


Idaho Department of Correction 	Standard Operating Procedure	Title: Commissary		Page: 1 of 5
		Control Number: 406.02.01.001	Version: 3.0	Adopted: 03-15-1999

Jeff Zmuda, chief of prisons, approved this document on 09/13/2016.

Open to the public: Yes

SCOPE

This SOP applies to all IDOC facilities that allow inmate commissary services and to all commissary contractors.

Revision Summary
Revision date (09/13/2016) version 3.0: Significant update to the SOP, including electronic commissary purchases with kiosks.

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BOARD OF CORRECTION IDAPA RULE NUMBER

None

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POLICY CONTROL NUMBER 406

Commissary Privileges and Services

PURPOSE

The purpose of this standard operating procedure (SOP) is to establish uniform financial accounting procedures, efficient operational standards, and physical management of commissary services. Commissary service allows inmates in Idaho Department of Correction (IDOC) prison facilities the opportunity to purchase approved items.

RESPONSIBILITY

Division of Management Services

The division of management services is responsible for the following:

- Developing, in collaboration with the division of prisons, a contract for commissary services
- Negotiating the commissary contract
- Developing necessary oversight tools for monitoring the contract
- Monitoring the contract and associated processes
- Establishing and managing the relationship with the commissary contractor; and
- Resolving contractual issues

Facility Heads

Facility heads are responsible for the following:

- Overseeing commissary operations within the facilities
- Appointing a facility representative for commissary
- Ensuring property management of property items purchased through commissary.

STANDARD PROCEDURES

1. Commissary Communications Protocol

The contractor's primary point of contact is the IDOC contract administrator; however, the contractor may communicate directly with the appropriate facility representative to resolve routine day-to-day operational concerns specific to that facility. If necessary, the facility representative communicates with facility management to resolve operational issues that are beyond the facility representative's control. Facility employees do not have the authority to override the terms of the contract.

Operational issues that affect multiple facilities, or impact policy or SOP, the menu offerings, or the time, scope or cost of the contract must be elevated to the contract administrator who will involve the appropriate leadership teams. Adjustments to the contract must be done in writing through the contract administrator.

2. Commissary Committee

The commissary committee consists of the contractor's representatives, the contract administrator, and facility representatives.

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The contract administrator coordinates semi-annual commissary committee meetings for the following purposes:

- To consider inmate recommendations regarding the commissary menu offerings or commissary operations
- To make, review and approve additions and deletions to the commissary menus
- To ensure additions or deletions to the commissary menu comply with SOP 320.02.01.001, *Property: State-issued and Inmate Personal Property*
- To ensure commissary offerings do not pose a threat to safety and security
- To make recommendations regarding commissary operations

3. Commissary Menu Requirements

The contractor is responsible to:

- Maintain electronic menus and an electronic ordering system that can be accessed by inmates through the inmate kiosk system. Where required and as requested by IDOC, the contractor will continue to provide hardcopy commissary menus and bubble sheets for populations that do not have access to the electronic ordering system.
- Make menu changes to the main menu and the semi-annual package program only as approved by the IDOC as communicated through the contract administrator.
- Immediately remove any product from the menu offerings if, in IDOC's sole judgment, such offering poses a security risk or safety concern.
- Cease offering items it can no longer procure on a consistent basis. If a product becomes unavailable, a like item, if available, may be substituted provided such substitution is approved by the IDOC in advance.

4. Product Availability

The contractor must provide written notice to facility representatives when menu offerings are out of stock or when a shortage of any product affects filling orders for the current or following week.

5. Order Placement

Commissary orders are primarily handled through the inmate kiosk system. Inmates log into the kiosk system to electronically place, adjust, and finalize commissary orders each week.

Inmate populations who do not have access to inmate kiosk system (such as administrative segregation) are provided bubble sheets, supplied by the contractor, distributed by IDOC staff to be completed by the inmate. Once an inmate completes the bubble sheet, facility staff must collect completed bubble sheets on the scheduled collection day and provide all such collected bubble sheets to the contractor so that orders can be scanned, pulled, and bagged for delivery.

The IDOC and the contractor must work in conjunction with each other to determine the timelines for processing and delivering orders. If circumstances prevent orders from being delivered on schedule, the contractor must work with facility staff to process and deliver orders as soon as possible.

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6. Delivery of Commissary Items

Delivery Schedule

The commissary contractor, in conjunction with the IDOC, must develop and maintain the delivery schedule for each facility; providing a weekly delivery at each facility. The delivery schedule must be communicated annually (or anytime there is a change) by the contractor to each facility representative. The facility representative works with the contractor in the event revisions are needed to the commissary delivery schedule due to security needs, holidays, and other facility needs.

Delivery Processes

Deliveries are made directly to each inmate in the housing unit dayroom or directly to the cell if appropriate. Deliveries made at the cell must be through the utility port, which security staff unlock and relock. Special delivery arrangements must be made for inmate workers and other workers temporarily released from their living areas.

At the time of delivery, each inmate must review the entire order to ensure it is complete, sign the accompanying receipt, and return said receipt to the commissary contractor's delivery agent.

Electronic Items

The commissary contractor must deliver electronic items in their original packaging to facility property office. Property officers must ensure that such electronic items are in good working order, and properly engrave such items, before delivery to the applicable inmate.

At the time electronic items are delivered by IDOC property staff to an inmate, the inmate must review the items, sign the receipt and give the receipt back to the property officer. The property officer must return all receipts back to the contractor within three days of delivery of the items to the inmate.

Once an inmate signs for an electronic item, it is considered the inmate's property and any repairs needed are done under the terms of the manufacturer's warranty. (See section 7 for further instruction.)

Order Errors

Inmates must review their commissary order at the time of delivery to verify accuracy. In the event the inmate identifies an error (such as a missing item or unwanted substitution), the inmate must bring such error to the attention of the contractor's delivery agent at the time of the delivery. The delivery agent verifies the error and notes the errors on the receipt at that time. When necessary to correct errors, the contractor must issue credits to the inmate's account or provide replacement product.

Refused Orders

An inmate may refuse an order at the time of delivery only if the plastic delivery bag is unopened and only at the time of delivery. Any refused order must be returned to the contractor's delivery person and the inmate's account must be credited.

7. Warranty Claims and Repairs

The inmate must work directly with the manufacturer for any warranty repairs. Any item under warranty can be sent to the property officer to be shipped to the manufacturer at the inmate's expense.

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The contractor must reimburse shipping costs for valid warranty work; however, the inmate must submit a copy of the IDOC *Inmate Personal Funds Withdrawal Slip* that was used to ship the item and a validation notice from the manufacturer to the commissary contractor for reimbursement. (Facilities supply and maintain blank copies of withdrawal slips, which must be processed pursuant to directive 114.03.03.011, *Inmate Trust Account*.) Any additional postage and handling charges required by the manufacturer are the responsibility of the inmate.

For all other repair work, the inmate is responsible for all costs.

8. Inmate Concerns

Inmate concerns must be addressed using IDOC's *Inmate Concern Form* and submitted to the contractor for resolution. (See SOP 316.02.01.001, *Grievance and Informal Resolution Procedure for Inmates*, for procedures and the concern form.)

DEFINITIONS

Contract Administrator: An IDOC employee designated to monitor all terms and conditions of a contract, to include operations, regulations, laws, and policies.

Contractor: An entity that has entered into a contract with the Board or Department, or a contract with the State of Idaho administered by the Board or Department to provide any commissary services to IDOC inmates.

REFERENCES

Department Policy 406, *Commissary Privileges and Services*

Standard Operating Procedure 320.02.01.001, *Property: State-issued and Inmate Personal Property*

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