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Article I. PART I - ADDENDUM TO STANDARD FORM 1449

In accordance with Federal Acquisition Regulation (FAR) 12.302 and 12.303, this document contains addenda to the Standard Form 1449. The addenda, contained in this document are part of the continuation of the schedule and description of the supplies and services to be acquired.

Article II. PRICES AND COSTS

The contractor shall provide the services described in the description of services and in accordance with all the terms and conditions of this contract for a period of one (1) base year and four (4) option years (if exercised) at the prices listed below.

Section 2.01 Cost of Services

The firm-fixed price for all services including overtime and emergency shall include all labor, contractor provided materials, supplies, equipment, and transportation, etc. (unless otherwise furnished by the Government) necessary to perform the services required by the contract. The price is subject to change: 1) only as agreed to by the parties based on changes in the requirement that may impact the price; or 2) as a result of revisions to the prevailing wage determination issued by the Department of Labor, issued only in the event the Government exercises any option for contract extension or as otherwise agreed to by the parties based on changes in the requirement that may impact price.

BASE PERIOD:

DESCRIPTION	QTY	UNIT OF ISSUE	UNIT PRICE	TOTAL PRICE
Line Item 0001: Start Up Phase/ Relocation Services: September 1, 2011 to February 28, 2012 (Funded with FY11 Funds)	1	Lump Sum		\$
Optional Item 0002: Warehouse, Mail, Transportation, and Courier Support Service March 1, 2012 to August 31, 2012 (Exercised and funded with FY12 Funds)	6	MO	\$	\$

OPTIONAL PERIODS OF SERVICE:

DESCRIPTION	QTY	UNIT OF ISSUE	UNIT PRICE	TOTAL PRICE
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(INSERT GOVT ENTITY) Warehouse Services

A-1.1 OPTIONAL PERIODS OF SERVICE				
A-1.2 OPTION YEAR I				
1. Warehouse, Mail, Transportation, and Courier Support Services September 1, 2012 to August 31, 2013	12	MO	\$	\$
2. Materials and Supplies	12	MO	\$	\$
A-1.3 OPTION YEAR II				
1. Warehouse, Mail, Transportation, and Courier Support Services September 1, 2013 to August 31, 2014	12	MO	\$	\$
2. Materials and Supplies	12	MO	\$	\$
A-1.4 OPTION YEAR III				
1. Warehouse, Mail, Transportation, and Courier Support Services September 1, 2014 to August 31, 2015	12	MO	\$	\$
2. Materials and Supplies	12	MO	\$	\$
A-1.5 OPTION YEAR IV				
1. Warehouse, Mail, Transportation, and Courier Support Services September 1, 2015 to August 31, 2016	12	MO	\$	\$
2. Materials and Supplies	12	MO	\$	\$

Section 2.02 Overtime and Emergency Hourly Rates

In the event overtime services are needed, the contractor shall be paid the hourly rate shown below for the timeframe that the services are rendered. Overtime may occur any day of the week at any time. Overtime hourly rates for Monday – Friday are based on the contractor employee having already worked an 8-hour day but has not left duty station.

Overtime shall be preapproved by the Contracting Officer’s Technical Representative (COTR). The contractor shall bill preapproved overtime on a monthly basis.

Emergency Services are those services required on a call-back nature (having left the duty station for the day or on a non-working day). Emergency Services shall be paid at twice the hourly overtime rate.

(INSERT GOVT ENTITY) **Warehouse Services**

OVERTIME:

A-2.1 **Base Year**

<u>Position</u>	<u>Hourly Rate</u>
Material Handler (1)	\$ _____
Material Handler (2)	\$ _____
Mail Specialist	\$ _____
Driver	\$ _____

A-2.2 **Option Year I** –

<u>Position</u>	<u>Hourly Rate</u>
Material Handler (1)	\$ _____
Material Handler (2)	\$ _____
Mail Specialist	\$ _____
Driver	\$ _____

A-2.3 **Option Year II**

<u>Position</u>	<u>Hourly Rate</u>
Material Handler (1)	\$ _____
Material Handler (2)	\$ _____
Mail Specialist	\$ _____
Driver	\$ _____

A-2.4 **Option Year III**

<u>Position</u>	<u>Hourly Rate</u>
Material Handler (1)	\$ _____
Material Handler (2)	\$ _____
Mail Specialist	\$ _____
Driver	\$ _____

A-2.5 **Option Year IV**

<u>Position</u>	<u>Hourly Rate</u>
Material Handler (1)	\$ _____
Material Handler (2)	\$ _____
Mail Specialist	\$ _____
Driver	\$ _____

Article III. DESCRIPTION OF SUPPLIES OR SERVICES

The Contractor shall furnish all management, labor, supplies, equipment, materials, and transportation not otherwise furnished by the Government necessary to perform warehouse, mail, courier, and transportation services at the (INSERT GOVT ENTITY).

The contractor shall be ISO 9001:2000 certified by the International Organization for Standardization. The contractor shall be required to perform services indoors, outdoors, dock areas, or storage yards and may be required to perform services before and after work and during times of emergency.

B. Technical Requirements

Warehouse Services:

The contractor shall perform various warehouse services as specified herein. Services include but are not limited to warehouse functions such as:

- Shipping/Receiving;
- Stacking/Storing;
- Loading and unloading trucks;
- Inventory Control;
- Picking;
- Packing;
- Retrieval and put-a-way;
- Distribution;
- General housekeeping;
- Operating and Maintaining Material Handling Equipment (MHE);
- Operate the WMS; and
- Utilize hand held data terminals.

Mail Services*:

The contractor shall perform various mail services as specified herein. Services include but are not limited to mail functions such as:

- Pick-up and delivery to/from Pearl Harbor Mail Center
- Sorting mail
- Distribution/Delivery within the PRC
- Pick-up within the PRC and
- Providing/restocking mail supplies, materials, and/or equipment

Courier and Transportation Services*:

The contractor shall perform various courier and transportation services as specified herein. Services include but are not limited to courier and transportation functions such as:

- Island-wide delivery and pick-up service; and

(INSERT GOVT ENTITY) **Warehouse Services**

- Logistical support services for shipments throughout (INSERT GOVT ENTITY) Area of Operations.

*Mail and Courier/Transportation Services are required for the base and all option years. It is expected that the Material Handlers will perform this function for Building 130 and 166 occupants until the Main Facility is constructed as this will not require a full time position. Initially, mail, courier, and transportation services will be in support of less than 20-people. Courier and Transportation shall be on an as needed basis.

Reporting:

Providing the Contracting Officer's Technical Representative (COTR) monthly written reports which substantiate performance as indicated in Appendices E and F. In addition report shall include the following:

1. Problems encountered during the preceding month and corrective steps taken;
2. A summary of significant tasks accomplished.

C. Place of Performance

Services to be provided under this contract shall be accomplished primarily at the Pacific Regional Center (PRC) for the buildings and dates listed below on (INSERT GOVT ENTITY LOCATION) (see APPENDIX A).

Building 130: This is the (INSERT GOVT ENTITY) and Warehouse Facility totaling over 30,000 square feet (SF). The building is comprised of offices, industrial shops, central equipment plant and serves as the main warehouse ultimately for the entire PRC. The warehouse contains approximately 18,000 SF of storage consisting of high bay (16,000 SF) and air-conditioned (2,000 SF) storage. The building houses 12-employees who perform routine electronic, wood, and metal shop operations, small boat training, and marine research operations. Construction completion date, February 2011.

Building 166: This is a temporary office building for the Facilities, IT, and Project Management Team totaling 3,000 SF with approximately 5-employees. It will become the storage facility supporting the Observer's Program. Construction completion date, May 2010.

Building 184: This is the Ship Operations Facility for (INSERT GOVT ENTITY) ships. This operation is self-contained and will not require services from this contract.

Main Facility (Consisting of Buildings 175, 176, and "A": This is the main offices and laboratories for (INSERT GOVT ENTITY) in Hawaii and serves the Pacific Region. The building is over 200,000 SF and will initially house approximately 350-employees in July 2013 and is anticipated to grow to over 700-employees by 2018. Construction completion date, November 2012.

(INSERT GOVT ENTITY) **Warehouse Services**

The primary warehouse facility is located within and surrounding Building 130 on Ford Island, including outdoor laydown areas. Management and operation services shall be required to support the Line Office activities located on the PRC Campus based on their respective occupancy dates. Each Line Office location may have different property requirements, standards, and workloads.

D. Start-Up Phase

During the start-up phase, the contractor shall be required to visit and work with the various Line Office (LO) locations at the (INSERT GOVT ENTITY LOCATION), (INSERT GOVT ENTITY LOCATION), and at (INSERT GOVT ENTITY LOCATION); and the leased locations identified in APPENDIX B. For more detail on the Start-Up Phase see Section 4.03 Phase-In and Phase-Out of Operations below.

The Contractor shall provide all necessary materials and supplies to operate the warehouse, shipping, receiving, transportation, and mail services such as: mailing envelopes (not legal size); boxes, packing, crating, banding, and wrapping materials; labels; etc. These items shall be reimbursed at the time of use. The Government shall have the option to purchase these items and their respective storage containers, shelves, etc from the Contractor.

E. Hours of Operation

Services shall be provided Monday – Friday, excluding Federal holidays. The schedule shall be as follows:

Primary Warehouse Locations:

Building 130: 7:00 a.m. to 4:00 p.m.

(The contractor shall assign individual employee work shifts as deemed appropriate to meet the contract coverage requirements.)

In some instances, services outside the core hours shown above may be required. In these cases, the Contractor and COTR will collaborate and schedule overtime as required. The COTR will make every effort to provide the contractor at least one hour advance notice for overtime services needed Monday through Friday.

Additionally; emergency services may be required. Emergency Service is defined as being “called back” to perform services as outlined in this SOW:

- After having left the duty station for the day or
- On non-working day

Contractor shall be paid at the rates established by this contract.

Section 3.01 Inventory Control System Requirements

The contractor shall be required to provide an automated inventory control system which shall be referred to as a Warehouse Management System (WMS).

The warehouse shall be controlled by the Contractor provided WMS equipped with a wide range of features to meet the logistic requirements of the (INSERT GOVT ENTITY) warehouse. The WMS computer software shall be used for inventory purposes and specifically for automating the management of the movement and storage of materials throughout the warehouse.

(INSERT GOVT ENTITY) recommends software equivalent to that developed by the Wolin Design Group (phone: 714-937-0700). Other software may be approved providing it meets the functionality requirements.

The software must meet the following system criteria:

1. Allows for secure certificate based authentication with encrypted communications.
2. Available through the internet.
3. Capable of controlling all inventory movements in a paperless environment.
4. Allows for username and is password protected.
5. Allows for user viewing, requesting of inventory, and reporting.

The Contractor shall submit the technical specifications, capabilities, and system requirements of the selected software to the COTR for approval. Vendor's shall be compliant with NIST SP-800-53 and FIPS 199 security specifications and provide a security agreement identifying the system and its security controls.

The WMS functionality is broken down into the following three operations: (1) Put away, (2) Picking and (3) Reporting. The WMS systems shall utilize Radio Frequency Barcode Scanners to account for all functional warehouse activities. The scanners and related software and hardware shall be the responsibility of the Contractor.

The system shall be capable of generating multiple reports on the varying tasks to include a summary record of movements for individual organizations and multiple inventory ownership, billing, and invoicing.

The contractor shall provide an inventory control system that operates in a paperless environment and meets the following criteria:

A. Inventory Master File

1. SKU # specific to MSSF, 6 digit numeric
2. Manufacturer/Vendor normal or customary or most frequent source
3. Manufacturer/Vendor SKU number
4. Description matching Manufacturer/Vendor

(INSERT GOVT ENTITY) **Warehouse Services**

5. Unit of Measure
6. Length
7. Width
8. Height
9. Weight
10. Serial #/NOAA CD Code
11. Fixed warehouse location
12. Line Office Code
13. Line Office Contact
14. Other Serial ID

B. Storage Aids/Warehouse Locator System

1. Software supports location in 9 storage aid configuration
2. Software supports a 7 digit locator system
3. Supports Location Bar-Code Scanning
4. Supports Multiple Locations for SKUs and Quantity by Location

C. Receiving

1. Software supports receipt from; Line Offices (LO's)
2. Software supports receipt from; Vendors
3. Software supports receipt from; Other (INSERT GOVT ENTITY) entities
4. Receipts Conditional on PO receiver or receiver
5. Receivers have text field with special Instructions
6. Supports PO & Receivers sent to Warehouse Mgt. System.
7. Supports Quality Inspection Process
8. Ability to generate Bar-Code label at receipt (6 fields) per specifications
9. Software supports receipt confirmation
10. Receipt contingent on complete Inventory Master File
11. If shelving assign a fixed location

D. Put-a-way

1. Post receipt move material to "put away staging area"
2. Software supports scan of SKU label and retrieves fixed location
3. Software supports receipt from; Other (INSERT GOVT ENTITY) entities
4. Software supports LO zone control
5. Software supports put away consolidation
6. Supports Specific SKU's only in Mezzanine section
7. Supports criteria for assignment to lay-down area
8. Supports serial ID at put-a-way
9. Software supports MSDS data sheets

E. Order Selection

1. LO's can generate Orders only for LO inventory
2. Order supports "special instructions"
3. Order's managed based on age, p/u time, delivery date, and size
4. Order information supports; WL, SKU, Qty, U/M, Description, Serial ID

(INSERT GOVT ENTITY) **Warehouse Services**

5. Order Lines sequenced in "location order"

Section 3.02 General Warehouse Tasks

The Contractor shall be responsible for the following:

- A. Providing an approved WMS (Wolin Design Group or equivalent) software package including Radio Frequency Barcode scanners to track and report all inventory movements within the facility and the facility grounds. System shall include computer, monitor, printer, RF transmitters and receivers, and other necessary appurtenances as agreed by the COTR.
- B. Processing requests for distribution utilizing the Radio Frequency Barcode scanners to enter or extract the information from the computerized WMS. Distribution includes equipment, office supplies, forms, and publications; use the Radio Frequency Barcode scanners to account for all functional warehouse activities. Scan all bar coded information.
- C. Stacking, storing, and moving equipment supplies and materials in accordance with the Occupational Safety and Health Administration (OSHA) guidelines.
- D. Performing preventive maintenance operations to assure that Material Handling Equipment (MHE) is in proper operating order. Refer to "Government-Furnished Facilities, Equipment and Services" for additional information.
- E. Using handcarts, dollies, and other manual equipment to move stock.
- F. Checking the condition of shipping containers prior to loading and ensure shipments are loaded into proper conveyances.
- G. Observing all safety precautions to include preparation safety checks, speed, traffic operation, and fire safety rules in accordance with OSHA. Report all accidents to the Government Site Safety Officer (GSSO) or designee immediately.
- H. Performing basic housekeeping services in designated warehouse work areas including the area in the flow racks, bin areas, outdoor laydown areas and the bulk storage area located in the pallet racks throughout the building. Basic services consist of picking up and disposing of trash and sweeping designated areas on a daily basis. Area shall be free from visible trash and dirt.

Section 3.03 Warehouse Activities

The contractor shall be responsible for the following:

(INSERT GOVT ENTITY) **Warehouse Services**

- A. Processing all requisitions or pick orders for assembly or shipment including Fed-Ex Groundsaver, Parcel Post and freight traffic shipments utilizing the WMS Parcel Manifest System. A pick order is an order received from a (INSERT GOVT ENTITY) office, Field offices, Line offices, etc for equipment, gear, inventory, supplies, and commodities including general supplies. The order is placed through WMS. The pick order will identify specific line items and SKU#s for various items that are stored at (INSERT GOVT ENTITY) warehouse. The contractor shall pick, process, and ship the items to multiple site locations throughout country and verify shipments are delivered. In some instances the contractor shall be required to perform batch picking functions.
- B. Operating MHE such as: electric powered forklift truck, narrow-aisle turret-forklift, order picker forklift, electric pallet lift trucks, and dock leveler. Functions include: stacking, storing, and moving equipment, supplies, and materials in accordance with the OSHA guidelines. Load capacity shall not exceed 3,000 pounds and lift height shall not exceed 288 inches. Forks shall be properly inserted for carrying and lifting.
- C. Receiving and disseminating incoming material. Incoming material will be received and processed by Contractor personnel in the receiving area of the Building 130 until completion of the Main Facility, at which time the receiving function will move to the Main Facility. Contractor personnel shall distribute material into proper storage aids depending on the size, type, and ownership of the material as well as replenish stock in bins utilizing Radio Frequency Barcode scanners.
 - a. The Contractor shall contact the recipient of shipped items that are “Special Handling”, “Fragile”, “Perishable”, or as requested to verify shipment prior to acceptance. Delivery to the recipients’ final destination shall be made after recipient authorizes shipment.
- D. Applying barcodes to inbound materials and preparations for put-a-away.
- E. Scanning materials to a unique pallet identifier called a “license plate” as pallet is built for shipment. All scanned cartons will be related to the pallet license plate. When the pallet is loaded on the truck, the license plate will be scanned and all the cartons on the pallet will automatically be marked as shipped.
- F. Performing “distribution” services as required for materials and supplies. Distribution of supplies, equipment, and materials to various locations on PRC campus. Periodically an allotment of critical administrative material/supplies will be requested on a pick order. Often, these pick orders will be associated with the mission or voyage in which multiple (INSERT GOVT ENTITY) divisions participate. The contractor shall pick, process, and ship the items by division ensuring that each division's material is segregated and independent prior to shipment.

(INSERT GOVT ENTITY) **Warehouse Services**

- G. Preparing reports as it relates to inventory, receiving, shipment and the performance thereof.
- H. Equipment, furnishing, files, etc., move services: These services are intended to transport these types of items between and within buildings. These services are broken down into two categories.
 - i. Excess: Equipment, furnishings, etc., are picked-up from the location in the PRC and moved directly to Building 130. There the documentation shall be completed and transported to the Defense Reutilization and Management Office (DRMO) or General Services Administration (GSA). After transporting, coordinate with the Line Office Property Custodian (PC) to ensure the PC has the proper documentation to remove the item(s) from their property inventory.
 - ii. Office furniture moves shall be coordinated through the COTR. Items to be placed in storage shall be entered into the WMS and verified. Removal of items from storage shall include the appropriate storage location and name of the individual making the request. It is not the intent of this contract to provide moving services covered which are covered under a separate contract. Office furniture moves in excess of two man hours shall be accomplished through a separate contract and is not within this scope.
- I. See also the “(INSERT GOVT ENTITY) Concept of Operations” for more detail. This document is available from the COTR.

Section 3.04 Building 130 Activities:

Building 130 is a 30,000 square foot bulk equipment storage warehouse. This facility is located on (INSERT GOVT ENTITY) offices in the Main Facility. Building 130 can be characterized as a central supply depot providing storage for the inventory of the 14 (INSERT GOVT ENTITY) Line Offices being housed in Building numbers 175, A, and 176.

Each line office has different requirements in terms of storage, handling, and throughput. The (INSERT GOVT ENTITY) Line Offices use this warehouse facility to house the supplies they require to support their missions and annual activity.

Currently, (INSERT GOVT ENTITY) has three major ships that take between five and ten voyages per year. These voyages coincide with the peak activity in the warehouse. The Line Offices store their material in Building 130 and assemble their requirements for each mission in staging areas in building 130. These include the following categories; supplies, medical aids, equipment, and pre-assembled materials to support each mission or voyage.

It will be the responsibility of the contractor to manage this inventory while in the warehouse and to pick and ship in accordance with the Line Office requirements. The

(INSERT GOVT ENTITY) **Warehouse Services**

Line Offices will send “orders” through the WMS software system to the warehouse. The warehouse will perform schedule, pick, stage, assemble, and quality control activities as required by Line Offices.

Building 130 is considered to be a low throughput facility, average number of picks and receipts per week; during periods where the Line Offices are not outfitting missions is expected to be 100 to 300 line items per week. Peak periods could easily exceed 10-times the average weekly rate.

The ships come into harbor during the winter months for maintenance and repairs; (November through February). It is not uncommon for all the ships to leave the harbor at the same general time. This represents the annual peak activity. Following the winter season each ship will independently complete its missions and return to be resupplied. Currently 4-ships homeport at Ford Island; however, this is expected to drop to three vessels by 2012 and beyond.

Building 130 may house 5,000 to 7,000 SKU’s once all of the (INSERT GOVT ENTITY) LOs have moved to the PRC campus. Much of the property supporting the various missions on the ship will be of a reusable nature such that when the ship returns, some of the property may require refurbishing by the LOs before it’s brought back into the warehouse. Additionally there are shipments to other LOs and receipts from vendors.

Section 3.05 Building 176 Activities:

After Building 176 has been completed, circa July 2013, the shipping and receiving functions will relocate from Building 130 to Buildings 176. The contractor shall be required to support the shipping and receiving activity from the Building 176 location. Building 176 will then serve as the single location for all receiving and shipping activity. Distribution of supplies, equipment and materials will take place from the Building 176 location to the various locations on PRC campus.

Section 3.06 Mail Services:

A. Purpose

The Mailroom Service exists to handle and process all incoming and outgoing mail for the PRC. Additionally, the contract exists to provide cartage services necessary to support the PRC. The Contractor is responsible for providing mailroom services as contained herein.

B. Objective

The objective is acquiring the services for the rapid handling and accurate delivery of all classes of mail and packages. The Contractor shall provide all services including labor, management, supervision, equipment & supplies as specified.

C. (INSERT GOVT ENTITY) Facilities

(INSERT GOVT ENTITY) **Warehouse Services**

The Facilities Management Branch (FMB) has the overall responsibility for the management of the campus. The PRC site is approximately 5-acres located on Ford Island, Pearl Harbor and consists of roadways, parking areas, open spaces, artwork, walking trails and buildings.

Buildings:

The PRC has six-buildings on-site that range in complexity from laboratories to major office complexes to warehouses to conference rooms. The current square footage of the PRC buildings is approximately 380,000 net square feet.

Main Building (Buildings 175, 176, A)

- First Floor: 1-Main Mail Room, 2-Satellite copy/mail rooms
- Second Floor: 3-Satellite copy/mail rooms
- Third Floor: 1-Satellite copy/mail room

Building 130 consists of the main warehouse, animal tanks, labs, offices and workshops. There are two satellite copy/mail rooms in the Weather Service and Fisheries areas.

Building 166 is a storage building and does not have a mail room. This building is temporary office space for the Project Team until the Main Facility is constructed, July 2013.

Ship Operations Facility (SOF) (B184): The SOF oversees the (INSERT GOVT ENTITY) Port Operations and is responsible for all mail operations for their building and ships. All mail addressed to Building 184, the ships, and/or occupants thereof, shall be forwarded to Building 184 for processing.

D. Pearl Harbor Mail Center (PHMC):

The Mail Center is a component of the Fleet and Industrial Supply Center Pearl Harbor, handling over 2-million pieces of mail annually, serving over 234-shore commands, 32-ship activities and is the mail platform for all visiting ships and submarines. The Pearl Harbor Mail Center (PHMC) is located on the main base Pearl Harbor and is where the incoming mail is scanned and/or x-rayed. The contractor shall be responsible for picking-up and delivering mail to this location.

E. Mail Services Scope of Work

The Contractor shall provide the labor, supervision and other items or services necessary, except as specified herein as Government-Furnished Equipment (GFE) (see Appendix C) and services as described in other sections within the statement of work.

F. Task Description

Pickup and Delivery:

1. The Contractor shall pick-up all incoming mail at the PHMC.

(INSERT GOVT ENTITY) **Warehouse Services**

2. Coordinate with the PHMC for the earliest available time for mail to be picked up.
3. Complete two trips daily to transport mail from and to the PHMC.
4. Separate all mail by the appropriate Line Office/Division. Mail shall be sorted and distributed to the locations per Appendix D.

G. Incoming Mail

The following are the responsibilities of the Contractor:

- 1 Sort and distribute all incoming mail on the same day it is picked up from the PHMC or from the designated drop-off points within each of the buildings.
- 2 Properly addressed mail shall be delivered in the following order:
 - a. Overnight express mail;
 - b. Express Mail (i.e., FedEx, Airborne, UPS and other like carriers);
 - c. First class, certified and registered mail, priority mail and internal mail;
 - d. Periodicals; and
 - e. Standard mail (bulk mail); and
 - f. Freight
- 3 Except under special circumstances, no time should be wasted in trying to track improperly addressed standard mail. It will be considered junk mail and disposed of rather than using mailroom resources to identify the addressee. Resources shall not be spent processing non-official mail. Non-official mail will be returned to the post office.
- 4 Mailroom personnel shall make an effort to identify and deliver to the appropriate mail delivery point all improperly addressed first class, certified and registered mail, priority mail, and periodicals. If the mail delivery point of contact cannot be determined after a reasonable effort, the mail shall be returned to the USPS as undeliverable.

H. Standards: See also “Appendix F - Performance Standards for Mail Operations”

- 1 Express
 - a. Shall be delivered immediately to comply with the time frame set forth by the USPS. At the time of receipt at the PRC, check the following sections on the accompanying label with each piece of mail:
 - b. Verify that the mail is for an addressee located on the facility.
 - c. Check the dates and times recorded under the “Origin” and “Destination” sections and verify the mail has been delivered within 24 hours of its initial receipt from the sender by the PHMC. Report all instances to supervisor where delivery is not made within 24 hours.
 - d. Sign the receipt portion of the label and give the copy to the PHMC.
 - e. Separate the mail by routing code, sort, and deliver.

(INSERT GOVT ENTITY) **Warehouse Services**

- 2 First class mail will be processed as follows:
 - a. Within three hours after receipt.
 - b. Return all mail to PHMC/USPS that does not have at least one of the following in the address: U.S. Department of Commerce (DOC), National Oceanic and Atmospheric Administration (NOAA), Pacific Regional Center (PRC) or a variation such as Commerce Department.

- 3 Sort the regular mail Division for distribution as follows:
 - a. If it bears the Mail Room Number or Division, sort directly by Division.
 - b. If it does not have the Mail Room Number or Division, but has an individual's name, use the PRC Directory or (INSERT GOVT ENTITY) Locator web site to locate the recipient's Division. If found, note Division on the front of the item and sort.
 - c. If the item does not have a Division, Mail Room Number, or name, but is addressed to the (INSERT GOVT ENTITY) and/or (INSERT GOVT ENTITY) with no additional information, open up each piece and attempt, by scanning contents, to determine the identity of the intended recipient. Use the (INSERT GOVT ENTITY) Locator as necessary. If no identifier is found, deliver the mail to Buildings Management for action or direction. **Initial** all mail that is opened by mailroom personnel to indicate opened by mailroom staff. Contractor shall maintain a log to record these actions.
 - d. Periodicals and "junk mail" are considered to be non-priority items and are handled as above unless undeliverable.
 - e. At the close of business, verify all items have been delivered and are accounted for. All detected discrepancies should be brought to the attention of the Mail Supervisor for necessary action.

- 4 Accountable Mail shall be processed as follows:
 - a. Timestamp each piece of mail and the Return Receipt (PS Form 3811) if one is attached. Remove the Return Receipt and sign it, giving any additional information requested. Return the Return Receipts to the PHMC/USPS on the same day. Separate the mail by routing information and list information on each piece of mail in a Record of Accountable Mail log.
 - b. Deliver each piece of mail to the addressee noted on the form, having the addressee or a person authorized to receive accountable mail in each division complete the form, certifying receipt of the item. If undeliverable, return the mail to the mailroom, noting the reason for non-delivery. Return mail to sender.
 - c. At the close of business, verify all items have been delivered and are accounted for. All detected discrepancies should be brought to the attention of the Mail Supervisor for necessary action.

(INSERT GOVT ENTITY) **Warehouse Services**

- 5 Treasury checks: Treasury checks arriving by regular USPS mail shall be treated as regular mail and processed in accordance with the guidelines described above.
- 6 Messenger Envelope (Interdepartmental) mail shall be treated as regular mail and processed according to the guidelines described above.

I. Outgoing Mail

The following are the responsibilities of the Contractor:

- 1 Conduct pick-ups or outgoing mail/packages at each of the copy/mail rooms twice a day (minimum).
- 2 Process and route all outgoing mail prior to close of business each workday.
- 3 Separate outgoing mail as by billing location (meter identifier) or as part of a consolidated pouch mailing.
- 4 Place consolidated correspondence in envelope, pouch, or carton and affix corresponding address labels.
- 5 Screen and package outgoing material for dispatch in compliance with packaging and addressing requirements of the USPS and small package carriers.
- 6 Deliver outgoing mail to the PHMC for weighing and metering.
- 7 All special classes of mail (Overnight/express, first class, registered, and certified) shall comply with applicable USPS regulations or express carrier guidelines or (INSERT GOVT ENTITY) Mail Management Handbook.
- 8 Consolidated Mailings: The Contractor will sort and consolidate mail to major mailing points as specified by the COTR, including Ship-in-Port locations. On receipt of outgoing mail, sort to appropriate consolidation box and/or boxes. At the end of each day, package or box consolidated mailings and address mail using a preprinted address label.
- 9 List on a daily log the total number of trays and tubs and number of individual parcels of outgoing mail readied for delivery to PHMC. Deliver the mail to the PHMC.

J. The Mailrooms

The following are the responsibilities of the Contractor:

- 1 Restrict Building 176 Main Mailroom access only to authorized personnel, as designated by the COTR.
- 2 Receive and sign for Fed-Ex, United Parcel Service (UPS) and express mail/package deliveries.
- 3 Provide and restock all mailing supplies and materials as necessary at the main and satellite mail rooms.

K. Equipment

The following are the responsibilities of the Contractor:

- 1 Notify the COTR immediately upon breakdown of any Government Furnished Property (GFP) or Equipment (GFE).
- 2 Throughout the contract period, the Contractor shall keep a current listing of government equipment in the mailrooms.
- 3 Be responsible for performing maintenance, checks, and inspections in accordance with manufacturer's recommendations. See paragraph Government-Furnished Property and Equipment for other requirements.

L. Internal Distribution of Material, Freight, and Cartage

- 1 The Contractor shall provide the services listed below. Standards and acceptable quality levels for these services shall be provided in the Quality Control Plan.
- 2 The Contractor shall furnish adequately trained personnel, including forklift trained and certified personnel, to receive and distribute a variety of materials.
- 3 Cartage Services:
 - a. The Contractor shall inspect all shipments of materials to ensure that the quantities of each item delivered agree with those specified on pickup or delivery order(s). This shall be done by comparing the information on the accompanying delivery/pickup order with the items tendered. Inform the COTR or designee of any overages or shortages. Enter information of each pickup or delivery in a Daily Work Log, and obtain a receipt signature for each item delivered
 - b. The Contractor shall also distribute agency-furnished publications via mailing lists maintained by the operating units. This shall be accomplished on a case-by-case basis with the COTR's approval and only upon written request from the operating unit, accompanied by the publications and a distribution list. The Contractor shall appropriately wrap/prepare the publications for mailing, affix a label on the outer cover of each package, and take the addressed packages to the PHMC for mailing.
- 4 Mail Courier Services: Pick-up all USPS mail and interoffice mail from the PRC site locations and deliver to the designated offices and locations.
- 5 Mail Distribution: Receive all incoming mail, sort and distribute as addressed. Pick up outgoing mail, sort and distribute according to schedule.
- 6 PRC Mail Distribution: Receive all incoming PRC mail, sort and distribute as addressed. Pick up all outgoing mail, sort, and distribute as per published schedule.
- 7 Parcel Post and Cartage Services: Pick up and deliver parcels and cartage as addressed and/or as dispatched by the COTR or designee.
- 8 Mail Management Service: Supervise mail distribution services. Provide liaison with PHMC for pickup and delivery of mail and resolution of mail

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problems, claims and inquiries. Ensure proper protection, maintenance and security of assigned Government facilities, equipment and materials, including documents which may include Privacy Act or classified information. Conduct mail counts as requested by COTR. Ensure that operational procedures and techniques are developed, tested, documented, refined and continuously monitored to provide the most efficient and cost effective mail service. Prepare written instructions on correct mail processing requirements for approval and/or distribution by the COTR. Participate with the COTR in conducting Regional Mail Surveys and Mail Improvement Meetings.

R. Files, Records, and Reports

The Contractor shall:

- 1 Maintain a reference file of current postal and agency mail rules and regulations.
- 2 Maintain a file of routing codes and consolidated mailing sites.
- 3 Maintain mail metering counts and report costs on a monthly basis. Metering is obtained from the PHMC.
- 4 Monthly Meter Usage Reports: Due by the 10th of each month.
- 5 Maintain a file of mail correspondence and requests for special services or exceptions to normal mail process or schedule(s).
- 6 Maintain a receipt and delivery log of all certified, registered and special-handling UPS, Express carriers (Airborne FedEx, DHL, etc.), Express (USPS) mail or other courier mail and packages.
- 7 Prepare, submit and maintain a file of all postal counts.
- 8 Prepare and submit monthly reports to the COTR.
- 9 Provide an annual visit letter to the DOC Regional Security Office per the requirements of DOD 5220.22-M.

Note: Unless otherwise stated, reports are submitted to the COTR and/or (INSERT GOVT ENTITY) Headquarters, Mail Manager

S. Special Services

- 1 Routine request for special mail-related assistance may be approved by the COTR, but must not interfere with established distribution schedules and must be in compliance with agency policy.

T. Government Responsibility

The Government shall be responsible for:

- 1 Providing facility, utilities, custodial service (except warehouse/storage areas in Building 130), and GFE (see Appendix C) consumable supplies, forms, and access to all regulations.
- 2 Providing appropriate training in mailroom reporting requirements during the 30-day calendar-day period after the start work date to ensure Contractor can

meet requirements. Details are outlined in subsequent sections of these specifications.

Section 3.07 Transportation and Courier Services

A. Transportation Services

The Transportation Services include the infrequent operation of a shuttle service for movement of personnel between various locations on Oahu, as needed. The contractor may be required to drive government-leased vehicles. These services require a knowledge of and familiarity with streets, highways, and driving conditions knowledge for the entire Oahu area.

B. Courier Services

Courier Services may be required on a daily basis with deliveries occurring within a 30-mile radius of the PRC to a number of locations on the island. The pick-ups and deliveries involve packages, crates, documents of critical importance, and some hazardous material (HAZMAT). Pick-up services may also be required for items at commercial sources. The contractor shall be required to possess current licenses and certifications necessary to transport HAZMAT. These services require a knowledge of and familiarity with streets, highways, and driving conditions knowledge for the entire Oahu area.

1. The following special requirements apply:
 - a. The performance of courier services is considered a critical government activity, and it is a high priority that all “runs” take place in an expeditious and accurate manner.
 - b. All property being transported must be safely stowed and secured at all times.
 - c. If the Contractor needs to replace drivers when the regularly scheduled drivers are absent, the replacement drivers shall be thoroughly familiar with all pickup/delivery schedules and routes.
 - d. The vehicles shall be locked at all times when the drivers are making deliveries to safeguard the materials being transported.
 - e. No property is to be left in the vehicles overnight.
 - f. In the event that the Contractor’s vehicles(s) become disabled, the Contractor shall provide a substitute vehicle within two hours after notification.
 - g. Drivers shall not conduct personal business while performing their driving duties or otherwise, during delivery runs.
 - h. If for any reason the messenger will be more than 15 minutes late for a scheduled run, the COTR shall be notified by phone as to the cause.

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- i. The requirement is for one daily pickup/delivery and unscheduled “special” requests as required until the main facility is constructed. At that time the requirement shall be for four-daily pickups/delivery.
 - j. Items being conveyed as part of a courier run, should weigh no more than 70 lbs. for each single item. And no more than a total of 400 lbs. shall be carried on an individual delivery run, unless specifically requested by the COTR.
 - k. Performance of minor vehicle maintenance such as (but not necessarily limited to): monitoring fluid levels such as oil, gas, window washer, tire pressure, cleaning the exterior and interior and having the vehicles washed.
2. Estimated Effort & Magnitude of Taskings: For the purposes of indicating scope of work only, the following information is provided. This information is being provided for background purposes ONLY, and is NOT being provided as an intended contractual or level-of-effort requirement.

Upon initial contract award, the estimated mileage for the courier requirement ranges from 10 to 20 miles per workday. When the main facility is constructed the estimated mileage is 80-120 miles per day.

Total labor hours: Approximately 250 labor hours per year upon initial contract award. Once the main facility is constructed the estimate is for 1,000 labor hours per year.

Article IV. CONTRACT MANAGEMENT AND PERSONNEL

A. Employee Roster

The contractor shall provide an electronic employee roster to the COTR no later than 10 business days prior to the start of contract performance (for security purposes only). Thereafter, an updated roster of active employees should be submitted when employees are hired, resign, or terminated. The updated roster shall be submitted to the COTR within 10 business days of any such. The content of the report may be as mutually agreed to by the Contractor and the COTR; however, it should not include the employees’ social security number.

B. Project Manager and Alternate Project Manager

The contractor shall provide a Project Manager (PM) to oversee all contractor functions and in any and all management activities required under the terms of the contract. The contractor shall also designate an Alternate Project Manager (APM) to act during the Manager’s absence. The Manager or designated alternate shall ensure that required supervision of contractor personnel is provided whenever work is being performed.

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(INSERT GOVT ENTITY) anticipates that the PM will serve as the contractor's principal point of contact with the COTR regarding all contract management matters, providing overall supervision and direction of all contractor activities and personnel, ensuring the successful and timely performance of all contract tasks.

The PM's primary duty location can be off-site but on Oahu. However, the PM shall be expected to periodically visit all locations covered by the contract to provide management and oversight of contract services. The PM or APM shall respond to all requests from the COTR within 24-hours of receipt.

Outside regular duty hours the Government may find it necessary to inform the contractor of events which affect the day-to-day operations of the facilities covered by the contract. Therefore, the contractor shall provide a cell phone or pager number for purposes of informing the COTR or Alternate COTR of such events.

Section 4.01 Personnel Qualifications and Certifications

A. Project Manager (PM) Required Experience and Qualifications

The PM shall have experience in the execution and management of warehouse, mail, courier, and transportation services of a similar scope and similar or larger size. The PM and APM shall possess basic computer skills and have experience working with hand held scanners.

B. Personnel Qualifications

a. General: All Contract employees must possess the following qualifications. Additional qualifications are shown for more specific work areas.

- i. Knowledge and use of computers.
- ii. Proficient in reading and capable of communicating effectively in English.
- iii. Proficient in basic math skills.
- iv. Contractor personnel shall be capable of standing, bending, lifting and walking for the majority of a workday.
- v. Contractor personnel shall be capable of lifting and carry moderately heavy material (up to 70 lbs).

b. Warehouse Work:

- i. Knowledge of warehousing and materials handling methods and techniques.
- ii. Knowledge in operating computerized warehouse management system software.
- iii. Knowledge with the use of hand held scanners.

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- iv. Skill in operating motorized and manual equipment and tools to include forklifts, platform lifts, drills, banding equipment, shears, stretch wrap, etc.
 - v. Ability to prepare reports and document to support shipping, receiving, and inventory control.
 - vi. Ability to load and unload shipments and store contents in an efficient manner, maximizing warehouse space.
- c. Courier and Transportation
- i. Possess a current driver's license.
 - ii. Maintain insurance coverage for drivers and vehicles, as required by the State of Hawaii.
 - iii. (INSERT GOVT ENTITY) shall not be held liable for damage or injury caused by the Contractor or their employees.
- d. Mail Work:
- i. Knowledge of mail sorting, collection, and delivery procedures.
 - ii. Knowledge of several different types of forms and materials in order to effectively process sending and receiving of mail.
 - iii. Knowledge with document filing procedures.
 - iv. Knowledge of outgoing mail procedures to sort and process normal categories of mail.
 - v. Skill in operating mail room equipment such as envelope opening and sealing machines, date stampers, etc.

C. Licenses and Certifications

Specific tasks require certain licenses and certifications in order to perform the work. The Contractor shall ensure all training for employees required to operate materials handling equipment or other equipment requiring licensing, certification, or specialized training has been completed. The contractor shall ensure personnel operating any motorized equipment and/or vehicle has the appropriate operator's license and or certification.

The contractor shall maintain updated copies of any applicable licenses and certifications for all employees on site and make available to the Government upon request.

The Contractor shall be responsible for obtaining all necessary permits and licenses, and for complying with all applicable Federal, State and Municipal laws. The Contractor shall promptly notify the Contracting Officer, in writing, in the event any problems arise concerning permits, licenses, or other legal requirements.

Information Technology Software/Services: Vendor's shall be compliant with NIST SP-800-XX and FIPS 199 security specifications and provide a security agreement identifying the system and its security controls

Section 4.02 Quality Control

The contractor shall be responsible for the quality of services provided under the contract, to include those provided by subcontractors, in accordance with acceptable quality performance levels. The contractor shall re-perform work at no cost to the government that does not meet contract requirements, unless otherwise directed by the CM.

A. Quality Control Plan

The contractor shall develop, implement, and maintain a Quality Control Plan (QCP) for measuring and attaining quality of performance under the contract. The contractor's QCP shall be in accordance with ISO 9001:2000 standards and shall explain the manner in which the contractor will ensure that all contract requirements are being accomplished in accordance with the established standards of the contract. The contractor shall maintain and improve its QCP to prevent unsatisfactory performance from repeating and to ensure unsatisfactory performance is addressed and rectified in a timely manner.

The contractor shall submit the QCP as part of the evaluation of this RFP. The contractor shall submit any changes in the plan to the COTR for approval no later than five workdays prior to implementation.

B. Quality Assurance

In order to monitor the quality of the contractor's services, the Government will conduct quality assessments. The Government reserves the right at any time to conduct onsite inspections of the Contractor's work at all facilities. The contractor shall achieve acceptable quality levels for the standards of accuracy and timeliness shown below.

The primary methods of inspection include 100% inspection and random sampling; however customer feedback and incidental observation may also be used. The Government reserves the right to change or use whichever method of inspection or quality assurance it deems appropriate or beneficial to the Government's interests. Inspections will include all aspects of the services required by the contract.

- 1) 100% Inspection - 100% inspection is an evaluation method that requires complete inspection of contract requirements. For 100% inspection, the Government will perform surveillance on each item/service performed.
- 2) Random Sampling – Inspection based on random sampling requires evaluation of a fractional part of a contract requirement, not the whole requirement. It provides a means by which each part of a contract requirement has an equal chance of being selected for inspection. Random

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sampling will be conducted by visual inspection or by information contained in the Warehouse Inventory database. In addition, customer reports of receiving an incorrect item will be used.

3) Non-Performance

- a) All work shall be subject to inspection, approval, and acceptance by the Government. Work shall be inspected regularly by the COTR and an oral or written notice of deficiencies to be corrected will be given to the Contracting Officer's Technical Representative or Supervisor. Inspections will be based on the work schedule to assure that inspections closely follow the actual work accomplished within each requirement.
- b) The Contractor shall have three (3) days from the date of a written notice of deficiencies, in which to furnish satisfactory written explanation of the deficiencies and corrective action taken. No inspector is authorized to change any provision of the specifications without written authorization from the Contracting Officer. The presence or absence of an inspector shall not relieve the Contractor from any requirement of the contract.
- c) Work will be considered not to have been performed when any one of the following conditions exists:
 - i. The work tasks in an area were not performed in strict accordance with the performance standards and procedures.
 - ii. The required tools were not used or were not in good operating condition.
 - iii. The required clearances and licenses were not maintained and allowed to lapse.
 - iv. Disaster Preparedness/Continuity of Operations plans were not formulated or inadequately prepared.
- 4) If work was not performed; a deduction will be made (said deduction will in no way affect the Government's right under the "Default" clause of this contract). The Contracting Officer (CO) and Contracting Officer Technical Representative (COTR) will determine the amount of deduction for non-performance

Section 4.03 Phase-In and Phase-Out of Operations

A. Post Award Meeting

Within 7 business days after award of the contract, the contractor and appropriate staff (i.e. Manager and Alternate Manager) shall attend a post award meeting with

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the COTR and FM; to discuss and ensure mutual understandings relative to administration of the contract.

B. Phase-In Plan

The Contractor shall develop the Phase-In Plan which incorporates the information contained in the "PRC Storage and Material Handling Report" to include the conceptual LO storage plan and timetable for moving the line offices from their existing leased locations to Building 130. This plan shall not include office supplies, furniture, or shop equipment not going into the warehouse. The plan shall be reviewed by the COTR and government representatives and may require several meetings before it is final. The meeting will conclude with a phase-in plan that ensures an orderly phasing-in of the contractor's services, so as not disrupt or adversely impact the day-to-day conduct of (INSERT GOVT ENTITY) business. The final plan must be approved in writing by the COTR.

C. Phase-In Period

The period of time between the contract award date and the start date will constitute the phase-in period. The phase-in period shall be 60 calendar days in duration. During the phase-in period, the contractor shall prepare to assume full responsibility by the end of the phase-in period for all areas of operations in accordance with the terms and conditions of the contract. The contractor shall take all actions necessary for a smooth phase-in of the contract activities.

During the phase-in period, the contractor shall:

1. Have all necessary personnel recruited and hired.
2. Develop and submit any required deliverables.
3. Attend post-award meeting(s).
4. Accomplish any necessary training to support the services listed in Article III Section B.
5. Attend (INSERT GOVT ENTITY) orientation (within the last 10 days of phase-in)
6. Secure all necessary supplies, materials, and equipment to perform the work identified in this contract. Prior approval is required by the COTR.

Warehouse Activities:

The contractor shall:

1. Work with the existing LOs at their current locations. The Government will have another Contractor (Moving Contractor) to load, transport, and unload the items being located to Building 130. The Contractor shall work with the Moving Contractor during the relocation phase, as necessary.
2. Confirm and verify the inventory of all items to be stored on shelving in the Building 130 Warehouse as identified by each Line Office. The responsible inventory is those items that will be stored on shelving and under control of

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- the warehouse contract. This work does not pertain to items, furniture, and equipment located in the shops, animal tank area, physiology lab, central equipment plant and offices. A report was completed in March 2008 which quantified the warehouse storage requirement to assist in the design effort, "Pacific Regional Center (PRC) Storage & Handling Recommendation Report" and is available for review.
3. Develop a "Move Plan" which includes inventorying and staging property at the Line Office locations and storing and retrieval of inventory. (Move Plan to be approved by the COTR).
 4. Purchase and apply bar-coded ID tags to inventory at the existing (INSERT GOVT ENTITY) storage locations and Government provided shelving in the new Building 130 Warehouse as appropriate. For example individual items stored on "hand stack" racks or pallets shall be individually bar-coded to allow customers to select one to multiple items. The Government shelving shall be bar-coded to allow for location identification.
 5. Attend coordination meeting with (INSERT GOVT ENTITY), NAVFAC Hawaii, and Moving Contractor to delineate roles and responsibilities and finalize Contractor's requirements in support of the "Move Plan".
 6. Assist the LOs in palletizing, staging, and preparing the responsible inventory for transportation. Pallets shall be provided by the Government. The Contractor shall provide technical guidance to the Line Office personnel in staging, boxing, and palletizing to ensure items can be easily accepted into the warehouse according to the agreed upon plan. (The "Moving Contractor" shall be responsible for providing the materials and effort necessary to secure the items to the pallet and labor assistance to load pallets and boxes for the LOs.)
 7. Determine what goes on the pallets based on where they will ultimately be stored in Building 130 (hand stack or high bay racks) with the LOs.
 8. Inventory items as received from the LOs. For example, if the LO provides 1-box on a pallet, the item shall be inventoried as 1-box. However, if the LO provides a detailed inventory of the items in the box, the Contractor shall record each item as a separate line item in the Warehouse Management System (WMS).
 9. Prepare the WMS, by loading inventory, documenting barcodes, identifying warehouse locations, etc.
 10. The office, shop, and lab furniture and equipment will be the responsibility of a separate Contractor (the Moving Contractor). (Moving Contractor will band, shrink wrap, and prepare these items for transport.)
 11. Move inventory from the drop off point at the PRC into its predetermined location in Building 130 as identified in the "Move Plan".
 12. Stock the warehouse with the necessary packing materials and other items necessary for shipping, receiving, put-aways, etc.

The contractor responsibility shall not include the securing of pallets, loading, unloading, and transportation of inventory from the Line Office locations to the

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drop off point at the PRC Building 130. This shall be managed under a separate Government contract (Moving Contractor).

The Contractor shall coordinate the relocation of all equipment and materials (responsible inventory) to be stored in the fenced-in warehouse area from the Line Office locations (Appendix B) to Building 130 and have the warehouse, mail, courier and transportation services fully operational by March, 2012.

At the time the Main Facility is completed, approx July 2013, a selected Contractor shall perform a similar relocation effort which shall be detailed and awarded separately from this contract.

Mail Activities

Stock the main mailroom and satellite mail/copy rooms with the necessary envelopes, packing materials, etc. Satellite mail/copy rooms are located in the Main Facility.

During this period the contractor's management personnel will be permitted to access the (INSERT GOVT ENTITY) facilities.

D. Phase-Out Plan

The contractor shall establish and implement plans for an orderly phase-out of operations at the completion of this contract. The contractor's phase-out procedures shall not disrupt or adversely impact the day-to-day conduct of (INSERT GOVT ENTITY) business. The contractor shall develop a phase-out plan to affect a smooth and orderly transfer of contract responsibilities in the event of transition to a succeeding contract. The final plan should be approved in writing by the COTR.

The plan shall at a minimum address the following issues:

- a. Removal of contractor property – Includes a complete inventory of items provided to the COTR prior to removal of any item.
- b. Data and information transfer
- c. Clean-up of contractor work areas
- d. Any other actions required to ensure continuity of operations
- e. Inspection & transfer of equipment back to the government
- f. Have the approval of (INSERT GOVT ENTITY) and (INSERT GOVT ENTITY) security

The plan shall be submitted to the COTR for approval no later than 60 calendar days prior to contract completion date. The contractor shall provide the COTR copies of changes and revisions for review and approval prior to implementation.

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The final phase-out plan must have the approval of (INSERT GOVT ENTITY) and (INSERT GOVT ENTITY) security.

The contractor shall also comply with the requirements of FAR 52.222-41, Service Contract Act of 1965, as Amended, paragraph (n), Seniority List, which requires the Contractor to submit to the Contracting Officer a certified list of the names of all service employees on the Contractor's (or subcontractor's) payroll during the last month of contract performance. The list shall also contain anniversary dates of employment on the contract either with the current or predecessor contractors. This listing shall be submitted not less than 10 days prior to completion of the contract.

Section 4.04 General Information

A. Co-existence of government and contractor personnel

(INSERT GOVT ENTITY) and the Contractor may have employees working in the same area, performing somewhat similar functions. In these instances, Contractor resources shall not be used to cover the absence of a Government employee.

B. Vehicle Registration/Parking

Contractor employees must register their vehicles with (INSERT GOVT ENTITY) and the (INSERT GOVT ENTITY). Adequate, no cost parking is available at all facilities.

C. NOAA Contracting Officer Technical Representative (COTR)

A (INSERT GOVT ENTITY) COTR will be present at the Post Award Meeting. This person is the point of contact for facility, equipment, and supply items. The COTR is the first point of contact with the Contractor for building related issues and services such as housekeeping and custodial issues. The COTR is also the point of contact for security issues. The COTR is not authorized to change the contract but will facilitate and coordinate contract issues with the Contracting Officer and Contractor. In the absence of the COTR the Contractor should contact the alternate COTR or his/her designee with any facility related questions or issues for Building 130.

D. Federal, State, (INSERT GOVT ENTITY), and (INSERT GOVT ENTITY) Laws, Regulations, Policies, and Procedures

The Contractor shall follow all applicable Federal and State laws and regulations and (INSERT GOVT ENTITY) and (INSERT GOVT ENTITY) policies and procedures.

E. Government Provided Orientation/Training

a) Facility Orientation

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The Government will provide orientation for all contractor personnel within the last ten calendar days of the phase-in period (refer to section B-9(C) for more information relevant to the phase-in period). The orientation will cover topics such as facilities locations, assigned parking, standards of conduct, and issuance of building passes.

b) (INSERT GOVT ENTITY) Provided Training

(INSERT GOVT ENTITY) will provide Security, Occupant Emergency Plan, Privacy, and other various orientation training. Such training will occur within sixty (60) calendar days of the start of the contract. The (INSERT GOVT ENTITY) training will be updated, at its discretion, whenever technological and procedural changes occur and additional training is warranted.

With the exception of the training stated herein, the Contractor shall be responsible for training its employees throughout the duration of the contract. The Contractor shall provide training for all contract employees who do not attend (INSERT GOVT ENTITY) provided training. The Contractor may reproduce any (INSERT GOVT ENTITY) training materials that are needed for subsequent training of Contractor employees.

F. Inclement Weather or Other Emergency Conditions

If there is inclement weather or other emergency conditions, the Contractor shall contact the COTR. The COTR shall make the determination as early as practicable.

The Contractor can obtain weather information from the following website along with other information. <http://www.prh.noaa.gov/hnl/>

For purposes of this contract, contractor personnel should report to work unless the announcements specifically pertains to the (INSERT GOVT ENTITY) offices in Honolulu, HI

G. Security/Building Passes

When on Government property, the Contractor shall comply with all pertinent laws and regulations governing access to, operation of and conduct of employees while on the premises. The Contractor shall perform the work required under this contract in a manner that shall not unreasonably interrupt or interfere with the conduct of (INSERT GOVT ENTITY) business. Cameras or recording devices of any nature, regardless of ownership, and picture taking on (INSERT GOVT ENTITY) property is prohibited. The restriction ensures compliance with (INSERT GOVT ENTITY) mandate to protect all Privacy Act and other sensitive information, as well as to protect the integrity of the facilities and their occupants.

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The Government will issue identification badges to all Contractor employees. Badges are to be worn at all times and are to be properly displayed on the front of the person, above the waist and below the shoulder with the picture facing outward. Individuals who fail to properly display these badges are subject to removal from the facility.

The contractor shall establish and implement methods of ensuring that all badges issued to the contractor by the (INSERT GOVT ENTITY) are not lost or misplaced and are not used by unauthorized persons. The contractor shall immediately report any occurrences of lost badges to the PO.

H. Contractor Participation in Government Programs

Occupant Emergency Plan

The OEP is designed to safeguard lives and property during emergencies that involve bombings, bomb threats, chemical spills, civil disturbances, fires, explosions, evacuations, floods, electrical power failure, medical emergencies, hurricanes, tornadoes and earthquakes, or other natural or human-caused disasters. For the protection of life and property during emergencies, a current OEP is required.

The (INSERT GOVT ENTITY) Facility Team will provide sufficient copies of the Occupant Emergency Operation (OEO) handbook to the contractor within 15 calendar days from the start of contract performance. Updated copies of the OEO handbook will be provided during the life of the contract. The contractor shall distribute the OEO handbook to all personnel and shall ensure all personnel are familiar with and follow OEO procedures. The contractor shall ensure the timely evacuation of all contractor personnel during emergency evacuations.

Energy Conservation

The Contractor shall participate in Government utility conservation and resource recycling programs. The Contractor shall instruct all Contractor personnel in energy and resource conservation practices and shall require them to operate utilities under conditions that preclude wasteful use of energy. Current recycling programs include aluminum cans, paper, plastic, printer ink cartridges, etc. Federal guidelines concerning recycling can be found at <http://www.ofee.gov>.

Section 4.05 Government-Furnished Facilities, Equipment, and Services

A. General

The contractor, at a minimum, shall control, protect, preserve, and maintain Government property in accordance with FAR 52.245-2, Government Property (Fixed-Price Contracts). The contractor shall be subject to Government regulations regarding inventory; damage; fraud, waste, and abuse; missing, lost, and stolen

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items; and the survey of Government-Furnished Property. The Government will provide the equipment listed in Appendix C for use by the Contractor. The Contractor may use any existing furniture and equipment in each location.

(INSERT GOVT ENTITY) will provide or make available to the contractor appropriate workspace at the facilities where work is required for performance of the contract. The contractor shall keep all work areas clean and in neat and professional order at all times.

Upon completion of the contract, the facilities used by the contractor shall be in the same or better condition as when the contractor began work, except for reasonable wear.

The Contractor shall determine the most economically feasible means to purchase and or lease equipment i.e. leasing a truck rather than purchasing if deemed more economically feasible to the Government when selecting equipment.

The Contractor shall be responsible for repair of all damages incurred as a result of negligence or abuse by Contractor employees. The contractor shall make every effort to notify the COTR as soon as such damage occurs.

The Building 130 Warehouse is a government owned facility; therefore arrangements for payment or repair of damages will be made in consultation with (INSERT GOVT ENTITY). In no event shall the Contractor make retribution directly to anyone without the involvement of the COTR.

B. Facility Security

Security for the buildings will remain (INSERT GOVT ENTITY) responsibility. Building 130 could be opened by (INSERT GOVT ENTITY) the contractor depending on the daily requirements. This facility has a controlled access requirement; which means that any individuals entering or leaving the facility must have approved authorization and control documentation will be maintained as individuals enters and leaves facility. These requirements will be defined by (INSERT GOVT ENTITY) and will have universal application.

Buildings 175 and 76 will be opened by (INSERT GOVT ENTITY) and the contractor and personnel must received authorization to enter these facilities

C. Housekeeping and Facility Maintenance Services

The Contractor shall be responsible for keeping the area of responsibility (approx 18,000 SF) in a neat and orderly appearance. This includes the area in the flow racks, bin areas, and the bulk storage area located in the pallet racks and the mezzanine. Contractor shall provide COTR a schedule of activities for review. Routine cleaning shall consist of:

(INSERT GOVT ENTITY) **Warehouse Services**

1. High Area Cleaning (Once per year)
2. Floor Sweeping (As needed or minimum of Once per Week)
3. Damp Mop (Twice Monthly)
4. Buff/Scrub Floor (Annually)

(INSERT GOVT ENTITY) shall provide all other facilities maintenance services and supplies necessary to properly maintain the facility including utilities maintenance (lighting and other electrical maintenance and repair; heating, ventilation, and air conditioning maintenance and repair), fire protection services, and other facility maintenance and repair services.

D. Inventory of Property & Equipment

The contractor shall conduct an inventory of all Government-Furnished property and equipment within 30 calendar days after the start of contract performance. The contractor shall submit an Inventory List within five calendar days of completion of the inventory to the COTR. The inventory list shall acknowledge receipt of the items, verify the working condition of the equipment, and note any discrepancies. The Contractor and the COTR or designee shall mutually resolve any discrepancies and shall provide the COTR with an updated listing, if necessary, for incorporation into the contract. The contractor shall assume full responsibility for these inventories upon completion.

E. Maintenance of Government-Furnished Property and Equipment

The Contractor shall be responsible for routine equipment maintenance necessary to ensure that equipment is kept operational. The Contractor shall be responsible for identifying and timely notifying the COTR of other-than-routine maintenance requirements to ensure continued successful performance. The contractor shall be responsible for performing daily checks of all MHE to ensure that they are in proper working condition.

The Contractor shall assume full responsibility for all damage to Government-Furnished Property (GFP) and Equipment (GFE) not caused by normal use. The contractor shall replace, at no expense to the (INSERT GOVT ENTITY), GFP and GFE that is damaged beyond economical repair due to contractor misuse or negligence, as determined by the COTR. The title for contractor replaced equipment shall be vested in (INSERT GOVT ENTITY).

The contractor shall not remove GFP or GFE from any Government location without prior written approval from the COTR. (INSERT GOVT ENTITY) property may not be copied, used, accessed, transported or stored or otherwise impinged upon or utilized in any way except as explicitly permitted in this agreement.

(INSERT GOVT ENTITY) **Warehouse Services**

On a yearly basis, the COTR shall review the condition of the GFP to ensure the equipment is in working condition and is being properly used and maintained. The Contractor will be responsible for major repairs and/or replacement of GFP which is not in working order due to deterioration caused by normal use.

The Contractor shall provide all maintenance services per the Manufacturer's specifications and maintain all related records and documentation.

F. Return of Government Furnished Property and Equipment

The COTR or designee and the Contractor shall conduct a joint inventory of GFP and GFE, no later than one month prior to completion of the contract. The Contractor shall return all GFP and GFE on-hand at the completion of the contract equal in type, kind, quality, and quantity as originally furnished by the Government and accepted by the contractor (excluding those items of equipment turned over to the Government for disposal during the course of performing the contract). The Contractor shall also return all equipment for which title was vested in the Government. Such property shall be in the same or better condition as when originally furnished, with the exception of normal wear and tear.

G. Government-Furnished Supplies

The Contractor will provide the necessary operating supplies including general office supplies, for the term of the contract. No supplies shall be provided by the Government.

H. Information and Telecommunication Services

The Government shall provide telephone and internet infrastructure to the warehouse desk. This shall include the cable pathway or conduit up to the termination jacks. The Contractor shall provide necessary phones including cell phones if necessary, computers, printers, service (phone and internet) and the like to perform the work specified under this contract.

Section 4.06 Contractor-Furnished Property

A. General

The contractor shall provide all property and services not specifically identified as Government-Furnished in Section 4.05 of the contract necessary to comply with the requirements of this contract.

B. Property and Equipment

(INSERT GOVT ENTITY) **Warehouse Services**

Equipment acquired by the contractor, at the contractor's discretion, to supplement those provided as Government-Furnished shall remain the property of the contractor upon completion of the contract. The contractor shall not be separately reimbursed for the purchase or lease of any equipment. Equipment to which the contractor has title shall be marked with a label that reflects the contractor's commercial name or logo and clearly identifies the contractor's identity and ownership.

C. Uniforms and Safety Equipment

The contractor shall be required to provide all personnel distinctive uniforms are identified as contractor employees. The contractor shall provide all employees with OSHA compliant safety equipment, and include safety shoes, lifting belts, hard hats, protective eye gear, etc. and other required safety equipment as well as ensuring that all OSHA and maintained throughout the facility The contractor shall be required to submit a safety plan with the RFP. This plan shall detail all of the actions taken by the contractor to ensure the health and safety of facility employees.

D. Damage or Loss to Contractor's Property

The Government will not be responsible in any way for damage to or loss of the Contractor's equipment kept in or near the buildings; or the Contractor's employees personal belongings brought onto Government premises; occasioned by fire; theft, accident or otherwise.

Article V. DELIVERABLES AND EVALUATION

Section 5.01 Deliverables

Contractor Deliverables

ITEM	DUE
Employee Roster	Within ten (60) business days prior to the start contract performance. Thereafter, an updated roster of active employees shall be submitted when employees are hired, resign, or terminated.
Quality Control Plan (QCP)	15 Business days after start of contract performance.
Phase-Out Plan	No later than 60 days prior to completion of the contract.
Inventory of Property & Equipment	Written verification of Government property and equipment. Provide Government list of Contractor provided property and equipment. Within thirty (30) calendar days after start of contract performance.

Monthly Progress Report	Monthly
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Section 5.02 Evaluation

The Government will award a Fixed Price Contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to the Government, taking into account the following factors: ISO 9001:2000 certification, experience, past performance, and price. ISO 9001:2000 certification is a **mandatory factor** and, therefore, is the most important factor. Experience and past performance are equal in importance; and when combined, are slightly more importance than price. The Government may award to other than the lowest priced offeror based on a trade-off among experience, past performance, and price.

Award of any contract as a result of this solicitation will be made in the aggregate. Offerors shall offer on all of the line items in Section A of the solicitation. Failure to offer on any line item may result in your offer being ineligible for award.

A written notice of award or acceptance of an offer mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.

The following evaluation factors will be used to determine the acceptability of offeror responses.

1. **ISO 9001:2000 Certification**

This is a mandatory evaluation factor. The Government's evaluation of this factor will be on a GO/NO-GO basis. If the offeror is not ISO 9001:2000 certified at the time of offer submission, the evaluation for the factor will be a NO-GO and will not be further evaluated. No offer will be considered for award with a NO-GO rating. Only offers who are ISO 9001:2000 certified will be forwarded for further evaluation.

Go: Certification is compliant with standards for ISO 9001:2000

No-Go: Certification is not compliant with standards for ISO 9001:2000

2. **Experience**

The Government's evaluation of experience will be a **subjective assessment** based upon information supplied by the offeror in their response to this solicitation. Thus,

(INSERT GOVT ENTITY) **Warehouse Services**

Offerors must supply complete descriptions of previous work experience. The Government may perform a site visit to prospective offeror's locations to evaluate their capabilities and performance.

When evaluating offeror experience under this solicitation, the Government will not consider the experience of proposed subcontractors. The Government will evaluate Offerors proposing as a Joint Venture between a mentor and an 8(a) protégé, ***provided*** an SBA-approved mentor-protégé agreement, approved by SBA prior to the date and time specified for receipt of offers for this solicitation, is provided as part of offer.

The Government reserves the right to verify the cited experience. The Government will evaluate the offeror's experience in providing relevant and similar services to other corporations or Government agencies to the extent to which an Offerors experience is similar to the Government's requirements in terms of size, scope, and complexity.

To facilitate the assessment of an offeror's experience, the following scale of experience rating factors will be utilized:

Description

Experience is in work **extremely similar**, in terms of size, scope and complexity, to the Government's requirements under this solicitation.

Experience is in work **very similar**, in terms of size, scope and complexity, to the Government's requirements under this solicitation.

Experience is in work **somewhat similar**, in terms of size, scope and complexity, to the Government's requirements under this solicitation.

Experience is in work **slightly similar**, in terms of size, scope and complexity, to the Government's requirements under this solicitation.

Experience is in work **neither similar nor relevant**, in terms of size, scope and complexity, to the Government's requirements under this solicitation.

FAILURE OF AN OFFEROR TO PROVIDE A THOROUGH DESCRIPTION OF HOW IT'S EXPERIENCE IS SIMILAR IN SIZE, SCOPE AND COMPLEXITY TO THE SOLICITATION REQUIREMENTS MAY RESULT IN THE OFFER BEING ELIMINATED FROM CONSIDERATION FOR CONTRACT AWARD.

3. Past Performance

Past Performance is defined as a measure of how well the offeror has performed and satisfied its customers. The Government's evaluation of an offeror's past

(INSERT GOVT ENTITY) **Warehouse Services**

performance will be a subjective assessment based upon information provided by the references supplied by the offeror in response to this solicitation and other past performance information available to the Government. The government will also use other information which may be available from a variety of other public and private sources. This criterion includes, but is not limited to, factors such as:

Quality of Service - Compliance with contract requirements; effectiveness of offeror's quality control plan/program, conformance to standards of good workmanship; accuracy; and no performance deductions taken for quality issues, etc.

Personnel Management - Effective and efficient management of work force; work force properly trained and given proper direction to ensure that required tasks are successfully performed; responsive to contract requirements; reasonable/cooperative behavior; absence of staffing shortages; low employee turnover; etc.

Cost Control - Billings are current and accurate; complete and timely; cost efficiencies implemented; etc.

Timeliness of Performance – Reliable, responsive to technical direction; adhered to the contract schedule; contract deliverables completed/provided on-time; no performance deductions taken for timeliness issues, timely contract administration.

Business Relations - Effective and efficient management; responsive to contract requirements; cooperative behavior; flexible; pro-active behavior; responsive to inquiries, prompt notification of problems and problem resolution, customer satisfaction, etc.

It is incumbent upon the offeror to ensure that the appropriate points-of-contact for all references are accurate and that they are notified that they may be contacted relative to this solicitation.

To facilitate the assessment of an offeror's past performance, the following past performance rating factors will be utilized:

Description

Outstanding – Past performance clearly and consistently exceeded customer expectations.

Excellent - Entirely favorable past performance.

Good - More favorable than unfavorable past performance.

(INSERT GOVT ENTITY) **Warehouse Services**

Neutral –No record or inconclusive record (favorable and unfavorable past performance approximately equal) of past performance.

Poor – More unfavorable than favorable past performance.

Unsatisfactory – Entirely unfavorable past performance.

4. Price

The Government will evaluate offers for award purposes by adding the total price for all Option Years to the total price for the Base Year. This includes all prices proposed in this document. Evaluation of options shall not obligate the Government to exercise the option(s). Proposed prices will not be point-scored in the evaluation process.

Offerors are advised that unrealistically low offers may be construed as indicative of a significant lack of understanding of the requirements of this solicitation/contract and will be considered in determining the risk inherent in awarding a contract to such an offeror.

APPENDIX A - PRC CAMPUS MAP



Pacific Regional Center Campus Boundaries

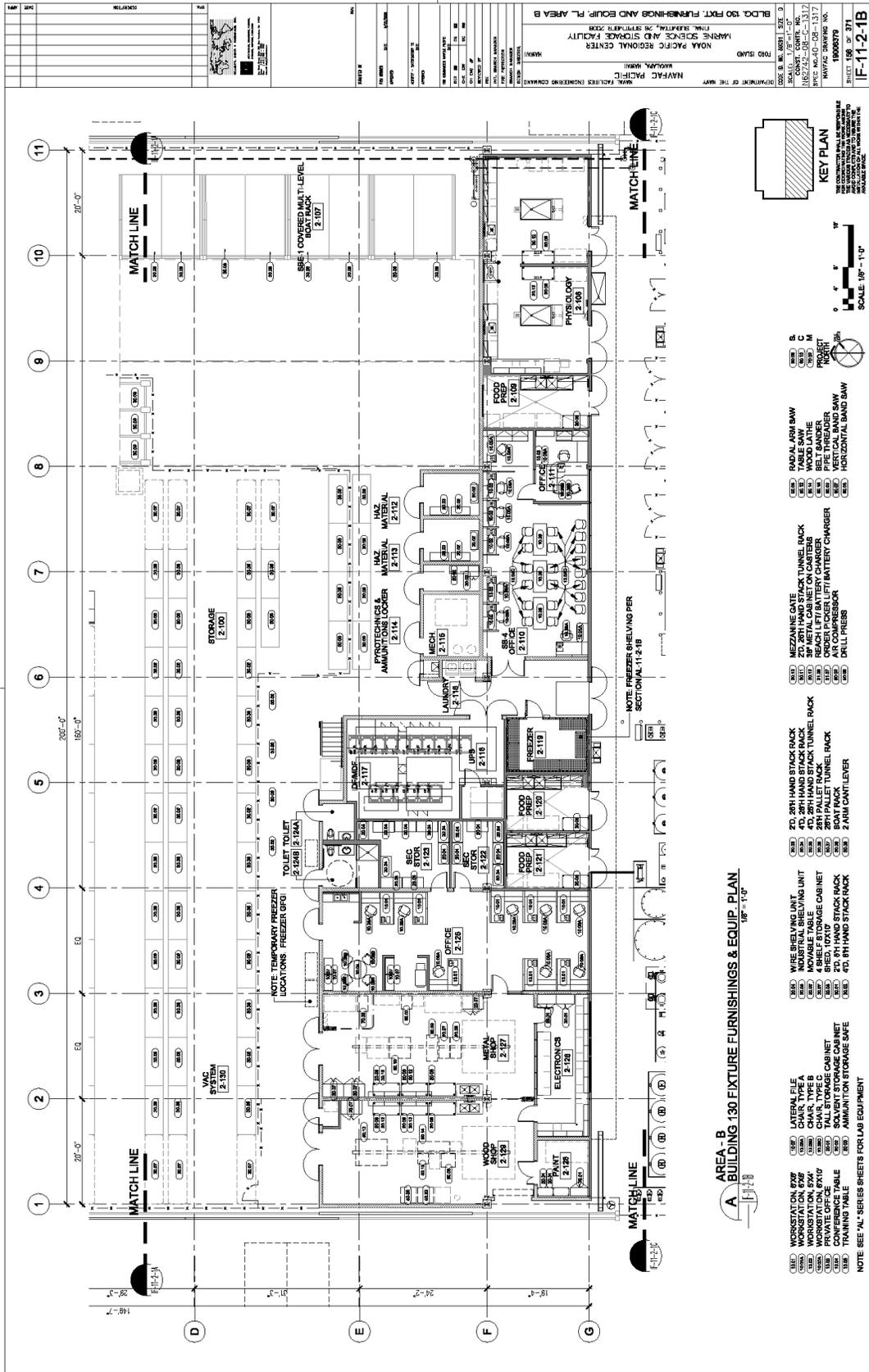


(INSERT GOVT ENTITY) Warehouse Services

APPENDIX B - (INSERT GOVT ENTITY) LEASE SCHEDULE

Line Office	Facility Name	Location	Size RSF (NOAA/Total)	Expiration Date	Exit Actions Required By Lease	PRC Bldg / IOC Date	Status/Comments
NMFS	Ofc of Law Enforcement (OLE)	300 Ala Moana Blvd	1,428	31-May-12	4-mo cancel notice	Bldg 175 July 2013	(7th Floor)
NMFS	OLE	300 Ala Moana Blvd	183	31-Mar-10	4-mo cancel notice		Storage space-1st Floor
NWS	NWS	700 Richards Street	9 parking spaces	30-Sep-09	4-mo cancel notice	Bldg 175/ May 2013	9-parking spaces for NWS
NMFS	PIFSC (HARC)	99-193 Aiea Heights	6,242	15-Dec-09	4-mo cancel notice	Bldg 176/January 2012	GSA working on 4 year firm term, 2 years opt term renewal option
NMFS	Observers and PIFSC	746 Auahi Street	4,158	31-Aug-10	4-mo cancel notice after March 2009	Bldg 130/May 2010	Warehouse collocation. Lessor terminated lease at Sumner St.
NMFS	PIRO	1601 Kapiolani 9th, 10th, 11th & 12th Floor	37,843	30-Apr-12	4-mo cancel notice	Bldg 175/May 2013 & Bldg A/January 2013	Amortization stops in 2009. GSA adjusting sq. ft. + Rental rate: 1- OA only now Will ask GSA Rent PM to verify
NMFS	OLE	1601 Kapiolani - 9th Floor	3,698	30-Apr-12	4-mo cancel notice	Bldg 175/May 2013	Amortization stops in 2009. GSA adjusting sq. ft. + Rental rate: 1- OA only now Will ask GSA Rent PM to verify rent. (5-yr firm 09)
NOS	Papahānaumokuākea Marine National Monument (PMNM)	6600 Kalanianoʻle Highway Hawaii Kai Corporate Plaza	10,660	30-Sep-14	4-mo cancel notice	Bldg 175/May 2013 & Bldg 176 January 2012	(10-yr firm lease.) Checking w/GSA for date firm term ends.
NOS	Papahānaumokuākea Marine National Monument (PMNM)	6601 Kalanianoʻle Highway Hawaii Kai Corporate Plaza	3,095	30-Sep-14	4-mo cancel notice	Bldg 175/May 2013 & Bldg 176 January 2013	Expansion in progress by GSA. On 5/15/2008, Mr. Broglie approved for PMNM to secure an additional 3,095 sq. ft. OA to tie into existing lease, 10,660 sq. ft.
NOS	Hawaii Islands Humpback Whale National Marine Sanctuary	6600 Kalanianoʻle Highway Hawaii Kai Corporate Plaza	3,341	30-Sep-14	4-mo cancel notice	Bldg 175/May 2013 & Bldg 176 January 2012	(10-yr firm lease.) Checking w/GSA for date firm term ends.
NOS	Pacific Services Center	737 Bishop	7,672	31-Aug-11	4-mo cancel notice	Bldg 175/May 2013	
NWS	Pacific Region Office	737 Bishop	11,374	31-Aug-11	4-mo cancel notice	Bldg 175/May 2013	
NWS	Warehouse	220 A Kalihi Street	11,124	30-April-11	4-mo after 4/09	Bldg 130 May 2010	New lease in place with 120 cancellation after April 09

(INSERT GOVT ENTITY) Warehouse Services



APPENDIX D – SAFETY AND HEALTH

1. General

All work performed under this contract shall comply with applicable federal, state and municipal safety and health requirements. Where there is a conflict between applicable regulations, the most stringent shall apply.

2. Quality Assurance

Safety Meeting

Representatives of the Contractor shall meet with the COTR and his/her representative(s) under this contract for the purpose of reviewing the Contractor's safety and health programs and discussing implementation of all safety and health provisions pertinent to the work to be performed under this contract. The Contractor shall be prepared to discuss, in detail, the measures he/she intends to take in order to control any unsafe or unhealthy conditions associated with the work to be performed under this contract. The level of detail for the safety meeting is dependent upon the nature of the work and the potential inherent hazards. The Contractor's principal on-site representative(s), and his/her safety representative(s) shall attend this meeting.

Contractor Responsibility

The Contractor shall assume full responsibility and liability compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work, and shall hold the Government harmless for any action on his/her part or that of his/her employees which results in illness, injury or death.

3. Products

Materials and Equipment

Special facilities, devices, equipment, clothing, and similar items used by the Contractor in the execution of work shall comply with the applicable regulations.

Hazardous Materials

The Contractor shall bring to the attention of the COTR and material suspected of being hazardous which he/she encounters during execution of the work. A determination will be made by the COTR as to whether the Contractor shall perform tests to determine if the material is hazardous.

4. Protection

General

(INSERT GOVT ENTITY) **Warehouse Services**

The Contractor shall take all necessary precautions to prevent injury to the public, building occupants, or damage to property of others.

Storing, positioning or use of equipment, tools, materials, scraps, and trash in a manner likely to present a hazard to the public or building occupants by its accidental shifting, ignition or other hazardous qualities is prohibited.

No corridor, aisle, stairway, door, or exit shall be obstructed or used in such a manner as to encroach upon routes of ingress or egress utilized by the public or building occupant, or to present unsafe or unhealthy condition to the public or building occupant.

Safeguard Measures

Work shall not be performed in any area occupied by the public or building occupants unless adequate steps are taken for the protection of the public or occupants.

Wherever practicable, the work area shall be fenced, barricaded, or otherwise blocked off from the public or building occupants to prevent unauthorized entry into the work area.

When the nature of the work prevents isolation of the work area and the public or building occupants may be in or pass through, under or over the work area, alternate precautions such as the posting of signs, the use of signal person, and the erection of barricades or similar protection around particularly hazardous operations shall be used as appropriate.

When the work is to be performed over a public thoroughfare such as a sidewalk, lobby, or corridor, the thoroughfare shall be closed, if possible, or other precautions taken such as the installation of screens or barricades.

Fences and barricades shall be removed upon completion of the project, in accordance with local ordinance and to the satisfaction of the COTR or designated representative.

APPENDIX E – PERFORMANCE REQUIREMENTS FOR WAREHOUSE OPERATIONS

Performance Standards

- A) ACCURACY – The Government will evaluate the contractor’s accuracy when picking, batching, and distributing the correct items. Accuracy will also be assessed to ensure that received items are placed in the correct inventory location.

Acceptable is defined as a 95% accuracy rate per 100 orders randomly sampled.

- B) TIMELINESS – The Government will evaluate the contractor’s ability to timely process pick orders and distribute material/supplies.

Acceptable is defined as a 95% process rate. Unless items are backordered, all pick orders shall be processed within 2 business days of receipt.

All unacceptable services will be rejected and re-performed by the Contractor at no additional cost to the Government immediately.

- C) SPACE USE – The Government will evaluate the contractor’s ability to track and assign space efficiently.

- D) REPORTING AND TRACKING – The Contractor shall track, report, and provide the following information to the COTR on a monthly basis (within 2-working days from the beginning of the month):

- | | |
|--|--|
| <p>1. RECEIVING</p> <ul style="list-style-type: none">a. # Trailers Receivedb. # Pallets Receivedc. # Pallets Put-Awayd. # Pallets Stagede. # Cases Receivedf. On-Time Receiving % <p>2. SHIPPING</p> <ul style="list-style-type: none">a. # Shipments Localb. # Shipments Non-Localc. # Rush Shipmentsd. Total # Shipmentse. # Shipments Inspectedf. Shipment Accuracy <p>3. INVENTORY ACCURACY</p> <ul style="list-style-type: none">a. Total # Locationsb. Inventory Accuracy - Bulk | <ul style="list-style-type: none">c. Inventory Accuracy – Pickd. Inventory Reconciliation % <p>4. PICKING AND DISTRIBUTION</p> <ul style="list-style-type: none">a. # Pick Ordersb. # Line Office Deliveriesc. Pick Accuracy%d. Distribution Accuracy % <p>5. TRANSPORTATION AND COURIER</p> <ul style="list-style-type: none">a. # Transportsb. # Courier Deliveries <p>6. FURNITURE/OFFICE MOVES</p> <ul style="list-style-type: none">a. # Movesb. Man-hours expended |
|--|--|

APPENDIX F – PERFORMANCE REQUIREMENTS FOR MAIL OPERATIONS

Required Services	Standards
Operate mailroom on scheduled hours	Start mailroom operation at 7:00 a.m. and close after 4:00 p.m. each workday.
Maintain mailroom in safe and hazard free manner	Comply with all safety regulations.
Pick up incoming and deliver mail outgoing to Pearl Harbor Mail Center	Determine best incoming mail pickup times by coordinating with Pearl Harbor Mail Center and make pickup at 7:30 a.m.
Safeguard mail	Secure mail to avoid loss, theft or damage.
Sort incoming and in-house mail	Correctly sort and distribute incoming and in-house mail into the appropriate mail slots.
Deliver to and pick up mail from designated drop-off points	Correctly deliver to and pick up mail from designated drop-off points.
Process registered, certified, urgent, or classified mail	Comply with applicable U.S. Postal Service regulations.
Deliver first class mail	First class mail shall be delivered within three hours of receipt at the PRC.
Deliver parcels	Hand deliver parcels too large for regular delivery within 4-working hours of receipt at PRC.
Reroute mail	Correctly reroute mail to new location within 1-working day after notification of office relocation.
Process express mail	Comply with U.S. Postal Service requirements.
Monitor postage metering	Monitor and track the accounts, quantities, and dollar amounts from the PHMC.
Tracking and Reporting	Track and report quantities of all mail received and delivered.
Training and indoctrination of all staff in security and safety requirements	Ensure appropriate staff is qualified and trained in handling hazardous materials, motorized or powered equipment and in hardware and software.
Familiar with protective measures to assess, prevent, and respond to three types of threats: ° Weapons of mass destruction ° Mail bombs and bomb threats ° Mail center theft	Comply with applicable USPS regulations and NOAA Mail Management Handbook.
Implement approved Quality Control Program	Establish a complete Quality Control Program for all requirements of this contract.
Prepare, update, and maintain planning documents and associated checklists to ensure personnel are adequately prepared to respond to incidents or emergencies	Establish complete Emergency Preparedness Plans for all requirements of this contract.

APPENDIX G - MAIL MANAGEMENT REGULATORY GUIDANCE

A copy of each guidance and subsequent changes or supplements will be furnished to the Contractor or are available on the WRC website, Intranet site, and/or in the Library. The Contractor shall follow regulations, manuals, and U.S. Postal Service publications that are coded mandatory (M) and shall be guided by those that are coded advisory (A) to the extent necessary to accomplish mailroom operations as indicated in these specifications.

Publication	Library	On Line	Title	Mandatory	Advisory
DAO 214-2 ^{1/}		x	Stationary Specifications and Standards	x	
NAO 214-8 ^{2/}		x	(INSERT GOVT ENTITY) Mail Management Handbook	x	
DOC ^{3/}	x		U.S. Department of Commerce Manual of Security Polices & Procedures	x	
DOD 5220.22M ^{4/}		x	National Industrial Security Program	x	
FPMR 102-192 ^{5/} Subparts F & G		x	Mail Management	x	
USPS ^{6/}		x	Mailing Standards of the U.S. Postal Service	x	
USPS Pub. 370		x	Extra Services		x
Office of Security		x	How to Handle Suspicious Mail	x	
WRC			Directives, Letters and Bulletins		x
WRC/MOP		x	Personnel Locator Directories		x
USPS	x		ZIP Code Directories		x
USPS	x		Express Directory		x
FedEx	x		Directory		x
DHL	x		Directory		x

^{1/} Department of Commerce Administrative Order

^{2/} NOAA Administrative Order

^{3/} Department of Commerce

^{4/} Department of Defense

^{5/} Federal Property Management Regulation

^{6/} U.S. Postal Service

APPENDIX H – MAIL WORKLOAD ANALYSIS

Mail Quantities:

The following estimates are provided for informational purposes only and will not form a basis for a claim for price adjustment under any clause in this contract. The tables below show the mail count for Building 130 at the onset of the Contract and then once the Main Facility is occupied. The initial workload will only encompass those (INSERT GOVT ENTITY) staff occupying Building 130.

Outgoing and Incoming Mail:

Building 130 (FY 2011):

OUTGOING MAIL:

FY 09	
	Monthly Average
U.S. Postal Service	10
United Parcel Svc (UPS)	3
Express Mail	1
FedEx	3
DHL	0
*Accountable Mail	0
International	1
Bulk	0
TOTAL	18

INCOMING MAIL:

FY 09	
	Monthly Average
First-Class letter size	25
Priority Mail	2
Express Mail	1
Periodicals/magazines/newspapers	15
Registered	1
Certified	1
United Parcel Service (UPS)	2
Federal Express	4
Airborne Express	1
DHL Express	1
Corporate Express	0
Miscellaneous Truck Deliveries	2
TOTAL	55

(INSERT GOVT ENTITY) **Warehouse Services**

Main Facility and Building 130 (FY 2013):

Approximately 80,000 pieces of outgoing mail will be processed through the postage meter machine at Pearl Harbor each fiscal year. The following tables summarize the outgoing and incoming mail for Fiscal Year 2009.

**OUTGOING
MAIL:**

FY 09	
	Monthly Average
U.S. Postal Service	6,610
United Parcel Svc (UPS)	35
Express Mail	87
FedEx	532
DHL	5
*Accountable Mail	17
International	257
Bulk	5
TOTAL	7,548

INCOMING MAIL:

FY 09	
	Monthly Average
First-Class letter size	8,822
Priority Mail	649
Express Mail	35
Periodicals/magazines/newspapers	3,992
Registered	11
Certified	39
United Parcel Service (UPS)	204
Federal Express	561
Airborne Express	0
DHL Express	10
Corporate Express	0
Miscellaneous Truck Deliveries	37
TOTAL	14,359

APPENDIX I - SUSPICIOUS MAIL

IF YOU RECEIVE A SUSPICIOUS LETTER OR PACKAGE:

- Handle with care. Don't shake or bump.
- Isolate it immediately.
- Don't open, smell, touch, or taste.
- Treat it as suspect. Call Regional Security or Buildings Management. A determination will be made to contact local law enforcement authorities.

WATCH FOR:

- No return address
- Return address does not match postmark where mailed
- Restrictive markings
- Sealed with tape
- Misspelled words
- Addressed to title only
- Incorrect title
- Badly typed or written
- Oily stains, discolorations, or crystallization on wrapper
- Strange odor
- Excessive tape
- Rigid or bulky
- Lopsided or uneven

IF YOU SUSPECT THE MAIL MAY CONTAIN:

Bomb:

- Evacuate Immediately
- Contact Regional Security or Buildings Management

Radiological threat:

- Limit Exposure — Don't Handle
- Evacuate Area
- Shield Yourself From Object
- Call Regional Security or Buildings Management

Biological or Chemical threat:

- Isolate — Don't Handle
- Evacuate immediate area, close the door and do not allow others into the area.
- Wash your hands with soap and warm water
- Call Regional Security or Buildings Management

APPENDIX I - FACILITIES MANAGEMENT CUSTOMER SERVICE GUIDE (FMCSG)

Warehouse Excerpt from the FMCSG

WAREHOUSE SUPPORT SERVICES

SERVICE:

The Facilities Management Branch (FMB) provides warehouse support services or activities involved in storing material for future use or shipment, including but limited to warehouse functions such as:

- Receiving;
- Material handling;
- Issue
- Stacking/storing;
- Shipping;
- Loading/unloading trucks;
- Warehouse inventory control;
- Picking;
- Retrieval/put-away; and
- Distribution.

Services shall be provided Monday through Friday, excluding Federal holidays, 0700 to 1600 (core hours). Hours outside of the core hours for overtime services shall be coordinated with the Contractor and Contract Manager at least one (1) hour advance notice. Emergency services, any service outside of core hours and/or any scheduled overtime, is available with a three (3) hour minimum as well as a \$300 after hours opening fee.

The Contractor will:

- Stow/Issue during established working hours and provide limited weekends and after hour services;
- Prepare your shipping including packing and crating your material/equipment on a reimbursable basis and
- Freight Transportation (stock material, equipment, end-use material): provide operators and vehicles to move material on a scheduled and unscheduled basis to meet your need.

PROCEDURE:

CORE HOURS (Monday through Friday, 0700-1600).

Request warehouse support service, using the computerized Warehouse Management System, for processing all requisitions, pick orders or shipments including FedEx Ground, Parcel Post, and freight traffic shipments.

(INSERT GOVT ENTITY) Warehouse Services

When shipping items using GBLS and Fed-Ex, please provide the label with the appropriate accounting information.

OVERTIME.

Request for overtime warehouse support service with the Contractor and Contract Manager at least one (1) hour advance notice.

EMERGENCY.

Request for emergency warehouse support service with the Contractor. You will be charged three hour minimum as well as \$300 after hours opening fee.

CONTACT:

PRC Facilities Management Branch, 690-9603. Warehouse Contractor, XXX-XXXX or via the Warehouse Management System.