

May 17, 2017

**Question & Answers – Ref.: Bid #217-49**

**Uniforms**

Grand Valley State University has received the following questions in regards to our request for proposals for uniforms. Please note responses to these questions are noted in blue.

1. How often do you purchase and what is the average number of pieces per order? For example, do you place large orders for everyone once or twice per year? How often do you order for fill-in orders or for new employees?

We give all employees the chance to order up to 8 items every spring-once a year. First time employees get up to 14 items and that could be at any time during the year once they are permanently hired as full time. This doesn't happen that often with new hires.

2. How many times per year or per month do you normally need someone to come and size you up? For a large bulk order for everyone, do we size up everyone?

If we need someone to size employees, it’s done during the spring order. You would not size everyone if this happened and it’s very rare that we have someone here to size people.

3. Have you had sample sizes there in the past to try on instead of having us come measure? Did that work or for some reason did it not work?

Samples are good to have here to offer the employees and usually works fine instead of getting someone here to actually size the person.

4. How often does an individual order new pieces? For example, once per year, or multiple times per year.

Once a year.

5. Do you have any requirements or preference for how items are packaged by person? Is delivering on hangers ok? Folded in plastic?

We like the uniforms packaged in boxes, sealed and with employee name on it.

6. Regarding the GVSU logo and flag…..

 a. Can you send us the digitized files so we can determine the number of stitches for the GVSU logo and the flag?

 b. Or maybe you can just get that number from your current vendor and share that with us? The number of stitches per design determines our cost?

 c. Otherwise, can you send us an electronic file of the logo and flag and we will get it digitized ourselves?

Any style flag should work-we would like to see a sample of it first. I do not have a file with the logo.

Information on the use of GVSU’s logo can be found on our website at:

 <http://www.gvsu.edu/identity/grand-valley-logo-20.htm>

7. Will you be able to order from our customized order form, and email or fax it to us?

This shouldn't be a problem. We need to keep each individual order separate.

8. What lead time is required for any bulk order and also for smaller orders?

For the large spring order, delivered 12-14 weeks once the order is placed.

9. Can you meet our payment terms of net 30?

Yes, all invoices should be submitted directly to Accounts Payable … payables@gvsu.edu, or if e-mail is not an option, faxed to 616-331-3287 or mailed to GVSU - Accounts Payable, 1 Campus Drive, 2015 Zumberge Hall, Allendale, MI 49401.

10. You are requesting the ability to return orders within 30 days. How often has that happened in the past year or so?

Small percentage but it does happen. Unless the person was sent the wrong item and the order proves it, we try and discourage returns but we want that option.

**Proposals are due Tuesday, May 30, 2017 by 10:00 AM**

Thank you for your participation,

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