



John Samaniego, Sheriff

**Shelby County Sheriff's Office Uniform & Duty Gear Bid
April 5, 2022**

Bid Purpose

Shelby County is issuing this bid solicitation in order to obtain pricing for new uniform clothing and duty related equipment. The items up for bid are listed below in groupings, according to either a specific brand or like equipment (i.e. - duty gear). For further questions, please contact Major Jay Fondren by phone at (205) 670-6141 or by email at jfondren@shelbyso.com.

Instructions

In addition to any requirements by Shelby County, all potential bidders must read and acknowledge the all portions of this bid. Potential bidders are required to sign and initial where indicated. Initials are required at the end of numerous paragraphs, as indicated by a short blank line. All the items up for bid are listed below and there is a corresponding blank section for each bidding vendor to write their vendor name along with the bid price for each specific item. A bidder is required to bid on **ALL** items. Items need to be priced by individual item and overall package price. Bid will be awarded by price of total package. Items must be received within 14 days of order submittal.

Customer Service

In addition to quality uniforms, duty gear and equipment, Shelby County Sheriff's Office employees have identified customer service as a priority for any company or corporation seeking to provide uniform and equipment services to them. Therefore, to secure and maintain Sheriff's Office business, potential suppliers must agree to and abide by what have been identified as acceptable standards of customer service. Beyond the usual meanings of service, care, courtesy, and satisfaction, customer service shall include the aspects listed below. _____

It is preferred, though not required, that the supplier's physical location of business be within Shelby County, Alabama, or within counties contiguous to Shelby County (Jefferson, St. Clair, Talladega, Chilton, Bibb) so as to accommodate those employees who prefer to do walk-in, face-to-face business. Potential suppliers whose business location is not within convenient driving distance must be able to fill and ship mail orders in an expeditious manner, usually within two {2} business days. Supplier must maintain "usual" business hours Mondays thru Fridays, at minimum, with exception of customarily accepted holidays.

The supplier will provide a business phone number that is answered during normal business hours. The supplier will designate a specific contact person(s) with whom Sheriff's Office employees may communicate directly regarding orders, problems, customer service, questions, etc. The supplier will provide the Patrol Division Commander with the contact person's name, business phone number(s), business email address, and fax number(s), whereby the designated representative may be contacted during normal business hours. Voice mail, answering machine, etc. must be provided for the designated

contact person so that Sheriff's Office employees may leave a message for the contact person when unavailable and/or during non-business hours. The designated contact person will be required to return all messages/phone calls within two (2) business days. If the designated contact person will be unavailable for longer than two business days, the supplier will be responsible for responding to messages until the designee returns. If the designated contact person changes, the supplier will notify the Patrol Division Commander within one (1) business day of the change, and provide new contact numbers and email addresses. _____

The supplier will agree to maintain in-stock all items subject to this bid process, in a variety of sizes, colors, styles, vendors, etc., as applicable to each item, so as to accommodate a wide variety of employees' uniform and equipment needs. The Shelby County Sheriff's Office requires a ten-day turnaround on all bid items in order to have employees in serviceable uniforms in a timely manner. In the event the supplier's stock becomes depleted, all back-ordered items **must** be delivered to the Sheriff's Office employee within ten (10) calendar days from the date of order, and the supplier must restock the depleted item(s) within ten (10) business days. Any exceptions beyond the control of the supplier must be communicated directly to the affected employee, and the employee must be updated on the status of the order weekly until the order is filled or cancelled. In all cases, all back ordered or special order items must be received within thirty (30) days of order. _____

All alterations (hemming, tacking, tailoring, zipper installation, etc.), embroidery, patch installations, etc. that are required to make uniform items serviceable will be completed and the item(s) shipped or ready for pick-up within five (5) business days of purchase or order. Supplier must maintain a high level of quality control, and any errors must be satisfactorily resolved within five (5) business days, excluding holidays. _____

The supplier will provide and publish a return policy to the Patrol Division Commander which will be distributed to all Patrol Division Personnel. The Patrol Division Commander must be notified of any changes to the return policy at least one (1) week prior to changes being implemented. _____

The supplier agrees to accept all popular forms of payment for merchandise and services to include major credit cards (Visa, MasterCard, American Express), debit cards, checks/drafts, and cash. _____

The supplier will provide invoices/receipts for each purchase that record the item name and description, the quantity purchased, the base price, extended price, and any additional costs for alterations, embroidery, patches, etc. Purchases by the Sheriff's Office will not incur sales tax, and the Sheriff's Office will provide proper documentation of tax exempt status. _____

Any complaints regarding customer service that come to the attention of the Patrol Division Commander will be forwarded in writing to the supplier. The supplier will have five (5) business days to investigate and attempt to resolve the complaint, and provide a written response to the Patrol Division Commander as to the status/resolution of the complaint. Complaints of a recurring nature and/or

recurring unresolved complaints may be grounds for termination of any and all bid agreements with the supplier._____

I, _____ as an authorized representative or agent for _____ have read, understand, accept, and agree to abide by the stipulations and expectations listed above regarding **Customer Service**, for both myself and the company I represent.

Signature:_____Date:_____

Witness(es): _____

Document of Expectations

The Shelby County Sheriff's Office is requesting bids for new and replacement uniforms and duty gear for a one year period. A contract may be awarded to the successful bidder for an additional year for up to two years, for a possible three years, if agreed to by both parties. New and replacement items will be purchased on an "as needed" basis for the duration of the contract period. This document outlines our expectations of a potential retailer/supplier regarding pricing, customer service, turn-around time on back-ordered items, alterations, embroidery, etc.

This document also describes specifications and standards of quality that uniforms and equipment are expected to meet (see appendices). When the Sheriff's Office specifies an item by brand name and/or model number, an alternate that is equal to or better than the specified brand name or model will be considered. A sample of the replacement item must be provided to the Sheriff's Office for inspection first. The Shelby County Sheriff's Office reserves the right to accept or reject all or any part of a bid, and to accept the bid or bids that are the most advantageous to the Sheriff's Office and its employees.

The Shelby County Sheriff's Office would prefer that all items specified be purchased from a single supplier for same brand products or similarly grouped products (i.e.- Blauer, Elbeco, all duty gear, etc.). However, if it would be more advantageous for items to be purchased from more than one supplier, the Shelby County Sheriff's Office reserves the right to do so. Bids may be awarded by "groupings" if found to be more advantageous and convenient for the Shelby County Sheriff's Office. Bids will be evaluated on cost, the ability of the bidder to meet the specifications and requirements listed in this document, and bidder performance and reliability. Suppliers will be required to acknowledge that they have read, understand, and agree to abide by and fulfill the expectations listed.

I, _____ as an authorized representative or agent for _____ have read, understand, accept, and agree to abide by the stipulations and expectations listed above regarding the details in the **Document of Expectations** section, for both myself and the company I represent.

Signature: _____

Date: _____

Witness(es): _____

Bid Pricing

Prices quoted for each individual item will be effective on the date this bid is awarded and in effect for one year, but may be extended two additional years, for a possible total of three years, if both parties mutually agree to extend as awarded. _____

There will be no hidden costs, and all bid prices will include any shipping and/or handling costs, either on the part of the manufacturer, vendor, supplier, or any other person/entity involved in the handling and transfer of merchandise. _____

Prices for installation of shoulder patches will include removal of old patches and installation of new patches should a new patch design be adopted by the Shelby County Sheriff's Office. _____

Bid prices for embroidery of names and badges will also apply to employee-owned clothing items not purchased from the supplier. _____

The cost of any alterations (excluding tailoring) required to make a uniform item serviceable will be included in the price of the item. _____

Any additional uniform, duty gear, or other items not included in the bid specifications will be offered for sale to Shelby County Sheriff's Office employees at a price that is at least twenty percent (20%) below manufacturer's suggested retail price (MSRP). _____

I, _____ as an authorized representative or agent for _____ have read, understand, accept, and agree to abide by the stipulations and expectations listed above regarding **Bid Pricing**, for both myself and the company I represent.

Signature: _____

Date: _____

Witness(es): _____

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