

## **Exhibit A – Statement of Work**

### **1.0. DEPARTMENT BACKGROUND**

The mission of the Colorado State Patrol (CSP) is to ensure a safe and secure environment for all persons by utilizing the strengths of our members to provide professional law enforcement services that reflect our core values of Honor, Duty, and Respect.

The Training Academy fills vacancies for law enforcement positions with Cadet Interns. These interns attend a training academy and, upon successful completion, graduate to Field Training. After completing Field Training, they are certified as officers.

The CSP maintains a centralized inventory of stock-size uniform shirts, (both long sleeve and short sleeve), trousers, and black clip-on neckties of the Trooper Class A, and Class B uniform, POE Navy Class A and Class B uniform, as well as the outerwear garments for the CSP. The inventory is replenished as needed throughout the year. It is expected that the successful Offeror shall maintain an inventory of uniform items for CSP. Special orders may be necessary to accommodate newly hired cadets as well as those individuals whose personal measurements are not within the range of stock-size clothing.

### **2.0. PROJECT BACKGROUND**

The purpose of this solicitation is to find an Offeror capable of managing and producing a comprehensive duty uniform program for the CSP. This RFP includes all the information an Offeror will need to prepare and submit a proposal. Offerors must be able to provide both stock sized and custom sized CSP uniforms and outerwear garments. CSP purchases approximately 95% stock-sized uniforms and 5% custom-sized uniforms. The Offeror's response must meet all requirements and respond to all requests for information set forth in this RFP. During the early part of the training period, Cadets are measured for uniforms consisting primarily of trousers, short sleeve shirts, long sleeve shirts, black clip-on neckties, and outerwear garments.

### **3.0. LOCATION OF WORK, RESOURCES, EQUIPMENT, AND FACILITIES**

Uniform measurements will take place at Colorado Department of Public Safety (CDPS) Logistics Services Section (LSS) at 15203 W 12<sup>th</sup> Ave, Golden, CO 80401. If the garment is not stock size, arrangements shall be made for a special order, and any such measurement shall occur at CDPS LSS.

CSP will not measure cadets for uniforms or outerwear. The successful Offeror will be responsible for the accurate and timely measuring of all cadets.

The Offeror shall ensure a proper fit of ordered garments for all employees. The successful Offeror shall measure each CSP cadet and adjust sizing to account for any weight gain or loss. It is expected of the successful Offeror to measure every academy class within week 1 of academy schedule and then again for a final fitting towards the end of the academy schedule. The Offeror shall ensure that each cadet meets the uniform requirements prior to graduation from the CSP academy.

## **4.0. SUPPORT**

### **4.1. Customer Support/Customer Orders/Online Website**

Offeror shall have two (2) points of contact for any customer support needed. One such contact shall be local, within 60 miles of LSS, to ensure prompt customer service such as, but not limited to, measurement of all cadets in a timely manner. CSP-dedicated customer service representatives shall respond to CSP's inquiries within eight (8) business hours.

It is expected that the Offeror shall have access to information to provide an immediate response to inquiries relating to status of orders, delivery information, back order information and general product information.

Offeror shall provide toll-free customer support from 9:00 AM (MT) to 5:00 PM (MT) Monday through Friday (except State holidays).

Offeror shall make available a secured website with a log-in specific to CSP for online ordering. Website shall also contain, but not be limited to, on hand inventory status, order status, shipment tracking, uniform care instructions and guidelines. Offeror shall provide availability of online ordering of CSP uniform garments and accessories. Any orders placed electronically by CSP shall be confirmed by return email from the Offeror. The Offeror shall have a sample site that is currently operational for reference at the time of submission of their proposal. Failure to meet this requirement may be cause for rejection. The sample website shall be listed in the Offeror's proposal.

If a uniform item requires alterations such as hemming, adjustments, embroidery or the sewing on of patches, the Offeror must complete the work within **five (5) business days** of receiving the item. The item must be delivered by CSP to the Offeror's designated local facility. The **five (5) business day** period begins on the day after the item is delivered to the Offeror. The Offeror shall be responsible for delivering the completed items to LSS before the **five (5) business day expiration**.

All alterations, embroidery, and sewing must meet CSP quality standards. Any issues with the completed work must be reported to the Offeror within **five (5) business days** of CSP receiving the altered item. The Offeror will then be responsible for correcting the issue at no additional cost.

- I. All costs associated with the customer service representative(s) shall be the responsibility of the successful Offeror.

#### **4.2. Additional Customer Support**

Offeror shall describe its Customer Support and process for taking orders. Offeror shall describe its capability for providing online order support. Offeror shall describe its current online website. Offeror shall submit a detailed plan for conducting measurement sessions at LSS and what those measurement sessions will entail.

#### **4.3. Repair and Return**

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 at the expense of the Offeror, including shipping costs. This includes both stock size items and custom sized items.

Offeror shall make any and all adjustments needed on made-to-measure uniforms within fifteen (15) business days. Offeror will be allowed two (2) opportunities to correct uniform problems. If unsuccessful after two (2) attempts, Offeror shall be required to provide new uniform part(s) at no cost to CSP.

Offeror shall provide full credit as an invoice adjustment to LSS on all returns that meet the following condition:

- I. All merchandise is unused.
- II. Merchandise is returned within thirty (30) calendar days of delivery.
- III. LSS obtains a valid Return Material Authorization (RMA) number from the Offeror.
- IV. Offeror shall submit a detailed process for repair and return of defective or excessive product
- V. Offeror shall also describe process to correct uniform fittings and re-measurements as needed.

#### **4.4. Restocking Policy**

Offeror shall not impose a restocking fee:

- I. If an item is returned due to damage, incorrect product shipped, or Offeror order entry error.
- II. If an item is returned within thirty (30) calendar days from delivery.
- III. If an item is returned and exchanged for other inventory.
- IV. Offeror shall submit their restocking policy

#### **4.5. Cost Savings/Total Quality Improvement (TQI)**

The Colorado State Patrol is always interested in reducing product/service costs while maintaining or improving the usefulness of the product/service for its intended purpose.

The Offeror will be encouraged to perform value analysis of the current items on contract and offer suggestions for change to product/service specifications including samples for CSP to test and evaluate.

#### **4.6. Management Reports/Review Meetings**

The successful Offeror shall produce management reports for LSS. Such management reports shall include (but not be limited to) items, sizes and quantities ordered, quantities back ordered, total dollars expended, shipments, order accuracy rate, order fill rate, shipment shortages or overages, number of orders returned and any other information as deemed necessary by LSS. Management reports shall be provided on a quarterly basis as well as an annual report that details cumulative totals (both dollars and units). The management report shall contain, but not be limited to, the following fields:

- I. Item ordered
- II. Quantity ordered
- III. Style number, if applicable
- IV. Cost
- V. Date ordered
- VI. Date shipped

The Offeror shall be required to provide a sample of a management report with their submitted proposal. Failure to submit a working sample management summary report may be cause for rejection.

In order to maintain the partnership between CSP and Offeror, regular status meetings will be held to discuss (but not limited to) the following:

- I. Offeror performance
- II. Inventory levels both at LSS and at Offeror's location
- III. Management Reports
- IV. Periodic forecasting of order types and quantities
- V. Potential cost savings

#### **4.7. Use of Subcontractors**

To insure consistent quality and appearance, the CSP prefers that Offerors have an in-house production facility capable of providing both shirts and trousers, including small quantities of custom-made garments. In the event an Offeror does NOT have in-house capability to produce all garments, the Offeror shall guarantee, in writing, that all garments produced by a subcontractor will be identical in quality, design and appearance to those garments being produced in-house. The CSP and/or LSS will examine and approve garments produced by a subcontractor. Offeror shall indicate any and all use of subcontractors in the manufacturing of goods for CSP. The subcontractor will be listed by name and source of supply.

If any garments are sub-contracted, Offerors shall list the manufacturer's name(s) and source of supply in their response. The CSP reserves the right to reject any sub-contractor prior to final award of the contract.

#### **4.8. Use of Distributors**

Whether an Offeror works with the CSP factory direct or through a distributor for CSP uniforms, CSP expects exemplary customer service. Offerors shall ensure that CSP requirements are met relating to (but not limited to) production, inventory and online inventory/ordering. CSP and/or LSS reserves the right to approve the use of a distributor when processing CSP uniforms and accessories. If the Offeror does not deal directly with CSP, they must submit a list of their distributors.

## **5.0. REQUIREMENTS**

### **5.1. UNIFORM REQUIREMENTS**

#### **5.1.1. Price**

Offeror shall provide unit price for all uniform pieces on the attached Exhibit B – Pricing Sheet. A price of each item shall be listed on Exhibit B or the proposal will be disqualified. The proposed price must be quoted with shipping FOB to destination to LSS. Prices submitted shall not include any State sales taxes. The State of Colorado will furnish a tax exemption certificate, if requested.

Prices are to remain fixed for at least the first year of the award period. In the event the Offeror's costs escalate in subsequent years of the contract, the Offeror may petition the Colorado Department of Public Safety, Colorado State Patrol, in writing, at least sixty (60) days in advance of the anticipated price increase. No more than one (1) price increase per State fiscal year will be considered, and no price increases in excess of 5% will be considered. It is expected that the successful Offeror shall maintain an inventory of uniform items. Special orders may be necessary to accommodate newly hired cadets as well as those individuals whose personal measurements are not within the range of stock-size clothing.

These requests must be mutually agreeable and include justification for the increase. They should be sent at least sixty (60) calendar days before the effective date, for example, no later than May 1. If there is a change in the price per item in accordance with this section, the successful Offeror shall revise and distribute new prices via electronic communication, using the Exhibit B Pricing Sheet. The effective date of any price increase shall be July 1 of the contract year during which the increased price will be in effect.

In the event the Colorado Department of Public Safety, Colorado State Patrol does not accept the requested price increase, the contract may be cancelled at the end of the then fiscal year.

Any industry-wide price reductions shall be afforded to the Colorado State Patrol during the term of this contract.

#### **5.1.2. Uniform Manufacturer**

The Offeror shall be required to use the state-awarded manufacturer, Spiewak, for all uniform pieces. Spiewak was selected as the designated manufacturer through a separate

competitive solicitation process. This requirement ensures that all uniform items meet the state's established specifications and quality standards.

#### **5.1.3. Uniform Requirements**

Specifications for Uniforms are identified in Exhibit A-1 through A-14 Uniform Specifications attached here to and incorporated herein.

Offeror shall insure that:

- I. All items shall have care instructions included. The labels for permanent press or fine washables shall reflect specific washing or dry cleaning instructions.
- II. All items shall have a permanent size tag.
- III. All items shall show lot number, fiber content and Wool Products Labeling (WPL) number of the garment.
- IV. All items shall have loose threads removed, be shaped and finished properly in accordance with industry standard.
- V. All materials shall be new, unused, of current manufacture, and without flaws or defects which adversely affect appearance, durability and function.
- VI. 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.
- VII. All materials shall carry the standard warranties prescribed for each specified fabric.
- VIII. Workmanship and products shall be in accordance with standard practices of the trade.
- IX. Garments must be fully warranted against defects for a minimum of 90 days after Date of Delivery (DOD).
- X. For all items, seams tearing at the seam line, gathering of fabric or puckering of garments after wear or use is not acceptable.

#### **5.1.4. Patches**

The awarded Offeror shall be required to furnish CSP patches and sew onto shirts as directed. The awarded Offeror shall provide CSP patches and keep sufficient inventory on-

hand to meet all orders. CSP requires awarded Offeror to obtain patches from Schweizer Emblem Company, Inc..

#### **5.1.5. Neckties**

Offeror shall provide black clip-on neckties as needed. Cadets receive 2 neckties with their uniform. Neckties shall be Uniform Cravats Model #45020 Uniform Cravats or pre-approved equivalent.

#### **5.1.6. Additions/Deletions**

During the term of the contract resulting from this solicitation, CSP shall reserve the right to make product changes that result in additions, deletions, or revisions to awarded items/services. Fabric, material, design or construction changes to garments and/or related items may be made by mutual consent. Specifications and prices of items added or revised must be agreed upon in writing by both CSP and the Offeror.

### **5.2. SIZES**

All standard sizes for each uniform type are listed in Exhibit A-1 through A-14. Items considered custom-sized are sizes not listed in the exhibits.

### **5.3. QUALITY CONTROL MEASURE**

#### **5.3.1. Control Measures**

Offeror shall have adequate internal mechanisms for monitoring compliance with the uniform specifications. Offeror 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 shall not be constructed from two different bolts where any color difference exists

Successful Offeror shall submit quality control measures in writing and shall be required to provide statistical information as to those measures being performed.

### **5.4. DELIVERY/PRODUCT INVENTORY/SPECIAL ORDERS**

#### **5.4.1. Offeror Responsibilities**

The Offeror shall be responsible for all aspects of uniform procurement and distribution. This includes, but is not limited to, the following:



I. Sourcing and Ordering:

- A. The Offeror shall purchase uniform items directly from Spiewak & Sons, Inc..
  - a) This shall include any minimum order quantity that the manufacturer requires.
- B. CSP will purchase uniforms from the Offeror on an as-needed basis, in accordance with the minimum order quantity stated in the Offerors Technical Proposal.
- C. Product Inventory
  - a) The successful Offeror shall maintain sufficient stock in inventory of standard sized outerwear garments to ensure a 10-day delivery for the duration of any executed contract. Quantities held in inventory will be re-evaluated quarterly. This inventory is to be used for field requirements, sizing, exchange or emergency situations. Upon award, the successful Offeror shall meet with CSP to determine what inventory levels are needed.
    - a. There shall be no minimum order quantity of outerwear for CSP.
      - i. The Offeror shall be responsible for the purchase of any minimum order quantity from the manufacturer.

II. Inventory Management:

- A. The Offeror must maintain an active stock of all standard sizes of uniforms.
- B. This inventory shall be stored in a facility located in Colorado, within a 60-mile radius of LSS.

III. Delivery and Lead Times:

- A. For standard sizes, the Offeror shall have 72 hours from the purchase date to deliver up to a quantity of five (5) items per size for all uniform types.
- B. For any items with a quantity greater than five (5) and for all non-standard sizes, the Offeror shall ensure delivery within 120 days of the order date.
- C. CSP may assess Offeror in the amount of 5% of the total cost of the 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 CSP. The delivery time period shall begin on the day that CSP places the order with the Offeror.

IV. Notification and Buyout Clause:

- A. If CSP decides to change uniform providers, uniform cloth type, or for any other reason that would render the current stock obsolete, CSP shall notify the Offeror.
  - a) CSP shall provide written notification to the Offeror at least 180 days before the execution of any such change.
  - b) CSP shall have 90 days from the effective date of the change to buy the remaining stock, up to the minimum order quantity, back from Offeror at the original purchase price, minus any surcharges. This clause ensures that the Offeror is not left with unusable inventory due to changes initiated by CSP.
  - c) Offeror shall have 90 days from the buyback expiration date to have any new items in stock and ready to sell to CSP.

**5.4.3 Special Orders**

Offerors shall indicate on Exhibit B – Pricing Sheet percentage of increase from the bid prices for all special-order sizes for all items. Items considered “special order” are those sizes needed by CSP that are outside of the listed sizes for shirts and pants on Exhibit A-1 through A-14. There shall be no other extra charge for special orders other than this percentage of increase and no minimum order quantity.

Offeror shall submit a confirmation of their delivery schedule statement. Offeror shall affirm its willingness to maintain an adequate inventory of product. Offeror shall explain any charges for Special Order garments.

**6.0. OUTERWEAR REQUIREMENTS**

**6.1. Specifications**

Specifications for Outerwear garments are incorporated herein. Offeror shall ensure that:

- I. All items shall have care instructions included, as applicable. The labels for fine washables shall reflect specific washing or dry-cleaning instructions.
- II. All items shall have a permanent size tag.
- III. All items shall have loose threads removed, be shaped and finished properly in accordance with industry standard.

- IV. All garments must meet ANSI 107-2020 standards.
- V. All items are required to be ISO 9001:2015 certified for quality assurance.
- VI. All materials shall be new, unused, of current manufacture, and without flaws or defects which adversely affect appearance, durability and function.
- VII. If appropriate, fabric shall meet standard shrinkage allowance of approximately 2%, be colorfast and be guaranteed washable.
- VIII. All materials shall carry the standard warranties prescribed for each specified fabric.
- IX. Workmanship and products shall be in accordance with standard practices of the trade.
- X. The Offeror must provide any and all warranty information with their submission.
- XI. All heat transfer embellishments shall be done by the manufacturer.

#### **6.2. Outerwear Manufacturer**

The Offeror shall be required to use the state-awarded manufacturer, Spiewak, for all outerwear pieces. Spiewak was selected as the designated manufacturer through a separate competitive solicitation process. This requirement ensures that all outerwear items meet the state's established specifications and quality standards.

#### **6.3. Size Requirements**

- I. Offerors must be able to provide stock-sized CSP jackets and ANSI vests up to size 6XL. The Offeror's response must meet all requirements and respond to all requests for information set forth in this RFP.

### **7.0. PAYMENT TERMS AND SCHEDULE**

Offeror shall allow 45 days from invoice date for payment. CSP shall not bear interest until the 46<sup>th</sup> day. Invoices shall be received with all shipments, including partial shipments. If multiple invoices are sent for one order, a finalized full invoice shall be sent once the entire delivery is received. Payment for the entire order shall not be due until the full delivery is received.

### **8.0. MISCELLANEOUS/SPECIAL REQUIREMENTS**

#### **8.1. Experience**

##### **8.1.1. Relevant Experience**

The successful Offeror must have a minimum of three years of experience in providing uniforms for law enforcement agencies. This experience should include both standard police/military-style uniforms and custom-made versions. The following shall be identified for each organization referenced:

- I. The name of the organization for which the work was provided.
- II. The scope of work completed on all projects for the organization including contract time periods.
- III. Description of all prior government related experience, inclusive of prior Uniform Program involvement.
- IV. A primary point of contact for the projects including name, address, email address and phone number for each organization. Include an e-mail address if known. Describe the nature and extent of interaction the contact person had with the Offeror. The CSP may contact this person for validation of information provided by the Offeror.
- V. Any legal or disciplinary actions against the Offeror.
- VI. Reason for termination of the contract, if applicable.
- VII. The quantity of work performed.

## 9.0. ACRONYMS

	Acronym	Definition
1.	ANSI	American National Standards Institute
2.	CDPS	Colorado Department of Public Safety
3.	CSP	Colorado State Patrol
4.	DOD	Date of Delivery
5.	FOB	Free On Board
6.	ISO	International Organization for Standardization
7.	LS	Long Sleeve
8.	LSS	Logistics Services Section
9.	MT	Mountain Time
10.	POE	Point of Entry
11.	RFP	Request for Proposal
12.	RMA	Return Material Authorization
13.	TQI	Total Quality Improvement
14.	WPL	Wool Products Labeling