

RESPONSE TO: CITY OF FAIRFAX, VIRGINIA
IN COLLABORATION WITH: RFXPREMIER

REQUEST FOR PROPOSAL: UNIFORM MANAGEMENT & LAUNDERING SERVICES
SOLICITATION NUMBER: RFP90232

BY: UNITEC DISTRIBUTION SYSTEMS
SUBMISSION DATE: MAY 14, 2025

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2. Transmittal Letter

Please see the separate attachment.

3. Executive Summary

Unitec Distribution Systems is the acknowledged leader in providing world-class managed apparel programs to high profile and very demanding organizations such as [REDACTED]

[REDACTED] to name a few. Over the 98 years in business, Unitec has evolved and become the trailblazer in Managed Apparel Solutions.

Unitec's typical client is a corporate or government agency with the highest service expectations from their suppliers. Their apparel programs are sophisticated; involving multiple distribution programs, multiple online catalogues, over multiple locations. Our clients are, without exception, unwilling to assume significant involvement in the day-to-day handling of apparel for their employees. Their programs are truly employee-centric. Our clients are *not*, nor will they ever willingly be, in the uniform business.

Therefore, our clients understand the concept of process. They've chosen Unitec Distribution Systems as their supplier because they understand that *how the program is managed* is as important as *what apparel is actually used*. They employ e-commerce technology when its application clearly demonstrates that it would result in considerable time and money savings.

To that end, Unitec Distribution Systems provides established Internet-based solutions that go far beyond the mere online ordering systems offered by our competitors. By utilizing Unitec's Proximity System™, the uniform industry's premier e-distribution workflow system, agencies need not worry about the problems associated with having a supplier attempt to "integrate" manual processes into the apparel management workflow. The Proximity System™ automatically integrates all of the individual steps into a cohesive overall Internet-managed process.

Unitec Distribution Systems has developed solid working partnerships with hundreds of manufacturers of uniform and accessory products. Our manufacturing partners are regarded amongst the top suppliers in the industry as it relates to superior quality, vast selection and deep inventory of products.

Organizations that recognize the need for true solutions with the procurement, management, control, and distribution of their apparel program are Unitec's clients. Hence, we service organizations in multiple industries such as [REDACTED] to name a few. Our business relationships last for several years;

[REDACTED] and so on. Each would rate Unitec Distribution Systems as exceptional in the areas of program support and application of innovative technical solutions.

We are excited at the prospect of working together on this Cooperative Purchasing Agreement for Uniform Sales with the City of Fairfax and RFXPremier. This response will demonstrate that Unitec understands the terms and conditions of the RFP.

4. Mandatory Specifications

Unitec confirms the following:

- A. Unitec is based in Westminster, MD, USA.
- B. Unitec shall provide uniform sales to all territories of the United States.
- C. Unitec has been in business for 98 years, opening in 1927.
- D. Three reference letters are submitted as separate attachments.
- E. Unitec's proposal is for Uniform Sales, not Uniform Rental and Laundering Services and not for both Uniform Rental and Laundering and Uniform Sales.

5. Response to Technical Criteria

A. Experience, Skills and Qualifications

1. Since 1927, Unitec Distribution Systems has been a leader in the uniform supply industry, blending nearly a century of experience with forward-thinking innovation. As a proud certified woman-owned business, we specialize in delivering comprehensive, customized uniform solutions that meet the distinct needs of a wide range of industries.

Our reputation is built on a steadfast commitment to quality, customer satisfaction, and continuous improvement, making us a trusted partner for organizations across sectors. Decades of experience across the U.S. serving water utilities, federal, state, and local governments, manufacturing, home services, transportation, healthcare, and more, each with tailored uniform programs to match specific operational demands. Our proprietary Proximity System™ streamlines uniform management, offering organizations a modern, efficient way to track and manage procurement, distribution and inventory. From initial product selection to full-service customization, distribution, and ongoing support, we provide end-to-end solutions. We uphold the highest standards to ensure every garment meets expectations for safety, performance, and professional appearance. A strong track record of client success, backed by testimonials and real-world case studies.

2. Unitec is proud to be supported by industry-leading professionals at every level of our organization. Our Executive Leadership Team brings over 90 years of combined experience across all facets of the uniform industry, providing strategic insight and a deep understanding of client needs.

Elise Elfman, President/CEO

Her philosophies on the subject of after-sales customer support and service are well known in the industry and will impact on this contract in a very positive way. Elise will oversee all of the major contract decisions. Elise is always available to provide insight into current and future trends of managed distribution and how such trends will impact on the contract's implementation.

Our ***Account Management team*** delivers world-class customer service, backed by more than 50 years of combined experience.

[REDACTED]

With over 30 years of experience, Chris brings a deep and well-rounded understanding of operations, distribution center management, service, customer relations, transportation, and business management. He is a subject matter expert in the application of safety standards, including NFPA regulations for flame resistance and ANSI regulations for high visibility.

[REDACTED] excels in account and operations management. Her responsibility will be working very closely with all contracts for program set-up and any program changes that will evolve over the life of the contract. [REDACTED] provides expert insight into current product availability, as well as the availability of lower-cost, high-quality alternatives.

[REDACTED] ability to provide personalized support while maintaining a strategic focus on the overall contract has made her an indispensable asset. [REDACTED] spent several years in purchasing and customer service roles, gaining valuable experience in sourcing and procurement.

[REDACTED] has over 15 years of experience in customer service and account management. Her background has honed her skills in portfolio management, marketing, and project coordination.

Our ***Operations team*** brings an impressive 120 years of collective expertise to ensure seamless execution and reliability.

[REDACTED] oversees all facets of operations and purchasing. Her expertise lies in streamlining daily operations across multiple departments by driving efficiency and continuous improvement.

Operations Departments

Our embroidery team is led by [REDACTED] who combined have served Unitec with over 30 years of embroidery experience. Our tailoring team is led by [REDACTED] who combined have served Unitec with over 20 years of sewing experience. Our screen-printing team is led by [REDACTED] who has 5+ years of experience. The rest of the Operations team consists of purchasing, shipping, and inventory personnel.

3. Unitec has been supplying uniforms and managed uniform programs to the public sector and large corporations. Please see Question 5 below for examples with detail.

4. Unitec's scalable model has capacity to meet the volume demands and service requirements at a national level. Once organizations understand that there is a solution to not only supply the uniforms but manage their program, they are anxious to streamline processes, gain efficiencies, eliminate headaches and save money. We utilize reputable large stocking manufacturers who have outstanding inventory conditions and quick lead times.

Uniform Management & Laundering Services
The City of Fairfax, Virginia & RFXPremier

5. Here are a few examples of contracts where similar services were delivered

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

6. Unitec has a vast portfolio including federal, state, local governments, water and wastewater sectors, distribution and warehouse, facility maintenance, food service, healthcare, HVAC, transportation, manufacturing, public safety, security, and many other industries.

Participating Entities would have access to all of the items from Unitec’s manufacturing partnerships with strong inventory conditions and an immense number of SKUs. We supply items from RedKap, Dickies, and Carhartt to Gildan, Hanes and Port Authority, to Horace Small, 5.11, Blauer and Propper, to Under Armour, Nike, Columbia, and everything else in-between.

Unitec’s Unique Entity Identifier (UEI) number is XBLPHT67HLL5.

B. Service Delivery and Logistics

1. [REDACTED]

Since Unitec sources from large stocking manufacturers with strong inventory conditions and rapid ship times, the amount of inventory necessary is contingent on the situation. Please see Question 2 below on methodology to determine inventory levels.

2. [REDACTED]

3. Our primary vendors are large manufacturers with extensive stock and quick lead times. We also take into account our customers’ needs and may hold inventory for select items if they require a faster turnaround than our vendors can provide. This advance purchase program allows us to work closely with the customer, assess their usage of the items, and to determine the appropriate quantity to maintain at our warehouse in order to meet their needs. [REDACTED]. If we hold inventory that is not used by other Unitec accounts in any significant amounts, are custom items or sizes, or embellished in any way, we ask that these items will be purchased by the Participating Entity when the item has been discontinued in their program, discontinued by the manufacturer, or at the end of the contract.

4. N/A

5.a. [Redacted]

[Redacted]

[Redacted]

5.b. [Redacted]

[Redacted]

6. [Redacted]

C. Account Management and Customer Service

1. [Redacted]

2. The Customer Service team is available Monday through Friday, from 8:00 AM to 5:00 PM EST, via phone or email. We are committed to timely communication. Account Managers are required to respond to customer inquiries within four business hours, though most requests are addressed in under an hour.

3. Each Account Manager is empowered to make decisions independently to address client needs efficiently. If an escalation is necessary, the Director of Account Management is readily available to ensure swift resolution. We take problem resolution very seriously. It becomes a priority for the Account Manager. If need be, the issue will be addressed with the appropriate parties within Unitec and at the weekly Account Management meeting. Depending on the size of the issue, the Director of Account Management will follow up to ensure client satisfaction.

D. Technology and Online Functionality

1.a. Unitec will work with RFXPremier on their eMarketPlace. Depending on the situation, Unitec will either show a hosted catalog, [REDACTED] or eQuote. If catalogs need to be listed to show our presence, we will either upload all of the items to eMarketPlace or attach links to all of the manufacturers. However, since the number of items is massive, we would most likely recommend links to each of the manufacturers. Once a Participating Entity has decided to move forward with Unitec, they would be [REDACTED] [REDACTED] eQuote could be used through eMarketPlace for those Entities that are wanting a quote for items. [REDACTED]

2.a. and 3.a.N/A

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

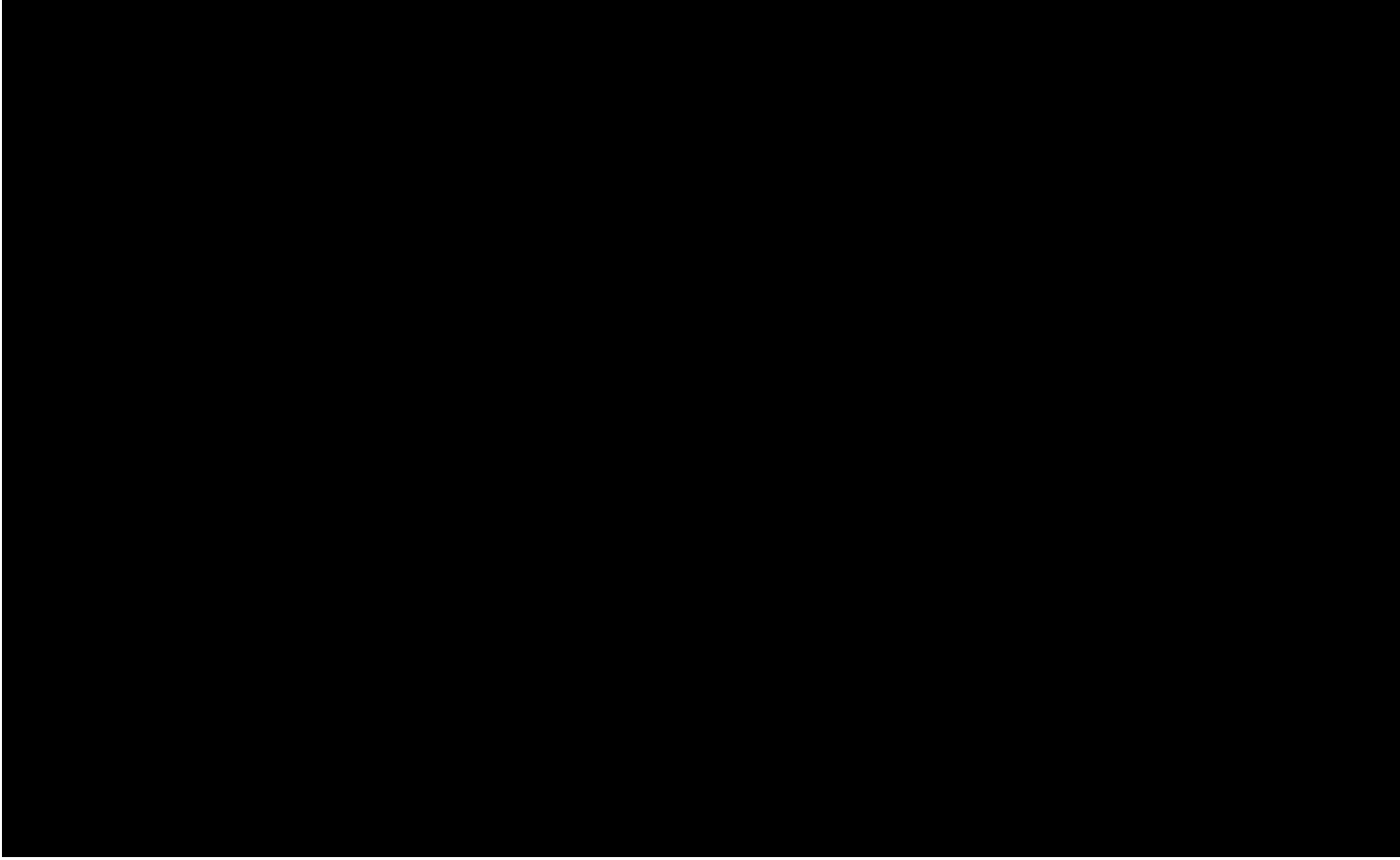


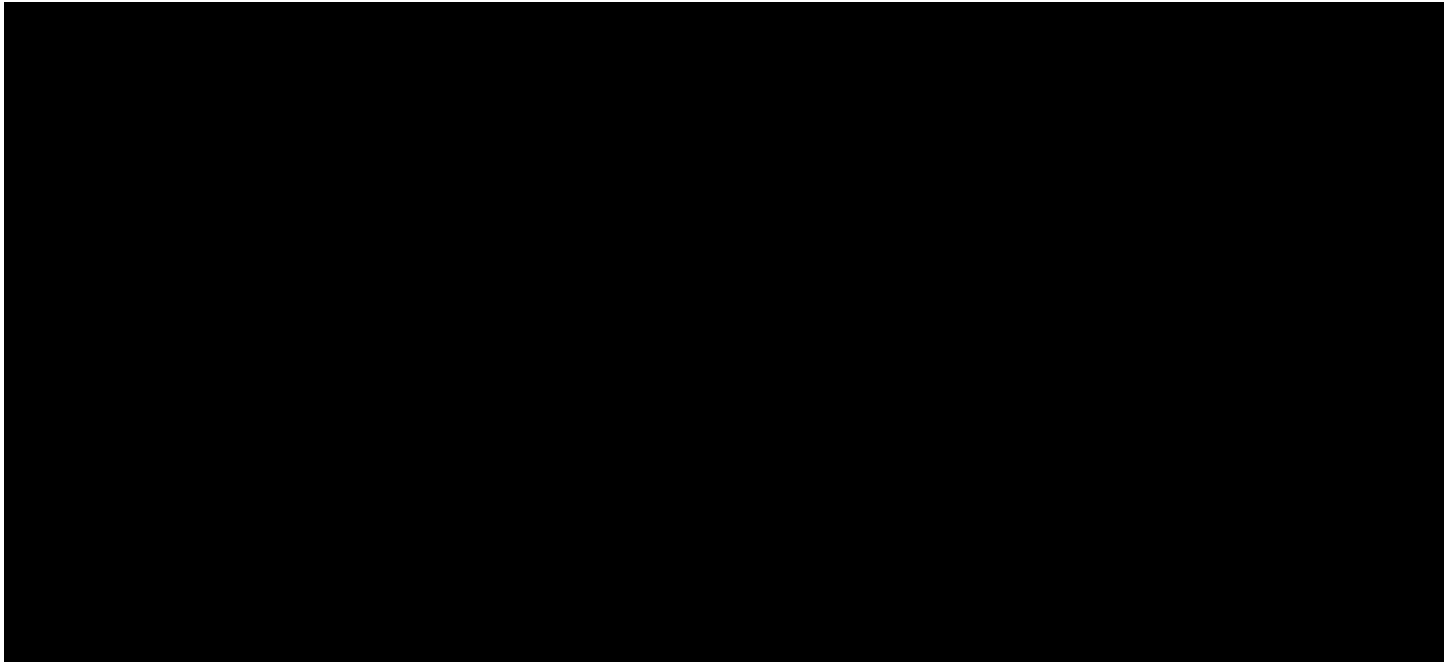
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]





E. Product Quality and Variety

1. Unitec partners with hundreds of leading apparel manufacturers to source an extensive selection of high-quality products, ensuring we meet the safety, durability, and comfort needs of every client. By working directly with these trusted manufacturers, we provide uniforms that withstand the demands of even the most challenging job environments. Our garments are crafted using advanced materials developed by industry experts, giving clients access to the latest innovations in safety and wearability. Please see Item 3 below.

2. To accommodate the diverse workforce, Unitec offers uniforms in a wide range of sizes and fits for both men, women, and unisex cuts ensuring inclusive, comfortable options for all employees. There are tens of thousands of different styles for clients to choose from shirts and pants to coveralls and aprons to outerwear and rainwear and so much more. Each item offers the option to be customized with logos, names, departments, etc. through embroidery, screen-printing, and emblems.

3. Each item is rigorously tested to ensure long-lasting durability without sacrificing comfort, contributing to greater employee satisfaction and performance. We also collaborate with industry leaders to meet critical safety standards, such as ANSI/ISEA 107-2020 for high-visibility and NFPA 2112 for flame resistance, helping protect workers from a variety of occupational hazards.

F. Implementation and Promotion of the RFXPremier Master Agreement

1. Unitec competitively bids contracts. Once awarded, state and local agencies prefer to leverage/piggyback those master agreements for uniforms and uniform services.

2. Listed below are a few of the current contracts that are used as the contract to ride.

[REDACTED]

3. Unitec will market the Master Agreement by listing it on our website (most likely as a separate page with a link), distributing flyers at tradeshow and conferences, promoting through informational blogs, posting on social media and targeting email marketing. In addition, most of the municipalities we currently serve, along with several organizations we are in active negotiations with, have expressed interest in joining cooperative agreements or piggybacking on competitively awarded contracts. The RFXPremier contract will be highly attractive to many of these entities due to its competitive pricing structure and extensive garment selection. We plan to present it as a valuable option to these organizations, allowing them to take full advantage of its benefits.

4. [REDACTED]

5. All staff will receive comprehensive training on the Master Agreement, under the close supervision of the Director of Account Management. The Senior Account Manager will oversee the setup and implementation of each individual entity to ensure a seamless onboarding process. The Director of Account Management will be responsible for training all new hires and will work directly with the Director of Operations to provide tailored training to operations staff, covering both the Master Agreement and the specific needs of each entity

6. The Master Agreement will be highly attractive to many of the entities due to its competitive pricing structure, extensive garment selection, and managed program through The Proximity System™. After marketing the Master Agreement, we would encourage a demo of our system which captures the real attention of the buyer toward closing.

7. When negotiating, Unitec will listen to the Participating Entity with their needs and then explain Unitec's needs and concerns. We will be flexible with entity specific language as long as it is reasonable. We do not require entities to provide statutory citations. We will devote resources to simultaneous negotiations of multiple Participating Addenda.

8. Upon execution of the Master Agreement and Participating Addenda, [REDACTED]

[REDACTED]

9. Reports from The Proximity System™ will have all of the information required to ensure that the summary and detailed sales information will be accurately reported. It will be the Account Manager’s responsibility to report this information promptly to RFXPremier.

10. The pricing structure for this cooperative agreement will be unique as Unitec has never offered all of the items from each manufacturer, as well as, a percentage discount off manufacturers’ list price. Typically, we evaluate only those items that are in a client’s program with a specific price. This includes all of the awarded contracts and agreements that came from competitive bids. Hence, this pricing will be a better value.

[REDACTED]

Summary

This proposal encapsulates Unitec Distribution Systems’ unique and tested methodology for the City of Fairfax and other Participating Entities to use to implement its employee based uniform distribution program. In it, Unitec Distribution Systems talks about –

- Our expertise in managing sophisticated apparel programs
- Our proprietary and extremely powerful Internet-based distribution solution, the Proximity System™
- Our employee-centric approach to apparel distribution
- Our direct-to-employee Customer Services philosophy

We hope that you’ll agree with our current clients that Unitec offers much more than mere performance promises. We have established ourselves as amongst the most service-focused and innovative apparel distribution companies in the marketplace.

We look forward to forging a partnership with the City of Fairfax and RFXPremier.

[Redacted]

[Redacted]

To Whom it May Concern,

I am pleased to provide a letter of reference for Unitec Distribution Systems on behalf of the [Redacted] [Redacted]. I am writing to recommend Unitec Distribution Systems for their exceptional services and products. Throughout our partnership, over the last decade, Unitec Distribution Systems has consistently demonstrated professionalism, reliability, and a commitment to excellence.

One of the standout qualities of Unitec Distribution Systems is their attention to detail and ability to deliver high-quality products/services in a timely manner. Their team is dedicated, knowledgeable, and always willing to go above and beyond to meet our needs. Whether it's meeting tight deadlines or providing creative solutions, Unitec Distribution Systems has proven to be a valuable partner in our business operations.

Furthermore, I have found Unitec Distribution Systems to be trustworthy, transparent, and easy to communicate with. Their customer service is top-notch, and they are always responsive to any inquiries or concerns that may arise. I have full confidence in their ability to deliver outstanding results consistently.

In conclusion, I wholeheartedly recommend Unitec Distribution Systems to any individual or organization seeking reliable and high-quality products/services. Their professionalism, expertise, and dedication make them a standout vendor in the industry. I am grateful for the positive impact they have had on our business, and I look forward to continuing our successful partnership in the future.

Sincerely,

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

April 17, 2024

Elise Elfman
President/CEO
Unitec Distribution Systems
289 East Green Street
Westminster, MD 21157

Dear Elise Elfman:

I am pleased to provide a letter of reference for Unitec Distribution Systems on behalf of the [REDACTED]. Unitec has provided the uniform program for [REDACTED] for well over 15 years. We have valued the excellent customer service and ease of ordering throughout this relationship.

Unitec has partnered with the [REDACTED] through several transitions in our uniform program, and they have always proven to be flexible and responsive to the changes in our organization's needs. In addition, when we were seeking alternatives to the heavy-duty rainwear for our Maintenance employees in the field, Unitec was able to provide cost-effective options to provide quality breathable rainwear that made it easy to manage each employee's allotment.

The Proximity System is an excellent platform that allows for easy management of all our corporate uniform needs as well as providing a way for employees to order [REDACTED]-branded apparel for personal use. You and your staff are instrumental in guiding us smoothly through changes in our program, and we value the ease of communication that allows us to work through and resolve any minor issues quickly and efficiently.

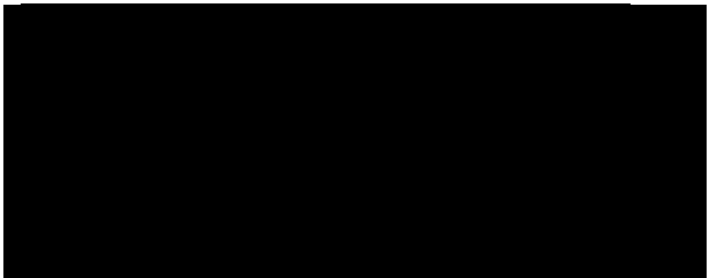
We are grateful for our valuable business relationship with Unitec and hope for many successful years to come.

Sincerely,

[REDACTED]

[REDACTED]





May 12, 2025

Unitec Distribution



289 East Green Street
Westminster, MD 21157

RE : Unitec Review

Dear [REDACTED],

[REDACTED] (for 10 years) and [REDACTED] [REDACTED] and has 1 1/2 years) is pleased to advise our business relationship for over the past ten (10) years.

Within this period of time, you have provided us with excellent Customer Service and premium quality merchandise supplying uniforms for our [REDACTED].

If we require new items from our customer [REDACTED] you lead the charge investigating your sources giving us the best price with the quality we expect.

Moving forward, we look to the future with Unitec as our main source of quality merchandise for our [REDACTED].

Feel free to contact me at : 240-418-3297 should you have any questions. Enjoy your day and stay safe.

With best regards,

