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# **Amendment 01 – RFI 0123617**

**02-16-17**

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**RFI No. 012617**

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

**RFI Issue Date: January 26, 2017**

**Response Due Date: February 23, 2017**

Amendment 01 to RFI 0123617 – Uniforms  
Responses to Questions

1. Who is the incumbent? **Response:** Muscatello's Inc.
2. What is the annual allotment/spend or # of garments by employee without the \$200 out of pocket spend? **Response:** Employees receive a voucher annually for three (3) summer shirts and two (2) front pleated pants. The current value of this voucher is \$202.32. Employees are responsible for the purchase of all uniform items.
3. What are the terms of the union contract with the employees? **Response:** Uniform terms are to provide the employees with a voucher annually for (3) summer shirts and two (2) front pleated pants. Employees are responsible for maintaining the uniform.
4. Is this a mandatory program? **Response:** Employees are required to wear the authorized uniform.
5. How do the employees order their uniforms today and what do you like and dislike about that process? **Response:** Employees have to physically visit the uniform store and place their order. If the items are not in stock, they have to return to pick up the items. If the items need alterations, they have to wait for them to be altered. Employees have expressed concerns about the availability of sizes at the time of fitting or ordering, time needed to go for fittings at a physical location, lack of online ordering options and the inability to quickly obtain all needed items.
6. What is your timeline for launching? Are you flexible? We are flexible. **Response:** The Authority would like to have the new program and uniforms by January 2018.
7. Will there be a hard cut over date? **Response:** The Authority would like to have a hard cut date due to the nature of the positions. We are open for suggestions.
8. What is the expectation for the e-store capabilities? Have you encountered any problems with functionality with the current website? **Response:** The current ordering process is manual. We would like automation of the ordering process. The Authority is seeking vendor recommendations that would help streamline the process for purchase by officer employees the ability to view uniform options and select delivery options.
9. Help us understand your pain points with the current vendor and what your ideal program looks like? **Response:** The Authority is looking to make changes to the uniform style and ordering process. The Authority ideal program would model the Zappos or Amazon business model, where the employee can point and click to order their uniform. The employees would be given a secure password and access to an on-line site. The uniform style should express a sense of modernization and progress which is a departure from the current military styled uniform.
10. If we present a custom program, will an inventory liability be of concern? **Response:** Yes, we are open to discussion but do not want to own inventory.
11. Is the term of the contract negotiable? For example, three years instead of 2? **Response:** The period of performance terms are not negotiable once the solicitation is issued. However, we welcome suggestion on the standard period of performance terms for this industry.
12. What is your expectation for sizing, cleaning and repairs? **Response:** The Authority would be seeking a vendor that provides ready to wear garments that may be purchased "off-the-rack" for order. These garments should require minimal customization, minimal dry cleaning needs and should accommodate a variety of body types. The garments should also be durable. Current sizes range from small to 6L.

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13. What is the expectation from an account management perspective? **Response:** The authority would like to have a dedicated account manager who understands the nature of our business and will be available to consult and advise during the implementation period.
14. Do you have seasonal employees? **Response:** No
15. What is more important, quality or cost? **Response:** Quality. However, the Authority must determine price reasonableness.
16. What are the standards and requirement for employees in hi-vis garments? **Response:** Currently, employees are required to wear a safety vest or hi-vis jacket when in the Bus Division yards, lots, terminals and stations. Metro's Safety Regulations require ANSI (American National Standards Institute) Class II vests.
17. What is the annual spend for the WMATA Uniform Program available for the past 2 years? **Response:** The Authority has spent over \$600,000 in the past 2 years on uniforms.
18. Is there a projected budget in mind for the updated Uniform Program? **Response:** Not at this time.
19. Is there the possibility of WMATA provided space in which a Vendor could operate a Uniform Room? **Response:** Yes, we are open for suggestions.
20. Is the WMATA concerned about the security issues around delivery Employee uniforms to their home residence? **Response:** Yes. The Authority welcome suggestions concerning this point.
21. Is WMATA interested in having a unique uniform designed specifically for your personnel? **Response:** Yes
22. Is visibility (reflectivity) important, for added safety, in the design of your garments? **Response:** It is important but the Authority is concern about additional cost associated with reflective gear. The Authority currently provides reflective vest.
23. Is it WMATA's desire to have employees place their own orders directly with the uniform company, electronically? **Response:** Yes
24. Is there a separate budget for new hires versus the current \$200 per existing employee? **Response:** No