



Office of Procurement Services

1500 Marilla Street, Room 3FN
Dallas, Texas 75201

August 26, 2021

VIA CERTIFIED MAIL TO

*Tim Tomlinson
Owner
Gear Cleaning Solutions, LLC
9030 Viscount Row
Dallas, TX 75201*

VIA EMAIL AT [REDACTED]

RE: Protest of RFB BD21-00015972, Advanced Inspection, Cleaning and Repair of Structural and Protective Firefighting Gear

Dear Mr. Tomlinson:

The City of Dallas (“City”) is in receipt of Gear Cleaning Solutions, LLC’s (“Gear Cleaning Solutions”) protest letter dated July 23, 2021 (the “Protest”). We have thoroughly reviewed your protest materials and respond as follows.

Our office contacted Globe Manufacturing Company, LLC (“Globe”) regarding its policy on Independent Service Providers (“ISP”). Per Globe’s policy, attached hereto as Exhibit A, please see below:

Globe does not give blanket approval for outside warranty work, but is always accessible to any verified ISP to discuss questions or concerns regarding Globe gear, warranty or otherwise. In the event a department is simply unable to return product to Globe for warranty repair and chooses to work with an ISP, Globe would first confirm that the ISP is in fact verified, and would request a photo of the damage, the serial number of the garment affected, a description of the proposed remedy and the amount the verified ISP would invoice Globe to pay for the repair.

Furthermore, Globe does not offer a formal certification for verified ISP to complete warranty repairs. See Exhibit A. The “unique arrangement” described in your bid submission aligns with Globe’s ISP policy, which indicates that this arrangement is available to any verified ISP.

All submittal requirements were reviewed and vetted extensively for compliance with the specifications by the Office of Procurement Services and Dallas Fire-Rescue prior to issuance of the intent to award. The procurement method for this solicitation was a Request for Bid

resulting in award to the lowest responsive and responsible bidder. Documentation reflecting the awardee's compliance with the specifications are available through an open records request following award by the City Council. As a reminder, the City's Code of Ethics prohibits communication regarding a potential award between a bidder (yourself) and councilmember until after the Council award has been made.

After reviewing the concerns highlighted in the Protest, the City does not find a basis upon which to reconsider our award determination. We appreciate your effort in responding to this solicitation and thank you for doing business with the City. We encourage you to bid or propose on future solicitations.

Sincerely,

Melissa Anderson

Melissa Anderson
Senior Buyer

c: Danielle Thompson
Purchasing Agent, Office of Procurement Services

Chhunny Chhean
Director, Procurement Services

Wanda Moreland
Assistant Director, Dallas Fire-Rescue



MEMORANDUM

FROM: Technical Services Department

DATE: May 18, 2021

IN RE: Globe Policy on Independent Service Providers (ISPs)

GLOBE MANUFACTURING COMPANY is engaged in the manufacture of turnout clothing and footwear for the fire and rescue industry, and an active participant in several NFPA standards governing the manufacture and care of our products. This memorandum is written with regard to NFPA 1851, Standard on Section, Care and Maintenance of Protective Ensembles for Structural Fire Fighting and for Proximity Fire Fighting. Specific to this standard, Globe offers in-house care, cleaning, evaluation and repair services as well as training.

NFPA 1851 requires any independent service provider to be verified by an outside, independent, certification agency. Fire departments are free to choose which ISP they want to work with and the standard does not require manufacturer approval. In order to maintain our high quality standards, we normally do not allow any ISP to perform Globe **warranty** work, believing that we are the experts in the overall design and construction of our products. Given this, with very few exceptions, we traditionally do not reimburse outside sources to perform warranty work.

While we do not give blanket approval for outside warranty work, we are always accessible to any verified ISP to discuss questions or concerns regarding Globe gear, warranty or otherwise. In the event a department is simply unable to return product to us for warranty repair and chooses to work with an ISP, we would first confirm that the ISP is in fact verified, and would request a photo of the damage, the serial number of the garment affected, a description of the proposed remedy and the amount they would invoice us to pay them for the repair. Contingent upon the repair being made in accordance with requirements of NFPA 1851 and will not negatively impact the form, fit, or function of the protective element, we would work with the verified ISP as necessary to support our customer.