

## 5. SECTION B - SCOPE OF SERVICES:

### 5.1. Background

Montgomery County, Maryland (hereafter, County) borders the nation's capital, serving over one million residents in one of the State's most populous counties.

The Montgomery County Department of Police, located in Montgomery County, Maryland, includes approximately 1,300 sworn officers and approximately 650 support personnel. The Police Department was established in 1922, and today is responsible for policing a County with a population of over one million people.

The purpose of this Request for Proposal is to enter into a contract with a qualified firm for the provision of Multi-Agency Uniform Apparel Dry Cleaning, Laundry, Tailoring and Alteration services for the Department of Police (hereafter, Police), Department of Fire and Rescue Services (hereafter, FRS), Sheriffs' Office (hereafter SO), Department of Corrections and Rehabilitation (hereafter, DOCR), Department of Health and Human Services (hereafter, DHHS) and Office of Animal Services (hereafter, OAS) in accordance with the terms and conditions of this Request for Proposal.

Services as required are for pickup and delivery, twice weekly unless otherwise directed by the County to twelve (12) locations within Police, four (4) locations within FRS, three (3) locations within SO, three (3) locations within DOCR, one (1) location within HHS and one (1) location within OAS. The County may add or delete a location at its discretion.

Note: The terms "Offeror" or "Contractor" are used interchangeably in this solicitation and refer to the successful firm selected for Contract award.

### 5.2. Intent

It is the County's intent to enter into a Contract with a qualified offeror to provide Dry Cleaning, Laundry, Tailoring and Alteration Services of various types of uniform apparel, maintaining a high level of quality service in a secure processing environment. The County reserves the right at its discretion to use alternate sources for this service. There is no guarantee of any specific amount or volume of services to be provided or of any specific amount of funds to be encumbered under any contract resulting from this Solicitation.

### 5.3. Scope of Services/Specifications/Work Statement

1. The Offeror must provide high quality (free of wrinkles, dirt, spots, double press marks or malodorous residue) Uniform Apparel Dry Cleaning, Laundry, Tailoring and Alteration Services to County agencies as listed herein on an "as needed" basis, with the following minimum equipment, staff, plant space to process approximately 4,000 shirts, 2,500 pants and other uniform apparel per week. The Offeror must have and maintain at a minimum, the following or comparable current equipment with advanced cleaning capability beyond the scope described in Attachment F.

2. The Offeror must pick up and deliver Uniform Apparel Laundry, Drycleaning, Tailoring and Alteration items **TWICE WEEKLY** unless otherwise directed by the County.

The Offeror must use the County provided Uniform Apparel Laundry/Dry Cleaning Daily Activity Form (DAF) also known as the Manifest Sheet with detailed information on items to be processed by the vendor to the following sites listed below:

#### POL - Department of Police

a.	Communications Division	1300 Quince Orchard Blvd, Gaithersburg MD 20878	(240) 773-7000
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b.	Police Headquarters (PSHQ)/1D	100 Edison Park Drive, C28 Terrace Level, Gaithersburg MD 20878 <b>Police and MCFRS laundry batches must be separated and placed in alphabetical order in respective areas.</b>	(240) 773-6071
c.	Security Services Division (SSD)	101 Monroe Street, Terrace Level, Rockville MD 20850	(240) 773-6160
d.	Central Supply Section/Special Operations Division	14935-B Southlawn Ln, Room 124, Rockville MD 20850	(240) 773-5250
e.	Special Victims Investigations Division (SVID)	7300 Calhoun Place, Suite 300, Rockville MD 20855	(240) 773-5400
f.	Training & Education Division	8751 Snouffer School Rd, Montgomery Village MD 20879	(240) 773-6900
g.	Vehicle Recovery Section (VRS)	305 Metropolitan Grove Road, Gaithersburg MD 20878	(240) 773-6411
h.	2 <sup>nd</sup> District - Bethesda	4823 Rugby Avenue, Bethesda MD 20814	(240) 773-6700
i.	3rd District - Silver Spring	1002 Milestone Drive, Silver Spring MD 20904	(240) 773-6800
j.	4th District - Wheaton	2300 Randolph Rd, Wheaton MD 20902	(240) 773-5500
k.	5th District - Germantown	2000 Aircraft Drive, Germantown MD 20874	(240) 773-6200
l.	6th District - Montgomery Village/Gaithersburg	45 West Watkins Mill Rd, Suite A, Gaithersburg MD 20878	(240) 773-5700
m.	Alternate Emergency Communications Center	120 Maryland Ave, Rockville, MD 20850 <b>*Service required as needed.</b>	(240) 773-7000

## FRS - Department of Fire and Rescue Services

a.	MCFRS Property and Supply	14935-B Southlawn Lane, Suite B205, Rockville MD 20850	240-777-2496
b.	MCFRS Training Academy	8751 Snouffer School Rd, Gaithersburg MD 20879	240-773-8203
c.	MCFRS Headquarters	100 Edison Park Drive, Gaithersburg MD 20878	240-777-2412
d.	MCFRS - Fleet Section Central Maintenance Facility	14935-B Southlawn Lane, Rockville MD 20850	240-243-7744

## SO - Montgomery County Sheriff's Office

a.	MC Sheriff's Office	50 Maryland Avenue, T-8, T-400 Rockville MD 20850	240-777-7000
b.	Public Safety Training Academy	8751 Snouffers School Rd Montgomery Village, MD 20879	240-773-6900
c.	Sheriff's Office Family Justice Center	600 Jefferson Plaza Suite 500 Rockville, MD 20852	240-777-7016

## DOCR - Department of Corrections and Rehabilitation

a.	Montgomery County Correctional Facility	22880 Whelan, Boyds MD 20841	(240) 777-9976
b.	Montgomery County Pre-Release Center	11651 Nebel Street Rockville, Maryland 20852	(240) 773-4200

c.	Montgomery County Detention Center	1307 Seven Locks Road, Rockville MD 20854	(240) 777-9976
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## HHS – Dept of Health &amp; Human Services

a.	Montgomery County Crisis Center	1301 Piccard Drive, Rockville MD	(240) 777- 4190
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## OAS – Office of Animal Services

a.	Office of Animal Services (OAS)	7315 Muncaster Mill Rd, Derwood MD 20855	(240) 773-5931
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3. The Offerors' pick-up/delivery service of Uniform Apparel Laundry, Drycleaning, Tailoring and Alteration is required twice weekly, during the hours that are determined by the using County Agency's Contract Administrator at each of the designated locations (sites), except in the case where an alternative site/schedule is approved by the using County Agency's Contract Administrator.

4. The Offeror must provide a receipt of pick-up and delivery of Uniform Apparel Laundry, Drycleaning, Tailoring and Alteration Services as required by the County. The pickup and delivery receipt must contain the following:

#	Pick-Up and Delivery Ticket Details
1-	Date
2-	Printed Name of County Employee
3-	ID Number of County Employee
4-	Signature of Authorized Person/Designee

The return delivery time for all items will be the next scheduled pick-up/delivery day. Articles not returned by the offeror twice weekly after pick-up may, at the County's option, be considered lost. The County employee receiving a delivery should: 1) print their name, 2) print your ID number, 3) sign, 4) date each time receipt of delivery and pick-up occurs inside sites listed in Section 5.3. Paragraph 2 Delivery/Pick-up Sites.

5. The Offeror processing garments for pickup, and delivery must attach their **"TICKET"**. This ticket will allow for the easy identification of the using County Agency, the respective site of the agency (**color coding by agency is recommended**), and the County employee requiring the service. The ticket will accompany each vendor provided garment bag. This ticket will be attached to the finished garment(s) delivered. The *ticket* will contain the following information:

#	Pick-Up and Delivery Ticket Details
1-	Contractor's Legal Name as listed on the Contract
2-	Date of Pick-Up
3-	Itemized list of items cleaned/launched/tailored/alterd
4-	Name and ID number of authorized individual ordering the service
5-	Name and County Agency and Division receiving the service

6. The Offeror must use the County provided Uniform Apparel Laundry/Dry Cleaning Daily Activity Form (DAF) also known as the Manifest Sheet with detailed information on items to be processed by the vendor for pickups and deliveries at each site. These forms will be printed in a way to allow recording of:

- Name of County's personnel using the service
- County personnel ID number
- Quantity and type of garments to be laundered, drycleaned, tailored, altered

The header of the form will bear the:

- Contractor's name
- Contractor's address
- Space for the using County Agency's name, site and date

The Manifest/DAF will be used for the tracking and verification of laundry pick-ups, deliveries and invoicing. The Offeror must monitor each site to ensure an adequate supply of plastic bags, ties tickets and forms are maintained at each location. The Offeror must supply each site with some sort of container for the collection of bagged garments collected for cleaning.

7. The Offeror must place all items except fur hats, caps, ties, scarves, knitted hats and jacket collars on hangers. A using County Agency may request that shirts be folded and boxed (surcharge listed on Quotation Sheet Part B, Line 19), and items not on hangers or boxed are to be individually wrapped and tagged.

8. The Offeror must ensure that any County employee picking up items requiring tailoring and/or alteration, show Department identification and/or authorization to retrieve the items. All items left for tailoring and/or alteration must be ready for pick up within five (5) business days, starting the day after the items are received by the Contractor. County employees will be provided with a ticket receipt for items left for tailoring and/or alteration. Any items left over 30 days must be delivered to Central Supply or to the using Agency.

9. The Offeror must have the required Supply Issued Uniform Tailoring and Alteration Authorization – Pre-approval email by the Police Logistics Manager, Trantino Norwood or authorized designee for Department of Police alteration of side seams and miscellaneous work (Quote Sheet Part D: Group).

10. Pre-approval emails must be attached to manifests for all tailoring and alteration every month. Charges for tailoring and alteration will not be paid by the County without receiving proper documentation from the Contractor as described herein.

11. The Offeror must itemize, list and return any lost items that are found in pockets of garments. The Offeror must notify the County immediately if any law enforcement sensitive documents, weapons, money or controlled dangerous substances (CDS) The Offeror must return any patches removed from uniforms which are to be counted and returned to Supply Section on a monthly basis.

12. The Offeror must provide a written "Blood Borne Pathogens Exposure Control Plan" to the County as follows:

- a. The Contractor must adhere to all Federal, State and Local regulations for "House Keeping" of Contaminated Body Substance. These include, but are not limited to the following:

Applicable provisions of the Code of Federal Regulations (CFR), including, but not limited to:

- 29 CFR 1910.1030: Blood Borne Pathogens;
- 29 CFR 1904.7: General Recording Criteria;

Applicable provisions of the Annotated Code of Maryland (MD Code, Ann.), including, but not limited to:

- MD Code Ann., Environment, Title 7: Hazardous Materials and Hazardous Substances
- MD Code Ann., Labor and Employment, Title 5: Occupational Safety and Health

Applicable provisions of the Code of Maryland Regulations (COMAR).

- b. The Contractor's Exposure Control Plan," must be modeled in strict accordance with OSHA 29 CFR 1910.1030 (Blood Borne Pathogens) and 29 CFR 1910.1200

(Hazard communication). The Contractor must ensure that their plan remains in compliance with its Contractor's Exposure Control Plan. If the guidelines are not met, the Contractor must meet the guidelines within a period of time specified by the County or applicable law or regulation, whichever is shorter.

c. Contractor's workers assigned work under the provisions of this Contract must have successfully completed "Blood Borne Pathogens Training" prior to providing services under this Contract. The Contractor must provide certificates of completion for the workers who have completed this training to the Contract Administrator.

13. The Offeror must maintain a *store front location* (enter location in table below) with signage of legal business name, open during normal business hours (i.e. 8am – 5pm, weekdays) for tailoring, alteration, and for **laundry drop off/pick up**, Google map of distance from Central Supply, 14935 Southlawn Lane, Rockville, MD 20850, to Contractor location, showing 15–20-minute drive time during normal business hours.

Location Name	
Street Address	
City, State, Zip Code	
Contact Name	
Telephone Number	
Workdays/Hours	

The County must be notified in writing, 30 days prior to any location change. The County will conduct a site visit to inspect and approve any new location change by the offeror for the purposes of providing services under this Contract.

14. Offeror must identify the ***plant name and location*** where 100% of the County's drycleaning and laundering will be performed. The County must be notified in writing, 30 days prior to any location change. Contractor will submit to a County conducted site visit.

15. Offeror must assign and provide to each using agency Contract Administrator, the name, telephone number, and working hours of the manager who will be primarily responsible for service under terms of this contract.

Note: It will be the responsibility of the offerors assigned manager to resolve disputes or discrepancies before invoices can be approved for payment.

16. Offeror must process all uniform apparel in accordance with manufacturer's care label instructions and standard acceptable Dry Clean/Laundry industry practices and procedures using environmentally safe chemicals and safe operating procedures. It is the Offeror's responsibility to know and to adhere to all standard and acceptable industry procedures and practices. Offeror must adhere to the manufacturer's suggested care for Gore-Tex or similar textile duty jackets to avoid piercing or tearing of the fabric. Items delivered in other than a first-class condition by the offeror will be returned to be re-done at no additional charge to the County. The designated County Department representative will be the judge of "acceptable" conditions.

17. Offeror is responsible for all damages to any item such as tears, rips, stains, or alterations in size, or any such condition due to the Contractor's dry cleaning or laundering error which alters the wearability of the garment. The Offeror may attempt repair of such damaged items, but the acceptability of repair work remains at the County's discretion. Rips, tears, strains, or the piercing of garments bearing a moisture barrier (i.e. GoreTex or similar fabric) frequently cannot be repaired. Offeror will be required to replace damaged garment(s) via credit against an invoice or check (see paragraph 22) Contractor must process all items and be in accordance with the manufacturer's

recommended care instructions, and the standard drycleaning and laundry industry practices. Contractor must process all items using environmentally safe chemicals and safe operating procedures. Items with heat transfer or similar lettering must be washed and dried at appropriate temperatures to reduce damage/peeling. Manufacturers suggested care will be taken with garments made with a moisture barrier (i.e., Goretex, CrossTech, BreathTex, Hi Vis etc. or similar type garment) in order to maintain the integrity of these garments. Buttons on these garments are not to be replaced by the Contractor without first consulting with the Contract

Administrator of the respective using County Agency. Nothing (i.e., pins, tags, staples) is to be inserted into the fabric of garments bearing a moisture barrier. Holes punched into the fabric of such garments compromises the waterproof nature of the garment and can void the manufacturer's warranty. Any items delivered in other than a first-rate condition will be returned to the Contractor for reprocessing at no charge to the County. In the event of a difference of opinion between the County and the Contractor, the designated County's representative will be the judge of "first rate" condition. Due to the nature of Police and Fire/Rescue work, the Contractor is required to launder garments contaminated with blood and/or other bodily fluids. These garments will be picked up by or delivered to the Contractor in red plastic bags with a tag attached indicating a biohazard. Contaminated garments will be decontaminated with an appropriate method dependent on the fabric composition and the manufacturer's recommendation.

18. Offeror is required to repair and alter uniform apparel issued by the County to maintain uniform apparel in first class condition and appearance. All alterations shall be done using high quality thread matching the material or emblem being sewn. Approval on major (line items denoted w/asterisk on Part D of Quotation Sheet) modifications must be obtained from the designated contract administrators prior to initiation of work. The Police Department requires prior approval by Trantino Norwood, Logistics Manager or authorized designee, for all work listed on quotation sheet with an asterisk (\*). Police requires prior approval of Logistics Manager or authorized designee for all non-uniform clothing. Offeror must submit a pre-approved Tailoring and Alteration Authorization document to be approved by Central Supply Logistics Manager or authorized designee for such work, as alterations to non-uniform clothing for the Police Department employees must have authorization document attached to the ticket receipt and be submitted with the invoice.

19. Offeror is required to provide Miscellaneous Work as follows and as found on (Attachment D) Quotation Sheet Part D Group 5, Line Item 1, requires pre-approval as noted in Item 16 above.

20. Offeror must provide to each County Pick-Up/Delivery Site listed herein with the following operating items prior to delivery of services and must check inventory levels and replenish items 2, 3 and 4 as follows:

#	Description of Operating Supplies
1-	Laundry bin/s
2-	Laundry/Dry-clean, Tailoring, Alteration ID tags
3-	Color coded laundry bags/tags
4-	Clear plastic laundry bags
5-	Slips/forms – delivery/pick-up & claim tickets

21. Offeror must adhere to a pick/up/delivery/distribution and claim system for Lost or Damaged articles, as agreed upon with the County, to be used by the listed County Agencies. Offeror must *report* losses or damages to the using agency contact person and respond within 1-2 business days. Offeror must *respond* within 2 business days after notification by the County of lost or damaged articles. All claims will be filed through the respective County Agency's Contract Administrator.

For the Police Department, the Offeror is required to follow this Claims/Reimbursements Process for Lost or Damaged articles. Articles not returned within seven (7) calendar days after pickup maybe considered lost at the County's option. If Police designates the article(s) "as Lost" Police will follow the claims/reimbursement process below. County Agencies requires the Contractor to place lost uniform items in the designated location (alphabetically, ID# etc.).

22. Contractor must remedy (locate) or reimburse within 14 working days of the notification for lost or damaged articles at full replacement value of uniform items, and documented current value of personal items as determined by the County as follows:

- A credit against an invoice from the using County agency when the garment is a County issued garment.
- A payment by check to the named individual when the garment is personally owned.

#### 5.4. Contractor's Qualifications

Contractor must have a minimum of 5years of previous documented experience providing Laundry, Drycleaning, Tailoring and Alteration Services for governmental entities with similar service volumes. Contractor must provide minimum three (3) references from similar governmental entities using the Contractor's services. Contractor staff must be experienced in providing the specified scope of services. Contractor must have all relevant business licenses and certifications required to provide the specified scope of services. Contractors' employees must be able to pass a Police background check. Contractor must provide annual background check reports to the County for each driver that enters a County facility, in coordination with annual renewal of County issued Contractor ID badge.

#### 5.5. Contractor's Responsibilities

Contractor must provide and maintain all requirements to perform Laundry, Drycleaning, Tailoring and Alteration Services as described in this RFP.

Contractor must assign and provide to each using agency Contract Administrator, the name, telephone number, and working hours of the manager who will be primarily responsible for service under the terms of this contract and billing inquiries.

Contractor must, without cost to the County, comply with any and all applicable County, State and Federal Laws, Codes, Regulations, procedures or policies in connection with the services required in this Request for Proposal.

#### 5.6. County's Responsibilities

The County will provide Laundry/Dry Cleaning Daily Activity Form (DAF) also known as the Manifest Sheet with detailed information on items to be processed by the vendor for pickups and deliveries at each site. These forms will be printed to allow recording of County's personnel using the service name, ID number and quantity and type of garments to be laundered/dry cleaned.

The County will conduct site inspections to include taking photos and measuring space during the evaluation process and throughout the life of the Contract to confirm adherence to minimum requirements of equipment, operational space, personnel and delivery vehicles.

The County will notify the vendor of any location changes for site pickup/drop-off.

The County reserves the rights to cancel an order and/or refuse delivery if the items ordered are not furnished within the required time frame as specified in this contract.

The County will notify the Contractor in writing via email of any invoice discrepancies within five (5) business days.

#### 5.7. Reports/Deliverables

The Contractor must provide a detailed list of lost items found in pockets of garments on a monthly basis (when applicable).

The Contractor must furnish a monthly detailed report with required Tailoring and Alteration Authorization (when applicable), to the approving agency with monthly invoice detailing services rendered for the previous month no later than the 15<sup>th</sup> of the month.