



## APPENDIX A

### RFP FORM A

### SIGNATURE AFFIDAVIT

*Note: This form must be returned with your proposal response.*

In signing this proposal, we certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other proposer competitor or potential competitor; that this proposal has not been knowingly disclosed prior to the opening of proposals to any other proposer or competitor; that the above statement is accurate under penalty of perjury.

The undersigned, submitting this proposal, hereby agrees with all the terms, conditions, and specifications required by the City in this Request for Proposal, and declares that the attached proposal and pricing are in conformity therewith, and attests to the truthfulness of all submissions in response to this solicitation.

Proposer shall provide the complete information requested below. Include the legal name of the Proposer and signature of the person(s) legally authorized to bind the Proposer to a contract.

<b>Proposal Invalid Without Signature</b>	
Company Name:	
Address:	
Signature & Date:	
Bidder's Name & Title:	
Tel. No.:	
Email:	
<b>RFP contact (if different from above)</b>	
Bidder's Name & Title:	
Tel. No.:	
Email:	



## RFP FORM B RECEIPT FORMS and SUBMITTAL CHECKLIST

Response to Purchasing Provisions		Initial applicable response	
Local Preference:	We are a registered local vendor. <b>(Refer to Section 1.21.11)</b>	YES	
		NO	
Cooperative Purchasing:	We agree to the cooperative purchasing provision. <b>(Refer to Section 1.23)</b>	YES	
		NO	
Receipt of RFP Documents		Initial to acknowledge receipt of RFP Documents	
Section 1: Purpose and General RFP Administrative Information			
Section 2: Sweatfree Compliance Requirements			
Section 3: Contract Provisions			
Section 4: Proposal Submission Requirements			
<b>Attachments:</b>			
Attachment A: Sample Compliance Scoring			
Attachment B: City of Madison Standard Terms and Conditions			
Attachment C: City of Madison Sample Contract for Purchase of Services			
Attachment D: Sample Vendor Sweatfree Compliance Plan			
Addendum No. ___ Dated: _____			
Addendum No. ___ Dated: _____			
Addendum No. ___ Dated: _____			
Required Submittals Checklist <u>documents</u>		Initial all submitted	
Appendix A	Required RFP Forms		
	1. RFP FORM A: Signature Affidavit		
	2. RFP FORM B: Receipt Forms and Submittal Checklist		
	3. RFP FORM C: Contractor Profile		
	4. RFP FORM D: Proposer References		
	5. RFP FORM E: Designation of Confidential and Proprietary Information		
	6. RFP FORM F: V.A.L.U.E. Piggyback Purchases Program		
Appendix B	Bidder Disclosure Statements		
Appendix C	Proposer Assurance of Intent and Capacity to Submit Compliance Plan		
Appendix D	Proposed Uniform Samples		
Appendix E	Compliance Scoring Worksheet for Bidder Disclosures		
Appendix F	Qualifications, Program Implementation and Contract Management		
Appendix G	Uniform Program Requirements		
Appendix H	Pricing Proposal		

**PROPOSER:** \_\_\_\_\_



## RFP FORM C CONTRACTOR PROFILE

1. **Proposing Company Name:** \_\_\_\_\_  
2. FEIN \_\_\_\_\_ OR \_\_\_\_\_ If Sole Proprietorship, SSN to be provided, if awarded the contract

DUNN AND BRADSTREET NO. \_\_\_\_\_

3. **Form of Organization:**  Corporation  Limited Liability Company  General Partnership  
 Sole Proprietor  Unincorporated Association  Other: \_\_\_\_\_

4. **Location of Main Office:**  
ADDRESS \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP + 4 \_\_\_\_\_

5. **Location of Office servicing City of Madison account:**  
ADDRESS \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP + 4 \_\_\_\_\_

6. **Principal Information and Contact:**  
NAME \_\_\_\_\_ TITLE: \_\_\_\_\_  
TEL \_\_\_\_\_ TOLL FREE TEL \_\_\_\_\_  
FAX \_\_\_\_\_ E-MAIL ADDRESS \_\_\_\_\_

7. **Contact Person in the event there are questions about your bid:**  
NAME \_\_\_\_\_ TITLE: \_\_\_\_\_  
TEL \_\_\_\_\_ TOLL FREE TEL \_\_\_\_\_  
FAX \_\_\_\_\_ E-MAIL ADDRESS \_\_\_\_\_

8. **Purchase Order Address and Billing Contacts:**  
NAME \_\_\_\_\_ TITLE: \_\_\_\_\_  
TEL \_\_\_\_\_ TOLL FREE TEL \_\_\_\_\_  
FAX \_\_\_\_\_ E-MAIL ADDRESS \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP + 4 \_\_\_\_\_

9. **Affirmative Action Contact:**  
The successful Consultant, who employs more than 15 employees and whose aggregate annual business with the City for the calendar year in which the contract takes effect is more than twenty-five thousand dollars (\$25,000), will be required to comply with the City of Madison Affirmative Action Ordinance, Section 39.02 within thirty (30) days of award of contract.  
NAME \_\_\_\_\_ TITLE: \_\_\_\_\_  
TEL \_\_\_\_\_ TOLL FREE TEL \_\_\_\_\_  
FAX \_\_\_\_\_ E-MAIL ADDRESS \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP + 4 \_\_\_\_\_



## RFP FORM D PROPOSER REFERENCES

FOR PROPOSER: \_\_\_\_\_

Provide company name, address, contact person, telephone number, and appropriate information on the product(s) and/or service(s) used for four (4) or more installations with requirements similar to those included in this solicitation document. If vendor is proposing any arrangement involving a third party, the named references should also be involved in a similar arrangement.

**Company Name** \_\_\_\_\_

Address (include ZIP) \_\_\_\_\_

Contact Person \_\_\_\_\_

Phone No. \_\_\_\_\_

Contract Period \_\_\_\_\_

Types of products and services provided; \_\_\_\_\_

Total Contract Value \_\_\_\_\_

**Company Name** \_\_\_\_\_

Address (include ZIP) \_\_\_\_\_

Contact Person \_\_\_\_\_

Phone No. \_\_\_\_\_

Contract Period \_\_\_\_\_

Types of products and services provided; \_\_\_\_\_

Total Contract Value \_\_\_\_\_

**Company Name** \_\_\_\_\_

Address (include ZIP) \_\_\_\_\_

Contact Person \_\_\_\_\_

Phone No. \_\_\_\_\_

Contract Period \_\_\_\_\_

Types of products and services provided; \_\_\_\_\_

Total Contract Value \_\_\_\_\_

**Company Name** \_\_\_\_\_

Address (include ZIP) \_\_\_\_\_

Contact Person \_\_\_\_\_

Phone No. \_\_\_\_\_

Contract Period \_\_\_\_\_

Types of products and services provided; \_\_\_\_\_

Total Contract Value \_\_\_\_\_



## RFP FORM E

### DESIGNATION OF CONFIDENTIAL AND PROPRIETARY INFORMATION

Proposers are hereby notified that all information submitted in response to this RFP may be made available for public inspection according to public records laws of the State of Wisconsin or other applicable public record laws. Therefore, proposers are encouraged to refrain from submitting information that cannot be open for public inspection. However, if proposers must include information deemed confidential and proprietary by the proposer, proposer must comply with these instructions:

1. Requests for confidentiality must be submitted prior to the proposal submission date to the City of Madison Purchasing Office.
2. Requests for confidentiality must use this designated form. Failure to include this form in the bid/proposal response may mean that all information provided as part of the bid/proposal response will be open to examination and copying. The City considers other markings of confidential in the bid/proposal document to be insufficient.
3. Any information to be considered confidential or proprietary must be separated and packaged from the rest of the proposal. Co-mingling of confidential/proprietary and other information is not acceptable.

Prices always become public information when bids/proposals are opened or when negotiations have been completed and the contract has been awarded. Other information usually cannot be kept confidential unless it involves a trade secret as defined in S.134.90(1)(c), Wis. Stats. Any information that will be included in any resulting contract cannot be considered confidential. A proposal, in its entirety, will not be considered confidential and/or proprietary.

Other information cannot be kept confidential unless it is a trade secret. Trade secret is defined in s. 134.90(1)(c), Wis. Stats. as follows: "Trade secret" means information, including a formula, pattern, compilation, program, device, method, technique or process to which all of the following apply:

1. The information derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use.
2. The information is the subject of efforts to maintain its secrecy that are reasonable under the circumstances.

In the event the designation of confidentiality of this information is challenged, the undersigned hereby agrees to provide legal counsel or other necessary assistance to defend the designation of confidentiality and agrees to hold the City of Madison harmless for any costs or damages arising out of the City's agreeing to withhold the materials.

The attached material submitted in response to Bid/Proposal # \_\_\_\_\_ includes proprietary and confidential information which qualifies as a trade secret, as provided in s. 19.36(5), Wis. Stats., or is otherwise material that can be kept confidential under the Wisconsin Open Records Law. As such, we ask that certain pages, as indicated below, of this bid/proposal response be treated as confidential material and not be released:

Section	Page No.	Topic	Specific law that supports confidentiality of information

Company Name \_\_\_\_\_

Authorized Representative \_\_\_\_\_  
Signature

Authorized Representative \_\_\_\_\_  
Type or Print

Date \_\_\_\_\_



## APPENDIX B RFP 8300-0-2014/MM

### Finance Department

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#### Purchasing Services

210 Martin Luther King Jr. Blvd., Rm. 407

Madison, WI 53703-3346

Phone (608) 266-4521

[www.cityofmadison.com/finance/purchasing](http://www.cityofmadison.com/finance/purchasing)

### **-NOTICE- Purchase of Items of Apparel (purchases of \$5,000 or more)**

**Effective October 11, 2005**

Section 4.25 of the City of Madison General Ordinances (MGO) establishes a policy relative to the purchase, rental, laundering or dry cleaning of apparel, to ensure that the City does not procure articles of apparel or footwear that were manufactured in sweatshops.

The City of Madison will not purchase apparel from vendors or contractors who obtain goods that originate in a sweatshop. MGO 4.25 establishes minimum standards for treatment of employees by contractors, subcontractors and third-party vendors. These standards apply to all apparel purchases of \$5,000 or more, and to requests for city financial assistance if \$5,000 or more will be used for procurement of apparel.

All bidders on a contract, applicants for financial assistance, and vendors offering the purchase, rental, laundering, dry cleaning of items of apparel, must submit the attached disclosure statement with their bid or application, or prior to entering into a purchase order. If the pre-award disclosure reveals a violation of MGO 4.25 or a statement that the proposed contractor/vendor will not or cannot comply with MGO 4.25, the City reserves the right not to award the contract. Bidders shall provide access to the City of Madison and the City's independent monitoring agency, to inspection and monitoring reports for all facilities producing goods for the proposed contract and shall require their subcontractors to allow the same access.

Information submitted on the disclosure statement shall be evaluated for compliance, with the factory location given more weight than the wage information.

All information submitted may be made available for public inspection according to the Public Records Law of the State of Wisconsin or other applicable public record laws. Furthermore, submitted information may also be disclosed for inclusion in a national database of supply chain information that will allow public entities to learn about the origin of the products they are buying.

*"APPAREL" means all garments or items of clothing any part of which is a textile produced by weaving, knitting, or felting; and all shoes and other footwear.*

*The entire Section 4.25 MGO will be incorporated by reference and become part of all applicable contracts and POs.*

*For the complete text of Section 4.25, Madison General Ordinances, go to:*

<http://library.municode.com/index.aspx?clientId=50000>

*Request a copy of the ordinance from:*

*City of Madison Purchasing Services, 210 Martin Luther King Jr. Blvd., Room 407, City-County Building,  
Madison, WI 53703.*



**CITY OF MADISON PURCHASING SERVICES  
 BIDDER DISCLOSURE STATEMENT - PROCUREMENT OF ITEMS OF APPAREL**

CONTRACTOR SUBMITTING THIS FORM: \_\_\_\_\_

BID/RFP NUMBER \_\_\_\_\_ DATE: \_\_\_\_\_

PRODUCTS COVERED BY THIS FORM (LINE #s FROM RFP): \_\_\_\_\_

This affidavit of compliance will be the contractor's sworn statement that each proposed production facility, including those of any subcontractors, comply with all of the requirements of Madison General Ordinances, sec. 4.25. If awarded the contract, an updated version of this disclosure statement shall be submitted quarterly to the City of its independent monitoring agency.

A. Below provide the name and address of each FACILITY OR FACTORY at which items of apparel have been or will be produced, manufactured, assembled, finished, distributed, laundered or dry cleaned under this contract (NOT A BUSINESS OR CORPORATE OFFICE). Include the name, business address and phone numbers of the principle officers/partners/owners of each facility. Include the raw number (quantity) of each type of good or product produced at each facility (i.e., 5,000 SHIRTS). See the Example Form if this is unclear. You may use an additional sheet for each facility location.

<b>Name of Facility and Subcontractor</b>	
<b>Complete Facility Mailing Address (Street, City, Country, Postal Code)</b>	
<b>Facility Phone Number</b>	
<b>Name of Principal Officers/Owners</b>	
<b>Business Address of Principal Officers/Owners (Street, City, Country, Postal Code)</b>	
<b>Phone of Principal Officers/Owners</b>	
<b>Quantity of Goods for This Contract (if known)</b>	

B. For the above facility, provide the base hourly wage of non-supervisory employees, the percent of wage level paid as health benefits or other benefits (specify which), any other regular deduction from paychecks, the normal working hours per employee per day and per week, the average working hours per day and per week over the past three (3) months, and a description of the overtime policy. See the Example Form if this is unclear. You may use an additional sheet for each facility location.

<b>Name of Facility and Subcontractor</b>	
<b>Base Hourly Wage</b>	<b>Normal Work Day (Hours)</b>
<b>% of Wage Level Paid as Health Benefits</b>	<b>Normal Work Week (Hours)</b>
<b>% Paid as Other Benefits</b>	<b>Actual Average Over 3 Months (Hours)</b>
<b>Other Regular Deductions</b>	<b>Overtime Policy</b>



**CITY OF MADISON PURCHASING SERVICES  
BIDDER DISCLOSURE STATEMENT - PROCUREMENT OF ITEMS OF APPAREL**

If this disclosure statement reveals noncompliance with sec. 4.25 MGO, or a statement that the proposed contractor will not or cannot comply with MGO 4.25, the City reserves the right not to award the contract.

Further, I understand that any false statement on these forms could result in:

- Withholding of payments under an existing contract.
- Liquidated Damages of \$2,000 per violation or 20% of the value of the items of apparel or material that we produced in violation of the ordinance.
- Termination, suspension or cancellation of the contract in whole or in part.
- Nonrenewal.
- Disqualification from bidding on future city contracts or eligibility to enter into purchase orders when formal bidding is not required, for a period of one (1) year after the first violation is found and for a period of three (3) years after a second or subsequent violation is found.

**To the best of my knowledge, each production facility, including those of any subcontractors, comply with all of the requirements of Madison General Ordinances, sec. 4.25. I have completed this Disclosure Statement form in good faith and have made no willingly false or misleading statements.**

**I/We hereby state that we will comply with Section 4.25 of the City of Madison General Ordinances as stated above. I/We further understand that this Disclosure Statement may be made public, subject to applicable public record laws.**

AUTHORIZED SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_





**CITY OF MADISON PURCHASING SERVICES  
 BIDDER DISCLOSURE STATEMENT - PROCUREMENT OF ITEMS OF APPAREL**

**- EXAMPLE -**

CONTRACTOR SUBMITTING THIS FORM: ZZZ Uniform Company

BID/RFP NUMBER RFP 8300-0-2014/MM DATE: April 1, 2014

PRODUCTS COVERED BY THIS FORM (LINE #s FROM RFP): \_\_\_\_\_

This affidavit of compliance will be the contractor's sworn statement that each proposed production facility, including those of any subcontractors, comply with all of the requirements of Madison General Ordinances, sec. 4.25. If awarded the contract, an updated version of this disclosure statement shall be submitted quarterly to the City of its independent monitoring agency.

A. Below provide the name and address of each FACILITY OR FACTORY at which items of apparel have been or will be produced, manufactured, assembled, finished, distributed, laundered or dry cleaned under this contract (NOT A BUSINESS OR CORPORATE OFFICE). Include the name, business address and phone numbers of the principle officers/partners/owners of each facility. Include the raw number (quantity) of each type of good or product produced at each facility (i.e., 5,000 SHIRTS). See the Example Form if this is unclear. You may use an additional sheet for each facility location.

<b>Name of Facility and Subcontractor</b>	<i>Lopez Cut and Sew Services, San Pedro DR Facility</i>
<b>Complete Facility Mailing Address (Street, City, Country, Postal Code)</b>	<i>Zona Franca Industrial San Pedro de Macoris, Dominican Republic</i>
<b>Facility Phone Number</b>	<i>809-529-8888</i>
<b>Name of Principal Officers/Owners</b>	<i>Juan Jose Lopez</i>
<b>Business Address of Principal Officers/Owners (Street, City, Country, Postal Code)</b>	<i>115 Cactus Boulevard, Miami, Florida, 33166</i>
<b>Phone of Principal Officers/Owners</b>	<i>954-565-8888</i>
<b>Quantity of Goods for This Contract (if known)</b>	<i>500 t-shirts, 300 shorts</i>

B. For the above facility, provide the base hourly wage of non-supervisory employees, the percent of wage level paid as health benefits or other benefits (specify which), any other regular deduction from paychecks, the normal working hours per employee per day and per week, the average working hours per day and per week over the past three (3) months, and a description of the overtime policy. See the Example Form if this is unclear. You may use an additional sheet for each facility location.

<b>Name of Facility and Subcontractor</b> <i>Lopez Cut and Sew Services</i>			
<b>Base Hourly Wage</b>	<i>\$6.00</i>	<b>Normal Work Day (Hours)</b>	<i>10</i>
<b>% of Wage Level Paid as Health Benefits</b>	<i>10%</i>	<b>Normal Work Week (Hours)</b>	<i>40</i>
<b>% Paid as Other Benefits</b>	<i>5%</i>	<b>Actual Average Over 3 Months (Hours)</b>	<i>42</i>
<b>Other Regular Deductions</b>	<i>0</i>	<b>Overtime Policy:</b> <i>Time and a half after 40 hours/week</i>	



### APPENDIX C

#### PROPOSER ASSURANCE OF INTENT and CAPACITY TO SUBMIT A SWEATFREE COMPLIANCE PLAN

Initial applicable response.

	<b>YES</b>	The Proposer hereby affirms, by signing this form, its intent to submit a Sweatfree Compliance Plan that meets the requirements of Sec. 4.25 of the Madison General Ordinances, if said proposer will be awarded the resulting contract from this Request for Proposal.
	<b>NO</b>	A sample compliance plan is Attachment D to this RFP.

	<b>YES</b>	The Proposer also confirms that, if awarded the contract, it has the capacity to provide to the City, its independent monitor or to the Sweatfree Purchasing Consortium, and obtain from its suppliers/brands/factories and production facilities, the applicable Sweatfree Compliance Plans that meet the requirements of MGO 4.25.
	<b>NO</b>	

Business Name: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Printed Name and Title: \_\_\_\_\_

Date: \_\_\_\_\_



## **APPENDIX F**

### **QUALIFICATIONS, PROGRAM IMPLEMENTATION and CONTRACT MANAGEMENT**

#### **INSTRUCTIONS:**

1. The City will evaluate the proposer's qualifications, experience and performance and operational capabilities as well as capacity to comply with sweatfree requirements in the implementation of this uniform management program.
2. This appendix is organized in four parts:
  - Part A: Proposer Organization, Qualifications and Experience
  - Part B: Proposer Operations
  - Part C: Program Implementation
  - Part D: Contract Management
3. Proposers shall provide a narrative response to each of the items in this appendix.

#### **PART A: PROPOSER ORGANIZATION, QUALIFICATIONS AND EXPERIENCE**

##### **1. Company Introduction**

- a. Briefly introduce your firm. Describe your business organization, experience and qualifications in relation to providing services required in this RFP.
- b. Provide a brief statement of project understanding and the distinguishing characteristics of your proposal.

##### **2. Background and History**

- a. Describe briefly your firm's background and history. State organization's size: local, regional, national and international, in relation to providing services requested in this RFP. State the location of the office from which this engagement will be serviced and the range of activities performed at that office. State the total number and location of offices and which locations shall support this contract, if awarded.
- b. Provide a statement of the length of time you have been in business supplying the services referenced herein and experience in serving governmental entities.
- c. Demonstrate your firm's capability and evidence of your experience providing services equal to or greater in scope than those requested in this RFP.

##### **3. Account Team**

- a. Describe proposed organizational structure for the team involved in the execution of the contract, their role, reporting responsibilities, team interface with City project management
- b. Provide resumes and qualifications of account management team for the City Provide the length of time account management team has been employed with the Proposer. Describe account management team experience with large contracts and national accounts. State the primary work assignment and the percentage of time key personnel will devote to the contract if awarded the contract.

##### **4. Partnerships and Subcontractors**

If subcontractors are used, proposers must identify the primary contractor, and clearly explain the roles and responsibilities of all parties.

##### **5. Financial Information**

The successful proposer will be required to provide evidence that he or she has the financial stability and



capability to perform the work outlined within the scope of work. Therefore, the successful proposer must submit one or more of the following financial statements or reports: 1) Audited balance sheets for the past three (3) years (If unavailable, an unaudited balance sheet is acceptable); 2) Internal report which provides a three (3) year financial trend analysis; 3) Current credit report; 4) Letter from proposer's bank verifying financial stability; or 5) Any other financial status report which can be used to demonstrate financial stability.

- 6. Disclosure of Contract Failures, Litigations.** Disclose any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation or investigation pending within the last three (3) years which involves your firm and all subcontractors involved in the project. List any contracts in which your firm and any subcontractor has been found guilty or liable, or which may affect the performance of the services to be rendered herein.
- 7. Experience and References**
- a. List and describe proposer's relevant experience in contracts of similar size and scope performed over the past five years.
  - b. List and describe specific and relevant experience with municipalities of similar or larger in size than the City of Madison.
  - c. For all experience listed in (a) and (b) above, use RFP Form D and additional forms, as needed to provide the following information for each client reference:
    - Client (contact person, address, and telephone numbers)
    - Contract period, Year completed
    - A description of the performed work
    - Total Contract dollar Volume

## **PART B: PROPOSER OPERATIONS**

### **1. Daily Operations**

Describe your process for order beginning with initial contact by City to final delivery of garment to City location. Include all phase of order process; initial contact, site visit, selection, sizing and fitting sample garments, patch or embroidery installation, lead time, and delivery of final product.

### **2. Supply Chain Management**

The program requires just-in-time delivery of in-stock apparel. Please describe your company's approach to supply chain management. This should include but not limited to processes, techniques and technology employed for sales forecasting, inventory planning, procurement/manufacture of garments and inventory management. Provide information on actual performance of your companies/subcontractors. In addition provide information on the current in-stock inventory held by your company/subcontractor in both units and dollars.

### **3. Garment Quality Assurance/Quality Control Plan**

Describe the quality control processes employed by your company/subcontractor that ensures garments are provided free from material and construction defects, and meet the garment specifications provided in the contract. Provide information regarding the results of these quality control processes. Also, describe the quality control processes that ensure accurate shipment of orders. Provide information regarding the results of these quality control processes.

### **4. Distribution**

Describe the methods of operations, technologies employed, capabilities and capacities of your company/subcontractor distribution center(s), include, at a minimum, the following information:

- Location of distribution center(s) which will service this contract



- Square footage of the center(s) (and ability to expand)
- Storage capacity of the center(s) in terms of the # of garments
- Percentage of storage capacity currently in use
- Number of employees staffing the center(s)
- Orders and units shipped per month
- Garments received into the center(s) each month
- Describe the garment customization capabilities at the center(s)
- Provide the number of garments customized monthly
- How many employees are dedicated to garment customization
- What technology is employed to achieve fast, effective and accurate garment customization?
- Processes used for shipping orders, please describe your normal lead time and your policy for expedited orders.
- Plan for garment and emblem security as well as inventory integrity
- Provide location and description of back up distribution facility if primary facility is not available for any reason

#### **5. Providing Non- Stock Garments**

Explain how your company/subcontractor's process for providing uniforms to every employee regardless of size and shape. How will your company provide non-stock and made to measure garments to those requiring this service.

#### **6. Reports**

Describe and submit sample reports that can be provided to the City and/or PPA at no charge, to include exchanges, customer services (disputes and resolutions), quantity of purchase orders, total amount purchased, and average order lead time and delivery, quantities and types of garments ordered. Also explain your ability to provide ad-hoc reports requested by the PPA. Provide a detailed lead time to provide reports.

#### **7. Customer Service and Order Management**

Describe your company's customer service call center and order management information system. Include the following information:

- a. Methods for placing orders and contacting the call center
- b. Hours of operation for the call center
- c. Staffing levels
- d. Organizational structure of call center
- e. Training employed to the customer service representatives
- f. Ability to accept credit cards or P-cards and to protect the credit card information

#### **8. Online Ordering Capabilities**

Describe Bidders secured web based online ordering site. Describe online capabilities, to include order placement, pricing, order tracking, virtual catalogs, customer account information, electronic invoicing

#### **9. Additional Information**

Provide any additional plans and/or relevant information about Proposer's approach to performing the Uniform Management Program.



## PART C: PROGRAM IMPLEMENTATION

1. **Implementation Plan.** Propose an implementation plan and schedule delineating the steps and timing of all program implementation related activities and resources required from contract award through website deployment and start of uniform ordering. Include Gantt charts (or similar graphic depiction) to illustrate phases, activities, tasks, comments, milestones, decision points and deliverables. The actual project plan and schedule will be jointly developed by the Contractor and the City after the contract is awarded.
2. **Project Approach.** Describe your proposed technical approach for executing the implementation plan, including any strategies used for controlling the quality, deliverables and timelines.
3. **Project Interaction.** Provide roles and responsibilities of key personnel including Implementation/Project Manager, Contract Manager, City Project Manager, etc.
4. **Expected Use of City Resources.** Provide a listing of City management, technical and user responsibilities, roles/positions and expertise needed to manage and implement the project. Recommend the level of effort and time commitment for each position.
5. **Risks and Roadblocks.** Identify risks and roadblocks found in similar programs and/or summarize the critical success factors and key challenges the City will face during this project. Recommend a high-level strategy or approach for the City to follow. Describe why the firm's selected program approach fits this particular program.
6. **Support and Escalation.** Describe the escalation process to address issues unresolved within a reasonable timeframe.
7. **Implementation Process.**

Confirm and/or describe your compliance with the following requirements.

- a. Regular Meetings. The City and Contractor shall establish regular meetings during the implementation/website development period and shall meet as often as deemed necessary, to evaluate contract performance and operations for the purpose of maintaining high quality standards for service and product offerings. Such meetings shall stipulate necessary action steps to be taken by the Contractor and/or the City in order to meet and improve contract efficiencies and standards.
- b. Status Reports. The Contractor shall provide project plan updates weekly during the implementation period. The plan must be kept up to date in between updates so that ad-hoc status reports can be provided as needed. The weekly report should include the following:
  - Gantt chart showing current status
  - Listing of tasks accomplished
  - Listing of upcoming tasks
  - Incomplete tasks, with reason given
  - Behind-schedule tasks, with reason given
  - Financial status
  - Corrective actions needed
- c. Implementation Support. The Contractor shall provide immediate onsite and telephone support for production critical issues to the City during the installation/implementation/deployment period.
- d. Response Time. Contractor shall respond within eight (8) business hours of receiving a request for support during installation/implementation/deployment period.



- e. Post Implementation Support.
  - (1) The Contractor shall perform a post implementation review of production issues, open items, potential reconfigurations, and develop an action plan to address these issues.
  - (2) The Contractor shall provide immediate support for production critical issues to the City during the first sixty (60) days of operation. Response shall be within four hours of the City's initiated communication to the Contractor.
- f. Change Requests. The Contractor shall perform analysis of project Change Requests within the project scope at no additional cost to the City.
- a. Test Production Environment. Contractor must provide a test production environment and allow for ease of use by the City for testing. The Contractor shall conduct a product integration test prior to implementation to ensure product modifications and product interfaces work to specifications and do not adversely impact the solution as a whole. The Contractor shall fix errors identified during testing and deliver the fixes to the City at no additional cost.

#### **PART D: CONTRACT MANGEMENT APPROACH**

##### **1. Relationship Review Plan**

Provide a "relationship review plan" that will include the frequency and method for monitoring quality of service provided to the City of Madison. The plan should indicate the data (i.e. statistics on use and inquiries by customers) that will be shared and identify opportunities for enhancements as customer growth continues and additional options are needed.

##### **2. Contract Managers**

- (1) The City and the Contractor shall each have a project manager to administer the contractual terms and operations for the City of Madison contract.
- (2) The Contractor's manager shall cooperate with the City's project manager on all activities and events related to the administration of the City of Madison contract. The City's project manager shall be copied on all notices, requests, and other formal communication under this contract.

##### **3. Project Team**

- (1) Key members of the Contractor's project team shall be subject to approval by the City.
- (2) In the event the Contractor wishes to substitute any key personnel for those listed in his proposal, the City shall receive prior notice and shall have the right to review and approve such substitutions. If the City has reasonable evidence to believe that an employee of the Contractor, working on City property, is not performing or has not performed his or her employment in a manner conforming to the performance and project standards set forth in this agreement, the City shall have the right to require the Contractor to resolve the situation to the City's satisfaction, including replacing the personnel in the engagement service with the City within thirty days upon notification by the City. However, the Contractor shall not be required to institute or pursue to completion any action if to do so would violate any law, statute, City ordinance, contract of employment, or union agreement.
- (3) Notwithstanding the provisions preceding this section in (2) above, the Contractor shall agree to immediately remove any employee from assignments covered by this agreement for security violations pending investigation.

**4. Regular Meetings**

The City and Contractor shall establish regular meetings during the contract period and shall meet as often as deemed necessary, to evaluate contract performance and operations for the purpose of maintaining high quality standards for service and product offerings. Such meetings shall stipulate necessary action steps to be taken by the Contractor and/or the City in order to meet and improve contract efficiencies and standards.

**5. Audits**

The City reserves reserves the right to conduct audits, (on-site or otherwise) of the Contractor's records for the purpose of verifying prices and contract compliance.





## APPENDIX G UNIFORM PROGRAM REQUIREMENTS

This section specifies PRODUCT AND PROGRAM requirements which the City considers mandatory for a successful uniform management program. Proposers must indicate one and/or any applicable response code for each program requirement: Conditions of the RFP that include the word “must” or “shall” describe a mandatory requirement. Failure to meet a mandatory performance requirement may disqualify your proposal. The City reserves the right to delete or modify any mandatory specification or condition of the RFP, if determined that no proposers are able to meet the requirement.

This RFP document, any amendments, addenda and the awarded proposer’s response as accepted by the City shall become the contract.

Proposers must confirm their ability to satisfy each Mandatory Uniform Program Requirement by completing and returning APPENDIX B with their proposal.

Response Code	Code Explanation
<b>YES</b>	Fully meets the requirement
<b>NO</b>	Cannot comply with requirement
<b>QR</b>	<p><b>Qualified Response.</b> Proposer must provide additional explanation, if indicated.</p> <ol style="list-style-type: none"> <li>1. Proposers may provide a <b>QR</b> with a “yes” response to highlight additional or superior capabilities or with a “no” response to qualify an alternate proposed solution.</li> <li>2. Use a separate sheet for <b>Qualified Responses</b> and reference corresponding requirement.</li> <li>3. Items 12 -16 require a <b>Qualified Response</b> and additional explanation.</li> </ol>

#	UNIFORM AND PROGRAM REQUIREMENTS	Response Code	Explanation
<b>1</b>	<b>Uniform Quality.</b>		
1.1	<p>Uniforms shall be high quality, custom fit or with proper fit for male/female sizes. Specific manufacturer and model numbers specified in this RFP are used to establish a design, type, construction, quality, functional capability and/or performance level desired. COM has determined these specified items to best meet the needs of the department based on product research, wear testing and customer surveys. Proposers who intend to propose equivalent alternates must submit product information for consideration, wear testing and approval by COM by the date specified in the RFP calendar. The City will consider only clearly identified offers of substantially equivalent items that meet or exceed applicable specifications in terms of cost, quality and performance. When alternates are bid/proposed, the Proposer must identify the manufacturer, stock number and demonstrate comparability with appropriate samples, catalog materials, literature, specifications, etc.</p> <p><u>The City of Madison shall be the sole judge of quality, performance and standard of sample uniforms submitted.</u></p>		
1.2	<p>Proposer shall insure that:</p> <ul style="list-style-type: none"> <li>• All items shall have a care label permanently affixed stating care instructions. The labels for permanent press or fine washables shall reflect specific washing or dry cleaning instructions.</li> <li>• All items shall have a permanent size tag.</li> <li>• All items shall show lot number, fiber content and WPL number of the garment.</li> <li>• All items shall have loose threads removed, be shaped and finished properly in accordance with industry standard.</li> <li>• All materials shall be new, unused, of current manufacture, and without flaws or</li> </ul>		

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#	UNIFORM AND PROGRAM REQUIREMENTS	Response Code	Explanation
	<p>defects which adversely affect appearance, durability and function.</p> <ul style="list-style-type: none"> <li>• If appropriate, fabric shall meet standard shrinkage allowance of approximately 2%, be colorfast and be guaranteed washable. The fabric used is to include a fashion clear finish, soil release that combines with color bright retention, have moisture absorbency and provide maximum comfort.</li> <li>• All materials shall carry the standard warranties prescribed for each specified fabric.</li> <li>• Workmanship and products shall be in accordance with standard practices of the trade.</li> <li>• Garments must be fully warranted against defects for a minimum of 90 days after date of delivery</li> <li>• For all items, seams tearing at the seam line, gathering of fabric or puckering of garments after wear or use is not acceptable.</li> </ul>		
1.3	<p>Quality Control - – <i>NOTE: Requires a <b>Qualified Response</b>. See Section B, Proposal Submission Requirements. See page 12</i></p> <ul style="list-style-type: none"> <li>• Proposer shall have adequate internal mechanisms for monitoring compliance with the uniform specifications. Proposer shall have an established quality assurance program to provide, but not limited to, consistent quality and accuracy in production, color compatibility, size consistency and proper packaging. Any one garment is not to be constructed from two different bolts where any color difference exists.</li> <li>• Proposer shall submit quality control measures in writing and shall be required to provide statistical information as to those measures being performed.</li> </ul>		
<b>2</b>	<b>Warranty</b>		
2.1	All garments and products shall be warranted against defects for a minimum of 90 days from date of delivery.		
2.2	All material shall be new, of current manufacture and shall carry the standard warranties prescribed for each specified fabric.		
2.3	Workmanship and products shall be in accordance with standard practices of trade. Special attention is directed to the fact that seams tearing at the seam line, gathering of fabric or puckering of garments after wear or use is not acceptable.		
<b>3</b>	<b>Standard and Special Sizes/Custom Orders</b>		
3.1	<p>These sizes will be identified in each department’s proposal pages. For purposes of this RFP and the ensuing contract, the following definitions shall apply to sizing:</p> <p><u>Standard Sizes:</u> _____ 0 – 3X</p> <p><u>Special Sizes:</u> _____ 4X and up</p>		
3.2	Special Sizes. Proposers shall indicate on the Price Proposal page the percentage of increase from the bid prices for all special order sizes. Items considered “special order” are those sizes that are outside of the listed sizes for clothing. There shall be no other extra charge for special orders other than this percentage of increase.		
3.3	Custom Orders: The City may require Proposer to custom tailor specific uniforms. The cost for these custom orders shall be agreed upon and pre-approved by the City department at the time of contract.		

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#	UNIFORM AND PROGRAM REQUIREMENTS	Response Code	Explanation
<b>4</b>	<b>Delivery of Uniforms that are stock-size or standard size (as defined by the City of Madison)</b>		
4.1	<u>Standard Stocked Sizes.</u> All stock-size uniform items shall be delivered within fourteen (14) calendar days from receipt of order, F.O.B. Madison, WI..		
4.2	<u>Special Sizes:</u> Special sized items (special orders) shall be delivered within thirty (30) calendar days after receipt of order, F.O.B. Madison, WI.		
4.3	<u>Custom Orders:</u> Custom orders that require custom tailoring shall be delivered within 60 – 90 days after receipt of order, F.O.B. Madison, WI.		
4.3	<u>Established Delivery Schedule.</u> This will be the required delivery schedule after the program has been implemented and will take effect approximately 90 days after. For purposes of compliance with this requirement, if any order is placed prior to November 1, 2010, it will be considered placed November 1, 2010. Order Receipt Date by the vendor shall be order date plus four (4) postal workdays. Any item(s) shipped but not accepted because of non-compliance with City of Madison uniform specifications, must be replaced by vendor within five (5) calendar days after notification by the City. At the time of delivery, product shall be subject to examination and inspection by authorized City department personnel before final acceptance. Any costs associated with items received that do not comply with these specifications shall be borne by the awarded contractor.		
4.4	<u>Liquidated Damages</u> The City may assess the Contractor in the amount of \$5.00 per garment per day for late deliveries. This amount will be deducted from the invoice for the late-received goods. This deduction is in addition to other remedies available to the City of Madison and can be applied at the discretion of the Agency. The Contractor shall be entitled to adjustment in delivery times for delays attributable to causes beyond the Contractor's control. The Contractor shall communicate such delays promptly to the City to work out a mutually agreeable schedule/solution.		
<b>5</b>	<b>Product Inventory</b>		
5.1	The successful Contractor shall maintain four (4 months) stock in inventory of standard sized uniforms to insure compliance with delivery timelines required in the contract.		
5.2	The successful Contractor shall communicate on an ongoing basis with the Agency and determine appropriate inventory levels based on the Agency's usage. Quantities held in inventory will be re-evaluated quarterly.		
5.3	The Contractor shall provide to the City of Madison an inventory of standard sized uniforms to be used for sizing, exchange or emergency situations. The Contractor will not be required to furnish inventory for special sized uniforms for this purpose.		
<b>6</b>	<b>Minimum Order</b>		
6.1	There shall be no minimum order requirement under this contract.		
<b>7</b>	<b>Substitutions</b>		
	Contractor shall not provide substitute items for products ordered, if the product ordered is not available Contractor must obtain prior approval from the ordering end user before		

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#	UNIFORM AND PROGRAM REQUIREMENTS	Response Code	Explanation
	substitutions of alternative products are shipped. End Users reserve the right to refuse and/or return, at no additional cost, any item that is substituted without prior approval.		
<b>7</b>	<b>Employee Measurement</b>		
7.1	Contractor shall ensure a proper fit of ordered garments for all employees. The successful Proposer shall measure each City of Madison employee and adjust sizing to account for any weight gain or loss, as necessary during the contract term. If measurements are furnished to the successful Proposer, they will be used to determine the standard size and proper fit by such Proposer.		
7.2	Uniform measurements by the Contractor will take place at City of Madison department locations. At the start of and during the contract term, the Contractor shall work with each agency to schedule measurements of all employees who will need uniforms.  The Contractor shall schedule a minimum of 9 full days of sizing sessions during the contract year at COM sites, for current or new employees to be measured or to purchase items included in the contract. The Contractor may be required to schedule additional sizing sessions for other departments, as needed.		
7.2	City of Madison will not measure officers or employees for uniforms.		
7.3	<u>Employee Measurement Database</u> Contractor shall maintain a database of employee measurements. The database shall be the property of City of Madison and will be provided to each department in an acceptable standard electronic format upon termination or non-renewal of contract at no cost to the City of Madison. Personal employee information such as, but not limited to, social security number, home address, phone numbers and email address will not be stored in the database.		
<b>8</b>	<b>Repair and Alterations</b>		
8.1	Any item found to be defective, improperly sized, or not in accordance with specifications, although accepted through oversight or otherwise, shall be replaced or altered and shipped at the expense of the Contractor.		
8.2	Contractor shall make any and all adjustments needed on made-to-measure or custom uniforms within fifteen (15) business days. Contractor will be allowed two (2) opportunities within the 15 day period to correct uniform problems. If unsuccessful after two (2) attempts, Contractor shall be required to provide new uniform(s) or part(s) at no cost to City of Madison.		
8.3	Proposer shall provide additional information or describe its repair and alterations policy, if different.		
<b>9</b>	<b>Emblems and Embroidery</b>		
9.1	The Contractor will be required to furnish City of Madison department emblems and patches and sew onto shirts as directed. The Contractor <u>may</u> also be required to furnish COM badges. The Contractor shall keep sufficient inventory on-hand to meet all orders. The City of Madison will supply patch samples for sourcing purposes. Contractor shall submit emblem samples/proofs to each City department for approval before production.		
9.2	Vendor pricing shall incorporate all costs associated with furnishing and/or sewing of emblems, logos, and embellishments (standard shoulder patches, pant hems, etc.) in their pricing.		
<b>10</b>	<b>Returns</b>		
10.1	Any item found to be defective, improperly sized, or not in accordance with specifications, although accepted through oversight or otherwise, shall be replaced or altered and		

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#	UNIFORM AND PROGRAM REQUIREMENTS	Response Code	Explanation
	shipped at the expense of the Proposer.		
10.2	Custom orders furnished in accordance with specifications shall not be subject to this return provision.		
10.3	Contractor shall provide full credit as an adjustment to invoice to City of Madison on all returns that meet the following conditions: a) All unused merchandise b) Merchandise is returned within thirty (30) calendar days of delivery. c) City of Madison obtains a valid Return Authorization Number (RAN) or similar authorization from the contractor. d) Custom orders that are found to be defective, improperly sized or not in accordance with specifications shall also be subject to full credit under this return provision		
<b>11</b>	<b>Restocking Policy</b>		
11.1	Contractor shall not impose a restocking fee: a) If an item is returned due to damage, incorrect product shipped, or contractor order entry error. b) If an item is returned within thirty (30) calendar days from delivery. c) If an item is returned and exchanged for other inventory.		
11.2	Restocking fees for all other reasons shall be no greater than 10% of the items being restocked.		
<b>12</b>	<b>Program Order Requirements</b>		
12.1	The contract shall support multiple buyer profiles which differ in the method of placing orders (online, B2B, phone, email, fax), delivery requirements (desktop, dock, centralized dock) and payment method (P-card, PO, EFT, check). Different agencies and public entities employ different business models to support their operations and ship to locations.  <u>Traditional Business Model:</u> Orders are primarily placed online through a vendor hosted contract website, paid with a P-card, and delivered to desktop or dock depending on user preference. Orders may also be placed by e-mail, fax or phone call to vendor's customer service or sales representative.  The traditional business model will serve as the baseline for pricing purposes. Specifically, that is: order via vendor website, phone, fax or purchase order; desktop delivery by contractor and payment on an order by order basis by p-card or check.		
12.2	Proposer must have the ability to accept orders by all of the following ordering methods; online secure website; B2B e-commerce system; toll free number; fax. Authorized users shall be responsible for placing their own orders and will determine the ordering method which will be used.		
12.3	Proposer must accept, at no additional cost to the City, the City P-Card, check or ACH as payment. Transaction fees and/or any service fees will be at the proposer's expense.		
<b>13</b>	<b>On-line Order Website</b> -- <i>NOTE: Requires a Qualified Response. Additional explanation required.</i>		
13.1	Contractor shall provide a secure and customized website for on-line ordering for each specific City of Madison department to be included in the contract.		
13.2	Website shall allow on-line ordering of City department –approved articles of clothing by City of Madison personnel. The online ordering system shall enable personnel assigned to special teams to access particular items that are only approved for those special team		

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#	UNIFORM AND PROGRAM REQUIREMENTS	Response Code	Explanation
	members		
13.3	Website shall have on-line access to information that include, but is not limited to: on-hand inventory status, status of orders, delivery information, shipment tracking, backorder information, general product information, uniform care instruction and guidelines, etc.		
12.4	Website shall allow each officer and/or COM to manage individual account information, including account balances, order history and tracking, etc.		
12.5	Contractor's website has the capability to allow the City of Madison to generate its own custom reports or provide customized reports to the City as requested.		
12.6	Contractor's website contains information not limited to the following: on hand inventory status, order status, shipment tracking, uniform care instructions and guidelines.		
12.7	The Proposer has a sample site that is currently operational for reference at the time of submission of their proposal.		
12.8	OR The Proposer will have or will create a sample site for the City of Madison.		
12.9	** Proposer shall describe in detail its proposed website solution for this proposal.		
<b>13</b>	<b>Customer Support</b> -- - <i>NOTE: Requires a Qualified Response. Additional explanation required.</i>		
13.1	<u>Dedicated City Contractor Support Contact</u> Contractor shall have two (2) points of contact for any customer support. One such contact shall be local to insure prompt customer service such as, but not limited to, measurement of officers or employees in a timely manner. City of Madison-dedicated customer service representatives shall respond to the City's inquiries within eight (8) working hours.		
13.2	<u>Online Access Customer Support</u> Any customer service representative shall have on-line access to information to provide immediate response to inquiries relating to status of orders, delivery information, back order information and general product information.		
13.3	<u>Toll Free / Schedule</u> Contractor shall provide toll-free customer support from 8:00 AM (MT) to 5:00 PM (MT) Monday through Friday (except State holidays).		
<b>14</b>	<b>Facilities</b> - -- <i>NOTE: Requires a Qualified Response. Additional explanation required.</i>		
14.1	The successful bidder will be required, before award of bid, to show to the complete satisfaction of the City that the firm has the necessary facilities to assure compliance with the terms and conditions of this RFP. The successful Contractor may also be required to have a facility that is convenient and accessible that is within a specific mile radius of the City of Madison. Such facility if required will have standard working hours of operation, at a minimum.		
<b>15</b>	<b>Billing Procedures</b> - - - <i>NOTE: Requires a Qualified Response. Additional explanation required.</i>		
15.1	All invoices must reflect sales order numbers by individual. The vendor shall submit one monthly invoice summarizing all individual orders, after delivery of items ordered. Individual invoices will accompany the summary monthly invoice showing date of order, date of shipment, and a detailed list of items purchased. Invoices, which include items that did not meet the regular scheduled delivery time, shall be accompanied by documentation for delay of delivery. Terms will be net30.		

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#	UNIFORM AND PROGRAM REQUIREMENTS	Response Code	Explanation
16	<b>Invoices and Reports</b> - --- <i>NOTE: Requires a <b>Qualified Response</b>. Additional explanation required.</i>		
16.1	The Contractor shall provide, at the request of the City, additional reports of various data and activities under this contract. Contractor agrees to respond to the request for additional reports under this section within a reasonable amount of time or within the time frame stated in the agreement. The Contractor shall work with the City to develop a database report that will provide the information required at regular intervals as requested by the City.		
16.2	<i>Electronically Submitted Information.</i> Where applicable, the Contractor shall provide all documents in electronic format, as well as hard-copy. The Contractor shall prepare and furnish any electronic media that is compatible with the City's comparable desktop application (e.g., spreadsheets, word processing documents). Conversion of files, if necessary, will be Contractor's responsibility. Conversely, as required, Contractor must accept and be able to process electronic documents and files created by the City's current desktop applications.		
16.3	The successful Contractor shall furnish to City Purchasing and to COM requested usage and statistical reports at a frequency requested by the City (monthly, quarterly and/or annually.) Information on these reports will include but not be limited to the following: 1) Items, 2) quantities, 3) total dollars expended by individuals, 4) total quantities and dollars purchased by item, 5) Style no., 6) description, 7) Quantity of each item shipped for a given period, 8) Date ordered, 9) Date Shipped 9) miscellaneous order histories. The City reserves the right to request usage reports at any time and request additional information, if required, when reviewing contract activity.		

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