



Food Service Manual

Effective Date August 1, 2017	Chapter 7
Amended	Operating Level Food Service Department
Supersedes FSM, Chapter 7 (8/1/14)	
ACA Standards 4-4314, 4-4323; 2-CO-4C-01	
Office of Primary Responsibility Director of Food Services	

Subject PURCHASING	
Incarcerated Offender Access Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Public Access Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Attachments Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

I. PURPOSE

This chapter of the Food Service Manual provides protocols for the purchase of food, supplies, and equipment for Department of Corrections Food Service operations.

II. COMPLIANCE

The Food Service Manual is issued with the intent to pull together information from a variety of sources such as directives, operating procedures, regulations, and other mandatory requirements and applies to all Food Service activities in facilities operated by the Department of Corrections (DOC). Contract Food Service vendors shall follow all provisions of the Food Service Manual within the specifications of their contract. This manual shall not change requirements contained in any approved directive or operating procedure, but does contain specific operational details not included in other documents. Practices and procedures shall comply with applicable State and Federal laws and regulations, ACA standards, Board of Corrections policies, and DOC directives and operating procedures.

III. DEFINITIONS

DOC Dairy - Dairy production and processing plants operated by Department of Corrections Agribusiness to supply dairy products

DOC Farmers Market - A distribution center operated by Department of Corrections Agribusiness to supply fresh produce, eggs, and frozen vegetables

DOC Meat Plants - Meat processing plants operated by Department of Corrections Agribusiness to supply beef, pork, poultry, and fish products

eVA - The Commonwealth of Virginia's automated procurement system

Food Operations Director /Manager - A general term to refer to the highest ranking food service person in a facility - Food Operations Director or Food Operations Manager Senior

Perishable Products - Any food item of limited freshness i.e. fresh fruit, produce, raw eggs or vegetables used in the food service operations

Spot Buys - "One-time" purchases of food items not generally on the Master Menu purchased to provide variety and help control food costs.

TMS (Total Maintenance System) - A web-based software system that provides a computerized system for managing materials and supplies inventories and a maintenance management system to schedule, track, and report maintenance work performed on DOC owned facilities, equipment, and vehicles

Virginia Distribution Center (VDC) - A warehouse operated by the Virginia Division of Purchases and Supply to supply goods to state agencies

IV. PROCEDURE

A. Sources of Food Service Goods

1. The following sources have been established for purchase of food services goods including food, food supplies, and cleaning supplies at wholesale and other favorable prices and conditions. (4-4314)
 - a. DOC Agribusiness

- i. DOC Dairies
 - ii. DOC Farmers Market
 - iii. DOC Meat Plants
 - iv. DOC Facility Farms and Greenhouses
 - b. Virginia Distribution Center (VDC)
 - c. USDA Food Distribution Program
 - d. Contract Vendors
 - e. Spot Buys
2. All food service goods (except perishables) are purchased through eVA, with the approval of the Director of Food Services or designee (generally Food Service Field Directors). All purchases shall be processed in accordance with Operating Procedure 260.1, *Procurement of Goods and Services*, and purchasing regulations established by Division of Purchases and Supply.
 3. Purchases of food service goods shall be based on the following factors:
 - a. Estimation of food and food supply requirements based on the Master Menu and history of meals served (see Food Service Manual, Chapter 3, *Menu Planning*).
 - b. Current inventory - inventories are not to exceed a 40 day supply
 - c. Estimation of food to be supplied by facility farm and greenhouse
 - d. Spot Buy allocations from the Director of Food Services
- B. Facility Ordering and Purchasing Procedures (2-CO-4C-01)**
1. The facility Food Operations Director/Manager or designee shall take a physical count of inventory on hand in accordance with Food Service Manual, Chapter 10, *Inventory Control*, prior to placing the order.
 2. Food Operations Director/Managers will send food and food supplies orders, with the exception of perishables, to the Director of Food Services or designee, via eVA, who will forward them to the Virginia Distribution Center in accordance with established procedures. Amendments made to the order will be communicated to the facilities. Food and food supply orders should be forwarded separately from other facility orders.
 3. Contracts for Field Unit purchases are available via the Virginia Division of Purchases and Supply website. Contracts for Major Institution purchases should be maintained by that facility's Business Manager and Purchasing Officer.
 4. Documentation of competitive bid requirements should be maintained at any receiving facility.
 5. In times of revenue constraints, the Director may implement mandatory temporary purchasing procedures.
 6. Only the following sources of purchased foods, supplies, and/or equipment may be used:
 - a. DOC Agribusiness Operations - If an item is stocked by DOC Agribusiness Operations, it must be procured from this source.
 - i. The DOC Meat Plants and the DOC Farmers Market periodically distribute price lists showing items available for order
 - ii. The DOC Dairy delivers based on standing orders for each facility; the facility must submit changes to the standing order 72 hours in advance.
 - b. Division of Purchase and Supply, Virginia Distribution Center (VDC)
 - i. If an item is stocked by VDC, and not available from DOC Agribusiness, it must be procured from VDC.
 - ii. If VDC does not ship a particular item ordered with any food or food supply order, this item may then be ordered from another source once it is determined by the Director of Food Services/ designee that there is an immediate need for the item.

iii. All procurement procedures will be followed.

c. Items on State Contract

- i. Where possible, contracts are established by the Division of Purchases and Supply to obtain more favorable prices through volume purchasing and to simplify and shorten the purchasing process.
- ii. The use of these contracts is mandatory for the purchase of items available through contract, with the exception of VDC and Agribusiness.

d. Purchasing from Outside Vendors

No special food products will be purchased for the menus from outside vendors, unless approved by the Director of Food Services or designee.

C. Control of Purchases

1. Receiving and Inspection

- a. The facility is responsible for receiving and inspecting all orders at the time of delivery and before accepting the goods.
- b. Inspection should involve a close examination of all commodities delivered to determine that:
 - i. Quantity is accurate
 - ii. Quality is acceptable
 - iii. Packaging and labeling is acceptable and accurate
 - iv. Delivery is in accordance with terms of purchase orders
 - v. No damage has occurred
- c. Staff other than the person who initiated the purchase order must receive and sign for all shipments.
- d. Produce received from Agribusiness is not to be returned. The DOC Farmers Market should be contacted for any discrepancies.
- e. The Commonwealth of Virginia has no statute requiring for food products that have been grown or produced within the system to be inspected and approved by any government agency. (4-4323)

2. Exceptions Found in Shipments

- a. The facility should note all apparent shipping damages on the freight bill and notify the vendor. Discovery of concealed damage must be reported by the receiving unit to the carrier and the vendor within seven days of receipt.
- b. The facility should arrange with the vendor for either replacement or credit for damaged items.

3. Over-shipments

- a. A facility is not obligated to accept goods in excess of those specified on the purchase order.
- b. The facility may refuse to receive the excess goods at delivery.
- c. The facility may temporarily receive the excess goods and notify the vendor that the over-shipment will not be accepted and that unless the over shipment is picked up by the vendor, it will be returned at the vendor's expense.
- d. If the Food Operations Director/Manager wishes to accept the over-shipment, they must submit a *Request for Change of Purchase Order*, accompanied by an explanation, to the Purchasing Officer.
- e. Over-shipment cannot be received for any amount greater than \$200.00 or 5% of the purchase order unless the agency purchasing officer is notified, and a purchase order is issued to reflect the overage.

4. Complaints

- a. The Food Operations Director/Manager, in conjunction with the agency purchasing officer, should attempt to resolve any vendor delivery or supply problems.
- b. If problems cannot be resolved, the agency purchasing officer should report the problem to the Division of Purchases and Supply by phone, followed by a [Procurement Complaint Form](#) FSM_F3.

D. Purchase of Equipment

1. When a Food Operations Director/Manager identifies the need for equipment, they should:
 - a. Contact the Director of Food Services/designee to determine if the equipment is available from any other correctional facility.
 - b. If the equipment is not available from within the correctional system, the Food Operations Director/Manager should complete the [Food Service Equipment Justification/Approval](#) FSM_F4 and may attempt to obtain State or Federal Surplus Property, if funds are available in the facility's budget and the Facility Unit Head grants approval for the purchase.
 - c. The Food Operations Director/Manager should complete and submit the [Institutional Equipment Request Power Verification](#) FSM_F5 with each request to obtain equipment.
2. Obtaining State or Federal Surplus Equipment
 - a. For State Surplus equipment, the Food Operations Director/ Manager should contact the Division of Purchases and Supply, State Surplus Equipment Office, to determine the location of the needed equipment.
 - b. The Food Operations Director/Manager should notify the agency Purchasing Officer who should submit a Purchase Requisition to the Division of Purchases and Supply and arrange to comply with the requirements of the Fixed Asset Accounting and Control System (FAACS).
 - c. For Federal Surplus equipment, the Food Operations Director/ Manager should contact the Director of Food Services/designee who will contact the Division of Purchases and Supply, Federal Surplus Property, to determine the availability of the equipment.
 - d. The Food Operations Director/ Manager should arrange for pick-up of the equipment.
 - e. Facilities should contact the DOC surplus property officer in Central Office for assistance in acquiring surplus equipment.
3. Contracted Food Service Equipment - The Director of Food Services, Virginia Department of Corrections must approve any equipment in a privately contracted Food Service operation in a DOC facility that is deemed unusable or is to be replaced.
4. Purchase of Equipment from Outside Vendors - Before equipment can be purchased from an outside vendor, the following steps should be completed:
 - a. Confirm that adequate equipment is not available from within the DOC
 - b. Confirm that adequate equipment is not available from State or Federal Surplus
 - c. Obtain written approval from the Director of Food Services for the purchase of this equipment
5. For each piece of Food Service equipment, regardless of the acquisition source:
 - a. Applicable equipment should be maintained and tracked in accordance with the TMS system (see Operating Procedure 301.3, *Preventative and Corrective Maintenance*)
 - b. The Food Operations Director/ Manager should maintain inventory and other records, as required by the Division of Purchases and Supply and FAACS.

E. Sale or Disposal of Equipment

1. No Food Service equipment will be disposed of without the prior approval of the Director of Food Services.
2. If an item is no longer usable or needed, the Food Operations Director/ Manager will notify the Regional Food Director prior to sale or disposal.
 - a. If an item is usable but no longer of use to the facility, the Regional Food Director should be notified prior to surplus, so that it may be considered for transfer to another facility.
 - b. At a Major Institution, if the equipment can be sold, the facility's designated inventory control employee will take appropriate steps to notify the Division of Purchases and Supply and provide appropriate FAACS input. At a Field Unit, the appropriate FAACS input will be forwarded to the

Regional Office who will contact the Division of Purchase and Supply. The disposal of any State or Federal Surplus property should be in accordance with Operating Procedure 260.2, *Surplus Property*.

- c. If an item is no longer usable and is of no salable value and is on FAACS, the item will be disposed of by following the above procedures noting the condition of the item. Only with permission of the Division of Purchase and Supply, Surplus Property, may the item be discarded.

F. Ethical Conduct

1. Food Service personnel are not to participate directly or indirectly in a purchase when such participation would place them in violation of Virginia Public Procurement Act (COV §2.2-4300 et seq.).
2. Employees must not use to their own financial advantage information gained by virtue of their responsibilities or disclose it to any other person not entitled to that information.
3. Food Service employees should not accept any gift, gratuity, favor, or advantage from any vendor.
 - a. Gifts, gratuities, favors, or advantages include, but are not limited to money, credits, discounts, seasonal or special occasion presents, edibles, drinks, appliances and furnishings, clothing, loans of goods or money, tickets, transportation, vacations, travel or hotel expenses and various forms of entertainment.
 - b. Employees are expected to report, to the Director of Food Services, any vendor who persists in such offers after an explanation of this procedure.

V. REFERENCES

Food Service Manual, Chapter 3, *Menu Planning*

Food Service Manual, Chapter 10, *Inventory Control*

Operating Procedure 260.1, *Procurement of Goods and Services*

Operating Procedure 260.2, *Surplus Property*

Operating Procedure 301.3, *Preventative and Corrective Maintenance*

VI. FORM CITATIONS

[Procurement Complaint Form](#) FSM_F3

[Food Service Equipment Justification/Approval](#) FSM_F4

[Institutional Equipment Request Power Verification](#) FSM_F5

VII. REVIEW DATE

The Director of Food Services shall ensure that each Chapter of the Food Service Manual is reviewed annually and revised as necessary.

Signature Copy on File

Mark E. Engelke, Director of Food Services

5/11/17

Date