



Metro service portfolio assists customers in readily identifying team members available to assist them with their transportation needs.

**BUSINESS CASE:** Capital Metro strives to provide an excellent customer experience and to provide our team members with a top-notch working environment. Uniforms have been provided by a disjointed series of firms, resulting in inconsistent appearance and poor quality clothing options for some team members. By consolidating this under one centralized contract, Capital Metro intends to rectify both issues.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on November 22, 2021.

**EXECUTIVE SUMMARY:** Under our current model, uniform vendors are selected by our contracted service providers and the exact uniform items are determined by those providers, given alignment with the requirements under their contract with Capital Metro. This has resulted in inconsistent appearance and poor-quality uniform options for some team members. By consolidating this under one centralized contract, Capital Metro intends to rectify both issues.

This contract requires the uniform vendor to meet detailed design specifications which cover both the appearance of the item as well as its wearability. The vendor is required to provide a location within our area to facilitate the opportunity for Capital Metro team members to try on uniforms, be fitted for alterations, and purchase needed items. Additionally, the vendor is required to maintain an online catalog of approved uniforms with ordering capability.

**DBE/SBE PARTICIPATION:** No SBE goal is assigned to this project due to limited subcontracting opportunity. However, CFJ Manufacturing is a certified SBE.

**PROCUREMENT:** On July 7, 2021, a Request for Proposals was issued and formally advertised. By the closing date of August 12, 2021, three proposals were received. The proposals were evaluated based on the following factors:

- (1) The offeror's demonstrated, relevant work experience and capabilities of the firm as a whole and of the proposed project personnel on projects of a similar size, scope, complexity, and nature.
- (2) Ability to provide uniforms at the quality as stated in the Exhibit F, Scope of Services and in the quantities stated in the Exhibit A, Schedule to keep all Bus Operators, Operations Supervisors, Public Safety Ambassadors, Customer Experience Specialists, Rail Conductors and Engineers, and other Employees furnished with required uniforms on an ongoing basis.
- (3) The offeror's demonstrated ability and understanding of the project undertaking, scope of work. The proposed plan for the performance of the work and the technical approach by the offeror to meet project objectives and deliver high quality services, goods and products.
- (4) Offeror has a store in the Capital Metro service area with the store hours, experienced personnel, and skilled alterations staff to provide excellent customer service to CapMetro employees.
- (5) Offeror has the ability to accurately account for employee charges against their uniform allowance,

regardless of purchase method, and also maintain updated and accurate billing that can be referenced at any time.

The proposal from CFJ Manufacturing was rated Excellent, all factors considered. The other two proposals were rated Acceptable and Unacceptable . The price from CFJ Manufacturing was determined to be fair and reasonable based on adequate competition. This is an indefinite quantity, indefinite delivery Contract for the supplies specified. The term of the contract is three years from the Notice to Proceed.

<b>ITEM #</b>	<b>DESCRIPTION</b>	<b>PRICE</b>
<b>1</b>	Total - Base Year	\$ 1,441,408.38
<b>2</b>	Total - Option Year 1	\$ 244,439.61
<b>3</b>	Total - Option Year 2	\$ 149,270.12
<b>4</b>	<b>TOTAL BASE AND OPTION PERIODS</b>	<b>\$ 1,835,118.11</b>

RESPONSIBLE DEPARTMENT: Operations

**RESOLUTION  
OF THE  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS**

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2021-243**

WHEREAS, the Capital Metro Board of Directors recognizes the customer benefit to having improved consistency of appearance amongst its various team members; and

WHEREAS, the Board and Management desire to improve the experience of purchasing and wearing uniforms for Capital Metro team members.

NOW, THEREFORE, BE IT RESOLVED that the President & CEO, or his designee, is authorized to finalize and execute a contract with CFJ Manufacturing for uniform services for a period of one (1) year with an option for two (2) additional years, in an amount not to exceed \$1,835,118.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**