

Special Item Number (SIN) 492110
Package Delivery Services
02/16/2023

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SIN Description

SIN: 492110 Package Delivery Services
NAICS: 492110

Open to all sources

SIN 492110 includes domestic delivery for letters and parcels service(s). The General Services Administration (GSA) has offered domestic delivery services through its GSA Multiple Award Schedules program since 2001, leveraging the Government's purchasing power by soliciting for domestic delivery services for express small package and express heavyweight shipments and services to assist the Government in meeting its express package delivery needs. Services include, but are not limited to, the following:

- Express Same Day Delivery
- Express Heavyweight Delivery
- Expedited Freight Shipment
- Accessorials
- Value-Added Services
- Reporting

All services necessary to provide domestic package delivery services are required. Typical tasks may include, but are not limited to:

- Package pick up Special handling
- Package delivery Management reports
- Hazardous material

Commercial delivery services for Express Same Day, delivery of extremely urgent letters, small packages, and heavyweight shipments, including any accessorial services, offered to the general public. Contractors may offer any combination of days or weight ranges for Express Heavyweight Delivery Services. For Express Same-Day Small Package and Express Heavyweight Delivery Services prices must cover delivery nationwide (CONUS), Alaska, Hawaii, and the Commonwealth of Puerto Rico, in accordance with this Requirements document. For Express Same-Day Small Package Service and Express Heavyweight Delivery Services, offers may treat Puerto Rico as a domestic or international shipment as offered commercially.

SIN 492110 does not provide for regular Truckload (TL), regular Less-Than-Truckload (LTL) and non-expedited services. These services are procured through the Standard Tender of Service (STOS) which is managed by the Freight Management Program. Interested Offerors who wish to be considered to become a Transportation Service Provider (TSP) under the STOS program must apply via email to transportation.programs@gsa.gov with GSA Transportation Program Management Office.

Federal Agencies with freight transportation requirements such as regular TL and regular LTL should contact GSA Transportation Management Office (TMO) via email: transportation.programs@gsa.gov . Freight management is a service governed by GSA's TMO and is required to be provided through a Standard Tender of Service (STOS) in conjunction with GSA 200-A, GSA 1000-D, and the Request for Offer (RFO).

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1. Scope

The Contractor shall:

- a) Provide a full range of services necessary to satisfy ordering agencies' domestic delivery requirements. The Government is seeking services that industry normally accords to commercial customers.
- b) Be capable of providing services for ordering agencies with multiple organizational levels and geographic locations nationwide as specified in the Scope of the Contract clause.
- c) Be capable of handling multiple task orders simultaneously.

2. General Requirements

- a) The Contractor shall ensure that its firm and staff maintain any generally required professional certification, accreditation, license, bond, and proficiency relative to their area of expertise. The Contractor shall retain documentation of such records. The Government will not pay for expenses to meet this requirement.
- b) The Contractor shall provide service coverage to 95% of all ZIP Codes located in CONUS, Alaska, Hawaii, and the Commonwealth of Puerto Rico as defined by the U.S. Postal Service ZIP Code Directory, or to all the ZIP Codes provided commercially, whichever is greater. For Express Small Package Services and Express Heavyweight Delivery Services, Puerto Rico may be treated as a domestic or international shipment, as offered commercially.
- c) The Contractor shall provide pickup and delivery service to Government facilities, commercial addresses, and private residences. The Contractor is not required to provide pickup or delivery service to Post Office boxes, Army Post Office (APO) or Fleet Post Office (FPO) addresses. This exception does not apply to deliveries made by the United States Postal Service.
- d) The Contractor shall provide services under this contract in accordance with the Private Express Statutes and 39 Code of Federal Regulations, Chapter 1, Parts 310 and 320.
- e) The Contractor shall use their commercial terms and conditions as stated in their Commercial Service Guide in providing services under this contract, to the extent that they do not conflict with the terms and conditions of this contract.

3. Reporting Requirements

The Contractor shall:

- a) Provide Government agencies with standard commercial and custom reports as requested. This includes, but is not limited to, services ordered, number of transactions, price, shipping history, weight of shipments, returns, accessorial, etc. The Contractor shall identify commercial reports that are available to enhance an agency's ability to manage its domestic delivery services. Reports should be available on a monthly, quarterly and yearly basis, and have the ability to roll up data at an aggregate level for the agency.
- b) Provide all information for transactions paid by all forms of payment, including, but not limited to, the Government Purchase Card in all reports.
- c) Provide GSA with a quarterly report, electronically, that details each ordering agency's domestic delivery for the given report period, and provide a cumulative total across all agencies serviced, by type of service ordered for the fiscal year report period. See *Electronic*

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The Government operates on a fiscal year basis of October 1 through September 30 of each year. The report is due by the 30th calendar day after the end of each report period, as indicated below:

Service Provided Between	Services Report Due to GSA By
January 1 and March 31	April 30
April 1 and June 30	July 30
July 1 and September 30	October 30
October 1 and December 31	January 30

Electronic Submittal. The information shall be provided in an electronic commercial format readable in Microsoft Excel 2010 and uploaded into the Sales Reporting Portal (SRP) <https://srp.fas.gsa.gov/> as supporting documentation to contractor's quarterly IFF and sales reporting and **email to transportation.programs@gsa.gov**

Required Data Fields. The minimum data fields to be reported are:

Delivery Services			
Type of Service	Agency	Number of Transactions* (List by Type of Service Ordered)	Dollar Value of Transactions* (List by Type of service ordered)

Accessorial Services			
Accessorial Services Description	Agency	Number of Transactions* (List by type of Service Ordered)	Dollar Value of Transactions* (List by type of service ordered)

*NOTE: Each individual accessorial is also considered a "type of service" ordered. For each accessorial charge, identify and name the accessorial and list the total number of accessories used and the total dollar amount for each accessorial used during the period reported.

Failure to Submit Reports. The failure to submit a report in two (2) consecutive quarters and/or three (3) of four (4) quarters may result in negative evaluation when considering performance rating for renewing options and may result in termination of the Contract. Contractors with contracts on file for this SIN **are required to submit a report even if no services were provided during the quarter.**

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Fraudulent Use: The contractor shall provide the GSA Contracting Officer a quarterly report listing any suspected fraudulent use of the Schedule by authorized or unauthorized users (e.g. using the TDRS schedule for personal use vs. official Government purposes). Contractors may report suspected fraudulent use to the GSA Contracting Officer at any time.

The information shall include, at a minimum, the agency, account number, name and address of account, point of contact and phone number for the account, shipping and billing information including the sender and recipient, origin and destination addresses, and proof of delivery.

The contractor shall provide the relevant information and the reason why it suspects fraudulent use of the Government account number, including names, dates, phone numbers, origin and destination information for suspected shipments, billing and payment information, and any action taken by the Contractor.

Customized Reports:

- (1) The Contractor, if offered commercially, shall provide upon request of the Government agency, customized reports on service performed under this contract.
- (2) The specific data elements of the report will be outlined in the Task Order.

GSA Contracting Office:

From time to time, the GSA Contracting Office may require the Contractor to provide agency specific data on the contract services (e.g., number of transactions per service, associated sales, etc.) to respond to Congressional, policy, management or OMB inquiries about a specific agency(ies). This is separate from other reporting requirements identified herein.

4. Specific Requirements

a) Participation in the Civil Reserve Air Fleet (CRAF) Program

To be eligible for award of **SIN 492110**, Package Delivery the Contractor shall:

- 1) Be a participant in the Civil Reserve Air Fleet (CRAF) Program, or
- 2) Be ineligible for CRAF (See Clause L-FSSFBGT-723 REQUEST FOR INFORMATION ON THE CRAF PROGRAM OR CERTIFICATE OF TECHNICAL INELIGIBILITY). Contractors who receive a certification of CRAF technical ineligibility or are not eligible to join CRAF (have no aircraft) may receive a contract award under this solicitation. A CRAF ineligible Contractor (to include Contractors who do not own aircraft), when using aircraft other than its own, must use or subcontract with CRAF carriers. Failure to do so will justify termination of this contract.

Formalizing CRAF Program Participation

Contractor participation in the CRAF Program is formalized in a contract with the Air Mobility Command (AMC), Department of Defense. A CRAF participant must make a minimum commitment as set forth in the AMC contract.

DOD will negotiate blanket purchase agreements (BPAs) for DOD shipments. In order to receive a BPA, an offeror shall be a U.S. registered air carrier operating aircraft under authority of Federal Aviation Regulations, part 121, and possess a current operating certificate issued by the FAA pursuant to Federal Aviation Regulations, part 121. Additionally, offerors must either:

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- 1) Be under contract to the Air Mobility Command (AMC) committing at least 25% of the offeror's fleet to the Civil Reserve Air Fleet (CRAF) and must maintain this status for the duration of the contract award under this solicitation (the offeror's "fleet" is defined here to include only those aircraft listed on the offeror's part 121 operating certificate and determined by AMC to be eligible for long range international service in the (CRAF); or
- 2) If none of the offeror's aircraft are determined by AMC to be eligible for long range international service in CRAF, then the offeror must be under contract to AMC committing at least 15% of the offeror's aircraft eligible for domestic cargo or short range international cargo service in the CRAF; or
- 3) Be under contract to AMC committing at least 5 B767 aircraft or the aeromedical evacuation segment of CRAF.

b) Time and Date of Delivery

- 1) For Express Same-Day delivery, the Contractor shall deliver extremely urgent letters in accordance with the provisions of the Private Express Statutes (Title 39 Code of Federal Regulations, Subchapter E, Parts 310 and 320).
- 2) For all Express Heavyweight shipments, the Contractor shall deliver heavyweight shipments at the delivery times for the service selected, as offered commercially.

c) Implementation Schedule

- 1) After the issuance of a Task/Delivery Order or BPA, the Contractor, if requested by the agency, shall contact the agency point of contact to discuss implementation procedures.
- 2) If requested by the agency, the Contractor shall meet with Agency representatives at a time and location designated by the point of contact to review agency requirements.
- 3) The Contractor shall establish individual shipper accounts as stated in the Task Order.

d) On-Time Performance

- 1) The Contractor shall provide a minimum level of 95% on-time performance for all shipments, or the level of on-time performance for all shipments provided to their commercial customers, whichever is greater.

e) Delivery Commitment Guarantee

- 1) The Contractor shall meet the delivery commitment for each service proposed or the service shall be at no cost to the Government for the services ordered.
- 2) If the accessorial services for Saturday Pickup and Delivery or Sunday and Holiday Pickup and delivery for express delivery of extremely urgent letters, small/heavyweight packages delivery of small packages (if offered commercially), are requested and the delivery commitment is not met, then the cost for the transportation charges shall be at no cost to the Government. The other accessorial services, if requested on the CBL or electronic CF & P, and if performed, may be billed.

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f) Shipment Tracking/Tracing

- 1) The Contractor shall provide the shipper or the receiver of the shipment the ability to track/trace all shipments from the date and time of pickup at origin to the date and time of delivery at destination.
- 2) The Contractor's tracking/tracing system shall be able to trace all shipments by the Contractor's unique identifying CBL number or as offered commercially.
- 3) Tracking/tracing information shall include all the information provided commercially. 4) The Contractor shall update its tracking/tracing system with shipment status information at least once each day or the same number of times it updates its system for commercial customers, whichever is greater.

g) Proof of Delivery

- 1) The Contractor shall provide proof of delivery in the same manner they provide to their commercial customers.

h) Items for Shipment

- 1) The items transported for shipment shall include general commodities and those items transported for their commercial customers.
- 2) The Contractor shall offer special handling and delivery of hazardous materials and dangerous goods, if offered commercially, as outlined in the applicable governing regulations, including, but not limited to, Title 49 of the Code of Federal Regulations (49 CFR) and all applicable state and local regulations for the interstate and intrastate surface movement of shipments containing hazardous material or dangerous goods.

i) Size and Weight Limitation:

- 1) **Expedited Freight Shipments:** TL (Truckload) will be 150 lbs. to 40,000 lbs. if the weight is distributed equally on the trailer. Truckload shipment could also be less weight if the cube of the trailer is visibly full. Agencies should contact GSA FMP (Freight Management Program) for regular LTL and TL shipments via email at transportation.programs@gsa.gov. No pricing will be accepted for regular LTL and TL shipments.
- 2) The Contractor shall provide services for **Express Small Package and Express Heavyweight Shipments** consisting of a single package or multiple packages.

SINGLE PACKAGE -- shipment weight and size criteria

EXPRESS SMALL PACKAGE

- i) For Express Small Package the single maximum package weight shall be up to 150 pounds; and
- ii) The size of packages accepted by the Contractor for Express Same-Day Small Package shall be the number of inches in length and the number of inches in length and girth combined that the Contractor offers commercially; and

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- iii) The Contractor may round up the individual package weight to the next higher pound if the individual package weight contains a fraction of a pound.

EXPRESS HEAVYWEIGHT

- i.) For Express Heavyweight, the single package weight shall be from 151 pounds and above; and
- ii.) The size of packages accepted by the Contractor for Express Heavyweight delivery shall be the number of inches in length and the number of inches in length and girth combined that the Contractor offers commercially; and
- iii.) The Contractor may round up the individual package weight to the next higher pound if the individual package weight contains a fraction of a pound.

MULTIPLE PACKAGE -- shipment weight and size criteria:

EXPRESS SMALL PACKAGE

- i) The total weight of a multiple package Express delivery may exceed 150 pounds, as long as no single package weighs over 150 pounds; and
- ii) The Contractor, shall price multiple package shipments based on the price of the total weight of the shipment, the price based on the weight of each package, or on dimensional weight, whichever is offered commercially; and
- iii) For Express Same-Day Small Package shipments, no single package in a multiple package shipment shall exceed the number of inches in length and the number of inches in length and girth combined that the Contractor offers commercially; and iv) All packages are shipped on the same CBL or electronic CF&P; and
- v) All packages are tendered to the Contractor at the same time by the same consignor and are destined for the same consignee; and
- vi) For multiple package shipments the Contractor may round up the aggregate weight to the next higher pound if the aggregate package weight contains a fraction of a pound.

EXPRESS HEAVYWEIGHT

- i) The total multiple package shipment weight for an Express Heavyweight shipment shall be from 151 pounds and above (PR, AK, HI above 300 pounds); and
- ii) An individual package, as part of a multiple package Express Heavyweight shipment, must weigh over 150 pounds or more (PR, AK, HI above 300 pounds); and
- iii) For Express Heavyweight delivery shipments, no single package in an multiple package shipment shall exceed the number of inches in length and the number of inches in length and girth combined that the Contractor offers commercially; and iv) All packages are shipped on the same CBL or electronic CF&P; and
- v) All packages are tendered to the Contractor at the same time by the same consignor and are destined for the same consignee; and
- vi) For multiple package shipments the Contractor may round up the aggregate weight to the next higher pound if the aggregate package weight contains a fraction of a pound.

j) Pickup

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EXPRESS SMALL PACKAGE

- 1) The Contractor, for Express Small Package and Ground shipments, shall provide pickup service at the door of Government facilities, commercial addresses, and private residences.
- 2) The Contractor shall provide pickup service during the times offered commercially, each business day.
- 3) The day of pickup is not counted as a business day except for same day service.

EXPRESS HEAVYWEIGHT

- i) The Contractor, for Express Heavyweight shipments, shall provide pickup at Government facilities, commercial addresses, and private residences.
- ii) The consignor will notify the Contractor prior to pickup, during the Contractor's normal business hours that they have a pickup, unless prior arrangements have been made for regular pickups. The consignor will inform the Contractor of the package(s) weight and size to be picked up.
- iii) Unless otherwise specified, the Contractor shall provide pickup at the receiving/loading dock or main entrance location.
- iv) The Contractor is responsible for physically picking up the shipment and for placing the shipment in the vehicle.
- v) The Contractor shall provide pickup service during the times offered commercially, each business day.
- vi) The day of pickup is not counted as a business day except for same day service delivery

k) Delivery

EXPRESS SMALL PACKAGE

- 1) For extremely urgent letters using Express delivery the Contractor shall provide door to door next day delivery in accordance with the Private Express Statutes and 39 CFR, Chapter 1, Parts 310 and 320. If the delivery requirement provisions of 39 CFR 320.6(b) do not apply to the shipment, the Contractor shall deliver extremely urgent letters in accordance with their commercial practice.
- 2) For other Express Small Package shipments, the Contractor shall provide door-to-door delivery at the times offered commercially.
- 3) The delivery is completed at a Government facility or commercial address when the consignee or an individual at that location accepts the package(s) and signs for receipt, or the package(s) are left without a receipt, if that is authorized.
- 4) The delivery is completed at a private residence when the consignee, or an individual at the location accepts the package(s) and signs for receipt, or the package(s) are left without a receipt, if that is authorized.
 - 5) If security or administrative restrictions prohibit delivery within a building, than the Contractor shall make delivery to the area designated for delivery (e.g. mailroom, security area, administrative area, x-ray machine). For purposes of the delivery commitment, delivery will have been made when delivery has been made to the area designated for delivery.

EXPRESS HEAVYWEIGHT

- i) The Contractor, for Express Heavyweight shipments, shall provide delivery to Government facilities, commercial addresses, and private residences.
- ii) The Contractor shall provide delivery of packages to Government facilities and commercial addresses at the receiving/loading dock, at the main entrance location, or adjacent loading area, or at private residences, or at other locations requested by the shipper, at the times offered commercially.
- iii) The Contractor shall physically remove the shipment from the vehicle and place it on the receiving/loading dock, at the main entrance location, or adjacent loading area at Government facilities or commercial addresses, or at the front door of the residence being served.
- iv) The delivery is completed at a Government facility or commercial address when the Contractor places the shipment on the receiving/loading dock, at the main entrance location, or adjacent loading area and the consignee or an individual at that location, if requested, signs for receipt.
- v) The delivery is completed at a private residence when the consignee or an individual at the location accepts the package(s) and signs for receipt, if requested.
- vi) If security or administrative restrictions prohibit delivery within a building, than the Contractor shall make delivery to the area designated for delivery (e.g. mailroom, security area, administrative area, x-ray machine). For purposes of the delivery commitment, delivery will have been made when delivery has been made to the area designated for delivery.

l) Specific Agency Arrangements

- 1) When the Contractor and agency agree, the Contractor shall change the pickup and/or delivery locations, establish regular pickups, consolidate delivery points, install lock/drop boxes, or establish other similar operational procedures to more efficiently and effectively service agency accounts, or provide the services offered commercially, whichever is greater.

m) Attempted Delivery

- 1) The Contractor shall attempt to deliver a shipment the number of times they do commercially.
- 2) The Contractor shall leave a notice of attempted delivery on each delivery attempt. 3) The Contractor shall contact the consignor or consignee for disposition instructions if the delivery attempt is unsuccessful, in accordance with commercial practice. The cost of any further disposition or additional deliveries requested by the consignor will then be the responsibility of the consignor.
- 4) For Express Heavyweight shipments, when a delivery attempt is unsuccessful, no delivery re-attempt will be made except upon request of the consignee.
- 5) For on-time tracking purposes, the delivery is accomplished on the date and time of the first attempted delivery to the address on the package.

n) Address Adjustment

- 1) The Contractor shall attempt to correct any obvious destination address errors which would not cause late delivery of the shipment (e.g., incorrect street address or room number) and deliver the shipment within the time requirements specified herein at no additional cost. If the shipment cannot be delivered, the Contractor shall contact the consignor or consignee for disposition instructions, in accordance with commercial practice.

o) Adjustment of Shipment Weight

- 1) The Contractor may reweigh a shipment at any time prior to delivery.
- 2) If the shipment weight is not equal to the actual weight (including Letters or Envelopes that weigh over 8 ounces), the Contractor shall enter the correct weight and apply the correct charge to the shipment.
- 3) Weight adjustments will be in accordance with commercial practice.
- 4) The Contractor shall indicate on the billing documents submitted to the paying activity those shipments that have been adjusted for weight.

p) Default Weight

- 1) When the shipper does not indicate the weight of an individual package or the total weight of a multiple package shipment, the Contractor has the choice of weighing the package(s) and indicating the weight on the appropriate shipping document or allowing the weight for an individual piece to default to the Contractor's commercial default weight.
- 2) The Contractor shall indicate on the billing documents submitted those shipments where default weight was applied.

q) Customer Service

- 1) The Contractor shall provide a toll free telephone number staffed with customer service personnel familiar with the terms and conditions of the contract, or provide the level of customer service in accordance with commercial practice.

r) Commercial Forms and Procedures (CF&P)

- 1) The Contractor shall provide all commercial forms (electronically and/or in hardcopy form) necessary for the successful pickup, transportation, and delivery of all items under the contract in accordance with commercial practice.
- 2) Both the CBL and electronic CF&P shall have space for the consignor to select service(s) awarded to the Contractor under this contract.

s) Distribution of Commercial Bill of Lading (CBL)

- 1) The Contractor shall provide Commercial Bill of Lading to each account established with agencies that have submitted a Task/Delivery Order or BPA to the Contractor. 2) The Contractor shall provide instructions on the proper procedure for filling out the Commercial Bill of Lading.

t) Packaging Requirements

- 1) The Contractor shall provide instructions on the proper procedure for packing, packaging,

and labeling of shipments, in the manner they provide commercially.

u) Shipping Systems

- 1) The Contractor shall provide a shipping system to account holders in accordance with commercial practice. The shipping system shall have the same features as offered commercially.

v) Training Provided by the Contractor

- 1) If offered commercially, the Contractor shall provide to Government agencies, upon their request, training sessions and distribute a training videotape for the purpose of explaining the contract services awarded and how to most efficiently and effectively use them.

w) Assignment of Account Number

- 1) Except point of sale transactions, upon receipt of a Task/Delivery Order or Blanket Purchase Agreement (BPA) the Contractor shall begin the process of assigning account numbers.
- 2) Assignment of account numbers shall be the first step in the account set-up process. The set-up shall be completed within the timeframes commercially offered.
- 3) The Contractor shall, when requested by the agency, accept new accounts only when approved by the agency point of contact.
- 4) The Contractor shall assign unique account numbers to all agencies who have issued a Task/Delivery Order or BPA to the Contractor requesting delivery services and for which the Contractor has accepted the Task/Delivery Order.
- 5) The Contractor shall be responsible for the maintenance of account numbers throughout the life of the Task/Delivery Order or BPA.
- 6) In the event the ordering agency selects a new service provider of domestic delivery services, the Contractor shall transition agency data to facilitate and ensure a smooth transition in accordance with standard commercial practices.

x) Quality Assurance

- 1) The Contractor shall maintain a quality assurance program that shall ensure the security of the shipments, equipment and data has adequate safeguards and satisfies contract requirements; and
- 2) The information captured for reports, if offered commercially, is accurate, complete, and timely; and
- 3) Customer service assistance is available in handling customer complaints, resolving customer issues and paying of claims in accordance with the terms and conditions of this contract.

y) Accessorial Services and Special Charges

If offered commercially, the Contractor shall provide the following Accessorial Services and Special Charges, in accordance with the Contractor's commercial practice.

- 1) **Increased Liability Coverage**, as outlined in Section 6 below.
- 2) **Saturday Pickup and Delivery Service.**
- 3) **Sunday or Holiday Pickup and Delivery Service.**
- 4) **Collect on Delivery (COD) Service.**

Acceptance of payment of the goods from the consignee in the form accepted commercially (e.g. certified check, cashier's check, or money order) issued by or on behalf of the consignee and made payable to the consignor.

5) Hold for Agency Pickup.

The Contractor shall hold a shipment, for pickup at the Contractor's destination facility, for the number of business days offered commercially, when requested. Perishable items, dangerous goods, and dry ice shipments cannot be held for agency pickup at the Contractor's destination facility. After holding the shipment, for the number of business days offered commercially, without being picked up by the consignee, the Contractor shall attempt to contact the consignee to arrange for pickup. If the consignee fails to pick up the shipment within the number of additional business days offered commercially after notification or attempted notification, the Contractor shall contact the consignor for disposition instructions. The cost of disposition, storage, and deliveries requested by the consignor will be the responsibility of the consignor. For purposes of Contractor performance, the delivery shall be considered accomplished on the date and time the package(s) arrive at the Contractor's facility where it is being held awaiting pickup.

6) Hazardous Material and Dangerous Goods Service.

Provide pickup, special handling, and delivery of hazardous material and dangerous goods in accordance with Section 6, below.

7) Inside Pickup and Inside Delivery for Express Heavyweight Shipments.

When requested by the consignor, the Contractor shall provide inside pickup from positions beyond the receiving/loading dock, main entrance location, adjacent loading area, or front door of the residence. The Contractor employees shall be equipped with material handling tools appropriate for the pickup based upon information provided by the consignor. Additional services (e.g., packing, skidding, assembly, crating, storage, unpacking, de-skidding, disassembly, uncrating, breakdown and removal and disposal of packing material debris) may also be provided.

z) Accessorial Billing Services

If offered commercially, the Contractor shall provide the following Accessorial Billing Services in accordance with the Contractor's commercial practice.

1) Address Correction

Incorrect destination addresses, which have errors that are not obviously correctable, shall be researched, and the proper address used to deliver the shipment. If the correct address cannot be determined after research and the consignee cannot be reached, the Contractor shall contact the consignor for address clarification or disposition instructions. The fee for address correction shall be in accordance with commercial practice. The delivery is not late (not within the time criteria for on time delivery herein) when the address is incorrect.

2) Invalid or No Account Number

On CBL's or electronic CF&P's that have no agency account number or have an invalid, incomplete, or inaccurate account number, the Contractor, may try to determine the correct account number from their records and bill the shipping agency, the consignee, or the third party, depending upon the payment method selected by the consignor. When the

correct agency account number cannot be determined, the Contractor may bill the shipping agency without a Contractor account number. The fee for no account number, or an invalid, incomplete, or inaccurate account number shall apply only once for each shipment.

3) Rebilling

The Contractor shall change the billing (bill shipping agency, bill consignee, and bill third party), selected on the CBL or electronic CF&P, if requested by the shipping agency, within the allowable number of calendar days of invoice date that are offered commercially. The rebilling shall apply only to unpaid shipments. If there is a charge for rebilling, it may be charged for each separate rebilling request.

4) Credit Card Decline Fee

A credit card decline fee may apply to any transaction billed to a Government Charge Card that has been accepted by the Contractor for which the Contractor is unable to obtain payment.

5) Return Shipment

The Contractor shall contact the consignor for disposition instructions if the attempt to deliver the shipment is unsuccessful. The cost of any further disposition or additional deliveries requested by the consignor will then be the responsibility of the consignor, who will be billed at the current contract rate(s). The Contractor shall deliver the return shipment using the delivery service the Contractor uses commercially to return shipments.

6) Additional Accessorial Services

The Contractor may offer additional accessorial services in addition to those listed herein. The Contractor may propose to add/delete accessorial services at any time pursuant to the Modifications Clause 552.238-82.

7) Value-Added Services

The Contractor may provide value-added services in accordance with the Contractor's commercial practice. This includes, but is not limited to:

- Automatic money back guarantee.
- Increased basic liability over \$100.
- Desktop pickup.
- Delivery receipt.
- Increased service coverage.
- Tracking/tracing by transportation control number (17 alpha-numeric positions).
- Payment by electronic proprietary and shipment systems (e.g., Third Party Payment System).
- Software interface to agency systems (e.g., transportation management and financial systems).

The Contractor shall, when requested by an agency, develop an interface between Contractor-provided software and civilian agency (or other authorized contract user) standard transportation management systems. The Contractor shall also develop an interface between Contractor-provided software and the DoD standard transportation management system. The Standard Transportation Industry Information Processor is a generic software module which is used by Military Services and DoD agencies to employ

integrated shipper system capability. The Contractor shall use this DoD interface to exchange price and shipment planning information with DoD shipping systems for preparation of shipping documents, labels, and EDI transactions for end of day reporting. Software will be portable across a variety of platforms to include mainframes, super minicomputers, and personal computers. The Contractor shall provide this software to defense agencies for distribution to operating locations.

5. Insurance Valuation/Replacement Value and Liability Coverage

Contractors **must disclose to all customers the required and optional liability coverage** amounts for all shipments **at the time of ordering**, prior to shipment.

- a) For Freight Transportation Shipments, the Contractor shall provide liability coverage of the actual cost of the products being shipped up to \$100,000.
- b) For Express Small Package shipments, the Contractor shall provide liability coverage of \$100 per package, or the amount offered commercially, whichever is greater, unless higher liability coverage is declared on the CBL or electronic CF & P at the time the shipment is tendered.
- c) For Express Heavyweight shipments, the Contractor shall provide liability coverage of \$75.50 per shipment or \$0.50 per pound per shipment, whichever is higher, or the amount offered commercially, whichever is greater, unless a higher liability coverage is declared on the CBL or electronic CF&P at the time the shipment is tendered.
- d) Additional Liability Coverage. Additional liability coverage should be available in increments of \$100. The Contractor shall offer the employee an option to purchase additional insurance above the basic coverage. This pricing will be included in the price list uploaded to GSAdvanage! The amount of insurance coverage must be written on the CBL or electronic CF & P.
- e) Loss or Damage. The Contractor shall provide customer service personnel familiar with the handling of claims for loss or damage of shipments made under the contract.
 - 1) The Government will submit notification of claims for loss or damage in accordance with the time frames specified in the Contractor's Commercial Service Guide, in accordance with commercial practice.
 - 2) The Contractor shall have the number of business days offered commercially from the date of receipt of the agency notification of loss or damage, to provide the disposition of the claim.

6. Hazardous Material and Dangerous Goods Service

The Contractor shall:

- a) If offered commercially, provide pickup, special handling, and delivery of hazardous materials and dangerous goods. All shipments containing hazardous material or dangerous goods shall be handled and shipped in accordance with the requirements as outlined in the applicable governing regulations, including, but not limited to, Title 49 of the Code of Federal Regulations (49 CFR) and all applicable state and local regulations for the interstate and intrastate surface movement of shipments containing hazardous material or dangerous goods under this service.
- b) If offered commercially, provide transportation of hazardous materials other than Class A and B

explosives; hazardous wastes; and radioactive articles requiring a hazardous material label in accordance with Title 49 of the Code of Federal Regulations (49 CFR).

- c) Include a Shipper's Certification, Shipper's Declaration of Hazardous Materials or Dangerous goods with the shipment, indicating the Hazard Classification, including, but not limited to, whether it is an air or marine pollutant, a poison inhalation hazard, and its flash point, if applicable. All such freight must be labeled as hazardous in accordance with Section 5103 of the Federal Hazardous Materials Transportation Law (49 USC 5103 USC 5103 et seq. and the carrier must be notified in advance.

7. Security Requirements

The Contractor shall:

- a. Have in place a program which assures the Government that there are adequate safeguards to protect Government shipments from loss, damage, theft, or terrorism, and provides for the security of the EDI transmission of Government data; and
- b. Have in place a program or method that assures that there are adequate safeguards to secure the Government's credit card information, cardholder information, Government account and address information, or any other Government data pertinent to this contract.
- c. Have a method of obtaining background information about employees performing pickup and delivery, transportation, and package handling that will assure basic safeguards against loss, damage, or theft; and

- d. Have a method to protect the integrity and proper functioning of all equipment and

systems involved in the operation of the contract. Any equipment and information processing systems containing Government information shall have security measures to protect against unauthorized access; and

- e. Obtain the necessary building access clearances for those Contractor employees involved in picking up and delivering packages under this contract.

8. Definitions

Accessorial Services/ Accessorial Charges/Accessorials: Other services charging an additional fee beyond the basic cost to transport the shipment. Typical accessorials, if charged commercially, may include: administration fees, offloading fees, local shipping or delivery charges, handling fees, or fluctuating fuel surcharges.

Adjacent Loading Area: A pickup or delivery location that is directly accessible from the curb and is no more than 50 feet inside the outermost door.

Business Days: Monday through Friday, except Federal holidays for CONUS (see definition below), Alaska and Hawaii. For the Commonwealth of Puerto Rico business days are Monday through Friday, except Federal holidays and Commonwealth of Puerto Rico holidays (see definition of Commonwealth of Puerto Rico holidays below).

Civil Reserve Air Fleet (CRAF) Program: A program managed by the Air Mobility Command (AMC)

which provides for airlift services in the national and international CRAF segments for the Department of Defense (DoD). The CRAF program is designed to augment military airlift capabilities with commercial aircraft during airlift emergencies, national emergencies or activation of CRAF.

Commercial Bill Of Lading (CBL): A uniquely numbered document used and furnished by the Contractor in its standard commercial practice and used to identify consignor, consignee, origin, destination, commodity description of the shipment, and as the underlying document for billing purposes.

Commercial Forms and Procedures (CF&P): A reference to commercial service bills, invoices and rules used by industry, as opposed to Government forms, such as the Government Bill of Lading (GBL).

Commercial Service Guide: A publication issued by a carrier applicable to the general public that describes the Contractor's commercial practices such as levels and conditions of service, pickup and delivery commitments, liability provisions, etc.

Commercially: Services offered to the general public by the Contractor as part of its standard commercial practice.

Commonwealth of Puerto Rico Holidays: These holidays apply to shipments to and from the Commonwealth of Puerto Rico.

Three Kings Day: (January 6)

Good Friday: (changes each year)

Puerto Rico's Constitution Day: (July 25)

Consignee: The person or organization receiving the shipment.

Consignor: The person or organization originating the shipment.

Consignor: The person or organization originating the shipment

CONUS: All ZIP Codes within the contiguous United States (excluding Alaska and Hawaii), including the District of Columbia (DC).

Courier: A person that is a contractor employee or an Independent Contractor employee employed by a Local Courier Service Company to deliver shipments without a Metropolitan City Area.

Delivery Receipt: A listing of all packages being delivered by the Contractor's tracking number or any other tracking identification number used to track packages that the Contractor offers commercially.

Desktop Delivery: Delivery of a shipment to the desk/work station of the consignee or designated work area.

Desktop Pickup: Pickup of a shipment from the desk/work station of the consignor or designated work area.

Dimensional Weight (DIM Weight): When the charges for a shipment are computed on the basis of volume rather than weight it is referred to as a dimensional or DIM weight shipment. Dimensional weight is calculated by multiplying the length x width x height of each piece in the shipment in inches and dividing by 194 [i.e., (L x W x H) 194].

Door to Door: Pickup of a shipment from the consignor and delivery to the consignee.

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Envelope: A container used by the Contractor to ship documents weighing up to 8 ounces. Not used for Ground service.

Express Delivery: Small Package or Heavyweight shipments with Express Same Day or Heavyweight day-definite delivery service of extremely urgent letters and packages.

Express Same Day Delivery: Express Small Package delivery or courier service with delivery the same day of pick-up of extremely urgent letters and packages up to 150 lbs. within the Continental U.S. (CONUS) and Alaska, Hawaii, and Puerto Rico, and within Alaska, Hawaii, and Puerto Rico.

Express Heavyweight Shipments: Single and multi-package shipments weighing over 150 pounds with Same Day, Next Day, Two Day, or Three Day Express delivery requirements that exceeds 150 pounds within the Continental United States (CONUS) and for the delivery of day definite service delivery packages between CONUS and Alaska, Hawaii and Puerto Rico, and within Alaska, Hawaii and Puerto Rico. The shipper selects the day of delivery the shipment will be delivered. The total weight of a multiple package shipment must exceed 150 pounds, and individual packages within the shipment may or may not exceed 150 pounds.

Express Heavyweight Same Day Delivery: Express Small Package or Express Heavyweight delivery service with delivery the same business day.

Express Heavyweight Next Day Delivery: Express Small Package or Express Heavyweight delivery service with delivery the next business day after the day of pickup.

Express Heavyweight Two Day Delivery: Express Heavyweight delivery service with delivery the second business day after the day of pickup.

Express Heavyweight Three Day Delivery: Express Heavyweight delivery service with delivery the third business day after the day of pickup. No weight limit on CONUS.

Extremely Urgent Letters: A letter is defined by the U.S. Postal Service regulations as a message recorded in or on a tangible object and directed to a specific person or address (39 CFR 310.1 (a) (1) – (7)). A letter will be considered to be “extremely urgent”, without regard to the nature of its contents, and may be transported for others by means other than the U.S. Postal Service if either (1) or (2) are met: (1) the amount charged by a private carrier for delivery is at least \$3.00 or twice the applicable First Class postal rate, whichever is greater, or (2) the letter’s value or usefulness will be lost or greatly diminished if the letter is not delivered within a specified delivery time depending upon the distance traveled (39 CFR 320.6 (a) – (f)).

Federal Holidays:

New Year’s Day
Labor Day
King’s Birthday
Columbus Day
Washington’s Birthday
Veterans Day
Memorial Day
Thanksgiving Day
Independence Day
Christmas Day

The Contractor shall be required to include as a holiday any day designated as a holiday by Federal Statute or Executive Order.

FIPS: Federal Information Processing Standards. Publication 95-1 lists the 4-digit codes for each Federal agency. This publication is available at <http://www.itl.nist.gov/fipspubs/fip95-1.htm>.

Fiscal Year: October 1 through September 30.

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Fuel Surcharge: a fee added to an existing charge to cover rise in costs of gasoline or diesel fuel. A surcharge may be either a fixed amount per transaction or an amount calculated as a percentage of the charge. Fuel Surcharges, if charged, must be disclosed in the accessorial chart of the Pricing Proposal.

Industrial Funding Fee (IFF): The IFF reimburses the General Services Administration for the costs incurred in procuring and managing the Transportation, Delivery and Relocation Solution schedule. The IFF is to be built into the pricing offered.

Girth: The circumference of a package measured at the widest point of the package.

Government Cost-Reimbursable Contractor: A Contractor who has been awarded a cost reimbursement type contract by the Government that provides for payment of allowable incurred costs (to the extent prescribed in the contract) by the agency that awarded the contract.

Hazardous Material: A substance or material the Secretary of Transportation determines to be an unreasonable risk to health, safety, and property when transported in commerce, and labeled as hazardous under Section 5103 of the Federal Hazardous Materials Transportation Law (49 USC 5103 USC 5103 et seq. When transported internationally hazardous material may be classified as Dangerous goods

Hundredweight Pricing: The total weight of a multiple package shipment multiplied by the applicable hundredweight shipment per pound rate. The hundredweight minimum pricing may vary by the delivery service requested and is normally applicable from weights 100 pounds or 200 pounds and above.

Hundredweight/Rates Per-Pound: This applies to a single or multiple piece shipment pricing at a price per pound for a weight grouping (e.g. 100 – 499 pounds, 500 – 999 pounds), rather than a price for an individual pound. The actual shipment weight is multiplied by the price for the shipment grouping shown on a Contractor's rate chart that the weight falls into. (e.g. A shipment weighs 250 pounds with a Hundredweight 100 - 499 pounds grouping price of \$1.75. The price would be calculated by: 250 pounds shipment weight x \$1.75 price = \$437.50 the price of the shipment.)

Hundredweight (CWT): This applies to shipment pricing at a price per each hundred pounds (CWT) of shipment weight. The actual shipment weight is divided by 100 to determine the number of Hundredweight units of the shipment. The number of Hundredweight units of the shipment is multiplied by the shipment rate per Hundredweight unit shown on a Contractor's rate chart for the weight grouping that the weight falls into. (e.g. A shipment weighs 350 pounds with a Hundredweight 200 - 499 pounds grouping price of \$30.75. The price would be calculated by: 350 pounds shipment weight divided by 100 = 3.5 x \$30.75 price = \$107.63 the price of the shipment.)

Implementation Period: The period of time between the contract award date and the date the Contractor starts providing service.

Inside Delivery (Express Heavyweight Shipments): Delivery of Express Heavyweight shipments to the receiving/loading dock, the main entrance location, or adjacent loading area within the building, when specifically requested and indicated on the CBL or electronic CF&P by the Government agency.

Inside Pickup (Express Heavyweight Shipments): Pickup of Express Heavyweight shipments from the receiving/loading dock, the main entrance location, or adjacent loading area within the building, when specifically requested and indicated on the CBL or electronic CF&P by the Government agency.

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Length: The longest side of a package.

Length And Girth Combined: The measurement of a package obtained by adding the length of the package to the girth of the package.

Letter Pack: A container, same as an envelope, used by the Contractor to ship documents weighing up to 8 ounces.

Level 1 Data: Standard commercial transaction data which includes the total purchase amount, the date of purchase, the merchant's name, city/state, debit/credit indicator, date charge/credit was processed by the contractor; contractor processing/transaction reference number for each charge/credit

Level 2 Data: Adds additional data to Level 1 data about each purchase which includes merchant category code, sales tax amount, accounting code, merchant TIN, minority/women owned business codes, 1099 status and merchant zip code

Level 3 Data: Full line-item detail in addition to the data in Level 2 which includes unit cost, quantities, unit of measure, product codes, product descriptions, ship to/from zip codes, freight amount, duty amount, order date, discount amount, and order number

Manifest: Listing of packages shipped.

OCONUS: Any country, state or possession outside of and excluding: the lower 48 states and the District of Columbia (DC),

Next Business Day: The business day following the day of pickup (8:00 am - 4:00 pm).

Same Day: Completion of the delivery of goods on the same day and time requested.

Two Day: Delivery service with delivery the second business day after the day of pickup (8:00 am - 4:00 pm).

Three Day: Delivery service with delivery the third business day after the day of pickup (8:00 am - 4:00 pm).

Continuous Service: Continuous movement of packages from time of pickup to time of delivery as requested.

Pack/Pak/Pouch: A container used by the Contractor for smaller flat, unbreakable items, such as large reports, promotional material, legal or bulky documents. Charges are based upon the weight of the container. Not used for Ground service.

Point of Contact (POC): A person designated by the customer agency to handle contract administration at the task/delivery order level.

Private Residence: A home or a place of dwelling that includes those businesses operated out of a home. For Ground delivery to private residences the maximum single package weight to be delivered shall be 70 pounds, or the maximum single package weight offered commercially, whichever is greater. Packages delivered to private residences shall be left in a safe area protected from weather or delivered to an

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alternate address (e.g. with a neighbor), if that is authorized.

Second Business Day: The second business day following the day of pickup.

Shipment: A single piece or multiple pieces, tendered to a Contractor by one consignor at one place at one time, for delivery to one consignee at one place on one bill of lading or commercial form.

Shipper: The originator of a shipment, also known as the consignor.

Skid: A platform used to elevate and transport single or multiple packages.

Small Package: For Express Small Package delivery services, Letter/Envelope, Pack, Pak, Pouch, and small packages weighing from one pound up to 150 pounds.

Third Business Day: The third business day following the day of pickup.

Transit Time: The number of business days, after the day of pickup, used to deliver a Ground shipment. The number of business days can be from 1 to 7 business days (or more for remote locations), depending upon the origin/destination ZIP Code.

Transportation Control Number (TCN): A 17-digit alpha-numeric designator used by the DoD that is applied to each package or shipment to identify a shipment.

U.S. Territories: Pickup and/or delivery locations from Guam or Puerto Rico.

Value Added Services: Services offered to the Government, by the Contractor, that are generally not offered commercially. These services may be offered by the Contractor in addition to the basic commercial services. These contract services are offered at the option of the Contractor.

Value Added Network (VAN): A telecommunications network used as an interface between an agency and the Contractor which electronically exchanges information through Electronic Data Interchange (EDI) network services and network-related services.

Weight Break: A list of weights or weight ranges which are used to calculate the cost to transport a shipment at that weight or weight range.