

**DEPARTMENTAL INPUT**  
**CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION**

☒ New    ☐ OTR    ☐ Sole Source    ☐ Bid Waiver    ☐ Emergency    Previous Contract/Project No. \_\_\_\_\_  
Contract  
☐ Re-Bid    ☐ Other – Access of Other Entity Contract    LIVING WAGE APPLIES: ☐ YES ☐ NO  
Requisition No./Project No.: RQID1900044 or RFP-01154    TERM OF CONTRACT 5 YEAR(S) WITH 6 YEAR(S) OTR

Requisition /Project Title: Quartermaster Services

Description:

The County, as represented by the Miami-Dade County Fire Rescue (MDFR) and Miami-Dade Police (MDPD) Departments, is seeking an experienced and qualified firm to provide turnkey Quartermaster Services for the provision of uniforms and accessories for MDFR and MDPD personnel, inclusive of a Web-Based Uniform and Accessories Fulfillment System (System), on-site apparel alterations and repairs, embroidery, screen printing, and heat pressing, and inventory management. The selected Proposer will be responsible for the logistical management of uniform operations, including tracking, delivery, issuance, returns, exchanges, and alterations as well as maintenance and technical support for the System. This contract will provide a full service model as opposed to the current manual processes for obtaining uniforms.

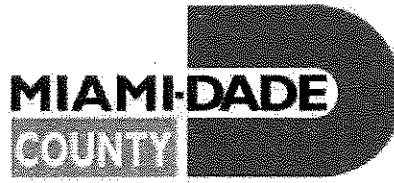
Issuing Department: MDPD and MDFR    Contact Person: Beth Goldsmith    Phone: 305-375-5683  
Estimate Cost: 5,000,000    Funding Source: GENERAL FEDERAL OTHER  
Yes

**ANALYSIS**

<b>Commodity Codes:</b>	<u>200-85</u>	<u>200-86</u>	<u>200-87</u>	<u>962-78</u>	<u>936-18</u>
Contract/Project History of previous purchases three (3) years Check here <input type="checkbox"/> if this is a new contract/purchase with no previous history.					
	<b><u>EXISTING</u></b>	<b><u>2<sup>ND</sup> YEAR</u></b>	<b><u>3<sup>RD</sup> YEAR</u></b>		
<b>Contractor:</b>					
<b>Small Business Enterprise:</b>					
<b>Contract Value:</b>					
<b>Comments:</b>					
Continued on another page (s): <input type="checkbox"/> YES <input type="checkbox"/> NO					

**RECOMMENDATIONS**

	<b>Set-Aside</b>	<b>Subcontractor Goal</b>	<b>Bid Preference</b>	<b>Selection Factor</b>
<b>SBE</b>				
<b>Basis of Recommendation:</b> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>				
Signed: <u>Beth Goldsmith</u>		Date sent to SBD: <u>12/31/2018</u>		
		Date returned to SPD: _____		



## **THIS DOCUMENT IS BEING POSTED AS A FUTURE SOLICITATION DRAFT AND IS SUBJECT TO CHANGE QUARTERMASTER SERVICES**

### **BACKGROUND**

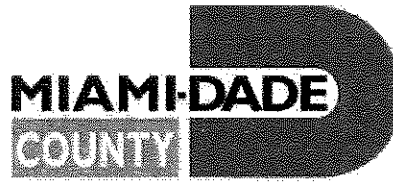
The Miami-Dade Fire Rescue (MDFR) and Police (MDPD) Departments are committed and responsible for providing the citizens of Miami-Dade County with public safety related to fire protection and law enforcement duties. MDFR is the largest fire department in the South-East United States, fifth largest in the nation. MDPD is the largest local law enforcement department in the South-East United States, and one of the ten largest in the nation, serving diverse community of an estimated 2.8 million residents. MDPD provides basic police services to the Unincorporated Municipal Service Area (UMSA) of Miami-Dade County and contracted municipalities, specialized support services to UMSA and various municipalities, and sheriff services to all Miami-Dade County residents. MDPD is an internationally accredited law enforcement agency, receiving accreditation by the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) since 1993 and by the Commission for Florida Law Enforcement Accreditation (CFA) since 2004. Uniforms issued may include any one and/or any combination of eighteen (18) uniform classifications used by MDFR and MDPD respectively. Both departments uses specialized uniforms depending on the assignment of its personnel and the daily activities that will need to be performed by its personnel.

MDFR has approximately 2,554 employees that are required to wear uniforms, of those 2,008 are sworn position. Uniforms may include garments such as trousers, button down shirts, polo style shirts, ties, athletic shorts, t-shirts, leather belts, safety belts, work boots, safety shoes, dress shoes, foul weather coats/jackets, and cold weather garments such as sweaters and jackets. Additionally, MDFR requires various equipment, including but not limited to:

- Department patches, cloth and metal insignias, metal name plates, badges in assort rank and design, helmet shields for fire helmets, plastic name tags (part of the Passport Accountability System ©), dive wet suits, baseball style caps, safety vest, flashlights, leather gloves, and employee ID lanyards

MDPD has approximately 4,074 total employees which are made up of 2,870 sworn police personnel and 1,204 civilian support staff. Approximately a total of 3,150 of MDPD employees (sworn and civilian) work classifications which require them to be issued uniforms to perform their daily duties and assignments. Additionally, MDPD requires various equipment, including but not limited to:

- Shirt accessories: departmental patches, assignment designators, cloth and metal rank insignias, badges, ties, and name plates
- Nylon duty belt and accessories: under belt, authorized holster, handcuffs and case, magazine pouches, batons and holder, whistles and holder, radio carriers, belt keepers, key holders, and knife with holder
- Headgear and accessories: formal hat with hatband and badge, ballistic and motorcycle helmets, and baseball caps. Jackets: winter and raid jackets, and windbreakers
- Footwear: patent leather, athletic, deck sneakers, motorcycle boots, and heavy duty steel toe boots
- Other accessories: raincoats, traffic gloves, safety vest, outer vest carriers, and ballistic body armor vests, flex cuffs, leg restraints, personal protection equipment kits, and ballistic shields



Furthermore, on November 6, 2018, Florida Amendment 10, "State and Local Government Structure Amendment (2018)" was approved and as a result, an elected Sheriff will take office effective January 2, 2025. This new legislature may impact MDPD's operations, departmental name, uniform style, colors, and etc.

## **CURRENT ENVIRONMENT**

### **MDFR Operating Environment**

MDFR has a facility from which all uniform quartermaster service is provided by in-house staff. Approximately 5000 square feet of this facility is dedicated to uniform warehousing and distribution. This function has dedicated space for a counter service/reception, administrative functions (considered a storefront) and storage of on-hand inventory (an adjacent room considered warehouse). The vast majority of inventory stored on-hand and issued to employees is pre-ordered based on past trends use and future projected needs. The storefront located at 6000 SW 87 Avenue, Miami FL 33173 and is staffed by two (2) inventory clerks and one (1) supervisor, Monday through Friday from 8 a.m. to 5 p.m.. The warehouse provides walk-up counter service for employees in need of uniforms and accessories.

All request for inventory is made via an in-house web-based application. Most generate these request remotely, and the item is shipped to their home. There are computer terminals in the lobby of the storefront where an employee can likewise generate an order and wait for the item.

MDFR also has several third-party vendors with a local store in Miami-Dade County that provide certain elements of an employee's uniform and accessory items. Dress shirt and uniform boots are such items. An employee would place an order via the web-based portal; they would need to pick up a voucher for that item for our storefront at our main facility. This voucher is then present at the vendor's location to redeem the product.

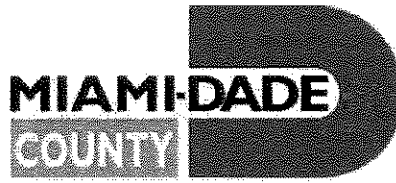
MDFR currently issues each employee who is required to wear a uniform a monetary uniform stipend specific to job classification per fiscal year. There is restrictions on the type and quantity of items that can be ordered based on the job classification of each employee. Of the items designated for each job classification, an employee is permitted to manage their stipend and order items from MDR's internal uniform store as needed until the stipend is exhausted.

### **MDFR Technology Environment**

MDFR currently utilizes an in-house application to allow employees to request uniforms and accessories. The application stores the total number of items issued to an employee throughout his or her career. The County will make data available to the selected Proposer in XML format or a mutually agreeable format.

### **MDPD Operating Environment**

MDPD has decentralized quartermaster services provided by departmental staff. The vast majority of items are ordered and stored in an on-site warehouse located at the headquarters complex (9111 NW 25 Street, Doral, FL. 33172), which is staffed by two (2) inventory clerks and one (1) store keeper supervisor Monday through Friday from 7AM to 4PM. The warehouse provides walk up counter service for employees in need of uniforms and/or accessories. Items not readily available in the quartermaster inventory require employees to physically visit several local vendors at different locations within MDC to obtain the needed uniforms and/or accessories. For example, MDPD currently requires Crime Scene Investigations employees to pick up steel toe safety boots at a local vendor, School Crossing Guards; Police Dispatchers & Emergency Call Takers visit a local vendor to have seamstress services performed. Each employee is allowed to exchange any uniforms and/or accessories (one for one) with no limitation except for their footwear which is only allowed twice a year. All sworn employees are required to visit an authorized measuring center to be fitted and



order their body armor bullet proof vest. All employees are provided with vouchers, which are submitted to local vendors when picking up and/or placing their order(s).

An employee is issued a minimum number of uniforms (dependent on classification) of their primary duty uniform. Some employees who are assigned to specialized assignments such as Bike Response Teams, Special Response Teams, Aviation Unit, Marine Patrol Unit, Bomb Squad and Crime Scene Investigations to name just a few are also issued additional specialized uniforms to perform their duties.

### **MDPD Technology Environment**

MDPD currently utilizes an outdated, no longer supported, and limited Oracle Inventory System in-house application, which utilizes an Oracle 11g (v11.2.0.3) database, to allow quartermaster employees to order, track, and request uniforms and accessories orders. The application stores the total number of items issued to an employee throughout his/her career, but is not tied to a centralized database and therefore, has limited reporting functionality. The current database size is 2.5 GB. The County will make data available to the selected Proposer in XML format or other mutually agreeable format.

## **SERVICES**

### **General Services**

The selected Proposer shall provide turnkey quartermaster services, including all aspects of uniform management services, including by not limited to the following:

- Maintain a sufficient inventory of uniform and accessory items in accordance with the County's specifications
- Receive, process, ship, and track receipt of individual orders
- Perform alterations and repairs to uniform items. Such services may include Class A Formal Jacket alterations, Maternity uniform fitting, sewing uniform patches, and hemming when needed.
- Provide embroidery, screen printing, and heat pressing services
- Provide and operate Uniform Stores located within MDR Logistics Administration Building and the MDPD Quartermaster Warehouse Building, to include a full fitting line and sample items, to be staffed by qualified and trained employees familiar with the resultant contract
- Assume responsibility for loss and damage of all items from time of shipment to customer receipt

### **Quality Control Services**

The selected Proposer shall develop a Quality Control Program to ensure the requirements of the resultant Agreement are met. The program shall include, but will not be limited to the following:

1. An inspection methodology covering all goods and services furnished by the selected Proposer, including inventory levels, uniform quality, and delivery/turn-around timeframes.
2. A checklist for use in reviewing performance during inspections.
3. Inspection reports detailing results of each inspection as well as documentation of all corrective action(s) taken. Each report shall be made available to the County upon twenty-four (24) hours written notice.
4. A process to correct all deficiencies in its operations within four (4) days after written notification from the County.



5. A process for items found to be defective by the County to complete an exchange for a non-defective replacement -OR- a credit to the affected employee's uniform allowance.

#### **Account Management Services**

The selected Proposer must employ Account Managers, one dedicated to each County department to serve as the primary liaison for all activities at the Uniform Stores. The assigned Account Manager must have an in-depth knowledge of the resultant Contract to include provisions, list of approved items as well as have access to all manufacturers providing the product. Upon request, the Account Manager or designee must be available to attend meetings to discuss issues as well as have the ability and authority to make decisions on behalf of the selected Proposer.

#### **Repair, Replacement, and Alteration Services**

The selected Proposer must provide repair and alterations on site at the County. Alterations and repairs to a uniform item of clothing must be completed in a timely manner when County personnel leaves the uniform item at the designated facility for alteration or repair. Alterations and repairs shall mean in-seam and out-seam repairs and alterations; repair of small rips and tears; button or zipper replacement; affixing stripes, patches and braids; and trim replacement or other such repairs.

#### **WEB-BASED UNIFORM AND ACCESSORIES FULFILLMENT SYSTEM**

##### **System Functionality**

The System should track employee uniform allowance and to provide shipment confirmation to County employees making purchases. The County will not be obligated to pay for any uniform item purchases that exceed the employee uniform allowance. Security and accounting measures required to properly control the distribution of uniform items to eligible County employees will be the sole responsibility of the selected Proposers, through the use of the proposed System. The proposed System must be provided to the County via a secure Uniform Resource Locator (URL), i.e. <https://>, for application transactions. All transactions completed using the proposed System should provide real time updates of inventory availability, uniform allowance balance, etc. for each user.

The proposed System should include the following functionality:

- General functionality, including:
  - Password protected – employee ID numbers for user
  - Real time balance information
  - Picture and description of each item
  - Ability for users to view account/order history and
  - Provide immediate notification of back-ordered items
  - Provide an order activity by date range
  - Provide User ID that is specific to each employee's division assignment (MDFR i.e.: Arson, EMS, Fire, and Aviation) (MDPD i.e.: North & South Operations, Support Services, Criminal and Special Investigations, etc.)
- User functionality, including:
  - Employees available uniform allowance
  - Unique user log-ins
  - Assigned location
  - Rank
  - Complete order history from inception of program to date



- Tracking functionality, including:
  - Each employee's monetary balance within the identified parameters
  - All items issued
  - All items returned
  - Verification of order date/time
  - Receive and manage Inventory
  - Shipping date/time
  - All repairs and alterations performed for each employee
  - Distribution of items
  - Maintain inventory control
  - Supply chain of raw materials to fulfill quality control parameters
  - Uniform repairs (to include manufacturer defects)
  - Uniform replacements (to include returns/exchanges due to manufacturer defects)
  - Invoicing of items and services
  - Shipping of uniform and/or accessory items
- User reporting functionality, including:
  - List of ordered and shipped items
  - Order date
  - Item description and product number
  - Sizes ordered
  - Quantity ordered
  - Cost per item
  - Shipment date
  - Shipment information to include employee name and work address only (personal addresses are protected from disclosure)
  - Backorders or incomplete orders
  - Process time from the placement of order through shipment release
  - Repairs performed and duration of repairs
  - Replacement requests
- Administrative reporting functionality, including:
  - Individual employee uniform allowance available balances
  - Statistics showing usage of uniform items and services by category
  - Inventory levels
  - Item costs
  - Repairs
  - Items listed on back order with estimated fulfillment dates
  - Up to date billing and monthly invoice summary
  - Returns
  - Ad hoc reports
- Integrations
  - The table below depicts the integration needs for the proposed System:

Application	Vendor	Description	Frequency of Data Flow	Mode
MDPD HR/Personnel system	In-house County Application	Custom built system used to administer MDPD Personnel information.	Batch	One-way data flow into the



				proposed System
Oracle's PeopleSoft HR Module v9.2	Oracle	Application used for capturing personnel information.	Batch	One-way data flow into the proposed System
Telestaff/Webstaff	Kronos	Application used for rostering and staff management	Batch	One-way data flow into the proposed System

#### **Implementation Services**

The selected Proposer shall be responsible for providing on-site or remote installation and configuration services for the proposed System. Additionally, implementation should include migrating the data in existing County applications to the proposed System. The selected Proposer shall be responsible for testing the proposed System and insuring proper functionality prior to launching the proposed System.

#### **Data Conversion**

The selected Proposer is expected to migrate existing data from the current MDFR and MDPD software applications into the proposed System. The selected Proposer will perform the extraction, transformation, and mapping required to prepare data, in a mutually agreed upon file format, for conversion into the proposed System. The selected Proposer shall be responsible for the loading of the data into the proposed System. The County will collaborate with the selected Proposer to answer questions about the data within the files to successfully complete the data conversion.

#### **Hosting Services**

The selected Proposer shall provide hosting services, inclusive of data back-up, redundancy and data recovery capabilities, to include security updates, operating system patches, database and application level patching as well as backup management and disaster recovery testing. Hosting services must be Proposer-hosted, and reside in the continental United States. The proposed System should be available 24 hours per day, 7 days per week to allow employees access, including remote access, if applicable, to the system. The selected Proposer shall assure 99.98% uptime 24/7, 365 days a year. The 99.8% uptime is calculated on a monthly basis. All data entered into the proposed System remain the exclusive property of the County, and will be fully transferable back to the County upon contract expiration or termination.

#### **Training**

The selected Proposer shall provide on-site training services for approximately 10 administrators and 24 users, utilizing a train the trainer approach. The County will provide an on-site facility and computer workstations available to the selected Proposer. The selected Proposer shall provide all necessary training documents (electronic and hard copy) as well as customized documentation on the use of the proposed System. Additional training shall be made available via on-line videos or other resources on an ongoing basis throughout the term of the resultant contract.

#### **Maintenance Services**



The selected Proposer shall provide maintenance services for the System throughout the term of the contract. These services shall include updates, patches, bug-fixes, corrections of defects, and upgrades to the System to ensure that the System will operate according to the specifications of the resultant contract and to maintain compatibility with future County hardware and software infrastructure. All software must be of the most recent release and all software upgrades issued by the selected Proposer must be available to the County at no additional charge.

#### **Technical Support Services**

The selected Proposer shall provide technical support services to address technical issues with the proposed System. Technical support must be available and provided by the selected Proposer via a toll free telephone hotline and/or online support services.

#### **PRODUCTS**

The comprehensive list of standard uniform products for MDPD and MDFR will be included in the future solicitation when advertised. The County may add, modify, substitute or delete any items from the list of items available for purchase. All garments must have sewn in, permanent, label stating care instructions and size. Garments must also have an outside, removable, label with lot number, size, fiber content and WPL number.

In addition to standard uniforms, the selected Proposer must supply 65% Polyester/ 35% Cotton uniforms for personnel who are allergic to 100% Polyester when applicable. Bomb suits and uniforms for MDPD Bomb Unit personnel are required to be 100% cotton.

#### **Inventory**

The selected Proposer must maintain a sufficient inventory of high quality uniform and accessory items as detailed above and maintain at least 30 days inventory of on-site. Such inventory shall remain the property of the selected Proposer until ordered by the County. Such inventory must be available for inspection by County personnel at any time. Additionally, such inventory maintained on-site will only be used to fill MDPD orders and not to fill non-MDPD orders.

#### **Hiring Events/Bulk Needs**

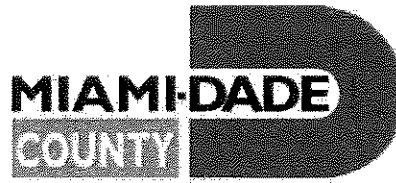
In the event of a hiring event/bulk needs at MDPD or MDPD that results in a new class of recruits or other need, a bulk order of uniforms may be required. The selected Proposer shall be able of meeting the demand for such bulk orders. The County will provide a minimum of 30 calendar days notice when a hiring event is taking place, however, changes or updates to actual recruits may require the selected Proposer to have inventory on-hand to meet same day needs.

#### **Embroidered Emblems**

The selected Proposer shall supply emblems and patches. As part of on-site services, patches will be sewn on garments as specified by the County. All lettering shall be embroidered; no silkscreened emblems shall be accepted. The selected Proposer will provide emblem samples for approval by the County. The cost for these emblems shall be the selected Proposer's responsibility and shall be included in the price of the garment.

#### **Warranty**





All manufacturer warranties, expressed and implied, shall be made available to the County for any item provided under the resultant contract. Factory defects or defects in workmanship shall be corrected and/or replaced at the cost of the selected Proposer.

### **County Branding**

The selected Proposer shall include County branding on uniforms as directed by the County. Information regarding County branding can be found at <http://www.miamidade.gov/branding/logo.asp>. The logo should be no less than two and a half (2 ½) inches across.

## **FACILITIES**

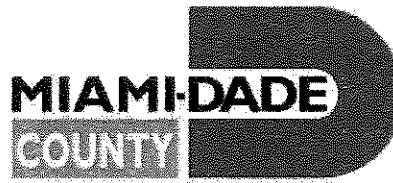
### **MDFR Uniform Store Build-Out and Operation**

The selected Proposer shall be responsible for providing, at its expense, the build out of MDFR's existing Uniform Store. Accordingly, following award of the resultant contract, the selected Proposer shall be responsible for providing, at its expense, a proposal of the build-out to MDFR's for approval. This build-out would only be necessary to accommodate the selected workflow and warehousing business practice. MDFR does not expect or require modification to the structure of the building but understands each Proposer has a unique supply chain and administrative requirement. As public-private partners operating in the same physical location, every effort shall be taken to provide the selected Proposer space to function appropriately. MDFR envisions working collaboratively with the selected Proposer's staff, sharing office space and facility resources, such as electrical services, HVAC system, networking infrastructure and facilities amenities such as kitchen and bathroom areas. MDFR must approve all changes and modifications required to complete the build-out to the existing Uniform Store and associated warehouse area and these modifications shall comply with South Florida Building codes and all applicable Federal, State, and local laws governing the operation of the service facility.

The MDFR Uniform Store must be stocked and prepared for operation with a complete run of sizing samples. Sample items will provide MDFR personnel with a visual of each item as well as provide assistance in determining the appropriate sizes. The MDFR Uniform Store must be open for service and staffed for a minimum of five (5) days per week (Monday through Friday) excluding Miami Dade County approved holidays. Standard daily operating hours shall be from 8 a.m. to 5 p.m. The selected Proposer's staff shall be properly trained to provide prompt and courteous service to all MDFR personnel with information regarding alterations as well as order tracking and returns. On an as-needed basis, as requested by the Fire Chief or his/her designee, the Uniform Store shall be opened for additional hours. The selected Proposer must provide a means, such as a cell phone, by which its representative may be contacted to facilitate operations in the event of an emergency.

### **MDPD Uniform Store Build-Out and Operation**

The selected Proposer shall be responsible for providing, at its expense, the build-out of MDPD's existing Quartermaster warehouse building in order to create an MDPD Uniform Store. Accordingly, following award of the resultant contract, the selected Proposer shall be responsible for providing, at its expense, a proposal of the build-out to MDPD's for approval. The selected Proposer shall be responsible for providing, at its expense, the build-out of MDPD's existing Quartermaster warehouse building in order to create an MDPD Uniform Store. Accordingly, following award of the resultant contract, the selected Proposer shall be responsible for providing, at its expense, a proposal of the build-out to MDPD's for approval. This build-out would only be necessary to accommodate the selected workflow and warehousing business practice. MDPD does not expect or require modification to the structure of the building but understands each Proposer has a unique supply chain and administrative requirement. As public-private partners



operating in the same physical location, every effort shall be taken to provide the selected Proposer space to function appropriately. MDPD envisions working collaboratively with the selected Proposer's staff, sharing office space and facility resources, such as electrical services, HVAC system, networking infrastructure and facilities amenities such as kitchen and bathroom areas. MDPD must approve all changes and modifications required to complete the build-out to the existing Uniform Store and associated warehouse area and these modifications shall comply with South Florida Building codes and all applicable Federal, State, and local laws governing the operation of the service facility.

The MDPD Uniform Store must be stocked and prepared for operation with a complete run of sizing samples. Sample items will provide MDPD personnel with a visual of each item as well as provide assistance in determining the appropriate sizes. The MDPD Uniform Store must be open for service and staffed for a minimum of five (5) days per week (Monday through Friday) excluding Miami-Dade County approved holidays. Standard daily operating hours shall be from 7 a.m. to 4 p.m. The selected Proposer's staff shall be properly trained to provide prompt and courteous service to all MDPD personnel with information regarding alterations as well as order tracking and returns. On an as-needed basis, as requested by the Executive Senior Bureau Commander or his/her designee, the MDPD Uniform Store shall be opened for additional hours or in case of emergency mobilizations such as a hurricane. The Awarded Bidder must provide a means, such as a cellular telephone, by which its representative may be contacted to facilitate operations in the event of an emergency.

MDPD quartermaster services departmental personnel will continue to provide customer service at the MDPD Uniform Store alongside personnel provided by the selected Proposer, with the two (2) inventory clerks and one (1) store keeper supervisor Monday through Friday from 7 a.m. to 4 p.m. The personnel will continue to provide walk up counter service for employees in need of returning used and unserviceable uniforms and/or accessories. For example, quartermaster personnel will need to process all retiring employees when they return any and all issued equipment; order their retirement encasements; order and process departmental forms which will be picked up by district stations and bureaus; order and process all new uniforms, badges and accessories for personnel in Basic Law Enforcement (BLE) and Lateral Classes (LAT), order and process all new hired and promoted employee's police badges; process and disposal of all expired body armor, uniforms, and uniform gear; and the ordering and processing of departmental bulk order of miscellaneous supplies or specialty equipment as needed.

### **Customer Support Services**

The selected Proposer shall provide on-site customer support services to operate the MDRF and MDPD Uniform Stores. The selected Proposer should be able to accommodate customer complaints via phone and or electronic means. For example, handle the returns of any items to the proposer for any reason (e.g. wrong item delivered, incorrect size, broken or defective, etc.). Handle any uniform and equipment complaint or discrepancies, including repair/alteration order(s). Assist customers with placing an order, troubleshoot a website error or sign-on, and directly exchange any item on stock at the Customer Service Facility. Proposer should be able to handle any and all emergency changes to uniforms and/or accessories approved by the Department head.

The selected Proposer shall develop a standard operating procedure manual setting out policies for the operation of its Customer Service Facility by selected Proposer's personnel. The manual must include, but is not limited to, sections defining individual account tracking procedures, inventory control procedures, ordering processes, daily management, quality control procedures, and repair procedures. The manual shall serve as a point of reference and guide for the County and the selected Proposer. An electronic version of the manual will also be posted online.