



Request for Proposals

Uniform Rental and Full Garment Services

Alamance-Burlington School System

The purpose of this Request for Proposals (RFP) is to obtain pricing for and selection of a vendor to provide uniform rental and full garment service for the Alamance-Burlington School System Maintenance and Transportation departments. The vendor shall provide the school system with the specified services based on a weekly rate per participating employee. Alamance-Burlington School System is requesting proposals for uniform rental and full garment service for a 36-month term, with the possibility of two one-year extensions (for a total of five years). The awarded vendor shall provide rental uniforms and full garment service for Alamance-Burlington School System Maintenance and Transportation Departments during the term of the contract, at the same rate and within the same term as the original contract. The contract between Alamance-Burlington School System and the selected vendor will provide uniforms and garment service for approximately 50 employees (**male & female**). Alamance-Burlington School System reserves the right to remove from or add to the roster of employees serviced under the contract with the selected vendor.

The contract will be awarded to the vendor deemed to have submitted the best overall proposal on the basis of the factors included in the RFP and Addendums. Alamance-Burlington School System may cancel the RFP and/or reject all proposals at any time prior to an award and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. The award document will be a contract incorporating by reference all the requirements, items, and conditions of the RFP.

I. PROCUREMENT PROCESS

A. Solicitation Schedule: Alamance-Burlington School System expects to undertake the solicitation process according to the following schedule:

- Release of RFP - Monday, March , 2020
- Deadline for questions - Monday, March 16, 2020
- Deadline for ABSS advertised response to bidders - Monday, March 23, 2020
- RFP due date - 4:00 pm, Monday, March 30, 2020

B. Interpretations and Clarifications: Questions or clarification of this RFP must be made in writing and addressed to Misty Brown at the e-mail address listed below. No questions will be received by telephone. Please reference the RFP page and topic. The deadline for questions/clarifications is no later than Monday, March 16, 2020.

Misty Brown
Alamance-Burlington School System
Phone: 336-438-4150
E-mail: misty_brown@abss.k12.nc.us

Alamance-Burlington School System will address all questions submitted by potential respondents via an addendum posted to the Alamance-Burlington School System website no later than Monday, March 23, 2020.

C. Submission of RFP: RFP submittals may be mailed or hand-delivered. Mailed proposals will not be accepted. Submittals must be received by **Monday, March 16, 2020 at 4:00 p.m. to:**

Misty Brown
Alamance-Burlington School System
1712 Vaughn Rd.
Burlington, NC 27217

- Proposals should be clearly marked “RFP for Alamance-Burlington School System Uniform Rental and Full Garment Service”. It is the vendors’ responsibility to ensure the proposal is submitted on or before the day and time above. Alamance-Burlington School System is not responsible for late proposals due to postal delivery, mishaps, or acts of God. Any proposals received later than the above designated date and time shall be deemed non-responsive and will not be considered.
- When received, all proposals and supporting materials, as well as correspondence relating to the RFP, shall become the property of Alamance-Burlington School System.
- As allowed under NCGS 143.129.8, proposals will not be made available to inspect or view until the contract has been awarded.
- In submitting a proposal, it is understood by the vendor that Alamance-Burlington School System reserves the right to reject any and all proposals and to waive any irregularities or informalities in proposals when to do so is in the best interest of the School System.
- Any proposal may be withdrawn or modified by written request of the vendor, provided such request is received by Alamance-Burlington School System at the designated address **prior** to the date and time set for receipt of proposals. If a proposal includes any proprietary data or information, such data or information must be specifically identified as such **on every page** on which it is found. Data or information so identified will remain confidential to the extent allowed by North Carolina law pursuant to GS 132-1.2 and will be used by Alamance-Burlington School System personnel solely for the purposes of evaluating proposals and conducting contract negotiations.

- All proposing firms or individuals shall comply with all conditions, requirements, and specifications contained herein, with any departure constituting sufficient cause for rejection of the proposal. However, Alamance-Burlington School System reserves the right to change the conditions, requirements and specifications as it deems necessary.
- No proposals will be accepted from any person or organization that is in arrears for any obligation to Alamance-Burlington School System, or that otherwise may be deemed irresponsible or unresponsive by Alamance-Burlington School System staff.
- All prices quoted must be firm for a period of 120 (one hundred twenty) days following the proposal deadline.
- The cost of preparing a response to the RFP will not be reimbursed by Alamance-Burlington School System.
- No agreements with any selected vendor shall be binding until a contract is signed and executed by Alamance-Burlington School System and authorized representatives of the vendor.

II. THE SELECTION PROCESS

- A. Purpose:** The purpose of this RFP is to secure a supplier of rental uniforms with full garment service provided for Alamance-Burlington School System Maintenance and Transportation Departments.

Alamance-Burlington School System will review all received proposals and select a single vendor to provide the services sought within the content of this RFP. Pursuant to G.S. 143-129.8, Alamance-Burlington School System will award a contract to the vendor that submits the best overall proposal, as determined by Alamance-Burlington School System. Negotiations may be undertaken with the vendor whose proposal is the best overall and whose understanding, qualifications, experience, and financial terms show them to be most qualified, responsible, and capable of providing these services. The contract awarded as a result of this RFP will be selected based on the most advantageous to Alamance-Burlington School System and that best meets the needs of the School System. The contract will not necessarily be awarded to the respondent with the lowest overall cost proposal. Alamance-Burlington School System reserves the right to reject all proposals if and when necessary.

- B. Selection Criteria:** All proposals will be screened by an evaluation committee. The evaluation committee shall screen and rate all of the responses that are submitted. Evaluation ratings will be on a 100-point scale, and those proposers selected for a short list may be invited to attend an interview, at the proposers own expense. Any invitation for an oral presentation will be solely for the purpose of clarifying proposals received from each qualifying proposer, and will not represent any decision on the part of the evaluation committee as to the selection of a successful proposer. Alamance-Burlington School System will evaluate all proposals based on the following criteria:

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|--------------------------------|-----|
| 1. Cost of Services | 40% |
| 2. Qualifications & Experience | 20% |
| 3. References | 20% |
| 4. Responsiveness of Proposal | 20% |

Once proposals are scored, the evaluation team will select finalists and decide if interviews will be conducted.

Should negotiations be unsuccessful, Alamance-Burlington School System shall enter into negotiations with the next, highest ranked Vendor. The process shall continue until an agreement is reached with a qualified Vendor.

This RFP does not commit Alamance-Burlington School System to pay for any direct and/or indirect costs incurred in the preparation and presentation of a response. All finalist(s) shall pay their own costs incurred in preparing for, traveling to and attending interviews. Alamance-Burlington School System reserves the right to negotiate the final fee prior to recommending any Vendor for a contract.

Alamance-Burlington School System reserves the right to use all pertinent information (also learned from sources other than disclosed in the RFP process) that might affect Alamance-Burlington School System's judgment as to the appropriateness of an award to the best evaluated proposer. This information may be appended to the proposal evaluation process results.

Following the criteria listed in G.S. 143-129.8 and 143-135.9, Alamance-Burlington School System will make a final selection based on the evaluation committee's recommendation and other factors Alamance-Burlington School System deems to be in its best interest.

III. SCOPE OF WORK

Alamance-Burlington School System requests proposals for furnishing, cleaning, and maintaining uniforms for Alamance-Burlington School System Maintenance and Transportation personnel.

- A. Delivery:** The School System requires that the Service Provider designate one (1) day for pick-up and delivery per week. Delivery is to occur on that pre-determined day during business hours, at a time to be negotiated between Service Provider and the School System liaison for that division. For those weeks in which the pickup/delivery day is on an official School System holiday, arrangements are to be made for deliveries to occur the day before the holiday, or on a preapproved date. All newly ordered and replacement garments must be delivered within two weeks of the date ordered. Any delays exceeding that timeframe must be reported promptly to the School System liaison; and corrective action implemented by the Service Provider.
1. Drop Off and Pick Up Locations
 - i. Maintenance Department, 307 Prison Camp Rd., rham 27253
 - ii. Transportation Department, 301 Prison Camp Rd., rham 27253

2. Failure by the Service Provider to deliver newly ordered, mended, or replacement garments within two weeks of the date ordered will result in Liquidated Damages being assessed. Liquidated Damages equal to the cost of rent/lease prorated daily until said product is successfully delivered will be applied in the form of an invoice credit. Once an item is subject to Liquidated Damages, that item shall not be invoiced to the School System until it is delivered and no longer subject to Liquidated Damages. The Service Provider may defer Liquidated Damages an additional two weeks by providing acceptable temporary inventory.
- B. Dirty Clothing Bins:** Service Provider shall provide a bin at each site to collect and store dirty clothing as well as items in need of mending and/or replacement. The bin shall:
1. Minimize or contain odor;
 2. Be covered and locked, to prevent theft/vandalism;
 3. Be sized appropriately;
 4. Be located in area(s) as approved by the School System.
- C. Uniform Compliment and Quantities:** Garments covered under this Program will be selected by the School System's liaison for each division from the items represented on the Pricing Schedule. If additional items not covered on the Pricing Schedule are requested by the School System's liaisons, they will be priced using the Service Provider's same Pricing Multipliers that are used for similar item categories on the Pricing Schedule. School System liaisons will determine the quantity of each item to be provided for each employee in their department/division. School System liaisons for each area may add or delete uniform pieces from the Contract at any time during the Contract Period. The standard uniform allotment per participating employee **(male/female sizes and cut/fit)** in a rental program will be:
1. eleven (11) uniform shirts.
 - i. Available work shirt options.
 - ii. Available polo options.
 - iii. Available t-shirt options.
 2. eleven (1) uniform pants.
 - i. Available flat front options.
 - ii. Available pleated options.
 - iii. Available cargo pants options.
 3. One (1) uniform jacket.
 - i. Available lined options.
 4. One (1) Coveralls
 - i. Available lined options.

4. Typical color options (final color selections TBD):
 - i. Shirts: blue, tan/khaki, blue/white striped
 - ii. Pants: blue, tan/khaki
 - iii. Jackets: blue
 - iv. Coveralls: blue, tan/khaki
- D. Female Uniforms:** Service Provider is required to provide female-size and cut/fit apparel at no additional cost above the standard unit price. Service Provider is to make every effort to see that female employees receive their uniform pieces without additional processing time.
- E. Oversize Uniforms:** No additional costs is to be charged for oversized garments. Service Provider is to make every effort to see that oversize employees receive their uniform pieces without additional processing time.
- F. Size Changes:** Service Provider is to provide size changes at no additional charge to the School System.
- G. Alterations:** Alterations are to be the responsibility of the Service Provider. If a garment requires alteration, Service Provider has seven (7) calendar days to return or replace garment from the date of being informed of the request by authorized School System personnel.
- H. Professional Appearance:** Initial issue uniforms must be new. No faded, worn or “off color” garments will be accepted. In order to maintain a professional appearance, the School System will not accept clothing with mends and patching larger than dime size. The repair or mending of a garment shall not detract from the garment’s appearance. Two (2) or less apparent mending sites are acceptable; if there are more in a garment, that item needs to be replaced. The School System reserves the right to approve or request new garment depending on the appearance and the employee’s function.
- I. Measurement:** The School System requests that Service Provider measure employees (and give the opportunity for try-on) for proper fit on-site. Service Provider shall negotiate schedule for these events with the department Project Managers.
1. School System liaison has the option to request a set of “sample” garments to keep on-site for fitting purposes. Garment samples include long-sleeve shirts ranging from Small-5XL, and various men’s and women’s-sized pants. Service Provider will provide a list of all sample garments and sizes that will be furnished to School System liaison at their request upon execution of the contract; subject to approval of the School System liaison.
- J. Garment Identification:** Service Provider is to have in place a system of garment identification (for example, bar coding) in order to provide tracking of the uniform pieces for individual employees throughout their system.

- K. Emblems:** Service Provider is to attach embroidered emblems to shirts, jackets, vests, etc. as directed by the School System liaison, (typically ABSS logo above the left shirt pocket and name, if desired, above the right shirt pocket). The School System will provide the artwork for the logo. Service Provider will not charge a fee to attach the logos to garments, or to remove them should the garment no longer be required or needed. Supervisory uniforms shall be direct embroidery.
- L. Garment Replacement Charge:**
Garments that require replacement due to normal wear and tear are to be replaced at no charge by the Service Provider. The Pricing Schedule Replacement Cost for unreturned garments and garments rendered unfit for use under circumstances exceeding normal wear and tear is subject to proration on a monthly basis. The Replacement Cost subject to prorating based on a two (2) year life cycle (24 months). For example, a shirt that is \$12.00 at full replacement cost, will be prorated $\$12.00/24 \text{ months} = \0.50 per month . A shirt that has been in service for 10 months would be replaced at a prorated cost of $\$12.00 - (\$.50/\text{month}) \times (10 \text{ months}) = \7.00 . The age of the replaced garment will be based on the in-service date tied to the Section III. J Garment Identification system requirement.
- M. Invoicing:** The selected vendor shall submit a monthly invoice to each department/division detailing the payment due per participating employee per week. Third party billing will not be accepted.
- N. Utilization Reports:** Utilization Reports (preferably on-line) shall be included at no additional cost. These reports are to include access to the following but are not limited to:
1. Activity by Employee
 2. Activity by School System Department/Division
 3. Cost by Employee
 4. Cost by School System Department/Division
 5. Location of Employee garments within the Service Provider's system (including delivery status for new or replacement items)
 6. Mending stats
 7. Replacement stats
- O. Samples:** The School System reserves the right to request samples of the uniform pieces to be supplied at no cost to the School System, prior to awarding the Contract. The School System will retain the samples provided by the awarded Service Provider in order to create an express warranty that the whole of the good provided shall conform to the sample submitted; samples provided by non-awarded vendors shall be returned to them after contract has been signed
- P. Site Audits:** The School System may request, at their option, a Site Audit prior to making Award. Also, the School System will reserve the right to do periodic Site Audits to the awarded Service Provider.
- Q. Customer Satisfaction Survey and Follow-Up Corrective Action Mechanism:** Service Providers shall include a sample of any Customer Satisfaction Surveys they currently do

for other existing customers, and show us how their follow-up corrective action mechanism works for any issues identified in the course of these Surveys.

- R. The School System reserves the right to award directly as a result of the written proposals. The School System may or may not opt to conduct oral interviews.
- S. All awards and extensions are subject to annual appropriations of funds.
- T. Rental, Lease, and Purchase/Replacement Costs provided on the enclosed Pricing Schedule will cover all sizes, special tailoring, labor, transportation and any associated cost that is required to provide the services identified in this RFP. No Fuel Surcharges will be accepted. Any Environmental Charges, Makeup Charges, or Wastewater Charges must be clearly stated on the submitted Pricing Schedule. Alamance-Burlington School System will not be liable for any charge not provided in the Pricing Schedule.
- U. No Buy-Back Provisions will be considered
- V. The preference will be to award to one vendor; but the School System reserves the right to award to multiple vendors in the event this is deemed to be in the School System's best interest.

IV. PROPOSAL REQUIREMENTS:

Please limit the proposal to 24 pages inclusive of the cover sheet, requested sample documents, and Pricing Schedule typed on 8 1/2" x 11" sheets. Type size should be no smaller than 11. Fold out pages are not allowed. Do not include additional blank or title sheets to partition content. The required PDF version of the proposal should also contain no more than 24 pages.

Proposals containing more than 24 pages will not be considered.

- A. The submittal package should include:
 - 1. Cover Sheet
 - 2. Table of Contents with page numbers
 - 3. List of any product samples provided with the Proposal
 - 4. Completed Pricing Schedule (See also Section III.H)
 - i. Contact misty_brown@abss.k12.nc.us for an Excel version of the Pricing Schedule to fill out digitally. Once completed, convert the Excel document to a PDF for inclusion in the Proposal submittal.
 - 5. One (1) printed and bound original Proposal
 - 6. One (1) flash drive with proposal in PDF format
 - i. Do not include additional documents other than the Pricing Schedule on the drive
- B. See Section I.B instructions for the delivery of Proposals.
- C. List of current customer references including name, title, and phone number. Minimum of three (3) with similar size and nature of the Alamance-Burlington School System Uniform Rental and Full Rental Services requirements. References will be checked and any unsatisfactory

responses may be cause for disqualification at the sole discretion of the School System.

- D.** Name of the single point of contact (and their backup) who will be handling the Alamance-Burlington School System Service Issues, including telephone, fax, e-mail address, cell-phone, and emergency phone numbers. Name of the single point of contact (and their backup) who will be handling the Alamance-Burlington School System Billing Issues, including telephone, fax, e-mail address, cell-phone, and emergency phone numbers.
- E.** Location of the Service Plant that will service the Alamance-Burlington School System account, in the event of an Award. The School System may request, at their option, a Site Audit prior to making Award. Also, the School System will reserve the right to do periodic Site Audits to the awarded Service Provider.
- F.** Provide a detailed description of available sizes and cut/fit for both males and females.
- G.** Proposals should address the Service Providers capability to address the Scope of Work as detailed in Section II.
- H.** Completion of Pricing Schedule with unit price per item for:
 1. Service Provider launders (i.e., Rent);
 2. Employee launders (i.e., Lease);
 3. Outright Purchase/Replacement price.

Rental, Lease, and Outright Purchase/Replacement costs provided on the enclosed Pricing Schedule will cover all sizes, special tailoring, labor, transportation and any associated cost that is required to provide the services identified in this RFP. No additional fees or surcharges will be accepted. The Alamance-Burlington School System will not be liable for any charge not provided in the Pricing Schedule.
- I.** Service Providers shall include a sample of any Customer Satisfaction Surveys they currently do for other existing customers, and show us how their follow-up corrective action mechanism works for any issues identified in the course of these Surveys.
- J.** Service Providers are to include samples of Utilization Reports that they are currently providing for other customers, with their RFP submission. These reports (preferably available on-line) are to include access to the following but are not limited to:
 1. Activity by Employee
 2. Activity by School System Department
 3. Cost by Employee
 4. Cost by School System Department
 5. Location of Employee garments within the Service Provider's system (including delivery status for new or replacement items)
 6. Mending stats
 7. Replacement stats

- K.** Service Providers are to include samples of any garment identification system (for example, bar coding) that they have in place in order to provide tracking of uniform pieces for individual employees throughout their system.
- L.** Service Providers are required to furnish a sample of any of the uniform pieces that are specifically requested by the School System, at no cost to the School System. The School System will retain the samples provided by the awarded Service Provider in order to create an express warranty that the whole of the good provided shall conform to the sample submitted; samples provided by non-awarded vendors shall be returned to them after contract has been signed.
- M.** Service Providers shall include a sample Implementation Schedule with their RFP submission, in order for the School System to have an idea how long it will take each Service Provider to get their program up and running should they be the selected vendor.
- N.** Service Providers shall provide assurance that all uniform laundering services provided for the School System under this contract use non-toxic cleaning products and processes; and that all uniform laundering services provided under this contract are in compliance with required water discharge and pre-treatment permits.

 - 1. Proposers shall provide Safety Data Sheets for all products used for cleaning the types of garments and other products listed in this solicitation.
 - 2. Proposers shall provide a description of the company's efforts to use the least toxic detergents and related laundry chemicals. If chemical products are bought from an external supplier, describe that supplier's efforts to formulate and promote less-toxic or non-toxic products. Example efforts include: product certification by an independent third-party certification program for institutional cleaners or participating in the U.S. Environmental Protection Agency's Design for Environment Program.
 - 3. Proposers shall agree to pursue continuous improvement in using the least toxic chemicals available for laundering the garments and other products listed in this solicitation.
- O.** Service Providers are to include as part of their proposal any options for outright purchase of additional uniform items such as denim jeans or outerwear via a web-based ordering system and also a retail outlet that proposers can offer under the resulting contract for this solicitation.