**RFP 21-66406**

**UNIFORMS AND RELATED ITEMS**

**TECHNICAL PROPOSAL**

**ATTACHMENT F**

The Technical Proposal must be divided into the section as described below. Every point made in each section must be addressed in the order given. The same outline numbers must be used in the response. RFP language should not be repeated within the response. Where appropriate, supporting documentation may be referenced by a page and paragraph number. However, when this is done, the body of the technical proposal must contain a meaningful summary of the referenced material.

**Instructions: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included to support your responses.**

* + 1. **Uniform Specifications**

In order to be considered valid, Respondents must provide pricing for all items while meeting the required and requested specifications. Pricing must include all delivery, shipping, service, and administrative costs associated with the product. In addition, prices must remain firm for at least twelve (12) months with annual price reviews for the remainder of the contract.

While it is the State’s goal to have a sole Contractor provide all items for IDNR, the award will be split if in the best interest of the agency and State. Specifications in this RFP are outlined in three (3) programs: Primary Items, Related Items, and Accessory Items. Respondent shall specify which program(s) are included in their proposal. Respondent MUST bid on all items included within a program (or provide acceptable alternative items within each program) to be considered a valid bid for that program. Respondent may choose to respond to any combination of the three (3) programs. If the award is split between or among more than one Contractor, then each Contractor shall agree to provide DNR only the items or types of items within or related to the programs that have been awarded to them. For example, if Contractor A is awarded the Related program, then Contractor B cannot later add polo shirts (a Related program item) to their State website or catalogue offerings.

For the purpose of this RFP, inventory components shall be divided into two (2) pricing categories: Standard Sizes and Special Order Sizes as defined in Attachment L, Indiana Department of Natural Resources Specifications, and in Attachment J, Size Chart. Respondent shall include a detailed description of their process for ordering both Standard Sizes and Special Order Sizes.

Orders: The successful Respondent shall supply uniform items in the standard sizes indicated. Items ordered outside of the Standard Size range will be considered as Special Orders. A verification email with the Respondent’s internal production tracking number shall be sent to the State representative who originated the order within five (5) calendar days acknowledging the receipt of the purchase order.

Special Order Sizes shall consist of sizes outside of the Standard Sizes, cut, or fit as defined within this RFP. Respondents shall include a detailed description for the process and delivery timeframe for function of Special Order Sizes.

Measurement: The successful Respondent shall ensure a proper fit for all employees. Upon request by the State, the successful Respondent shall measure/fit employees at no additional cost to the State, if they are experiencing any problems with measuring and/or obtaining an item that fits properly. Measurements will be performed within twenty (20) calendar days of request. All costs associated with these measurements and proper fittings are the responsibility of the successful Respondent.

Please describe in detail your company’s solution to meet the uniform specification needs of the State.

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| Blackjack Uniforms will be available to personally measure IDNR employees upon receiving a request for measurement at no additional cost to the State. The measurement will be performed within the prescribed 20 calendar days upon receiving such request. In addition, sizing charts will continue to be made available to employees with reference to clothing items included but not limited to shirts, sweaters, overalls and jackets**.** |

* + 1. **Ordering and Delivery**

**The State is interested in purchasing uniforms exclusive to the State through PeopleSoft. Respondents are asked to detail their company’s online ordering capabilities and their responses will be evaluated as part of the technical proposal. Respondents must also be capable of receiving orders via e-mail or telephone, and shall include in their responses the email address and telephone number(s) where orders shall be submitted.**

**The Indiana Department of Natural Resources (IDNR) has a standard procurement process for uniforms and related items; however, orders under this contract will be placed from a variety of sources and items will be delivered to several IDNR locations across the state.**

**Items for the 212 uniformed Conservation Officers and 35 civilian staff in IDNR’s Division of Law Enforcement (LE) are ordered solely from and delivered directly to their Quartermaster’s Headquarters Uniform Distribution Center. All deliveries will be FOB destination at the Uniform Distribution Center, Quartermaster’s Headquarters, 6248 S. Schoolhouse Rd., Edinburgh, IN 46124.**

**IDNR field properties, with approximately 1,200 full-time and 1,000 seasonal staff members across 145 locations such as at State Parks, State Forests, Fish & Wildlife Areas, etc., do not have a centralized distribution center. Each field location or division is responsible for placing and receiving their own orders. See Attachment K for a listing of all IDNR field locations and addresses.**

**Items shall be individually poly-bagged with style and sizes visible on the garment or on a sticker adhered to the packaging. Bagged products shall be packed into cardboard boxes that will adequately protect them during storage and shipping, but that adhere to acceptable economic, environmental, and ergonomic considerations. The outer shipping carton shall be clearly labeled on one end with purchase order number, style number, quantity, color, and size.**

**At the time of delivery, uniforms and related items will be subject to examination and inspection by the authorized representative(s) before final acceptance. Any cost associated with items received that do not comply with these specifications shall be borne by the Contractor. Any items shipped, but not accepted because of non-compliance with the specifications must be replaced (shipped by Contractor) within five (5) calendar days after notification from IDNR.**

**Supplier agrees to maintain adequate on-hand inventory to meet required delivery dates on Standard and Special Order sizes as defined in Attachment L, Indiana Department of Natural Resources Specifications.**

* **Delivery of all Standard items listed on each purchase order shall be within fifteen (15) business days after receipt of the purchase order.**
* **Special Order items shall be delivered within thirty (30) business days after receipt of purchase order unless an alternative delivery date is agreed upon by all parties at time of order.**

**Within five (5) calendar days of receipt of a IDNR purchase order, the Contractor shall send a confirmation email to the IDNR staff member who submitted the purchase order to the Contractor. Additionally, upon shipment of the order, a notification email shall be sent to the same IDNR staff member, along with the Contractor’s internal production tracking number and relevant shipping manifest. This requirement will take effect ninety (90) calendar days after award of the contract. Four (4) postal service workdays will be added to any order date to establish a receipt date**

**Please describe in detail your company’s solution to meet the uniform ordering and delivery needs of the State.**

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| Blackjack Uniforms has employees available six (6) days per week to immediately implement processing Purchase Orders received via email or phone. Upon receipt of each individual Purchase Order, it has been the practice of Blackjack Uniforms to immediately begin process of the order. At the request of the individual properties, partial orders will continue to be sent when and if a special order or any other item will cause a delay in shipping the entire order to the property. Blackjack Uniforms will continue to maintain a sufficient inventory to properly fill purchase orders in an efficient manner. For items requiring ordering from a manufacturer, Blackjack Uniforms has most items shipped to our location within a 24 hour period. Also, the revised IDNR Patch and Division Bar are maintained in stock at our location and the revised embroidered logo is also being applied on required IDNR items. Due to our inventory and embroidering experience, the time involved on items requiring patches and embroidering will be kept to a minimum.  Blackjack currently advises the property personnel via email when a shipment is being shipped and supplies complete packing slips as well as invoices. Tracking information is supplied if requested. Blackjack Uniforms makes every effort possible to ship orders within the 15 day window; with orders often times being shipped upon same day receipt of the purchase order.  Blackjack Uniforms has furnished IDNR properties with many Special Orders. (i.e.,for the Director’s Meetings, Team Meetings etc). These orders are handled in the same manner as a regular order. Upon receipt the PO is processed and every attempt is made to ship the Special Order out prior to the 30 business days allowed and usually prior to time frame requested by the submitter of the PO.  All items will be shipped in boxes properly labeled and secured. A packing slip will accompany each shipment indicating enclosed items. In addition, any items requiring it will be secured in additional wrapping. Shipments are made from our location six (6) days per week. |

* + 1. **Changes in Work**

**In the event the State requires a major change in the scope, character, or complexity of the contract or specifications after the start of the agreement, the Contractor shall work with the State to implement any necessary changes. Products discontinued by the State shall be deleted from any contract award in accordance with this RFP. Items may be deleted for other appropriate reasons as well. Additional or replacement products may be added by mutual consent of both parties and the Department of Administration Contract Manager. Fabric, material, design, or construction changes to products may be made by mutual consent, with specifications and prices agreed upon by all parties, IDOA’s Contract Manager, Agency, and Contractor.**

**Please detail your implementation method for a uniform change and include time frames. Please assume you have the new uniform specifications in hand.**

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| 1. We would contact the manufacturer for the product availability and the cost. 2. Discuss delivery needs with the specific department and determine delivery timetable. 3. Discuss current inventory levels with the manufacturer and coordinate this with the department projections. 4. Create a Blackjack Uniforms spreadsheet to record the projected amount needed, availability from the manufacturer and develop a delivery schedule that meets the needs of the specific department.   Once the product is selected and above steps are followed, change shouldtakeplace within a 15 day period. |

* + 1. **Reporting & Client Tracking**

**The State understands the efficiency and cost savings associated with web-based client tracking and reporting. Please detail your reporting capabilities for monthly, quarterly, yearly, and ad hoc reporting through your client tracking system. If the State needs a custom report not available through the online reporting system, please detail how a State employee would request such a report at no cost to the State.**

**The Contractor must provide a Component Size Backorder Report (listing length of each backorder) and a Component Size Purchase History Report (listing purchases by component size). Please submit a sample report of each with your proposal; you may use disguised client data or fictitious data.**

**Management Reports:**

**The successful Respondent must provide statistical information which details items, quantities, and total dollars expended on a quarterly basis; as well as an annual report which details, at the minimum, the followings:**

* **Style Number**
* **Description**
* **Quantity of each item shipped**
* **Date Ordered**
* **Date Shipped**

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| Attached is sample of Blackjack back order report. Management reports will be supplied as required. Requests by State for any Custom Reports should be directed to [Judith\_Crowell@hotmail.com](mailto:Judith_Crowell@hotmail.com). (attachment) |

* + 1. **Customer Service and Account Management**

**The State expects top-tier customer service from the successful Respondent, and requests detailed information about the account management team that would work with the State during the transition and implementation of a resulting contract. The State also expects this customer service to be consistent throughout the life of the resulting contract, immune to the Contractor’s internal staff turnover.**

**The Respondent will have been in the uniform supply business for a minimum of five (5) years or able to demonstrate an equivalent viability of the company to meet State’s needs. The State is interested in a Respondent that provides comprehensive account management, including a dedicated account manager for the State of Indiana.**

**The Respondent shall not only provide the State with information about the potential Contractor’s planned Account Management structure, but shall also provide an outline of any protocols for the State to escalate urgent concerns or ongoing issues to additional** Contractor leadership should the designated Account Management individuals be unable or unwilling for any reason to provide the expected levels of service to the State.

Please describe in detail your company’s proposed account management team and corporate leadership escalation structure including names, contact information, résumés (where possible), and services each individual or group will perform in order to service and manage the State of Indiana’s uniform account.

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| Blackjack Uniforms employs a dedicated employee (Sue Sweitzer – [sue.blackjack@gmail.com](mailto:sue.blackjack@gmail.com)) on a full time basis to successfully handle the purchasing needs of the IDNR.. Additional Blackjack employees are also on staff, available & trained in handling the IDNR purchasing requirements.  Blackjack Uniforms has a full - time seamstress on location for the purpose of sewing on required DNR patches, division bars etc.  Blackjack Uniforms has been in the uniform business for 20 years and has serviced the IDNR since 2013; during which time we have developed an efficient system to meet the needs of this department as well as established and maintained a positive working relationship with the various property staff members and office personnel.  Judith A. Crowell is the designated Account Manager (see attached resume). She is available to the department on a 24/7 basis. Her expertise in the uniform business serves the department well and results in savings to the State. As Account Manager, Judith Crowell will not only service the account, but will manage the development of the account in such a manner as to provide savings to the IDNR by maintaining costs while providing quality items. |

* + 1. **Implementation**

Implementation of the uniform programs are essential to the success of inventory levels and fulfilling the needs of the State. The State requires that each Respondent provide their plans for implementation that begin from contract award date and include the first date at which the State will be able to place orders with successful Respondent(s). These implementation plans should include key dates, milestones, and deliverables with clear expectations of the State’s level of involvement.

The State is interested in seeing how Respondents can be both innovative and cost-effective, and asks Respondents to describe any innovative solutions they may bring to the State contract that complies with their contract and provides savings to the State.

Please submit a detailed description of the process and implementation schedule. Please include locations of the facilities and warehouses available to service this contract.

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| Blackjack Uniform, as a current supplier of uniforms to the INDR, will be ready upon first day of contract award date to successfully begin processing orders from the State. We currently have inventory of many items listed on the QPA (new items are available through purchase with our current suppliers). Blackjack Uniforms also has inventory of revised patches/division bars and embroidery patterns ready for placement on items. Delivery of items to be within 15 day period of receipt of order from contract award date.  Blackjack Uniforms will work with the IDNR and manufacturers to insure rapid and economic delivery. Blackjack Uniforms consistently works with suppliers in an effort to maintain low costs and pass on savings to the State.  Blackjack Uniforms currently has two warehouses with locations in Hammond and Valparaiso, Indiana. |

* + 1. **Continuity of Services**

The successful Respondent(s) shall strive to provide its best efforts and cooperation for an orderly and efficient transition to a successor without interruption of service to the State.

Please describe your plan to achieve this through phase-in, phase-out training. Furthermore, include the training program and timeline for transferring responsibilities for the program.

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| If a transition is needed, Blackjack Uniforms will meet with the successor and review the various products, delivery requirements, inform successor of key contacts and assist in the transition as required. The timeline for transferring responsibilities will be handled as determined by department requirements. |

* + 1. **Website**

The State requires that Respondent(s) receiving an award(s) will have a customized website for each program area displaying all of the exact items awarded. The website MUST contain, at minimum, a picture of the exact item, a description that matches the QPA item description for easy reference, an example of the available item colors, and a size chart applicable to each item.

Please give a timeline for the website to be up and running.

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| Website will be up and running within 90 days of the award. |

* + 1. **Samples**

During the competitive bid process, the State may request samples. Respondent must provide samples of components when requested by the State within seven (7) working days. These samples will be used for determining the Respondent’s ability to meet specifications. This may simply include fabric samples or completed garments. Failure to provide the State with a requested sample may result in the Respondent’s proposal being withdrawn. The Respondent will be notified by the State when samples are desired; samples are not to be included when submitting your proposal by the proposal due date. Sample and contract garments shall carry a manufacturer's printed warranty hangtag. A sample warranty hangtag must accompany the bid package as well. The tag shall instruct the owner of their rights under the warranty.

Regardless of whether samples are requested during the bid process, DNR will require the awarded Contractor to provide one piece of each awarded clothing item (not each color or size) to retain for internal reference throughout the life of the contract.

Please confirm your acceptance to provide samples to the State as requested by the State, both during the bid process and after award.

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| Blackjack Uniforms will provide samples as needed within 5-7 days. |

* + 1. Quality Control

Respondent shall provide a detailed description of their uniform specifications and quality control procedures to ensure compliance.

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| Each purchase order is handled individually with specific attention paid to each item. Prior to shipment, each item listed on purchase order is inspected to make certain it is of the best quality, the quantity requested and meets all specifications as indicated on the Purchase Order. The placement of Division Patches/Bars as well as the embroidering quality of each item is inspected prior to shipment. |

* + 1. **Invoices & Payments**

All invoices must include the related State/IDNR purchase order number (e.g. 0020012345); the IDNR delivery location name and address; the IDNR billing location name and address (if different than delivery name and address); and the name of IDNR employee who submitted the purchase order to the Contractor. Each invoice shall both be itemized and include a total amount due or balance owed. Each initial invoice shall also include a unique invoice number assigned by the Contractor for identification purposes, an Invoice Date, and the Contractor’s preferred contact information to be used by IDNR to address any invoice or billing concerns. If an invoice discrepancy is discovered and the Contractor must modify or reprint the invoice, then the Invoice Date shall also be updated to the current date. If the modified or reprinted invoice contains a new unique invoice number, then some form of additional documentation or note is required to indicate that a replacement has occurred and the initial invoice (number) is no longer valid. Invoices shall not include any separate, itemized charges for shipping or handling fees as any applicable shipping costs shall be included in the per item pricing.

The successful Respondent shall submit one (1) invoice per individual delivery and shall not include on the invoice any items that were not also included in the delivery. Late or backordered items from an order that are delivered subsequent to an initial delivery shall be invoiced subsequently and separately from the items in the initial delivery. Credits for returned items shall be documented on a credit memo supplied to the originator of the purchase order. All credits should be sent to properties as a “credit invoice”

Please provide a detailed description of your invoicing procedures, along with a detailed description of how the late delivery penalty charge will be shown on the affected invoice.

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| An invoice, meeting all specifications as above indicated, is issued at time of the Shipment of items. Invoices are emailed to the individual submitting the PO as indicated on the Purchase Order. In event items not received within the prescribed time, the receiver may adjust the invoice to reflect delivery penalty prior to submission for payment**.** |