

Cintas

Fax

To: John Estep **From:** Amanda Rowe
Fax: 304-558-3970 **Pages:** 178
Phone: **Date:** February 14, 2023
Re: CRFQ 0803 DOT2300000079 **CC:**

Urgent For Review Please Comment Please Reply

● **Comments:**

Vendor Name: Cintas Corporation No.2
Buyer: John Estep
Solicitation Number: CRFQ 0803 DOT2300000079
Bid Opening Date: February 14, 2023
Bid Opening Time: 1:30 PM
FAX Number 304-558-3970



February 14, 2023

WVDOH
C/O John W Estep
2019 Washington Street East
Charleston, WV 25305-0130

Dear Ms. Estep,

I want to begin by thanking you for including Cintas in the WVDOH Request for Uniform Proposals. Cintas is proud to present this comprehensive response as it specifically relates to your needs for uniform rental services. These services are our core business offerings for our company and we are committed to providing you and your staff with the most professional level of service possible. We are excited at the prospect of partnering with you and look forward to presenting our capabilities to you in this bid process.

We look forward to future discussions regarding our response and the needs of the WVDOH. Please let me know if you have further questions or comments regarding our response and pricing proposal. My contact information is below and I can be contacted at any time.

Thank you again for considering Cintas!!

Best regards,

Amanda Rowe

Amanda Rowe
6800 Cintas Blvd
Mason, OH 45040
843-324-4956



Executive Summary

Introduction to Cintas

Cintas leads the industry in supplying corporate identity uniform programs, providing entrance and logo mats, restroom supplies, promotional products, first aid and safety products and services, fire protection products and services, and industrial carpet and tile cleaning. We operate more than 400 facilities in North America—including six manufacturing plants and eight distribution centers. Cintas provides highly specialized products and services to over 900,000 customers that range from independent auto repair shops to large hotel chains and many national airlines.

Cintas is committed to four core values; Environment, Diversity, Corporate Citizenship and Safety. These values and our corporate culture are the foundation of our success and providing our customers with exceptional service and value. For additional information we invite you to visit

Cintas core business is our uniform rental operations. The particular operation that will service WVDOH's contract is located at 2117 Berry Street, Kingsport, TN 37664. We invite you and your team to visit our facility anytime, so we can demonstrate our capabilities in person, rather than in oral or written form. Cintas is a proud recipient of The Voluntary Protection Program (VPP) status, which is OSHA's highest honor for health and safety. In fact, Cintas has 96 locations across the United States, which have qualified and earned the VPP status.

Cintas mission statement reads as follows; "We will meet and exceed our Customer's expectations to maximize the long term value of Cintas for its working partners and shareholders." We take real pride in creating "Raving Fans" of Cintas. We do this with our people, our technology, our operation systems, and our garments.

Cintas utilizes a meticulous hiring process that insures we bring great people into our organizations. Our service sales representatives (SSR), who are the face of our organizations, average over 10 years of tenure in our Portsmouth Virginia location. WVDOH can rest assured that any and all of the SSR's who will be responsible for servicing your people have gone through a 12 week training program, that includes spending at least a day with every part of our operation, and many weeks riding with and learning from our best and most seasoned SSR's. Here they can pick up best working practices and learn how Cintas "goes to business" with exceeding our customer's expectations as their top priority. At the end of the day, our people are what makes us the best uniform and facility-service company in the industry.

Recently, Cintas committed over two million dollars in order to implement our Tru-Count system. Cintas Tru-count is required to be followed by each and every SSR as they are out on their route, regardless of the size of the individual customer. Tru-Count is our scanning technology that provides every one of our customers with a complete count of every garment that we pick up and every garment that we deliver. In our Portsmouth operation, we are running at a 98% success rate on garments that enter our facility finding their way back to the correct customer. In addition to this advancement, we are in the final stages of putting together a customer portal, where you will be able to make changes, add or subtract employees, pay your bill, and make other changes to your account all while sitting at your desk in front of your computer. Some of these features are available today, but many more will be available in the next six months.

In addition to Tru-Count, Cintas has also implemented a new Customer Service platform for our customers. This platform is an online website called MyCintas. MyCintas allows our customers to make changes to their account, review invoices, make requests, make purchases, and verify Tru-Count at the touch of a button. MyCintas is free for all of our customers, and add another method for our customers to reach out to us, and to verify we are working on their requests in real time. Once you place a service request/order into MyCintas, you will be able to track the request/order.

Operationally, we are vertically integrated. That is, we manufacture our own garments, we distribute our own garments, and we service our own garments. This allows us better control over turnaround time for new orders, proper fit of garments, proper color and consistency of the garments, and our overall costs. These are great benefits to our customers, who simply want a uniform program that works and that they do not have to manage themselves.

Lastly, Cintas is very excited about the relationships we have created in the industry. Cintas partners with Chef Works to provide the best quality chef wear with our world class service model. We also partner with Carhartt to provide the work wear that your employees prefer to wear when they are at work, all while providing a washing service that is the best in the industry!



Implementation & Transition

Cintas will develop a roll out plan that meets the needs of each facility affiliated with this RFP. Cintas is committed to implementing a program that is seamless and free of any errors. We are committed to providing the highest level of service for WVD0H.

Below is an overview that will describe the program that we employ to ensure a smooth transition with the highest of service levels.

- Site Assessments and Fittings

Cintas will conduct an assessment of each of your facilities (as needed) to determine the exact inventory levels needed to maintain sufficient inventory needs. In addition, we will professionally fit each of your employees as necessary to ensure that each staff member has a well-fitting garment. During the fittings, Cintas will verify with each employee the fabric choice, laundering option, department, and the inventory of shirts, pants, jackets, and coveralls. With the current pandemic, Cintas will drop off clean and disinfected uniform samples. We will allow your employees to take the sample clothing home, wash it (if they so choose), try it on, and return to your office. We understand this may take a bit longer than our normal sizing process, but we want to be respectful of social distancing and other concerns about the current pandemic.

- Confirming Requirements

We use a detailed checklist to make sure we understand all of your requirements for the initial implementation and discuss issues that may come up in the future. Cintas ensures that your locations will only receive services that have been authorized. At this time, your account will be routed to a specific day of the week and a specific service sales representative (SSR). Our normal delivery schedule is once per week. We offer repairs and size changes at no charge to our customers. Additionally, we can discuss a winter/summer garment program. For our customers who opt to have a winter/summer garment program, we issue out an extra set of clothes.

- Program Documentation

The program will be communicated to the customer locations via a "Customer Fact Sheet." The details of the program are set up in our central computer. This serves to ensure that the service and the pricing at each of your locations conforms to the Master Service Agreement and is controlled by our Account Team.

- Program Rollout

The program rollout is managed by our local operations team and Service Manager assigned to your program. This individual will coordinate the communication to all of your locations as detailed in the Customer Fact Sheet. During the rollout, Cintas will provide new uniforms that are labeled to identify each individual employee's garments. Additionally, Cintas will provide an invoice that will reflect the rental charge per garment listed out per employee. This will be a weekly invoice. Also, at this time, our sales team will provide a transition meeting with our service team to insure that everyone knows each other, and understands all expectations.

- Follow-Up

After the program is installed at each of your locations, a series of follow-up steps takes place. Each location is contacted to ensure that they are satisfied with the installation and a variety of internal audits take place to confirm your requirements have been met. Quarterly meetings are set with the Major Account Manager to ensure your expectations are completely met on the program.

- Our Loss/Recover Program

Cintas tracks each and every garment that enters or leaves your facility and our processing plant, and we provide you documentation to insure that you know where each one of your employees garments are at all times. Our Tru-count system is a state of the art scanning system, where each of our service sales representatives (SSR's) carries a scanner and a printer each and every day they are out on route. This allows Cintas to scan all of the garments that we pick up for laundry each week and provide our customers with a print out that specifically shows each employee's shirt, pants, and other items that were picked up. Once back at our processing plant, we scan them all again, after they are washed, dried, placed on hangars, run through our 25 foot steam tunnel, and repaired/replaced, as needed. Finally, we print out a copy of that final scan and



provide it to our customers each and every week to show you everything we return. At any time during the program, an employee may turn in a garment for size change or replacement for normal wear or tear at no charge.

Should an employee leave WVDOH, we will scan in all of the garments that you have available to return on our normally scheduled delivery day. Any garments that we scan back in will be removed from your invoice immediately, as we "stop" that employee right in front of you on the SSR's personal route computer. This starts a four week countdown, where you and/or your employee have four weeks to return any remaining garments that are not available on that first day the employee was stopped. After four weeks, any remaining clothing that is still not returned will be billed out to WVDOH at the agreed upon rates.

Customer Service

Cintas is committed to providing exceptional service in every step of our process and with each Cintas partner that you interact with. In an effort to provide ongoing service, we have developed a Customer Request System (CRF) that is in place at each of our facilities. The purpose of CRF is to document and ensure that each customer request is handled properly. The CRF system consists of four parts.

1. Customer call
 - a. All customer calls are welcomed and documented in our system
2. Plan of action to properly address the customers concern
 - a. On the first call, an immediate plan of action is agreed upon between the customer and a full-time Cintas Customer Service Representative.
3. Response and resolution
 - a. You can be assured of a quick and timely response from our team.
4. Follow up
 - a. Cintas is committed to providing world class service to all your employees

Project Schedule

Here is a general timeline for the proposed services.

1. Site assessment, fittings, and emblem receipt to be done within three weeks of contract signing by both parties
2. Emblem samples, delivery dates and times set and relayed to WVDOH within one week of fitting event.
3. Verification of order and ordering to be done within one week of fitting event, provided emblem approvals completed.
4. Program Rollout / initial delivery of completed order, transition from sales to service, expectations meeting to be done four weeks from ordering of garments.
5. 48 hour follow up from customer service team to be completed within first 48 hours of initial delivery.

Weekly services to be done one week and continuing each week after the program rollout. The SSR will be able to handle changes to products and services right in front of you each and every week.



Supplier Diversity & Sustainability

Cintas is committed to having a representative supply base that is as wide and diverse as the markets in which we serve. Our dynamic Supplier Diversity program actively engages with and recruits Minority and Women owned business enterprises (M/WBE) with which to do business. Cintas holds itself accountable to create opportunities for M/WBE's to add value for our clients. See attached exhibits for additional information.

Listed below is a brief description of Cintas Supplier Diversity Program:

- Our Supplier Diversity Program reports to Cintas' Diversity Committee, which is chaired by our CEO
- We have a corporate-wide initiative to educate our partners on the importance of having a diverse supply chain.
- Look to increase the number of small, minority and woman owned businesses that provide us with products and services, while maintaining our high standards of quality, competitive pricing and customer service.
- Ensure that every small, minority and woman owned business is treated fairly during the supplier qualification process.
- Encourage and guide M/WBEs to become certified through the appropriate national organizations.
- Help M/WBEs to understand Cintas' requirements and vendor related policies and procedures.
- Dedicated partners that not only administrate our Supplier Diversity initiatives, but we also ones that highlight those initiatives and our M/WBE vendors in the sales process.

Sustainability

Cintas is committed to improving the lives of our customers, partners and communities by integrating environmentally sustainable practices, principles and solutions across our business lines. We are focused on what call the 5 R's:

- **Reclaim** from used products/materials from their manufacturing and use them in the manufacturing of new products. Different from Reuse, where products are not destroyed and remanufactured but cleaned and repaired.
- **Reduce** the amount of energy and materials used
- How can we **restore** damaged natural, social, and economic systems in our area?
- Use an item more than once. This includes conventional **reuse** where the item is used again for the same function and new-life reuse where it is used for a new function.
- **Re-think** processes that produce waste

Cintas was the first uniform provider to offer washable suiting created from plastic bottles. The bottles are recycled into polyester thread which is turned into fabric. Each suit uses approximately 25 plastic bottles. In 2017 this effort alone saved over 19.5 million bottles from entering our landfills. Cintas is working to adapt this same fabric technology into other products we provide. As we continue to focus on innovation and sustainability, Cintas is currently exploring manufacturing floor mats using similar technology.

Our uniform rental and facility services operations are equally focused on sustainability. Our locations...

- Use less water and recycle water, unlike home washing systems.
- Earth-friendly wash formulas save up to 15,000 gallons of water every day.
- Our facilities use soap and water and do not involve commercial dry-cleaning materials
- Many of the Cintas chemicals used with our are for our restroom, as well as cleaning chemicals offered through the Certified.
- DfE Chemicals-Cleaning agents that are "Designed for the Environment" (DfE) were designed by the EPA. Cintas uses DfE chemicals in their Drain Line Maintainer Service.
- ~~Package-Free Products~~ -Our cleaning chemical dispensing platform delivers concentrated products to customers in a package-free way, which reduces the amount of packaging consumed and disposed of versus buying product at retail.
- Cintas SafeWasher -The Cintas ~~SafeWasher~~ uses environmentally friendly chemicals that are non-toxic and non-hazardous, and never go down the drain. Cintas does not use solvents.



Since Cintas runs several hundred routes delivering products and services to our customers each day. We realize that fuel consumption has a significant impact on our environment and part of our sustainability program is to utilize ways to minimize this impact. Cintas has incorporated the following initiatives:

- More than 75% of Cintas' 5 day routes have been geo-coded and condensed into 4-day routes.
- Cintas recently purchased 100 new Hybrid Electric Vans to begin deploying in California - a significant first step in establishing our commitment to a greener fleet, and being socially responsible.
- Cintas has optimized the size of our trucks to minimize fuel usage.
- Cintas performs emissions tests on our vehicles as required and makes any necessary upgrades to keep vehicles compliant.
- Our company lease programs encourage hybrid auto purchase.
- Cintas has installed idle shutoff software on delivery trucks to reduce fuel consumption.

**REQUEST FOR QUOTATION
Uniform Rental Service Contract**

SPECIFICATIONS

1. **PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Division of Highways to establish an open-end Uniform Rental Service Contract to include weekly pickup and drop-off of uniforms, laundering and maintenance services for approximately 2,800 transportation workers.

The Uniform Rental Service Contract shall provide WVDOH employees involved in maintaining our roads and bridges in traffic related areas, and WVDOH employees involved in equipment repair shop facilities, with a more visible and reflective work uniform for their safety and protection creating a safer work environment, decreasing the likelihood of worker fatalities or injuries caused by motor vehicles, construction vehicles, and equipment.

Upon award, this contract shall be in effect for a period of three (3) years with the option of one (1) three-year renewal, upon the written consent of the WVDOH and the awarded Vendor. All uniforms in circulation for 24 months or more at the time of the renewal shall be exchanged for new uniforms, as per Section 4. It is the intention of the WVDOH that the current contract that is already in effect at the time of this solicitation, will remain in effect until it's expiration on April 30, 2023, by which time the awarded vendor will have already outfitted WVDOH personnel and shall then assume all responsibilities of this contract. Additional information on this and the transition process from the existing Uniform Rental Service Contract to this contract can be found in Section 5.4 of these specifications.

2. **DEFINITIONS:** The terms listed below shall have the following meanings assigned to them throughout and for the purpose of this Solicitation. Additional definitions can be found in Section 2 of the General Terms and Conditions.
- 2.1 "Alternate Garments" refers to all garments that are not otherwise identified as "Standard Garments" within this contract. Contract Items 8 thru 14 are "Alternate Garments" and shall be provided to a WVDOH employee ONLY after approval by the WVDOH Human Resources Division.
- 2.2 "ANSI" - The American National Standards Institute. Reference: www.ansi.org.
- 2.3 "ANSI Class 2 High Visibility" used throughout this Solicitation shall meet Industry Standards ANSI/ISEA 170-2004 Class Standards for those workers working near traffic speeds of greater than 25 miles per hour. Fluorescent lime-yellow shall enhance daytime and low-light visibility. Garments shall include, at a minimum: 775 square inches high visibility fabric and 201 square inches of reflective tape. Garments shall uphold during daily wear and tear and industrial wash.

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Uniform Rental Service Contract**

- 2.4 “Contract Item” or “Contract Item(s)”** – Contract Items are identified in Section 3 of this Solicitation.
- 2.5 “Contractor” or “Vendor”** - interchangeably used throughout this Solicitation and in any cited Sections of the West Virginia Department of Transportation, Division of Highways Standard Specifications, Roads and Bridges, adopted latest Standard Specs edition, as amended, including any Supplementals and refers to any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract, as context requires.
- 2.6 “Enhanced Visibility”** used throughout this Solicitation shall mean “To enhance the visibility of a garment”. There are no governmental regulations/standards mandating the measurement/style of enhancement to a garment. Enhancements to the garments rented on this Contract shall be, at a minimum, no less than 74 linear inches of reflective tape per shirt and no less than 36 linear inches of reflective tape per pant. Garments shall uphold during daily wear and tear and industrial wash.
- 2.7 “FOB” or “Free on Board”** – indicates that the price for goods includes delivery at the Vendor’s expense to a specified point, and that the Vendor retains liability for loss or damage until the goods are delivered.
- 2.8 “Liquidated Damages”** - monetary compensation due from the Vendor in the event the Vendor’s performance falls short of contractual stipulation or breaches the contract. Delays in the delivery of goods and/or services or quality failures or corrections by the Vendor may result in the Agency assessing charges for such deficiencies per these contract Specifications, the Standard Specs Section 108.7, as amended.
- 2.9 “MSDS”** used throughout this Solicitation shall mean Material Safety Data Sheet.
- 2.10 “Normal Wear and Tear”** used throughout this Solicitation shall mean the nature of daily work for all employees participating in this program, and shall include, but is not limited to, working in and around asphalt, concrete, oil, grease, and chemicals.
- 2.11 “Standard Garments”** are the standard garments for employees participating in the uniform rental program. Contract Items 1, 2, 3, 4, 5, 6 and 7 are standard garments. All other Contract Items require the written approval of WVDOT Human Resources prior to requesting.

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- 2.12 “Pricing Pages”** - The schedule of prices attached hereto as Attachment A (ATT A) and used to evaluate Solicitation responses.
- 2.13 “Reflective Tape”** used throughout this Solicitation shall mean being illuminated by a light source, such as headlights, by returning the light back toward the original source and reaching a vehicle driver’s eye. Reflective Tape used on the garments shall uphold during daily wear and tear and industrial wash.
- 2.14 “Solicitation”** – means the official notice of an opportunity to supply the State with goods and/or services that is published by the West Virginia Division of Highways.
- 2.15 “Standard Specs”** – used throughout this solicitation means the West Virginia Department of Transportation, Division of Highways Standard Specifications, Roads and Bridges, most recent edition, as modified or amended by all subsequent Supplemental Specifications.
- 2.16 “WVDOH” or “Agency”**–means the West Virginia Division of Highways.

3. GENERAL REQUIREMENTS:

- 3.1 Standard Specifications Roads and Bridges:** The following Standard Specs Sections shall apply, as applicable, to the administration of this contract: 101, 102, 103, 104, 105, 106, 107, 108, 109, and 110, as amended.

Materials and performance of this contract shall conform to the requirements of Industry Standards ANSI/ISEA 170-2004 for ANSI Class 2 High Visibility standards where specified, or the Enhanced Visibility WVDOH Standards, where specified, and as defined in Sections 2.3 and 2.6 of these Specifications.

An electronic copy of the Standard Specs and Supplementals may be obtained at <https://transportation.wv.gov/highways/TechnicalSupport/specifications/Pages/default.aspx>. Hard copies of these publications may be purchased from the WVDOH Technical Support Division, by completing the Specification Order Form provided within the website.

- 3.2 Documentation to be Included with the Bid:** The Vendor should carefully read the entire solicitation invitation. The Vendor should include as part of their bid response:
- Certification and Signature Page
 - Addendum Acknowledgement Form
 - Contract Manager Page
 - Product Samples

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- Pricing Pages
- Valid Certificate of Insurance; and,
- Any other required forms or supporting information as described herein.

Omitting any required forms, attachments, or documentation as described throughout this contract could deem a bid non-responsive and result in the disqualification of the Vendor's bid response.

3.3 Contract Items or Garments and Mandatory Requirements: Vendor shall provide Agency with the Contract Items listed below on an open-end and continuous rental basis. **All garments are rental items and shall remain the property of the awarded Vendor.**

All WVDOH employees participating in this program shall continually be assigned 11 sets of uniforms and two (2) jackets. Additionally, employees requiring flame resistant clothing shall also be assigned two (2) sets of Enhanced Visibility Coveralls. A uniform set shall consist of a t-shirt or work shirt and a work pant. The program shall provide a WVDOH employee six sets of uniforms to be in his or her possession for use during one work week while five sets of uniforms for the same WVDOH employee are being laundered and repaired. This shall continue throughout the length of this contract, including renewals, while the WVDOH employee is participating in the program.

Replacement of any garment included within the 11 sets of uniforms shall be in accordance with the requirements of Section 3.3.8 of this contract so that the WVDOH employee continually maintains 11 sets of uniforms. Contract Items must meet or exceed the mandatory requirements as shown below.

3.3.1 Garments: Contract Items 1 thru 7 are the Standard Garments defined in Section 2.11. Contract Items 8 thru 14 are alternate garments, as defined in Section 2.1. No WVDOH employee may choose an Alternate Garment without the prior written approval of the WVDOT Human Resources.

3.3.1.1 ANSI Class 2 High Visibility and Enhanced Visibility Shirts shall be offered as both T-Shirts and Work Shirts. The Vendor shall provide both long sleeve and short sleeve garments. The WVDOH employees participating in this program will have the choice of style and sleeve length, based on individual preference and seasonal climate, and may select a combination of both styles and/or sleeve lengths.

- **ANSI Class 2 High Visibility Short Sleeve T-Shirts**, Contract Item 1, shall be lime-yellow in color, 100% polyester material, with a left chest pocket. Standard garment.

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Uniform Rental Service Contract

- **ANSI Class 2 High Visibility Button Down Work Shirts**, Contract Items 2 & 3, shall be offered as both short sleeve and long sleeve options. Button Down Work Shirts shall be lime-yellow in color, a blended material of 65% polyester and 35% cotton, with left and right chest pockets. Standard garment.
- **Enhanced Visibility Button Down Work Shirts**, Contract Items 9 & 10, shall be offered as both short sleeve and long sleeve options. Button Down Work Shirts shall be dark navy blue in color, 100% cotton material, with left and right chest pockets. Alternate garment.

3.3.1.2 Enhanced Visibility Work Pants. The Vendor shall provide both men's cut and women's cut.

- **Enhanced Visibility Work Pants**, Contract Items 4 & 5, shall be a dark blue denim/jean material sized in men's cut and women's cut. Standard garment.
- **Enhanced Visibility Work Pants**, Contract Items 11 & 12, shall be dark navy blue in color, 100% cotton material and sized in men's cut and women's cut. Alternate garment.

3.3.1.3 Enhanced Visibility Coveralls, Contract Item 6, shall be flame resistant, dark navy blue in color, unlined, 100% cotton material, two-way zipper and have left and right chest pockets. Standard garment.

3.3.1.4 ANSI Class 2 High Visibility Jackets, Contract Item 7, shall be hip-style, three-season jackets and shall be lime-yellow in color, 100% polyester material. Standard garment.

3.3.1.5 Enhanced Visibility Bib-Overalls, Contract Item 8, shall be dark blue denim/jean material, unlined, with one or two front chest pockets, and adjustable buckled suspenders. Alternate garment.

3.3.1.6 Enhanced Visibility Cargo Pants, Contract Items 13_ & 14, shall be a dark navy blue in color, a blended material of 65% polyester and 35% cotton, and sized in men's cut and women's cut. Alternate garment.

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3.3.1.7 WVDOH Identification/Logo Patch, Contract Item 15, should be sized at 2 ½" x 4 ½" and shall be applied to all shirts, coveralls, bib-overalls, and jackets over the left pocket area in a manner to permanently affix the patch to the garment.

The patch shall be white material with a 1/8" dark blue embroidered border and dark blue embroidered "WVDOH" letters. The embroidery thread shall match the same color of dark blue as the work pants. The patch backing shall be plastic coated consisting of polyester/cotton twill. The embroidery thread shall be rayon. Reference Exhibit 1 (EXH 1) for an example of the size and style of the patch.

3.3.1.7.1 The Vendor's bid price for the patch shall include the price of the patch and the price of the initial attachment to the shirts, coveralls, bib-overalls, and jackets. There shall be no additional compensation to the Vendor for maintaining or replacing the patches.

3.3.1.8 The Vendor shall provide the MSDS information of material used for each style of shirts, pants, coveralls, bib-overalls, and jackets. The Vendor shall provide the MSDS information for the reflective tape used for all garments. The Vendor should provide this information with their bid documents. If the Vendor fails to provide the MSDS information with their bid document, the Vendor shall provide the MSDS information within five (5) calendar days after request has been made by the Purchasing Division.

3.3.2 All Contract Items shall remain the property of the Vendor and are considered rental items. The Vendor shall provide all storage and inventory of garments. At no time shall the WVDOH employee or the State of WV assume storage for any garment that is not currently in the possession of a WVDOH employee such as, but not limited to, Seasonal Sleeve Change-Out, reference Section 3.3.11.

At no time, shall the State of WV pay rental, storage, or laundering costs for garments not in the possession of a WVDOH employee. Garments in storage, such as, but not limited to, Seasonal Sleeve Change-Out garments, shall not incur any costs to the State of West Virginia.

3.3.3 The Vendor shall have in place, at the time of bidding and ready for use, a software system capable of electronically identifying each garment assigned to this contract and able to track the life cycle of each garment. Manual processes will not be acceptable. The Vendor should provide the name of

To: 13045583970
From: ArthurL@cintas.com
Date: February 14, 2023 17:49:20 GMT
Subj: WVDOH Cintas Response Documents
Pages: 14

02/14/23 12:56:02
WV Purchasing Division

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