



## **Unimex Corporation dba Maelstrom Footwear CORPORATE EXPERIENCE NARRATIVE**

**Solicitation # V211-20-095  
5/7/2020**

### **Number of Years of Corporate Experience in Providing the Services:**

Founded in 2009 in Northern Virginia, Unimex started as a manufacturer and distributor of uniform footwear and apparel for public safety professionals. With a passion for technology and innovation, Unimex is committed to providing high performance uniform products to customers. Our goal is simple and clear: to make all uniformed professionals perform their best.

Unimex Corporation is a certified minority-owned, small business by the Commonwealth of Virginia (SWaM Certification #707790). In April 2020 Unimex was awarded a GSA Schedule 84 Contract under # **47QSWA20D005V**.

Unimex was recognized by the *Inc. 5000: 2017's Greatest Entrepreneurs & the Fast-Growing Companies They Run* listing: Ranked #70 for Manufacturing; Ranked #204 in Virginia.

### **Organization's Number of Employees, Experience in the Field, and Resources Available to Enable It to Fulfill Requirements:**

Unimex Corporation is a small but mighty group. We currently have five full-time employees at our corporate office in Sterling, Virginia; additionally, we have two full-time warehouse employees at our 20,000 square foot facility in Danville, Indiana, and any extra, seasonal help as needed.

Unimex has a close connection with industry leaders and key decision makers, guiding them toward innovation, and is able to offer quality high performance products at unbeatable costs.

At Unimex, we have an experienced management team with profound industry knowledge and expertise.

- Our smaller team allows for quality crafted, old fashioned customer care.
- Our dedicated logistics team provides fast and accurate turn-around.
- We have an extensive global network of contacts, suppliers and manufacturers.
- We are a one-stop-shop for a wide selection of uniform products, from head to toe.



**Brief History of the Offeror's Activities Contributing to the Development of Expertise and Capabilities Related to this Requirement:**

Unimex is currently serving federal, state and local government agencies and commercial customers. A sample of our current and past clients includes:

- Pentagon Force Protection Agency, Washington, D.C.
- US Bureau of Engraving and Printing, DC
- Loudoun County Fire and Rescue Department, Virginia
- Galls, Kentucky
- Boot Campaign, Texas

When manufacturing our own product line, we utilize advanced technologies, machineries, and a rigorous Q/C system to ensure our customers have a superior product which offers comfort, durability and value. When representing other manufacturers, we only partner with the best of the best in the industry in order to meet our customer needs from head to toe.

**Information that Demonstrates the Offeror's Organizational and Accounting Controls:**

- Unimex Corporation has a dedicated in-house accounting department, with direct oversight by the company President.
- We use the advanced QuickBooks Enterprise software to meet industry best practice standards to handle any billing/invoicing/payroll requirements.

**A Description of the Resources Presently In-House or the Ability to Acquire the Type and Kinds of Personnel/Services Proposed:**

Unimex is proud to have a well-trained and dedicated staff to meet all of our customer needs, whether they are end users, retailers or government agencies. Our team consists of sales (both local and domestic), customer service, marketing, accounting and warehouse departments all managed and overseen by our management team and the owner of the organization.

- 71% of our employees are have college degrees (100% of our corporate/backend office staff.)
- Our staff is able to obtain favorable clearance status via National Criminal Investigation Check (NCIC).
- In addition, our company uses E-Verify in our onboarding process for all employees.



## **Unimex Corporation dba Maelstrom Footwear QUALITY CONTROL GUIDELINE**

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### **Describe the Internal Review Procedures Which Facilitate High Quality Standards:**

Founded in 2009 in Northern Virginia, Unimex started as a manufacturer and reseller of uniform footwear and apparel for public safety professionals. With a passion for technology and innovation, Unimex is committed to creating high performance uniform products. Our goal is simple and clear: to make all uniformed professionals perform their best.

Our private-label manufacturing process strives for one goal: *Quality*. We adhere to strict guidelines with multiple checkpoints through the production process, ensuring that you, as a customer, are satisfied with what we deliver. Additionally, when offering third-party brands, we only choose to partner with established, reputable and quality-conscious manufacturers with a proven track record in the industry.

#### ***What Makes Unimex Different?***

- We have an experienced management team with profound industry knowledge and expertise in uniform footwear and apparel.
- A dedicated logistics team providing fast and accurate turn-around.
- A dedicated team allowing for quality crafted, old fashioned customer care.
- One-stop-shopping for a wide selection of uniform products, from head to toe.
- Implementation and utilization of technology for enhanced order fulfillment accuracy and efficiency.

### **Identify the Individuals Responsible for Ensuring Quality Control:**

The founder and owner of Unimex Corporation, Weiwei Jian, has final responsibility over the quality control of all deliverables. Mr. Jian has been a successful business owner since 2009 and has very high standards for the company, the employees and its overall performance.

Our Director of Sales and Office Manager (Robert Trabosh and Ingrid Hemesath) work closely with Mr. Jian on projects to assure administration, logistics, process improvement and other quality benchmarks are met effectively.

### **State Whether or Not Subcontractors are Used and, if so, Describe the Quality Control Measures Used to Ensure Acceptable Subcontractor Performance:**

Currently we handle our work in house; however, should that change we would only hire those with the same high-quality standards and values as Unimex, since we strive for customer satisfaction.



## **QUALITY CONTROL GUIDELINE—page 2**

### **Describe How Potential Problem Areas and Solutions are Handled:**

Once contacted for any customer service issue Unimex would request:

- Details of problem(s), clearly specified, preferably with photos and description documentation.
- The Unimex Program Manager, Task Manager or Assistant will respond within 48 business hours or sooner.
- An on-site visit or a conference call by the contractor may be scheduled. Or, for less-complex issues an email will explain the resolution in detail.
- Resolution will be determined based on each unique customer service issue.
- Unimex will provide a response with resolution steps and proposed timeline to execute said solution(s).

### **Describe the Procedures for Ensuring Quality Performance When Meeting Urgent Requirements:**

The culture at Unimex Corporation is cooperative, flexible and fast. Should an urgent need arise from a customer, we will do our very best to meet the requirements. Due to our highly efficient, streamlined business processes, we are able to move as fast as our customers can.

We also have built a solid working relationship with our vendors, so that they are more than willing to go the extra mile to help Unimex with urgent requirements. In short, Unimex's team has proven to be able to make things happen for customers' urgent requirements.

### **Describe How Quality Control Will be Managed When Completing Multiple Projects for Multiple Agencies Simultaneously:**

For nearly a decade Unimex has successfully delivered great service to many customers, whether they are retailers, distributors, government agencies or individuals. We have continued to hone our process and have recently implemented a high-tech CRM (customer relationship management) system which enhances our product management and customer service capacity.

Our small team utilizes and collaborates on a project management calendar that is supported by weekly project management meetings. Each client is assigned a Project Management Lead Contact for personalized attention of day-to-day needs. Should our contracts grow in scope, Unimex will hire additional in-house Project Coordinators to handle any increased Government Contract Management so that we continue to complete multiple projects simultaneously in a timely and satisfactory manner.



## **Unimex Corporation dba Maelstrom Footwear DISTRIBUTION PLAN**

Solicitation # V211-20-095

5/7/2020

This document serves as an illustration of our distribution plan and methodology for the **VMI Cadet Shoes and Boots** under **RFP# V211-20-095**.

### **Unimex Order Fulfillment Process:**

- Our Account Manager will take your purchase order. Meanwhile, it will be entered into our CRM system for customer service purpose.
- Accounting will generate a Sales Order in our accounting software, QuickBooks, which will be reviewed and validated by Account Manager before the order is sent to our warehouse for picking, packing, and shipping.
- Once the order is verified by the Account Manager, it will be sent to our warehouse department for order fulfillment.
- If Sales Order is for items we have in stock at our warehouse, then our warehouse crew will pick, pack and ship directly from our shelves.
- If the Sales Order is for items that we do not have in stock, then a Purchase Order (P/O) is generated and sent to our vendors to ship those items to our warehouse.
- Once the items on the P/O arrives in our warehouse, warehouse staff will inspect and verify the received items against our P/O.
- Warehouse performs pre-shipment checking, pick, pack, and ship.
- Warehouse adds any applicable freight to invoice and tracking numbers to Sales Order.
- Product will be shipped via required carrier service with tracking numbers that allows customer to check shipment status online.
- Warehouse converts Sales Order into Invoice on QuickBooks for shipped product.
- Accounting will verify the invoice and submit it to Customer's specified billing platform or by email
- Account Manager will inform customer of any Backordered items, if any, and approximate ETA of BO items.

The boots and shoes will be received from manufacturers and stored at Unimex's warehouse located at 125 Brazos Dr. Danville, Indiana 46122. From there, Unimex's warehouse staff will prepare the shipments and dispatch them by freight trucks within a few days to the designated location(s) per buyer's instruction.



# COMMONWEALTH OF VIRGINIA



## DEPARTMENT OF SMALL BUSINESS & SUPPLIER DIVERSITY

101 N. 14th Street, 11th Floor  
Richmond, VA 23219

### UNIMEX CORPORATION

is a certified Small, Minority Owned

Business meeting all the requirements set forth under the Code of Virginia Section 2.2-16.1 et seq.  
and Administrative Code 7VAC 13-20 et seq.

Certification Number: 707790

Valid Through: Aug 7, 2022

Accordingly Certified

A handwritten signature in black ink, appearing to read "Tracey G. Wiley".

Tracey G. Wiley, Director

CERTIFIED

**SWaM**

Small,  
Women and  
Minority-Owned

Supplier Diversity Strengthens the Commonwealth

by the Virginia Department of Small Business & Supplier Diversity

## Volume Discount Schedule

RFP# V211-20-095-1

VMI CADET SHOES AND BOOTS

Additional Discounts Based on Pricing Schedule Attachment E:

Order Quantity (pairs/single order)	Additional Discount %
100-199	1.00
200-499	2.00
500-1000	3.00
1000+	4.00