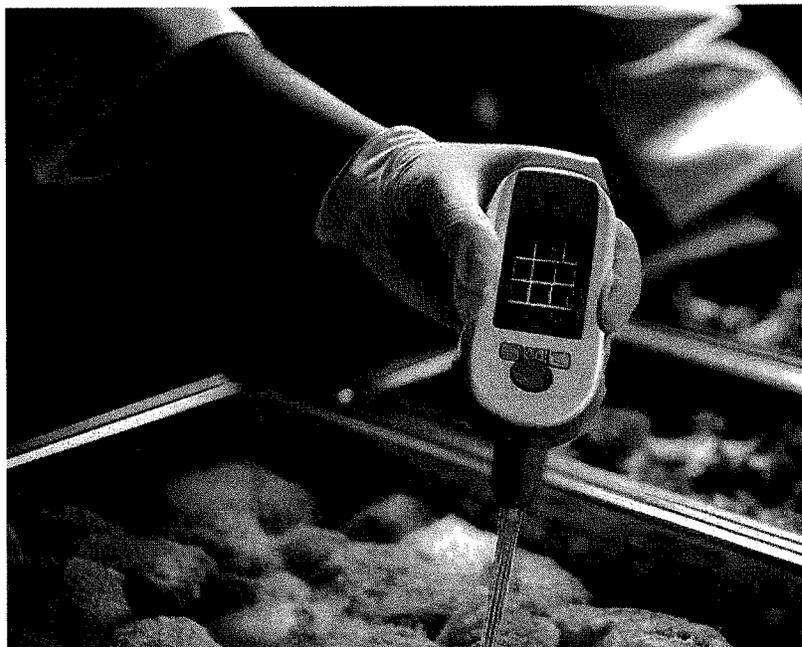
Quality Assurance

Trinity is dedicated to providing quality food service in the correctional environment. Our vigilant staff monitors every phase of food production and service, from purchasing to storage. This commitment ensures that inmates receive a high-quality and safe menu at an affordable price for your facility.

We have developed a comprehensive platform to support and promote excellence in quality control for our field operating units. Our protocols follow a multi-faceted “farm to table” approach, beginning with the supply chain and concluding with service (customer consumption of prepared products). If any step in the process does not meet established standards, on-site management takes immediate corrective action. Facilities may require tailored criteria to meet their unique physical and contractual needs. Our quarterly audit procedures meticulously document the effectiveness of each system.

Our quality assurance program is firmly based on the Standards of the American Correctional Association (ACA).

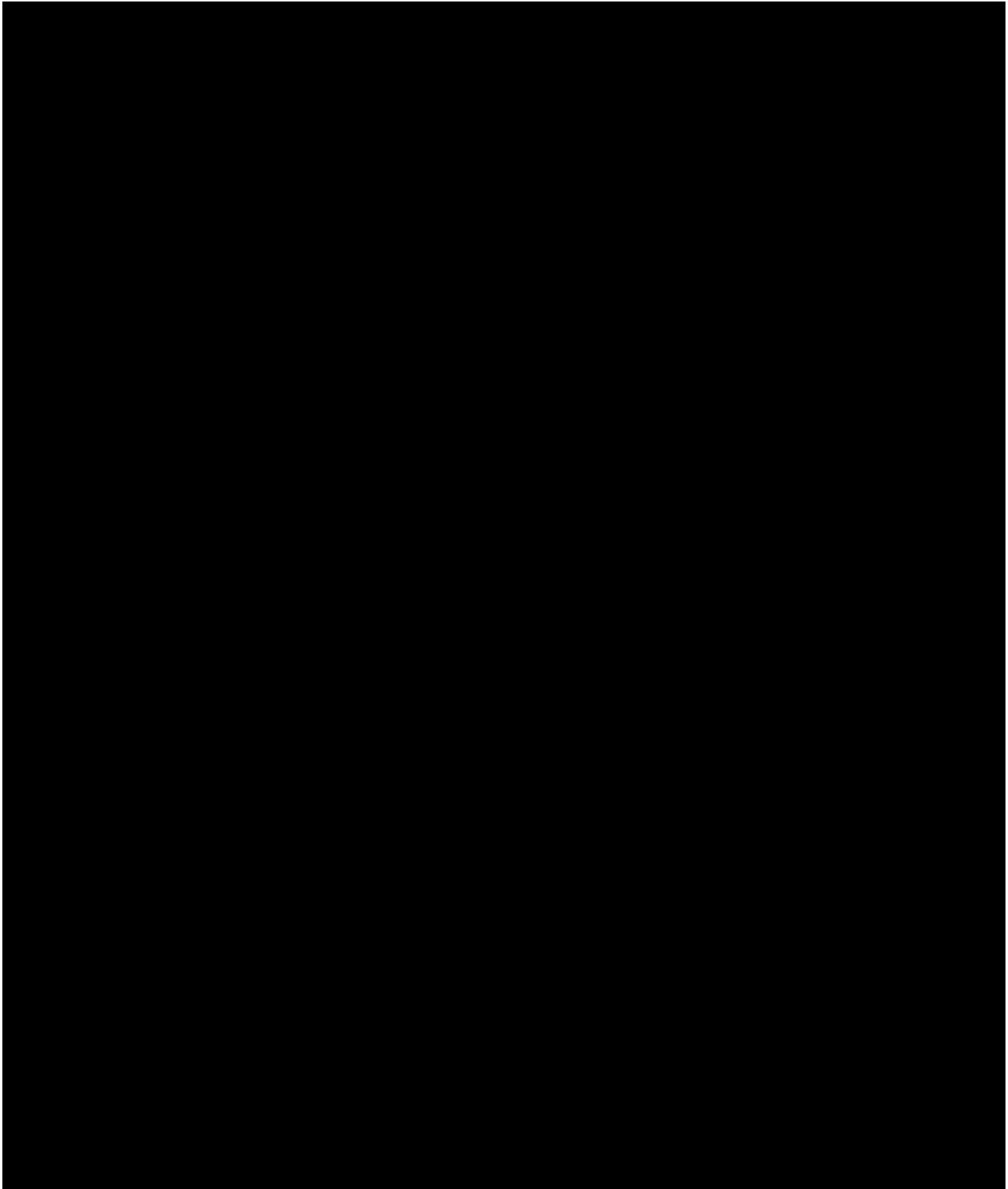
Each Trinity location must maintain a unique document dedicated to food safety and sanitation practices, which includes policies, operating procedures, and technical resources. Additionally, each unit manager is responsible for monitoring their unit’s food safety and sanitation practices and conducting a monthly food safety inspection.



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**Section IV: Plan Implementation -
Food Service**

Quality Assurance Manual



Corporate Level Quality Assurance Support

At Trinity, we emphasize collaboration and unity. Our corporate departments work closely with regional food service teams to maintain the highest quality assurance standards. This teamwork ensures that everyone plays a role in achieving our shared quality goals.

The Procurement Department is vital to our quality assurance efforts. Trinity Procurement contracts with primary broadline distributors and specialty vendors that supply consumable and disposable products across the United States. Our sourcing requirements are in alignment with our Trinity Vendor Qualifications document, following our **Supplier Evaluation Criteria:**

- **Food Safety & Quality:** Certifications (HACCP, ISO 22000, SQF), regulatory compliance (FSMA), quality control, traceability, sanitation, proper handling/storage.
- **Reliability & Performance:** Track record, delivery timeliness, order accuracy, capacity to meet demand.
- **Operational & Business:** Pricing, financial stability, communication, location, flexibility.
- **Ethical & Sustainable Practices:** Sustainability, ethical sourcing, fair labor.
- **Relationship Building:** Collaboration, long-term partnerships.

Trinity uses the following Evaluation Methods:

- Structured supplier approval programs.
- On-site audits and inspections.
- Sample testing for quality and specification adherence.
- Ongoing performance monitoring (delivery rates, complaints)

We reserve the right to audit supplier and subcontractor facilities, processes, and records for compliance.



The Training Department is crucial in providing instruction on quality assurance standards. Our trainers ensure that both Trinity team members and incarcerated work crew members are well-equipped to uphold these standards through regular training sessions and materials. Key training components include:

- Live and virtual training events
- Self-paced training modules
- Mandatory QA training for all team members
- ServSafe® Food Handlers Certification
- HACCP protocols and kitchen safety training

The Support Services Department manages our NetMenu® platform, provides ongoing support, and ensures compliance with quality assurance standards across all units.

Food safety benefits our business plan, benefiting our workforce, clients, and shareholders. Our food service units prioritize safe food handling through rigorous training and adherence to hygiene standards. Key Practice include:

- Hygiene checks for kitchen workers
- Regular monitoring of safe food handling
- Temperature recordings in storage areas
- Daily equipment cleaning schedules

Maintaining these practices reinforces our commitment to food safety and quality assurance.



Food Service Unit-Level Processes. Food safety is essential to our business strategy as a leading food service management company. It helps prevent foodborne illnesses and benefits our workforce, clients, shareholders, and the company. By implementing a strong food safety policy, we meet legal requirements and uphold our responsibilities.

Our food service units prioritize safe food handling practices, ensuring that all personnel in Trinity kitchens are well-trained in food safety.

- **Hygiene Awareness**—Trinity staff must meet or exceed company and local health guidelines. Kitchen workers (inmate workforce) undergo hygiene checks before entry and are screened for common health issues. They are monitored throughout the day to ensure compliance with safe food handling and sanitation standards.
- **Temperature Monitoring**— Storage area and delivery vehicle temperatures are recorded at least three times daily.
- **Food Temperature Checks**— Regular temperature assessments during cooking, holding, and serving.
- **Daily Cleaning Schedules**—All kitchen equipment is cleaned following a specific schedule.

By following these practices, we ensure food safety and quality in our operations.



Kitchen Operation Checkpoints for Quality

MENU PLANNING

- Because of the unique production/ service system found in a correctional environment, menus must include special planning considerations and traditional requirements.
- Food flavor, texture, temperature, appearance, and palatability are considered in the planning of all meals.
- Meals are served according to a routine schedule, three times each 24 hours.
- One, two, or three meals will contain hot foods, as agreed upon.
- Local and ethnic food preferences are included in the selections.
- Menus meet or exceed Recommended Daily Dietary Allowances of essential nutrients .
- All menu item nomenclature indicates the actual food served (per "Truth in Menu" Rules).
- All portion sizes stated on the menu are in edible portion form unless otherwise stated.
- Protein items in entrées are expressed in weight portions, i.e., 2 oz., 8 oz.
- All other menu items are stated in volume measurements, i.e., 1 c, 1/4 c.
- Menus are planned 30 days in advance.
- Nutritional analysis on menus.
- Menu substitutions are held to a minimum and are of like nutritional value.

- Emergency menus are in place.
- Menu/food preferences are documented and on file.
- The menu plans on file are dated, and the exact food served to the inmate can be documented.

PURCHASING

- Purchasing specifications:
 - A clear, concise description of an item
 - Clear, straightforward purpose of the item on the menu
 - Unit size, packaging requirements
 - Grades or quality standards stated
 - Copy of specifications to vendor
- Seasonal and quantity buys are made.
- Bid solicitations made to various vendors or prime vendor systems in place and monitored for compliance.
- Quantities required for par stock stated.
- Completed orders placed with vendors are sent to the warehouse for receiving procedures.



RECEIVING

- Purchasing specifications with quality measures and receiving information are available.
- Completed orders for each vendor, available in writing from the buyer.
- Shipments checked, quality standards met.
- 100 percent of meat items.
- Invoice extensions are verified.
- All food cases are dated when received.
- Proper receiving equipment is used.
- Trained personnel perform all receiving.
- Items are placed in storage promptly.
- Unacceptable items are refused, and credit is noted on the invoice.
- Spot checks are made:
 - Portion-controlled items are checked to ensure that the allowance specified is met.
 - Meats and poultry are unboxed, and weight is verified.
 - Cartons of fresh fruits and vegetables are checked for count and quality throughout the container.

STORAGE

- First-in-first-out stock rotation method used.
- Food is stored away from walls and off the floor.
- Pest control measures are taken.
- Proper storage temperatures are maintained:
 - Dry storage: 70°F
 - Refrigerated storage: 35 - 40°F
 - Freezer storage: 0 to -10°F
- All storage areas are locked.
- A proper sanitation program is followed.
- Temperatures of all refrigerated storage is logged.
- Weekly inventory counted by someone other than the staff member responsible for storage.
- Controlled items are secured.



INGREDIENT CONTROL AND PROCESSING

- Only items used for production are removed from storage.
- First-in-first-out stock rotation is practiced.
- Issuing is done by the stockroom supervisor to only authorized and assigned personnel.
- Standard recipes are adjusted to the facility's population and are closely followed.
- Food production is scheduled (Production Records) according to need; leftovers are explained.
- Staff/inmate workers are trained to perform required tasks.
- Staff/inmate workers are properly supervised.
- Authorization of ingredient variations by the unit manager.
- Ingredients are weighed and measured per recipe.
- Fresh produce processing:
 - ☐ Thorough water wash of all fruits and vegetables
 - ☐ Immediate refrigeration of vegetable salads
 - ☐ Sizing of raw fruits for eating to ensure portion control
 - ☐ Weight of edible portion versus purchased raw product called for on Production Records adjusted
- Raw meat processing:
 - ☐ Wash under cold, running water to remove old blood residue
 - ☐ Separate workstations for beef and poultry
 - ☐ Trim excess fat or discolored fat
 - ☐ Portion/weight control of sliced meats checked
- Ingredient assembly:
 - ☐ Staged and timed ingredient incorporation per standard recipes
 - ☐ For realized blending, mixing, and other incorporation procedures followed
 - ☐ Weight control of total raw ingredient combinations checked, i.e., the yield of batch versus stated recipe yield

FOOD PREPARATION (PRODUCTION METHODS)

- Standard recipes extended to facility size.
- Standard cooking methods, including temperature charts, are in place.
- Production records indicate:
 - ☐ Quantities of raw products
 - ☐ Freezer pull times
 - ☐ Cooking method and recipe number
 - ☐ Batching schedule to maximize batch cooking methods
 - ☐ Individuals assigned and responsible



- Documented quality checks on flavor, texture, and color (visual and taste).
- Food Production Manual, records are maintained daily.
- Sanitary food-handling techniques are practiced.

PORTIONING AND SERVING OF MEALS

- Service plans are prepared to include:
 - Cycle/day/meal
 - Menu item
 - Serving container (i.e., Full Size 2", Half Size 4")
 - Portion size
 - Serving utensil
- The tray diagram prepared shows the location of each menu item.
- Hot food and cold food serving line set-up diagram prepared and shows the location of each menu item.
- Sanitation monitored continuously.
- Any variations in service are recorded, and corrective actions are noted.
- Temperatures are constantly monitored to prevent dropping (or rising) into the food danger zone, between 40°F and 140°F.
- Tray assessment is performed at all three meal periods.

DELIVERY OF MEAL (ADAPTED FOR EACH FACILITY)

- Meal transmittal indicates:
 - Date/meal/day
 - Destination of meals
 - Total count of regular meals and medical diets
 - Signature of manager/supervisor who counted cold and hot trays, including diets and snacks
 - Signature of inmate/detainee to acknowledge receipt of medical diet
- Restricted medical diet trays are properly identified.

SANITATION/SAFETY PROGRAM

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



HACCP Procedures

Trinity's expertise in Hazard Analysis and Critical Control Points (HACCP) is unparalleled. This system, developed to support the space program in 1959, is a worldwide standard for food safety, endorsed by the SACMCF, WHO, USFDA, USDA, and CDC. Our Associate Training Program is designed to ensure all our associates are well-versed in the HACCP methodology, which we implement as standard in all our food service operations.



NOTICE

Hairnet and beard covers are required past this point

TRINITY SERVICES GROUP



Keep all food covered

Label & date all leftovers

Cold food should be 41° or below

TRINITY SERVICES GROUP



This sink is for hand washing only.

Everyone must wash hands.

Happy Birthday

TRINITY SERVICES GROUP



Operational Performance Analysis Audit

Trinity utilizes a Unit-based Operational Performance Analysis workbook to make recommendations and determine corrective actions. Although the audit report is not a comprehensive "Corrective Action Plan," our District Manager reviews the results to decide if corrective actions are necessary. If needed, the District Manager develops a detailed action plan for the operating unit to help improve its overall performance

The audit evaluates three main components of an operation:

1. Financial Performance
2. Quality Assurance and Food Safety
3. Client Satisfaction

Our District Managers perform regular follow-up visitations to ensure each unit has made any recommended improvements and to observe best practices to share with other Trinity operating units.

Operational Performance Analysis							
Operation Number & Name: 0	Auditor: 00	Date: 01/00/00	SCORE 96.6%				
CHAPTER: 2 Quality Assurance and Food Safety		Not Observed: 0.0%	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;">Yes</td> <td style="width: 25%; text-align: center;">No</td> <td style="width: 25%; text-align: center;">Not App</td> <td style="width: 25%; text-align: center;">Not Obs</td> </tr> </table>	Yes	No	Not App	Not Obs
Yes	No	Not App	Not Obs				
Section: A Program Management							
Item #	Requirement	Standard/Reference	Comments				
Permits and Licenses							
2.A.1.	The required business and/or Department of Health licenses or permits are current and posted.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> <td style="width: 25%; text-align: center;"><input checked="" type="radio"/></td> <td style="width: 25%; text-align: center;"><input type="radio"/></td> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>				
2.A.2.	The most current Health Inspection report is available.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				
2.A.3.	ServSafe Food Protection Manager certification for FSD/Manager is posted and current to within five years of exam date. The manager meets other local licensing requirements.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				
2.A.4.	Medical clearance is documented and current for staff and inmates.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				
2.A.5.	TSG employees wear ID badges per institutional policy.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				
2.A.6.	The Human Resources required signage is posted where it is visible to all Trinity employees.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				
Training							
2.A.7.	Training and orientation in food safety and correctional food service is provided to Trinity food handlers within three days of hire.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				
2.A.8.	Diet training is provided to Trinity food handlers.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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2.A.9.	ACA 40-hour certification training is provided to Trinity food handlers.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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2.A.10.	Contract required training is provided to Trinity staff.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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2.A.11.	Inmate food handlers are provided with pre-assignment training.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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2.A.12.	All food handler training is recorded in a training log or similar log.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Menu and Recipes							
2.A.13.	Certified menus are signed and dated by the dietician.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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2.A.14.	All certified menus are reviewed by the dietician per contract.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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2.A.15.	The medical/therapeutic diet menu is available.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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2.A.16.	There is a Medical/therapeutic Diet procedure established and followed.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input checked="" type="radio"/></td> <td style="width: 25%; text-align: center;"><input type="radio"/></td> <td style="width: 25%; text-align: center;"><input type="radio"/></td> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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2.A.17.	The Medical Diet Manual or handbook is available.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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2.A.18.	Standardized recipes for the menu are exploded per updated counts, printed, and available.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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2.A.19.	There is an Emergency Menu and required supplies in storage.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Production and Portion Control							
2.A.20.	There is a Production Pull process established and followed.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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2.A.21.	There is a Production Sheet for each meal.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;"><input type="radio"/></td> </tr> </table>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Sanitation

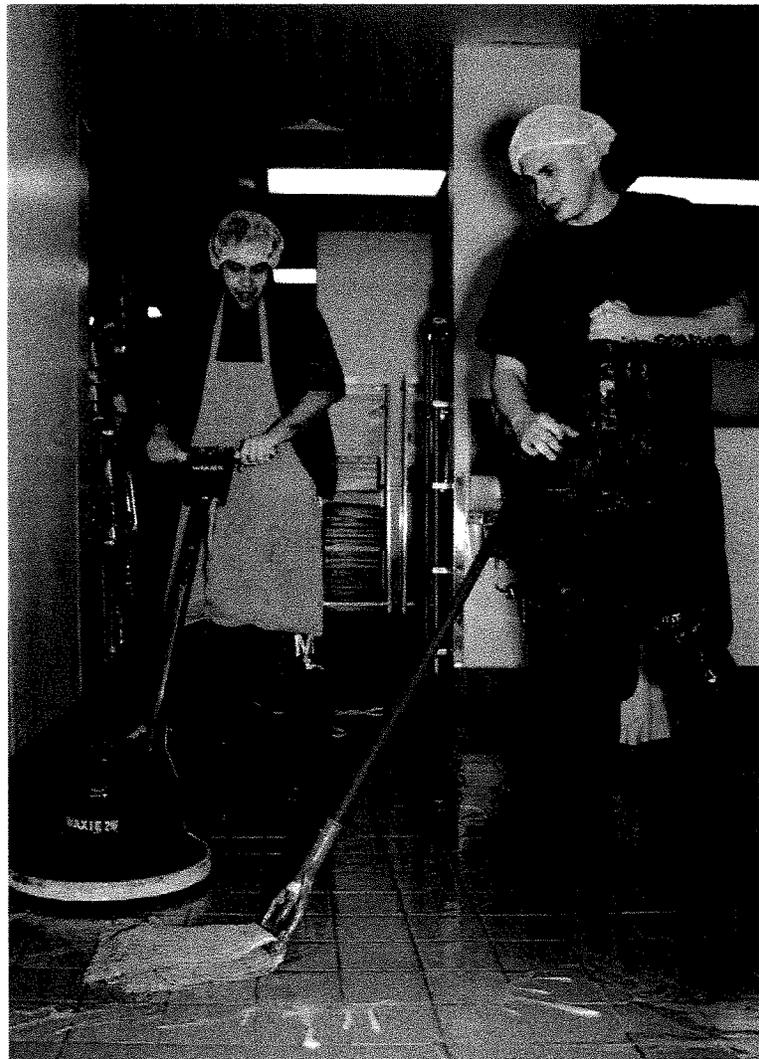
Implementing safety and sanitation standards in a food service program is essential for its success.

Trinity closely monitors its Sanitation and Safety Program. Municipal agencies at the city, county, state, and federal levels have established rating systems and inspection procedures to oversee this element of food service. Our policies and methods consistently meet the compliance standards set by these inspecting and governing agencies.

Our cleanliness program starts with a comprehensive cleaning and sanitizing schedule for the entire operation. Staff members are assigned specific cleaning and sanitizing tasks based on their designated work areas or positions. The Food Service Director conducts daily checks to ensure these assigned tasks are completed.

Our staff practices a "clean as you go" approach throughout the workday, maintaining neat and orderly workspaces. Cleaning schedules for each job are posted in their respective work areas. Additionally, staff members are responsible for completing any extra cleaning tasks assigned by the Food Service Director.

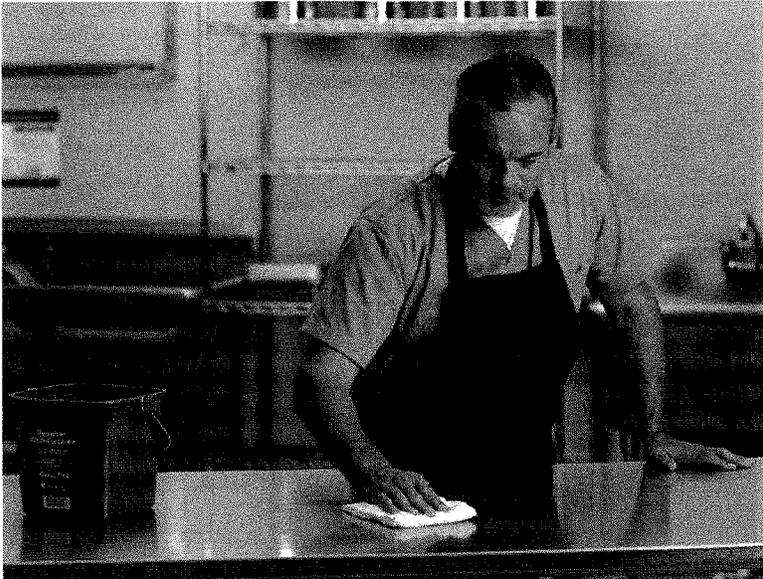
Responsibilities include keeping work areas clean and organized, adhering to daily cleaning schedules, sanitizing equipment and utensils, cleaning up food spills, and properly storing cleaning chemicals. These responsibilities are crucial to ensuring that our food is prepared and served in a clean and sanitary environment.



A sanitation program involves more than just cleaning schedules, although those are critically important. It is essential to maintain the highest level of cleanliness in both equipment and work areas.

However, sanitation standards also apply to personnel within the unit. Proper food-handling procedures are vital and must be implemented and monitored during the following processes:

- Receiving
- Inventory
- Rotation
- Dry, refrigerated, and frozen storage
- Food transport
- Garbage removal
- Pest control
- Other elements that closely affect any food service operation



Our plan for your facility provides a program that includes the following:

- Regularly scheduled cleaning
- Preventative maintenance
- Initial and ongoing employee training

These measures will help ensure that the implemented standards are maintained at optimal levels.

Red Sanitizer Buckets

Preventing cross-contamination is crucial for our customers' safety. Our staff is trained to take all necessary measures to avoid cross-contamination. We will use sanitation buckets at every food preparation area, which are stored on a shelf away from food and food-contact items. We will adhere to the following guidelines for safe use of sanitizing buckets:

- Test strips will be utilized to monitor the concentration of the sanitizer.
- The sanitizer solution will be changed every 2 to 4 hours, or more frequently if necessary, to ensure the water remains clean and the sanitizer effective.
- Wiping cloths will be used to clean contact surfaces during food preparation and service. Additionally, food contact items will be sent to the warewashing station for proper cleaning and sanitizing every four hours during service, or as needed.



Kitchen Safety and Security

Trinity counts on all our team members to take a "Service First...Safety Always" attitude. This philosophy is not just a slogan, but a fundamental part of our culture. Ensuring Safety is given as much importance as customer satisfaction is vital to achieving our operational excellence goals and preferred employer status.

TEAM MEMBER SAFETY COMMITMENT

At Trinity Services Group, Inc., we understand that accident prevention, productivity, and performance quality are closely interconnected, with safety being the foundation of all our activities. By signing this form, you acknowledge and commit to embracing the Trinity philosophy of "Service First...SAFETY Always!"

I pledge to:

- Maintain a "safety always" mindset on and off the job, being aware of hazards and preventing accidents.
- Care for my safety and the safety of others.
- Assist new team members in understanding safety practices.
- Challenge anyone to prioritize safety and accept feedback from others.
- Identify, report, and correct unsafe conditions, such as spills or broken equipment.
- Abide by Trinity's safety policies and training.
- Report near misses and safety incidents immediately.
- Wear required Personal Protective Equipment (PPE), such as slip-resistant shoes, gloves, and aprons.
- Avoid practices that could risk the safety of myself or others.
- Use proper lifting techniques and ask for help if needed.
- Operate vehicles safely while on TSG business and obey traffic laws.
- Arrive well-rested, alert, and prepared for my duties, dressed appropriately and maintaining personal hygiene.



Safety Responsibilities

Each team member is responsible for their own Safety and the Safety of fellow team members, inmates, and clients. Every team member is responsible for looking for and properly responding to unsafe workplace acts or conditions. ***See something...say something.***

RESPONSIBILITIES OF RISK MANAGEMENT

Risk Management has the overall responsibility for development of safety policies and program implementation. This is accomplished by:

- providing updates to Vice Presidents and District Managers on regional safety performance.
- assisting District Managers in managing/ coordinating regional safety activities/ initiatives.
- ensuring safety program compliance with OSHA, DOT and other federal/state/local organizations.
- administering the safety program and compliance.
- providing on-site risk assessments and determining solutions that help locations identify and control risks.

RESPONSIBILITIES OF VICE PRESIDENTS

- Ensure compliance for all safety program elements applicable to their area.
- Provide motivation and leadership for the company-wide safety program.
- Review accident data to identify accident trends and collaborate with the team to recommend solutions.
- Provide resources to field team members to ensure the safest approach for all locations.

RESPONSIBILITIES OF DISTRICT/ GENERAL MANAGERS

- Promote a positive attitude towards safety and accident prevention.
- Ensure team members understand and accept their responsibility to promote a safe workplace.
- Authorize purchases of necessary safety supplies such as safety goggles/glasses, slip-resistant floor mats, wet floor signs, cut-resistant gloves, and first aid kits.
- Train managers in all aspects of the safety program at the time of hire and periodically after that.
- Review accident reports and safety committee minutes to identify safety needs and accident trends and develop action plans to address them.
- Review Quarterly Safety Inspections for accuracy, completeness, and proper follow-up.



- Implement the safety program through motivation, training, counseling, and administration.
- Designate a District Safety Leader in their district.
- Report all accidents/incidents immediately (within 24 hours) to Risk Management at claims@tkcholdings.com.
- Read, understand, and acknowledge the Manager Safety Commitment.

RESPONSIBILITIES OF THE FOOD SERVICE DIRECTOR

- Ensure that new team members are trained in the safe performance of their duties through:
 - Safety training on the LMS
 - Rookie's Fast Track through LMS
 - Safety Picks/Food Safety Tips
 - Monthly Star Chat safety meetings
 - Shift safety meetings
- Provide safety training to team members whose job duties have changed.
- Provide adequate supplies of Personal Protective Equipment (PPE) and ensure its proper use.
- Supervise to ensure that the work is done safely.
- Ensure that equipment is in good repair with safety guards in place.
- Inspect the premises and equipment daily.
- Ensure that the Quarterly Safety Inspection (QSI) is performed and that your location complies.
- Prevent accidents by using overall good management techniques and reviewing injury prevention practices.
- Enforce all Trinity and applicable client safety policies.

RESPONSIBILITIES OF TEAM MEMBERS

- Participate in required safety training.
- Acknowledge safety training received by signing the Safety Meeting / Training Record Form.
- Attend safety meetings and participate in accident investigations as requested.
- Comply with company safety rules and be aware that violations of the rules are subject to corrective action. This could include verbal or written warnings, retraining, or even termination, depending on the severity and frequency of the violation.
- Report safety and health hazards of the job to your immediate supervisor.
- Report accidents/incidents to your manager immediately.
- Read, understand, and acknowledge the Team Member Safety Commitment.
- If you have a work-related injury:
 - Keep your manager informed of all related medical appointments as soon as they have been made (schedule them before or after work, if possible)
 - Accept modified light-duty positions.
 - Provide medical documentation from all doctor's appointments to your manager within 24 hours of treatment



FOOD SERVICE SAFETY HANDBOOK



Service First . . . SAFETY Always!

Trinity's safety objective, "***Service First...Safety Always,***" emphasizes safety in all areas of life. Our safety handbook focuses on workplace safety while encouraging safe practices at home.

This handbook is a comprehensive guide that provides essential information to prevent injuries, identify hazards, and respond effectively if injuries occur. Everyone is responsible for following its policies and procedures, ensuring the health of our team members and the success of our company

The Safety Handbook serves the following purposes:

- Standardizes safety orientation for all team members.
- Encourages and reinforces safe behaviors and activities at each location.
- Facilitates the sharing of safety best practices with one another, including our clients.
- Prevents confusion regarding the steps to take when an injury occurs.
- Aids in understanding and implementing appropriate measures for injury prevention and reporting.
- Identifies the safety training required at each location.



SAFETY TRAINING

The management team is responsible for providing safety training to all team members to ensure safe work practices and reduce injuries.

Training is mandatory for:

- All new team members
- Introduction of new procedures
- Declines in safety performance

TKC HOLDINGS SAFETY POLICY STATEMENT

Safety is a shared responsibility between management and team members. We must focus on operating safely each day.

TEAM MEMBER RESPONSIBILITIES

- Comply with safety rules
- Report accidents within 24 hours, regardless of severity
- Report safety hazards to a manager
- Participate in safety training

POLICIES AND ADDITIONAL TRAINING

- Slip-Resistant Shoe Policy
- Safety and Claims Training for Managers

Training is completed at the time of hire and includes annual refreshers in the following areas:

- Preventing Slips, Trips, and Falls
- Equipment Safety
- Proper Lifting
- Hazard Communications
- Struck By/Striking Against Accidents
- Bloodborne Pathogen Safety
- Fire Safety



Security

Trinity advises all food service staff to abide by the institution's rules regarding facility entrance procedures and appropriate conduct while working in the correctional environment. Key areas of focus include:

- Contraband
- Tool Control
- Key Control
- Trash Checks
- Taking of Hostages
- Planned Assaults
- Rumors (conveyed to the institution)

Contraband Prevention

As guests in your facilities, we understand we are subject to penalties for rule violations. Trinity provides an associate handbook and training on contraband, recommending employees limit personal items in the kitchen—no purses, bags, or backpacks allowed. If we suspect a team member is bringing in contraband, we will investigate and take action.

Our staff supervises inmates alongside kitchen officers to prevent items from being taken into housing areas. Keeping items secured and conducting routine inventories of smallwares and chemicals helps maintain accountability. We inspect each tray for accuracy, portioning, and cleanliness in the serving line, as well as each cart for accuracy.

Our staff checks deliveries and vehicle transport of trays to ensure no foreign items enter food service areas and supervises unloading. Any incidents or suspicions of contraband passing are reported immediately to facility administration.

Inmates cannot possess currency, as money—even small change—can be used to acquire contraband from the outside. Staff are instructed not to bring currency into the institution unless securely stored in designated lockers. When in areas with inmates, all currency and credit cards must be placed in secure lockers.



Tool Control

All Tool Control Procedures utilized by Trinity are compliant with ACA Standards.

Trinity secures all Class A and Class B tools/utensils in a shadow box with an adequate locking device or on a shadow board in a tightly controlled storage area or office. Inventories are entered into a logbook three times a day. We take inventory of all secured storage areas daily.

We mark all hazardous knives and tools with an identification symbol.

We maintain a complete and accurate inventory in duplicate. One copy will be kept in the Food Services Department and another in the Chief Correctional Supervisor's office. The local institutional policy might also require a copy of the inventory in the central tool room.

The Food Service Director will survey and properly dispose of all broken or worn-out tools and arrange a replacement. When a knife or tool is lost or misplaced, the Food Service Director and the facility's Administration are immediately notified. An inmate who may have had access to the tool will be held in the department until a thorough search is completed. A written, dated report to the administration will be made covering the details of the loss of tool or knife.



**Section IV: Plan Implementation -
Food Service**

TRINITY SERVICES
GROUP, INC.



UTENSILS DAILY INVENTORY/ISSUE LOG

DATE: _____ MEAL: _____ SUPERVISOR: _____

ITEM	PAR	INVENT	ISSUED KIT	ISSUED ODR	RETURNED KIT	RETURNED ODR	IN/OUT SFT. CH.
Rubber Spatula Large	2						
Wire Whip Large	1						
Wire Whip Medium	1						
Wire Whip Small	1						
Service Spoons Solid	4						
Service Spoons Slot	2						
Ladle 8 oz	2						
Ladle 2 oz	3						
Ladle 1 oz	2						
Spoodle 8 oz Solid	1						
Spoodle 8 oz Perf	1						
Spoodle 6 oz Solid	3						
Spoodle 3 oz Solid	2						
Spoodle 2 oz Solid	2						
Measuring Cup 1 c	1						
Scoop # 12	2						
Grill Spatula Small	2						
Grill Spatula Large	2						
Rubber Spatula Small	2						
Plastic Spoons ODR Lg	2						
Plastic Spoons ODR Sml	2						
Plastic Tongs ODR	8						
Plastic Ladle 1 oz ODR	8						
Pan Cake Disp.	1						

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TSG031 REV. 4/28/14



Sensitive Items

We strictly control the following commodities by keeping them in secure storage. The inmate population has found ways to misuse these items, potentially jeopardizing health and safety.

- Coffee
- Sugar
- Extracts
- Nutmeg or spices of the saffron flower
- Caustic pieces
- Waterproof polyethylene bags (bread bags)
- Hallucinogenic materials (glue, gasoline, solvents)

Trinity recipes are designed to avoid the use of yeast. However, when a client requires a menu item that contains yeast, it is handled and distributed only by food service staff and is kept under close supervision until it is used in the preparation of the required menu item(s). A metal box with a secure lock is designated for yeast storage in a refrigerated area. An inventory record is maintained in the box, which includes the date and quantity of yeast issued, the recipients, the current balance, and the initials of the supervisor making the entry.

Food service personnel are responsible for maintaining custody and security of these items. Under no circumstances should a food service employee neglect their duties; such neglect is considered a severe violation of our policies and procedures. Any situation in which a food service worker fails to fulfill their custody responsibilities will result in disciplinary action.



Personnel

At Trinity Services Group, we firmly believe that our employees are our greatest asset. It is their dedication and hard work that contribute to our success.

We are committed to supporting our team, our clients, and the populations we serve. Our achievements stem from our talented individuals, our passion for delivering excellent service, and our high-performance standards that yield outstanding results. These elements help establish and sustain effective leadership for both our company and our clients.

Our staff's expertise, understanding, and dedication allow us to anticipate and exceed our clients' needs. To retain valuable employees, we have created several incentives, including bonus programs, educational assistance, special event recognition, and awards for exemplary performance.

Trinity offers our staff a comprehensive benefits package, which includes medical, dental, vision, short-term and long-term disability, along with additional benefits. We expect our staff to be responsible, productive, and safety-conscious. Employees wear company-branded uniforms and receive onsite training from experienced personnel. Our employee handbook outlines every aspect of employment at Trinity.

All candidates for employment with Trinity must pass a criminal background check and drug screening. Before we extend an offer of employment, each facility has the opportunity to review and approve candidates and conduct their own background checks.



Availability of Management

The Trinity Services District Manager and General Manager will visit at least twice each quarter, and more frequently if requested, to ensure the highest quality of food services. We will schedule these visits in coordination with our designated County liaisons to review the services provided. Any issues or concerns will be promptly addressed with our onsite staff for immediate resolution.

Our District Manager is available 24/7, 365 days a year. We aim to respond to calls and emails from clients within hours rather than days. As needed, the Regional Dietitian will be onsite for your opening and may utilize their expertise to train our staff on required medical diets. They may also meet with your medical department to ensure your diet needs are met. This training and support has proven valuable in ensuring that our associates perform their duties correctly from day one.

Our initial and ongoing training through the StarChat program, Monthly Quality Assurance Checklist, and District Support visits will guarantee that all our associates are well-equipped to provide quality service to Albany County.



Support of Onsite Staff

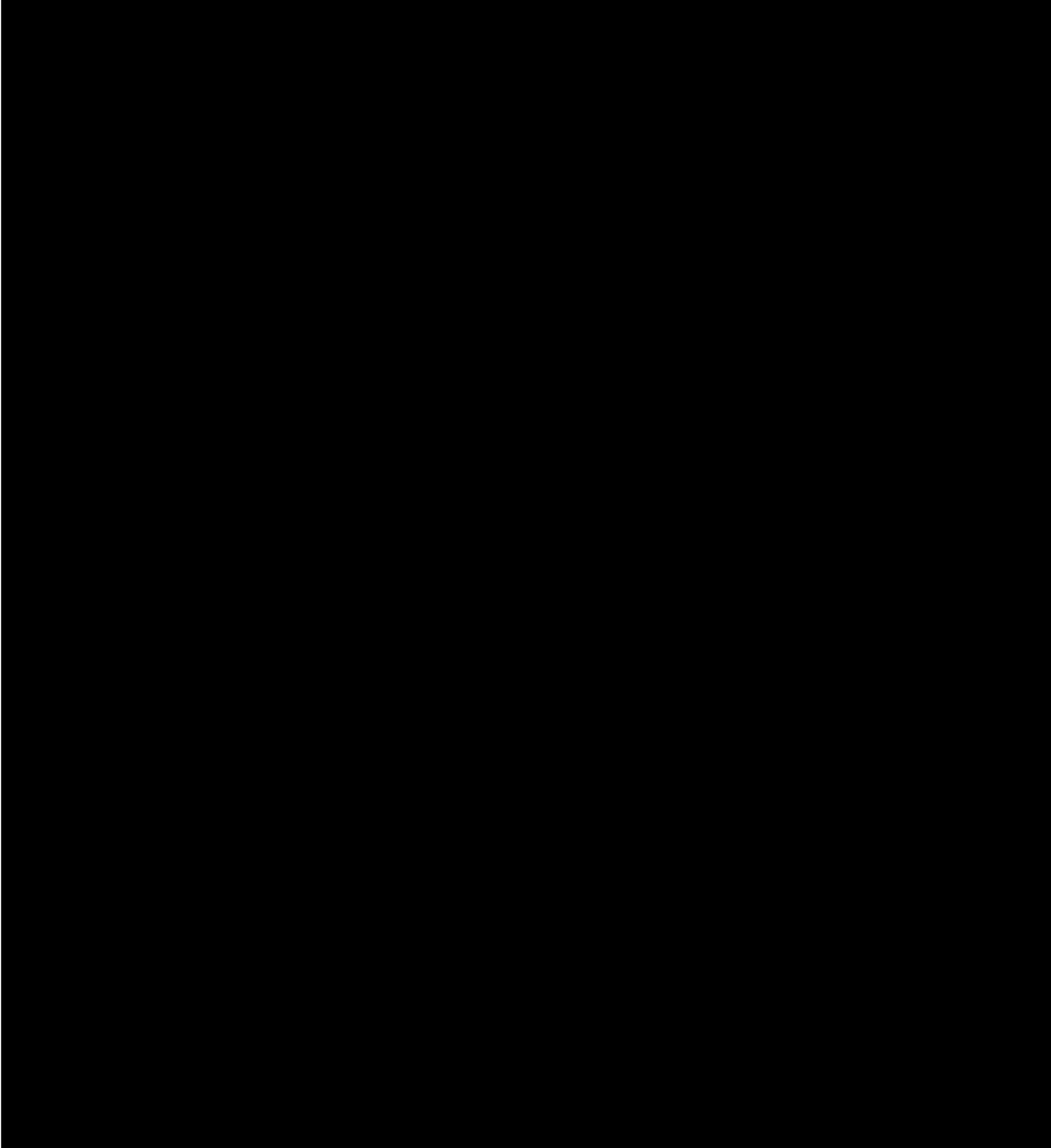
Trinity's support program includes:

1. A thorough assessment of the local labor market to ensure competitive wages for onsite employees, promoting operational stability and quality.
2. Policies and procedures that meet contract obligations and comply with applicable standards and regulations monitored by relevant agencies.
3. Collaboration between the Senior Management team and the Albany County team during the transition process.
4. An aggressive recruitment strategy to hire qualified site staff, followed by an orientation and training program to ensure timely onboarding.
5. Senior management will shadow new staff during the transition and conduct regular site visits and audits to ensure satisfaction and provide ongoing support.
6. Our Dietitian and Corporate Support teams are available for assistance via phone or email. Training sessions on production, safety, and ServSafe® certification are mandatory for all employees.
7. Trinity promotes facility security training to meet Albany County expectations and maintains thorough documentation for easy inspection.



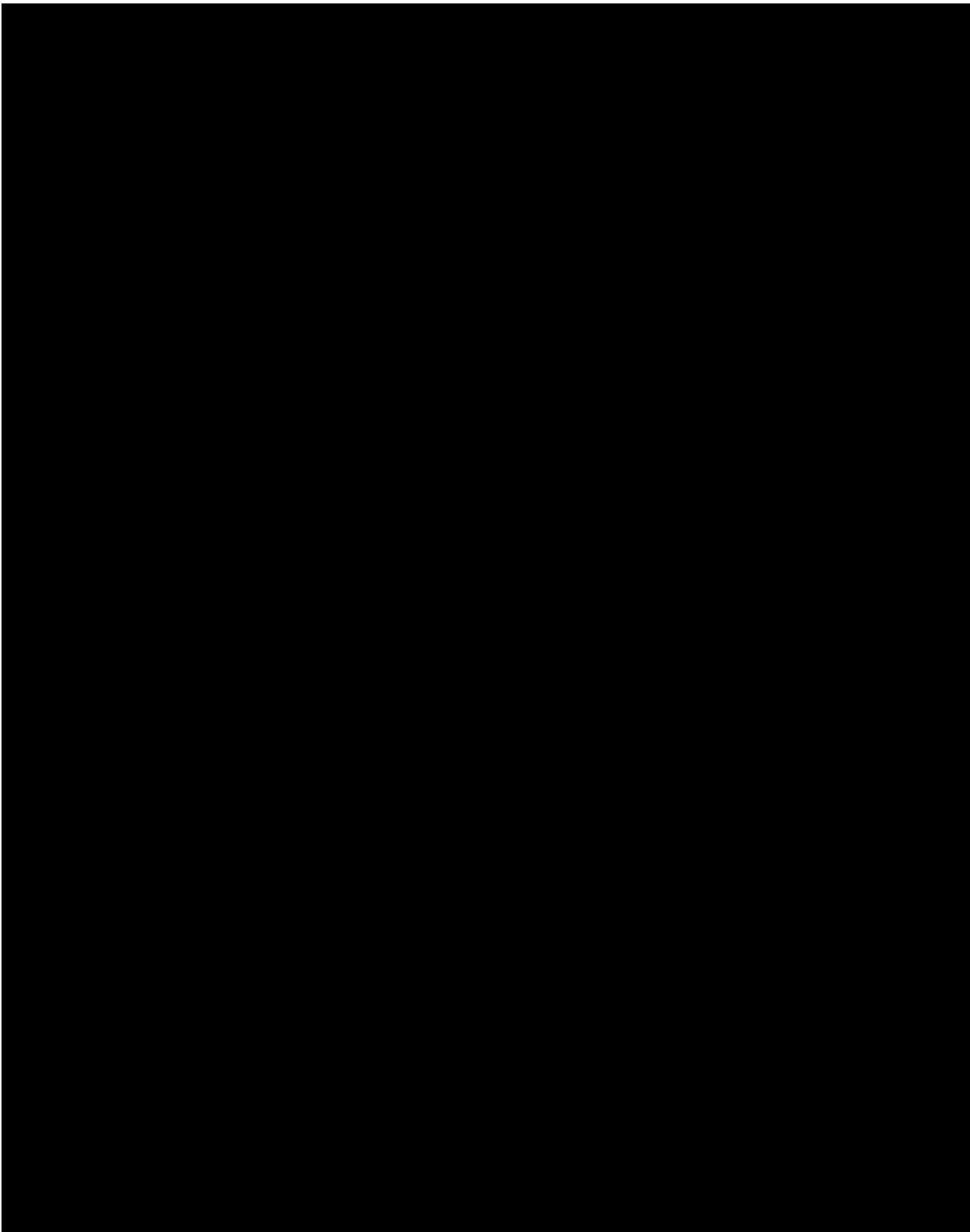
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Operations Support Personnel



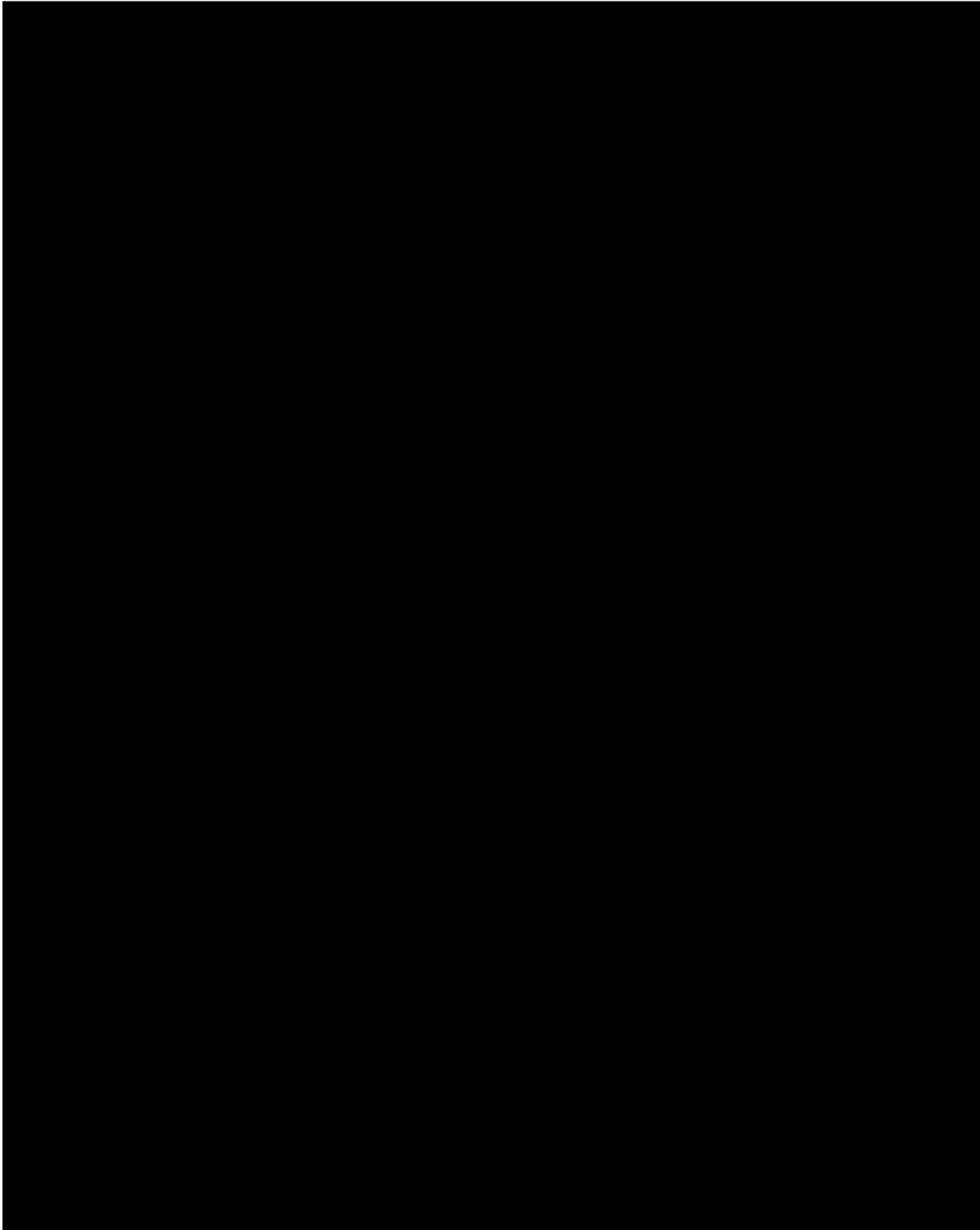
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**Section IV: Plan Implementation -
Food Service**



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Management Plan for Supervision of Inmates

Managing inmate workers is a vital part of Trinity's daily operations. We pride ourselves on developing an effective inmate workforce.

All kitchen workers are directly supervised by Trinity staff, including a certified ServSafe® Food Service Director and certified Food Safety Managers.

Supervisors brief inmates on the meal plan at the start of each shift and assign positions. New workers receive an orientation on kitchen procedures and are trained in hygiene, sanitation, and food safety.

New workers typically start with simpler tasks like dishwashing and can advance to roles such as baking or cooking by demonstrating skill and initiative. We maintain an updated list of inmate workers.

STAFF/INMATE RELATIONS

Our staff understands that working in a correctional kitchen requires not only knowledge of food service but also an awareness of the correctional environment and the factors that influence it.

All Trinity staff receive extensive pre-service and ongoing training on effective methods for supervising inmates, training inmates, fostering inmate relations, and understanding PREA guidelines. Detailed job descriptions and clearly defined responsibilities, combined with this training, enable staff to effectively oversee food production, sanitation, service, and cleanup.

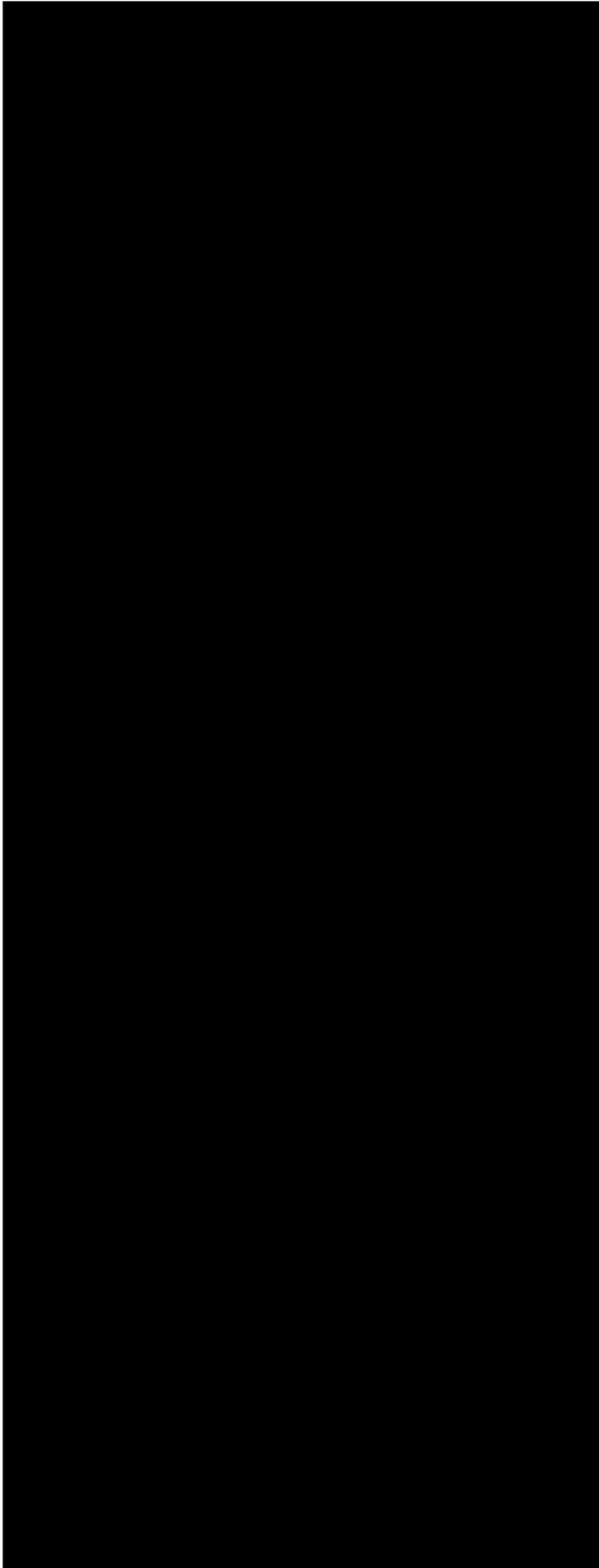
As correctional food service supervisors, our Food Service Directors are expected to integrate into your system and operations. While they are not correctional officers, they play a crucial role in bridging gaps within the kitchen environment. To successfully bridge this gap and achieve food service goals using inmate labor, they work to earn the respect of the inmates. Respect is a vital motivator that encourages all workers—whether inside or outside a correctional setting—to complete their tasks efficiently.



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Staffing Plan/Schedules

**Section IV: Plan Implementation -
Food Service**



Training Programs

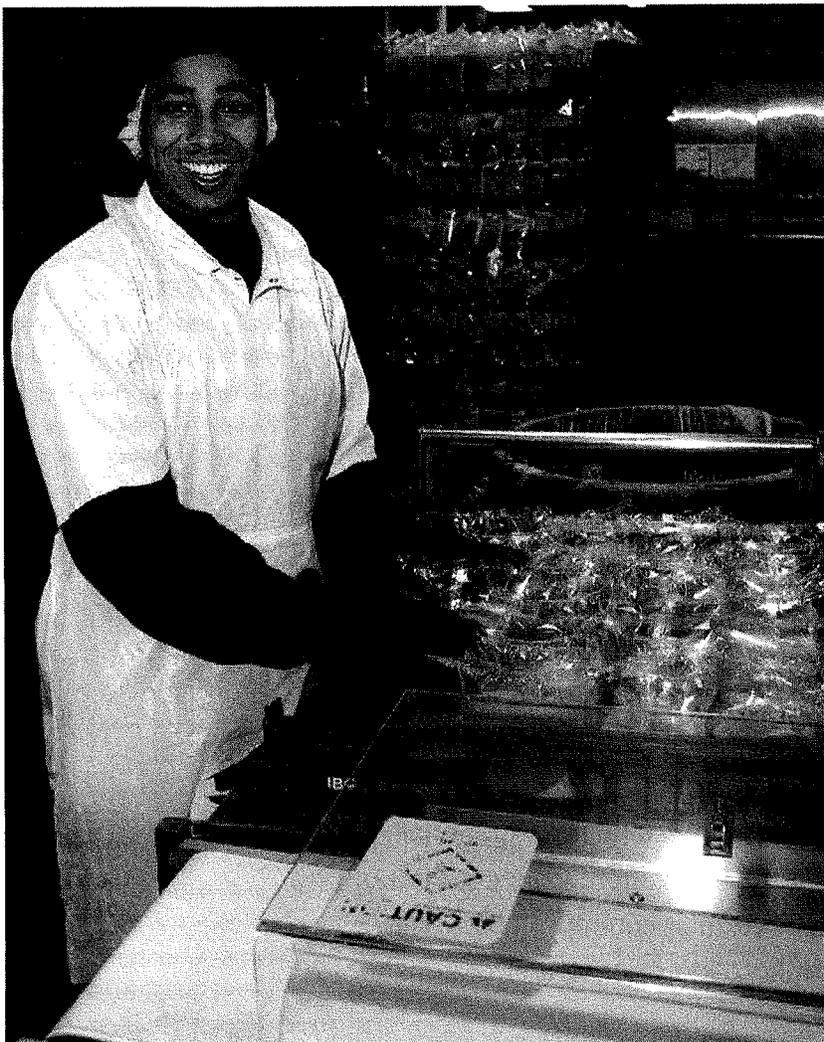
At Trinity Services Group, we believe that successful food service depends on the quality of our people. From senior management to supervisors, we are dedicated to innovative associate development.

- Trinity Services Group's training and organizational development department, The People Development Team, is not just about professional growth, but also about nurturing your personal development. We are dedicated to supporting all team members' growth in line with our Core Values and Mission Statement.
- We are committed to Albany County by providing the industry's best management and operations team. We select, train, and promote individuals who can motivate and mentor employees and inmates.
- Success begins on day one with our comprehensive orientation training. This training introduces new team members to the payroll system and benefits plan, ensuring they are well-prepared for their roles. Our Learning Management System (LMS) provides extensive training resources to further build employee confidence.
- All team members complete the Rookie's Fast Track program shortly after hiring, establishing essential knowledge and skills while helping them acclimate to our culture. Each new member is paired with a POINT (Pairing Outstanding Individuals to Nurture Talent) mentor, ensuring they have a supportive guide throughout their training.
- Civil Treatment training is mandatory for all Trinity employees, emphasizing our commitment to a respectful and inclusive work environment. This training is not just about rules, but about fostering a culture of respect and understanding. Additionally, Trinity Leaders participate in "Communication: Connect through Conversation" training to enhance their communication skills, foster a collaborative environment, and offer further options for professional growth.



- On-site training led by the District Manager and General Manager ensures all team members understand our operations and have the skills to perform effectively. Key training topics include:
 - ✧ Contract Specifications and Compliance
 - ✧ Menu Production and Supervision
 - ✧ Quality Assurance
 - ✧ Food Safety Certifications
 - ✧ Sanitation Procedures

We aim to empower our team members through these initiatives and ensure they are well-equipped for their roles.



Our managers are leaders — Our managers care that the job gets done right, not only the first time but every time. They care about the associates who do their jobs, foster common values, and deliver superior service.



New Hire Training

The first few days in the facility are crucial to a new hire's success and make them feel valuable, excited, and informed. The Food Service Director and staff to get to know the new hire better while providing them with the basics they need to hit the ground running. Trinity's comprehensive program for New Hire Training is outlined below.

WEEK 1

- **Day 1 – Onboarding**

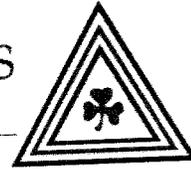
In addition to having each new associate complete Albany County's Orientation Program, Trinity offers a comprehensive orientation process called **Day One Training**. We facilitate this program in a virtual classroom environment that allows for interactive webinar training.

Day 1 Training Agenda

- Welcome to TKC!
- New Hire Orientation
- Rookie's Fast Track
- PREA
- ServSafe® Food Handlers

Participants can earn Rewards Points and become eligible for a **\$250 bonus!**

TRINITY SERVICES
GROUP, INC.



NEW HIRE TRAINING GUIDE



THE FIRST 30 DAYS OF A
SUCCESSFUL SUPERVISOR

You're
Invited TO
DAY ONE TRAINING

@ 10:00AM EASTERN TIME

[HTTPS://TKCHOLDINGS.ZOOM.US/J/82000173405](https://tkc.holdings.zoom.us/j/82000173405)

CLICK HERE TO JOIN NOW!

FOR BONUS POINTS BRING YOUR FAVORITE
COFFEE CUP!



Orientation

New Trinity employees begin their orientation with a welcome video about TKC. After that, they complete their initial login to TKC's Ultipro intranet, which includes links to corporate information such as the TKC Learning Management System. As the new employee browses and navigates Ultipro, we discuss pay dates, PTO Accruals/Sick Leave, and how to enter a request. We also review Benefits, our Retirement Plan, and additional employee perks.

A copy of TKC's Employee Handbook is available on this site, and we review key policies from the handbook. We also discuss employee development and career opportunities.



Rookie's Fast Track

After the initial orientation, we continue our Day One Training with the Rookie's Fast Track program. Rookie's Fast Track consists of the following four primary modules:



PREA

The Prison Rape Elimination Act (PREA) law requires facilities to adopt a zero-tolerance approach to sexual abuse. It applies to all federal, state, and local prisons, jails, police lock-ups, and private and residential facilities in a community setting. Trinity requires every employee to attend a training session to understand what constitutes sexual abuse fully and that sexual abuse is a punishable crime. The training teaches team members how to report any form of sexual abuse or harassment and how to respond if they see abuse taking place.

The program outline reviews:

- PREA Policies
- What is PREA
- What Qualifies as a PREA Violation
- Requirements around reporting PREA
- Consequences of committing a PREA violation
- Inmate Manipulation
- Inmate Management
- Effective Inmate Supervision General & Daily Responsibilities

We also conduct an overview of Trinity's Inmate Supervision Policies.

FACILITY SAFETY

Day-One Training covers facility safety policies, including:

- Safety and Security
- Key Control
- Tool Control
- Chemical Control
- OSHA
- Personal Protective Equipment (PPE)
- Fire Extinguisher Safety

FLOW OF FOOD

New kitchen employees learn meal preparation workflow and financial impacts of improper procedures, including:

- Recipe Compliance and Cycle Menus
- Standardized Recipes
- Inventory Rotation
- Panning and Portioning

SERVSAFE® FOOD HANDLER CERTIFICATION

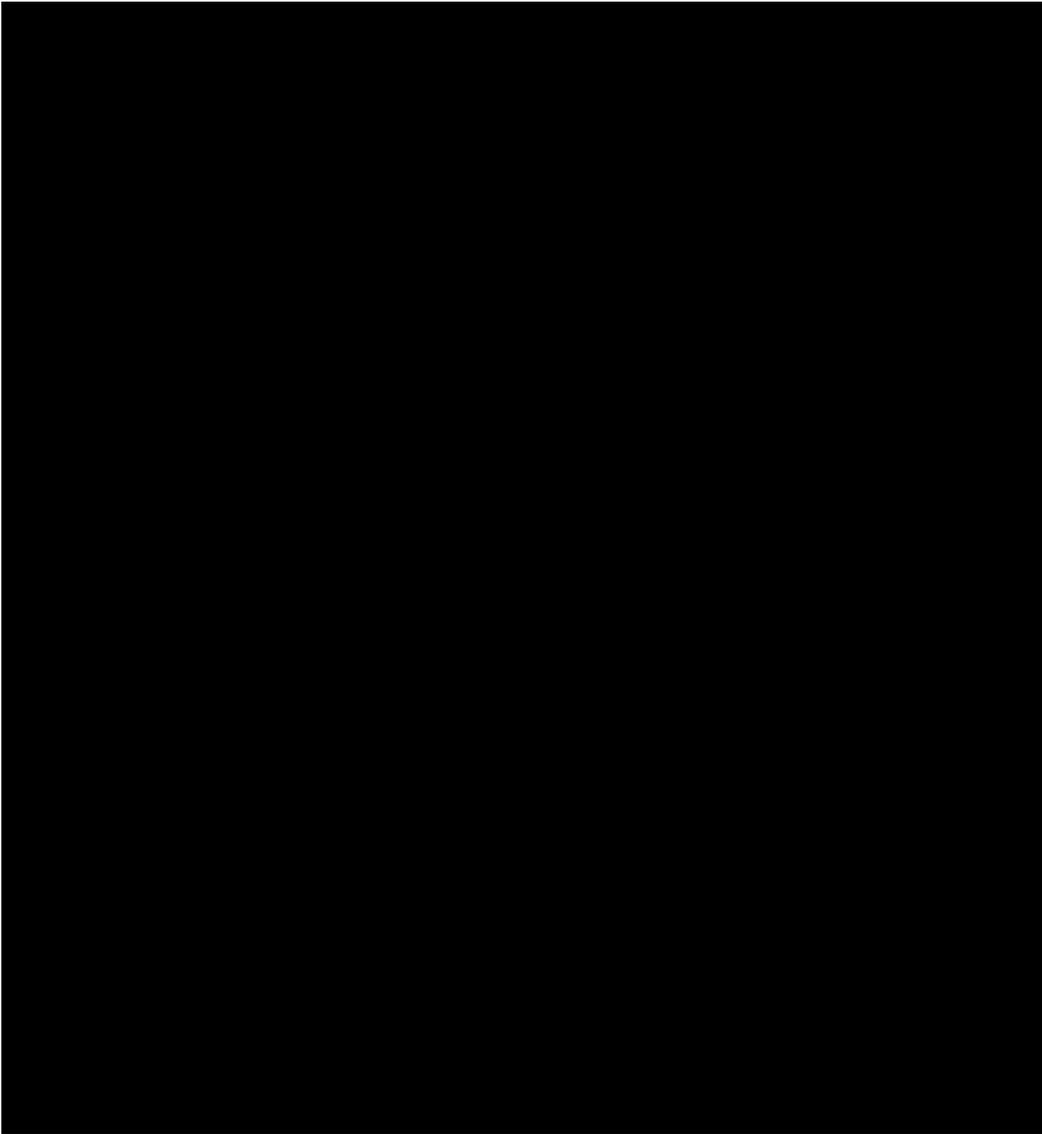
All Trinity employees receive ServSafe® Food Handler certification, covering

- Food Safety is Important
- Good Personal Hygiene
- Controlling Time and Temperature
- Preventing Cross-Contamination
- Cleaning and Sanitizing



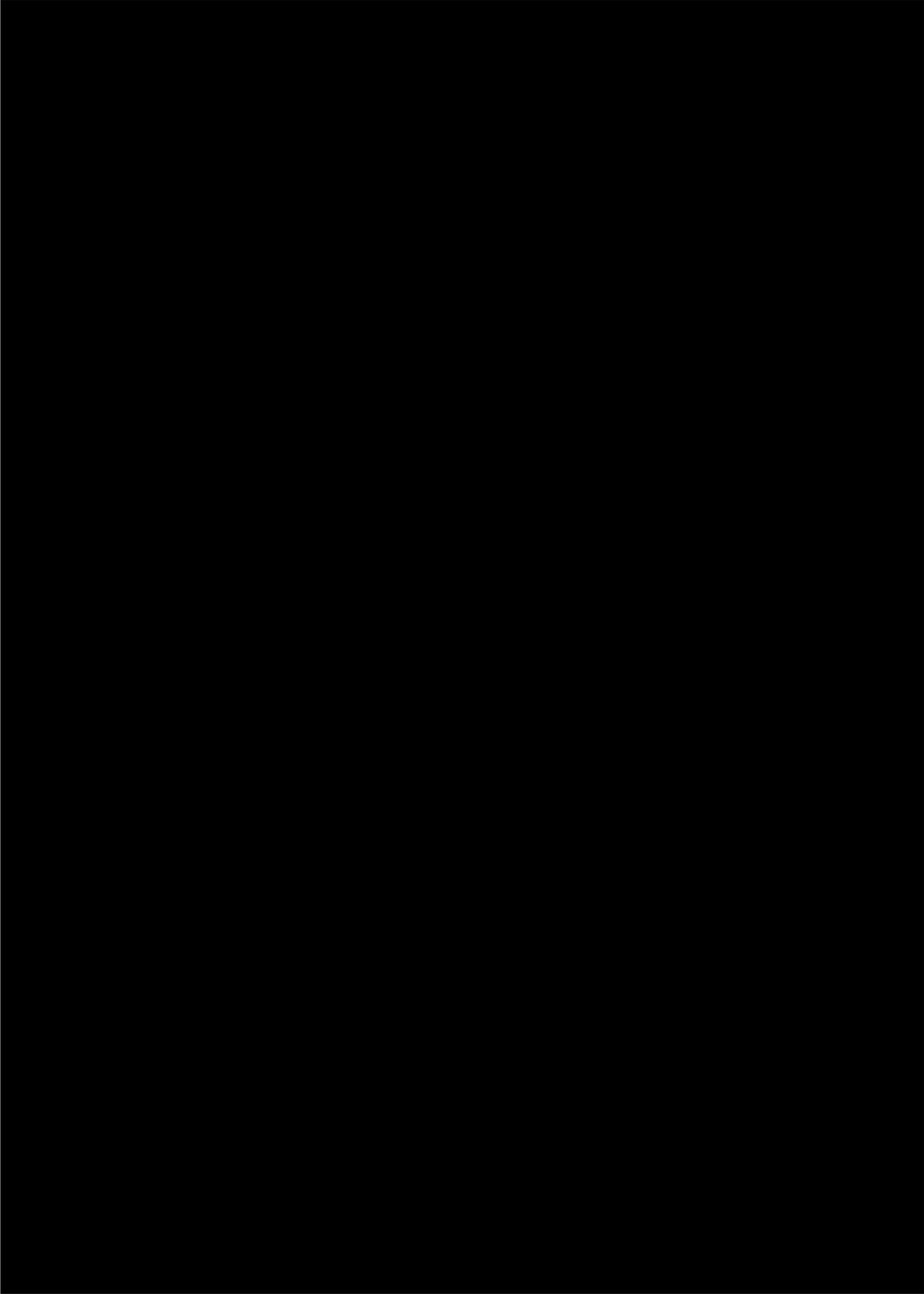
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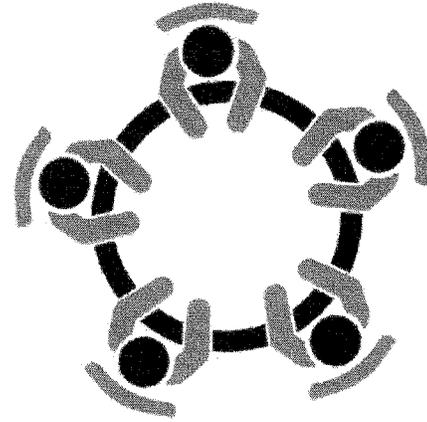
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STAR Chat Workshops

Trinity understands that training is an ongoing day-to-day importance. That is why we have STAR Chat, **Supervisor Training and Reinforcements**. STAR Chat is a monthly publication to remind our leaders and the Food Service supervisors of important food handling topics. We cover topics like time and temperature control, proper storage habits, cross-contamination by hands and gloves, proper personal hygiene, and more. We track this training, and all our training programs via our TKC training platform.



STAR Chat is a platform that communicates Trinity's expectations of our employees and the necessity of specific actions. It encourages our employees to become active participants in ensuring the safety, security, and efficiency of your facility. STAR Chat sessions also serve as a means for Trinity to share important company information with each employee. Each monthly distribution includes several topic outlines and a facilitator's checklist.

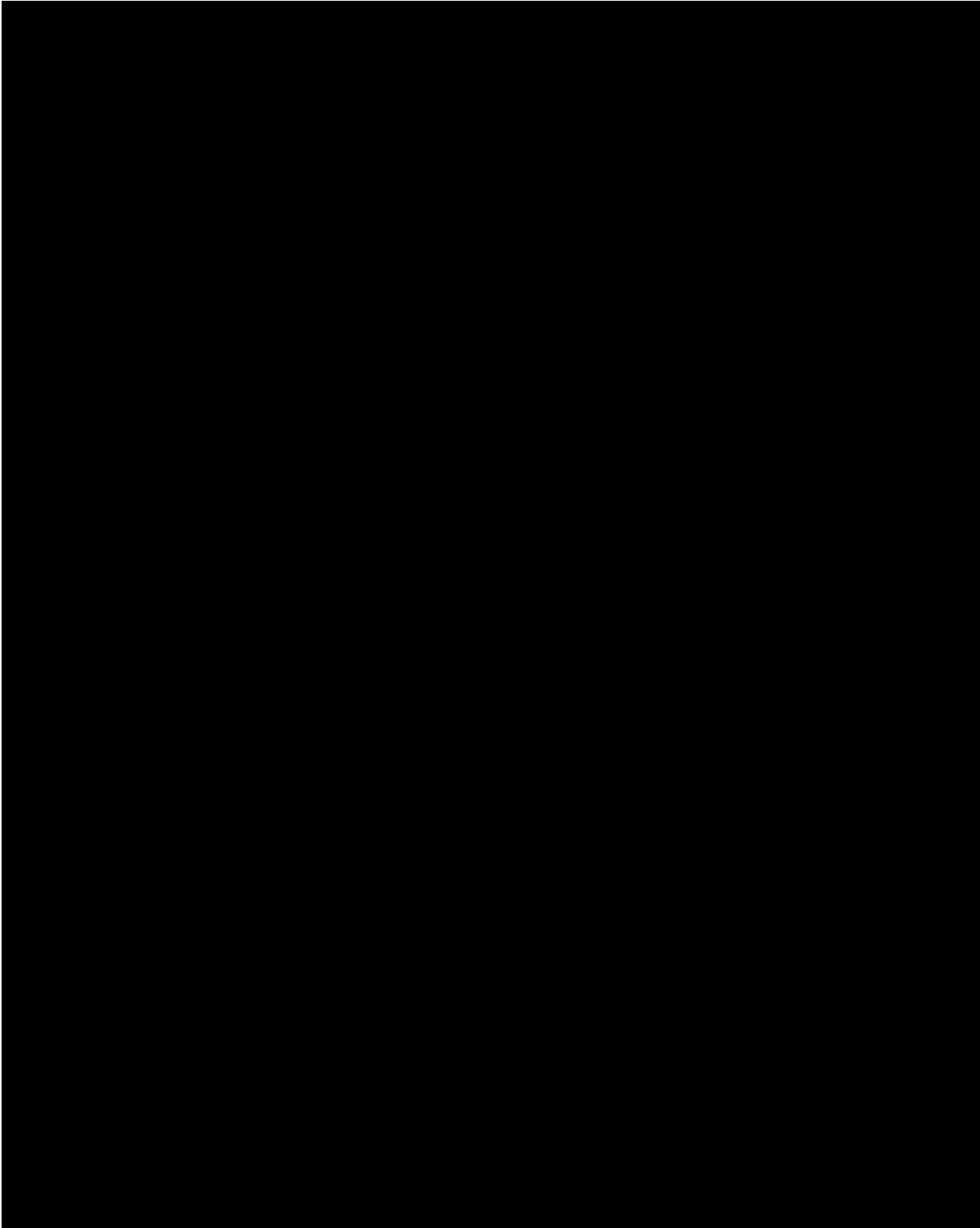
The Food Service Director conducts at least one monthly session for all employees and maintains an attendance verification sheet for the meeting

STAR Chat also incorporates ongoing management training. Examples from a recent Star Chat monthly training are included on the following pages.



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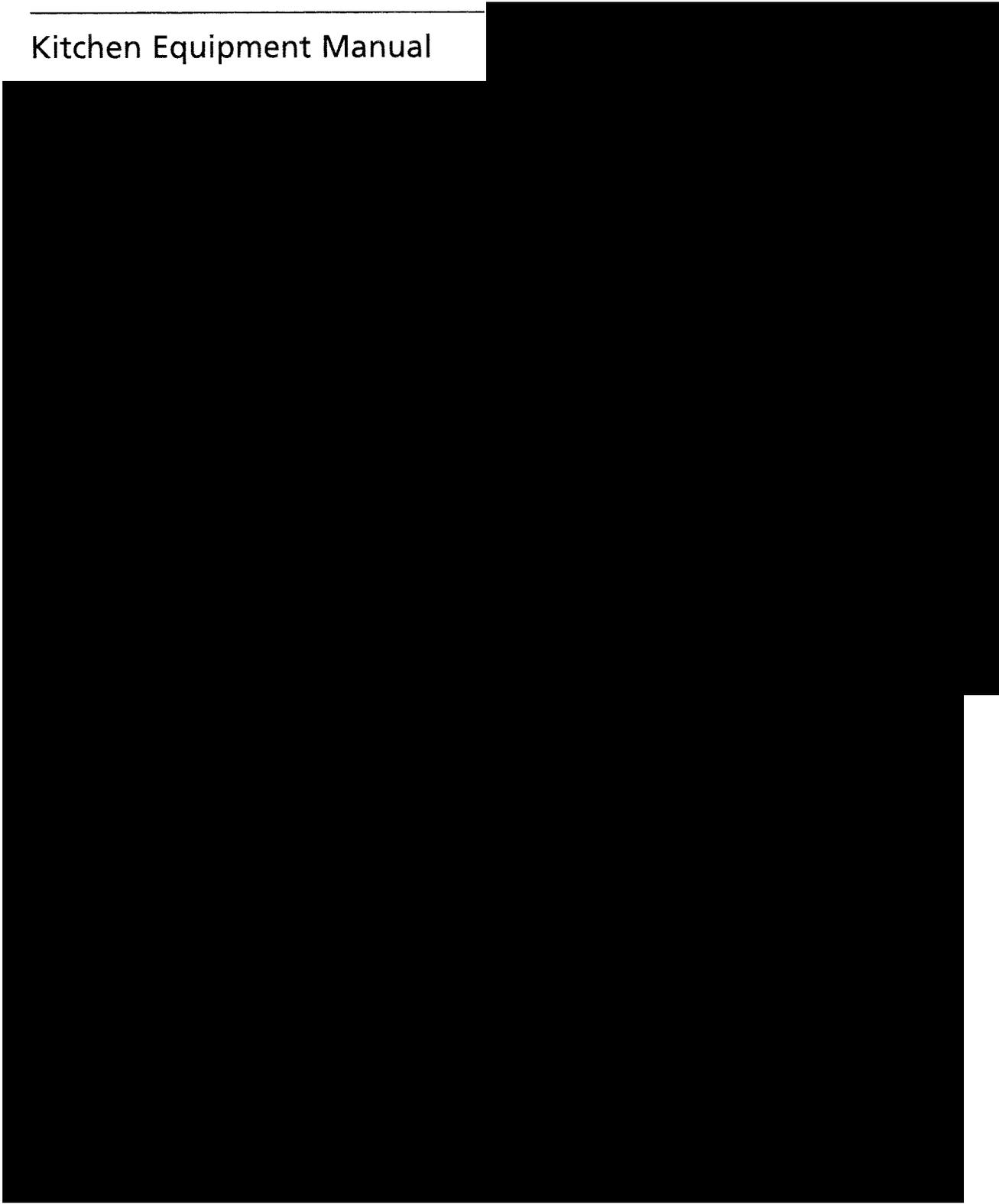
QuickCore Competencies (QCC)



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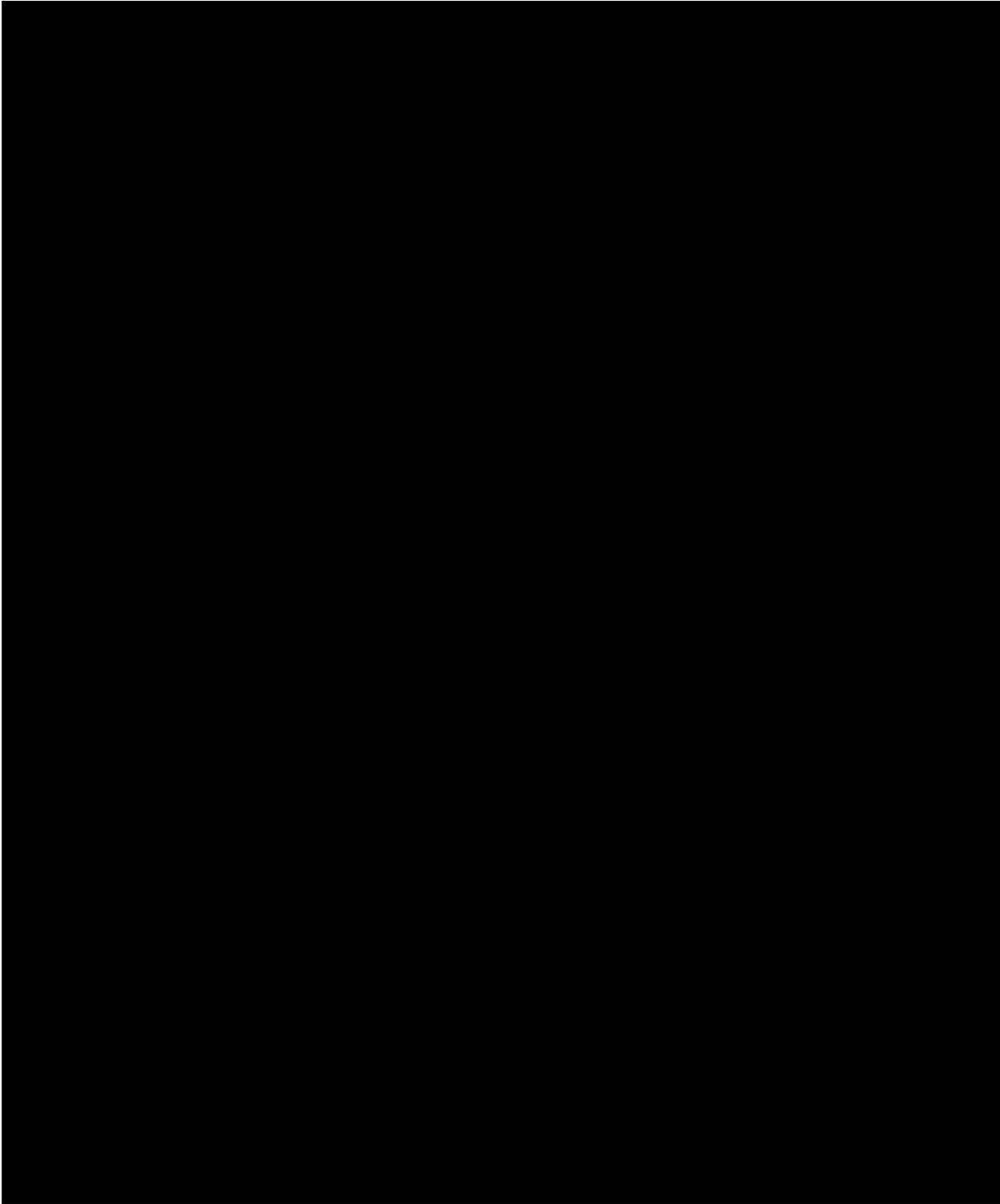
Kitchen Equipment Manual



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CERTIFICATES



ServSafe®

Safety is, and always will be, the number one internal and external customer service standard. In partnership with the Educational Foundation of the National Restaurant Association, we offer a company-wide training and development program known as ServSafe®—Serving Safe Food Program.



SERVSAFE® FOOD HANDLERS CERTIFICATION PROGRAM

The ServSafe® Food Handlers training and assessment program is designed to provide consistent food safety training for hourly employees. It covers five critical areas: Basic Food Safety, Personal Hygiene, Cross-contamination and Allergens, Time and Temperature, and Cleaning and Sanitation. This program not only certifies employees but also emphasizes the importance of safety for both staff and customers. Every Trinity employee will become ServSafe® Certified, highlighting our commitment to high food safety standards.

SERVSAFE® FOOD PROTECTION MANAGER CERTIFICATION

Duration: 8 to 16 hours

Focus:

- Empowering managers with essential food safety knowledge
- Developing leadership skills

Key Topics Covered:

- Sanitation practices
- Preventing foodborne illnesses
- Managing the flow of food
- Maintaining sanitary facilities, including pest management

Certification Exam: Secured ServSafe® Manager Certification Exam

- Accredited by:
 - ✧ American National Standards Institute (ANSI)
 - ✧ Conference for Food Protection (CFP)



Leadership Training: Leading with Purpose

The **Leading with Purpose Program** is designed to equip new food service directors with the necessary skills and knowledge to lead their teams and manage operations effectively. Created and tested by experienced food service directors and professionals, this program captures best practices nationally, ensuring that participants are exposed to a wide range of proven learning strategies and techniques. Participants can adapt the recommended tasks and times to suit their specific location and situation. This flexibility allows new Food Service Directors to tailor their approach to the unique needs and challenges of their facility.

By focusing on these essential components of effective leadership, participants can develop a well-rounded skill set that enables them to navigate the complexities of correctional food services successfully.

Objectives/Skill Building

OPERATIONAL

- Correctional Awareness
- Security
- Physical Safety
- Food Safety
- Client Services
- NetMenu®
- Vendor / Ordering
- Financials
- Forecasting
- Menu / Nutrition
- Serving Line
- Production
- Payroll
- Contract Review

LEADERSHIP

- Communication
- Interviewing Skills
- Equity
- Empathy
- Inclusion
- Business Writing
- Email Etiquette
- Time Management
- Strengthening Teams
- Work Culture
- Coaching
- Prioritization
- Engagement
- Feedback
- Performance
- Productivity
- Consistency
- Risk Mitigation

EXPECTATIONS

Newly hired and newly promoted Food Service Directors should complete the On-the-Job training within their first six weeks and complete the leadership training within their first year as a Food Service Director.



Inmate Training Programs

The **ASCEND** program — *Advanced Skills | Career Education | New Development* — constitutes a thoroughly designed initiative aimed at preparing incarcerated individuals for successful reintegration into society. This comprehensive, multi-phase training program encompasses vocational education, leadership development, and managerial training, thereby equipping participants with the requisite skills, certifications, and personal growth necessary to flourish in the workforce and mitigate the risk of recidivism.

Participants in the ASCEND program gain more than just theoretical knowledge. They acquire hands-on experience and exposure to real-world routines and norms. This practical approach not only incentivizes responsible behavior and cultivates confidence and self-esteem but also yields valuable, in-demand skills that they can readily transfer to the hospitality service industry.

Inmates will learn in ServSafe®-compliant kitchens that serve regular, Kosher, Halal, and therapeutic meals. Throughout their experience, program participants adhere to rigorous industry standards for clean, safe kitchen operations.

ASCEND

Advanced Skills | Career Education | New Development



MANY IMPLEMENTATION OPTIONS

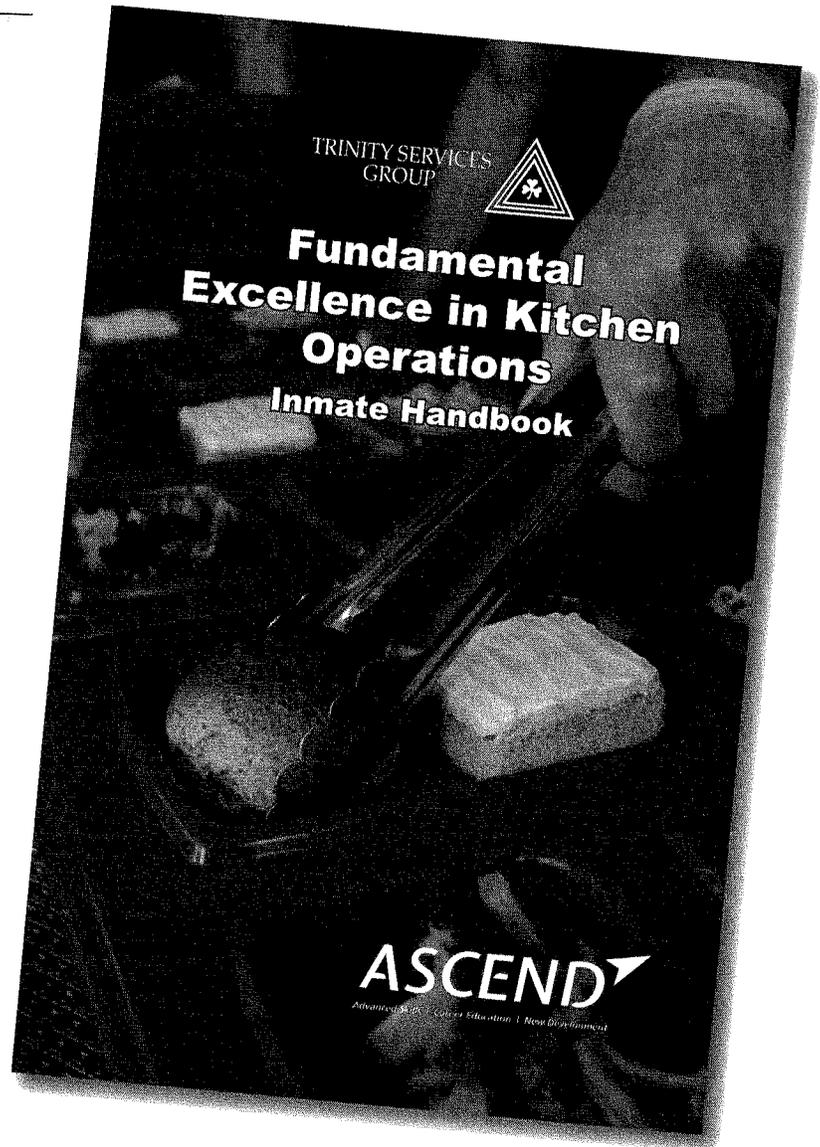
Our à la carte menu of programs allows you to choose the level of engagement that best suits your needs.



PHASE 1: FUNDAMENTAL EXCELLENCE

The initial phase of the ASCEND program introduces participants to the fundamental principles of kitchen operations, laying a solid foundation for their culinary education. Each incarcerated individual receives a detailed handbook titled "**Fundamental Excellence in Kitchen Operations,**" which clearly delineates the expectations concerning personal conduct, hygiene standards, and professional behavior relevant to the culinary environment. Training encompasses critical subjects such as sanitation practices, food safety regulations, basic kitchen operations, and workplace safety protocols.

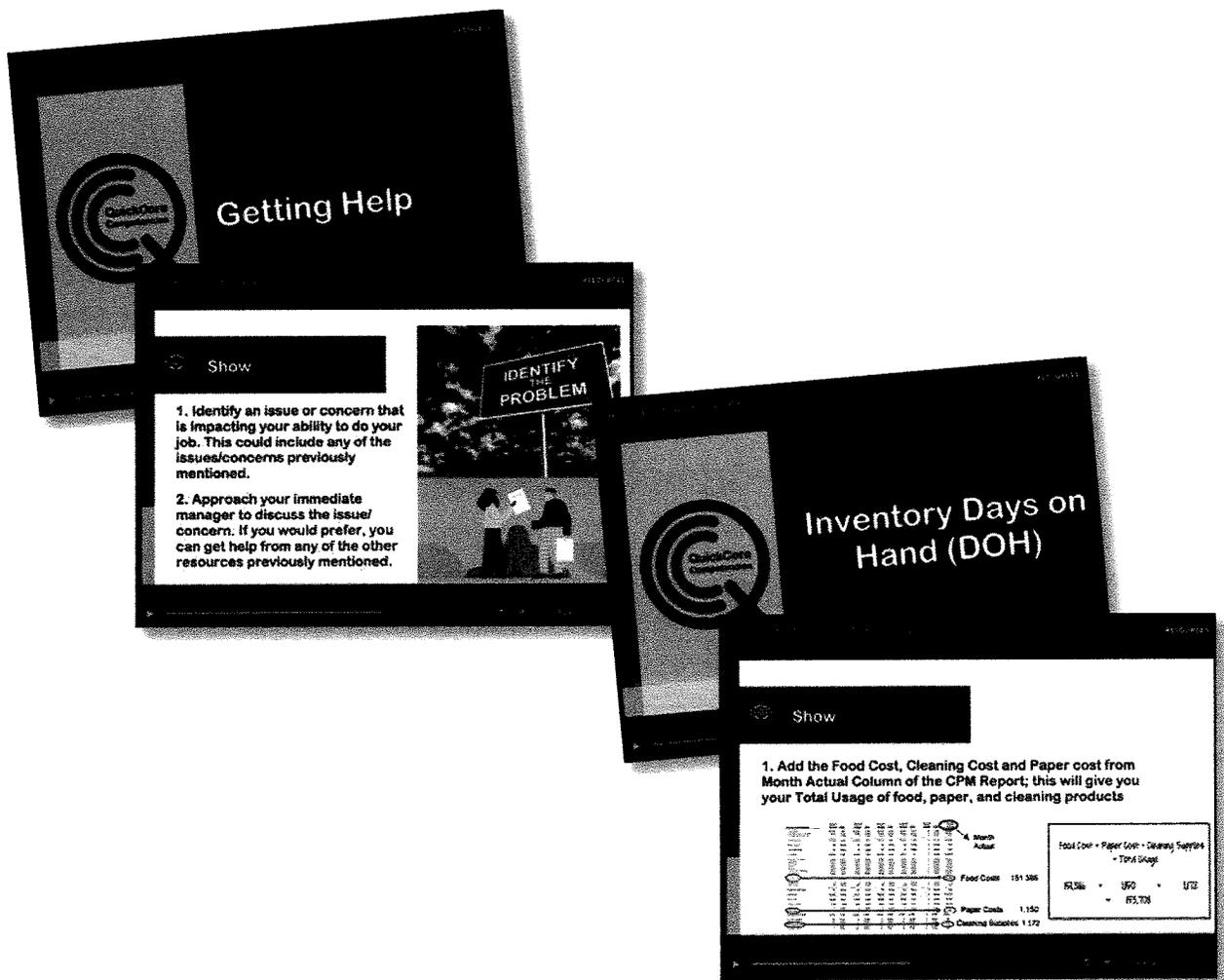
Participants are eligible to receive the **Safe Food Handling Basics** certificate from the National Restaurant Association upon successful completion of the designated training program. This credential significantly enhances their employability in the food service industry. A graduation ceremony is conducted to commemorate this accomplishment, reinforcing participants' sense of pride and personal responsibility.



In addition, participants build upon the foundational skills acquired to gain a more in-depth understanding of food service operations. This phase also introduces **QuickCore Competencies (QCCs)**, which consist of concise, targeted modules aimed at imparting advanced kitchen techniques and fundamental business concepts. Participants acquire knowledge in critical areas such as inventory management, efficient recipe batching, waste reduction strategies, and the operation of commercial kitchen equipment.



The training methodology incorporates the **Why/Tell/Show/Do/Review** approach to facilitate comprehensive learning and mastery of skills. By utilizing this framework, participants grasp not only the processes involved but also the underlying principles that inform them.

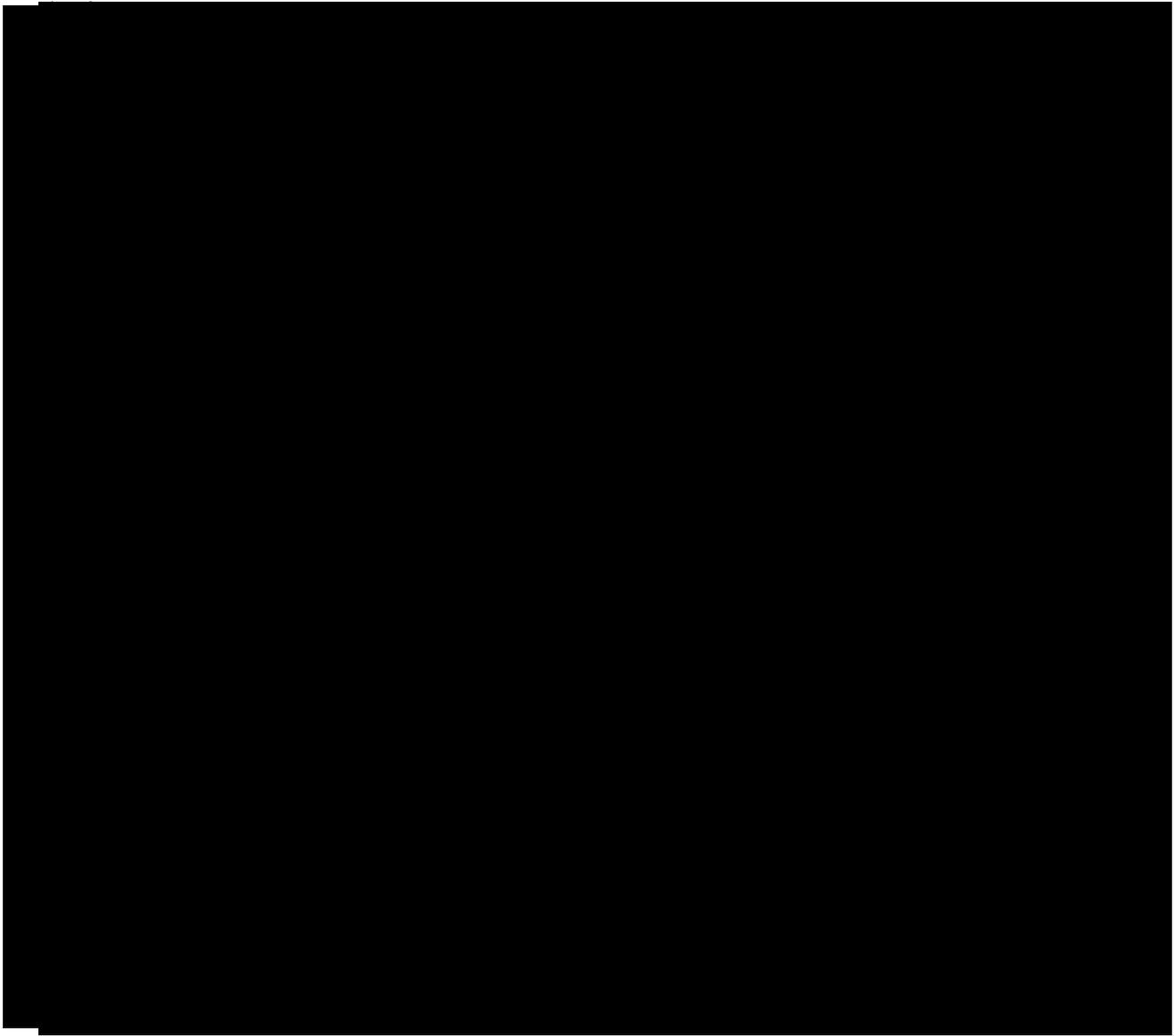


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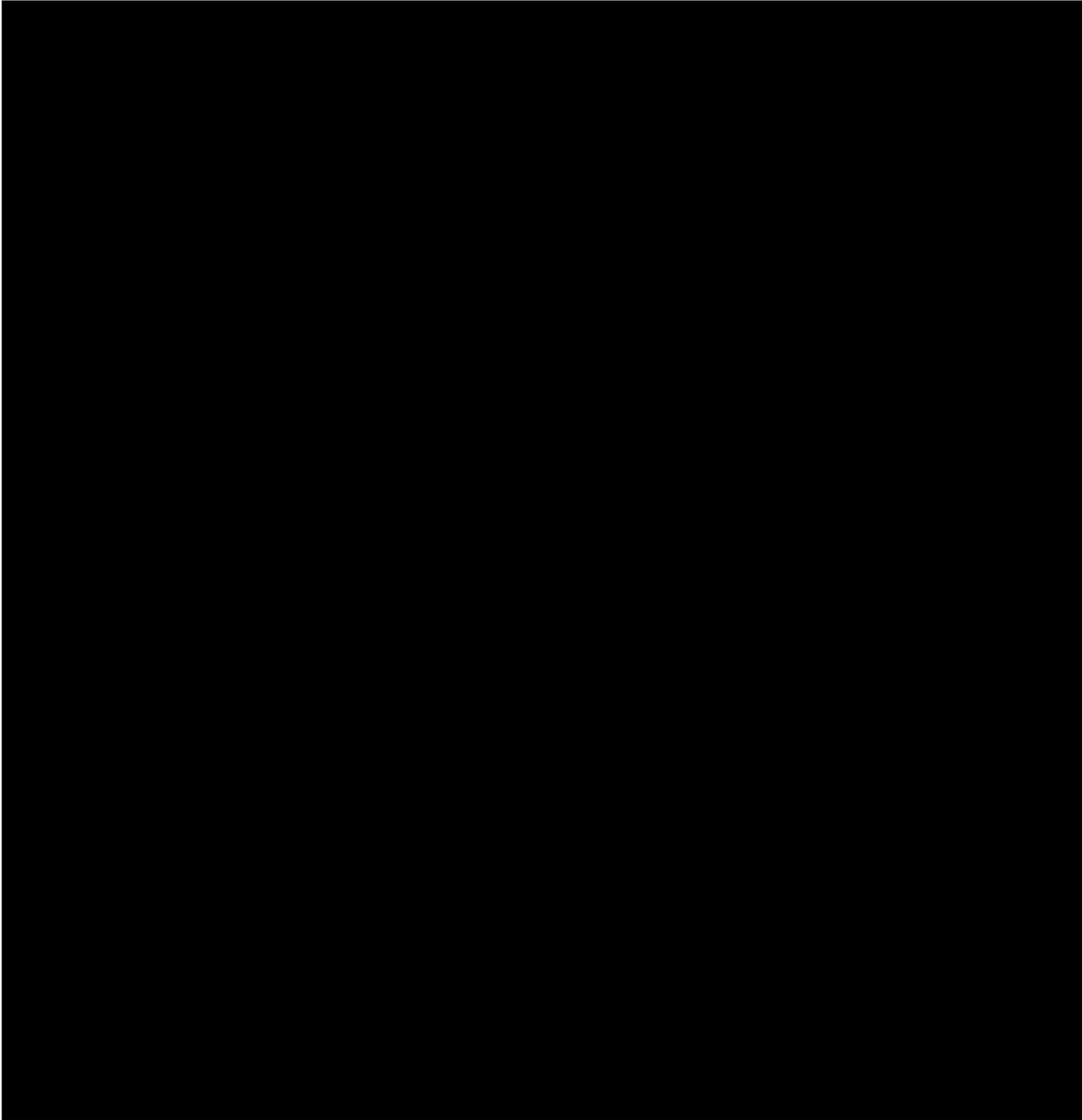
If Albany County is interested in any of the optional phases of our Inmate Training Programs (Phases 2 - 4), Trinity will gladly discuss the details and any associated costs with you.

PHASE 2: OPERATIONAL EXCELLENCE



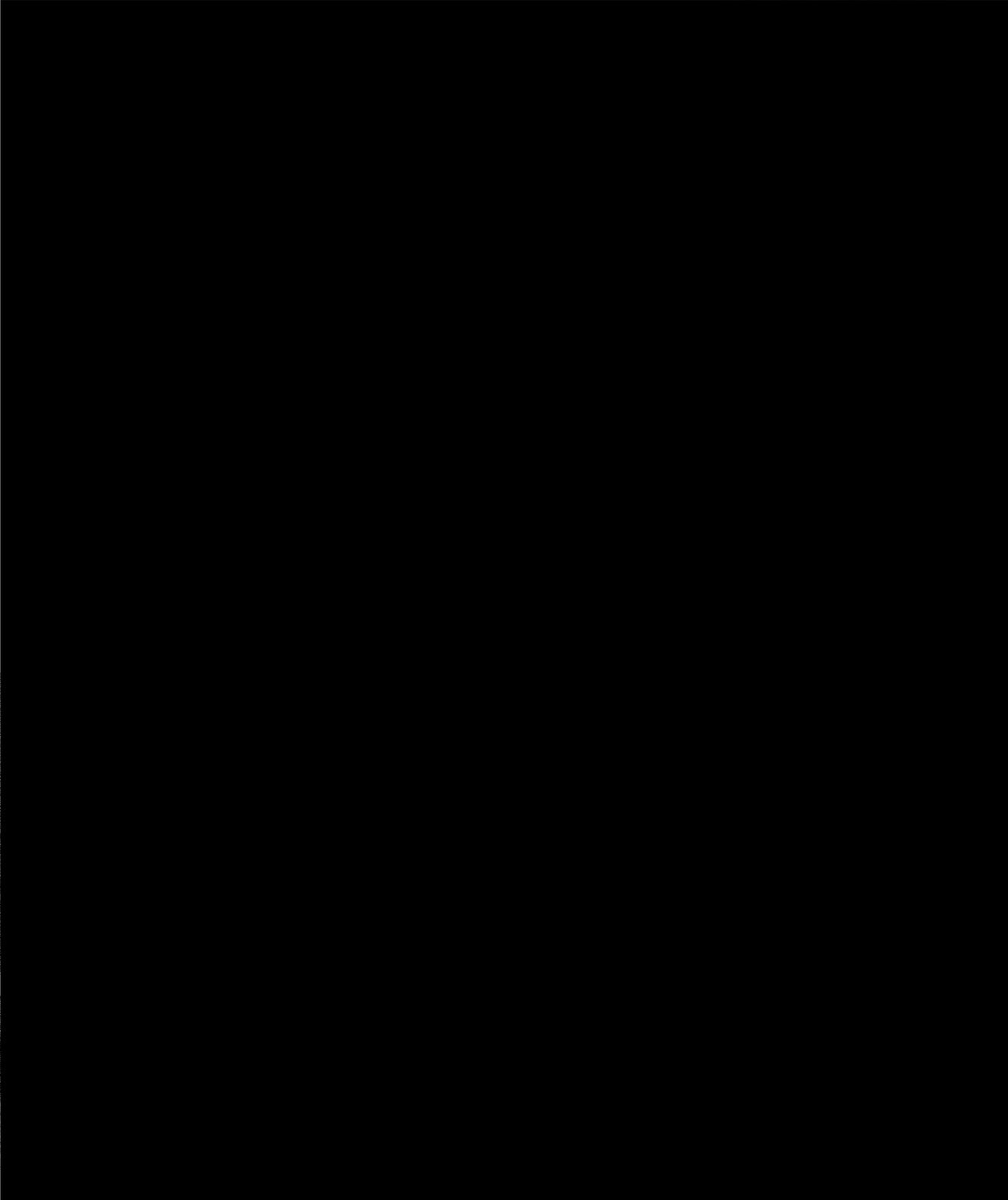
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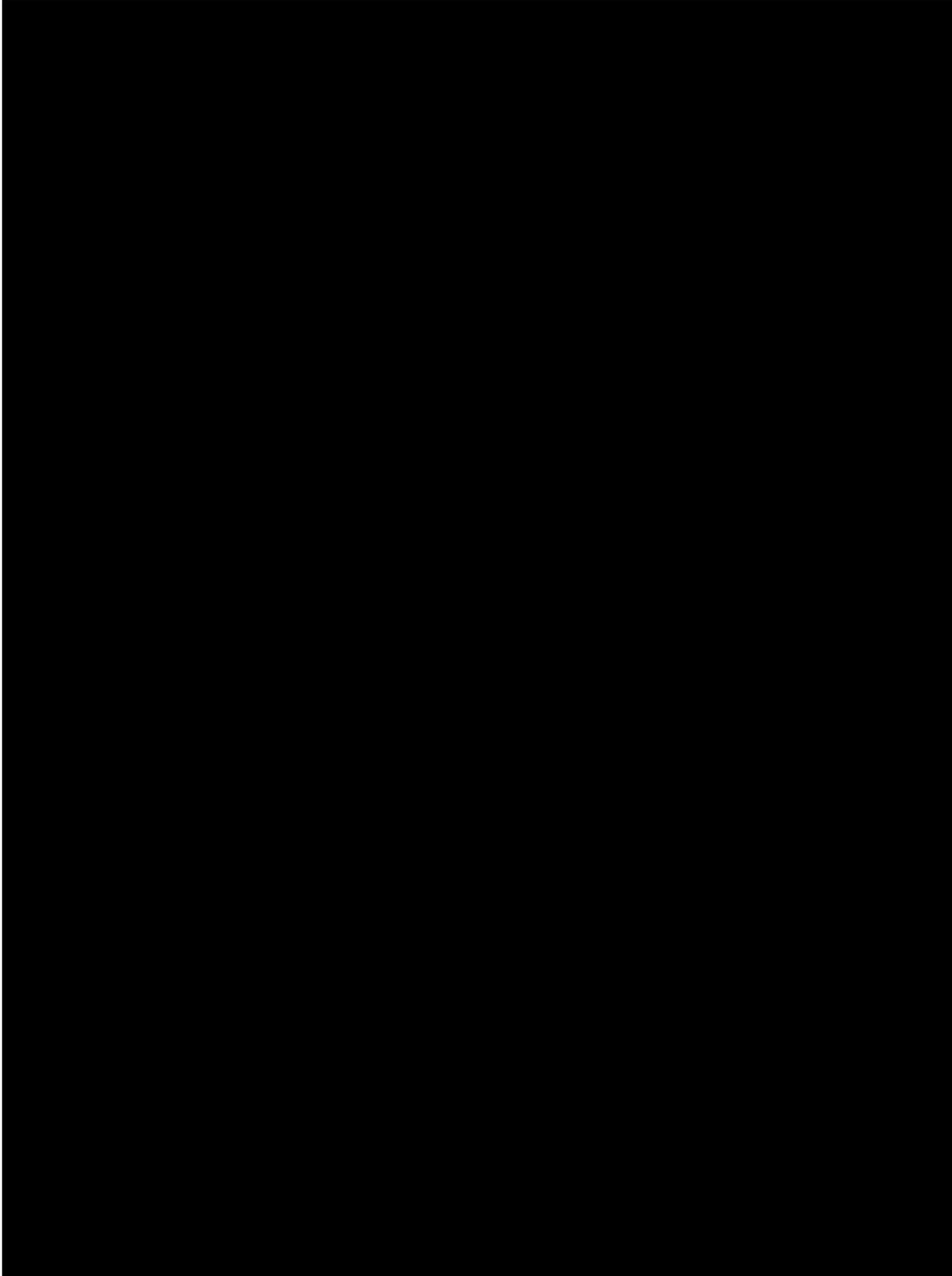
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PHASE 3: LEADERSHIP EXCELLENCE



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PHASE 4: APPLIED EXCELLENCE



POST-INCARCERATION RESOURCES

ASCENDHigher.org

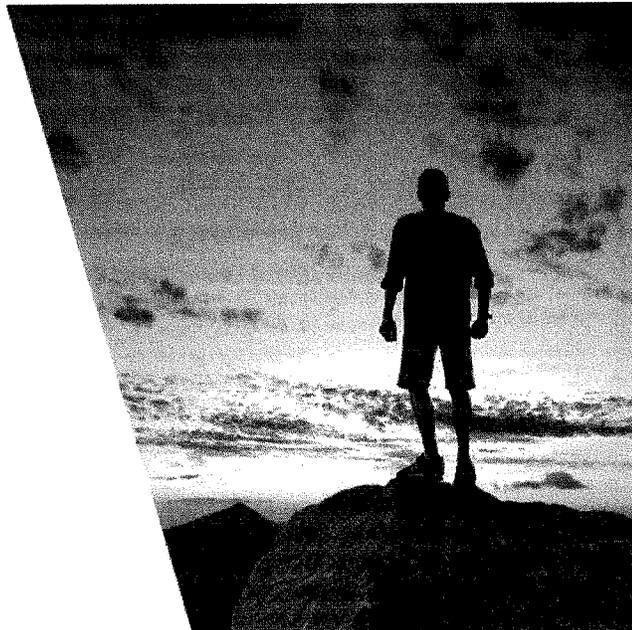
The ASCEND program's commitment to its participants transcends the duration of their incarceration. Through the innovative platform ASCENDHigher.org, formerly incarcerated individuals gain access to a rich array of resources designed to facilitate their transition back into society. This 24/7 online platform offers essential tools, including resume development resources, job listings, financial literacy materials, and wellness support services.

The comprehensive nature of this post-incarceration support is designed to empower individuals as they navigate the complexities of re-entering the workforce and society at large. By fostering continuous growth and development, the ASCEND program endeavors to ensure that participants not only exit the program equipped with skills and certifications but also possess the confidence and resources required to establish stable, fulfilling lives following their incarceration.

ASCEND
Advanced Skills | Career Education | New Development

Now is the time to use the skills learned through the ASCEND program.

Go to ascendhigher.org to access a host of practical information and resources. Use this insight to empower yourself as you start your new journey and work to achieve your goals.



Section IV: Plan Implementation - Food Service

ASCEND

Get Hired - Find Assistance - Get Financial Help -

Welcome to ASCEND

Here you will find a host of practical information and resources, gathered conveniently at your fingertips and available any time. Use this insight to empower yourself as you start your new journey and work to achieve your goals!

This site provides you access to free career- and life-building resources, including:

- Resume, application and interview preparation
- Job listings
- Living assistance resources
- Financial road maps

Sign Up

ASCEND is here to help you! By signing up, you will receive more detailed information designed to help you learn and succeed. We'll only contact you when we have new, beneficial information to share, and we'll never sell your personal information to third parties.

[Sign Up Now](#)

[Share ASCEND with a friend >](#)



Diverse Suppliers

TKC Holdings, Inc., along with its subsidiaries Trinity Services Group, Keefe Group, and Courtesy Group, is committed to supporting diversity in its business relationships. Our policy is to actively seek out and work with certified Minority, Woman, and Disadvantaged Business Enterprises (M/W/DBEs). This means we make a real effort to include these businesses as suppliers and subcontractors whenever possible.

To put this into practice, we regularly search state and city databases for qualified M/W/DBEs, reach out to them for relevant projects, and invite them to submit quotes for services and supplies. Our goal is to give these businesses meaningful opportunities to participate in their supply chain.

We also highlight several current and past partnerships with diverse vendors across the country. Some examples include:



Section IV: Plan Implementation - Food Service

- **River City Produce** (Texas): Certified HUB, MBE, SBE, LOSB, providing produce for all Trinity Food Service accounts in Texas.
- **Russo Produce** (New York): Certified WBE, serving two large correctional food service accounts.
- **Spring Valley Dairy** (Oregon): Certified WBE and SBE, supplying dairy products.
- **Creation Gardens** (Tennessee): Certified WBE, providing produce.
- **Kegel's Produce** (Pennsylvania and Maryland): Certified WBE and SBE.
- **Food Concepts** (nationwide): WBE, supplying dry mixes, drinks, gravies, and gelatin to all Trinity facilities.
- **Klosterman Bakery** (Ohio): Certified WBE, bread supplier.
- **Design Specialties** (nationwide): WBE, specialty small wares for corrections.
- **Crest Food Service Equipment and Federal Supply** (nationwide): Both are WBE vendors for equipment and small wares.

In summary, TKC Holdings doesn't just talk about diversity—we take real steps to make it part of our everyday business, building strong partnerships with a wide range of diverse suppliers.



Plan for MBE/WBE Suppliers in Albany County

In alignment with Albany County's Affirmative Action Plan and the goals outlined in Section 21 of RFP 2025-146, Trinity Services Group is fully committed to supporting and advancing the participation of certified Minority Business Enterprises (MBEs) and Women Business Enterprises (WBEs) in the execution of this contract.

COMMITMENT TO INCLUSION AND EQUITY

We recognize the County's policy that MBEs and WBEs be afforded the maximum opportunity to participate in contracts exceeding \$100,000. Our organization embraces this policy and will make every reasonable effort to:

- Award subcontracts to certified MBEs and WBEs.
- Utilize minority and women labor to the greatest extent feasible.
- Ensure equitable access to procurement opportunities throughout the life of the contract.

UTILIZATION GOALS

We understand that Albany County has established the following subcontracting participation goals:

- 7% of the total contract value to certified MBEs.
- 5% of the total contract value to certified WBEs.

To meet or exceed these goals, we have:

- Identified and engaged certified MBE/WBE firms for food supply, equipment procurement, commissary items, and other relevant services. (See the following pages for vendor identification.)
- Prioritized MBE/WBE vendors in our procurement process.
- Included MBE/WBE firms in pre-bid meetings and outreach efforts.



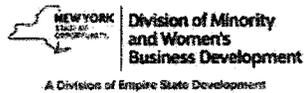


**NEW YORK STATE
MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISE ("MWBE")
CERTIFICATION**

Empire State Development's Division of Minority and Women's Business Development grants a
Women Business Enterprise (WBE)
pursuant to New York State Executive Law, Article 15-A to:

Mento Produce Co., Inc.

Certification Awarded on: September 28, 2021
Expiration Date: September 28, 2026
File ID#: 62256 - MBE



hereby grants

National Women's Business Enterprise Certification

to

The CoffeeConnexion Company, Incorporated DBA Food Concepts

who has successfully met WBENC's standards as a Women's Business Enterprise (WBE).
This certification affirms the business is woman-owned, operated and controlled and is valid through the date herein.

Certification Granted: February 28, 2024
Expiration Date: February 28, 2025
WBENC National Certification Number: WBE2400633

WBENC National WBE Certification was processed and validated by Women's Business Enterprise Council - South, a WBENC Regional Partner Organization.



Authorized by Phala Mire, President Women's Business Enterprise Council - South

NAICS: 311999, 311920, 311942
UNSPSC: 50193100





**NEW YORK STATE
MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISE ("MWBE")
CERTIFICATION**

Empire State Development's Division of Minority and Women's Business Development grants a

Minority Business Enterprise (MBE)

pursuant to New York State Executive Law, Article 15-A to:

C&T Distribution LLC

Certification Awarded on: March 5, 2024
Expiration Date: March 5, 2029
File ID#: 59485



**Division of Minority
and Women's
Business Development**

A Division of Empire State Development



**NEW YORK STATE
MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISE ("MWBE")
CERTIFICATION**

Empire State Development's Division of Minority and Women's Business Development grants a

Minority Business Enterprise (MBE)

pursuant to New York State Executive Law, Article 15-A to:

Edenesque Inc.

Certification Awarded on: September 12, 2025
Expiration Date: September 12, 2030
File ID#: 61896



**Division of Minority
and Women's
Business Development**

A Division of Empire State Development



Section IV: Plan Implementation -
Food Service

TRINITY SERVICES
GROUP, INC.



Edenesque
bethelove@edenesque.com
Leslie.woodward@edenesque.com

October 14, 2025

Re: Letter of Intent – Albany Co NY

Dear Team Edenesque:

Trinity Services Group, Inc. ("Trinity") plans to submit a proposal in response to the Albany Co NY Bid. In the event Albany Co selects Trinity as the service provider for the Food/Cleaning Management Services, Trinity intends to partner Edenesque ("Edenesque") as a subcontractor/supplier to assist with the sourcing of certain food/cleaning/paper items or services to satisfy the requirements of the resulting Food/Cleaning /Paper Management Services in Albany Co (the "Contract"). Trinity intends to utilize *Edenesque* sourcing services to fulfill the MBE requirement.

If you are agreeable, please provide your signature below expressing *Edenesque* intent and ability to partner with Trinity to provide food/cleaning/paper products and services necessary to satisfy Food Management Services if the award is made to Trinity.

Edenesque

Trinity Services Group, Inc

By: Leslie Woodward
Name: Leslie Woodward
Title: CEO/Founder

By: James M. Perry
James M. Perry
Senior Vice President, Sales

477 Commerce Blvd, Oldsmar, FL 34677 – p: 813-854-4264 – f: 813-855-2330
www.TrinityServicesGroup.com



**Section IV: Plan Implementation -
Food Service**

**TRINITY SERVICES
GROUP, INC.**



C&T Distribution
info@c-distribution.com
Telf. (585) 204.0638

October 14, 2025

Re: Letter of Intent - Albany Co NY

Dear Team C&T Distribution:

Trinity Services Group, Inc. ("Trinity") plans to submit a proposal in response to the Albany Co NY Bid. In the event Albany Co selects Trinity as the service provider for the Food/Cleaning Management Services, Trinity intends to partner C&T Distribution ("C&T") as a subcontractor/supplier to assist with the sourcing of certain food/cleaning/paper items or services to satisfy the requirements of the resulting Food/Cleaning /Paper Management Services in Albany Co (the "Contract"). Trinity intends to utilize C&T sourcing services to fulfill the MBE requirement.

If you are agreeable, please provide your signature below expressing C&T intent and ability to partner with Trinity to provide food/cleaning/paper products and services necessary to satisfy Food Management Services if the award is made to Trinity.

C&T Distribution

Trinity Services Group, Inc

By: *Fabian Taylor*
Name: **Fabian Taylor**
Title: **Owner**

By: *James M. Perry*
Name: **James M. Perry**
Senior Vice President, Sales

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www.TrinityServicesGroup.com



Section IV: Plan Implementation -
Food Service

TRINITY SERVICES
GROUP, INC.



Mento Produce Co. Inc.
frank@mentoproduce.com
Telf. (315) 422-9195

October 23, 2025

Re: Letter of Intent – Albany Co NY

Dear Mento Produce Co. Inc.:

Trinity Services Group, Inc. ("Trinity") plans to submit a proposal in response to the Albany Co NY Bid. In the event Albany Co selects Trinity as the service provider for the Food/Cleaning Management Services, Trinity intends to partner Mento Produce Co. Inc. ("Mento") as a subcontractor/supplier to assist with the sourcing of certain food/cleaning/paper items or services to satisfy the requirements of the resulting Food/Cleaning /Paper Management Services in Albany Co (the "Contract"). Trinity intends to utilize *Mento* sourcing services to fulfill the MBE requirement.

If you are agreeable, please provide your signature below expressing *Mento* intent and ability to partner with Trinity to provide food/cleaning/paper products and services necessary to satisfy Food Management Services if the award is made to Trinity.

Mento Produce Co. Inc.

Trinity Services Group, Inc

By: 
Name: FRANK S. MENTO
Title: VICE PRESIDENT.

By: 
Name: James M. Perry
Title: Senior Vice President, Sales

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www.TrinityServicesGroup.com



Section IV: Plan Implementation -
Food Service

TRINITY SERVICES
GROUP, INC.



Food Concepts
shochberg@foodconcepts.us
Telf. (615) 449-1795

October 23, 2025

Re: Letter of Intent – Albany Co NY

Dear Food Concepts Team:

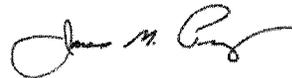
Trinity Services Group, Inc. ("Trinity") plans to submit a proposal in response to the Albany Co NY Bid. In the event Albany Co selects Trinity as the service provider for the Food/Cleaning Management Services, Trinity intends to partner Food Concepts ("Food Concepts") as a subcontractor/supplier to assist with the sourcing of certain food/cleaning/paper items or services to satisfy the requirements of the resulting Food/Cleaning /Paper Management Services in Albany Co (the "Contract"). Trinity intends to utilize *Food Concepts* sourcing services to fulfill the MBE requirement.

If you are agreeable, please provide your signature below expressing *Food Concepts* intent and ability to partner with Trinity to provide food/cleaning/paper products and services necessary to satisfy Food Management Services if the award is made to Trinity.

Food Concepts

Trinity Services Group, Inc

By: 
Name: Cheryl Hannigan
Title: Operations Manager

By: 
James M. Perry
Senior Vice President, Sales

477 Commerce Blvd, Oldsmar, FL 34677 - p: 813-854-4264 - f: 813-855-2330
www.TrinityServicesGroup.com



LABOR PARTICIPATION GOALS

We also acknowledge the County's workforce goals:

- 7% minority labor participation.
- 5% women labor participation.

Our hiring and staffing plans will reflect these goals by:

- Ensuring inclusive recruitment practices.
- Providing equal opportunity for advancement and training.

Trinity's current labor statistics for Albany County and the State of New York follow:

- In Albany County, all current employees (100%) are female, and 80% are minority.
- In the State of New York 58% of our employees are female and 42% are male. Of these employees, 25% are minorities.



COMPLIANCE AND REPORTING

We will comply with all requirements outlined in the County's Affirmative Action Plan, including:

- Submitting a completed **Schedule of MBE/WBE and Labor Performance** within 15 days of receiving the Notice of Award.
- Providing monthly utilization reports detailing hours worked by minority and female labor, and payments made to MBE/WBE subcontractors.
- Maintaining records for three years to support compliance monitoring.

GOOD FAITH EFFORTS

In the event that subcontracting or labor goals cannot be met, we will submit a Waiver Request with detailed justification and documentation of our good faith efforts, as outlined in the County's criteria. These efforts may include:

- Advertising in minority and women-oriented publications.
- Soliciting bids from certified MBE/WBE firms.
- Structuring work scopes to facilitate subcontracting opportunities.

CONCLUSION

Trinity Services Group is dedicated to fostering diversity, equity, and inclusion in all aspects of our operations. We view the participation of MBEs and WBEs not only as a contractual obligation but as a strategic and ethical imperative that strengthens our service delivery and community impact.

We look forward to partnering with Albany County to fulfill the goals of this RFP and to contribute meaningfully to the County's commitment to affirmative action and economic opportunity.



Section IV: Plan Implementation - Commissary Services

Commissary Operation Executive Summary

Ordering	Fulfillment	Included Services	Proposal Enhancements
Tablets Phone Order Backup	Fulfilled on-site and distributed by Trinity Staff	My Care Pack Resident/Staff Vending Commissary and Accounting Software Secure Deposits Intake Kiosk	Commissary Cart Numi Release Resident Development

Operational Plan- Ordering, Picking, and Delivery

Residents will continue to order commissary through the facility's existing third-party tablets, creating a streamlined and paperless process that minimizes errors. Ordering through the facility's phones will continue to be provided as a backup to tablets.

Trinity will transition the commissary operation to on-site order fulfillment as a part of this proposal. Trinity will ship commissary stock to the facility in bulk on a weekly basis for this updated operation; inventory levels will be monitored using Trinity's Oracle Warehouse Management System. Stock will be stored in the same dry storage room currently utilized by Trinity to stage orders. Trinity's on-site staff will then pick individual commissary orders using this on-site inventory. During order distribution, Trinity's on-site staff will be able to replace any missing or damaged items using the on-site inventory.



My Care Pack orders will continue to be fulfilled off-site; however, picking will be moved to Trinity's larger Edison, NJ distribution center, allowing for an expanded menu with additional product selections.

Trinity's on-site staff will continue to distribute both commissary and My Care Pack orders to the resident population on the same delivery day. This staff will also be responsible for providing replacements, processing any necessary credits, responding to commissary-related grievances, and filling and maintaining both resident and staff vending machines. An additional commissary clerk will be hired as a part of this proposal to support the on-site operation.

Alternatively, Trinity is able to maintain the current off-site order fulfillment operation. If utilized, an adjusted commission rate will be provided. My Care Pack orders will also continue to be fulfilled from Syracuse, NY and the current My Care Pack product selection will be maintained. Trinity will provide corresponding commissary and My Care Pack menus for the off-site operation upon request. All other aspects of the proposal will remain the same if this alternative option is selected. Please see **Section V - Cost Proposal** for Trinity's offered commission rate for both options presented.

Support

As requested by the RFP, Trinity will hire an additional full-time commissary clerk as a part of this proposal. In total, Trinity will utilize an on-site staff of three (3) for the Albany County Correctional Facility: one (1) full-time commissary supervisor and two (2) full-time commissary clerks. This staff will be responsible for managing all aspects of the on-site operation, including processing, picking, and distributing commissary orders; replacements and credits; commissary grievance resolution; and vending machine filling and maintenance.

The commissary project will continue to be administered by a multilayered support structure with contacts in each department to ensure availability and responsiveness. Trinity is solely dedicated to the correctional market and all staff are trained to meet the specific concerns of correctional



institutions. The personnel supporting the operation have extensive history with the Albany County Correctional Facility; Trinity has been the facility's commissary provider for nearly 10 years. Trinity's Syracuse, NY warehouse will additionally allow Trinity to provide local support from qualified personnel as needed throughout the contract term.

24/7/365 technical assistance will be provided via phone and web through Trinity's Service Level Agreement (SLA), with regional technical staff available for emergency on-site support as needed. The technological systems offered through this proposal are developed and maintained by Trinity specifically for correctional usage; support will be direct with no third-party involvement and software updates are created to address correctional customer feedback. Trinity will maintain and upgrade the software systems provided to the facility throughout the contract term.

Please see **Section II- Qualification/ Experience** for a contact sheet of key sales, operational, and technical staff; details on Trinity's SLA; on-site job descriptions; and management resumes.

Commission Rate and Menu

Trinity is offering to provide a unified commission rate on all commissary, My Care Pack, and Resident Vending sales. A separate commission rate will be provided on Staff Vending sales to maintain low pricing. These commission rates, and the associated menu, may be negotiated upon request. Please see **Section V - Cost Proposal** for Trinity's offered commission rate and commissary and My Care Pack menus.

An alternative off-site proposal is also available for the Albany County Correctional Facility. This proposal will offer a separate commission offering on commissary, My Care Pack, and Resident Vending sales. Please see **Section V - Cost Proposal** for this commission rate. Separate commissary and My Care Pack menus will also be utilized for this option; Trinity will be able to provide these menus upon request.



Service Programs

Trinity will continue to provide the following services at no cost to the Albany County Correctional Facility. Please see Attachment A- Commissary Programs for additional details on each of these services. There will be no cost to the County for any aspect of Trinity's proposed commissary operation.

- **My Care Pack:** My Care Pack is a custom package program that allows friends and family to order commissary for residents. My Care Pack will be provided once per week. Each aspect of the program will be customizable for the facility, including but not limited to spending and weight limit. Access to My Care Pack can also be used as a behavior modification tool.

My Care Pack orders will now be fulfilled from Trinity's 188,000 square foot Edison, NJ distribution center, creating an expanded menu with new products available. My Care Pack orders will be shipped to the facility alongside commissary inventory and distributed to the resident population by Trinity's on-site employees alongside commissary.

My Care Pack acts as a supplemental revenue stream to the facility: because all sales are derivative of funds outside of detainee accounts, regular ordering habits are unchanged. All My Care Pack sales will match the proposed commission rate.

- **Resident/ Staff Vending:** Resident Vending offers exclusive commissary items through vending machines designed for the rigors of a correctional environment. Residents will have immediate access to a select subset of products for convenience and impulse purchases. Sales normally lost through the standard commissary cycle will be captured by resident vending, increasing overall sales at the facility. Access to vending machines can also be used as a behavior modification tool. Two (2) additional vending machines for residents will be installed as a part of this proposal. The facility will be responsible for wiring these new vending machines. All Resident Vending Sales will match the proposed commission rate.



Staff Vending will continue to provide facility staff with inexpensive access to soda and snacks. A separate commission rate will be provided on Staff Vending sales to maintain low pricing.

Trinity's on-site staff will continue to fill and maintain both resident and staff vending machines throughout the week.

- **Commissary and Accounting Software:** Trinity's software platform directly integrates with the facility's JMS to increase efficiency in item and order form management and provides premier cash controls for detainee funds. The system will be maintained and upgraded throughout the contract term at no cost to the County.
- **Secure Deposits:** Trinity's deposit services allow friends and family to deposit funds for residents via lobby kiosk, web, mobile app, and toll-free number. These funds will facilitate commissary ordering, driving revenue to the facility. The currently provided lobby kiosk will be replaced and upgraded as a part of this proposal. Trinity will continue to empty funds from the lobby kiosk. Please see Section V- Cost Proposal for Trinity's proposed user fees for Secure Deposits. There will continue to be no cost to the County for any aspect of this program.
- **Intake Kiosk:** Trinity's intake kiosk is designed to collect money from new residents in a secure fashion with minimal officer interaction. The intake kiosk will help streamline the booking process for the facility. The currently provided intake kiosk will be replaced and upgraded as a part of this proposal. This new kiosk will be maintained and warrantied for the duration of the contract term. Trinity will continue to empty intake kiosk funds.



Proposal Enhancements

Trinity is able to provide the following services to the Albany County Correctional Facility through contract negotiations. Please see **Attachment C - Commissary Enhancements** for more information on these services.

- **Commissary Cart:** Trinity is able to supplement the Resident Vending program with its Commissary Cart service. This mobile cart is equipped with a laptop and scanner to allow for real-time purchases throughout the week. The Commissary Cart will be used in units with no access to vending machines to increase sales and will be operated by Trinity's on-site staff. The Commissary Cart menu will mirror the Resident Vending menu and all sales made through the service will match the offered commission rate.
- **Numi Release:** Numi Release provides detainees any funds accrued upon time of release on a convenient, pre-paid debit card usable anywhere Mastercard is accepted. Residents will have options to receive all their funds with no fees.
- **Resident Development:** Trinity is able to work with former residents through its ASCEND end-to-end vocational and educational program. This program offers over 30,000 training courses and nearly 3,000 certifications as well as employment opportunities from Trinity's warehouses.



Proposal Highlights

- **On-Site Operation:** Trinity will move order fulfillment on-site. Trinity's staff will be able to replacement any missing, incorrect, or damaged products, eliminating credits.
- **Expanded My Care Pack Menu:** My Care Pack order fulfillment will be moved to a larger warehouse, expanding the menu. New products will be made available, increasing sales.
- **Additional Staffing:** An additional commissary clerk will be hired to support the on-site operation. Trinity's three on-site staff members will be responsible for processing, picking, and delivering commissary orders; responding to commissary related grievances; and filling and maintaining both resident and staff vending machines.
- **New Vending Machines:** Two additional vending machines will be installed, providing daily commissary access for more residents and increasing sales.
- **Upgraded Lobby and Intake Kiosks:** The current lobby and intake kiosks will be replaced and upgraded to further streamline the operation and provide additional functionality.
- **Proprietary Software:** Trinity will continue to provide proprietary owned commissary and accounting software. This software platform will be maintained, supported, and upgraded directly by Trinity with no third-party intermediary.
- **Trinity Owned Network:** Trinity will provide its own network for all hardware and software to reside on.



Vendor Supplied Services:

6.1 *The VENDOR will provide, purchase, and maintain all onsite/offsite commissary items and related stock in the dry storage room of the commissary department at the facility. The VENDOR will assure the proper handling, and storage of commissary products delivered to the facility. In addition, the VENDOR will be responsible for inside deliveries of products to its proper storage area in the facility. Any and all supplies, products, materials etc., purchased by the VENDOR must be approved by the COUNTY prior to use.*

Trinity will move the Albany County Correctional Facility to an on-site operation as a part of this proposal. An alternative off-site operation is also available to the County through contract negotiations.

Commissary inventory will now be shipped to the facility in bulk and individual resident orders will be picked by Trinity's on-site staff. An additional commissary clerk will be hired to support this on-site operation. Commissary stock will be stored in the commissary department's dry storage room and tracked using Trinity's Oracle Warehouse Management System. Weekly inventory replenishments will be shipped to the facility from Trinity's Edison, NJ distribution center, located at:

**301 Mill Road
Edison, NJ 08837
732-248-2323**

Warehouse Specifications: Trinity's warehouse consists of over 188,000 square feet of office and warehouse space carrying over \$12,000,000 in inventory.

Security: Trinity's warehouses maintain the highest level of security in the industry, equipped with video cameras, motion detectors, alarms on entryways and windows, and only one entrance/exit. All bay doors are locked until a truck is backed to the door to load or unload product. All drivers from partner truck lines enter the warehouse in a caged area that



does not allow access to product. All buildings have controlled access and all entrances are controlled by key cards. Trinity's building alarm systems are monitored by ADT Security and linked directly to local law enforcement agencies. No one is allowed to enter Trinity's building unless escorted. Each staff member has their own locker and is not permitted to carry any bags or other belongings into the work area to ensure order contents are not compromised. A warehouse tour is available to facility officials upon request. Please see **Attachment B- Commissary Warehouse Safety and Security** for additional security guidelines.

6.2 The VENDOR will provide a wide selection of products; packaged food, candy, powdered non-alcoholic beverages, health and general merchandise that will be approved by the Sheriff or his designee. Available products shall be listed in the proposal submission. Attachment#7 is the current commissary list/take out meal list. The VENDOR must provide an online Inmate personal care package that will be approved by the Sheriff or his designee. Attachment #8 is the current personal care package list.

Trinity will continue to provide all product categories listed above. Please see **Section V- Cost Proposal** for Trinity's offered menu and commission rate. This menu, and the associated commission rate, may be negotiated upon request.

6.3 Prices charged to inmates for commissary items must be approved by Facility Administration and must comply with New York State Commission of Corrections Minimum Standard Part 7016.

Trinity has read, accepts, and will adhere. Trinity will continue to offer commissary products which are priced competitively with local convenience stores while offering the facility a generous return through a matching commission rate across three business lines. Final commissary pricing will be determined by mutual consent.



6.4 The VENDOR must obtain all federal, state and local licenses and permits required for the commissary operation and are responsible for all sales, use, excise, state, local business, and income taxes attributable to the commissary operation. Sales of taxable items to inmates by a private, vendor-operated commissary are subject to tax and the VENDOR is responsible to collect and remit the tax.

Trinity has read, accepts, and will adhere. As the Albany County Correctional Facility's current provider, Trinity currently possesses all licenses and permits required to operate the proposed commissary system. Trinity will continue to take responsibility for collecting and remitting all applicable taxes.

6.5 The VENDOR will provide a written plan with the designated personnel to oversee the commissary operation and equipment necessary to operate the commissary. The VENDOR will assume all responsibility for the acts of its personnel; all of whom will be subject to background checks and approval by the COUNTY.

Trinity has read, accepts, and will adhere. An additional full-time on-site commissary clerk will be hired to support the new on-site commissary operation. In total, Trinity will provide the facility with an on-site staff of three (3): one (1) full-time commissary supervisor and two (2) full-time commissary clerks. This team will take responsibility for all on-site aspects of the project, including order picking and distribution, replacements and credits, commissary grievance processing, and filling and maintaining vending machines. **Please see Section II - Qualification/ Experience** for job descriptions for this on-site staff.

The same support staff based out of Trinity's Syracuse, NY warehouse will continue to manage the operation. Please see Section II- Qualifications/ Experience for a contact list of key sales, warehouse, and technical staff; details on Trinity's 24/7/365 Service Level Agreement; on-site job descriptions; and management resumes.



All equipment will continue to be provided, maintained, and warranted for the duration of the contract term at no cost to the County. As a part of this proposal, the currently provided lobby and intake kiosks will be upgraded to new kiosks. Two new vending machines will be installed for Resident Vending. And a Trinity hosted network will be implemented for all hardware and software to reside on. The currently provided commissary and accounting software will also be maintained and upgraded throughout the contract term. Please see **Attachment A- Commissary Programs** for more information on the new kiosks to be provided and the services to be utilized as a part of this contract.

Trinity considers security its number one priority and number one success. No employee is hired without a background, financial, and drug check. Throughout their employment, staff members are subject to continuous random background and drug tests. All on-site personnel are subject to County clearance and any additional training required. If any of Trinity's policies are in conflict with the Department's policies, they will be adjusted accordingly. All new employees are trained by supervisors with an emphasis on safety and security. Trinity maintains an employee safety committee that monitors the Best Business Practices Guide (BBPG) to ensure compliance with both Trinity policies and OSHA regulations. Trinity maintains these strict security measures to ensure all products are delivered uncompromised.

6.6 The VENDOR will be responsible for the installation, service, and cost of Internet Services required to operate under this agreement.

Trinity will provide its own network for all hardware and software to reside on as a part of this proposal.



6.7 The VENDOR will be expected to provide a check for the proceeds of each month's activity within thirty (30) days after the end of the month. Proceeds will be a commission rate based on commissary gross sales.

Trinity will maintain the current invoicing process unless otherwise requested.

6.8 The VENDOR will provide packages of basic need items to those inmates who are deemed "indigent" as designated by the COUNTY. Currently these packages consist of (10) sheets of blank letter size paper, (1) flexible pen, and (2) letter sized envelopes. These packages will be provided at a minimum cost and will be paid for directly by the COUNTY, and selected items will be at the discretion of the COUNTY.

Trinity will maintain the current indigent kit process unless otherwise requested. The facility will be responsible for providing paper and envelopes while Trinity will be responsible for providing flex pens. Pen costs will then be deducted from the commissary commission payment.

6.9 The VENDOR will provide and install intake kiosk in facilities admissions and discharge unit, and main entrance lobby area.

Trinity will provide the Albany County Correctional Facility with a new, upgraded intake kiosk as a part of this proposal. Please see **Attachment A - Commissary Programs** for details on this kiosk.



6.10 The VENDOR will provide for "returns" for orders delivered to inmates who are being released or are otherwise unavailable to receive merchandise at no expense to the COUNTY. All errors and omissions to commissary orders must be corrected within one business day.

Trinity's on-site staff will replace missing or damaged products from its on-site inventory after order distribution. Credits will be issued for any unavailable items. Corrections will be provided within one business day.

6.11 The VENDOR will be responsible at all times during all phases of operations to ensure proper security of equipment and supplies of the commissary program. Equipment and supplies damaged by the VENDOR through negligence or inattentive supervision will be the responsibility of the VENDOR and must be replaced or repaired immediately by the VENDOR at no expense to the COUNTY.

Trinity has read, accepts, and will adhere.

6.12 The VENDOR will be responsible for all labor related cost. Including by not limited to two (2) full-time commissary clerks and one (1) full time commissary supervisor. The VENDOR will require its employees to complete eight (8) hours of Security and Supervision Training Orientation Program for Contract Employers within (30) days of being assigned to Correctional Facility. The VENDOR will also require its employees to complete an additional twenty four (24) hours of Correctional Facility related training. Training and instructors will be provided by the COUNTY.

Trinity has read, accepts, and will adhere. Trinity agrees to increase its current staffing by adding an additional full-time commissary clerk. In total, one (1) full-time commissary supervisor and two (2) full-time commissary clerks will be utilized to manage the on-site operation.



The newly hired commissary clerk will complete the required training detailed above. Existing staff are already trained and currently servicing the facility; additional training will be provided as needed. Please see Section II- Qualification/ Experience for job descriptions for Trinity's on-site personnel.

6.13 The VENDOR will provide technical phone support twenty-four (24) hours a day, seven (7) days a week.

Trinity will continue to provide the facility with a 24/7/365 Service Level Agreement (SLA) via phone and web. The personnel to assist the County through this SLA are trained specifically to service the hardware and software provided—all support will be direct with no third-party intermediary. Please see **Section II - Qualification/ Experience** for details on Trinity's SLA.

6.14 The Vendor will provide a transition plan detailing how the inmate commissary program will transfer operations from the VENDOR to the VENDOR. The Plan will include a detailed time schedule.

Trinity will begin transitioning the facility to the proposed on-site operation upon receipt of the fully executed contract. Trinity will install all hardware and software required for this operation within 60 days. The current off-site order fulfillment process will be maintained until the on-site operation is fully functional, ensuring no missed commissary or interruption in service.

Installation of the proposed Trinity network, two (2) additional vending machines, upgraded lobby kiosk, and upgraded intake kiosk will be completed within 60 days of receipt of the fully executed contract. These installations will be scheduled as to not interfere with daily facility operations.



6.15 The Vendor will provide and maintain inmate vending machines in areas of the facility approved by the Superintendent or his designee.

Trinity will continue to provide Resident Vending services to the Albany County Correctional Facility. Two (2) additional vending machines will be installed for Resident Vending as a part of this proposal. Placement of these machines will be determined by the mutual consent of both parties. The facility will be responsible for wiring these newly installed vending machines.

Trinity will additionally maintain the current Staff Vending program. Trinity's on-site staff will be responsible for maintain and filling all vending machines provided through the contract.

All Resident Vending sales will match the offered commissary and My Care Pack commission rate. Staff Vending sales will offer a separate commission rate to provide lower prices to facility personnel. Please see **Section V - Cost Proposal** for Trinity's offered commission rate.

6.16 USE OF COUNTY'S FACILITY AND EQUIPMENT

The Commissary Department is a 428 square foot area with a 784 square foot dry storage room adjacent to the service area. The commissary is located on the main floor on the eastside of the facility. The commissary is monitored 24/7 by the County CCTV system to ensure security. No inmates are allowed to work in the commissary.

As the facility's current commissary provider, Trinity is familiar with the logistics of the facility.



The commissary, together with the commissary equipment located therein, will be made available for use by the VENDOR under this agreement. The physical plant and equipment is only an accommodation to the VENDOR, the COUNTY makes no warranties, expressed or implied as to the availability, fitness, or use. A joint inventory of COUNTY owned equipment will be conducted at the earliest possible date by the VENDOR and the COUNTY to determine quantities and serviceability of equipment on hand. The VENDOR is not permitted to use any box cutters or other sharp instruments that could be used as a weapon. Repairs of COUNTY owned equipment will be at the expense of the COUNTY unless determined by the COUNTY to be caused by the abuse or neglect of the vendor. All COUNTY owned equipment will remain the property of the COUNTY.

Trinity has read, accepts, and will adhere.

6.17 OPERATIONS:

The inmate commissary operates Monday through Friday from 7 am to 3 pm, inmates are allowed to purchase commissary once every week. Our current average of inmate orders is over (400) per week. Inmates that are out of the building on their regularly scheduled commissary day (court, hospital, etc.) will be allowed a make-up commissary day as quickly as the schedule permits. Commissary must be delivered to each housing unit. The COUNTY reserves the right to set a limit on the dollar amount of commissary purchased; this amount may be increased or decreased during the period of the contract, at the discretion of the COUNTY. Currently the inmate population can order up to \$150.00 weekly. VENDOR must supply an Inmate electronic accounting system that can interface with the facilities Offenders Management System(OMS) The VENDOR will propose a sample schedule.



Trinity has read, accepts, and will adhere. Trinity will continue to provide weekly commissary services to the Albany County Correctional Facility; order delivery will continue to be split across two separate days. Trinity will work with the facility to establish a final schedule upon award. Please see below for a sample schedule.

Trinity will ship bulk commissary inventory to the facility each Friday. Trinity's on-site staff will then fulfill individual resident orders on Mondays and Wednesdays and distribute completed orders to the resident population on Tuesdays and Thursdays. Any necessary replacements and/or credits will be completed on Fridays.

Trinity will maintain current limits and restrictions unless otherwise requested.

Trinity will continue to provide the facility with its commissary and accounting software and will maintain the current interface with the facility's OMS. This software will be upgraded as available throughout the contract term. Please see **Attachment A- Commissary Programs** for details on the software system currently utilized by the facility.

6.18 SECURITY:

The VENDOR and COUNTY understand that security services are necessary for the safety of the facility staff, employees of the VENDOR, as well as for the security of the Inmates. The COUNTY will provide security services sufficient to enable the VENDOR and its personnel safety to provide the Commissary Program as outlined in this agreement.

Trinity has read, understands, and accepts.



The COUNTY reserves the right to observe VENDOR'S operations and inspect the Commissary and related areas at any time without notice to the VENDOR. The VENDOR will abide by any and all of the COUNTY rules and regulations, procedures and General Orders, as well as any directives by the Sheriff regarding the VENDOR'S performance under this Agreement.

Trinity has read, understands, and accepts. Trinity is also able to provide facility staff with a tour of its Edison, NJ warehouse upon request.

All VENDOR employees will be thoroughly screened by the COUNTY prior to commencing work at the facility. The COUNTY will have the sole right, at any time, to reject any such employee who, in the COUNTY'S judgment, poses a risk or potential risk to the security or operations of the facility. The COUNTY reserves the right to require all of the VENDOR'S employees, contractors and subcontractors to submit to photographing, fingerprinting, and urinalysis testing, at the VENDOR'S sole expense. Persons not previously screened for admittance will not be admitted to the facility without proper notification by the VENDOR and authorization from the COUNTY.

Trinity has read, understands, and accepts. Trinity performs its own background and drug tests for employees and agrees to allow the County to perform its own screenings.



The VENDOR will provide the COUNTY with a complete list of all persons duly authorized to work under this Agreement. Only those persons will be allowed to work within the facility. All VENDOR'S personnel authorized to work within the facility will be subject to fingerprinting and a criminal security check performed by the COUNTY. The COUNTY may issue temporary identification cards to VENDOR'S employees which they will be required to wear at all times while on facility property. Cards will be returned to the COUNTY and reissued to VENDOR'S employees each day.

Trinity will maintain current on-site staffing, who have already been cleared to work on premises, while adding an additional commissary clerk to support the proposed on-site operation. Trinity will collaborate with the County through the hiring process and understands that any new personnel utilized during the contract term will be subject to checks and clearances performed by the County.

The following Trinity Staff have been authorized by the Albany County Correctional Facility to work under the commissary agreement.

- Nat Trombley: District Manager
- Cindy Cody: Account Manager
- John Ryan: Commissary Supervisor
- Justin Ahearn: Commissary Clerk

The COUNTY will have control of all perimeter keys, locks, and security. The VENDOR will have keys and access to those areas where commissary items and supplies are stored.

Trinity has read, understands, and accepts.



Any unusual occurrences will be reported immediately by the VENDOR'S employees to the COUNTY'S facility staff. It shall be the responsibility of the VENDOR to secure its assigned areas and lock all doors before exiting the facility, unless directed by the COUNTY'S facility staff to do otherwise.

Trinity has read, accepts, and will adhere.

The VENDOR will have control of and access to the commissary and related areas except for matters related to security, fire protection, and building repair; in these specific instances, the COUNTY will have absolute control and will maintain a master set of all keys.

Trinity has read, accepts, and will adhere.

The VENDOR will abide by the COUNTY policy that individuals with outstanding felony or misdemeanor warrants will be denied access to the facility and will be reported to Law Enforcement. The VENDOR will immediately bring to the attention of the COUNTY any employees with outstanding felony or misdemeanor warrants. The VENDOR and COUNTY agree to provide for its employees, and cause its subcontractors to provide for their employees, a drug free workplace. The COUNTY will possess the sole discretion to deny any person access to the facility.

Trinity has read, accepts, and will adhere.

The COUNTY reserves the right to prohibit entry, into the facility, those employees' deemed security risks, or who have violated any provision of this article.

Trinity has read, understands, and accepts.



Work being performed within certain areas may require a COUNTY escort. These areas will not be entered into without a COUNTY escort. Work within these areas may be restricted to spaces that can be observed by the COUNTY escort.

Trinity has read, accepts, and will adhere.

A designated area outside of the secured area will be arranged for parking of personal vehicles owned by VENDOR'S staff. Delivery trucks will be admitted to receiving areas only by the request of the VENDOR, and under the supervision of facility staff. The VENDOR will immediately load or unload trucks and remove from secured areas. Delivery hours are 7 am to 2 pm, Monday through Friday only.

Trinity has read, accepts, and will adhere.

The VENDOR'S staff will not talk to, signal, whistle, or in any way attract the attention of inmates outside of the commissary. Inmates will not help VENDOR in any way unless directly ordered by the COUNTY. The VENDOR'S staff will promptly notify their supervisor and the COUNTY'S security personnel of all unusual happenings pertaining to the inmates.

Trinity has read, accepts, and will adhere.



6.19 PROCEDURES FOR PROCESSING COMPLAINTS:

VENDOR will make note of any and all complaints / grievances and report them immediately to the COUNTY. COUNTY will determine if they are to be initially investigated by the COUNTY or the VENDOR. Should COUNTY determine initial investigation is to be handled by the VENDOR; the VENDOR will follow their policies as outlined in the VENDOR'S Proposal.

Trinity's on-site staff will continue to process and report grievances for the facility. Trinity will investigate and work to resolve applicable commissary related grievances according to current policies.

Complaints unresolved within five (5) days must be brought to the COUNTY Grievance Coordinators attention.

Trinity has read, accepts, and will adhere.

6.20 SANITATION:

VENDOR will ensure the Commissary Program will be operated and maintained in a clean and sanitary condition in complete compliance with Federal, State and Local Standards, including but not limited to the regulations promulgated and enforced by the Albany County Health Department.

Trinity has read, accepts, and will adhere.

The VENDOR will collect and dispose of all rubbish, garbage, litter or other waste in accordance with COUNTY policy, General Order 36CF97 (Recycling Guidelines), see Attachment #4.

Trinity has read, accepts, and will adhere.



The COUNTY will provide dumpsters for the proper removal of trash and garbage.

Trinity has read, understands, and accepts.

The VENDOR will provide at their expense; all cleaning products, equipment and supplies necessary to keep the commissary program area clean and also provide all paper products used in the daily operation of the commissary.

Trinity has read, accepts, and will adhere.

6.21 WORKING WITHIN SECURED AREAS:

Security

The VENDOR will, six (6) weeks prior to starting work, supply the completed Criminal History and Background information forms for all their employees and subcontractor employees who may be working at the facility to the Superintendent of the Albany County Correctional Facility, for advance security reasons. The VENDOR will require its employees working Food Service and Commissary to complete eight (8) hours of Security and Supervision Training Orientation Program for Contract Employers within (30) days of being assigned to Correctional Facility. The VENDOR will also require its employees to complete an additional twenty four (24) hours of Correctional Facility related training. Training and instructors will be provided by the COUNTY.

As the current commissary provider to the Albany County Correctional Facility, Trinity's staff is already cleared to work at the facility and trained on all existing procedures. There will be no interruption in service if Trinity is awarded the contract.

Trinity agrees to provide the information requested above for any new employees hired throughout the contract term, including the new commissary clerk to be hired upon execution of the new contract. This staff member will additionally complete all training detailed above.



Notice Warning

Any person who takes into, or out of, or attempts to take into, or out of a correctional facility or the grounds belonging to or adjacent to a correctional facility, any item not specifically authorized by the correctional facility, will be prosecuted under the provisions thereof.

Trinity has read, understands, and accepts.

All persons, including employees and visitors, entering upon these confines are subject to routine searches of their persons, vehicles, property and packages.

Trinity has read, understands, and accepts.

6.22 CONTRABAND:

Contraband will mean any dangerous drug, narcotic drug, intoxicating liquor of any kind, deadly weapon, dangerous instrument, explosive, cell phones or any other article whose use of or possession would endanger the safety, security or preservation of order in a correctional facility or any person therein. (Any article includes any substance that could cause abnormal behavior, i.e., marijuana, nonprescription medication, etc.) Punishable under Penal Law 205.20, 205.25.

Trinity has read, understands, and accepts.



Law prohibits the import of contraband such as drugs, liquor, firearms, ammunition and other similar items into any areas of work. Smoking materials (cigarettes, cigars, matches, lighters, ignition sources, etc.) are contraband and are not permitted in the facility. Cell phones are considered contraband and are not permitted in the facility without authorization. COUNTY'S security personnel may conduct searches of VENDOR'S personnel, equipment, tools, and supplies at any time. Use of cameras and recording devices by VENDOR'S personnel is prohibited.

Trinity has read, understands, and accepts.

A person, not otherwise authorized by law, commits promoting contraband:

- ***by knowingly taking contraband into a correctional facility (jail) or the grounds of such a facility;***
- ***or by knowingly conveying contraband to any persons confined in a correctional facility;***
- ***or by knowingly making obtaining, or possessing contraband while being confined in a correctional facility.***

Trinity has read, understands, and accepts.



Section V: Cost Proposal

Food Services Financial Overview

Commitment to Quality and Fiscal Responsibility

As an experienced provider of correctional food service and commissary operations throughout New York, Trinity Services Group understands Albany County's commitment to fiscal accountability, regulatory compliance, and the delivery of high-quality meals for incarcerated individuals and staff.

Our financial model for Albany County is designed to:

- Keep costs transparent and predictable throughout the five-year contract term and subsequent extension years.
- Ensure no hidden fees or surcharges.
- Support both food service and commissary operations within a single, integrated management structure.
- Maintain full compliance with New York State Commission of Correction (SCOC) standards and accreditation requirements of the NCCHC & NYSSA.

By leveraging our statewide procurement network, standardized menus, and economies of scale, we can deliver a nutritionally compliant, cost-efficient program that aligns with Albany County's operational and budgetary goals.



Cost Components Included in the Per-Meal Rate

Our per-meal rate includes all operational costs required under your RFP specifications—covering both incarcerated and staff feeding programs.

Category	Included in Rate
Food & Beverage Costs	✓
Labor & Management	✓
Commissary Administrative Support & Integration	✓
Paper Goods & Cleaning Supplies	✓
Insurance, Taxes & Licensing	✓
Administrative Overhead & Reporting	✓
Registered Dietitian Review & Menu Certification	✓
Compliance with SCOC / NCCHC / DOH Standards	✓
Training – ServSafe, PREA, Security Orientation	✓

Competitive Wages and Local Economic Impact

Trinity remains committed to competitive compensation and local workforce development.

Our Albany County staffing plan (FSD, Assistant FSD, Lead Supervisor, four Food Service Supervisors, and support personnel) is built around:

- Above-market wages to ensure stability and professionalism.
- Local hiring preferences prioritize candidates from Albany County and the surrounding areas.
- Comprehensive onboarding and continuous training in food safety, sanitation, and correctional compliance.

This approach promotes workforce retention, operational consistency, and economic benefit to the Capital Region.



Billing and Documentation

All billing will follow Albany County's specifications:

- **Accurate:** Based on verified daily meal counts provided by the facility.
- **Transparent:** Fully itemized for regular meals, special diets, staff meals, and commissions.
- **Auditable:** All supporting documentation is maintained per County record-retention policies.

Weekly invoices will clearly identify any credits associated with USDA commodities or surplus product utilization, ensuring the County receives full financial benefit.

Commissary Revenue and Shared Value

Trinity proposes a monthly commission payment based on gross commissary sales, remitted within 30 days following the close of each month.

This structure provides the County with an additional non-tax revenue stream while maintaining competitive inmate pricing and full compliance with NYSCOC Part 7016.

Commitment to Fiscal Responsibility

Our proposal reflects:

- Proven cost-control practices from decades of correctional experience in New York.
- Economies of scale via centralized procurement and logistics.
- Transparent, data-driven pricing tied to meal counts and verified usage.
- Integrated financial management across both food service and commissary operations.

Together, these measures deliver the best overall value — balancing cost efficiency, nutritional quality, and operational reliability.



Pricing Conditions

- Annual adjustments will follow the CPI-U (Food Away From Home) formula or as otherwise stipulated in the final agreement.
- All staff meals will be provided and billed at the regular incarcerated meal rate.
- Holiday meals will be provided per RFP specification and billed at the regular incarcerated meal rate.
- Regular medical meals will be provided as directed by facility medical staff and billed at the regular incarcerated meal rate.
- Kosher meals will be provided and billed at scale rate plus \$4.95 per meal.
- Trinity will contribute \$100,000 toward kitchen capital improvements in Year 1 and \$20,000 annually in Years 2 - 5, per RFP specification.

Discussion and Next Steps

We welcome the opportunity to:

- Review proposed pricing scales with Albany County leadership.
- Provide detailed cost breakdowns for both the Food Service and Commissary components.
- Collaborate on budget-sensitive menu strategies that maintain compliance and quality.

Our financial proposal represents a transparent, sustainable partnership that prioritizes fiscal accountability and service excellence at the Albany County Correctional Facility. We are willing to negotiate any part of our financial plan to meet your budgetary needs.



Pricing Considerations

The proposed per-meal rate reflects both the specific requirements of this RFP and our standard annual CPI adjustment. The base rate begins with the current contracted price, increased by 3.9% in accordance with our normal CPI adjustment procedure.

Several new or modified requirements within the RFP have a direct impact on the overall cost structure. These include:

1. Enhanced Menu Specifications:

The RFP calls for menu standards that exceed those currently in place, resulting in higher ingredient quality and increased portion variety. These changes add approximately **\$0.04 per meal** to overall food costs.

2. Additional Staffing Requirements:

The RFP mandates the addition of two hourly kitchen positions, increasing labor costs by approximately **\$0.36 per position** per meal. These added positions are essential to supporting consistent meal quality, maintaining production timelines, and meeting the County's expectations for service reliability.

In addition, while not specifically required by the RFP, **wage adjustments** were implemented to ensure the recruitment and retention of qualified staff. Competitive wages are critical to minimizing turnover, maintaining operational consistency, and sustaining the high standards of food safety and service the County expects. Accordingly, hourly rates were raised from **\$17.00 to \$20.00 per hour**.

These adjustments collectively ensure that the County continues to receive a reliable, compliant, and high-quality food service program that supports both operational stability and long-term value.

Although these adjustments were included to strengthen program quality and long-term reliability, Trinity welcomes the opportunity to negotiate any of these items and identify the most cost-effective balance for Albany County.



COUNTY OF ALBANY

COST PROPOSAL FORM

PROPOSAL IDENTIFICATION:

Title: Management and Operation of the Food Service Department and the Operation of the Inmate Commissary Program
 RFP Number: 2025-146

<u>Meals Served Per Day</u>	<u>Cost Per Meal</u>	<u>Meals Served Per Day</u>	<u>Cost Per Meal</u>
750-799	\$ 3.825	2000-2049	\$ 2.174
800-849	\$ 3.66	2050-2099	\$ 2.15
850-899	\$ 3.514	2100-2149	\$ 2.127
900-949	\$ 3.384	2150-2199	\$ 2.105
950-999	\$ 3.269	2200-2249	\$ 2.09
1000-1049	\$ 3.164	2250-2299	\$ 2.073
1050-1099	\$ 3.07	2300-2349	\$ 2.062
1100-1149	\$ 2.984	2350-2399	\$ 2.049
1150-1199	\$ 2.906	2400-2449	\$ 2.037
1200-1249	\$ 2.834	2450-2499	\$ 2.025
1250-1299	\$ 2.768	2500-2549	\$ 2.013
1300-1349	\$ 2.707	2550-2599	\$ 2.004
1350-1399	\$ 2.651	2600-2649	\$ 1.994
1400-1449	\$ 2.598	2650-2699	\$ 1.981
1450-1499	\$ 2.55	2700-2749	\$ 1.972
1500-1549	\$ 2.504	2750-2799	\$ 1.962
1550-1599	\$ 2.462	2800-2849	\$ 1.953
1600-1649	\$ 2.422	2850-2899	\$ 1.944
1650-1699	\$ 2.384	2900-2949	\$ 1.933
1700-1749	\$ 2.349	2950-2999	\$ 1.925
1750-1799	\$ 2.316	3000-3049	\$ 1.917
1800-1849	\$ 2.284	3050-3099	\$ 1.909
1850-1899	\$ 2.254	3100-3149	\$ 1.902
1900-1949	\$ 2.226	3150-3199	\$ 1.895
1950-1999	\$ 2.199	3200-3249	\$ 1.888

Kosher Meals to be billed at scale rate plus \$4.95 per meal.

COUNTY OF ALBANY

COST PROPOSAL FORM

PROPOSAL IDENTIFICATION:

Title: Management and Operation of the Food Service Department and the Operation of the Inmate Commissary Program
RFP Number: 2025-146

Shelter Meal Price: \$ 3.80

Inmate Commissary Program
Percentage Commission Rate on Gross Commissary Sales 37% %

COMPANY: Trinity Services Group, Inc.

ADDRESS: 477 Commerce Blvd.

CITY, STATE, ZIP: Oldsmar, FL 34677

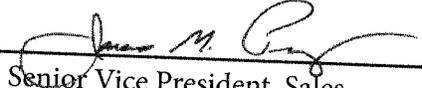
TEL. NO.: 813-854-4264

FAX NO.: 813-855-2330

FEDERAL TAX ID NO.: 59-3026703

REPRESENTATIVE: James M. Perry

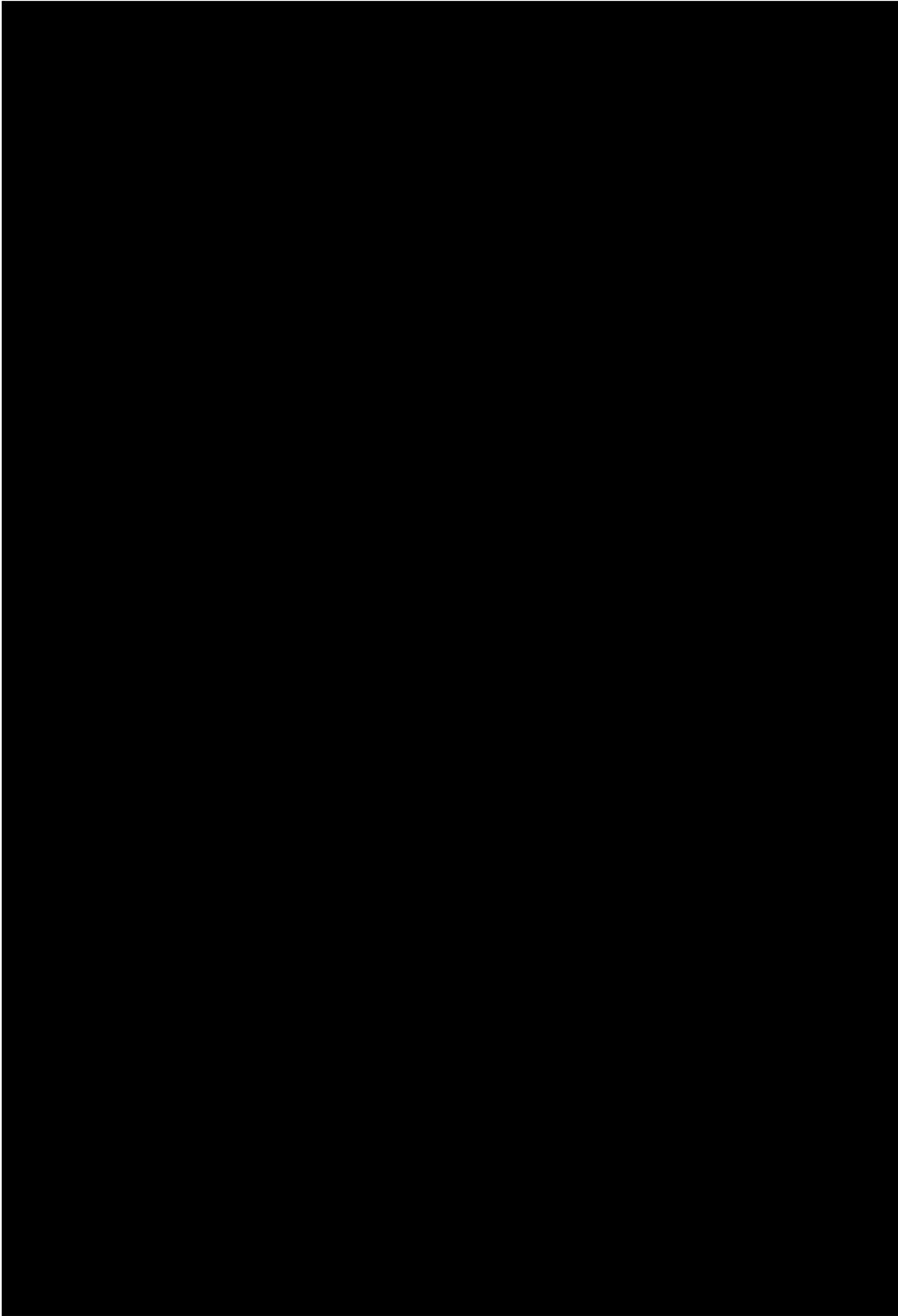
E-MAIL: jim.perry@trinityservicesgroup.com

SIGNATURE AND TITLE 
Senior Vice President, Sales

DATE October 22, 2025

THE PROPOSER BELIEVES THAT THIS INFORMATION IS PROTECTED FROM DISCLOSURE UNDER THE NEW YORK STATE FREEDOM OF INFORMATION LAW

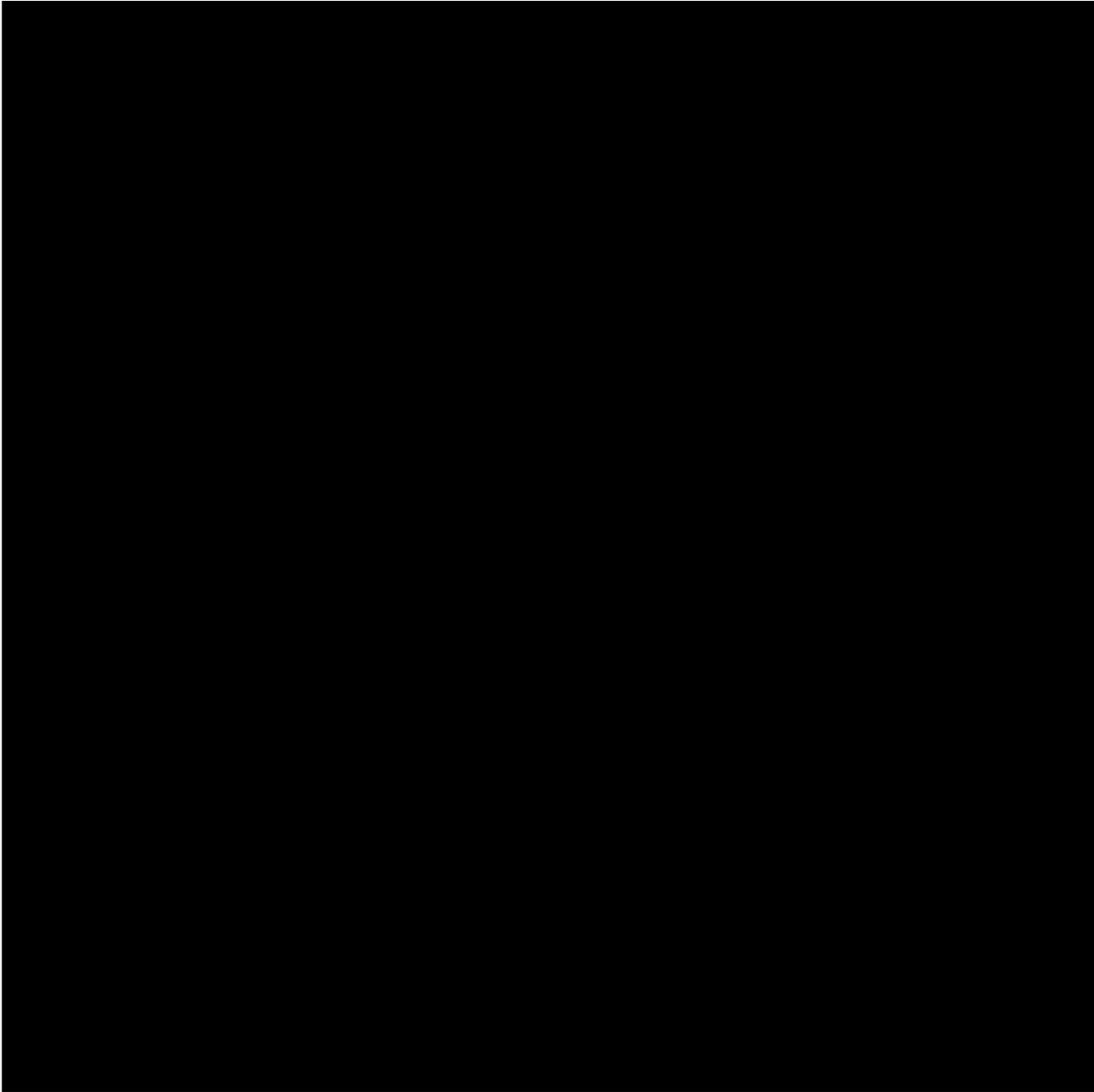
Commissary Services Financial Overview



THE PROPOSER BELIEVES THAT THIS INFORMATION IS PROTECTED FROM DISCLOSURE UNDER THE NEW YORK STATE FREEDOM OF INFORMATION LAW

Section V: Cost Proposal

RFP Menu



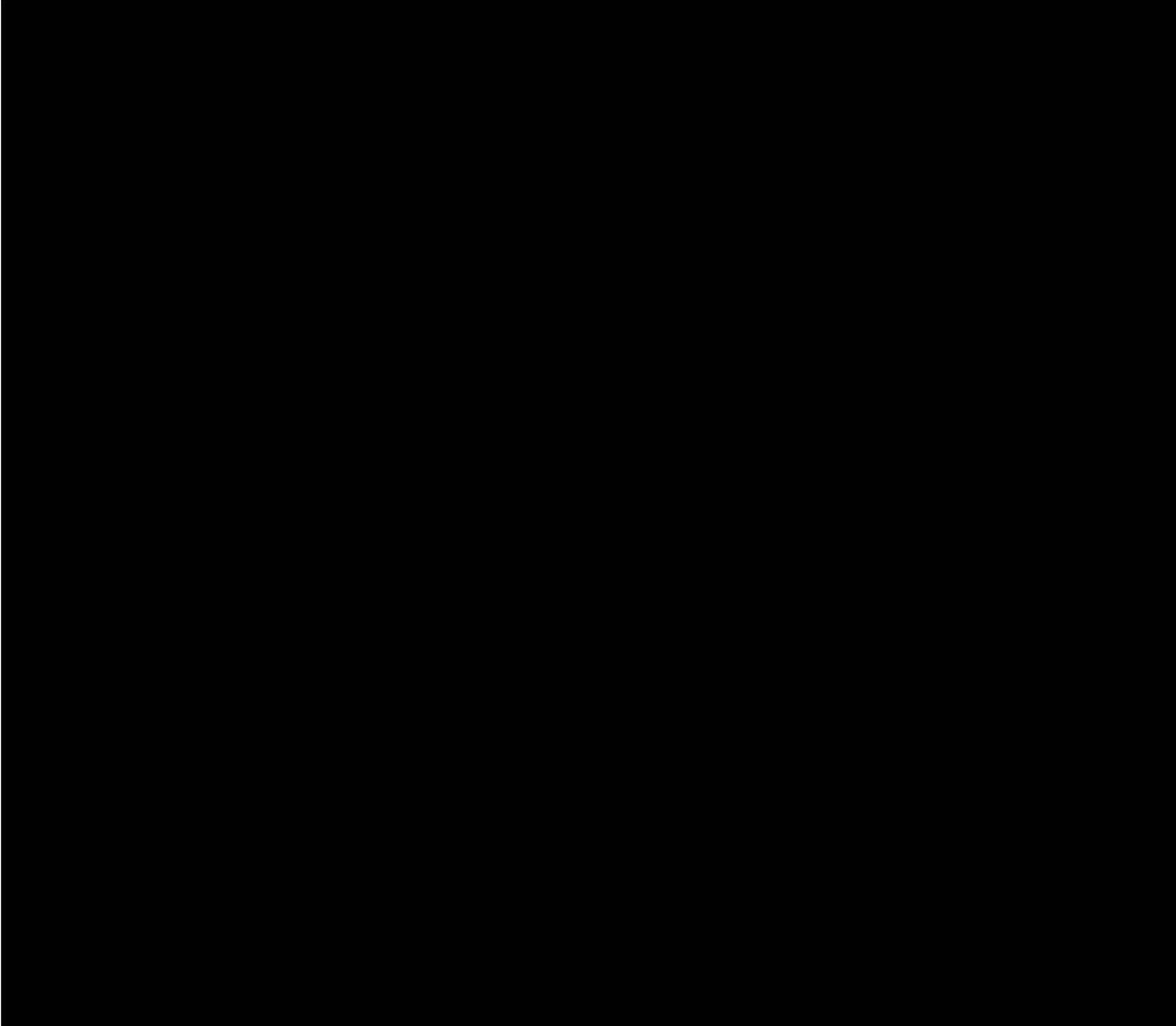
**THE PROPOSER BELIEVES THAT THIS
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Section V: Cost Proposal



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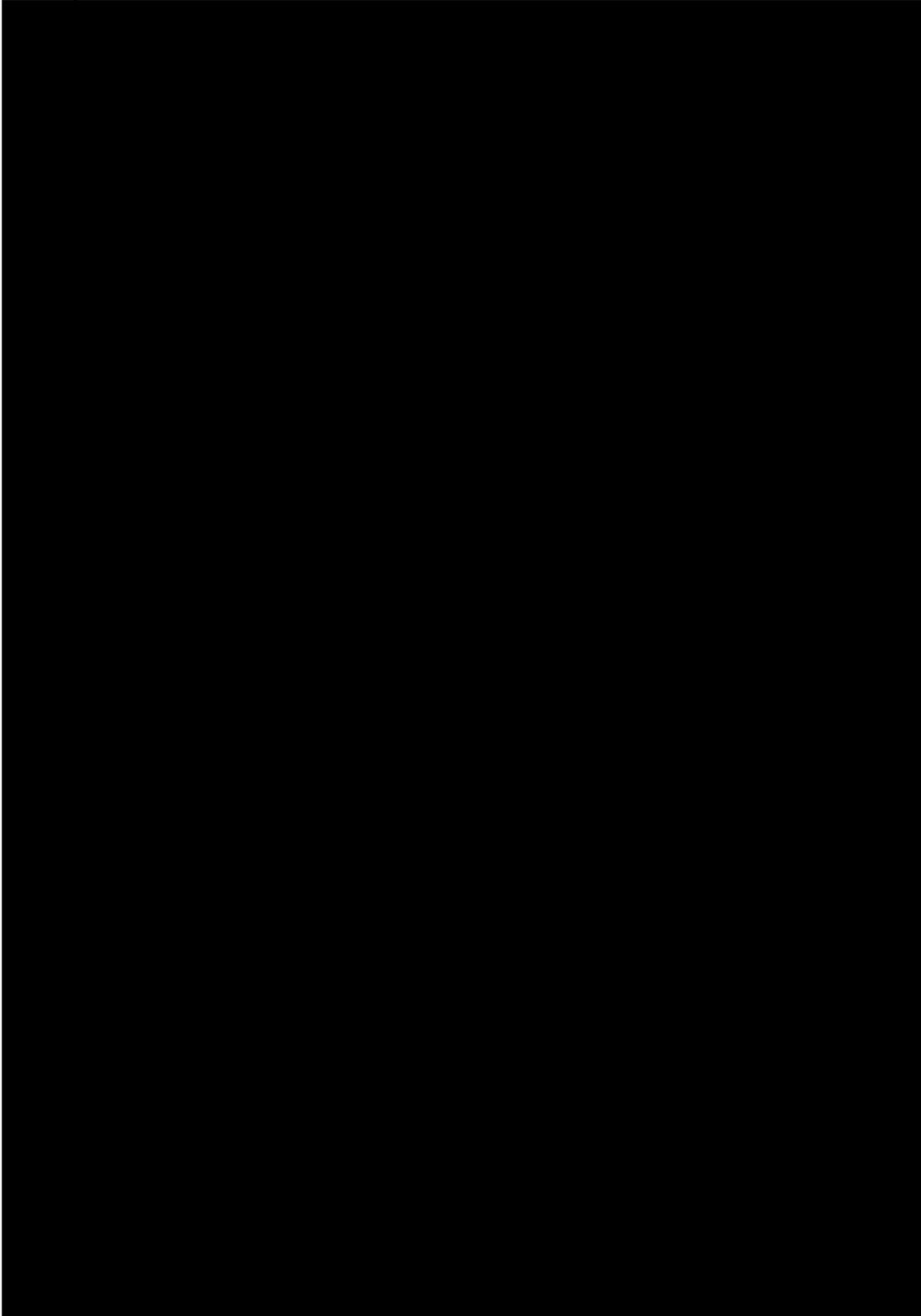
Section V: Cost Proposal



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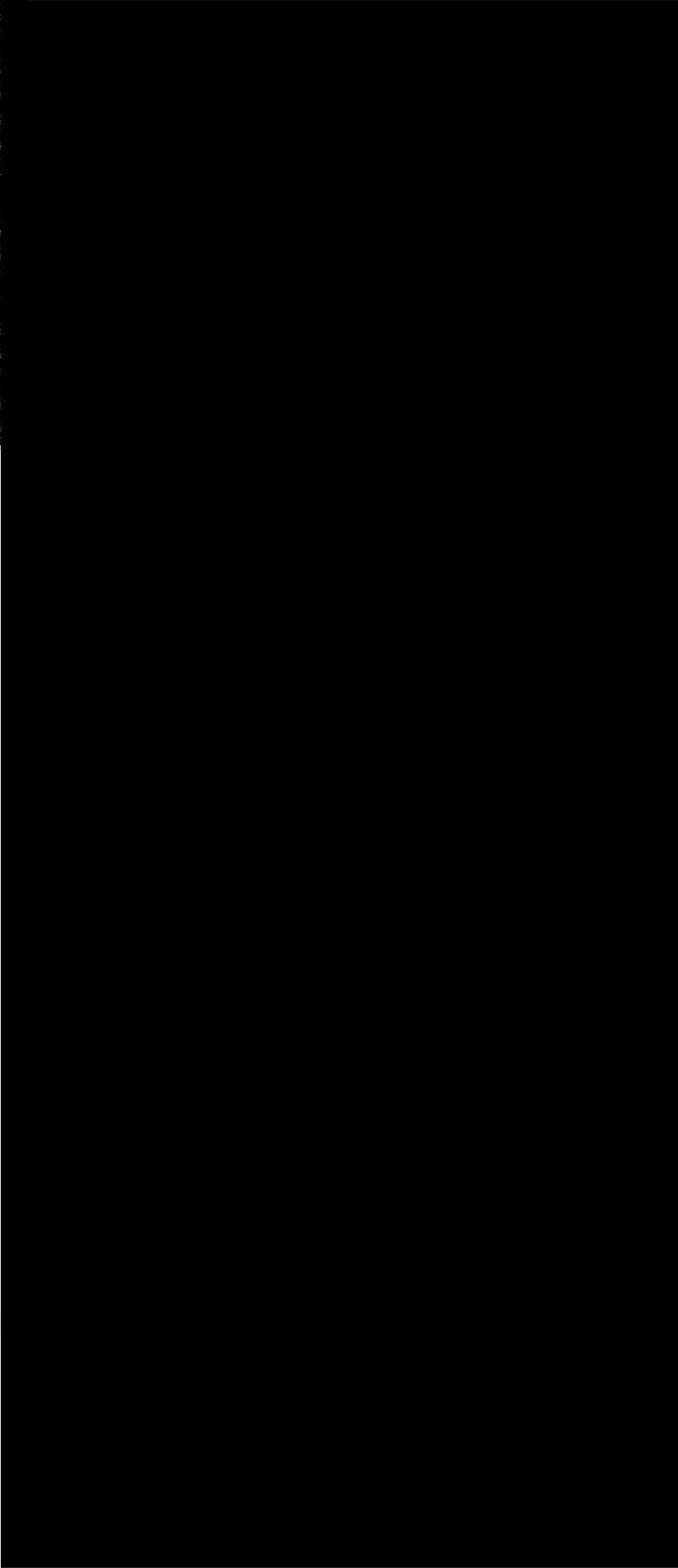
My Care Pack Menu



THE PROPOSER BELIEVES THAT THIS INFORMATION IS PROTECTED FROM
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VMS Menu

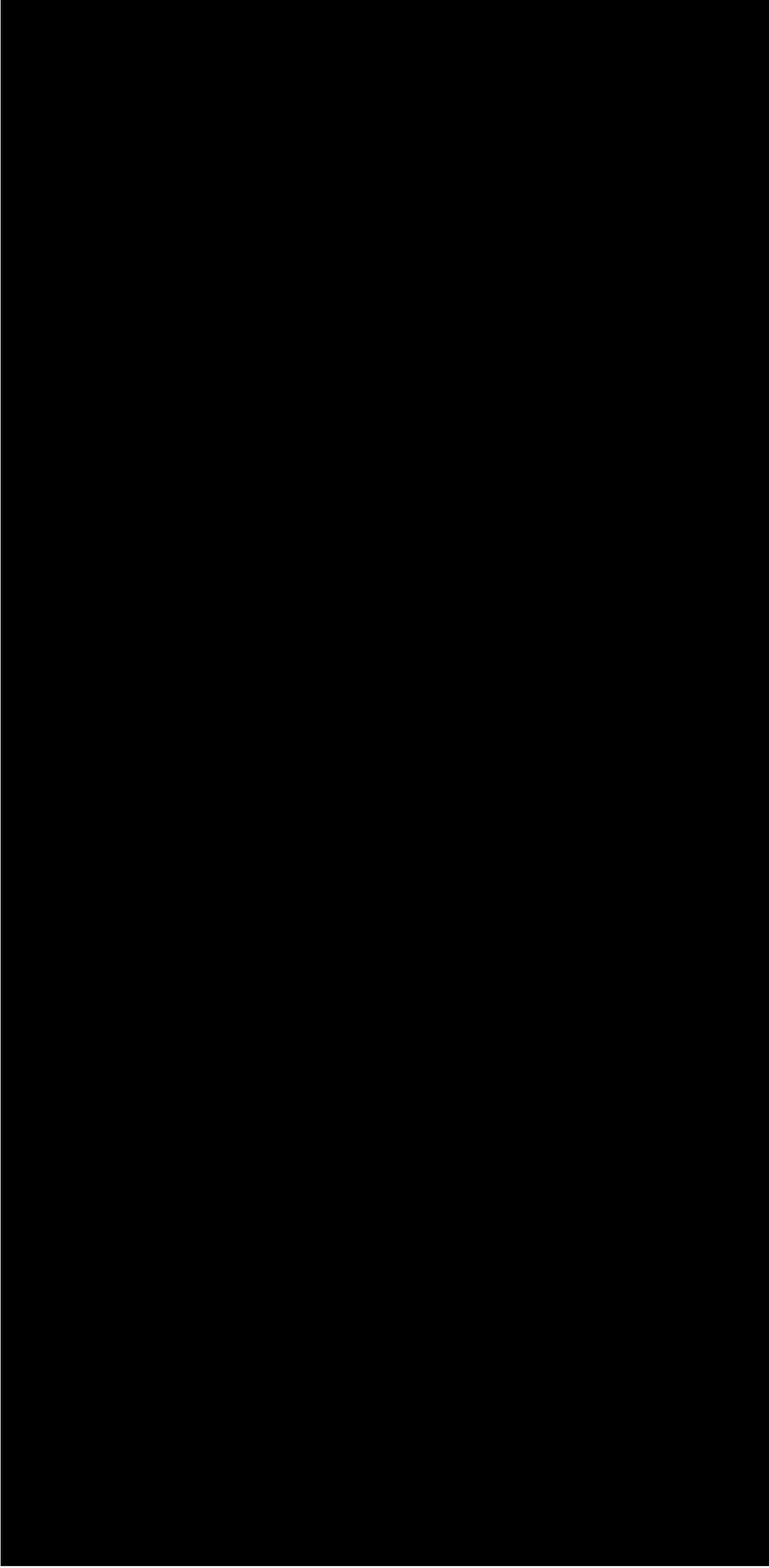
Section V: Cost Proposal



THE PROPOSER BELIEVES THAT THIS INFORMATION IS PROTECTED FROM
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Staff Vending Menu

Section V: Cost Proposal



Capital Investment in Kitchen Infrastructure

As part of our continued commitment to operational excellence and long-term partnership with Albany County, Trinity is prepared to make a **\$100,000 capital investment** in the kitchen infrastructure in Year 1, and \$20,000 per year in Years 2 - 5 at the Albany County Correctional Facility. This investment will replace aging or non-functional equipment with modern, efficient, and compliant alternatives designed to enhance operational efficiency, food safety, and service reliability.

Importantly, this \$100,000 capital investment ***will not affect your price per meal.***

Operational Benefits

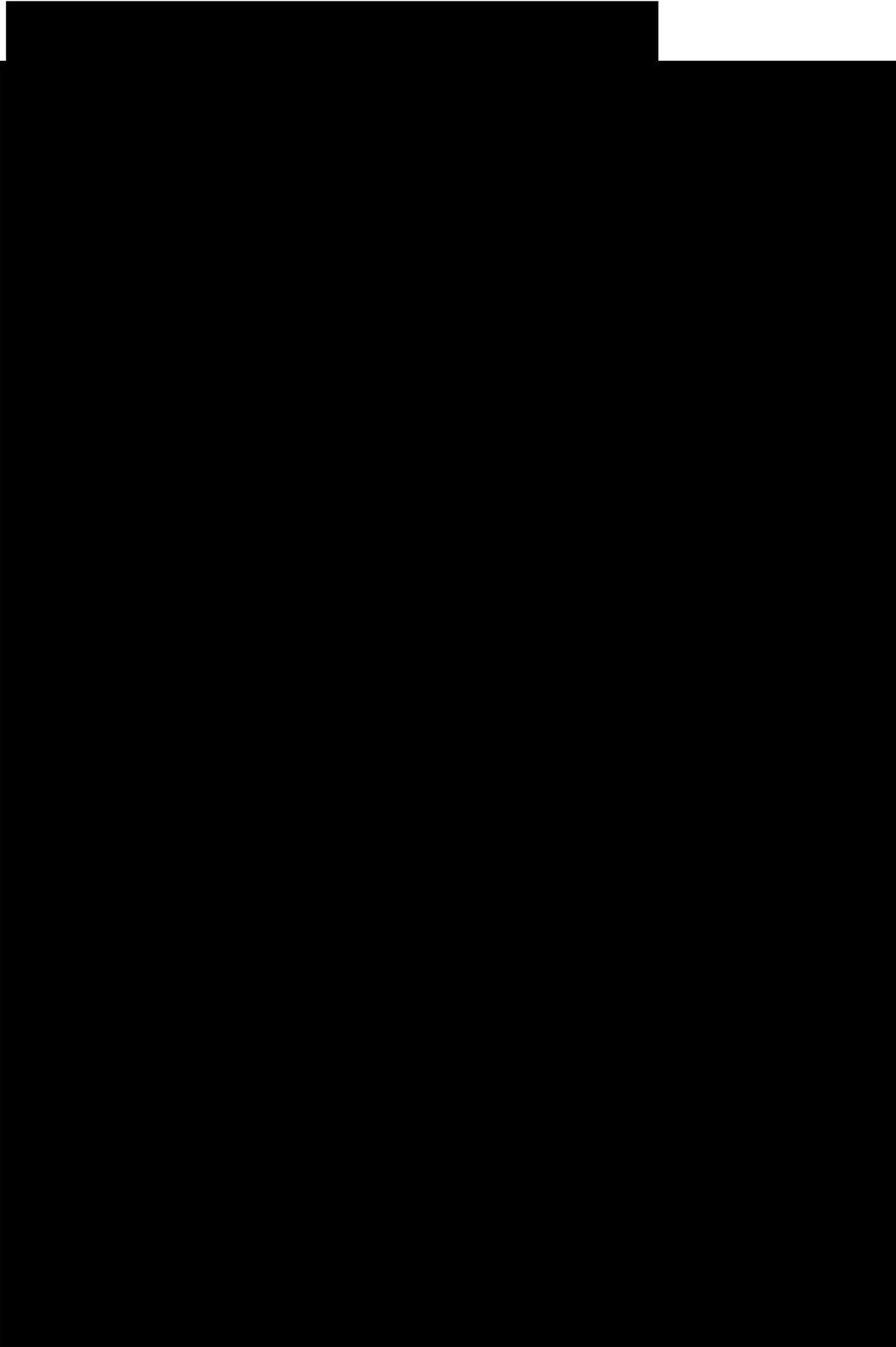
This investment will deliver measurable improvements in:

- **Operational Efficiency:** Faster cook times, improved production capacity, and reduced maintenance downtime.
- **Energy Efficiency:** Modern equipment is designed to minimize energy consumption and reduce utility costs.
- **Food Safety & Compliance:** Reliable equipment supporting food handling procedures in compliance with ACA, NCCHC, NYSSA, and Department of Health regulations.
- **Staff Productivity:** User-friendly equipment that simplifies training and reduces time spent on maintenance or troubleshooting.



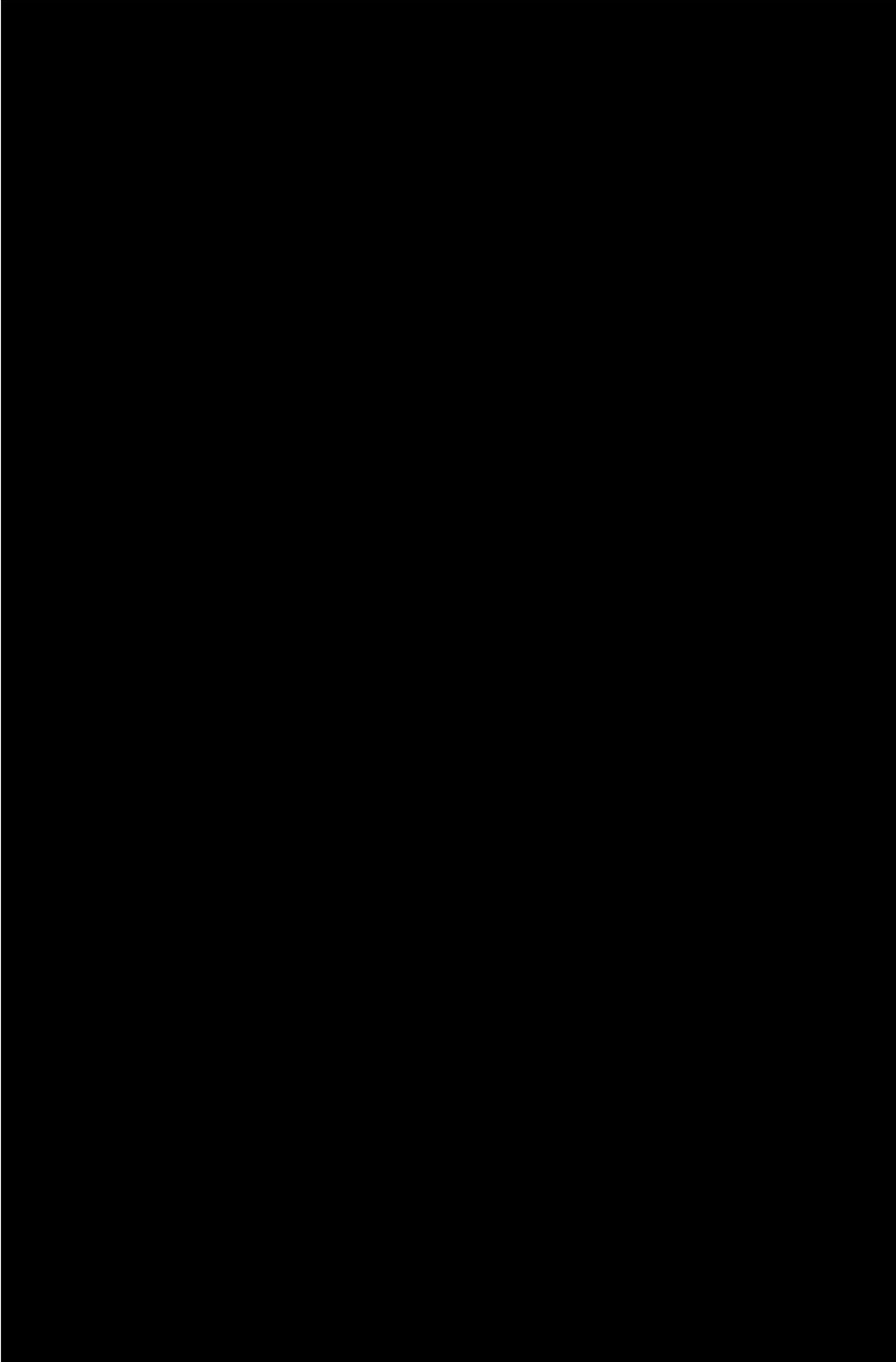
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Section V: Cost Proposal



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Section V: Cost Proposal



COUNTY OF ALBANY

PROPOSAL FORM

PROPOSAL IDENTIFICATION:

Title: Management and Operation of the Food Service Department and the Operation of the Inmate Commissary Program
RFP Number: 2025-146

THIS PROPOSAL IS SUBMITTED TO:

Pamela O Neill, Purchasing Agent
Albany County Department of General Services
Purchasing Division
112 State Street, Room 820
Albany, NY 12207

1. The undersigned Proposer proposes and agrees, if this Proposal is accepted, to enter into a Contract with the owner in the form included in the Contract Documents to complete all Work as specified or indicated in the Contract Documents for the Contract Price and within the Contract Time indicated in this Proposal and in accordance with the Contract Documents.
2. Proposer accepts all of the terms and conditions of the Instructions to Proposers, including without limitation those dealing with the Disposition of Proposal Security. This Proposal may remain open for ninety (90) days after the day of Proposal opening. Proposer will sign the Contract and submit the Contract Security and other documents required by the Contract Documents within fifteen days after the date of County's Notice of Award.
3. In submitting this Proposal, Proposer represents, as more fully set forth in this Contract, that:

- (a) Proposer has examined copies of all the Contract Documents and of the following addenda: (If none, so state)

Date	Number
October 15, 2025	Addendum 1
October 21, 2025	Addendum 2

(receipt of all of which is hereby acknowledges) and also copies of the Notice to Proposers and the Instructions to Proposers;

- (b) Proposer has examined the site and locality where the Work is to be performed, the legal requirements (federal, state and local laws, ordinances, rules and regulations) and the conditions affecting cost, progress or performance of the Work and has made such independent investigations as Proposer deems necessary;

(c) This Proposal is genuine and not made in the interest of or on behalf of any undisclosed person, firm or corporation and is not submitted in conformity with any agreement or rules of any group, association, organization or corporation; Proposer has not directly or indirectly induced or solicited any other Proposer to submit a false or sham Proposal; PROPOSER has not solicited or induced any person, firm or a corporation to refrain from Proposing; and Proposer has not sought by collusion to obtain for himself any advantage over any other Proposer or over the owner.

4. Proposer will complete the Work for the following prices(s): (Attach Proposal)
5. Proposer agrees to commence the Work within the number of calendar days or by the specific date indicated in the Contract. Proposer agrees that the Work will be completed within the number of Calendar days or by the specific date indicated in the contract.
6. The following documents are attached to and made a condition of this Proposal:
 - (a) Non-Collusive Bidding Certificate (Attachment "A")
 - (b) Acknowledgment by Bidder (Attachment "B")
 - (c) Vendor Responsibility Questionnaire (Attachment "C")
 - (d) Iranian Energy Divestment Certification (Attachment "D")

7. Communication concerning this Proposal shall be addressed to:

Gabrielle Liddy, Regional Sales Director

gabrielle.liddy@trinityservicesgroup.com

Phone: 313-530-6898

8. Terms used in this Proposal have the meanings assigned to them in the Contract and General Provisions.

ATTACHMENT "A"
NON-COLLUSIVE BIDDING CERTIFICATE PURSUANT TO
SECTION 103-D OF THE NEW YORK STATE GENERAL MUNICIPAL LAW

A. By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid, each party thereto certifies as to its own organizations, under penalty of perjury, that to the best of knowledge and belief:

(1) The prices in this bid have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor.

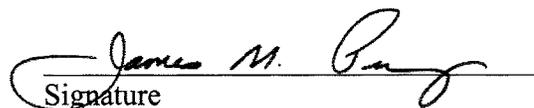
(2) Unless otherwise required by law, the prices which have been quoted in this bid have not knowingly been disclosed by the bidder and will not knowingly be disclosed by the bidder, directly or indirectly, prior to opening, to any bidder or to any competitor.

(3) No attempt has been made or will be made by the bidder to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition.

A bid shall not be considered for award nor shall any award be made where (1), (2), and (3) above have not been complied with; provided, however, that in any case the bidder cannot make the foregoing certification, the bidder shall so state and shall furnish with the bid a signed statement which sets forth in detail the reasons thereof. Where (1), (2), and (3) above have not been complied with, the bid shall not be considered for any award nor shall any award be made unless the head of the Purchasing Unit to the political subdivision, public department, agency or official thereof to which the bid is made, or his designee, determines that such disclosure was not made for the purpose of restricting competition.

The fact that a bidder (a) has published price lists, rates, or tariffs covering items being procured, (b) has informed prospective customer of proposed or pending publication of new or revised price lists for such items, or (c) has sold the same items to other customers at the same prices being bid, does not constitute, without more, a disclosure within the meaning of paragraph "A" above.

B. Any bid hereafter made to any political subdivision of the state or any public department, agency or official thereof by a corporate bidder for work or services performed or to be performed or goods sold or to be sold, where competitive bidding is required by statute, rule, regulation, local law, and where such bid contains the certification referred to in paragraph "A" of this section, shall be deemed to have been authorized by the Board of Directors of the bidder, and such authorization shall be deemed to include the submission of the bid and the inclusion therein of the certificate as to non-collusion as the act and deed of the corporation


Signature

Senior Vice President, Sales

Title

Trinity Services Group, Inc.

Company Name

October 17, 2025

Date

**ATTACHMENT "B"
ACKNOWLEDGMENT BY PROPOSER**

If Individual or Individuals:

STATE OF _____)
COUNTY OF _____) SS.:

On this _____ day of _____, 20____, before me personally appeared _____ to me known and known to me to be the same person(s) described in and who executed the within instrument, and he (or they severally) acknowledged to me that he (or they) executed the same.

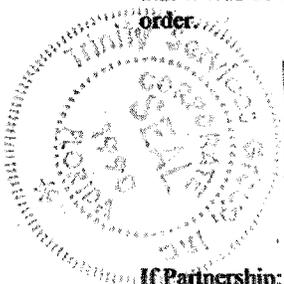
Notary Public, State of _____
Qualified in _____
Commission Expires _____

If Corporation:

STATE OF Missouri)
COUNTY OF St. Louis) SS.:

On this 13th day of October, 2025, before me personally appeared James M. Perry to me known, who, being by me sworn, did say that he resides at (give address) St. Louis, MO; that he is the (give title) Senior Vice President, Sales of the (name of corporation) Trinity Services Group, Inc., the corporation described in and which executed the above instrument; that he knows the seal of the corporation, and that the seal affixed to the instrument is such corporate seal; that it was so affixed by order of the board of directors of the corporation, and that he signed his name thereto by like order.

Holly Marie Karleskint
Notary Public, State of Missouri
Qualified in St. Louis County
Commission Expires 4/3/26



HOLLY MARIE KARLESKINT
NOTARY PUBLIC, NOTARY SEAL
STATE OF MISSOURI
SAINT LOUIS COUNTY
COMMISSION # 18241512
MY COMMISSION EXPIRES: 6/3/2026

If Partnership:

STATE OF _____)
COUNTY OF _____) SS.:

On the _____ day of _____, 20____, before me personally came _____ to me known to be the individual who executed the foregoing, and who, being duly sworn, did depose and say that he / she is a partner of the firm of _____ and that he / she has the authority to sign the same, and acknowledged that he / she executed the same as the act and deed of said partnership.

Notary Public, State of _____
Qualified in _____
Commission Expires _____

ATTACHMENT "C"
ALBANY COUNTY
VENDOR RESPONSIBILITY QUESTIONNAIRE

1. VENDOR IS: <input checked="" type="checkbox"/> PRIME CONTRACTOR			
2. VENDOR'S LEGAL BUSINESS NAME Trinity Services Group, Inc.		3. IDENTIFICATION NUMBERS a) FEIN # 59-3026703 b) DUNS # 62-180-4913	
4. D/B/A – Doing Business As (if applicable) & COUNTY FIELD:		5. WEBSITE ADDRESS (if applicable) www.trinityservicesgroup.com	
6. ADDRESS OF PRIMARY PLACE OF BUSINESS/EXECUTIVE OFFICE 477 Commerce Blvd. Oldsmar, FL 34677		7. TELEPHONE NUMBER 813-854-4264	8. FAX NUMBER 813-855-2330
9. ADDRESS OF PRIMARY PLACE OF BUSINESS/EXECUTIVE OFFICE <i>IN NEW YORK STATE, if different from above</i>		10. TELEPHONE NUMBER	11. FAX NUMBER
12. AUTHORIZED CONTACT FOR THIS QUESTIONNAIRE Name Gabrielle Liddy Title Regional Sales Director Telephone Number 313-530-6898 Fax Number 813-855-2330 e-mail gabrielle.liddy@trinityservicesgroup.com			
13. LIST ALL OF THE VENDOR'S PRINCIPAL OWNERS.			
a) NAME *	TITLE	b) NAME	TITLE
c) NAME	TITLE	d) NAME	TITLE
A DETAILED EXPLANATION IS REQUIRED FOR EACH QUESTION ANSWERED WITH A "YES," AND MUST BE PROVIDED AS AN ATTACHMENT TO THE COMPLETED QUESTIONNAIRE. YOU MUST PROVIDE ADEQUATE DETAILS OR DOCUMENTS TO AID THE COUNTY IN MAKING A DETERMINATION OF VENDOR RESPONSIBILITY. PLEASE NUMBER EACH RESPONSE TO MATCH THE QUESTION NUMBER.			
14. DOES THE VENDOR USE, OR HAS IT USED IN THE PAST FIVE (5) YEARS, ANY OTHER BUSINESS NAME, FEIN, or D/B/A OTHER THAN THOSE LISTED IN ITEMS 2-4 ABOVE? List all other business name(s), Federal Employer Identification Number(s) or any D/B/A names and the dates that these names or numbers were/are in use. Explain the relationship to the vendor.		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
15. ARE THERE ANY INDIVIDUALS NOW SERVING IN A MANAGERIAL OR CONSULTING CAPACITY TO THE VENDOR, INCLUDING PRICIPAL OWNERS AND OFFICERS, WHO NOW SERVE OR IN THE PAST ONE (1) YEARS HAVE SERVED AS:		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
a) An elected or appointed public official or officer? <i>List each individual's name, business title, the name of the organization and position elected or appointed to, and dates of service</i>		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
b) An officer of any political party organization in Albany County, whether paid or unpaid? <i>List each individuals name, business title or consulting capacity and the official political position held with applicable service dates.</i>		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

*Trinity Services Group, Inc. is a wholly-owned subsidiary of TKC Holdings, Inc.

16.	<p>WITHIN THE PAST (5) YEARS, HAS THE VENDOR, ANY INDIVIDUALS SERVING IN MANAGERIAL OR CONSULTING CAPACITY, PRINCIPAL OWNERS, OFFICERS, MAJOR STOCKHOLDER(S) (10% OR MORE OF THE VOTING SHARES FOR PUBLICLY TRADED COMPANIES, 25% OR MORE OF THE SHARES FOR ALL OTHER COMPANIES), AFFILIATE OR ANY PERSON INVOLVED IN THE BIDDING OR CONTRACTING PROCESS:</p> <p>a) 1. been suspended, debarred or terminated by a local, state or federal authority in connection with a contract or contracting process; <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>2. been disqualified for cause as a bidder on any permit, license, concession franchise or lease;</p> <p>3. entered into an agreement to a voluntary exclusion from bidding/contracting;</p> <p>4. had a bid rejected on an Albany County contract for failure to comply with the MacBride Fair Employment Principles;</p> <p>5. had a low bid rejected on a local, state or federal contract for failure to meet statutory affirmative action or M/WBE requirements on a previously held contract;</p> <p>6. had status as a Women's Business Enterprise, Minority Business Enterprise or Disadvantaged Business Enterprise, de-certified, revoked or forfeited;</p> <p>7. been subject to an administrative proceeding or civil action seeking specific performance or restitution in connection with any local, state or federal government contract;</p> <p>8. been denied an award of a local, state or federal government contract, had a contract suspended or had a contract terminated for non-responsibility; or</p> <p>9. had a local, state or federal government contract suspended or terminated for cause prior to the completion of the term of the contract.</p> <p>b) been indicted, convicted, received a judgment against them or a grant of immunity for any business-related conduct constituting a crime under local, state or federal law including but not limited to, fraud extortion, bribery, racketeering, price-fixing, bid collusion or any crime related to truthfulness and/or business conduct? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>c) been issued a citation, notice, violation order, or are pending an administrative hearing or proceeding or determination of violations of: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>1. federal, state or local health laws, rules or regulations.</p>
17.	<p>IN THE PAST THREE (3) YEARS, HAS THE VENDOR OR ITS AFFILIATES ¹ HAD ANY CLAIMS, JUDGMENTS, INJUNCTIONS, LIENS, FINES OR PENALTIES SECURED BY ANY GOVERNMENTAL AGENCY? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Indicate if this is applicable to the submitting vendor or affiliate. State whether the situation(s) was a claim, judgment, injunction, lien or other with an explanation. Provide the name(s) and address(es) of the agency, the amount of the original obligation and outstanding balance. If any of these items are open, unsatisfied, indicate the status of each item as "open" or "unsatisfied."</p>
18.	<p>DURING THE PAST THREE (3) YEARS, HAS THE VENDOR FAILED TO:</p> <p>a) file returns or pay any applicable federal, state or city taxes? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>Identify the taxing jurisdiction, type of tax, liability year(s), and tax liability amount the vendor failed to file/pay and the current status of the liability.</i></p> <p>b) file returns or pay New York State unemployment insurance? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>Indicate the years the vendor failed to file/pay the insurance and the current status of the liability.</i></p> <p>c) Property Tax <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>Indicate the years the vendor failed to file.</i></p>
19.	<p>HAVE ANY BANKRUPTCY PROCEEDINGS BEEN INITIATED BY OR AGAINST THE VENDOR OR ITS AFFILIATES ¹ WITHIN THE PAST SEVEN (7) YEARS (WHETHER OR NOT CLOSED) OR IS ANY BANKRUPTCY PROCEEDING PENDING BY OR AGAINST THE VENDOR OR ITS AFFILIATES REGARDLESS OR THE DATE OF FILING? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Indicate if this is applicable to the submitting vendor or affiliate. If it is an affiliate, include the affiliate's name and FEIN. Provide the court name, address and docket number. Indicate if the proceedings have been initiated, remain pending or have been closed. If closed, provide the date closed.</p>
20.	<p>IS THE VENDOR CURRENTLY INSOLVENT, OR DOES VENDOR CURRENTLY HAVE REASON TO BELIEVE THAT AN INVOLUNTARY BANKRUPTCY PROCEEDING MAY BE BROUGHT AGAINST IT? Provide financial information to support the vendor's current position, for example, Current Ration, Debt Ration, Age of Accounts Payable, Cash Flow and any documents that will provide the agency with an understanding of the vendor's situation. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

21. IN THE PAST FIVE (5) YEARS, HAS THE VENDOR OR ANY AFFILIATES¹:

Yes No

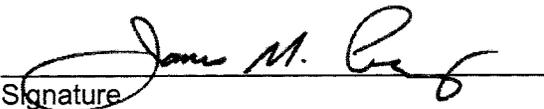
a) defaulted or been terminated on, or had its surety called upon to complete, any contract (public or private) awarded;

Indicate if this is applicable to the submitting vendor or affiliate. Detail the situation(s) that gave rise to the negative action, any corrective action taken by the vendor and the name of the contracting agency.

¹ "Affiliate" meaning: (a) any entity in which the vendor owns more than 50% of the voting stock; (b) any individual, entity or group of principal owners or officers who own more than 50% of the voting stock of the vendor; or (c) any entity whose voting stock is more than 50% owned by the same individual, entity or group described in clause (b). In addition, if a vendor owns less than 50% of the voting stock of another entity, but directs or has the right to direct such entity's daily operations, that entity will be an "affiliate" for purposes of this questionnaire.

Attachment "D"
Certification Pursuant to Section 103-g
Of the New York State
General Municipal Law

- A. By submission of this bid/proposal, each bidder/proposer and each person signing on behalf of any bidder/proposer certifies, and in the case of a joint bid, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to paragraph (b) of subdivision 3 of Section 165-a of the New York State Finance Law.
- B. A Bid/Proposal shall not be considered for award, nor shall any award be made where the condition set forth in Paragraph A above has not been complied with; provided, however, that in any case the bidder/proposer cannot make the foregoing certification set forth in Paragraph A above, the bidder/proposer shall so state and shall furnish with the bid a signed statement which sets forth in detail the reasons therefor. Where Paragraph A above cannot be complied with, the Purchasing Unit to the political subdivision, public department, agency or official thereof to which the bid/proposal is made, or his designee, may award a bid/proposal, on a case by case business under the following circumstances:
1. The investment activities in Iran were made before April 12, 2012, the investment activities in Iran have not been expanded or renewed after April 12, 2012, and the Bidder/Proposer has adopted, publicized and is implementing a formal plan to cease the investment activities in Iran and to refrain from engaging in any new investments in Iran; or
 2. The political subdivision makes a determination that the goods or services are necessary for the political subdivision to perform its functions and that, absent such an exemption, the political subdivision would be unable to obtain the goods or services for which the contract is offered. Such determination shall be made in writing and shall be a public document.


Signature

Senior Vice President, Sales
Title

October 17, 2025
Date

Trinity Services Group, Inc.
Company Name

Confidentiality Statement

Trinity Services Group, Inc. believes the pages of this proposal marked **"THE PROPOSER BELIEVES THAT THIS INFORMATION IS PROTECTED FROM DISCLOSURE UNDER THE NEW YORK STATE FREEDOM OF INFORMATION LAW"** are protected for the following reasons, per pages marked.

Page(s)	Item — Reason
13 - 21	Key Personnel Resumes – Commercial proprietary information
39 - 40	Client Lists – Trade Secret
51	References – Trade Secret
sep doc	Audited Financial Reports – Commercial proprietary information
73 - 82	Inmate Cycle Menus and Nutritional Analysis – Trade Secret - Formulas
85 - 89	Inmate Cycle Menus – Trade Secret - Formulas
113, 115	Inmate Cycle Menus – Trade Secret - Formulas
117	Pages from Trinity Manuals, including forms – Trade Secret
142	Regional Org Charts – Commercial proprietary information
143 - 144	Key Personnel Resumes – Commercial proprietary information
146	Staffing Schedules – Commercial proprietary information
152 - 153	New Hire Training – Trade Secret - Processes
156 - 158	Specialized Proprietary Staff Training – Trade Secret - Processes
164 - 167	Proprietary Inmate Training – Trade Secret- Processes
213 - 221	Commissary Menus and Investment - Trade Secret - Formulas
222	Contract Discussion Points – Commercial proprietary information



Section VII: Exhibits

Trinity has included the following exhibits as part of our commissary proposal

- Attachment A - Commissary Programs
- Attachment B - Commissary Warehouse Safety and Security
- Attachment C - Commissary Enhancements



Attachment A

Commissary Programs



Internet Ordering - MyCarePack.com

MyCarePack.com is a unique resource that allows family and friends to order commissary items through a web-based shopping cart. The MyCarePack site interacts with various external systems. We are responsible for building and maintaining these interfaces. All costs, as well as technical issues relating to interfaces with MyCarePack, are managed by Trinity.

Payment for MyCarePack purchases are received on the MyCarePack.com website. Trinity is responsible for the proper operation of the shopping cart software and all related functionality. This includes maintenance of Payment Card Industry (PCI) compliance standards, privacy policies, security policies, and all other industry-standard criteria for proper operation of a public-facing e-commerce web site. Payments received through the MyCarePack web site are deposited into a merchant account.

MyCarePack has an excellent track record of reliability and performance. The goal in supporting this application is to ensure the highest possible level of service and to allow Trinity and the correctional facility to take maximum advantage of this resource.

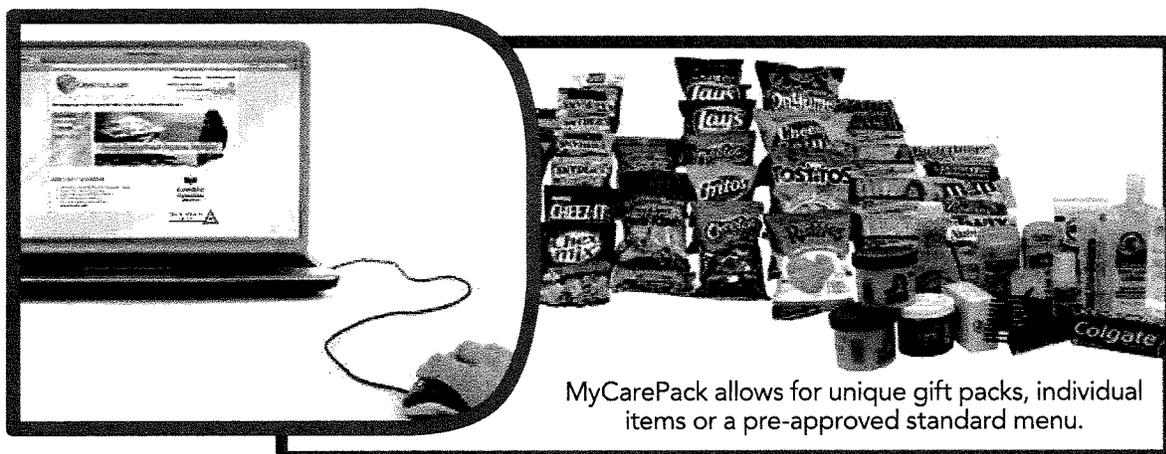
Family/Friends Holiday Sales

Our Family/Friends Holiday Sales program was developed in response to the vast amount of family members seeking permission to bring in special items for their loved ones. This program offers a way to meet the family's wish while maintaining a high level of security by ensuring that the items come from our warehouse and are contraband-free. The response to this program has been overwhelming.

During the holidays, family and friends have the opportunity to purchase a holiday gift for their incarcerated loved one. We assemble several pre-approved gift packs for each holiday and place order forms for the gifts in the visitation area.

Completed order forms are sent directly to Trinity for processing and gift bags are delivered on their regularly designated commissary day.

Holiday gift sales are reported on the regular commissary sales report and provide additional commission revenue to your facility.

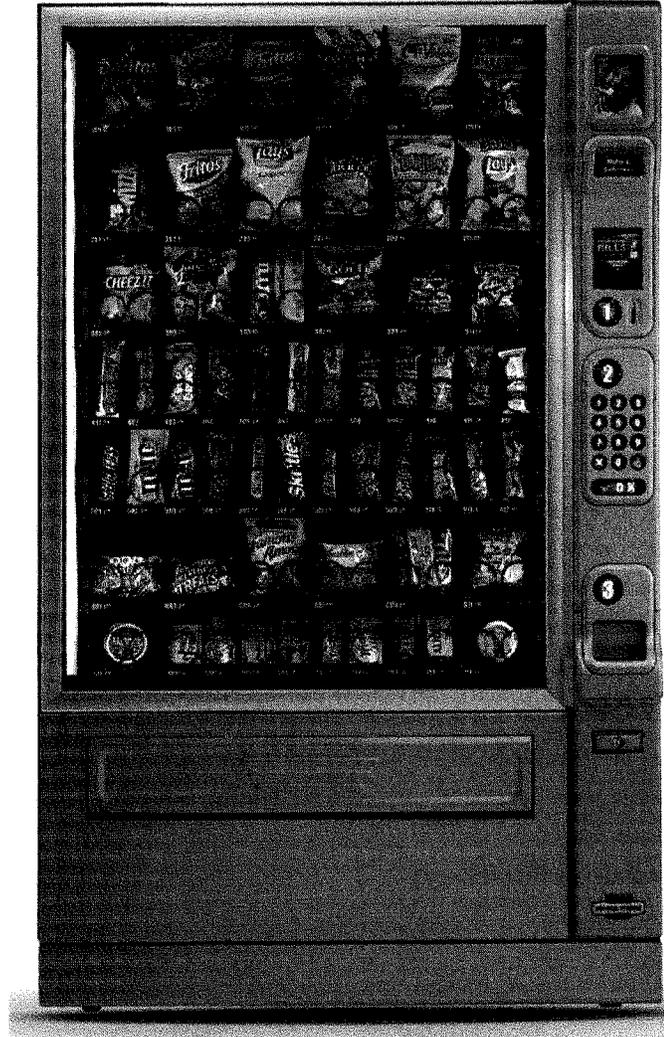


MyCarePack allows for unique gift packs, individual items or a pre-approved standard menu.



MAXIMIZE your commissary commission by implementing the industry's only **Direct-Debit** vending service!

Allowing inmates immediate & direct access to the funds in their account for making purchases from vending machines, along with 24 / 7 / 365 access to the product, leads to significant increases in revenue.

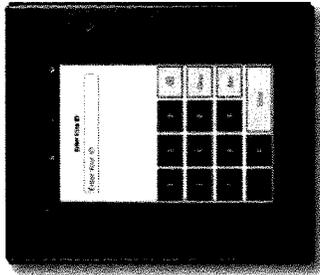


For additional information or to receive a proposal, please call 732-248-2323.

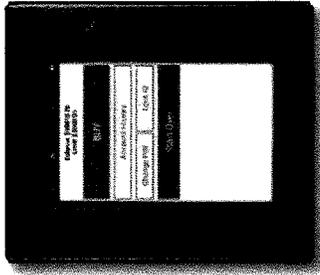




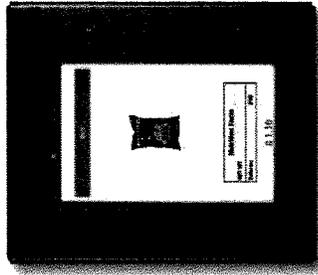
Touchscreen Keypad:



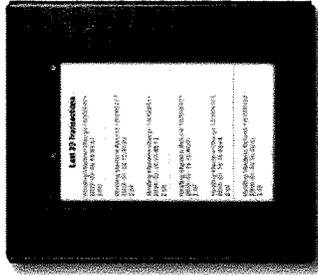
Each inmate will authenticate his/her unique ID and key in his/her unique PIN number. ID card barcode scanning is also an option.



Options on the touchscreen include Purchase, Account History, PIN management and Lock Account functions. It can also display inmate balance and spending limit.



An image of the item being purchased, along with its calorie count and price will appear before the purchase is confirmed.



The inmate's prior transactions can also be displayed to help him/her manage the account.

Customer Experience:

Since incorporating vending services into its inmate commissary program, the Greene County Sheriff's Office has seen inmate morale improve, tensions in the pods decrease and commissary sales increase. The additional revenue has also helped supplement the inmate security fund.

The vending service provided has given us an additional tool that helps save taxpayer money from being spent on inmate security needs.

Sheriff Jim Arnott
Greene County Sheriff's Office

Specifications

Enclosure:

Rugged, 14-gauge metal
Lexan glass front on all snack machines, tempered glass with Lexan front on all refrigerated machines
Front door access allows machine to be placed against the wall
Slide-out components allows for easy re-stocking
Four adjustable, leveling feet

Network & System Connectivity:

Network cabling or wireless access points required in each housing unit
Integration to the facility's banking system, either Trinity's or a third party's (via Live Funds Interface)

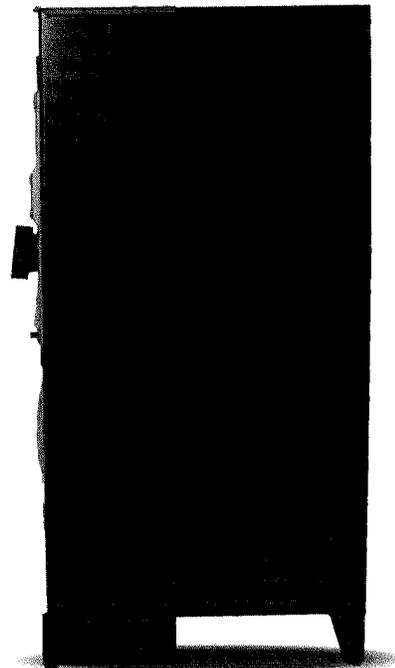
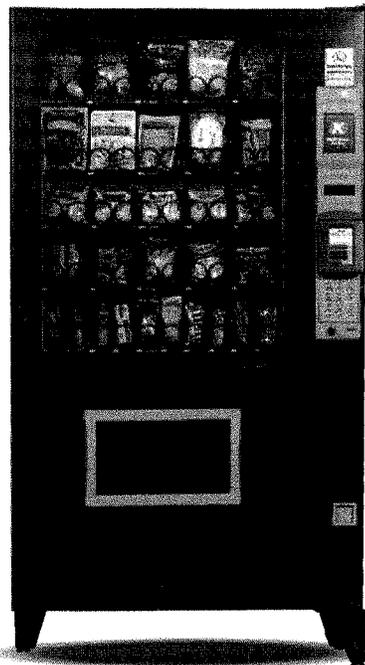
Power Requirements:

Standard 20 amp/110 volt power
Optional uninterruptible power supply
Amperage used:
Snack Machines, 3.0 amps
Snack & Refrigerated Machine, 10.8 amps

Dimensions & Weight:

Snack Machine
72"H x 39"W x 35"D
686 lbs.

Snack & Refrigerated Machine
72"H x 35"W x 35"D
~600 lbs.



For more information, contact your account manager or call 800.325.8998



Cobra Banker™ Inmate Banking Software

Cobra Banker is a flexible, easy-to-operate accounting software system, designed specifically to manage the personal funds and property of inmates. Cobra Banker is the result of 30 years of direct experience in providing fiduciary and accounting software to correctional facilities across most of the United States, and incorporates many key features suggested by our clients. There are numerous County Facilities in New York using our Cobra Banker software. Trinity is the exclusive distributor of this innovative banking solution, which operates in an Oracle® database, the most widely used relational database, and is written in Visual Basic.net®.

Reporting. Cobra Banker is designed to keep accurate records of all commissary activity and balances of inmate accounts while providing over 200 reports to meet the requirements of any audit. All information is tracked from book-in to release and available from within the system. The module specific information for Cobra Banker is provided below and includes a list of available reports for each area.

All data is exportable to Microsoft® Excel® or as a PDF. Should custom reports be required, Trinity's development team will work with your team to create the required reports. Additional fees may apply.

Interfaces. A custom interface to your accounting program is possible but requires a formal discussion in order to completely understand the desired results. Once in use, the interface will alleviate the unproductive task of double entry.

License. Clients who complete a continuous five-year service contract with Trinity, through either a five-year contract or as a result of annual renewals, will be issued a non-exclusive license to the Cobra Banker software, which will ensure that your inmate banking automation capability continues to operate smoothly and without interruption.

Functionality

User-definable Security Levels

To facilitate system control, all functions are password-protected and controlled through the Access Level feature. Access levels allow clients to strictly control the software features individual operators can access. Although most facilities only establish three to five access levels, Cobra Banker allows up to 95 user-definable levels of access.

Once an access level is established, the client determines which Cobra Banker features that access level is allowed to use. This process is called "authorizing" and is handled by the Authorization feature. Once the access level has been authorized, it is assigned to the appropriate operator account(s), restricting that operator's access to only those features authorized for that access level. To further secure access, any operator that is given access to the Authorizations feature cannot assign access to features from which they are restricted. Additionally, an operator cannot assign or modify an access level that is higher than their own, nor can they modify their own level.



General Ledger

Cobra Banker software is designed to meet generally accepted accounting principles. All monetary transactions are automatically posted to the appropriate general ledger accounts using the double-entry accounting method. This method ensures that the Cobra Banker system is always in balance. Cobra Banker also produces essential accounting reports, such as trial balances, balance sheets, ledger reports, and receipt reports.

A standard chart of accounts is provided, however, the general ledger accounts actively used will be based on the client's use of the system. With Cobra Banker there is no need to hire a CPA to set-up your general ledger accounting system. You can be confident that the accounts are set-up correctly because Cobra Banker does it for you, based on the usage of the system and GAAP standards.

Because Cobra Banker tracks all monetary transactions through a general ledger, individual inmate accounts and a multitude of transaction specific reports, make auditing quick and easy.

Inmate Accounts

Cobra Banker allows the client to create a trust fund account for each inmate at the facility. These accounts are used by Cobra Banker to track monetary transactions for the inmate. Cobra Banker provides over 100 inmate reports, reflecting transactional information, specific to an inmate.

Standard inmate account reports include:

- Account Balances
- Account Edit Log
- Account History
- Account Inactivity
- Account Statements
- Aliases
- Bail Transactions
- Check Transactions
- Classifications
- Housing Locations
- Housing Location Updates
- Identification Information
- Inactivity Report
- Indigence Report
- Intake Transactions
- Payroll Transactions
- Receivable Transactions
- Release Transactions
- Restrictions
- Scheduled Payments
- Void Transactions



Cash Management

Managing cash, checks, and other funds is a very important component of any successful banking system. Cobra Banker is designed to work effectively in cash and cashless environments. Its cash management and cash drawer reconciliation is easy and efficient.

From a cash management standpoint, the software operates much like an electronic cash register. Each transaction is fully receipted and includes a receipt number, transaction date and time, and operator information. Cobra Banker allows clients to determine where cash drawers will be located by assigning a cash drawer to a station. If a station is not assigned a cash drawer, monetary transactions that require a cash drawer cannot be processed on that station. Based on the client procedures, cash drawers can be balanced once a day or as many times as necessary. When the balancing process is complete, Cobra Banker produces a receipt reflecting all balancing information.

Standard cash drawer reports can be produced reflecting:

- Balances
- Transaction Detail
- Movements
- Discrepancies
- Adjustments
- Payment Types
- Payment Sources

Accounts Receivable

This Accounts Receivable module provides a very effective cost recovery tool for recuperating expenses incurred by the client for the services and supplies provided to inmates during their incarceration. Due to the specifics of charging and collecting for services varies, Cobra Banker's receivables have been designed with many facets that allow a facility to determine how each receivable should function. This versatile feature allows clients to designate:

- The order in which receivables are collected
- When a receivable will be collected (i.e. during intake, release, when to add money to the account, etc.)
- The percentage of the incoming money that will be collected
- When the receivable should be blocked from being charged to classified inmates (i.e. federal detainees)
- The amount of money that must be retained in an inmate's account when receivables are charged or collected, if any
- When the receivable should be an automatic charge at intake and/or release (i.e. a booking fee charges to all inmates)
- When the receivable is a group charge that will be charged to most or all of the inmates (i.e. meals)
- If and when a receivable debt must be written-off, available by inmate and receivable
- An amount of money that an inmate will be required to save during their incarceration. Clients typically use this feature to withhold funds, so upon release, the inmate has a specific amount of money.



Cobra Banker also provides a convenient means of disbursing payments collected from inmates to the appropriate entities.

Receivable features include:

- **Setup** – Allows the client to create and define the functionality of up to 999 receivables.
- **Charge** – Allows the client to process receivable charges to an individual inmate account, when necessary. Once a receivable has been charged to an account, how and when money is collected is determined by the receivable and system settings.
- **Apply Money** – Provides a convenient way to accept payment for an inmate's receivable debt from an outside source, without affecting the inmate's commissary balance. When money from an outside source is applied, Cobra Banker allows the operator to apply the money based on the receivable and system settings or to manually apply specific amounts to specific receivables. Operators are required to enter the name and address of the person or entity presenting the money. This information can be valuable to the client when it is necessary to research or monitor whom an inmate is receiving money from. Apply Money also allows a client to use an inmate's commissary balance to pay receivable debt over and above payments systematically collected based on the receivable and system settings. This option, called "Transfer Money," allows the client to apply all or part of the inmate's commissary balance to any receivable with an outstanding balance.
- **Credit** – Provides a convenient means of reversing a receivable charge made in error. When a Credit is processed, if the amount credited is greater than the amount owed for the receivable at the time the credit is processed, the difference will be uncollected and returned to the inmate's commissary balance.
- **Write-Off** – Allows outstanding receivable debt to be removed, if necessary. This action may be carried out on an individual inmate account or for a particular receivable.
- **Disburse** – Generates checks to payout receivable payments collected from inmates. If multiple receivables are payable to the same entity, they may be disbursed together in one check.
- **Group Charge** – Allows multiple inmate accounts to be charged for a receivable, at one time. Cobra Banker allows the client to exclude inmate accounts from a group charge, when necessary. Inmates can be automatically excluded based on a minimum balance or a classification, or can be manually excluded by the operator.
- **Classification** – Provides a tool to classify inmate accounts that are exempt from being charged for a particular receivable. This feature is most often used to ensure that inmates housed in the facility under contract (i.e. for state or federal governments) do not get charged for services that are covered under the contract agreement.



Bail

The Bail module provides a way for the client to track inmate bail charges assessed by the courts and payment of those charges. Cobra Banker allows bail payments to be processed from the inmate's commissary balance or received from an external source, at the time of charge or later, until the charge is paid-in-full.

The Bail module allows flexibility in the handling of bail payments by allowing the client to set up bail accounts that can be paid out individually by inmate or stored and disbursed for several inmates in one lump sum.

Checkbooks

A comprehensive checkbook module is fully integrated with Cobra Banker modules to allow all necessary banking functions to be carried out effortlessly. Modules include inmate accounts, receivables, sales and tax disbursements, payroll reimbursements, and others. The Checkbook module is designed to carry out all standard-banking functions, such as check writing, deposits, and bank reconciliation as well as reclaiming stale dated checks and voiding checks.

Standard checkbook reports can be produced reflecting:

- Balances
- Check Payees
- Deposits
- Outstanding Items
- Reclaimed Checks
- Transaction Detail
- Transaction Summary

Payroll

Provides an easy means to pay and track funds due to inmates for work they have performed. Clients define jobs with regard to name, rate, and unit of pay. When an inmate's account receives payroll funds, the Payroll module collects any outstanding receivable debt from the payroll amount. Any remaining payroll is added to the inmate's commissary balance. All paid payroll data is stored in Cobra Banker until the client is reimbursed by the appropriate agency. Upon reimbursement, Cobra Banker deposits the reimbursed amount to the checkbook.

Payroll features include:

- Setup – Allows the client to create and define the functionality of up to 999 payroll jobs.
- Payroll – Allows the client to process payments to an inmate's account for work they have performed. Total paid for each payroll job is stored as a receivable until the client physically receives payment from the appropriate entity.
- Reimburse – Provides a means to record receipt of reimbursements received for payroll previously paid to inmates. When a reimbursement is processed, Cobra Banker records a deposit in the Cobra Banker Checkbook.

Standard payroll reports can be produced reflecting:

- Payroll Balances
- Payroll Reimbursements
- Payroll Transaction Detail
- Inmate Payroll Transaction Detail
- Inmate Payroll Transaction Summary



Scheduled Payments

The Scheduled Payment (SP) module is an invaluable tool in administering mandated inmate financial obligations, such as court fees and restitution. Scheduled Payments allow the client to assign, collect, and disburse these obligations by inmate. Due to the manner in which SPs are collected and paid per inmate, Cobra Banker provides great flexibility when assigning, collecting, and disbursing these obligations.

Scheduled Payment features include:

- Setup – Allows the client to create and define functionality of up to 999 scheduled payments.
- Assign – Allows the client to assign a Scheduled Payment to an inmate’s account. When a SP is assigned to an inmate’s account, the SP settings (that were defined when the SP was created) will default but may be changed to fit the specific mandate of the inmate’s obligation.
- Maintenance – Allows the client to modify the SP settings for a SP that has been assigned to an inmate’s account.
- Write Off – Allows the outstanding SP balance for an inmate to be removed, if necessary.
- Disburse – Provides an easy means of paying out money collected from inmates for scheduled payments. The collection of SP often must be disbursed based on the guidelines outlined by the imposing authority. Because these guidelines are very often specific to the inmate, the SP Disburse feature has been designed with great flexibility. Disburse provides three “disburse by” options: “Scheduled Payment,” “Inmate” or “ALL” and two “disburse options:” “Generate individual checks for each item” and “Group items into one check where the Payee information is the same.” The disburse options selected will determine the number of disbursement checks that will be generated upon completion of the transactions.

Standard SP reports can be produced reflecting:

- Disbursements
- SP Balance Detail
- SP Balance Summary
- SP Check Transactions
- SP Transaction Detail
- Inmate SP Balance Detail
- Inmate SP Balance Summary
- Inmate SP Edit Log
- Inmate SP Setup
- Inmate SP Transaction Detail



Transfer

Transfer provides a facility with a quick and easy way to move money from one inmate's account to another inmate's account.

Transfer features include:

- Setup – Allows the client to determine whether or not the transfer “From” account's receivable debt will be considered when calculating the available amount to transfer. The client also decides whether or not receivable debt and scheduled payments will be collected from the transfer amount for the transfer “to” account.
- Transfer – Allows the client to move money from one inmate's commissary balance to another inmate's commissary balance.

Transfer transactions are reflected on the following standard inmate reports:

- Inmate Account Statement
- Inmate History Report
- Inmate Transaction Report

Commissary

When the Cobra Banker system has been setup in accordance with the client's policies and procedures, the Commissary features will manage commissary accordingly. Commissary not only manages the amount of money an inmate has available to spend, but it also ensures that inmates with restrictions and inventory items with restrictions and/or limits are handled properly.

To protect clients, the Cobra Banker software does not allow inmates to spend more than they have in their accounts, it prevents orders from being placed on closed or inactive accounts, and it provides a number of client-defined controls.

Commissary features include:

- Order – Allows commissary orders to be hand-keyed.
- Credit – Refunds money deducted from inmate's commissary balance for commissary orders or indigent packs.
- Indigent Packs – Provides a tool to allow clients to sell indigent packs to inmates. These kits are basically pre-packaged commissary orders provided to inmates by the facility. This feature is often used to provide inmates with essential items when they are booked into the facility, i.e. personal hygiene. However, PAKs can be sold at any time the facility determines necessary. The client determines:
 - Contents of the pack
 - Pack Limit
 - Pack Price
 - If the inmate is charged for the pack
 - If the inmate must have the pack price at the time it is sold
- Review Orders – Allows the client to view and reprint commissary orders, indigent pack orders, and credits previously processed on an inmate's account.



- Process Scanned Menus – This feature is used to process commissary and indigent pack orders that have been previously scanned through an optical scanner. This process reads the scan file and places the orders in Cobra Banker. Process scanned menus incorporate all system and commissary restrictions and controls.

Standard commissary reports can be produced reflecting:

- Commissary Transactions
- Consolidation Detail
- Consolidation History
- Daily Commissary Orders
- Item Purchases
- Orders and Credits
- Indigent Pack Purchases
- Scanner Errors
- Scanner Sales

Indigent Controls

Indigent Controls allows the client to define the criteria that an inmate must meet in order to be considered indigent. The client determines:

- A maximum commissary balance that determines indigent status
- The minimum number of days the maximum balance must be in effect to be considered indigent
- The minimum number of days that must lapse between an inmates indigent pack orders
- How inmates will be charged for indigent packs: charged, not charged, or only charged the commissary balance at the time of order, regardless of the packs price

Whether indigent packs orders will be placed and delivered with regular commissary orders or handled manually at the facility.

Commissary Restrictions and Controls

The Commissary module provides flexibility and control and allows the client to determine the functionality of the ordering process in relation to:

- Indigent Criteria
- Inventory Group Limits
- Inventory Item Limits
- Number of days between orders
- Scan Order Priority
- Spending Limit
- Unit Limit

Cobra Banker also provides many ordering restrictions to allow a client to dictate an inmate's ordering ability to meet County defined policies and procedures:

- Age Restriction
- Detention Restriction
- Freeze Restriction
- Gender Restriction
- Indigent Restrictions
- Location Restrictions
- Medical Restrictions
- Receivable Classifications
- Inmate Spending Restriction
- Status Restriction
- Item Restriction - There are several options available based on the facility's needs. Items can be assigned to a group that limits the number of units available to order in a time period.



Property

The Property module efficiently records and tracks an inmate's property. It allows the client to assign a specific property bag to an inmate's account and enter the property items confiscated from the inmate into the bag. If necessary, multiple property bags may be assigned to an inmate's account. Property items may be received from the inmate or from a third party. If received from a third party, the name and address of the source is required. Property items may also be released to the inmate or a third party. For convenience, Property is also available through the Intake and Release features.

Standard property reports can be produced reflecting:

- Bag Assignment/History
- Bag Contents
- Bag Listing
- Item Report
- Reprint Property Reports
- Inmate Property
- Void Property Releases

Report Exporter

The Report Exporter provides the client with a way to save data compiled through a Cobra Banker report to a file outside of the Cobra Banker system. This was a direct request from several of our clients who wanted the ability to take information from Cobra Banker and create their own reports.

On-Screen Documentation / Help

Comprehensive information and step-by-step instructions for all Cobra Banker features is available electronically within the system.

County Access to Cobra Banker

Cobra Banker is a Hosted Solution. Clients access the system via the Internet. The server is located in a secure facility with multiple back up servers in case of a catastrophic event.



Secure Deposits Overview

Secure Deposits provide family and friends quick, efficient, accessible options for sending funds to offenders and making payments for bond, bail, and other obligations. The agency has the flexibility to set different transaction limits and rules for each service offered to ensure adherence to facility procedures. Trinity accepts payments through credit and debit cards as well as cash. Deposits can be made via web, phone, mobile app, and lobby kiosk. Trinity utilizes multiple security measures to ensure the integrity of deposits.

Trinity is experienced in handling large volumes of trust fund deposits for the correctional market. Trinity's platform processes a variety of transactions including parole, probation, and court ordered payments. Probation and parole payment options are limitless and include supervision fees, program fees, drug screening, monitoring and restitution. Court ordered payments can be made for obligations such as fees, fines, child support, licensing records, and more. Secure Deposits for minimum and maximum deposit levels for a single transaction. Trinity can also set maximum individual deposit limits for a specific time period. These amounts and time periods are customizable to the requirements of the facility.

Online Deposits

In order to allow resident's family and friends to make deposits online, Trinity operates a secure website 24/7/365 – www.accesscorrections.com. Users have access to the following functions:

- **Recipient list** – Users may create a recipient list that will allow them to add as many residents as they choose. This list allows the users to efficiently add funds to an account.
- **View deposit history** – Users can view the history for every deposit made from the website
- **Edit account information** – Users are able to enter in current information such as address and telephone number that will be used to process all deposits
- **Add funds** – Users only need to provide their debit or credit card information to make a deposit
- **Remove detainee** – User can remove the selected detainee from their recipient list at any time

The screenshot shows a web dashboard titled "DASHBOARD" with a navigation menu on the left. The main content area displays a table of recipients with columns for Name, DOB, Agency, and Action buttons. The table lists several recipients with their names, dates of birth, and the agencies they are associated with.

Name	DOB	Agency	Action
AMICAN MARI (150432828)	1975-07-07	Orange Dept. of Corrections	View Details
ALEXANDER SMITH (1400297295)	1952-03-24	Calif. Of State Probation Office	View Details
ALJANIS PEREZ (1500185680)	1985-11-01	CA/DC State Probation Office	View Details
ANTHONY JOHN MORALES (15024822)	1952-03-26	Orange Dept. of Corrections	View Details
DUSTIN SMITH (1400010994)	1987-07-23	Providence County CA	View Details
RENEGA BARTON (1517220)	1916-03-03	Berkeley County Jail	View Details



Phone Deposits

Trinity offers a 24/7 toll free phone number for deposits using MasterCard or Visa debit or credit cards. Bilingual (English & Spanish) Customer Service Representatives (CSRs) collect account holder information to gain credit card approval. Trinity’s in-house CSRs provide support through a US based third party call center. All CSRs are trained to handle deposits, transaction history, complaints, and financial discrepancies. Trinity provides phone deposits and support 24/7. In addition to live CSRs, users can make deposits via Interactive Voice Response System (IVR) for a quick and easy deposit option. All call center employee candidates must successfully pass thorough background, credit, and drug testing before employment consideration. Trinity has two separate, independent call centers which operate daily as backup and disaster recovery. All calls are automatically routed to the other call center during technical difficulties to provide uninterrupted service.

DEPOSITS/PAYMENTS
PHONE

- **CONVENIENT:** Toll-free number
- **IVR Option**
- **BI-LINGUAL:** Spanish-speaking CSRs available 24/7.
- **FLEXIBLE:** Make payments using credit or debit cards.
- **SAFE:** All staff must pass background & credit check.
- **FAST:** Available real-time funds posting to probationer & parolee accounts.
- **PCI & AML COMPLIANT**

Customer Service
IVR or Live Agent Options
866.345.1884
Available 24/7/365

Mobile App

Trinity’s mobile app is available on both Android and iOS. Deposits and payments can be made directly through Trinity’s mobile app.

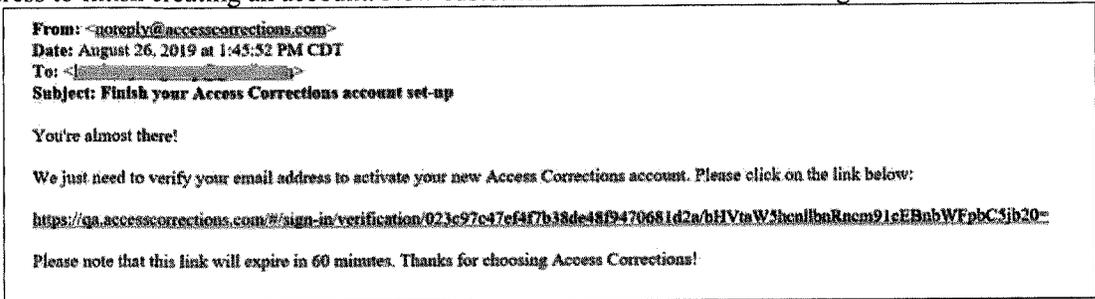


Security Measures

Secure Deposits uses an industry leading software platform to confirm account holder identities. User information is validated against public and private data to deliver a pass/fail real-time decision. Trinity restricts failed identities from using its services to meet state and federal regulations and prevent fraud. Trinity additionally employs an internal investigation team to monitor suspicious activity using software and databases to prevent fraud before transactions are completed. To detect and prevention fraud, Trinity utilizes the following verification methods.

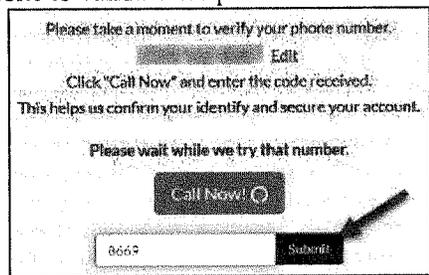
Email Verification

Email Verification ensures a valid email is used for customer accounts. Users must verify their email address to finish creating an account. New customers will receive the following verification email.



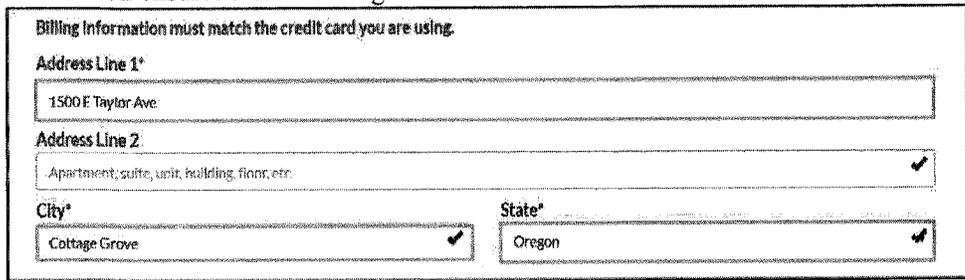
Phone Verification

Online customers are required to verify their profile phone number. Users will receive a call with a numeric code to enter on the website to validate the phone number.



Address Verification

Address Verification ensures a valid billing address.



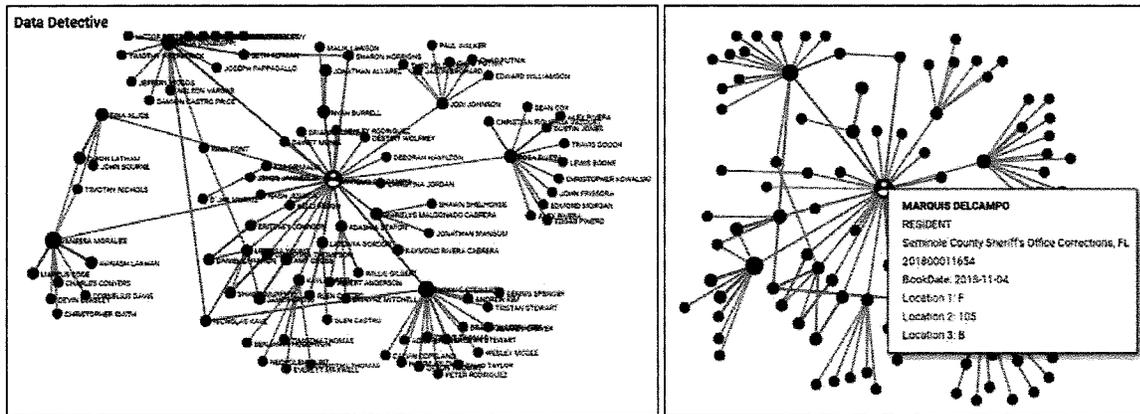
Agency Manager

Agency Manager is a web application used to reconcile banking transactions via reports. Agency Manager expands many standard report types, such as bank transfers, applied transactions, cash pickups, booking receipts, chargebacks, restrictions, recipient activity, depositor activity, and transaction history. Each report allows the customer to view specific report details based on the type of transaction information needed.

Data Detective

Data Detective is a data mining solution specifically designed for Trinity services and the investigative nature of the corrections market. Staff will be able to search varying degrees of separation to establish links from resident to resident or end user to end user. Facility staff can explore data using a dynamic visual map, which allows investigators to quickly find connections and patterns. Detailed sender information is provided to the facility. Data Detective is a web based program and viewable from a desktop computer. Data Detective will automatically be applied to all payment information.

The Facility will have access to reports 24/7 in real time via the facility website. These reports can be searched by date range and include all transaction information, including the depositor's address and IP address.



Intake Kiosk

The secure intake kiosk is designed to collect money from new residents in a secure fashion with minimal officer interaction. Cash can be fed directly into the kiosk and will automatically be counted. The intake kiosk reduces facility workload and the costs associated with the intake process while eliminating the possibility of human error. Deposits can be tracked for each shift and the intake kiosk is only accessible by authorized staff. Intake Kiosks can be configured to accept bail payments.

Trinity's kiosk automatically totals cash deposits during the intake process. The kiosk utilizes a bill and coin acceptor and can receive bulk deposits. The intake kiosk can hold up to 1000 bills and 2000 coins. A receipt is printed after all cash is processed.

Funds are locked in a hinged enclosure. Two unique keysets are provided: one for the enclosure and another for the bill cassette. This enables separate custody controls for intake and financial staff. Coins are emptied to a separate secure container. The empty coin box may be re-positioned on a guidepost provided on the base of the unit.

The intake kiosk is directly linked to Trinity's software and relies on a virtual cash drawer in the that cannot be manipulated. The drawer is closed every time the kiosk is emptied, and a new drawer is immediately opened for continual use. The unit is locked during regular operation. All deposits are automatically recorded on a separate computer in real-time.

Intake Kiosk Security Controls:

- Conduct automatic real time OFAC checks
- Detect and reject counterfeit currency
- Gather additional information for high dollar transactions
- Audit access to kiosk components and cash bins

Intake Kiosk benefits include:

- No more handling cash during intake
- No more manually inputting opening balances
- No more human error
- No more counting cash for initial deposits
- No more need to buy a separate cash box



INTAKE Kiosk Specifications

Enclosure

- Rugged 14-gauge metal
- Front door access so kiosk can be placed against the wall
- Cash access separated from computer and display area via different doors & locks
- Slide out components for easy access
- Four adjustable leveling feet

PC\Processor

- Dell 7090 Micro Computer, Intel® Core i5-8500T

Memory/Storage

- 8 GB RAM
- SATA SSD Drive 128 GB HD 2.5"

Network and Connectivity

- 10/100/1000 Ethernet
- Optional 802.11 Wi-Fi
- Multiple USB ports and COM port

Software

- Windows 10

Display

- 15" TFT active-matrix LCD XGA (1024 x 768)
- Vandal-proof capacitive touch screen

Security

- High security, extra tough locking system
- Cash box lock

Power

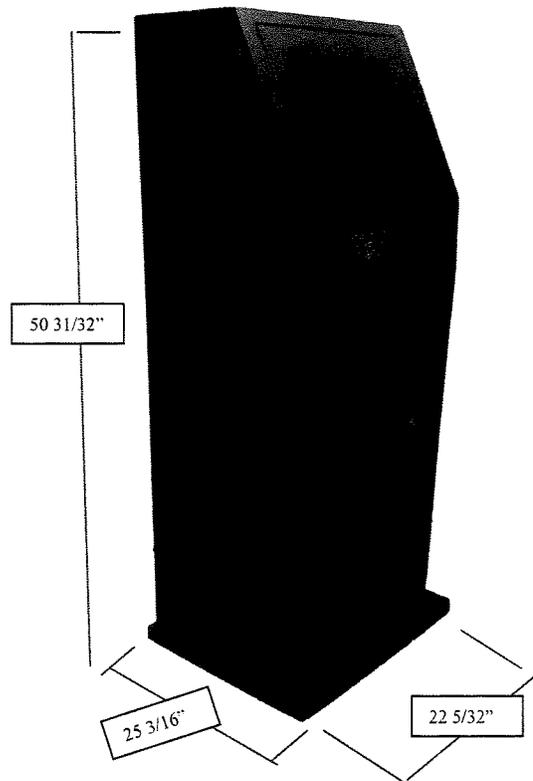
- Optional uninterruptible power supply
- 8-outlet network surge protector
- Heavy-duty 6 ft. cord

Hardware Accessories

- Bulk coin – Up to 20 coins at a time
- Bulk bill acceptor – Up to 2000 bills
- Video camera
- Dual speakers
- Thermal printers: 3", receipt printer
- Cisco Meraki Z3-HW

Optional Hardware Accessories

- Magnetic stripe credit card reader
- Driver license reader



Attachment B

Commissary Warehouse Safety and Security



BUILDING SECURITY GUIDELINES

Warehouse Security Overview

Warehouse Guidelines

- Lobby/Front Desk area attended at all times during normal hours of operation.
- Managers and Supervisors are on the floor of the warehouse, not behind a desk in an office.
- A Manager or higher authority shall be present at all times while employees or anyone else has access to the inside of inventory locations.
- All visitors must register at reception desk. While in the warehouse, visitors must be accompanied by an employee at all times.
- All service personnel must enter and exit the facility through the front door, register at the reception desk, and be accompanied by an employee while in the building.
- Trinity facilities utilize a security camera and recording system.
- The minimum areas to be monitored are order processing areas, shipping/receiving areas including dock doors, high security product areas, all entry and exit doors, and the front office door which employees use to enter and exit the facility.
- Security cameras will record all activity 24 hours a day, 7 days per week. All recorded activity will be kept on file for a period of at least 30 days.
- The recording system, including DVR/VCR's, monitors, and video tapes will be kept in a locked environment. Only management is able to see system capabilities other than the cameras.
- After hours recorded activity will be reviewed by the Warehouse Manager the following morning. Any suspected problems will be reported immediately to the VP/GM and investigated. The findings will be documented and sent to the VP/Operations at Corporate.
- All facilities will utilize a security alarm system linked to local law enforcement agency.
- All entry and exit doors will be locked at all times. Doors that remain unlocked for emergency exit purposes are equipped with an alarm that sounds when the door is opened and a tamper proof seal. Batteries will be changed when clocks are changed for day light savings time.
- All dock doors will remain closed and locked unless being used.
- All employees will enter and exit through one designated door, which is covered by a security camera. All other doors are locked or secured by alarm and seal.
- One outside door for shipping and receiving will be unlocked daily by the Warehouse manager for use by truck drivers. This door will have a wire cage around the entry area so drivers cannot access the rest of the building and have a "No Exit" sign on it. The wire cage will remain locked at all times so no person can enter or exit through it.
- Dumpsters and compactors utilize a locked lid or chute system to prohibit product retrieval.
- The Warehouse Manager or higher authority shall inspect the facility by walking the inside and outside of the entire building twice daily. One will be a random check during the day and the other will be immediately after employees have left for the day. Managers will check for security problems and broken lights and cameras.
- After-hours access to the facility shall be limited to the VP, Warehouse Manager, Assistant Manager, Business Manager, Sales staff, and Regional Manager. This includes access to keys and alarm codes.
- Lockers or other secure areas are provided for employees' personal belongings. No purses, bags, coats etc. are allowed in work areas.
- Cleaning staff are only allowed in the building during normal work hours. Alarm codes are changed quarterly when conducting inventory.



BUILDING SECURITY GUIDELINES

Security System Maintenance Procedures

As adhering to the specifications of the Best Business Practices Guide, all locations which carry inventory utilize a security camera and recording system. The general maintenance procedures for these systems are as follows:

- Security cameras are set to record all activity 24 hours a day, 7 days per week. Tapes record consistently for 96 straight hours before requiring change. All recorded activity is in real time, with no pauses, delays, or skips in the recorded footage.
- Each VCR is labeled by letter and tapes are labeled by VCR and tape number (i.e. A1, B2, etc.) for organization. This rotation will safeguard against recording over activity more recent than 30 days. Tapes are changed twice weekly on Mondays and Fridays at 8:00 a.m. and utilizes 9 tapes per VCR.
- Each VCR and monitor will display and record the activity of 4 cameras simultaneously. Each camera is assigned to a number which displays on the monitor during both live and recorded playback. The monitor will display the current date and time. If a camera is turned off or not recording, the monitor will display solid black in that quarter of the screen.
- Managers will view activity on the monitors periodically throughout the day to ensure all cameras are on and recording.
- Any and all suspicious activity and suspected problems will be reported immediately to the V.P. and investigated. Findings will be documented and sent to the Operations Manager at Corporate.
- Any discoveries of theft or breaches in security will be reported same day to the VPGM, VP/Controller, or Operations Manager at Corporate.

Personal Items

Personal items are never permitted in work areas. All employees must report immediately to their company provided locker to secure all personal items upon entering the warehouse. Items will remain in these lockers until the employee is excused to a break, lunch, or the end of the work shift. Access to the warehouse is restricted to the lunch and break rooms only during these times. Employees with personal items are never permitted in the working areas of our facilities, even during lunch and break periods. Employees must secure their personal items back into their locker after breaks. Any violation of this policy will result in disciplinary action, up to and including termination.

- Personal items are defined as any item not approved by management to be used in the normal course of performing daily job duties. Examples of personal items include, but are not limited to: Keys, combs, brushes, purses, pocketbooks, money, tobacco, lighters, matches, food, coats, and hats.
- Items approved to be for daily job duties will be provided to employees by Trinity. These items include uniforms, pens, markers, highlighters, tape, calculators, folders, paper, and clip boards.



BUILDING SECURITY GUIDELINES

Building Safety and Security Check List

In accordance with the "Building Security" section of the Best Business Practices Guide, the form as outlined below is to be completed daily to ensure compliance with building safety and security. Additionally, these daily completed forms are to be maintained on-site in a binder, which will be reviewed quarterly by the Operations Manager at Corporate. Any breaches and/or concerns should be documented in the comments section of the form and resolved to ensure building safety and security.

NAME: _____

DATE: _____

	INITIALS
Ensure all lights, both interior and exterior, are working properly. Any non-working lights should be noted and scheduled for repair within 7 days.	
Ensure all doors and windows are locked, armed, and sealed. The seal on each door should be checked to ensure the door has not been opened. Broken seals will be investigated immediately by reviewing the activity.	
Ensure the trap doors on the dumpster and compactor chutes are closed and locked.	
Ensure all electronic devices are turned off and, if necessary, unplugged. This includes items such as coffee makers, televisions, radios, heaters, fans, copy machines, etc.	
Ensure all forklifts are properly stored and recharged.	
Ensure all dropped trailers are secured and locked.	
Ensure all delivery vehicles are locked, secured, and parked in a lighted area, preferably behind a locked gate.	
Ensure all high security product is secured in the locked cage.	
Ensure all building, delivery vehicle, and high secure keys are secured and locked.	
Ensure all gates are secured and locked.	
Ensure the entire camera recording system is operating and secured in accordance with the Camera Recording Maintenance Check List.	
Ensure all fire extinguishers, eye wash kits, first aid kits, and other safety related equipment is working and in the correct location of the facility.	
As you walk around the inside and the outside of the entire facility, look for any potential safety and security issues or violations.	
Any and all breaks in security will be immediately reported to the highest-ranking V.P. of that region. The issue will be investigated immediately and reported to the Operations Manager at Corporate.	

Comments/Corrections:



BUILDING SECURITY GUIDELINES

Tool Control Policy

All tools will be approved by Management prior to admittance and acceptance into the warehouse. Approval by Management will be based primarily upon the specific purpose the tool will serve as it directly relates to the performance of daily operations.

Due to the security aspects of the correctional industry, tools are not allowed in highly secure areas such as order processing, taping, and boxing. Managers are the only personnel authorized to use tools in these areas on the rare occasions they are required. All order processing must cease in the area until the Manager has completed the task and removed the tool from the area. All approved tools will be secured and accounted for at all times by the Warehouse Manager.

Box knives are the most frequently utilized and dangerous tool used by Trinity. Box knives are attached to employees' wrist or belt loop via a cord or chain to ensure they are not lost. Trinity can provide a sample upon request. Box knives are not allowed to be detached from the employee who has checked the tool out. As with all tools, box knives are never allowed in highly secure areas and an employee with a box knife checked out may not process orders.

All facilities will utilize a daily logbook listing the tools approved and maintained at that facility. Each individual tool will be assigned a number which is labeled on the tool itself and listed in the corresponding Tool Master Log. Approved tools will be maintained on a pegboard which clearly displays each tool's assigned number and an outline of the actual tool. The pegboard will easily identify the exact tools by type and number when checked out. The tool number in the Tool Master Log will easily identify the employee a tool has been assigned to. The tools and Tool Master Log are maintained in a locked high security cage not accessible to employees outside of Management.

Each completed daily log will be maintained so that Management can review and determine what tools were checked out and returned in the past by employee and working day. This listing will also serve, at a minimum, the following functions:

1. Ensure only tools approved by Management are admitted and maintained at the facility. Tools not on the listing are not permitted into the facility.
2. Ensure all tools are accounted for at all times. Tools will be checked out by authorized employees on an as needed basis and checked back in upon completion of use.
3. Ensure all tools are utilized safely in accordance with their intended use and only in the authorized areas of the facility.

The Warehouse Manager will perform an audit to ensure all tools are accounted for and secured at the start of the work shift. Employees must check tools out from the Warehouse Manager, who will process records in the Tool Master Log. The Warehouse Manager will ensure that the employee is performing a duty requiring the requested tool. It is the responsibility of the employee checking out the tool to know the rules and policies pertaining to the tool, its safe and intended use, all areas the tool is not permitted in, and its return policy. Additionally, employees are not permitted to loan a tool to another employee. Once an employee checks a tool out, it is their responsibility to maintain complete possession until it is checked back in. Employees must check the tool back in with the Warehouse Manager for recording in the Tool Master Log after use. The Manager will examine the tool to ensure it has been returned in a safe and working order. Tools returned in a damaged condition will be discontinued and replaced to ensure safety.



BUILDING SECURITY GUIDELINES

The Warehouse Manager will ensure that all employees who have a tool checked out are still in possession of their tool prior to daily breaks. The Warehouse Manager will document the results of these three audits on the Tool Master Log. The Warehouse Manager will immediately contact the Operations Manager or higher authority if a tool is missing. Order processing will cease until the tool is located or the Warehouse Manager receives permission to proceed.

The Warehouse Manager will perform an audit to ensure all tools are returned and are accounted for at the end of the work shift. Upon completion of a successful audit, the Warehouse Manager will close the daily Tool Master Log. The Warehouse Manager will immediately contact the Operations Manager or higher authority if a tool is missing. Orders will not ship until the missing tool is located or the Warehouse Manager has received permission to release such orders.

Any violation of this policy, as well as lost tools, will result in disciplinary action, up to and including termination.

Vehicle Use Policies and Procedures

Safety is Trinity's highest priority when operating vehicles. Only employees who are proven to be knowledgeable, responsible, and capable are utilized. Employees generally work in the facility for a reasonable period of time before being allowed to drive. Training includes videos, seminars, and testing.

The Manager will be responsible for completing a pre-qualification checklist for each driver prior to being assigned driving duties. Drivers will be provided exact roundtrip routes and a pre- and post-vehicle inspection checklist. Routes include any and all necessary stops such as refueling, maintenance, weight stations, and food. Drivers are expected to follow the exact route without deviation; any stops not specifically listed are not permitted unless pre-approved by the Manager or higher authority. Drivers shall obey all posted speed limits and consider traffic and weather conditions and are not to utilize drive through areas. Seat belts will be utilized by all occupants anytime the vehicle is in motion.

Drivers should always use a ground guide when backing if personnel are readily available. When operating trucks equipped with lift gates, all personnel should stay clear of the lift gate while it is being operated. The operator of the lift gate shall ensure that it is safe to lower or raise the lift gate before proceeding. The lift gate should only be used to safely raise and lower product and should never be used as a working area to retrieve the contents of the vehicle, as this can result in the employee falling down from the lift gate. Instead, the employee will stand and work from inside the vehicle and push the contents of the vehicle onto the lift gate. When placing equipment which has casters or wheels on the lift gate (i.e. pallet jack, carts, etc.), the equipment must be made stationary and immobilized before using the lift gate to prevent the equipment and load from rolling off the lift gate.

Any load placed in trucks shall be secured to ensure that the load does not move around or shift. Warehouses have straps available for securing any load and the operator of the truck shall ensure that straps are available on a truck for picking up loads at other facilities.

Vehicles shall never be left unsecured while unattended. Additionally, while on a correctional facility compound, vehicle keys shall never be in the ignition unless the driver or other employee is actually sitting in the driver's seat.



BUILDING SECURITY GUIDELINES

Trinity will ensure that vehicles are maintained in a safe and working condition. Preventative maintenance for our vehicles is provided by Ryder. In the event of an accident, drivers will immediately contact their manager and follow the accident procedures provided in the Accident Kit provided for every vehicle. The manager will contact Corporate immediately upon notification from the driver. Local law enforcement will be called to file a report. A complete and thorough investigation will be conducted and reported. Drug tests will be performed following every accident. If no medical attention is necessary, the employee will be sent to a testing facility approved by the manager.

Drivers will not be sent back out on the road with a vehicle until a thorough investigation is completed. The results of some accidents could result in a job change and or disciplinary up to and including termination in the event that laws or company policies were violated.

Natural Disaster Back Up Plan

In the unlikely event that the distribution center is rendered as unusable:

- The safety of our employees comes first in all decisions.
- Employees are to follow local emergency guidelines and prioritize their own safety first.
- Employees are to power down electrical equipment and raise inventory above floor level as much as practical before they leave the workplace if applicable. Employees must leave the workplace when their shift is over or when directed to leave by their manager.
- Employees will contact their manager within 12 hours of the disaster ending if possible to confirm their safety and assess their needs. If an employee cannot be contacted within 12 hours, employees will try to contact unaccounted staff using an emergency phone list.
- Managers will keep the Vice President of Operations updated regularly concerning employee and facility status, at a minimum of once per hour for the first 12 hours and as needed after.
- The Vice President of Operations will assess the situation, inform the President C.O.O., and locate any special resources that may be required.
- On-site warehouses across the region carry at least a 2-week supply of inventory at all times.
- Bulk product can be shipped to facilities directly from any of Trinity's other distribution centers across the country.



BUILDING SECURITY GUIDELINES

On-site Employee Safety and Security Procedures

On-Site Employee Guidelines

Security and safety are the number one priority in a correctional environment. It is Trinity's responsibility to provide a safe and secure working environment for all employees; it is the responsibility of employees to perform all assigned duties in a safe and secure manner. If at any time an employee feels that they are in or have been exposed to a dangerous or unsafe situation, the employee must immediately notify their supervisor. Supervisors share a responsibility for the safety and security of their employees in a correctional environment. Supervisors should be mindful of any and all activity around their employees while performing their duties. Supervisors will address any threatening or unsafe situations or experiences reported without hesitation and will notify the next level of management, including the Regional Vice President and Facility.

If at any time, the employee feels that the supervisor did not satisfactorily resolve the threatening or unsafe situation or experience, the employee should contact the Regional Vice President.

The following guidelines must be followed by every employee:

- Employees will always maintain a positive and courteous attitude towards everyone, including correctional staff, administrative staff, and facility residents.
- Should a customer request a task which contradicts company policy, employees should maintain a courteous and helpful manner and contact their supervisor immediately.
- Employees will report for security clearance prior to entering or leaving correctional environments.
- Employees will familiarize themselves with the rules, regulations, policies, and procedures of the specific facility prior to working within the facility.
- In the event of an emergency evacuation, all personnel will follow the instructions of the facility staff in the immediate area of the facility.
- Employees will know how to react and where to go during immediate evacuations such as fires or riots. This will be necessary in times where facility staff is unable to provide safe passage.

It is imperative that all personnel are accounted for at all times while in the facility. Employees shall check in and out of the facility for security clearance, in compliance with the rules and regulations of the facility. Supervisors will work to have all personnel enter and leave a secured area at the same time. Wandering around or going to visit other areas of the facility is not permitted at any time.

Employees will only bring essential items to work. Pocketbooks and large bags will be secured in vehicles and not brought into the facility. Anything brought into the facility has the chance of being misplaced or stolen and is subject to search and potential seizure. Personal property should never be left unattended on desks, tables, or in vehicles. Employees maintain physical control over keys, letter openers, and any such other items at all times.

The following are generally the only items which may be allowed to be brought into the facility:

- Pen, pencil, and folder (unless available in the on-site office)
- Coat, jacket, sweater
- Keys (to be secured in a provided locker)
- Facility identification



BUILDING SECURITY GUIDELINES

Employees should exercise good judgment and common sense while in the facility; anything and everything could be considered a security issue. Employees who observe security violations are required to report incidents to a supervisor immediately. Employees will report immediately any known escape plan or observation of an attempted escape by a detainee.

Personnel who load, unload, or operate company trucks will ensure that trucks are secure at all times. If lift gates are being used, the truck must be running to power the lift gate. An employee must remain in the cab of the truck to maintain control of the vehicle; vehicles will never be left unattended for any reason while it is running. Additionally, keys should never be left in an unattended truck or vehicle. No employee shall operate equipment without proper training and certification (i.e. forklift, tug unit, etc.).

Employee-Detainee Relationship Policies

Employees will immediately report any facility residents they know personally. Only employees with no prior relation to facility residents will provide commissary services.

Employees will not fraternize with detainees or staff. All contact with detainees and staff must be related to the provision of commissary services. Furthermore, no Trinity employee is permitted to fraternize with any member of a detainee's family. No employee will visit any resident incarcerated in the correctional facility in which they work without prior approval from both the facility and Trinity. This includes detainee visitations while off company time. Employees may not use their facility identification as a means to enter the facility to visit a resident, even when the facility and Trinity have approved the visit.

Detainee Identification and Order Distribution

All facility residents will be positively identified prior to receiving their commissary order. Generally, facilities require residents to possess some type of identification such as a wristband or ID card. When identifying the detainee, the picture, name, and ID number will be checked and verified.

Once identification is complete, the detainee will receive their order and a copy of the two-ply order receipt. Employees will witness order examination by the resident. Facility residents will be required to sign receipts to acknowledge acceptance of their order. Trinity will document any problems requiring a credit or replacement on both copies of the receipt. Employees will retain a signed copy of the receipt. The delivery agent will inform the resident that sales are final, and that no additional reports may be made after signing to accept their order.

Contraband Policy

Employees who receive contraband from a resident must report the incident and provide the contraband to their supervisor immediately. Any violation of the facility's contraband policy faces potential penalties, up to and including a felony charge. Contraband may be defined in either of the following two ways:

1. Any item which is restricted from being brought into the facility, including items that are considered legal and illegal outside of the facility.
2. Any item passed to a detainee that they are not entitled to. This includes weapons, letters, phone numbers, personal information, and commissary which has not been properly paid for.



BUILDING SECURITY GUIDELINES

Key Management

Trinity will be responsible for pertinent keys to locked doors, cabinets, drawers, and areas inside of the facility. Keys will be secured and accounted for at all times. A locked master key box will be located in an outer commissary office. Only management, supervisors, and administrative staff will have access to the master key box. A key control log listing all keys contained in the box will be kept separately and secured by the supervisors. For security and accountability, all keys must be signed out. Daily key inventories will be conducted. Assigned keys will remain in secured possession at all times. Employees will never give keys to another employee without logging the new owner. Employees will never allow detainees to examine keys, even from a distance. Other policies include:

- Keys will never be placed in an open area such as a delivery cart or desk.
- Lost or stolen keys will be reported immediately to a manager or supervisor as well as the facility.
- Keys are not to be taken off facility grounds unless authorized by both the facility and Trinity.
- Key duplication requests will be made and approved of in writing by both the facility and Trinity.

Injury Policy

Any injuries will be immediately reported to a manager and the facility. Employees requiring medical attention will be taken to a local hospital. All employees will be knowledgeable of the facility's medical procedures and the location of the local hospital. At no time will any injured employee be left alone while proper medical care is being sought or when the employee is being taken to any first aid station or medical facility. Managers and all employees associated with an injury incident will create and submit a written report to the facility detailing all facts and times. Reports must be completed and submitted prior to the end of the day. All employees injured on the job will submit to a drug screening within 48 hours. Upon review from the manager, reports will be provided to the facility. Examples of incidents requiring reports include:

- Late trucks due to injured personnel
- Accidents of any kind
- Changes in the preset commissary schedule due to injury
- Serious interpersonal issues
- Security violations
- Incidents involving Trinity staff, facility staff, or residents

Detainee Grievances

Detainee grievances should be handled in compliance with the policies of the facility. Trinity will respond to all grievances within one business day. Grievances will be documented into a log prior to being researched and addressed. Actions necessary to resolve the grievance are documented within the response and log. The detainee and facility will be provided a copy of the resolved grievance in accordance with the rules and policies of the facility.

On-site Employee Standards and Regulations

Employees will practice good housekeeping and all areas used by Trinity will be kept clean and neat at all times. Cleanup of work areas should be performed by the close of each day. Trash will be emptied daily. A detailed listing of all daily housekeeping should be created and followed.

Any employee who is arrested for any reason will notify their supervisor within 24 hours. The employee's security pass may be suspended pending an internal investigation. Failure to comply with this policy may result in discipline up to and including termination.



IT Security Overview

Section 1: Overview

TKC Holdings and Trinity are committed to protecting its employees, customers, and corporate data from damaging acts that are intentional or unintentional. This document describes the fundamental security controls that are in place to help protect our data from being used in an unauthorized manner.

This document is broken down into 6 additional sections that describe the process or controls in place to reduce the risk of unauthorized use. The following is a list by section of what is covered:

- Section 1 – Overview
- Section 2 – Information Security Program Management
- Section 3 – Business Continuity
- Section 4 – Network
- Section 5 – Personal Security
- Section 6 – Security Assessment
- Section 7 – Security Monitoring and Response

Section 2: Information Security Program Management

Overview

Trinity's information security program is based on the NIST 800-53 standard. In our implementation of NIST 800-53, Trinity maintains a robust set of policy and procedures covering change management, access management, network security and back-up & recovery.

Trinity's Information Security Program employs a layered security approach, forming a defense in depth strategy to mitigate known or potential security risks. Major components of the program include Risk Assessment, Security Assessment, Security Awareness, Security Policies and Standards, Risk Mitigation and Reporting. A dedicated Information Security Team led by the Chief Information Security Officer are responsible for the management of the program. To ensure the prevention of unauthorized access to the environment supporting the services provided to our customers, we implement commercially accepted technologies and apply appropriate methods of security to ensure that the integrity and privacy of our customer's data is protected. Our security program is reviewed annually and adheres to industry standards and best practices that address the critical requirements of safeguarding information using a NIST based Information Security Management System.

Trinity is committed to protecting its employees, customers and company data from damaging acts that are intentional or unintentional. Effective information security is a team effort involving the participation and support of every employee or contractor who interacts with our data on our systems.

Protecting employee, customer and company data and the systems that collect, process, and maintain this information is a critical importance. Consequently, the security of systems include controls and safeguards to offset possible threats, as well as controls to ensure accountability, availability, integrity and confidentiality of data:

- Confidentiality – Confidentiality addresses preserving restrictions on information access and disclosure so that access is restricted to only authorized users and services.
- Integrity – Integrity addresses the concern that sensitive data has not been modified or deleted in an unauthorized and undetected manner.



- Availability – Availability addresses ensuring timely and reliable access to and use of information.

Scope

The scope of the Information Security Program and Requirement at Trinity encompasses Information Security Administration, Security Policy Management and Security Technology Infrastructure. Consistent monitoring to detect changes in the threat landscape allow us to be more proactive with changes to our environment and gives us the ability to act in a reasonable manner to address potential exposure to known or reported risks targeting our information systems.

- Information Security Administration includes:
 - Education and Awareness
 - Security Incident Response
 - Audit and Reporting
- Information Security Policies includes:
 - Information Security Program
 - Data Retention Guidelines
 - Network Security Standards
 - Patch Management Policy
 - Risk Management Plan
 - Facilities Access Policy
 - Security Incident Response Plan
 - Change Management
- Information Security Technology Infrastructure includes:
 - Access Controls
 - Encryption
 - Data & Host Security
 - Data Retention

Section 3: Business Continuity

3.1 Business Resilience

Trinity's cloud software platform maintains Highly Available (HA) and redundant systems across all the applications that support Secure Deposits. Data is also replicated to our fully tested, secondary data center located in Omaha, Nebraska.

Redundant systems/facilities include the following:

- TKC Holdings maintains a disaster recovery plan and protocol managed by our Information Security Office.
- Geographically dispersed Tier 3 Data Centers with the primary site in St. Louis, MO and the secondary site in Omaha, NE.
- Multiple call centers in St. Louis, MO; St. Charles, MO; Denison, TX and San Antonio, TX with redundant telecom infrastructure.
- PCI compliant credit card processing available in both datacenters.
- Redundant internet and network service providers.
- Component redundancy for all servers, storage, network infrastructure and load balancers in use inside of each datacenter.



3.2 Disaster Recovery

TKC Holdings maintains a comprehensive Disaster Recovery program to provide Information Technology staff with a documented and detail plan to enable a successful recovery of the IT Systems in the event of a cataclysmic event. The plan provides detailed procedures for handling a system outage to minimize the adverse impact to TKC Holdings and their operating business units. The primary data center is located in St. Louis, Missouri and a secondary data center in Omaha, Nebraska.

Section 4: Network and Data Center

4.1 Infrastructure

The Trniiity Cloud Software platform server environment is housed in a managed colocation data center that provides environmental, network and physical controls. The server environment is managed by internal technical staff and utilizes blade servers, standalone servers, storage area networks, and virtualization technologies. The environment is in a segmented network with multilayered security controls. The perimeter is protected by a next generation firewall with intrusion detection / preventions systems. The public facing websites are also protected by a web application firewall along with file integrity monitoring.

4.1 Database Security

The databases used by the Trinity’s cloud software platform are configured to restrict access to only those who have a business need. The database roles allows users to have access to only the data that is relevant and is needed to perform their job function. Sensitive customer data is encrypted at rest to protect from unauthorized disclosure.

4.2 Data Center

The systems are located in the primary Tier 3 data center located in St. Louis Missouri that utilizes Cisco carrier- class infrastructure and are protected with intelligent power and generator backups, biometrics and card access, redundant cooling and raised floors. The facilities have been designed to support high power consumption devices and utilize a network of multiple fiber runs from multiple carriers to allow for maximum capacity and redundancy.

Our data center has restricted access based on management approval and access is restricted 24/7 by security guards that require that the personal is on the approved list and they must show their government photo ID card before gaining access.

4.3 Physical and Environmental Protection

The physical environment and the related networks are protected with environmental suppression systems and are monitored via physical inspections and software monitoring tools. Physical security encompasses access to buildings, badge setup and approval processes, power management, monitoring of cameras and facility wide equipment.

Section 5: Personnel Security

5.1 Personnel Security

All new employees are required to have background checks and drug testing before they are hired. All new employees are required to review and acknowledge their receipt of employee and security policies.

5.2 Security Awareness Training

The TKC Holding Information Security Office conducts annual security awareness training that all staff with access to our computer systems must complete.



Section 6: Security Assessment

6.1 Security Assessments

TKC Holdings undergoes various third party and internal assessment each year and uses those assessments to continue to mature its overall security posture.

6.2 PCI Assessment

TKC Holdings undergoes a Level 1 PCI assessment annually by an independent third-party qualified security assessor (QSA). The annual Attestation of Compliance (AOC) is available upon request.

6.3 SOC 2 Audit

Trinity's Secure Deposits undergoes an annual third party SOC 2 assessment by an independent third party. The annual SOC 2 report is available upon request.

6.4 Money Transmitter License

Trinity is a licensed or exempt Money Transmitter in all 50 states plus the District of Columbia and Puerto Rico. Trinity undergoes multiple audits from state agencies.

6.5 IT General Controls

Trinity undergoes a periodic IT General Controls audit conducted by an independent assessor. The scope of the audit covers IT Governance, Logical access, Change management, Physical security to the data center, Backup and recovery, network operations and IT operations.

6.6 Risk Assessments

Trinity's Information Security Office conducts several risk assessments each year and uses the results to maintain and update the overall Information Security Program.

6.7 Vulnerability Scans

TKC Holdings conducts weekly vulnerability scans to detect any possible vulnerabilities on their systems. Any discovered vulnerability will be identified and be remediated based on risk level.

Section 7: Security Monitoring and Response

7.1 Security Monitoring

TKC Holdings utilizes a third-party Managed Security Service Provider (MSSP) to monitor critical systems and data 24x7x365. The MSSP monitors the environment for any anomalies or vulnerabilities that may come up. Alerts are escalated to appropriate personnel if any possible threats are identified.

7.2 Incident Response

TKC Holdings maintains a Security Incident Response Plan that outlines the process for handling any security event that is detected.



Attachment C

Commissary Enhancements



EXPRESS KART

Commissary on wheels!



Now you can bring food and personal care items to the inmates—they shop in real time and get immediate enjoyment, and your sales increase. The fully portable, stainless steel Express Kart holds a large variety of products and is easy to maneuver. Implementing the Express Kart program is quick and simple, and we'll customize it to meet your facility's unique needs. You'll get many benefits:

- Inmates will see first-hand what's available and purchase items they can enjoy immediately.
- You'll see increased revenue from impulse purchases.
- Express Kart operations that have a wired or wireless network established with KCN hardware will debit inmate accounts in real-time.
- Inmates receive a receipt for each transaction.
- The program helps reduce grievances and eliminate credits/returns.

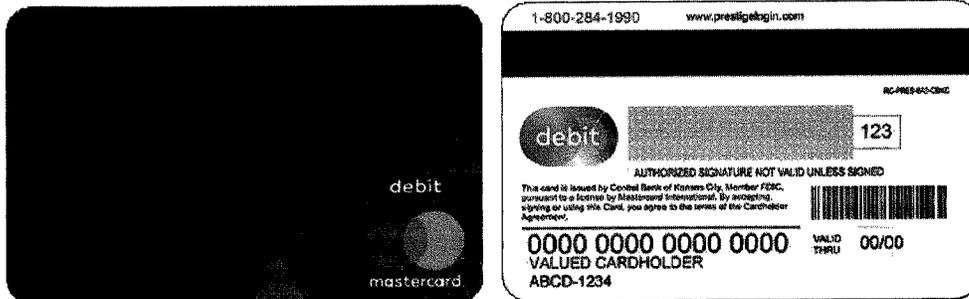
For more information, contact us at 800.864.5986.



Numi Release

Over the past decade, correctional facilities have experienced a tremendous increase in detainee trust fund expenses and have replaced cash and checks with debit card programs to streamline and reduce costs. Debit release cards are a cost-effective alternative to issuing traditional checks.

- Reduces exposure to fraud and lost checks.
- Eliminates uncashed checks.
- Easy to use. Simplifies Bank Account Reconciliation
- Eliminates checks and cash handling.



All hardware needed to provide this service will be provided by Trinity in partnership with Numi at no cost to the facility. Users will simply scan the barcode reader in the card carrier envelope window to load and activate the resident's debit card without access to the unique card number. Numi release cards can be used everywhere Debit Mastercard is accepted. The cards are additionally reloadable and can be further upgraded to provide features such as direct deposit. Numi currently supports over 500,000 individuals on a daily basis and is installed in over 800 facilities. Over 6 million cards have been issued and over \$1,000,000,000 in funds have been dispersed using Numi.

Numi Release Debit Card Benefits

- No pre-funding.
- Streamlined funds flow.
- Live 24/7/365 Cardholder Support.
- Simplified free escheatment reporting.
- No monthly or inactivity fees.
- CFPB tested.
- Fully encrypted and tokenized.
- PCI compliant.
- Active Fraud Monitoring.



Resident Development

Trinity will provide employment opportunities to released residents certified in this partnership at any of Trinity's nationwide US warehouses. All Trinity warehouses are operated by Trinity, not another correctional entity. No other vendor can provide the ability for released individuals to work in a warehouse at this many locations and this close in proximity.

Each offender will be trained and certified prior to beginning their role. All completed certifications will be tracked by offender name so that reporting can be completed by offender or types of training completed. Recertification for all training will be updated twice a year.

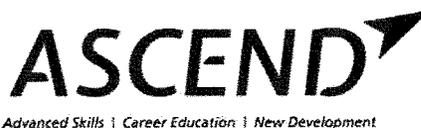
Trinity's training will include an in-depth course on internal warehousing manuals, policies, and procedures. These will provide each worker knowledge of the operation of a warehouse and the safety and security inside. Each resident will be cross trained to ensure they learn several warehousing skills during employment and are ready for future warehouse employment once released, including with Trinity.

ASCEND is Trinity's innovative vocational, leadership, and managerial training program designed to prepare participants for post-incarceration employment and ultimately reduce recidivism. Trinity's universal approach provides end-to-end vocational and education training and ongoing practical support when rejoining society to obtain gainful employment from entry-level to management opportunities.

ASCEND allows participants a **Chance2Change (C2C)**. Users can develop real-world, in-demand skills to build new lives when they rejoin society.

Trinity's common-sense approach is divided into five areas:

1. **Fundamental Excellence**
2. **Operational Excellence**
3. **Leadership Excellence**
4. **Applied Excellence**
5. **ASCEND's Online Resources**



The ASCEND program exposes participants to real-world work routines and norms while also incentivizing good behavior and fostering self-esteem. To qualify for and remain in the program, participants must demonstrate a willingness to follow rules and instructions, take responsibility for themselves, and successfully perform their work.

50% of Trinity residents will return to the system within three years and 75% will return within five years. Trinity is committed to helping reduce a person's relapse into criminal behavior by increasing earning potential in the retail, warehouse, and hospitality industries while incarcerated. ASCEND offers various educational and vocational opportunities for those in Trinity's care.

