

STATEMENT OF OBJECTIVES

U.S. CUSTOMS SERVICE NATIONAL UNIFORM PROGRAM

INTRODUCTION

This Statement of Objectives describes the basic objectives of the U.S. Customs Service National Uniform Program and is provided in lieu of a Government written Statement of Work (SOW). This approach provides potential offerors the flexibility to develop cost effective solutions and the opportunity to propose innovative alternatives meeting the stated objectives. It also presents the Government with an opportunity to assess the offeror's understanding of all aspects of the effort to be performed by eliminating the "how to" instructions to accomplish the required effort normally contained on the SOW the Government provides to prospective offerors.

BACKGROUND

Approximately 10,000 employees are authorized to participate in the U.S. Customs Service National Uniform Program. Uniformed employees are located throughout the United States and foreign locations and are members of the U.S. Customs Service Office of Field Operations, Office of Internal Affairs, Office of Investigations and Office of Training.

PROGRAM OBJECTIVES

The purpose of this Statement of Objectives is to obtain a contractor/business partner to support the U.S. Customs Service National Uniform Program. Under this effort, the successful contractor shall be responsible for full program management of the Uniform Program (e.g. marketing, distribution, delivery) including manufacturing and providing all uniform items (e.g. ceremonial, dress, rough duty, air and marine uniforms, accessories, foot wear, outer wear etc.), establishing and managing individual uniformed Customs employee accounts, tracking funding for these accounts, tracking orders, returns and cancellations placed against these accounts, and maintaining detailed account balances.

We are seeking to hire a business partner who is a SERVICE PROVIDER rather than simply a MANUFACTURER. This business partner should be an expert program manager and integrator who focuses on customer satisfaction.

The business partner shall be responsible for:

1. providing all uniform items including, but not limited to, ceremonial, dress, rough duty, air and marine uniforms, outer wear, footwear, and accessories.

ATTACHMENT A

2. manufacturing and/or acquiring all items required under the National Uniform Program.
3. providing inventory control and management, warehousing and tracking of all inventories either manufactured or acquired to ensure secure storage and timely deliveries of all uniform items in accordance with current commercial standards. The business partner should have (a) an established distribution process and (b) a quality control inspection program in place including manufacturing, procuring, warehousing and distribution.
4. providing shipping, handling, and delivery of all goods directly to all employee locations.
5. establishing and coordinating the entire ordering process beginning with the placement of each order through the distribution cycle.
6. providing a secure automated web based ordering process/e-commerce solution; specifically an automated on-line ordering process available 24 hours a day/7 days a week. Separately, the business partner should maintain a customer service/help desk at least 8 core hours 5 days a week.
7. providing, on an as-needed basis, professional services for redesigning uniform items.
8. providing an ordering process to effectively manage the introduction or termination of certain product lines as well as changes to current and existing uniform products. From time to time the National Uniform Program may have a requirement for new/revised uniform products which shall require a fast turn-around time. Consequently, the business partner must be able to expeditiously respond to requests to accomplish any changes and must be able to specify a response time relevant to accomplishing any Government requested change to a uniform product line.
9. providing standard operating procedures to handle the implementation of new products, defective products, and the discontinuation of Government products.
10. establishing standard operating procedures for the management of new or first time orders, returns, back orders, and special orders.

ATTACHMENT A

11. providing established standard operating procedures for processing invoices, processing refunds, credits and exchanges, managing both deliveries and lost deliveries, billing processes, complying with quality assurance reviews and establishing procedures for maintaining employee privacy and customer service.
12. effectively balancing/managing inventories with customer demand.
13. effectively assuring quality control in the manufacturing process.
14. effectively assuring customer satisfaction in the product lines.
15. effectively managing warranties and product returns; in particular the types of warranties that the uniform industry normally gives to its most favored commercial customers for uniforms.
16. implementing a made to measure program for employees that are hard to fit, or cannot find a size off the shelf.
17. working with the U.S. Customs Service to provide employees with a secure web site inclusive of a web based catalogue, price list, order form, and customer comment/feedback card.
18. providing efficient and courteous customer service, including assistance related to the fit of uniform garments, comfort, proper accessories, back order issues, late deliveries, problems regarding account balances, and any issues related to the National Uniform Program that may arise.
19. simplifying reporting processes to provide scheduled and on-demand reports to support the management of the National Uniform Program based on the business partner's standard commercial reporting procedures.
20. providing a secure automated system/e-commerce solution to simplify the management and administration of individual uniform accounts, uniform allowances and authorizations, inclusive of a tracking system to accurately track employee accounts and funding information, track account histories and on-line ordering and processing relative to individual employee uniform accounts.
21. developing and maintaining individual employee uniform accounts to include allowance levels, order transactions (i.e. what and when ordered and how much was paid or debited against the established allowance), and size histories.

ATTACHMENT A

22. effecting an orderly transition of work from the current incumbent contractor to the business partner's responsibility without delays or disruptions to the daily operations of the National Uniform Program. This transition period shall last between 60 to 75 calendar days.
23. effecting an orderly transition of work from the business partner's responsibility to that of a follow-on business partner without delays or disruptions to the daily operations of the National Uniform Program.
24. serving as a consultant to the U.S. Customs Service regarding standard industry practices such as fabrics, uniform components, manufacturing advances, and improvements in program management inclusive of inventory, storage and distribution methods.
25. providing a seamstress/tailor on-site at the Federal Law Enforcement Training Center (FLETC) in Glynco, GA to measure each new uniformed employee to ensure that each new uniformed employee is properly attired and fitted for training and graduation. The business partner shall manage the measuring & ordering process on-site at FLETC for all uniformed students and graduates throughout the life of this contract.
26. establishing and maintaining an on-site inventory and warehouse operation at FLETC.
27. demonstrating a full showing of all uniform items, footwear and accessories within the transition period (Refer to Item 22). The initial inventory of all uniform items, footwear and accessories must be available for inspection by the U.S. Customs Service during the course of the transition period.
28. providing wear tests for new and/or revised uniform items. This will require the purchasing of the wear test items and the management of of the process. The Contractor shall collect and compile customer data from Customer Evaluation Forms and provide a written analysis of the findings. These new and/or revised uniform items may be incorporated into the National Uniform Program at a later date as a product line change.

CONTRACT OBJECTIVES

1. To use an innovative and creative technical approach to manage the National Uniform Program in accordance with the business partner's standard commercial practices.

ATTACHMENT A

2. To have our business partner propose business solutions using performance based contracting techniques with incentives and disincentives designed to reward superior performance.

Specifically, we want a business partner to establish performance incentives focusing on criteria such as early deliveries/timeliness, extending the term of the contract to reward exceptional performance, and the use of surveys to measure customer satisfaction and quality. (The results of the surveys would be used to award incentives or apply deductions). We want our business partner to create positive and negative incentives normally used as industry commercial practices, which we may be able to apply to the overall, contract structure.

3. To determine a pricing structure to accomplish the requirements set forth in this Statement of Objectives.
4. To determine a contract type pursuant to standard commercial practices.
5. To determine a contract period of performance in accordance with standard commercial practices. The minimum life of the contract should be one year with an option for four years. The maximum life of the contract should range from five to ten years.

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