Request for Proposals # 21-66406

Clarification Questions for  
Galls Parent Holdings LLC  
  
**Responses Due: April 29, 2021 by 3:00PM EST**

***Instructions:*** *Please provide responses to the clarification questions below. Information provided in the clarification responses will be considered as part of the respondent’s proposal. Where appropriate, supporting documentation may be referenced by specific page and/or paragraph number(s). If any of the responses contain confidential information, as defined by IC 5-14-3, please reference the attached confidential material and separate from the rest of this response document. Otherwise, a redacted version of this clarification document will need to be submitted.*

*The questions below are in reference to Galls Parent Holdings response to the Uniforms and Related Items RFP (21-66406). Please provide a detailed explanation for each question/inquiry.*

**Indiana Economic Impact Form (Attachment C)**

1. Please submit a separate Indiana Economic Impact form for each program category your company submitted a proposal for (as outlined in the RFP main document, Section 1.4.1).

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| Provided |

**Technical Proposal (Attachment F)**

Uniform Specifications (2.4.1)

1. Please confirm your company’s ability to meet all item specifications.

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| Galls, LLC confirms we can meet all item specifications. |

1. Please provide greater detail on the logistics (e.g. who, where, when) of how measurement assistance would be provided once requested from your company.

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| Kevin Luckett, Regional Account Executive for the Indiana market will be available for sizing at an agreed upon time and place with the Agency. Multiple appointments can be schedule and additional personnel can be provided if needed.  **Kevin Luckett, Regional Account Executive – Kevin has worked in the Uniform industry for approximately 30 years, and is our most experienced and knowledge sales rep. Kevin has experience in contract management with large agencies like Indiana State Police and he brings a wealth of product knowledge and conflict resolution to the team. Kevin is passionate and dedicated to our customers and his primary objective is to make sure that our service to your department exceeds your expectations.**  **Contact information: (502) 594-1357 luckett-kevin@galls.com** |

Ordering and Delivery (2.4.2)

1. Please expand upon on your company’s ability to conduct orders, if required, via a “punch-out” catalogue with PeopleSoft.

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| Galls can support the following types of punchout systems.   * cXML punchout –“Commerce eXtensibleMarkup Language”   •Standard cXML  •Ariba cXML  •The most commonly used format   * OCI punchout (SAP)   •OCI 4.0  •OCI 5.0   * CIF – Catalog interchange format files * Oracle punchout   Integrations of punchouts typically take between 2 and 6 months after engagement with the customer’s technical resources. |

1. If orders would be placed via an existing contractor website (and not through a PeopleSoft punch-out), please expand upon your company’s ability to process those orders via web with the required purchase order payment method.

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| Galls accepts most forms of payment. If the agency would like to pay via purchase order our accounting team can add terms to the account. All major credit cards and ACH payments are allowed. |

Changes in Work (2.4.3)

1. When notified that a manufacturer can no longer provide a particular uniform item, how long will it take your company to notify the State that an item is no longer available?

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| Once Galls, LLC receives notification of a discontinued uniform item notice will be provided to the state within 24-48 business hours. Any suitable alternates will be noted at this time for the State’s approval. |

1. Please provide a detailed explanation on how your company would handle any currently-in-process orders for items that are suddenly discontinued.

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| If items become obsolete during process Galls will notify the agency within 24-48 business hours of notification. If applicable, Galls will provide suitable alternates for approval by the State prior to replacement. |

Reporting & Client Tracking (2.4.4)

1. If requested and/or if the desired data is not easily accessible by the State via some other means, what is your company’s method and estimated timeline for providing reports? The State welcomes a response that includes different timelines concerning canned versus customized reports, if applicable.

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| Standard reports will be made available within hours of the request, not to exceed 24 hours. Customized reports outside of our standard listing may take up to 5 business days. |

Implementation (2.4.6)

1. Please provide additional detail regarding an anticipated timeline for implementation if awarded a new contract with the Department of Natural Resources. Acknowledging that each contract can have unique challenges, it is acceptable to provide general estimates or average ranges for the implementation steps based on previous experience with similar clients.

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| Depending on the complexity of the uniform program, onboarding may take 6-12 weeks. This will allow for time to gather uniform data, sizing, and to ensure the online catalog is setup appropriately to accept the correct customization and approvals. If a punchout system is required, this could take 2-6 months. |

Website (2.4.8)

1. Please expand upon your company’s ability to provide size charts that are appropriate for or specific **to** **each item** that will be on the contract.
2. Please confirm your company’s understanding of the importance of keeping website content current in the event that items are changed, removed, or added throughout the life of the contract.

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| Galls works directly with our suppliers to obtain the most up to date size charts available for each item. These may be provided upon request.  Galls understands the importance of keeping website content updated and is committed to making sure the State’s program is updated when required. Upon notice of discontinued items or changes to the contract Galls eQuip Maintenance and Contract Management teams will work together to update the website to reflect the appropriate changes. |

Invoices & Payments (2.4.11)

1. Please confirm or expand upon your company’s ability to provide one invoice (whether non-customized or customized –per delivery/purchase order). Additionally, please provide logistical detail regarding how any credits would be applied or processed when using either the non-customized/automated invoicing versus the customized invoicing options.

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| Galls has now has the ability to setup consoliated invoicing for our customers regardless of non-customized or customized. These can be made by purchase order, location or monthly statement.  The application of credits will be at the discretion of the State. Credits may be applied to open invoices, orders, or refund checks may be issued. If credits will need to be applied to open invoices this will be setup during account setup. |