

RESOLUTION NO. R-104-20

RESOLUTION ACCEPTING BID FOR UNIFORM RENTAL SERVICES

BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE CITY FORT SMITH, ARKANSAS, THAT:

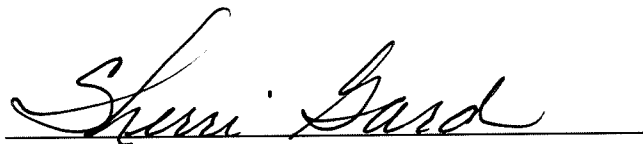
The bids, as indicated by enclosure for the rental of uniform services from Cintas Corporation, are accepted.

This Resolution adopted this 18th day of August, 2020.

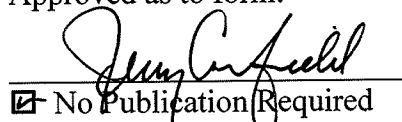
APPROVED:


MAYOR

ATTEST:



CITY CLERK

Approved as to form:


 No Publication Required
 Publish ___ Times

Interoffice Memorandum

TO: Carl Geffken, City Administrator

FROM: Alie Bahsoon, Purchasing Manager 

SUBJECT: Uniform Rental Services Bid

DATE: August 11, 2020

RFP No: **RFP #4306-0306BA**



The City of Fort Smith has established a comprehensive uniform rental program to obtain better pricing services. Through a competitive process, the last contract negotiated by the City was in 2012 whereby the contract was awarded to Cintas Corporation of Fort Smith.

Because of an existing Arkansas Procurement Law (§19-11-238 - *Multiyear contracts*) which states that “*a contract for commodities or services may not exceed seven (7) years*”, new bids were solicited in March of this year (copy attached) and four bids were received. The enclosed bid tabulation reflects charges for the first three years. The bid proposal represents a three year contract with the option of 2 two-year term extensions. Under this contract, the selected vendor will provide all new uniforms and then service the various departments weekly by supplying a clean uniform to the employee for each work day. By providing this benefit, the City can help employees project a positive image to the citizens of Fort Smith.

A mandatory pre-bid meeting was held on February 27th with all the potential vendors. This meeting not only reviewed the bid specifications but also allowed the vendors to display and promote their uniforms and services. It also allowed our employees the opportunity to interact with the vendors, ask questions, evaluate products, and provide feedback by participating in a voluntary survey. Approximately 55 employees came and 46 of them provided feedback by way of a survey.

Because this contract affects over 400 employees throughout the City, employee involvement and participation in the decision process was essential and vital to the integrity and success of the uniform rental program. In order to remain objective, I did not participate in the review and selection process and acted only as a facilitator of the meetings and group discussions.

The committee members are as follows:

- Darren Bonds-Utilities
- Sara Deuster, Chair-Parks
- Shawn Gard-Neighborhood Services
- David Hewitt-Transit
- Jason Pergeson-Utilities
- Alan Spangler-Sanitation
- Jessica Underwood-Utilities


Due to the Covid outbreak, the committee was unable to meet in person but were able to discuss and review the proposals via phone and Email. After narrowing the selection to two vendors, Zoom meetings were conducted to interview Cintas and Unifirst and per the attached memorandum from Sara Duester, the selection was made to award the contract to Cintas.

On behalf of the committee, I am recommending that we move forward with the new uniform rental services by awarding the contract to Cintas Corporation.

Please let me know if you should have any questions.



Memorandum

TO: Alie Bahsoon, Purchasing Manager
CC: Evaluation Committee
FROM: Sara Deuster, Deputy Director of Parks & Recreation 
DATE: July 31, 2020
SUBJECT: Uniform Evaluation Committee Summary

As Chair for the Uniform Evaluation Committee, I am writing this memorandum to provide a brief summary of the evaluation process over the past few months. As you are aware, the committee was comprised of at least one representative of each department who utilizes uniform/janitorial rental services in addition to someone whose department does not utilize these services. Below is a synopsis of the results from each portion of the evaluation process:

Request for Proposal Submissions

Four vendors submitted responses to the uniform RFP: Aramark, Cintas, Clean Uniform, and UniFirst. Each committee member was provided a copy of the proposal submitted by each vendor and was asked to review and score each of the proposals based on the evaluation criteria set forth in the RFP. Following their review, committee members submitted their evaluations to me to compile. In addition to a numerical score, employees were asked to provide comments for each vendor's proposal. A copy of both the numerical scoring and related comments are attached for your reference.

The top two vendors following the RFP evaluation were Cintas and UniFirst. Both vendors received the same numerical score for the minimum services provided and value-added services. While Cintas did score higher in the remaining evaluation criteria, the most significant area that put them ahead of UniFirst was their proposed rates/prices. Following the RFP review, interviews with Cintas and UniFirst were requested.

Vendor Interviews

Due to COVID-19 precautions, in-person interviews were not held. Zoom meetings were held separately with each vendor on June 12th. Not all committee members were able to attend the live meeting. However, the meetings were recorded and sent to all committee members for review. At the close of the interview, vendors were asked if they could offer any further discounted pricing due to the impact of COVID-19. Both UniFirst and Cintas later sent emails offering the following discounts:

UniFirst: Will credit rental items on the first two invoices and extend this same credit offer for each subsequent year of the agreement.

Cintas: Will provide a free week of services at all sites for each year of the agreement. In

addition, they will provide 1,000 disposable masks at no charge for the product or delivery.

Final Committee Comments

Following the interviews, three committee members expressed how impressed they were with UniFirst's customer service i.e. frequent customer surveys/local representative making site visits to each location to ensure services are being provided as expected/promised and the facility pre-checks. The face-to-face discussion with UniFirst resulted in a more difficult final recommendation for these three committee members. One committee member did subsequently change their recommendation to UniFirst. All other committee members recommended Cintas be awarded the uniform contract.

While both vendors are well-capable of meeting the needs of the City, the pricing offered by Cintas is what ultimately gave them the advantage over UniFirst.

If you have any questions or need further explanation, please feel free to contact me.

attachments

City of Fort Smith
FY20 Uniform Services Proposals Evaluation Committee Scores

Evaluation Criteria	Cintas							Aramark							UniFirst							Clean Uniform						
	S. Deuster	J. Pergeson	D. Hewitt	D. Bonds	S. Gard	A. Spangler	J. Underwood	S. Deuster	J. Pergeson	D. Hewitt	D. Bonds	S. Gard	A. Spangler	J. Underwood	S. Deuster	J. Pergeson	D. Hewitt	D. Bonds	S. Gard	A. Spangler	J. Underwood	S. Deuster	J. Pergeson	D. Hewitt	D. Bonds	S. Gard	A. Spangler	J. Underwood
References (Weight = 15)	4	5	4	4	5	5	5	4	4	4	4	5	3	5	3	3	4	4	5	4	5	3	3	3	4	5	3	5
	60	75	60	60	75	75	75	60	60	60	60	75	45	75	45	45	60	60	75	60	75	45	45	45	60	75	45	75
	4.57							4.14							4.00							3.71						
Minimum Services Required (Weight = 30)	4	5	3	4	5	4	5	3	5	3	3	4	3	4	4	5	3	4	5	4	5	3	5	3	4	3	4	4
	120	150	90	120	150	120	150	90	150	90	90	120	90	120	120	150	90	120	150	120	150	90	150	90	120	90	120	120
	4.29							3.57							4.29							3.71						
Value Added Services (Weight = 10)	4	4	4	4	4	4	5	3	3	3	4	4	3	5	3	5	4	4	4	4	5	3	5	4	5	4	4	5
	40	40	40	40	40	40	50	30	30	30	40	40	30	50	30	50	40	40	40	40	50	30	50	40	50	40	40	50
	4.14							3.57							4.14							4.29						
Proposed Rates/Prices (Weight = 30)	4	5	4	5	5	5	4	3	3	3	3	4	2	3	4	4	3	4	4	4	4	3	3	3	3	3	3	3
	120	150	120	150	150	150	120	90	90	90	90	120	60	90	120	120	90	120	120	120	120	90	90	90	90	90	90	90
	4.57							3.00							3.86							3.00						
Timeline for Implementation (Weight = 15)	4	4	4	4	5	4	4	4	4	4	4	5	3	3	4	4	3	4	5	3	3	4	3	4	4	4	4	3
	60	60	60	60	75	60	60	60	60	60	60	75	45	45	60	60	45	60	75	45	45	60	45	60	60	60	60	45
	4.14							3.86							3.71							3.71						
	4.0	4.6	3.8	4.2	4.8	4.4	4.6	3.4	3.8	3.4	3.6	4.4	2.8	4.0	3.6	4.2	3.4	4.0	4.6	3.8	4.4	3.2	3.8	3.4	4.0	3.8	3.6	4.0
	80	95	74	86	98	89	91	66	78	66	68	86	54	76	75	85	65	80	92	77	88	63	76	65	76	71	71	76
	87.57							70.57							80.29							71.14						

Note: Bruce Butler served as the representative for the Street Department. Evaluation sheets were not completed, but Mr. Butler identified Cintas as his first choice and UniFirst as his second choice. Mr. Butler stated the other two companies, Aramark and Clean Uniform, were not equipped to handle the workload demand of the City.

City of Fort Smith
FY20 Uniform Services Proposals Evaluation Committee Comments

Cintas	Aramark	UniFirst	Clean Uniform
<ul style="list-style-type: none"> - local presence - uniforms scanned on site and at facility - can turn in uniforms at multiple locations in the event of employee turnover - local stock facility - will adjust formula based on stain type - exclusivity with Carhartt (brand preferred by Parks staff for quality and performance) - utility pockets in work shirts - no charge for size changes - references are similar in size to City - City logo embroidered emblem provided - locker charge (\$1/week) - already established, don't see a benefit changing to a different company at this time - companies close to or above our numbers - having dealt with Cintas with a personal uniform issue and the way it was taken care of, I see no reason to change services - Cintas representative are very helpful and professional - bid seems to be competitive with the others - timelines are comparable to other companies - rates are the lowest - several large accounts comparable to Fort Smith, including Fort Smith - good customer service - Uniform Advantage Program for damaged uniforms - competitive pricing for carhart garments - customer tracking available 	<ul style="list-style-type: none"> - based out of Springdale - potential weather-related impact on service - references are similar in size to City - like that they prefer writings based procedure for issues - free lockers - credits issued for uniforms turned in past the two-week deadline for employee turnover - does not offer emblem or prep advantage - did not provide City logo embroidered emblem - partnership with Dickies - some of the replacement costs seem high - would need a local office - cleaning facility - timelines are excessive compared to the other companies - rates are the highest - one comparable account (North Little Rock) - no emblem or prep advantage - recommend Bill Assure Program 	<ul style="list-style-type: none"> - local office - referrals are smaller in size and scope of City - referral available 24/7 - no timeframe provided for size changes/alterations - charge for oversized garments - City will be charged for garments stained with paint/grease. This could be a potential issue, as several employees are susceptible to such stains - free lockers - provided emblem does not match City colors - continuous customer service evaluation methods - competitive pricing - rates are second lowest - timelines were not given for change outs or terminated employees - three large accounts for reference comparable to Fort Smith - timeline exceeds City requirements - I would consider taking advantage of the garment protection plan - clear in their bid proposal what they offer and customer service policy 	<ul style="list-style-type: none"> - based out of Little Rock - potential weather-related impact on service - referrals are not comparable in size/service - sizes 2X-8X and 42"-60" are not included in unit cost, which is needed by several employees - bill never fluctuates, provided we have Budget Protection Program - free lockers - proposal references "Clean Budget Protection" in multiple sections, but information for the generic services is not provided. How do we know what costs will be in certain instances for those (repair cost, turnover, size changes, oversized uniforms, etc.) - noted their "clean environment" efforts - price comparison makes it appear their area of service is more geared toward janitorial - did not provide City logo embroidered emblem - liked the family owned concept, but pricing was a bit high - City used them in the past and there were issues with some of the service - rates are the second highest - rates are second highest - only one large account listed comparable to Fort Smith - Van Buren - like insurance program covers lost and damaged items - do not produce their own garments, out sourced - Budget Protection Plan for replacements

City of Fort Smith
FY20 Uniform Services Proposals - Clothing Prices

Clothing Item	Qty	Cintas		Aramark		UniFirst		Clean Uniform	
		Unit	Cost	Unit	Cost	Unit	Cost	Unit	Cost
Coats - Lab	41	\$0.18	\$7.38	\$0.17	\$6.97	\$0.14	\$5.74	\$0.22	\$9.02
Jacket - Carhartt	333	\$0.58	\$193.14	\$0.60	\$199.80	\$0.56	\$186.48	\$2.00	\$666.00
Jacket - High Image	24	\$0.33	\$7.92	\$0.20	\$4.80	\$0.43	\$10.32	\$0.50	\$12.00
Jacket - Hip	206	\$0.45	\$92.70	\$0.20	\$41.20	\$0.36	\$74.16	\$0.25	\$51.50
Jacket - Prema Lined	105	\$0.30	\$31.50	\$0.20	\$21.00	\$0.36	\$37.80	\$0.25	\$26.25
Jeans - Carhartt FR	44	\$0.32	\$14.08	\$0.65	\$28.60	\$0.64	\$28.16	\$0.60	\$26.40
Jeans - Carpenter	213	\$0.19	\$40.47	\$0.23	\$48.99	\$0.27	\$57.51	\$0.24	\$51.12
Jeans - Denim	1,279	\$0.17	\$217.43	\$0.23	\$294.17	\$0.23	\$294.17	\$0.22	\$281.38
Jeans - Relaxed Fit	22	\$0.20	\$4.40	\$0.23	\$5.06	\$0.30	\$6.60	\$0.22	\$4.84
Overall Bib - Insulated	119	\$0.73	\$86.87	\$0.40	\$47.60	\$0.58	\$69.02	\$0.75	\$89.25
Pant - Cargo	1,559	\$0.15	\$233.85	\$0.18	\$280.62	\$0.24	\$374.16	\$0.26	\$405.34
Pant - Cargo Cathy Cut	83	\$0.20	\$16.60	\$0.18	\$14.94	\$0.27	\$22.41	\$0.26	\$21.58
Pant - Cargo Susan Cut	66	\$0.20	\$13.20	\$0.18	\$11.88	\$0.27	\$17.82	\$0.26	\$17.16
Pant - Comfort	281	\$0.14	\$39.34	\$0.15	\$42.15	\$0.19	\$53.39	\$0.18	\$50.58
Pant - Pleated	77	\$0.12	\$9.24	\$0.18	\$13.86	\$0.22	\$16.94	\$0.30	\$23.10
Pant - Unisex Scrub	33	\$0.25	\$8.25	\$0.22	\$7.26	\$0.11	\$3.63	\$0.10	\$3.30
Polo - High Performance	55	\$0.20	\$11.00	\$0.20	\$11.00	\$0.13	\$7.15	\$0.20	\$11.00
Polo - Proknit NG	58	\$0.13	\$7.54	\$0.20	\$11.60	\$0.19	\$11.02	\$0.20	\$11.60
Polo - Womens	22	\$0.20	\$4.40	\$0.20	\$4.40	\$0.13	\$2.86	\$0.20	\$4.40
Shirt - Carhartt	69	\$0.15	\$10.35	\$0.31	\$21.39	\$0.31	\$21.39	\$0.30	\$20.70
Shirt - Carhartt FR	66	\$0.28	\$18.48	\$0.60	\$39.60	\$0.34	\$22.44	\$0.70	\$46.20
Shirt - Katie	143	\$0.15	\$21.45	\$0.22	\$31.46	\$0.12	\$17.16	\$0.18	\$25.74
Shirt - Keaton	228	\$0.12	\$27.36	\$0.22	\$50.16	\$0.18	\$41.04	\$0.18	\$41.04
Shirt - Oxford Cintas	306	\$0.24	\$73.44	\$0.15	\$45.90	\$0.16	\$48.96	\$0.20	\$61.20
Shirts - Comfort	1,928	\$0.10	\$192.80	\$0.12	\$231.36	\$0.12	\$231.36	\$0.18	\$347.04
Shirts - FR Cotton/Blend	88	\$0.23	\$20.24	\$0.40	\$35.20	\$0.34	\$29.92	\$0.50	\$44.00
Shirts - Work Bright Yellow	1,701	\$0.18	\$306.18	\$0.60	\$1,020.60	\$0.32	\$544.32	\$0.40	\$680.40
Shirts - Work Cotton	747	\$0.15	\$112.05	\$0.16	\$119.52	\$0.21	\$156.87	\$0.22	\$164.34
Shirts - Womens Oxford	27	\$0.24	\$6.48	\$0.16	\$4.32	\$0.15	\$4.05	\$0.20	\$5.40
Shorts - Cargo	262	\$0.13	\$34.06	\$0.18	\$47.16	\$0.23	\$60.26	\$0.25	\$65.50
Tops - Unisex Scrub	33	\$0.15	\$4.95	\$0.21	\$6.93	\$0.11	\$3.63	\$0.08	\$2.64
T-Shirt High Vis ANSI Class 2	137	\$0.20	\$27.40	\$0.25	\$34.25	\$0.22	\$30.14	\$0.40	\$54.80
Total Cost			\$1,894.55		\$2,783.75		\$2,490.88		\$3,324.82

FY20 Uniform Services Proposals - Janitorial Prices

Janitorial	Qty	Cintas		Aramark		UniFirst		Clean Uniform	
		Unit	Cost	Unit	Cost	Unit	Cost	Unit	Cost
Service Charge	19	\$2.00	\$38.00	\$3.00	\$57.00	\$2.05	\$38.95	\$3.00	\$57.00
Mat - 3 x 10	13	\$3.00	\$39.00	\$2.80	\$36.40	\$2.50	\$32.50	\$3.00	\$39.00
Mat - 3 x 4	38	\$1.00	\$38.00	\$0.98	\$37.24	\$1.25	\$47.50	\$1.00	\$38.00
Mat 3 x 5 Coffee	1	\$1.50	\$1.50	\$2.00	\$2.00	\$1.41	\$1.41	\$1.00	\$1.00
Mat - 4 x 6	17	\$2.00	\$34.00	\$1.96	\$33.32	\$2.00	\$34.00	\$2.00	\$34.00
Logo Mat - 3 x 4	5	\$2.00	\$10.00	\$2.00	\$10.00	\$2.03	\$10.15	\$1.50	\$7.50
Logo Mat - 4 x 6	10	\$3.00	\$30.00	\$4.00	\$40.00	\$3.25	\$32.50	\$2.00	\$20.00
Logo Mat - 4 x 12	1	\$6.00	\$6.00	\$8.02	\$8.02	\$5.00	\$5.00	\$2.50	\$2.50
Logo Mat - 3 x 20	1	\$8.00	\$8.00	\$10.02	\$10.02	\$10.00	\$10.00	\$3.00	\$3.00
Mat - Spring Step 2 x 3	3	\$0.50	\$1.50	\$1.25	\$3.75	\$0.50	\$1.50	\$1.00	\$3.00
Mat - Duralite 3 x 5	7	\$1.00	\$7.00	\$1.25	\$8.75	\$1.25	\$8.75	\$1.00	\$7.00
Mat - Scarper 3 x 5	13	\$1.00	\$13.00	\$1.60	\$20.80	\$1.25	\$16.25	\$1.00	\$13.00
Mat - Scarper City of Fort Smith	6	\$2.00	\$12.00	\$2.00	\$12.00	\$3.50	\$21.00	\$1.00	\$6.00
Shop Towels	1,840	\$0.04	\$73.60	\$0.04	\$73.60	\$0.05	\$92.00	\$0.08	\$147.20
Shop Towel Replacement	47	\$0.45	\$21.15	\$0.03	\$1.41	\$0.01	\$0.52	\$0.50	\$23.50
Wet Mops	26	\$0.35	\$9.10	\$1.25	\$32.50	\$0.50	\$13.00	\$0.60	\$15.60
Chemical Dispenser	1	\$0.00	\$0.00	N/A	N/A	N/A	N/A	\$10.00	\$10.00
Emblem Advantage	5,758	\$0.02	\$115.16	N/A	N/A	\$0.03	\$172.74	\$0.02	\$115.16
Prep Advantage	10,451	\$0.02	\$209.02	N/A	N/A	\$0.01	\$104.51	\$0.02	\$209.02
Swipe Towels	1,060	\$0.05	\$53.00	\$0.03	\$31.80	\$0.08	\$84.80	\$0.08	\$84.80
Swipe Towel Replacements	13	\$0.60	\$7.80	\$0.02	\$0.26	\$1.10	\$14.30	\$0.60	\$7.80
Dust Mop - 60"	3	\$1.00	\$3.00	\$0.75	\$2.25	\$0.50	\$1.50	\$0.80	\$2.40
Dust Mop - 30"	10	\$0.20	\$2.00	\$0.40	\$4.00	\$0.38	\$3.80	\$0.50	\$5.00
Dust Mop - 48"	9	\$0.50	\$4.50	\$0.50	\$4.50	\$0.50	\$4.50	\$0.70	\$6.30
Bowl Clips	8	\$0.25	\$2.00	\$8.00	\$64.00	\$1.00	\$8.00	\$1.75	\$14.00
Dust Mop - 22"	22	\$0.15	\$3.30	\$0.40	\$8.80	\$0.38	\$8.36	\$0.50	\$11.00
Total Cost			\$741.63	*No Emblem or Prep Advantage*			\$767.54		\$882.78
Total Cost w/o Emblem and Prep Advantage			\$417.45		\$502.42		\$490.29		\$558.60