



CITY OF WEST PLAINS

**1910 HOLIDAY LN
WEST PLAINS, MO 65775**

PHONE 417-256-7176 FAX 417-256-1880

REQUEST FOR PROPOSAL Uniform Rental Services

**Issued by:
Kristopher Bates
Purchasing Agent
1910 Holiday Ln
West Plains, MO 65775
Tel. 417-256-7176
Fax 417-256-1880
Email: Kristopher.bates@westplains.gov**

Date Issued	August 5th, 2026
Deadline for Questions	August 24 th , 2026
Proposals must be Received On or Before	August 25 th , 2026 2:00PM CST

The City of West Plains, Missouri, is soliciting proposals from qualified uniform rental and laundering service providers to furnish work uniforms for employees across various City departments. The City seeks a reliable vendor capable of supplying quality uniforms, regular cleaning and maintenance services, repair and replacement of garments as needed, and responsive customer support.

Contents

Introduction	3
Who May Respond.....	3
Specifications	3
Uniform Samples Requirement	4
Proposal Submission Requirements	5
Submission Deadline.....	6
Evaluation and Award	6
Questions	7

Introduction

The purpose of this Request for Proposals (RFP) is to establish a contractual partnership with a vendor that can provide cost-effective, professional uniform rental services while ensuring employees maintain a clean, safe, and consistent appearance that reflects positively on the City of West Plains. The selected contractor will be expected to furnish uniforms that meet the operational needs of City staff and comply with applicable safety and industry standards.

The City of West Plains is committed to ensuring fair and open competition and encourages all interested and capable parties to submit a proposal in accordance with the instructions provided herein.

Who May Respond

Vendors interested in providing these services are invited to submit a proposal in accordance with the requirements and specifications outlined in this RFP. The City of West Plains reserves the right to reject any or all proposals, waive informalities and minor irregularities, and accept the proposal determined to be in the best interest of the City.

To be considered responsive, the proposer shall:

1. Be actively engaged in the business of uniform rental and laundering services for a minimum of three (3) years.
2. Maintain all required business licenses and registrations necessary to conduct business in the State of Missouri.
3. Provide at least three (3) references from current or recent municipal, governmental, utility, or commercial customers of similar size and scope.
4. Demonstrate the ability to provide weekly pickup and delivery service to City facilities located within West Plains, Missouri.
5. Provide a complete inventory management program, including garment tracking, repair, replacement, and size changes as needed.
6. Submit a complete pricing proposal that includes all applicable fees, surcharges, delivery charges, replacement costs, emblems, alterations, and any other recurring costs.

Specifications

The City of West Plains is seeking proposals for rental of uniforms for approximately 23 employees. Some clothing will be FR (Flame Resistant) for our Electric Department and some will not. Some employees will require pants, shirts and jackets, and some employees will only require pants.

The City of West Plains requires that insurance be included in pricing of garments. Insurance shall cover size changes, repairs due to rip, tear, button or zipper replacement, lost garments as well as changing garment type throughout contract. New (unused) garments are required for all employees to start the contract. The City of West Plains is seeking no more than a 36 month (3 Year) contract. The City may consider vendor-provided lockers in a designated area for the storage of clean, dirty, and damaged uniforms. While approximately 30 lockers would be desirable, providing lockers is not a mandatory

requirement under this contract. Contract begin date will be January 10, 2027. All employees will need to be sized by vendor to ensure proper fit. The city would like to be invoiced weekly with wearers name and quantity of garments as well as description or part number of garments and price per wearer.

Company Provided

Electric Department: The Electric department currently has 13 employees that will require 13 sets of FR clothing (shirts and pants) per person ARC 2 rated. Jeans must be available in a carpenter or regular style blue jeans. Shirts must be long sleeve button up style shirts with a emblem and name sewn on them.

Shop Department: The Shop department currently has 3 mechanics that will need 11 sets of pants and shirts each as well as 2 shop style jackets each.

Employee Elective

Water: The Water department currently has 2 employees that will require either 5 or 11 jeans each. This department is subject to uniform payroll deductions, so the employee has the option to use uniform rental.

Sewer: The Sewer department currently has 2 employees that will require 11 jeans each. This department is subject to uniform payroll deductions, so the employee has the option to choose uniform rental.

Sanitation: The Sanitation department currently has one employee that requires 10 jeans. This department is subject to uniform payroll deductions, so the employee has the option to choose uniform rental.

Parks Department: The Parks Department currently has 2 employees that require 5 jeans. This department is subject to uniform payroll deductions, so the employee has the option to choose uniform rental.

Uniform Samples Requirement

As part of the proposal evaluation process, the City of West Plains requires vendors to provide samples of the uniforms proposed for use under this contract.

Sample Submission

Each proposer shall provide, upon request by the City, samples of the garments proposed for rental and laundering services. Samples may include, but are not limited to:

- Standard work shirts (short and long sleeve)
- Standard work pants
- High-visibility safety apparel
- Outerwear and jackets
- Specialty garments, if applicable

Evaluation of Samples

The City will evaluate submitted samples based on, but not limited to, the following criteria:

- Fabric quality and durability
- Comfort and fit
- Professional appearance
- Construction and workmanship
- Safety features and compliance with applicable standards
- Ease of maintenance and laundering
- Suitability for municipal operations

Demonstration and Fitting

The City reserves the right to request a product demonstration and employee fitting session prior to contract award. Vendors shall make available representative samples and knowledgeable staff to answer questions regarding garment options, sizing, customization, and service procedures.

Return of Samples

Unless otherwise agreed upon, the City will return requested samples following completion of the evaluation process. Any costs associated with providing samples shall be the sole responsibility of the proposer.

Proposal Submission Requirements

Bids shall be submitted in a sealed envelope clearly marked:

" REQUEST FOR PROPOSAL-Uniform Rental Services"

Or electronically at purchasing@westplains.gov with a subject line of "REQUEST FOR PROPOSAL-Uniform Rental Services"

Proposals shall include:

A. List of garments available

B. Price per garment

C. List of incidental charges and frequency. Examples include but are not limited to:

- Garment Insurance
- Lost Garment Charge
- Delivery Fee
- Fuel Surcharge

D. An example of an invoice

E. Provide an overview of the inventory management program in place.

Submission Deadline

All proposals must be received no later than:

Date: Tuesday August 25th, 2026

Time: 2:00 PM CST

Submit bids to:

Kristopher Bates-Purchasing Agent
City of West Plains
1910 Holiday Lane
West Plains, MO 65775

It is the responsibility of the vendor to make contact to ensure the proposal was received.

Late proposals will not be accepted.

Evaluation and Award

The City reserves the right to:

- Reject any and all proposals;
- Waive minor irregularities in proposals;
- Request additional information from vendors;
- Negotiate terms that are in the best interest of the City;
- Cancel this solicitation at any time; and
- Accept the proposal determined to be most advantageous to the City from the following evaluation criteria.

Evaluation Criteria	Points
Cost Proposal	40
Experience & References	20
Service Plan & Account Management	20
Uniform Samples	20
Total Possible Points	100

- **Cost Proposal Evaluation – 40 Points**
 - The Cost Proposal will be evaluated based on the total annual cost to the City, including all fees associated with uniform rental, laundering, repair, replacement,

pickup and delivery services, emblems, alterations, environmental fees, fuel surcharges, and any other recurring charges. The lowest-priced responsive and responsible proposer will receive the maximum score of forty (40) points. All other responsive proposers will receive a prorated score using the following formula: $\text{Cost Score} = (\text{Lowest Responsive Proposal Price} \div \text{Proposer's Price}) \times 40$

- The City reserves the right to review all proposed pricing and may reject proposals containing unreasonable, excessive, or unbalanced pricing.

- **Uniform Samples Evaluation – 15 Points**

- The City will evaluate the quality, durability, comfort, appearance, and overall suitability of uniform samples provided by the proposer. Samples may be reviewed by City staff who will be the primary users of the garments. Feedback from staff may be incorporated into the final evaluation score. This category will be worth up to twenty (20) points.

Questions

Questions regarding this RFP shall be directed in writing to:

Kristopher Bates

Purchasing Agent

City of West Plains

1910 Holiday Lane

West Plains, MO 65775

Email: Kristopher.bates@westplains.gov

Questions must be submitted no later than 2:00pm CST Monday August 24th.

