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Washington
Metropolitan
Area
Transit
Authority

Request For Information

RFI No. 012617

**Uniform Design, Manufacturing, Sales and
Distributions of Uniforms**

RFI Issue Date: January 26, 2017

Response Due Date: February 23, 2017

Washington Metropolitan Area Transit Authority
RFI: 012617

January, 26 2017

SUBJECT: RFI No. 012617

Dear Sir/Madam:

The Washington Metropolitan Area Transit Authority (WMATA) is requesting interested firms to provide input associated with this Request for Information (RFI) – Uniform Design, Manufacturing, Sales and Distribution of Uniforms. Any suggestions received through this inquiry may be incorporated into a final scope of work that will provide the basis for a possible procurement solicitation.

This RFI is intended to gather information regarding the uniform design, manufacturing, sales and distribution of uniforms for Metro Bus and Metro Rail Operators, Metro Bus and Metro Rail Supervisors, Metro Station Managers, Interlocking Operators, Traffic Checkers and Training Instructors.

WMATA will not be responsible for any cost the vendor may incur in furnishing this information.

Submission of the requested information should be received no later than **2:00pm EST, February 23, 2017**. Please send response via email to Cindy Smith - **Reference RFI: 012617** at Metro-UniformReviewTeam@wmata.com. All questions concerning this RFI are due by *2:00pm EST, February 7, 2017*. Questions must be addressed to Cindy Smith at Metro-UniformReviewTeam@wmata.com

Thank you for your interest in this request.

Sincerely,

Tonia C. Nixon
Contracting Officer
Office of Procurement and Materials

Enclosure:

Uniform Employee Chart
Existing Uniform Description

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I. INTRODUCTION

The Washington Metropolitan Area Transit Authority (WMATA) is gathering information that may facilitate a formal procurement process and invites interested firms to provide information through this Request for Information (RFI) process.

Any suggestions received through this inquiry may be incorporated into a final work scope that will provide the basis for a possible procurement solicitation. The information WMATA is looking for is associated with the design, sale and distribution of uniforms for Metro Bus and Metro Rail Operators, Metro Bus and Rail Supervisors, Metro Station Managers, Interlocking Operators and Training Instructors and the offering of WMATA logo apparel.

If a solicitation is released, it will be advertised on the WMATA website at <https://www.wmata.com/about/business/procurement/solicitations/index.cfm>

II. OBJECTIVE OF THE RFI

This RFI provides the opportunity to assist WMATA with gathering specific information for implementing new uniforms primarily for the Operators, Station Managers and Supervisors.

The objectives of this RFI are to:

1. Gather information on how interested firms can design new uniforms; provide online ordering services; and distribute uniforms for WMATA.
2. Receive feedback from interested firms on the different types of performance fabric available in the market place for uniforms and the wear ability of such fabric.
3. Receive feedback from interested firms on efficient distribution of uniforms.
4. Identify the various performance measurements of uniform programs.
5. Receive feedback on uniform disposal options and uniform swap programs available in the market place.
6. Get responses and even inquiries that may cause WMATA to revise the (possible) solicitation requirements before it is issued.

Responses to this RFI will not be used to qualify proposers/vendors for future solicitations, nor are they a pre-condition to responding to future request for quotations, proposal, and or invitation for bids.

III. BACKGROUND

After decades of little change in materials or design, Washington Metropolitan Area Transit Authority (WMATA) is seeking a Contractor to provide uniform design, sales and distribution of uniforms for Metro Bus and Metro Rail operators, Metro Bus Supervisors, Metro Rail Supervisors, Metro Rail Station Managers, Interlocking Operators and Training Instructors.

The Contractor shall manage the WMATA Employee Uniform Program with new uniforms that unite its multimodal workforce, reinforce its values of safety, service reliability, and financial responsibility; and visibly communicate to passengers the availability of frontline employees to serve their transportation needs. Further, uniforms should fundamentally support all employees in conducting their duties safely, comfortably, and proudly in attire that functions and wears well in various climate conditions.

The WMATA Employee Uniform Program is a uniform vendor supplier contract that provides shirts, pants, outerwear and accessories designed to outfit operational members required to wear designated uniforms.

The Authority seek a turn-key solutions to supplying new uniforms to its existing employees without the requirement of Authority ownership and management of uniform inventory. Additionally, the Authority seek a company that can also provide corporate apparel for items such as shirts and jackets.

IV. SPECIAL CONSIDERATIONS

The possible solicitation will request for a qualified contractor to provide the following:

1. New Uniform Design
2. Provide the New Uniforms & Customer Service
3. Distribution of Uniforms – Directly to Employees
4. Maintain Uniform Inventory
5. Provide e-commerce abilities for ordering, fulfilling orders, tracking and payment (electronic vouchers and payroll deductions).
6. Corporate Apparel

The Authority intends to award an Requirements contract with a two-year base period and three (3) one-year option periods. Uniforms are purchased directly by Employees, who are issued vouchers on an annual basis.

The Authority may consider the below listed requirements in the qualification and selections of firm/s but not necessarily limited to these requirements.

1. **Design and Quality of Products:**

- a. Provide some of the key requirements of the design concerning uniform functionality, modern professional apparel and versatility.
- b. What are some of the standard for a well designed and constructed uniform garment?

2. **Knowledge and Understanding of the Requirement – Technical Approach:**

- a. What are the typical best practices for implementing new uniform program to include the design, manufacturing and distribution activities?
- b. What is the typical timeline for implementing new uniforms for a company of similar to WMATA (uniforms for approximately 4,372 employees)?

3. **Qualification/Experience**

- a. Provide an overview of the account management team. Will your account team include a dedicated Account Manager, Customer Service Manager, Product Experts?
- b. What are your Customer Service hours and response time?

V. RESPONDING TO THIS RFI

RFI responses must include:

- Name of Firm
- Primary business and corporate mission

- Provide Point of Contact information such as name, position, email address, and phone number.
- Identification of the key individuals who collaborated on the RFI response.
- A brief summary description of previous experience in a similar program. Provide contact information for organizations that you have previously provided with similar solutions.
- Respond in as much detail as possible to the questions or requirements under the “**Objective of the RFI**” and the “**Special Considerations**” and feel free to provide additional information that are relevant for this requirement.

VI. SUBMISSION of INFORMATION /POINT of CONTACT

Questions must be sent to Cindy Smith via email at Metro-UniformReviewTeam@wmata.com by 2:00pm, EST, February 7, 2017.

Responses must be received by **2:00pm EST on or before February 23, 2017**. Companies shall submit their responses electronically in a PDF format by email or electronically by mail via USB or CD to the address below.

By Email: Metro-UniformReviewTeam@wmata.com and reference **RFI#012617** in the Reference Subject Header.

By Mail: Send electronic copy via USB to:

**WMATA
600 5th Street NW
Washington, DC 20001**

**Attn: Cindy Smith #301-F
RFI #012617**

VII. Expected Timeline

- RFI issued: January 26, 2017
- RFI Questions Due: February 7, 2017
- RFI Clarifications of Questions Received: February 13, 2017
- Responses to RFI Due: February 23, 2017

VIII. RIGHTS AND OPTIONS RESERVED

In addition to the rights reserved elsewhere in this RFI, WMATA reserves and may, in its sole discretion, exercise any one or more of the following rights and options with respect to this RFI if determined that doing so is in the best interest of the Authority:

1. to decline to consider any response to this RFI (Response); to cancel the RFI at any time; to elect to proceed or not to proceed with discussions or presentations regarding its subject matter with any Respondent and with firms that do not respond to the RFI; or to reissue the RFI or to issue a new RFI (with the same, similar or different terms);

2. to waive, for any Response, any defect, deficiency or failure to comply with the RFI if, in the Authority's sole judgment, such defect is not material to the Response;
3. to extend the Submission Date/Time and/or to supplement, amend, substitute or otherwise modify the RFI at any time prior to the Submission Date/Time, by posting notice thereof on the Authority's web page(s) where the RFI is posted;
4. to require, permit or reject amendments (including, without limitation, submitting information omitted), modifications, clarifying information, and/or corrections to Responses by some or all Respondents at any time before or after the Submission Date/Time;
5. to require, request or permit, in discussions with any Respondent, any information relating to the subject matter of this RFI that the Authority deems appropriate, whether or not it was described in the Response or this RFI;
6. at any time determined by the Authority, to discontinue discussions with any Respondent or all Respondents regarding the subject matter of this RFI, and/or initiate discussions with any other Respondent or with vendors that did not respond to the RFI;
7. to do any of the foregoing without notice to Respondents or others, except such notice as the Authority, in its sole discretion, may elect to post on the WMATA web page(s) where this RFI is posted.
8. To the best of the Authority's knowledge, the information provided herein is accurate. Respondents should undertake appropriate investigation in preparation of responses.
9. **This RFI is issued solely for information and planning purposes and does not constitute a solicitation or commitment to contract. Responses to this notice are not an offer and cannot be accepted by the Authority to form a binding contract.**

The Authority is not obligated to conduct subsequent discussions with any Respondent to this RFI, and reserves the right to conduct discussions regarding its subject matter with firms that do not respond to this RFI. This RFI and the process it describes are proprietary to the Authority and are for the exclusive benefit of the Authority. No other party, including any Respondent, is intended to be granted any rights hereunder.

Upon submission, Responses to this RFI shall become the property of the Authority, which shall have unrestricted use thereof. Responses may be subject to public disclosure under applicable law. By submitting its Response, the Respondent agrees to the terms and conditions of this RFI.

IX. DISCLAIMER

WMATA will not publicly disclose proprietary information obtained as a result of this RFI. To the full extent that it is protected by law and regulations, information identified by a respondent as Proprietary or Confidential will be kept confidential. Submitters are cautioned to clearly label as proprietary and confidential any specific information or other material that is considered to be confidential.

This RFI may also be found through the link below:

<https://wmata.com/about/business/procurement/solicitations/index.cfm>

Attachment A

Approximate Number of Uniformed Employees by Gender and Occupational Group

Occupation	Male	Female	Total
Bus Operators(includes Interlocking Operators)	2020	907	2927
Bus Supervisors	10	12	22
Bus Training Instructors	40	14	54
Bus Traffic Checkers	7	5	12
Bus Operations Comment Center Specialists	26	7	33
Rail Operators (includes Interlocking Operators)	494	226	720
Rail Operator Supervisors	73	29	102
Rail Utility Supervisors			20
Rail Training Instructors	20	6	26
Rail Station Managers	381	246	627

ATTACHMENT B

Washington Metropolitan Area Transit Authority

Uniform Overview

August 2016

Challenge

- Transform Metro safety and service culture under new leadership
- Create “One Metro” look for customer-facing employees
- Modernize uniforms to reflect new level of safety and service brand attributes
- Improve Metro pride through contemporary uniforms that support employee performance and are cost effective

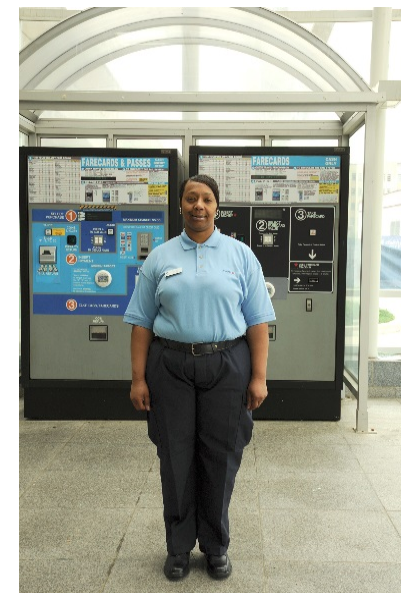
Bus & Rail Operations:

Uniform Types: Summer and Winter Uniforms

- Summer uniform, instituted seasonally, typically May- Aug, provides more casual look including cargo pants for both Bus and Rail employees.
- Employees have a variety of winter options
- Bus/Rail Operators maintain blue shirts and pants



Bus Operators' optional Summer Uniform
Light blue short sleeve polo and blue cargo shorts or pants



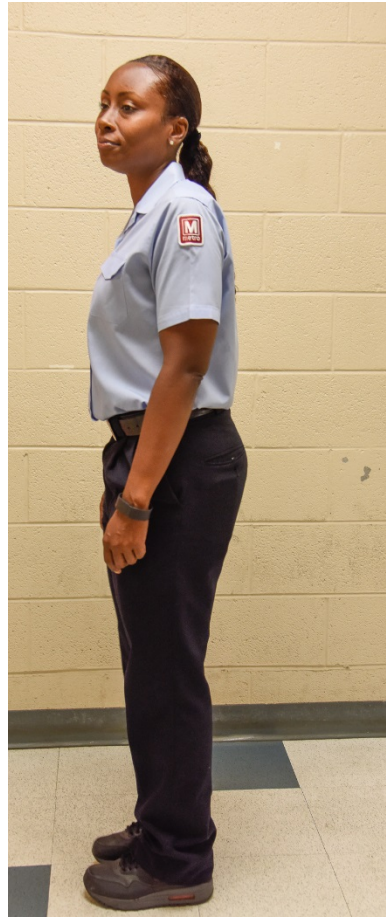
Rail Operators' Summer Uniform. Light blue polo and cargo pants

Bus & Rail Operations:

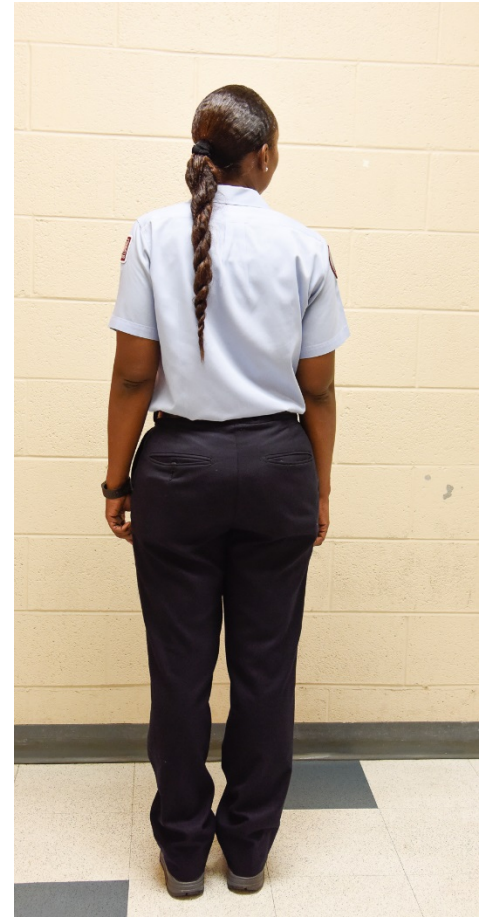
Uniform Types: Summer Uniform



Front view



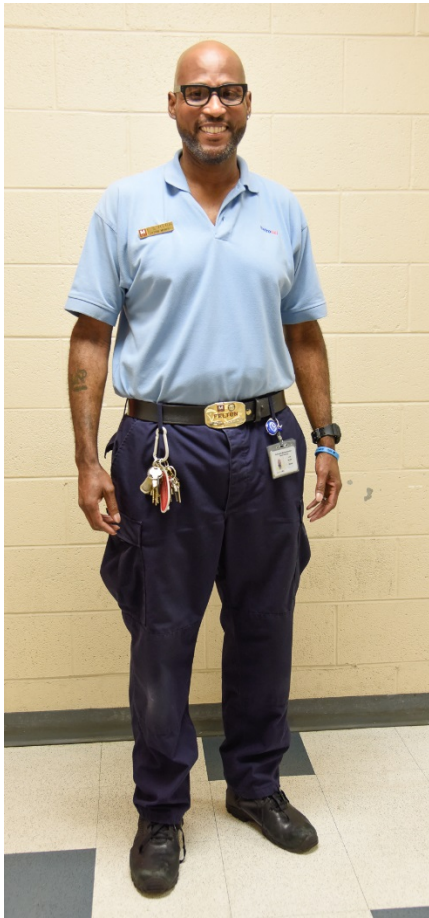
Side view



Back view

Bus & Rail Operations:

Uniform Types: Summer Uniform



Front view



Side view



Back view

Bus & Rail Operations:

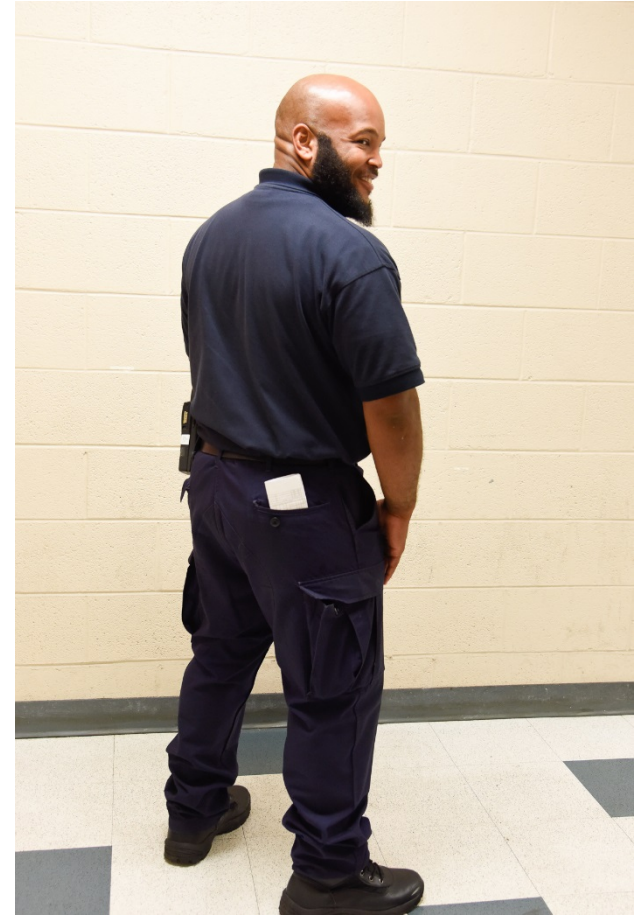
Uniform Types: Summer Uniform



Front view



Side view



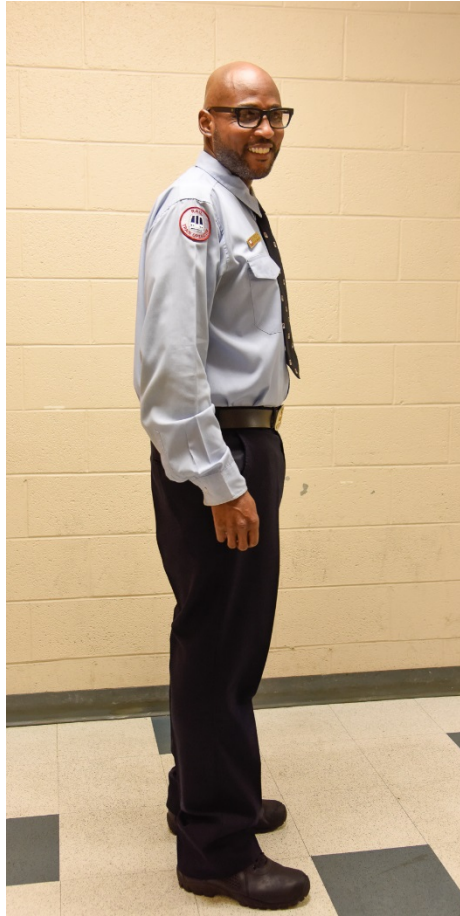
Back view

Bus & Rail Operations:

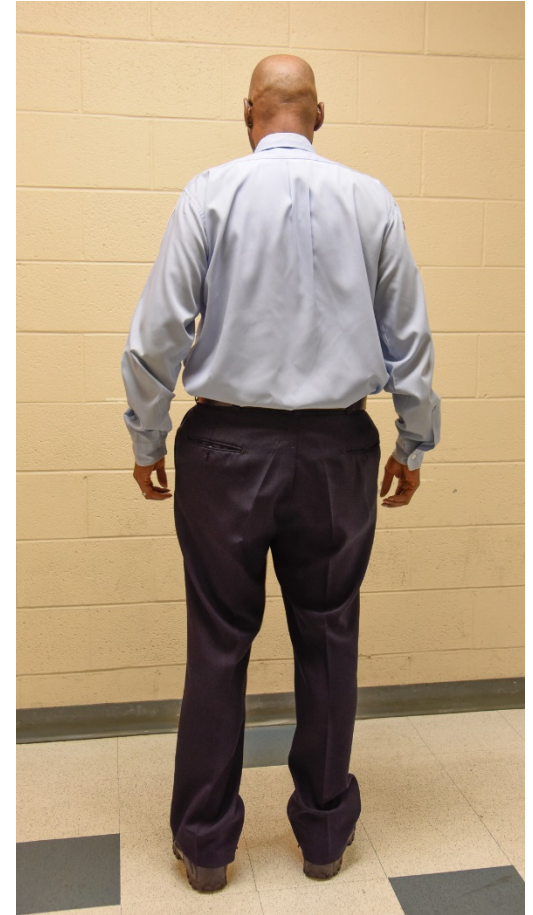
Uniform Types: Winter Uniform



Front view



Side view



Back view

Bus & Rail Operations:

Uniform Types: Winter Uniform



Front view



Side view



Back view

Bus & Rail Operations:

Uniform Types: Winter Uniform



Front view



Side view



Back view

Bus & Rail Operations:

Uniform Types: Winter Uniform



Front view



Side view



Back view

Bus & Rail Operations:

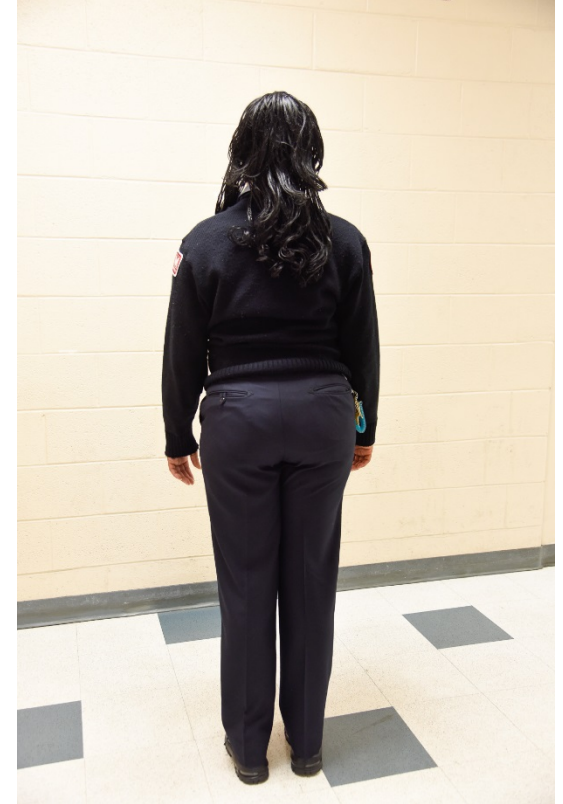
Uniform Types: Winter Uniform



Front view



Side view



Back view

Bus & Rail Operations:

Uniform Types: Winter Uniform



Front view



Side view



Back view

Bus & Rail Operations:

Uniform Types: Station Managers

- Effective Oct 2015 station managers uniforms changed
- Metro introduced, via committee, custom colored yellow shirts, short and long sleeve, with outwear patches having yellow colored outline
- To expedite change, Metro offers 5 free shirts/station manager



Bus & Rail Operations:

Station Managers

- Station managers can also purchase a blue vest and 2 variations of a dark blue jacket. One lighter and one heavier



Vest front view



Vest side view



Lighter jacket

Bus & Rail Operations:

Uniform Types: Station Manager

Station Manager Heavier Jackets



Front view



Back View

Bus & Rail Operations:

Purchasing Method:

- Uniforms are purchased by employees
 - Employees spend \$200 or more on uniforms, paying through payroll deductions
 - Cost per uniform varies depending on employee quantity at time of purchase and sizing
 - Employees purchase uniforms depending on their own needs and discretion

Uniform Care:

- Most employees dry clean there uniform at own expense

Duties:

- Sitting & driving
- Standing & walking
- Cleaning
- Outside environment
- Customer interaction

Demographics:

- Male/Female 70/30