BPA NUMBER GS-33F-BQT03

GENERAL SERVICES ADMINISTRATION
BLANKET PURCHASE AGREEMENT

Pursuant to the General Services Administration's (GSA's) Schedule Contract Number GS-23F-0170L and Federal Acquisition Regulation (FAR) 8.405-3, Blanket Purchase Agreements (BPAs), Federal Express Corporation agrees to the following terms of a BPA with the General Services Administration:

(1) The contract services/products that can be ordered under this BPA, and related provisions thereto, are outlined in GSA's Request for Quotation (RFQ) issued July 17, 2006, Amendment One issued July 28, 2006, and Amendment Two issued August 15, 2006. These documents are hereby incorporated into the BPA in their entirety.

(2) Federal Express Corporation's technical proposal dated August 16, 2006 and pricing proposal for Money-Back Guarantee submitted during negotiations via email dated October 1, 2006 at 7:23 p.m. are hereby incorporated into the BPA with the clarifications and negotiation responses contained within Attachment A to this document. The awarded prices are contained in Attachments B and C.

(3) Delivery: Delivery will be accomplished as stipulated by the ordering agency.

(4) The Government estimates, but does not guarantee, that the volume of purchases through this agreement will be $100 million.

(5) This BPA does not obligate any funds.

(6) This BPA expires on September 30, 2007 or at the end of the contract period, whichever is earlier. Two (2) one-year options may be exercised unilaterally at the government's discretion.

(7) Task orders will be placed by GSA identifying authorized users of the BPA.

(8) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(9) The requirements of a proper invoice are as specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the task/delivery order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

(11) The following office administers the BPA:
General Services Administration
Office of Transportation and Property Management
2200 Crystal Drive, Suite 300
Arlington, Virginia 22202

_____	_____
Federal Express	Date
_____	_____
GSA Contracting Officer	Date

FSSI – Express/Ground Domestic Delivery Services
Statement of Objectives

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I. FSSI Objectives and Scope

A. FSSI ExGDDS Objectives and Participation

As part of the Federal Strategic Sourcing Initiative (FSSI), the General Services Administration (GSA) is facilitating a multi-agency team that seeks to establish Federal Government-wide mechanism(s) to procure and utilize Express and Ground Domestic Delivery Services (ExGDDS). This Statement of Objectives (SOO) is intended to provide interested Contractors the necessary background and detailed objectives of participating agencies as they relate to ExGDDS.

Strategic Sourcing and FSSI

With the recent memo from the Office of Management and Budget (OMB) mandating that all Federal agencies formally develop strategic sourcing programs, strategic sourcing has taken on new momentum in the government. Prior to the memo, strategic sourcing was already top of mind for many agencies. However, the OMB mandate has put strategic sourcing near the top of the government agenda.

Many agencies have already begun setting up the formal structures and processes required to implement effective strategic sourcing programs. While agencies continue to develop their own programs, the Federal Strategic Sourcing Initiative (FSSI) aims to address commodities where the federal government agencies can work together to develop a common approach to sourcing.

The primary objectives of FSSI are to strategically source across federal agencies, establish mechanisms to increase total cost savings, value, and socio-economic participation, collaborate with industry to develop optimal solutions, share best practices, and create a strategic sourcing community of practice. The FSSI was launched jointly by the Department of the Treasury and the GSA and is chartered under the purview of the Federal Government's Chief Acquisition Officer's Council, with active participation by more than 20 Federal Agencies.

The Government strongly encourages transportation Contractors to belong to the Environmental Protection Agency (EPA) SmartWay Transport Partnership, a voluntary partnership between the Federal Government and the trucking industry, to improve the environmental performance of freight transport by adopting fuel- and emission-reducing strategies.

FSSI DDS Commodity Team and Participating Agencies

The primary objectives of the FSSI Express and Ground Delivery Services Commodity Team are to:

1. **Establish a common procurement vehicle through which government agencies may procure and utilize Express and Ground Delivery Services**
2. **Lower the total costs associated with Express and Ground Delivery Services while achieving similar or improved service levels versus today**
3. **Utilize business intelligence to better support overall decision making and performance management**

The ExGDDS Commodity Team includes representation from at least 12 different agencies, all of whom have agreed through a formal project charter to participate in this strategic sourcing process as part of the FSSI. The following agencies have currently agreed to participate on this team:

Table I-A1

Agency	Approx. FY05 Annual Spend ($MM)[1]
Department of Energy	$13.0
Department of Health and Human Services	$7.0
Department of Housing and Urban Development	$0.3
Department of the Interior	$0.9
Department of Labor	$3.1
Department of State	$12.5
Department of the Treasury	$34.0
Department of Veterans Affairs	$23.7
General Services Administration	$18.0
National Aeronautics and Space Administration	$0.9
Securities and Exchange Commission	$1.3
Other	$0.2

[1] Source: Agency interviews, extrapolation of FY04 FPDS-NG

The roles of the participating agencies include: attending team meetings, sharing ExGDDS-related best practices, collaborating on the gathering of service requirements and the creation of the acquisition strategy and documentation. Although participation on this team includes the ability to utilize any resulting procurement vehicles, guarantees regarding participating agencies' usage of these vehicles are neither intended nor implied. All team member agencies retain the flexibility to determine the approach that will best meet their needs for ExGDDS services, either within or external to this acquisition process.

It is estimated that the participating agencies comprise over 40% of the more than $250 million that was spent on Express Delivery Services last year. The objectives specified within this document are intended to address the specific requirements of those agencies participating on the ExGDDS team. However, the resulting contract vehicles will be open for use by all agencies creating a strong possibility that additional agencies from across the government will also choose to utilize the resulting agreements during the contract period of performance.

Authorized Users

a. GSA Order ADM 4800.2E, Eligibility to Use GSA Sources of Supply and Services, provides detailed information regarding those agencies, activities, and organizations that have been determined to be eligible to use GSA Schedule contracts.
b. Authorized users are agencies using the services under the FSSI Blanket Purchase Agreement(s).

B. Scope – Definition of Express and Ground Delivery Services

Federal Government agencies ship a wide-ranging mix of materials via Express and Ground Delivery Services. Types of materials that may be shipped include, but are not limited to, the following:

- Extremely Urgent Letters
- Small packages
- Heavyweight items

Domestic delivery services are defined as all time- and day-definite delivery for both air and ground nationwide shipments of extremely urgent letters, small packages, and heavyweight items, including available accessorial services. Nationwide shipments include the Continental United States, Alaska, Hawaii, U.S. Virgin Islands and the Commonwealth of Puerto Rico.

Delivery service categories include Express Small Package, Express Heavyweight and Ground Small Package, as defined below:

1. Express Small Package Delivery

Extremely urgent letter and small package shipments with Next Day, Two Day, or Three Day Express delivery requirements. The shipper selects the type of delivery service needed based on the day of delivery the shipment will be delivered.

- For Express Small Package Delivery, any one unpalletized package or shipment piece contained in the consignment must NOT exceed 150 pounds, 108 inches in length, or 165 inches in length plus girth (Girth = 2W +2H).
- For Hundredweight Delivery, multiple packages must be traveling to the same destination on the same day with a total combined weight in excess of 100 pounds, if offered commercially.
    - The lower total shipment rate between hundredweight or individual packages shall automatically apply, if offered commercially.

2. Express Heavyweight Delivery

Single and multi-package shipments with at least one piece weighing greater than 150 pounds with Next Day, Two Day, or Three Day Express delivery requirements. The shipper selects the type of delivery service needed based on the day of delivery the shipment will be delivered. Express Heavyweight shipments may or may not be palletized.

3. Ground Small Package Delivery

Small package shipments receiving delivery based upon origin/destination ZIP Code distances.

- For Ground Small Package Delivery, any one unpalletized package or shipment piece contained in the consignment must NOT exceed 150 pounds, 108 inches in length, or 165 inches in length plus girth (Girth = 2W +2H).
- For Hundredweight Delivery, multiple packages must be traveling to the same destination on the same day with a total combined weight in excess of 200 pounds
    - The lower total shipment rate between hundredweight or individual packages shall automatically apply.

The specific services associated with these delivery categories that are included within the scope of this acquisition are listed below. Not all services listed are mandatory across all users, as described within Section III, Objectives.

- Express next day delivery
- Express two day delivery
- Express three day delivery
- Ground delivery (commercial and residential)
- Hundredweight/multi-package delivery
- Heavyweight/multi-package delivery (packages over 150 lbs)
- Customized urgent delivery services
- Return of undeliverable/ refused packages
- Return package services
- Accessorial services (e.g., address correction, increased liability coverage, etc.)
- Value added services

II. Background

Historically, agencies have either procured Express or Ground Delivery Services (ExGDDS) through independent agreements or have utilized/contracted off of the GSA Multiple Award Schedules. This approach has resulted in the establishment of separate and distinct contracting agreements for similar service requirements. The ExGDDS team seeks to approach the supply market through a single acquisition in order to best leverage the use of internal resources and to create an attractive market basket in the eyes of potential suppliers.

A. Historical Usage and Volumes

During Fiscal Year (FY) 2005, Federal agencies spent more than $250 million on express delivery services, including the current Schedules program and agency-specific contract vehicles[2]. This total spend figure includes fees for primary delivery services as well as for accessorial services across more than 100 agencies throughout the Federal Government. It should be noted that 80% of the total ExGDDS spend resides with less than 25 different agencies[3], many of which are actively participating on the ExGDDS team.

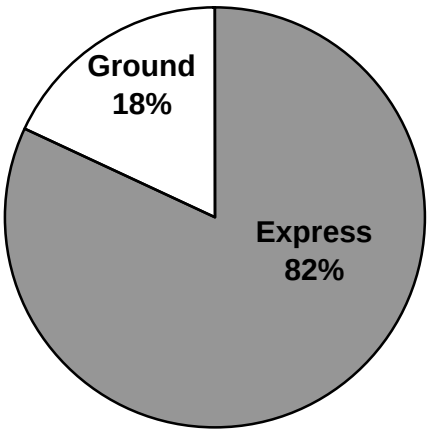
In order to allow respondents to be as informed as possible when creating their proposals, the following sections are intended to provide an overview of the ExGDDS opportunity. They illustrate past Federal Government ExGDDS spend and shipment volumes based on various breakdowns of types of services. The information provided herein is based on a sampling of historical spend data; all illustrated volumes should be considered as estimates of past volumes and are non-binding as part of any potential contract, unless explicitly arranged as part of the negotiation process. These figures are included only to provide potential contractors with an understanding of past usage patterns for the purposes of preparing their proposals and may not be indicative of exact future volumes.

1. Shipment Types: Express versus Ground

The total shipment volume is estimated to be divided between Express and Ground Delivery Services, by 82% and 18%, respectively, as shown below[4]. This split is extrapolated to represent anticipated total volumes based on a sampling of participating agencies' historical spend data.

[2] Source: FY04 FPDS-NG, agency interviews and shipment data
[3] Source: Analysis of FY04 FPDS-NG data
[4] Source: Agency interviews and shipment data, FY04 FPDS-NG

Delivery Volume Breakdown by Shipment Type
(Estimated FY05 Percentages)



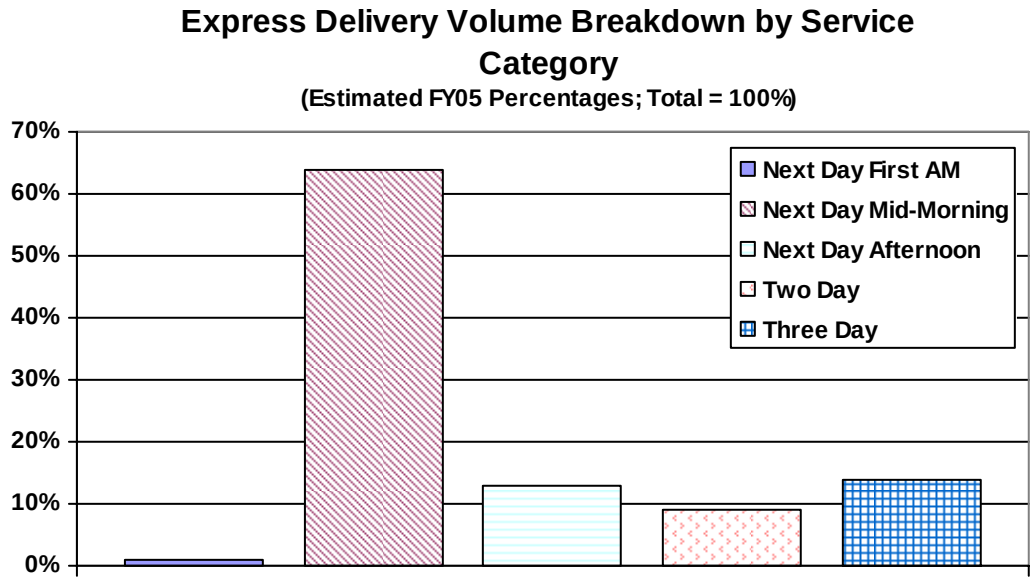
2. Delivery Service Categories

The main service categories described under this initiative include, but are not limited to, the following:

Table II-A1

Service Category	Description
Express Next Day	All next business day delivery services by a specific time
Express Second Day	Delivery after two business days by a specific time
Express Third Day	Delivery after three business days by a specific time. This is not a mandatory delivery service requirement.
Ground	Routine day-definite delivery based upon origin /destination ZIP Code distances
Other Delivery	Provide service name, description, days in transit and delivery time

Within the Express Delivery service group, a sampling of participating agencies' historical spend data yields the following historical volume breakdown by service category. As can be seen from this graphic, almost two-thirds of Express shipment volume was for the Next Day Mid-Morning Delivery Service.



Based on the shipment information gathered from the participating agencies, the average shipment weight for Express Shipments is 2.95 pounds and for Ground Shipments it is 18.26 pounds[5]. The shipment weights may not be representative of all agencies, but are provided as additional reference information.

3. Locations

Contractors must be able to provide both pickup and delivery services to agencies with multiple geographic locations nationwide. Many agency locations are located within the Washington, D.C. area, but significant volume is also shipped from other locations.

a) Ground Shipping Pattern Characteristics

Several agency locations regularly ship exceptionally large volumes via ground service. The Government recognizes that there are very different cost structures involved with servicing high-volume locations for ground service versus smaller volume locations and seeks to establish formal service rate structures for these shipping patterns based on revenue. It is the expectation that Contractors will incorporate these ground shipping pattern characteristics into their pricing structure for delivery services, with greater discounts offered to higher volume shipping patterns based on revenue. Our desire is to align pricing to Contractor cost of service at the location-characteristic level in order to avoid large ground shippers ultimately subsidizing smaller volume locations. This pricing structure applies only to Ground Delivery Services.

Ground Services:

a. Standard Ground Service – basic ground service used by all locations other than high-volume location (e.g. Administrative headquarters)

<u>High Volume Ground Services – Location-Specific Shipping Pattern Characteristics</u>

b. High Volume Single Locations generating an average ground shipment revenues of between $4,000 to $40,000 per week (e.g. IRS distribution center)

c. High Volume Single Locations generating average ground shipment revenues in excess of $40,000 per week (e.g. GSA depot)

III. Objectives

Overall objectives as stated in Section I, are to:

1. Establish a common procurement vehicle through which government agencies may procure and utilize Express and Ground Delivery Services
2. Lower the total costs associated with Express and Ground Delivery Services with similar or improved service levels

[5] Source: Extrapolation of agency-provided FY05 shipment data

3. Use business intelligence to better support overall decision making and performance management

Delivery and service related objectives have been divided into six categories:

1. **Delivery Service Objectives** – All services related directly to the pick-up and delivery of shipments, including accessorial services
2. **Billing Objectives** – All services related to invoicing and payments
3. **Business Intelligence Objectives –** All services related to the communication of and access to usage information and data
4. **Customer Service Objectives –** All services related to account management, including lost or damaged package resolution, billing questions, etc.
5. **Service Level Objectives** – Metrics related to required levels of performance
6. **Other Objectives** – All other requirements associated with Express and Ground Delivery Services including business rules and optional services.

Cooperation with Rate Shopping Service Provider. Contractors are required to cooperate with a 3rd party rate shopping service provider to give access to BPA accounts and rates - with GSA's permission.

Contractors should outline proposed solutions within their capabilities that will, at a minimum, meet the objectives within each of the categories described below. Proposed products and services must be awarded to the offeror's GSA Schedule contact prior to award of this BPA.

A. Delivery Service Objectives

The desired delivery objectives are divided into three categories: general, basic and accessorial services. General services outline the core delivery categories. Basic services are those requirements that are integral to the way that Shippers utilize delivery services and are considered to be mandatory services that are expected to be included in base pricing. Additional accessorial services are included as a secondary list of services that should be made available, although agency needs and usage of these services vary. The specific requirements associated with each of the three delivery services categories are described in detail below:

1. General Delivery Services

a) Provide express extremely urgent letter and small package as well as heavyweight delivery services that meet the minimum service objectives for the service categories described in Table III-A1, Ref DS1 while meeting the quality requirements set forth in Section III-E, Service Level Objectives. Any combination of days and weight ranges may be offered but certain agencies may have unique requirements that dictate the specific service that must be used.

b) Provide ground small package delivery services that meet the minimum service objectives for the service categories described in Table III-A1, Ref DS2 while meeting the quality requirements set forth in Section III-E, Service Level Objectives.

Table III-A1

Ref ID	Shipment Type	Service Category	Description
DS1	Express • Extremely Urgent Letter/ Small Package/Hundredweight • Heavyweight	Next Day • First AM • Mid-Morning/Noon • Afternoon • Other	Next day delivery services by a specific time • *Next Day FirstAM delivery by 8:00AM is not a mandatory service requirement* • *Next Day delivery by 10:30AM or earlier is a mandatory requirement for certain volumes*

Ref ID	Shipment Type	Service Category	Description
		Second Business Day	• Delivery on second business days by a specific time
		Third Business Day	Delivery on third business days by a specific time. • *This is not a mandatory delivery service requirement*
DS2	Ground • Small Package/Hundredweight	Day-definite	• Standard delivery (ZIP code based)

<u>Mandatory Delivery Services</u>

- Express Small Package Next Day by 10:30 AM
- Express Small Package Next Day Afternoon
- Express Small Package Second Day
- Ground Small Package Day Definite
- Express Heavyweight Next Day
- Express Heavyweight Second Day

2. Basic Delivery Services

a) Provide as part of the standard set of delivery services, the requirements described in Table III-A2, Ref BD1-BD5.

b) Provide additional value-add services as part of the standard set of delivery services. These services may be included at the discretion of the Contractor as a means to increase the attractiveness of their proposal; other services may be from those listed as Accessorial Delivery Service (Table III-A3) or others.

Table III-A2

Ref ID	Description
BD1	<u>Pickup and delivery service</u> Provide suite/desktop or suite delivery to government facilities and commercial addresses, except at those locations where security or administrative restrictions may prohibit it, and provide suite to door delivery in residential locations. For extremely urgent letters using Express delivery, the Contractor shall provide next day delivery in accordance with the Private Express Statutes and 39 CFR, Chapter 1, Parts 310 and 320. If the delivery requirement provisions of 39 CFR 320.6(b) does not apply to the shipment, the Contractor shall deliver extremely urgent letters in accordance with the service requested. • In offices with a mailroom or other specific receiving location servicing the contract agency where contractor delivery is not allowed within the building, the pick-up and delivery requirements of packages will commence/end upon pick-up/delivery to that location. • Other government facilities will require pick-up/delivery to a specific suite or to the desktop if requested. • Agencies should be contacted for delivery instructions when threat-level security measures prevent desktop and/or suite access at locations without a servicing mailroom. • Local arrangements for timing of daily pickup/delivery at locations is highly encouraged. Any deliveries attempted after the close of business at a given location shall not be left in an unattended area unless other arrangements have been made for that specific shipment. Pick-up fees will not be assessed for government facilities utilizing a drop box or Contractor facility for tender of packages. Non governmental facilities shipping packages using an established government account number will only be charged a pick-up fee for the week where packages are tendered using that government account number.
BD2	<u>Basic liability coverage</u> • For Express Small Package and Ground shipments, liability coverage of $100 per package, unless higher liability coverage is declared on the CBL or electronic CF&P at the time the shipment is tendered, or as is standard commercial practice • For Express Heavyweight shipments, liability coverage of $75.50 per shipment or $0.50 per pound per shipment, whichever is higher, unless higher liability coverage is declared on the CBL or electronic CF&P at the time the shipment is tendered, or as is standard commercial practice
BD3	<u>Shipment tracking and tracing</u> Provide the shipper or the receiver of the shipment the ability to track/trace all shipments from the date and time of pickup at origin to the date and time of delivery at destination. The Contractor's tracking/tracing system shall be able to trace all shipments by the Contractor's unique identifying Commercial Bill of Lading (CBL) number and shall be updated with a frequency in line with industry best practices.
BD4	<u>Hold for pick-up</u> When requested at the time of shipment, Contractor will hold a shipment for pickup at the Contractor's destination facility for a period of 5 business days, or the number of days offered commercially. Perishable items, hazardous/ dangerous goods, and dry ice shipments cannot be held for pickup at the Contractor's destination facility. If the consignee fails to pickup the shipment within the set number of business days, the shipment is to be returned to the consignor.

BD5	Address Adjustment Attempt to correct any obvious destination address errors which would not cause late delivery of the shipment and deliver the shipment within the time requirements specified herein at no additional cost. The Contractor is expected to define as part of their proposal what instances will be included as no-fee Address Adjustments versus Address Corrections, as defined as an Accessorial Delivery Service, Table III-A-3, Ref AD5. It is the Government's expectation that adjustment charges will only be incurred if the shipment has to be brought back to the Contractor's facility in order to research the correction. Additionally, reconciliation between unique USPS ZIP codes and Contractor ZIP codes will be performed as a no-fee Address Adjustment.
BD6	Tracking/tracing by transportation control number (17 alpha-numeric positions) Tracking of shipments using the Department of Defense TCN (only applies to shipments made by DoD consignors or to DoD consignees), when shipper supplies TCN in shipping documents.

3. Accessorial Delivery Services

a) Provide additional delivery services that meet the minimum service objectives for the service categories described in Table III-A3, Ref AD1-AD12, while meeting the quality requirements set forth in Section III-E, Service Level Objectives.

Note: Contractors retain the right to offer a selection of these service categories as part of the Basic Delivery Services without additional charges above the standard shipping rates. All delivery services provided without additional charges must be fully itemized by the Contractor.

b) Provide additional value-add services that are within the capabilities of the Contractor and may meet additional needs of agencies not described in Table III-A3, as referenced in AD13.

Table III-A3

Ref ID	Description
AD1	Saturday pick-up and delivery Pickup and/or delivery of a shipment at a Government facility or a commercial or residential address on a Saturday, as provided commercially.
AD2	Sunday and holiday pick-up and delivery Pickup and/or delivery of a shipment at a Government facility or a commercial or residential address on a Sunday or a Federal holiday as listed in the Appendix, Section IV-B, as provided commercially.
AD3	Inside pick-up and inside delivery for express heavyweight shipments When requested by the consignor, the Contractor shall provide inside pickup and delivery from positions beyond the receiving/loading dock, main entrance location, adjacent loading area, or front door of the residence, based on upon information provided by the consignor prior to pickup. The Contractor employees shall be equipped with material handling tools appropriate for the pickup based upon information provided by the consignor. Additional services (e.g., packing, skidding, assembly, crating, storage, unpacking, de-skidding, disassembly, uncrating, breakdown and removal and disposal of packing material debris) may also be provided as an accessorial service for an additional charge to the consignor, consignee or designated third party.
AD4	Increased liability coverage Liability coverage over and above the basic liability coverage. Coverage should be available in increments of $100, or as is standard commercial practice. The consignor will indicate the amount of additional coverage on the CBL or electronic CF&P. The Contractor shall indicate the maximum dollar amount of increased liability coverage that is available.

AD5	Address correction Incorrect destination addresses, which have errors that are not obviously correctable and do not fall under the instances listed as Address Adjustments, Table III-A2, Ref BD6, shall be researched, and the proper address used to deliver the shipment. If the correct address cannot be determined after research and the consignee cannot be reached, the Contractor shall contact the consignor for address clarification or disposition instructions.
AD6	Pickup, special handling, and delivery of hazardous material and dangerous goods The Contractor shall provide special handling and delivery of materials that require a Shipper's Certification or Shipper's Declaration for Dangerous Goods. All shipments containing hazardous material or dangerous goods shall be handled and shipped in accordance with the requirements as outlined in the applicable governing regulations, including, but not limited to, Title 49 of the Code of Federal Regulations (49 CFR) and all applicable state and local regulations for the interstate and intrastate surface movement of shipments containing hazardous material or dangerous goods under this service. Ammunition is to be considered a hazardous material and shall not be shipped in the same shipment with firearms.
AD7	Pickup, special handling, and delivery of firearms Firearm shipments are to be made in plain packaging (no government or commercial markings).
AD8	Pickup, special handling, and delivery of controlled shipments Specific protocols are to be established directly with each agency requiring the shipment of controlled items.
AD9	Return of Undeliverable/Refused Shipments When the Contractor is unable to successfully deliver a package and is unable to secure a corrected address from the shipper or consignee, the Contractor shall return the package to the shipper of record. The Contractor shall deliver the return shipment using the delivery service that the Contractor uses commercially to return shipments. Return shipments will be billed at the current contract rate(s).
AD10	Return Package Services Services associated with preparing and processing a shipment for return. Return Service Labels shall be allowed to be generated for customers to return packages and letters. No additional pick-up charge will be assessed for pick-up of return service packages.
AD11	Customized Urgent Delivery Services Unique express delivery of an urgent shipment that requires a more custom solution than the primary services described above.
AD12a-x	Other accessorial delivery services Specify any additional services that are within the capabilities of the Contractor and may meet any additional needs of agencies not described above.

B. Billing Objectives

A primary objective of this acquisition process is to drive down the internal costs associated with the billing and payment of express delivery services. To accomplish this goal, we seek to establish clear, efficient processes for receiving, processing and paying invoices.

1. General Billing Services

Provide a billing solution that incorporates industry best practices, leverages technology and fits within the existing frameworks currently in place within user agencies. At a minimum, this solution should include the ability to:

- Receive invoices and remit payments for multiple accounts
- Establish a standardized process for assigning and managing account numbers within each agency, as appropriate to facilitate the ability to easily roll-up and aggregate accounts

- Handle a very large amount of invoices
- Electronically remit invoices to agencies through EDI, if desired
- Allow electronic remittance of invoices by agencies through EDI, if desired
- Allow payment by electronic proprietary and shipment systems (e.g., Powertrack, TMSS, agency financial systems). Agencies participating in FSSI ExGDDS are responsible for their own user fees of electronic proprietary and shipment systems (e.g. PowerTrack), if any, and Contractors would be responsible for their own user fees to the third party payment service provider (e.g., US Bank), if any.
- Allow payment by electronic means other than proprietary shipment systems as well as through standard paper invoicing
- Handle decentralized billing to numerous locations within the same agency
- Consolidate billing for multiple account numbers for the same agency, if desired

2. Accessorial Billing Services

The resulting contract vehicle shall also allow for other billing services which are used sporadically by various agencies, generally only on an as-needed basis. These services are therefore considered accessorial services and additional charges may or may not apply for each use.

Provide additional billing services that meet the minimum service requirements for the service categories described in Table III-B1, Ref AB1-AB5.

Table III-B1

Ref ID	Description
AB1	Invalid or missing account number On CBL's or electronic CF&P's that have no agency account number or have an invalid, incomplete, or inaccurate account number, the Contractor, may, with support of the Agency if necessary, try to determine the correct account number from their records and bill the shipping agency, the consignee, or the third party, depending upon the payment method selected by the consignor.
AB2	Credit Card Decline Fee A credit card decline fee may apply to any transaction billed to a Government Purchase Card that has been accepted by the Contractor for which the Contractor is unable to obtain payment.
AB3	Rebilling The Contractor shall change the billing (bill shipping agency, bill consignee, and bill third party), selected on the CBL or electronic CF&P, if requested by the shipping agency. The rebilling shall apply only to unpaid shipments.
AB4	Collect on Delivery (COD) Service Acceptance of payment for the goods from the consignee in the form accepted commercially (e.g. charge card, convenience check, money order) issued by or on behalf of the consignee and made payable to the consignor.
AB5a-x	Other accessorial billing services Specify any additional value-add services that are within the capabilities of the Contractor and may meet any additional needs of agencies not described above

C. Business Intelligence Objectives

As one of its primary objectives, the government expects to utilize business intelligence to improve overall management and efficiencies related to ExGDDS. Business intelligence includes the collection of comprehensive transaction level data, specifically Level 3 data, as well as the analysis required to support management and operational decisions. Contractors are expected to propose solutions that will allow the government to meet its business intelligence objectives and to partner with the government to achieve greater efficiencies and taxpayer savings.

Additional detail related to business intelligence, including types of reports used, is provided below to aid Contractors in proposing their solutions. It should be noted that, in addition to reporting at the Federal contract management level, the GSA as the procuring body must be provided access to all detailed and summarized customer agency data as part of the mandatory reporting requirements.

Categories of specific desired reporting include:

- Delivery services summary reports
- Accessorial services summary reports
- Cost summary reports
- Line-item level usage reports
- Federal contract management level reports
- Agency level reports
- Division/ bureau level reports
- Location/ office level reports
- On-time performance reports
- Ad-hoc reports (for an additional fee)

1. General Business Intelligence Services

Provide a business intelligence solution that incorporates industry best practices, leverages technology, minimizes cost, and affords flexibility for managing information at various levels of the Federal Government. At a minimum, this solution should:

a) Make detailed, line-item level, usage data easily and securely accessible at the office, agency and Federal contract management levels by multiple authorized users
b) Provide automatic generation of standard reports on a monthly basis
c) Provide reporting tools that allow on-demand querying capabilities of usage information
d) Be accessible or able to be imported into a database tool such as Microsoft Excel and usable to a broad range of users, without the need for specific database expertise

The ExGDDS team is also interested, as a non-required value-add service, in an online tool that would enable pro-active management of shipping costs through best-value service comparisons and expected total costs. For example, the team is interested in a tool that would recommend the most cost effective service for a given zip-to-zip, required delivery time, and package weight set of variables.

2. Specific Business Intelligence Requirements

Through the collective experience of the Agencies participating in this acquisition, certain business intelligence requirements have been identified. Table III-C1 outlines these requirements at a high level, although specific report metrics and frequency will be determined at a later date. Refer to Appendix C for examples of sample report elements that support the requirements described below. These examples are not intended to provide a comprehensive list of all required reporting, but rather to provide further guidance as to the high-level reporting categories desired.

Table III-C1

Ref ID	Description
SR1	Provide standard reports on a monthly basis to all Government agencies utilizing the contract vehicle. This includes, but is not limited to, services ordered, number of transactions, service cost, shipping history, weight of shipments, returns, accessorial services, etc.
SR2	Provide standard reports on a monthly basis to authorized users within Government agencies. This includes, but is not limited to, services ordered, number of transactions, price, shipping history, weight of shipments, returns, etc.
SR3	Provide the GSA Contracting Office with a quarterly report that details each ordering agency's express delivery expenditures for the given report period, and provide cumulative totals across all agencies serviced, by type of service and accessorial ordered. The reports would be due by the 30th calendar day after the end of each report period (i.e. due January 30th, April 30th, July 30th, and October 30th.)
SR4	Provide access to a reporting tool which allows the creation of queries of usage history on an as needed basis by authorized users at the office, agency and Federal contract management level.
SR5	Provide all report information in electronic format easily readable utilizing Microsoft Excel software.
SR6	Continuously identify and recommend available standard reports that can enhance a user's ability to manage its transportation program.

SR7	Provide reporting software and formats compatible with Government security firewalls. In many cases, this means that users must have the ability to "pull" the report information from Contractor systems rather than have reports "pushed" to the agency.
SR8a-x	Specify any additional reporting services that are within the capabilities of the Contractor and may meet any additional needs of agencies not described above.

D. Customer Service Objectives

As a very large user of Express and Ground Delivery Services, the Federal Government expects customer service levels comparable to the largest customers in the private sector.

1. Provide a Customer Service solution that enables complete and uniform access to the Express and Ground Delivery Services as described in each set of objectives to all agencies within the Federal Government that desire its use.

   At a minimum, this solution should include:

   - Onsite Pickup at each shipper location as mutually agreed upon by the Contractor and individual shipper locations through the following methods:
     - Daily pickup – for those locations meeting the average daily package volume threshold, as defined per commercial practice
     - On-call pickup – for those locations not meeting the daily pickup threshold, where pickup service is specifically requested. Fees for on-call pickups to be determined in accordance with standard commercial practice for large strategic customers
     - Drop box pickup – drop box locations near Government locations to be in accordance with standard commercial practice

     The Contractor's approach to potential pickup charges should be clearly explained in detail including any shipment volume thresholds or other criteria for waiving this fee at certain or all locations.
   - Contractor provided hardware and software for electronic shipping at governmental office locations shipping 25 or more packages per week. This includes scales, scanners (if necessary), computers, printers, and electronic labels. In locations shipping more than 60 packages per week, 2 shipping systems will be provided, upon request.
   - Shipping Software capable of interfacing with agency systems for tracking of shipments, rate quotes, address correction, and label creation to be paid for by the Agency or Shipper.
   - Real-time Electronic Delivery Confirmation via email (if provided) or Contractor web site
   - Detailed delivery manifest must be provided at time of delivery when Contractor delivers more than 25 packages a day to a government location facility.
   - Toll-free telephone customer support number staffed with customer service personnel familiar with the terms and conditions of the contract and with resolution authority for express and ground services
   - Access to services at physical walk-in locations, where applicable

2. Provide National Account Representation to ensure proper handling of all phases of implementation and problem resolution including, but not limited to, lost or damaged packages and billing resolution issues. Each agency must be assigned a single Account Representative, who may or may not, be responsible for more than one agency.

   Account Representatives are also accountable for developing and proposing a cost reduction program which identifies opportunities for process improvement/ cost reductions specific to each agency and to the GSA Contracting Officer or designee for the overall ExGDDS FSSI initiative on a semi-annual basis.

3. The Government also requests as a Value-Add service, but does not require, the Contractor to provide a software interface to existing agency systems (e.g., transportation management and financial systems). The Contractor shall, when requested by an agency, develop an interface between Contractor-provided software and Agency (or other authorized contract user) standard transportation management systems. The supplier will also provide training when necessary and make available knowledgeable customer service personnel to answer all questions regarding use of the software.

E. Service Level Objectives

1. Service Level Requirements and Metrics

The Contractor shall meet minimum performance standards as outlined in Table III-E1, SL1-SL5.

Table III-E1

Ref ID	Service Level Requirements	Minimum Performance
SL1	On-Time Delivery • To be calculated as: Delivery effectiveness as a percentage of all packages delivered	• Overnight: 97% • Second Business Day: 97% • Third Business Day: 97% • Ground: 97% • Other: 97%
SL2	Pickup, transportation, and delivery coverage	• 99% of all ZIP Codes (does not include Post Office boxes, Army Post Office (APO) or Fleet Post Office (FPO) addresses) located in Continental United States, Alaska, Hawaii, U.S. Virgin Islands and the Commonwealth of Puerto Rico.
SL3	Electronic proof of delivery	• 1 day after request
SL4	Invoice Accuracy	• Less than 0.25% with rating errors • Less than 0.25% contain errors in bill/ship address
SL5	Data Reporting	• All reports must be delivered complete and on-time per the established reporting frequency

2. Delivery Commitment Guarantee

The contractor shall propose, as a Multiple Equal Offer (MEO) under a separate set of pricing tables for all services, the inclusion of a Money-Back Guarantee. Specific requirements of this guarantee are:

- For Express and Ground deliveries, the Contractor shall meet the delivery commitment for the service ordered or the service shall be at no cost to the Government.
- For Ground, the Contractor shall provide the shipper a method (internet, telephone, or other means) whereby the number of days transit time can be obtained for each shipment in order to determine the day of delivery for the money back guarantee.
- The delivery service applicability and procedures for obtaining the refunds for late deliveries shall be according to the Contractor's commercial practices.

F. Value-Added Services

The Government welcomes the inclusion of Value-Added Services as part of Contractor proposals, which are services offered to the Government by the Contractor, that are not included in this solicitation as mandatory requirements, The Contractor, at their discretion, may offer Value-Added Services in addition to the General Delivery Services, Basic Delivery Services, Accessorial Delivery Services, Billing Services and Business Intelligence Services listed above. A list of identified Value-Added Services is included in Table III-F1, but the Contractor is free to offer other services in addition to those listed herein. The offering of Value-Added Services IS NOT a contract requirement, Individual Value-Added Services may be offered by the Contractor at either no-charge or for an additional fee, if necessary. The team shall consider any services proposed to the Government at no-charge as part of the overall total value assessment of the proposal.

Table III-F1

Ref ID	Service Category
VA1	Express Same Day Delivery Express Small Package or Heavyweight delivery service with delivery on the same day of pick-up
VA2	Express Next Day First AM by 8:00AM Express Small Package or Heavyweight delivery service with delivery by 8:00AM the next day after shipment
VA3	Express Three Day Delivery Express Small Package or Heavyweight delivery service after three business days by a specific time
VA4	Ad-Hoc Reports For special reporting that is not satisfied through the tools/ reports included within the business intelligence requirements, the Government may request ad-hoc reports of existing data
VA5	On-Line Tool for best value service comparisons An online tool that would enable pro-active management of shipping costs through best-value service comparisons and expected total costs. For example, the team is interested in a tool that would recommend the most cost effective service for a given zip-to-zip, required delivery time, and package weight set of variables.
VA6	Software interface to existing agency systems The Contractor shall, when requested by an agency, develop an interface between Contractor-provided software and Agency (or other authorized contract user) standard transportation management systems. The supplier will also provide the necessary training when necessary and make available knowledgeable customer service personnel to answer all questions regarding use of the software.

G. Other Objectives

The additional objectives outlined below include specific requirements that Contractors are expected to meet as part of doing business with the Federal Government under this contract vehicle.

- GSA Industrial Funding Fee

All prices quoted must include an Industrial Funding Fee. The Industrial Funding Fee (IFF) reimburses GSA for the costs of procuring and administering the ExGDDS FSSI. The Contractor shall remit the IFF at the rate set by GSA (currently set at .0075, and is subject to revision). Within 60 days of award, the Contracting Officer or designee will provide the Contractor with specific written procedural instructions on remitting the IFF. FSS reserves the unilateral right to change such instructions from time to time, following notification to the Contractor.

- Ordering Procedures

Pursuant to Federal Acquisition Regulation (FAR) Subpart 8.405-3(b)(2), contractors shall consider this Request for Quotation (RFQ) as the forwarded requirement identified by this subpart unless the customer agency issues an agency-specific RFQ and SOW. Authorized users, prior to using the services under the FSSI Blanket Purchase Agreement(s), shall either:

a) perform a rate comparison among all awarded BPA(s) and place the order with the contractor who represents best value, or
b) issue an agency-specific Request for Quotation and Statement of Work and comply fully with the ordering procedures contained within FAR Subpart 8.405-3(b).

- Commercial Forms and Procedures (CF&P)

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

- Distribution of Commercial Bill of Lading (CBL)

The Contractor shall provide Commercial Bill's of Lading to each account established with agencies. The Contractor shall provide instructions on the proper procedure for filling out the Commercial Bill of Lading.

- Packaging Requirements

The Contractor shall provide to the Government, at no additional cost, all the sizes and types of packaging and supplies that are provided commercially.

- Specific Agency Arrangements

When the Contractor and agency agree, the Contractor shall change the pickup and/or delivery locations, establish regular pickups, consolidate delivery points, install lock/drop boxes, or establish other similar operational procedures to more efficiently and effectively service agency accounts.

- Default Service

If the shipper does not indicate on the CBL or electronic Commercial Forms and Procedures (CF&P) for Express Next Day, Two Day, or Three Day delivery of extremely urgent letters, small packages, and Express Heavyweight shipments, the delivery service required, the Contractor shall provide Express Standard Next Day delivery as the default service level. The customer shall be charged the contract rate for the service provided. Default service must comply with 39 CFR 320.6(b). Ground shipments do not have a default service.

- Attempted Delivery

For Extremely urgent letter and Small Package shipments, the Contractor shall attempt delivery a set number of times (to be defined as part of any resulting contract). It is expected that the number of times set as part of a resulting contract would be the same as is the Contractor's standard commercial practice. The Contractor shall leave a notice of attempted delivery on each delivery attempt and shall contact the consignor or consignee for disposition instructions if the delivery attempt is unsuccessful. The cost of any further disposition or additional deliveries requested by the consignor will then be the responsibility of the consignor. For Express Heavyweight shipments, when a delivery attempt is unsuccessful, no delivery re-attempt will be made except upon request of the consignee. For on-time tracking purposes, the delivery is accomplished on the date and time of the first attempted delivery to the address on the package.

- Adjustment of Shipment Weight

The Contractor may reweigh a shipment at any time prior to delivery and enter the correct weight and apply the correct charge to the shipment. The Contractor shall indicate on the billing documents submitted to the paying activity those shipments that have been adjusted for weight.

- Package Weight

For Express and Ground small packages, when the shipper does not indicate the weight of an individual package or the total weight of a multiple package shipment, the Contractor may weigh the package(s) and indicate the weight on the appropriate shipping document.

- Loss or Damage

The Contractor shall provide customer service personnel familiar with the handling of claims for loss or damage of shipments made under the contract. The Government will submit notification of claims for loss or damage in accordance with process specified in the Contractor's Commercial Service Guide or Terms and Conditions. The Contractor shall have the number of business days outlined in the Service Guide from the date of receipt of the agency notification of loss or damage, to provide the disposition of the claim.

- Security

The Contractor shall have in place a program which:

  - assures the Government that there are adequate safeguards to protect government shipments from loss, damage, theft, or terrorism, and provides for the security of the EDI transmission of government data.
  - assures that there are adequate safeguards to secure the Government's credit card information, cardholder information, Government account and address information, or any other Government data pertinent to this contract.
  - employs a method of obtaining background information about employees performing pickup and delivery, transportation, and package handling that will assure basic safeguards against loss, damage, or theft; and
  - employs a method to protect the integrity and proper functioning of all equipment and systems involved in the operation of the contract. Any equipment and information processing systems containing government information shall have security measures to protect against unauthorized access; and
  - obtains the necessary building access clearances for those Contractor employees involved in picking up and delivering packages under this contract.

- Assignment of Account Number

Assignment of account numbers shall be the first step in the account set-up process. The Contractor shall, when requested by the agency, accept new accounts only when approved by the agency point of contact. The Contractor shall assign account numbers to participating agencies in a manner that achieves standardization of accounts that are secure, and enable accurate reporting. The

Contractor shall be responsible for the assignment of correct rate structures to all new accounts. In the event the ordering agency selects a new service provider of express delivery services, the Contractor shall transition all necessary data to facilitate and ensure a smooth transition.

Account number assignments shall facilitate the aggregate roll-up and roll-down of business intelligence data.

- Quality Assurance

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

- Designated Service not Available

When the delivery service requested is not available for Express Next Day, Two Day, or Three Day delivery of extremely urgent letters, small packages, and Express Heavyweight shipments, delivery shall default to next earliest available delivery time. The customer shall be charged the appropriate contract rate for the actual service provided. Ground shipments do not have a default delivery time.

- Professional Qualifications

The Contractor shall ensure that its firm and staff maintain any generally required professional certification, accreditation, license, bond, and proficiency relative to their area of expertise. The Contractor shall retain documentation of such records. The Government will not pay for expenses to meet this requirement.

IV. APPENDIX

A. Fiscal Year

The Federal Government fiscal year calendar shall be used for all reporting and billing purposes.

October 1 through September 30

B. Holidays

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

New Year's Day	Labor Day
Martin Luther King's Birthday	Columbus Day
President's Day	Veterans Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

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

Three Kings Day:	(January 6)
Good Friday:	(changes each year)
Puerto Rico's Constitution Day:	(July 25)

C. Sample Reporting Metrics

The following table provides examples of the types of reports that will be required as part of any resulting contract vehicle; Table IV-C1, Ref SR1-SR4. The specific data elements listed for each report are non-exhaustive and are subject to change. Contractors must provide detailed descriptions of proposed standard reports that meet the business intelligence requirements stated below.

Table IV-C1

Ref ID	Description
SR1	Detailed Usage Reports Line item-detail usage and cost reporting available at all levels of usage consisting of at least the following: - Shipper/ agency identification - Account number - Invoice number - Date - Origin and destination information - Service type (express, ground, overnight, zone, weight, etc.) - Accessorial services - Amount
SR2	Shipper Summary Level Usage, Cost and Service Reports Summary Level Usage and Cost Report by location and/or account number, as determined by the shipper, consisting of the following: - Number of packages by service level - Total of weight (lbs) by service level - Total expenditure ($) by service level - Zone report by service level Summary Level Service Report by location and/or account number, as determined by the shipper, of the following: - Number of shipments delivered on time percentages - Number of damaged shipments - Number of lost shipments
SR3	Individual Office Usage, Cost and Service Reports Summary Level Usage and Cost Report by shipping location and/or account number, as determined by the shipper, of the following: - Number of packages by service level - Total of weight (lbs) by service level - Total expenditure ($) by service level - Accessorial Charges Summary Level Service Report by shipping location and/or account number of the following: - Number of shipments delivered on time percentages
SR4	Specific Shipper Location Usage, Cost and Service Reports Summary Level Usage and Cost Report by account number of the following: - Account Number - Shipper Name and Address - Origin City and Zip (if not the same) and the zone it is in - Destination City and Zip and the zone it is in - Number of Packages/ Shipments - Service Type - Total Weight - Accessorial Charges - Total Charges Summary Level Service Report by shipping location of the following: - Number of shipments delivered on time percentages

SR5	Failure Analysis Report - Origin Account Number - Origin Name and Address - Destination Name and Address - Airbill Number - Service Type - Pick Up Date - Delivery Date and Time - Actual Transit Time - Reason Code for Lateness (approved by SHIPPER) The failure report will be sorted by Origin Zip Code, then Airbill Number.

D. Definitions:

Accessorial Services: Other services in addition to the basic cost to transport the shipment.

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

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

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

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

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

Consignee: The person or organization receiving the shipment.

Consignor: The person or organization originating the shipment.

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

Door to Door: Pickup of an Express Small Package or Ground Small Package shipment from the consignor and delivery to the consignee.

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

Express Delivery: Small Package or Heavyweight shipments with Express Next Day, Two Day, or Three Day delivery service.

Express Heavyweight Shipments: Single and multi package shipments weighing over 150 pounds with Next Day, Two Day, or Three Day Express delivery requirements. The shipper selects the day of delivery the shipment will be delivered. For Express delivery of Heavyweight shipments, the total weight of a multiple package shipment must be greater than 150 pounds, and at least one individual package within the shipment will exceed 150 pounds.

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

Express Small Package Shipments: Extremely urgent letter and small package shipments with Next Day, Two Day, or Three Day Express delivery requirements. The shipper selects the day of delivery the shipment will be delivered. For Express delivery of small packages, the total weight of a multiple package shipment may exceed 150 pounds, as long as no single package weighs over 150 pounds.

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

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

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

Fiscal Year: October 1 through September 30.

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

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

Ground Small Package: Routine day-definite delivery of small packages (1 to 150 pounds) based upon origin/destination ZIP Code distances. A ground multiple small package shipment may exceed 150 pounds, as long as no single package within the shipment weighs over 150 pounds. Delivery is within 1 to 7 business days depending upon the ZIP Code distance. Remote locations may require longer delivery time than 7 business days. Throughout this Statement of Objectives, Ground Small Package will be referred to as "Ground".

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

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

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

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

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

Length: The longest side of a package.

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

Letter Pack: A container, same as an envelope, used by the Contractor to ship documents. Not used for Ground service.

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

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

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

Location: A single physical address, independent of the number of accounts serviced.

Manifest: Listing of packages being shipped.

Next Business Day: The business day following the day of pickup.

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

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

Residential Area: A home or a place of dwelling that includes those businesses operated out of a home. Packages delivered to private residences shall be left in a safe area protected from weather or delivered to an alternate address (e.g. with a neighbor), if that is authorized.

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

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

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

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

Small Package: For Express Small Package delivery services, Letter/Envelope, Pack, Pak, Pouch, and small packages weighing from one pound up to 150 pounds. For Ground service, small packages weighing from 1 pound up to 150 pounds. Shipments can be priced based upon Dimensional Weight; see definition for Dimensional Weight.

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

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

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

Value Added Services: Services offered to the Government by the Contractor in addition to the basic services. These contract services are offered at the option of the Contractor.

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

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