



SCOPE OF WORK

Annual Requirements Contract for Uniforms for the Police Department

1.0 INTENT

The intent of this invitation to bid is to establish an annual requirements contract for the purchase, delivery, and alterations of uniforms for the Arlington Police Department.

The awarded vendor shall provide services to include, but not be limited to on-site sizing, minor and major alterations, and delivery. Awarded vendor shall also maintain a database management/record keeping system of all sizing profiles. A designated representative must be available Monday – Friday between the hours of 8:00 AM – 5:00 PM for all questions, quotes, and invoicing information.

The City reserves the right to make a bid award to either one vendor or to multiple vendors, whichever is in the best interest of the City. If the award is made to multiple vendors, it will be either as one vendor being the primary vendor and the other vendor the secondary vendor, or both vendors awarded jointly.

1.2 SIZING AND MEASURING

For initial sizing, awarded vendor shall come on-site to size all police 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. All sizing will be sent to the city department contact within one business day.

1.3 BRAND

- 1) The awarded vendor shall provide and install patches, and embroidered rank and any designated badge patches or name tape on the uniforms. The distributor will sew on patches and name/rank tags and prepare the uniforms for delivery upon receipt of the uniforms from the manufacturer.
- 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 awarded vendor must be an authorized "Blauer" distributor by the start of the contract. Blauer is the standard uniform for the Arlington Police Department and is only sold through approved vendors.
- 4) The awarded vendor must be a certified "Utility" body worn camera approved vendor. The awarded vendor must have all required equipment (grommet machines) as well as trained staff for the installation of the Utility body worn camera grommet on all listed upper torso APD uniform pieces.

1.4 SERVICE REQUIREMENTS

The awarded vendor shall:

- 1) Manage a database or record keeping system to maintain all sizing profiles for all APD uniformed personnel. 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) Perform initial sizing of each officer at the City's locations for the police department and in store if needed.
- 3) 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 to schedule on-site sizing when there are groups of new officers or new promotions or uniform updates.
- 4) Perform alterations on a weekly basis for existing officers or promotions. Alterations will consist of: Patch swaps and additions, hemming, BWC grommet installations, screen printing, button additions, Dress uniform alterations, Embroidery etc.
- 5) Alterations will be picked up and dropped off on a specified day each week. The awarded vendor must physically drop off and pick up the items (no mailing or drop shipping any alterations)
- 6) Alterations that are more labor intensive and take longer than a week shall be communicated with the APD contact and a firm eta shall be agreed upon.

2.0 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 bi-weekly report of all back-ordered product/items to the City's designated contacts for the Police department.
- 3) If a backordered item is unavailable through the contracted vendor and a substantially delayed delivery time exists, APD must be permitted to go out of contract to find the item.
- 4) If an emergency order or promotion presents itself that requires a uniform product on short notice (within a day to a week) and the awarded vendor does not have the requested uniform item, APD must be permitted to go out of contract to find the item.

3.0 DESIGNATED CONTACT PERSON

- 1) To maintain consistent standards of quality work, APD shall be provided with a designated and identified point of contact upon award of the contract that is available Monday – Friday between the hours of 8:00 AM – 5:00 PM.
- 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, APD'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 approval of the authorized APD designated representative.
- 3) Answering machines and website "contact us" addresses are unacceptable as a point of contact. Any communication from the city will need to be responded to within one business day.

- 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.

3.1 INVOICING AND PAYMENTS

- 1) APD will pay for the items that have been received but will be invoiced monthly.
- 2) Invoices will be routed to pdfiscalservices@arlingtontx.gov.
- 3) Payments will be made within 30 days of the invoice being received.

4.0 POST AWARD

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.