

# Denver Correctional Facilities Food Service Contract

April 5<sup>th</sup>, 2023

Scott Happ, *Major*  
Denver Sheriff Department  
Department of Public Safety



# Request

23-0353: Approves a contract with Trinity Services Group, Inc. for \$25,000,000 and through 12-31-2026 to provide quality food services to Denver jail facilities, citywide (SAFTY-202366487).

# Food Services Overview

## Facilities Served:

- ❖ Denver Detention Center
- ❖ Denver County Jail
- ❖ Community Corrections Impact Center

## Daily Meal Preparation Includes:

- ❖ Breakfast, lunch, and dinner: approx. 1,700
- ❖ Special Diets: approx. 200
- ❖ Staff: approx. 400

## Hybrid Staffing System:

- ❖ Approx. 85% Contract Staff
- ❖ Approx. 15% DSD Staff (staff phased out as they leave the agency)

# Nutrition & Dietary Needs

## Nutritional Requirements:

- ❖ Meals served to those in custody meet dietary guidelines developed by the U.S. Dept of Health and Human Services, in conjunction with the USDA
- ❖ Meals meet target caloric requirements
- ❖ Vendor assigned dietitians address any dietary needs, ensuring all meals meet dietary requirements (e.g. vegan, low sodium, kosher, etc.)

# Quality Control

## Inspections:

- ❖ Daily inspections are conducted by the vendor's kitchen manager at the beginning of each shift. This is to ensure food equipment is working properly and to identify any potential hazards.
- ❖ The vendor's food director is required to complete a weekly inspection.
- ❖ Hazard Analysis Critical Control Points (HACCP) and food safety plans are in place to monitor biological, chemical, and physical hazards from raw material production, and monitor the procurement, handling, manufacturing, distribution, and consumption of the finish product.

# DSD Oversight of Food Services

## DSD Oversight:

- ❖ DSD Food Services is overseen by Major Kelly Bruning, Facility Administrator of the Denver County Jail.
- ❖ Day-to-day food service operations are overseen by a DSD supervisor, who acts as the DSD kitchen manager and liaison with the vendor.
- ❖ DSD convenes regular meetings with the vendor to address issues and improve operational efficiency.
- ❖ Scheduled and unscheduled inspections take place by Denver Department of Public Health & Environment (Denver Food Establishment Regulations & Hazard Analysis Critical Control Point Plan).

# DSD Oversight of Food Services

## Required Standards:

- ❖ American Correctional Association (ACA)
- ❖ National Commission on Corrections Health Care (NCCCHC)
- ❖ Verified by independent auditors

## Complaints/Issues:

- ❖ Individuals in DSD custody can file a grievance related to any aspect of food service. Exigent issues are immediately addressed; for routine grievances, the vendor contractually must address the issue within 30 business days.
- ❖ Staff dining area concerns are reported up the chain of command.

# Challenges

## Staffing

- ❖ Sustainable staffing
- ❖ Emergency staffing
- ❖ High turnover of entry level, supervision and management staff

## Food Quality

- ❖ Non-adherence to approved menus
- ❖ Portion size versus calorie count
- ❖ Unappetizing food selections

## Operations

- ❖ Failure to address DSD concerns
- ❖ Lack of consistency with vendor's senior leadership
- ❖ Undertrained vendor staff



# Request for Proposal (RFP) Process

## Vendor Pool:

- ❖ 175 vendors were invited to bid and 2 submitted bids

## Assessment Panel:

- ❖ DSD line level and executive staff participated in the assessment panel

## Vendor Assessment:

- ❖ Review scope of work responses
- ❖ Interviews
- ❖ Food samples
- ❖ Panel award meeting
- ❖ Winning vendor selected
- ❖ Contract negotiation begin

# New Contract – Trinity Services Group

## Staffing:

- ❖ Strategic staffing plan to hire well qualified applicants
- ❖ Formalized emergency staffing plan
- ❖ Programs to provide employee engagement and retention

## Food Quality:

- ❖ Adherence to approved menus with few exceptions
- ❖ Meals will meet the daily requirements specified by DSD
- ❖ Recipes utilizing quality foods that meet nutritional requirements

## Operations:

- ❖ Multifaceted ongoing team member training
- ❖ Regularly scheduled meetings and onsite inspection by Trinity leaders
- ❖ Regional warehouse for serving multiple facilities & jurisdictions

# Sample Menu

Trinity Services Group

CITY OF DENVER 2022 CHH

Regular

Week 1

Friday		Saturday		Sunday		Monday		Tuesday		Wednesday		Thursday	
Breakfast													
Cold Cereal	1 Cup	Cold Cereal	1 Cup	Cold Cereal	1 Cup	Cold Cereal	1 Cup	Cold Cereal	1 Cup	Cold Cereal	1 Cup	Cold Cereal	1 Cup
Peanut Butter	1 Each	Poultry Bologna	1 WZ	Peanut Butter	1 Each	Turkey Ham	1 WZ	Peanut Butter	1 Each	Poultry Bologna	1 WZ	Peanut Butter	1 Each
Biscuit	1/48 Cut	Coffee Cake	1/48 Cut	Biscuit	1/48 Cut	Blueberry Muffin	1/48 Cut	Biscuit	1/48 Cut	Coffee Cake	1/48 Cut	Biscuit	1/48 Cut
Fruit	1 Each	Fruit	1 Each	Fruit	1 Each	Fruit	1 Each	Fruit	1 Each	Fruit	1 Each	Fruit	1 Each
1% Milk	1 Each	1% Milk	1 Each	1% Milk	1 Each	1% Milk	1 Each	1% Milk	1 Each	1% Milk	1 Each	1% Milk	1 Each
Lunch													
BBQ Turkey	3/4 Cup	Picadillo	1 1/2 Cups	Chili Mac	1 1/2 Cup	Tetrazzini	1 1/2 Cup	Frankfurter	2 Each	Macaroni & Cheese w/T Ham	1 1/2 Cup	Turkey & Rice	1 1/2 Cup
Potato Salad	1 Cup	Peas & Carrots Seasoned	1/2 Cup	Seasoned Corn	1/2 Cup	Peas	1/2 Cup	Bread	2 Slice	Carrots	1/2 Cup	Broccoli	1/2 Cup
Broccoli	1/2 Cup	Biscuit	1/48 Cut	Cornbread	1/48 Cut	Biscuit	1/48 Cut	Mustard PC	2 Each	Cornbread	1/48 Cut	Biscuit	1/48 Cut
Cornbread	1/48 Cut	Sugar Cookie	1/48 Cut	Pudding	1/2 Cup	Glazed Cake	1/48 Cut	Beans Pinto Seasoned	1 Cup	Sugar Cookie	1/48 Cut	Glazed Cake	1/48 Cut
Pudding	1/2 Cup	PC Beverage	1 Each	PC Beverage	1 Each	PC Beverage	1 Each	Potato Salad	1 Cup	PC Beverage	1 Each	PC Beverage	1 Each
PC Beverage	1 Each							Pudding	1/2 Cup				
								PC Beverage	1 Each				
Dinner													
Salisbury Patty	1 Each	Stroganoff	1 1/2 Cup	Chicken Patty	1 Each	Country Stew	1 1/2 Cup	Spaghetti w/ Meat Sauce	1 1/2 Cup	Chili	1 1/4 Cup	Taco Mix	3/4 Cup
Gravy Brown	2 FZ	Green Beans	1/2 Cup	Gravy Brown	2 FZ	Mixed Vegetables	1/2 Cup	Carrots	1/2 Cup	Rice	1 Cup	Spanish Rice	1 Cup
Potatoes Mashed Seasoned	1 Cup	Biscuit	1/48 Cut	Potatoes Mashed Seasoned	1 Cup	Cornbread	1/48 Cut	Biscuit	1/48 Cut	Green Beans	1/2 Cup	Beans Pinto Seasoned	1/2 Cup
Green Beans	1/2 Cup	Glazed Cake	1/48 Cut	Mixed Vegetables	1/2 Cup	Glazed Cake	1/48 Cut	Sugar Cookie	1/48 Cut	Cornbread	1/48 Cut	Corn Tortilla	2 Each
Biscuit	1/48 Cut	Beverage PC	1 Each	Biscuit	1/48 Cut	Beverage PC	1 Each	Beverage PC	1 Each	Pudding	1/2 Cup	Shredded Cheese	1/2 WZ
Glazed Cake	1/48 Cut			Sugar Cookie	1/48 Cut					Beverage PC	1 Each	Salsa	1 FZ
Beverage PC	1 Each			Beverage PC	1 Each							Glazed Cake	1/48 Cut
												Beverage PC	1 Each

# Training & Education Programs

## ASCEND\* Culinary Art Program:

- ❖ Vendor will provide innovative food service vocational programming designed to prepare participants for post-incarceration employment and to reduce recidivism
- ❖ Can be offered to both male and females in custody
- ❖ Focused on responsible behavior, cultivating confidence, teaching in-demand skills, and preparing those in custody to succeed in the food service and hospitality industry

*\*Advanced Skills, Career Education, New Development (ASCEND)*



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# Questions?