

SCOPE OF WORK

INTENT

- 1) This specification describes the requirements the ordering, delivery, and alterations of stations uniforms for the City's Fire department.
- 2) The awarded vendor shall provide services to include, but not be limited to on-site sizing, minor and major alterations and delivery.
- 3) The awarded vendor will provide and sew on four (4) total patches: 1- City of Arlington tag, 1 – Medical tag, 1 - name tag, and 1 rank tag at no additional cost.
- 4) Awarded vendor shall also maintain a database management/record keeping system of all sizing profiles and have an established online ordering system.
- 5) Awarded vendor shall have adequate stock of garments to outfit new officers and replace garments as needed and in the specified time period throughout the contract and any and all renewal periods.
- 6) Must maintain 30% stock level at local store within the DFW Metroplex.

SIZING/MEASUREMENT LOCATIONS

For initial sizing, awarded vendor shall come on-site to size all Fire personnel. Dates and times for initial sizing's shall be coordinated between the awarded vendor and City department contacts. Periodic sizing for large groups (new cadet classes, etc.) will be required and shall be conducted on-site and coordinated between awarded vendor and City department contacts. Once all sizes have been collected, City staff will go to the vendor's local location(s) at specific designated dates and times coordinated between awarded vendor and City department contacts.

BRANDS

The uniform manufacturers and styles shown on **Attachment A – Bid Detail Price Sheet** are required for durability and availability, as well as standardization and uniformity within each department. **NOTE: Any other brand or style not specifically requested will not be considered.**

PATCHES AND NAME TAGS

- 1) The Awarded Vendor shall provide and install patches, and embroidered rank and nametags on the uniforms. Rank and nametag tape shall be of Nomex IIIA material. The distributor will sew on patches and name/rank tags and prepare the uniforms for delivery within ten days of receipt of the uniforms from the manufacturer.

Currently, AFD patches are available through Embroidery by Design, Inc. The company has the Fire Department's artwork on file and is the past producer of the patches.

- 2) Awarded Vendor is not confined to using this company for the supply of patches, but patches must be of equal or better quality should they come from an alternate source. Prior approval of alternate source patches is an option of the distributor. Approval or rejection of patches shall not relieve the distributor of any penalties due to late delivery of the uniforms to employees.

- 3) The name tags and rank tags are of 1" wide Nomex III material (when folded and sewn on) with 1/2" high white embroidered letters that are evenly spaced, straight block letters of even height and aligned both vertically and horizontally.
- 4) The edges of name and rank tags shall be folded under when being sewn on. There shall be no material edges exposed. Actual sample patches and nametags will be given to the awarded vendor for better reference.

SERVICE REQUIREMENTS

The awarded vendor shall:

- 1) Manage a database or record keeping system to maintain all sizing profiles for all officers and firefighters. Database/record keeping system shall include the required alterations to assist in expediting the delivery of future replacement garments. NOTE: Sizing information shall be the property of the City.
- 2) Have an online ordering system which has status updates in real time.
- 3) Perform initial sizing of each officer at the City's locations for Fire
- 4) Dedicate a representative to coordinate with City's representative to provide service and sizing needs at the awarded vendor's location or as needed to size officers and firefighters and to schedule on-site sizing when there are groups of new officers or firefighters. For firefighters already sized, City staff will go to awarded vendor's local location(s) at designated dates/times.
- 5) Alter standard size garment(s) if needed, to accomplish more satisfactory fit. The awarded vendor shall:
 - a. Provide an upsize in trouser, if needed or requested.
 - b. To obtain proper fitting in the thigh and/or seat area.
 - c. Provide alteration(s) of waist, thigh, seat and crotch as required to obtain proper fit.

BACKORDERS

- 1) Awarded vendor will make every attempt to locate product and provide details of their attempts to resolve backorder issues.
- 2) Awarded vendor shall provide a monthly report of all back-ordered product/items to the City's designated contacts for the Fire department.

DESIGNATED CONTACT PERSON:

- 1) In order to maintain consistent standards of quality work performed across the City, the City shall be provided with a designated and identified point of contact upon award of the contract.
- 2) This contact person shall remain the same throughout the term of the contract or upon termination of the contact person. If a change has been made in the contact person due to termination, the City's designated representative shall be notified by the Contractor immediately at the time of the change. NO substitutions of key personnel shall be permitted without written approval of the authorized City's designated representative.
- 3) Answering machines are unacceptable as a point of contact.

- 4) The contact person shall be identified on Attachment 1 and may be required to attend an oral presentation to the selection team prior to award of contract.

POST AWARD MEETING

The City and Awarded Vendor shall have a post award meeting to discuss, but not be limited to the following:

- 1) The method to provide a smooth and orderly transition of services performed from the current contractor.
- 2) Provide City contact(s) information for implementation of agreement.
- 3) Identify specific milestones, goals and strategies to meet objectives.