



CITY FINANCE DEPARTMENT
City-County Purchasing Division
440 South 8th Street Suite 200
Lincoln, NE 68508 402-441-7417 fax: 402-441-6513



February 7, 2019

Uniforms Manufacturing, Inc.
7575 E. Redfield Rd., #131
Scottsdale, AZ 85260

RE: Bid No. 15-019 Work Clothing

Dear Larry Tucker,

The City of Lincoln, Lancaster County and the City of Lincoln-Lancaster County Public Building Commission are exercising their right to terminate Contract No. 15-019 – Work Clothing, per section 5.1 of the Contract that reads as follows:

Termination for Convenience: Either party may terminate this Contract upon thirty (30) days written notice to the other party for any reason without penalty.

Over the course of the past several months, there have been shipping delays, poor communication and errors in shipping that have led to this decision. We have frequently reached out to your company for explanations and given ample opportunity to resolve the issues, with few results.

Attached is a copy of an email from Shelly A. Manning dated today, Thursday, February 7, 2019. She has requested cancellation of 3 Orders, PO: Production, PO: Service and PO: Construction. Please ensure these orders are cancelled immediately. Any other outstanding orders from other departments related to this contract should be filled immediately, or communication provided to the ordering department by close of business on Monday, February 11, 2019 with details as to when their orders will be shipped, or the status of items on backorder or items receiving additional embellishment. No additional orders should be taken after March 10, 2019, and this Contract will be cancelled on that date.

Thank you for your assistance with this Contract termination request.

Regards,

A handwritten signature in blue ink that reads "Lori L. Irons".

Lori L. Irons

Contract Administrator

City of Lincoln/Lancaster County Purchasing.

Lori L. Irons

From: Shelly A. Manning
Sent: Thursday, February 7, 2019 10:39 AM
To: Amy Camire; Susan Polo
Cc: Crystal McBee; Crystal McBee (Crystal); Lori L. Irons
Subject: Official Notice: City of Lincoln Ne, Lincoln Water System - Lincoln Division ONLY - CANCELLATION OF ORDERS
Attachments: Cancelled 2018 Production Order - Received.xlsx; Cancelled 2018 Distribution-Service Order - Received.xlsx; Cancelled 2018 Distribution-Construction Order - Received.xlsx

Good morning Amy & Susan.

I have not heard back from you.

We have had multiple deadlines come and go for these 3 orders. Unfortunately, there has not been a positive resolution from UMI Direct regarding the matter. These 3 orders were submitted in early August 2018. It has been over 5 months and there are still a large number of items not fulfilled.

Due to the continued problems that UMI Direct has completing these orders we are cancelling the remaining items for these PO's only. This is effective immediately.

I have attached 3 spreadsheets, one for each order. The spreadsheets have the original items ordered for each employee. The Received column indicates what items have been received and when. All items without a date in the Received column are cancelled.

PO#: Production
PO#: Service
PO#: Construction

I have also included a few of the key emails illustrating just some of the interactions regarding the difficulty in getting these orders filled.

Thank you,

Shelly Manning

City Of Lincoln - Utilities
One Call Operations Specialist

402-441-6855 – One Call Office
402-441-5915 – Direct Line
smanning@lincoln.ne.gov

Ok, I will need to hear back from you regarding what exactly the embroiderers have no later than today at 6:00PM our time.

Thank you.

Shelly Manning

One Call Division
City of Lincoln Transportation & Utilities
O-402-441-6855
smanning@lincoln.ne.gov

-----Original Message-----

From: Amy Camire [<mailto:amy.c@umidirect.com>]
Sent: Wednesday, February 6, 2019 10:37 AM
To: Shelly A. Manning <SManning@lincoln.ne.gov>
Cc: Lori L. Irons <LLIrons@lincoln.ne.gov>; Susan Polo <susan@umidirect.com>
Subject: RE: City of Lincoln - Lincoln Water System Orders

I have to go over to the embroider later this afternoon, and I will take a look at what is there and get back to you.

Amy

-----Original Message-----

From: Shelly A. Manning [<mailto:SManning@lincoln.ne.gov>]
Sent: Wednesday, February 06, 2019 9:32 AM
To: Amy Camire <amy.c@umidirect.com>
Cc: Lori L. Irons <LLIrons@lincoln.ne.gov>; Susan Polo <susan@umidirect.com>
Subject: RE: City of Lincoln - Lincoln Water System Orders

Thank you for the Carhartt update.

Exactly what items that we have ordered are at the embroiderers as of today?

Shelly Manning

One Call Division
City of Lincoln Transportation & Utilities
O-402-441-6855
smanning@lincoln.ne.gov

-----Original Message-----

From: Amy Camire [<mailto:amy.c@umidirect.com>]
Sent: Wednesday, February 6, 2019 10:30 AM
To: Shelly A. Manning <SManning@lincoln.ne.gov>
Cc: Lori L. Irons <LLIrons@lincoln.ne.gov>; Susan Polo <susan@umidirect.com>
Subject: RE: City of Lincoln - Lincoln Water System Orders

Good Morning Ladies,

The embroider is getting bits and pieces in every day. We along with every other vender is having a hard time getting all Carhartt items. Carhartt decided at the end of the year they were not going to work directly with disruptors anymore. What that means for you and us, is that we had to find out where all Carhartt items were being directed

to. There are two vendors that are taking over two of their lines, both lines is what you order from. They are slow getting things out due to their new systems. We are working closely with them to ensure we are getting all of the items but it is slow going. I wanted to be honest with you and let you know what is going on and why it has been so difficult to get Carhartt items, we were not made aware of the change over until the end of this year, and that is why items that were ordered in Sept/Oct were not shipped, they were making their changes. This has put UMI in a difficult spot not only with you, but with many of our customers. We are doing our best to work with the new Carhartt disruptors to get all items received and we will have an update for you as soon as they get back to me with what they do and do not have.

Thank you,

Amy

-----Original Message-----

From: Shelly A. Manning [<mailto:SManning@lincoln.ne.gov>]
Sent: Wednesday, February 06, 2019 8:18 AM
To: Amy Camire <amy.c@umidirect.com>
Cc: Lori L. Irons <LLIrons@lincoln.ne.gov>
Subject: RE: City of Lincoln - Lincoln Water System Orders

Good morning Amy, checking on the update I need by noon today on ordered items that may still be at the embroiderers and what is on back order.

Look forward to hearing back from you before noon today.

Thank you.

Shelly Manning

One Call Division
City of Lincoln Transportation & Utilities
O-402-441-6855
smanning@lincoln.ne.gov

-----Original Message-----

From: Amy Camire [<mailto:amy.c@umidirect.com>]
Sent: Friday, February 1, 2019 8:55 AM
To: Shelly A. Manning <SManning@lincoln.ne.gov>
Subject: RE: City of Lincoln - Lincoln Water System Orders

Hello,

Let me look into it and I will get back to you.

Amy

-----Original Message-----

From: Shelly A. Manning [<mailto:SManning@lincoln.ne.gov>]
Sent: Friday, February 01, 2019 7:52 AM
To: Amy Camire <amy.c@umidirect.com>
Cc: Lori L. Irons <LLIrons@lincoln.ne.gov>
Subject: City of Lincoln - Lincoln Water System Orders

Good morning Amy, hadn't heard from you so double checking on what you have found out from the embroiderers. We did get a partial order this week.

Can you please tell me what is left at the embroiderers. The way the orders have been coming in it appears that all of the Carhartt items are on Back-order.

Please send me an update for the embroiderers and what is on backorder for the 3 PO's we have outstanding with your company. I will need this information no later than next Wednesday 2/6/19 by noon.

PO#: Production
PO#: Service
PO#: Construction

Thank you,

Shelly Manning

One Call Division-Lincoln Water System
402-441-6855
smanning@lincoln.ne.gov

-----Original Message-----

From: Amy Camire [<mailto:amy.c@umidirect.com>]
Sent: Monday, January 28, 2019 8:23 AM
To: Shelly A. Manning <SManning@lincoln.ne.gov>
Subject: RE: Scanned from a Xerox Multifunction Printer

Hello Shelly,

I will go ahead and find out, I was out most of last week with and upper respiratory infection. Let me see what may have already shipped while I was out and I will get back to you.

Amy

-----Original Message-----

From: Shelly A. Manning [<mailto:SManning@lincoln.ne.gov>]
Sent: Thursday, January 24, 2019 6:14 AM
To: Amy Camire <amy.c@umidirect.com>
Subject: RE: Scanned from a Xerox Multifunction Printer

Good morning Amy, checking on additional items for this order. You stated more are being embroidered as of 1/10/19. Can you please let me know what else is ready and send along the spreadsheet.

Thank you.

Shelly Manning

One Call Operations Specialist
City Of Lincoln - Transportation & Utilities

402-441-6855 - One Call Office
402-441-5915 - Direct Line
smanning@lincoln.ne.gov

Good afternoon.

On Monday, I reached out to you for a status on this order and have not received a reply. Please advise ASAP where this order stands and if you intend to fulfill the order. We currently have a contract with UMI and want to ensure orders are being filled in a timely manner as was agreed to, however we have experienced frequent delays, both in responding to and filling orders. Inadequate response and delayed/unfulfilled orders could negatively impact future contract/bid awards.

Please feel free to contact me if you have any questions.

Thank you,

Lori L. Irons
City of Lincoln/Lancaster County Contract Administrator
402-441-7416

From: Amy Camire <amy.c@umidirect.com>
Sent: Thursday, December 20, 2018 11:00
To: Lori L. Irons
Cc: Shelly A. Manning
Subject: FW: Orders

Hello Ladies,

Here is the situation, we are waiting on several items from Carhartt, Carhartt is notorious for shipping to their retail customers before they ship to their vendors. This starts around September because they want the stores and their on line customers to receive items at full price. There are items at the embroiders that are complete, but because we have to package them by employee, they have not shipped out anything. Due to wrap and pack by employee they have not shipped. We will ship all completed items today.

My supervisor has a call into Carhartt to speak to our sales person to see if we can get the items we are waiting for right after the first of the year. If we can get everything fairly quickly the embroider can have them completed to ship by Jan 21st. I know that you have been waiting for these items and we do apologize, we appreciate your business, and want to continue to work with you.

I want to let you know that I am sorry that I have not replied to you in a timely manner, as you know Joan is no longer with us and I am trying to do my job and hers, so I am sorry if you feel that I am not getting back to you. I will do my best to keep in contact with you both, while we work through getting your orders out to you.

We close tomorrow at noon and will be back in the office on the 26th, I however will not be back until the 27th. Please feel free to reach out to me, at any time for updates.

Amy Camire/GM Administrator
Uniforms Manufacturing Inc.
amy@umidirect.com
480-368-9316

From: Lori L. Irons
Sent: Monday, December 10, 2018 1:46 PM
To: amy.c@umidirect.com; 'Susan Polo' <susan@umidirect.com>; crystal@umidirect.com; c.mcbee@umidirect.com
Cc: Shelly A. Manning <SManning@lincoln.ne.gov>; Rachelle J. Hinze <rhinze@lincoln.ne.gov>
Subject: FW: RE: Lincoln Water System Uniform Orders - City of Lincoln Contract # 15-019

Susan/Amy,

Please see the email string below regarding the status on an outstanding order. Please provide details no later than noon tomorrow, December 11, 2018.

Thank you,

Lori

From: Shelly A. Manning
Sent: Monday, December 10, 2018 1:40 PM
To: Lori L. Irons <LLIrons@lincoln.ne.gov>
Cc: Rachelle J. Hinze <rhinze@lincoln.ne.gov>
Subject: FW: RE: Lincoln Water System Uniform Orders - City of Lincoln Contract # 15-019

Lori, please review the below email trail with UMI.

We have still not received nor heard from UMI on the three orders that were originally sent on 9/13/18 and the last communication from them being on 9/25/18 stating they would put a "RUSH" on them.

Would you be able to contact them regarding these three orders please and cc me in.

Our staff really need the warm clothing to protect them against the elements.

Thank you,

Shelly Manning

City Of Lincoln - Utilities
One Call Operations Specialist

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smanning@lincoln.ne.gov

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Amy Camire/GM Administrator
Uniforms Manufacturing Inc.
amy@umidirect.com
480-368-9316

Shelly Manning

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City of Lincoln Transportation & Utilities
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smanning@lincoln.ne.gov

