

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.

2.4.1 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.

Galls has an eEquip online ordering solution we would implement with INDNR and as a person places an order they would immediately get an email stating the order has been placed and be provided an order number. Additionally they would get email updates as we process the uniform orders and ship them. Additionally, if they choose another method of order placement we have a dedicated order entry team and a dedicated account manager for INDNR that will place orders within 24 hours of receipt and email the order number and information back to the INDNR team. As for inventory Galls has a 250,000 sq ft warehouse where we house our inventory and we will invest in this partnership and bring inventory on hand to service your department. We will make sure to stock the core sizes requested and will make these planned items in our warehouse. We will set minimums on each of the core sizes that when we reach a certain number our system will automatically generate the purchase of more inventory to ensure we are not out of stock and are servicing the needs of your department. Finally, for measurement we have a dedicated account development rep in the market as well as a Regional Account Executive in Indiana that will be able to handle all sizing requests for your team.

2.4.2 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.

Indiana DNR agencies can continue to purchase the items under this contract direct from any Galls location, they can purchase through their dedicated

sales team or if they wish to take advantage of the eEquip system orders placed online can be shipped direct to the end user.

Galls will ship all orders via FedEx from our Lexington, KY distribution center. Additional shipping options may be available upon request from customers.

Galls will provide a tracking number with every shipment. Additionally, tracking options will be made available on eEquip.

Delivery time varies nationwide depending on ship method selected when the order is placed. Next business day, 2 day delivery, and 3 day delivery are all options. Delivery times are generally guaranteed with the exception of extreme weather conditions, or carrier's service interruptions. Galls can meet the expectation of 2 week deliver time for in-stock items, we currently do business with Indiana DNR and are averaging a 14 day turn around 135 total orders for 2020.

Hard good items that are in stock ship from Galls the same day and items with customization ship within 3-7 business days. All in-stock items will be delivered within 14 business days ARO.

2.4.3 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.

**If items are deleted by the manufacturer or a uniform change over is requested by the department we would work hand-in-hand to complete this process. We would provide samples of new/like uniform items and provide a wear test of up to (10) garments for your department at NO CHARGE to provide you to test and evaluate the new items. We would then purchase inventory of the chosen uniform item and change your uniform specs in our system so that the deleted item is changed over to the new item. To get samples it would be around 1-2 weeks
Wear Test Period is dependent on you as our customer.
Ordering inventory would take 1-2 weeks**

Changing the uniform specs in our system would take 24-48 hours.

2.4.4 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

Galls has the capability to create a variety of custom reports that will meet the needs of our customers. eQuip gives customers the ability to easily extract this data and run the reports On-Demand. Below is an example of several reports Galls runs regularly and consistently.

- **Allotment Activity Report**
- **Order History Sales Report**
- **Itemized Sales Report**
- **Backorder Report**
- **Open Direct Ship Report**
- **Sales by Product Type**

2.4.5 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.

Indiana DNR Contacts

The following Galls Team will be assigned to serve the customers in Colorado and most specifically will be responsible for servicing the Indiana DNR on a daily basis to meet your requirements, delivery service levels, and provide a dynamic working relationship.

Missy Smyth, Managed Account Representative – Missy is your dedicated account manager and will be the day-to-day contact dedicated to your department. Missy has been with Galls since 2018 and has worked as both a branch manager and an account manager. Missy is customer service driven and will ensure that we are providing the best possible customer service to your department.

Contact information: (859) 800-1091 smyth-missy@galls.com

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

**Galls Sales Management Team
Alison Bray, Team Leader
Justin Ryan, District Sales Manager
Chris Medley, Director of Sales**

**Galls Senior Management Team
Mike Fadden, CEO
Jim Dugan, CRO
Doug Means, COO**

Customer Service: Galls also has over 60 highly trained support team

representatives to assist our customers. Agencies utilizing this contract will have the ability to live chat with us, call toll-free, or email for the information they need Monday through Friday from 8am-9pm ET.

2.4.6 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.

Galls has an on-boarding team of 10 individuals who will work closely with the department to deploy our online ordering process eQuip. We will ensure all specs are correct and upload contract pricing and work hand-in-hand with the department to ensure all users are setup correctly and we are tailoring our eQuip platform to department's needs. We have over 15,000 of these eQuip web platforms nationwide and each one is specifically designed for the individual agency and their uniform needs and purchasing process.

2.4.7 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.

Phase in we would work directly with INDNR to determine your uniform needs and work with your current provider to get a sales history on items so we can immediately start planning our inventory and getting the right quantities on hand to service your departments.
Phase Out: we would do the same for a successor we would provide the reporting necessary for sales history and describe our experience and what worked well for our program.

2.4.8 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.

Galls also offers the ability to create customized Online Ordering System (“eEquip”) that will meet and exceed the expectations of our customers to offer an additional way to purchase your contracted uniforms and equipment. eEquip is a real time, secure online ordering system which is fully integrated into the Galls ERP platform. eEquip will allow customers to manage uniform allotments, track orders, restrict views by rank or location, customize items, see inventory availability, manage inventory, track body armor expirations, and customize on demand reports for the agency, individual, or unit to provide a seamless order process. eEquip will notify customers of any backordered items in real time during order placement. Galls will work closely with our manufacturers to obtain product quickly to maintain stock of necessary uniform and equipment.

The efficiencies gained by utilizing the Galls on-line solution result in real dollar savings beyond evaluating product at a line item basis. By utilizing this eEquip system you are eliminating a lot of the hidden costs with managing your uniform program. Such as managing multiple suppliers (Galls with over 1400 manufacturer partnerships can be your one stop shop) Travel down-time (time spent traveling to and from a store location to be sized or place orders can now be done from any mobile device). By utilizing eEquip you are lowering costs just by saving time, money and hours managing your uniform program, and increasing your buying power.

Galls currently operates more than 15,000 eEquip sites nationwide, covering departments and agencies of all sizes between 5 and 100,000 users.

eEquip capabilities will include:

- Secure online ordering system
 - o Site only accessible by username/password as assigned by customers
 - o Indiana DNR contract pricing pre-loaded into each specific website.
- Mobile device capability
- Customer specific configuration
- Product offering management
 - o Individual Department products only
 - o Products by employee group
- Optional shop full catalog feature
- Integrated with Galls ERP system
- Flexible On-Demand Reporting

2.4.9 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.

Samples may be provided upon request.

2.4.10 Quality Control

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

Strategic training allows us to quickly expand and contract work cells to service both rush and more complex orders. Our integrated warehouse management system allows real time tracking of each order as it completes each Production operation. Shipments go through multiple phases of auditing in our distribution center, from picking and embellishments, to packing and shipping.

***In the event that order issues may occur we can employ an individual inspection on a random selection of orders.**

2.4.11 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.

Invoicing = 1 order with multiple shipments will = multiple invoices

Frequency Options

Regular, non-customized invoices from Billtrust are held for 5 days or \$500 (whichever comes first) and then sent automatically.

- Customized invoices are manually generated by Galls team and are generally done bi-monthly or monthly depending on volume
- Statements are once a month
- All can be sent per customer's choice of method to deliver

Sorting Capabilities

Only the downloadable reports for customized invoices or Billtrust (non-customized invoices) are sortable as they are in excel format.

Invoices that are printed/faxed/emailed are in sales order # and then date completed.