

**USDA
ANIMAL AND PLANT HEALTH INSPECTION SERVICE (APHIS)
AND
FOOD SAFETY INSPECTION SERVICE (FSIS)
MINNEAPOLIS, MN**

MAILROOM, PRINTING/COPYING AND SUPPLY SERVICES

DESCRIPTION/SPECIFICATION

1.0 GENERAL

The contractor shall furnish the necessary management, experience, personnel, supervision and transportation for services necessary to perform the work as described in this Performance Work Statement (PWS).

1.1 Scope

The work shall include providing management, labor and transportation services to perform the mail processing operational responsibilities outlined later in the section. This project is considered Government-Owned that is operated by Government and Contractor personnel.

1.2 Personnel

1.2.1 Contractor's On-Site Manager

The Contractor shall ensure that an on site manager is physically available to the Government at least 80 percent of the time each day, Monday through Friday, during 7:00 a.m. – 4:00 p.m., the regular hours of the operation. This is a critical requirement and will be monitored closely by the Contracting Officer's Representative (COR).

1.2.2 Employee Identification

Each Contractor's employee shall have in his/her possession, and display openly and in plain sight, a Government-issued identification badge. Distinctive Contractor uniforms, patches, badges, vehicle markings, etc., may be utilized by the Contractor at his option and expense.

1.2.3 Contractor Personnel Training

The Government shall provide at least 40 hours of on-the-job training dealing with USDA APHIS and FSIS mail-processing responsibilities.

1.3 Security of Classified Items and Information

Security clearances are required of Contractor personnel.

1.4 Contingencies

The successful Contractor shall provide for his contingency responsibilities to ensure continuity of services and to provide for unanticipated changes in the level of services required.

1.4.1 Supplemental Personnel Support

In situations dictated by local or national emergency (as determined by the Government), Federal employees may be assigned to supplement the Government's and Contractor's work force on a temporary basis to accomplish necessary requirements. In such an instance, the government will provide supervision for the Government's work forces. Use of this specification will not invalidate this contract nor will it in any way penalize the Contractor.

1.5 Quality Control (QC)

The Government will monitor quality control of this contract. Non-performance or substandard task performance will be documented if and when it occurs.

1.5.1 Deduction

A deduction from the monthly Contractor invoice will be made for unsatisfactory performance. Furthermore, the Contractor is put on notice that corrections to unsatisfactory task performance shall be corrected at the Contractor's expense and at no additional cost to the Government. (See Table of Deductions, Paragraph 8.0).

1.5.2 QC Plan

The Contractor shall submit a QC Plan within 15 days after Notice of Award. The plan shall include a QC inspection system to encompass all services included in the PWS.

1.6 Operating Hours

The Contractor shall operate the mail processing function five (5) days per week, Monday through Friday from 7:00 a.m. to 4:00 p.m. All Federal holidays shall be observed. Deviations to this schedule will be coordinated 48 hours in advance between the Contractor and the Government. Upon arrival and before departure, Contract employees shall advise the COR or other designated employee.

1.7 Management Plan

The contractor shall provide a Management Plan showing the organization and staffing by skills to accomplish the required services.

1.8 Access to Facilities

The contractor shall have access to assigned facilities during work hours (7:00 a.m. to 4:00 p.m., Monday through Friday, except for Federal Holidays).

1.9 Safety

The Contractor shall comply with APHIS and FSIS safety policies currently in force and all subsequent revisions. All operations conducted under this contract are subject to safety inspections. Guidance relating to the safe operating practices are mandatory and shall be complied with at all times.

2.0 GLOSSARY OF TERMS AND DEFINITIONS

The terms below are used throughout this PWS and shall retain the definitions stated.

Accountable mail: The accountable mail is certified, registered, express, insured, classified, or packages delivered by commercial carriers (i.e., FEDEX Airborn and UPS).

Contract Discrepancy Report (CDR): The formal, written documentation of Contractor non-conformance or lack of satisfactory performance on this contract.

Contracting Officers Representative (COR): The Government Employee responsible for administering the contract after the contract award.

Correction: Changes to a document created/caused by mistakes due to originator's error(s).

Defect: That portion of work or performance that is considered unsatisfactory.

For Official Use Only (FOUO): Unclassified information, records, or other material which has been determined to require protection from disclosure to the general public, and which, for a significant reason, should not be given general circulation. Also, unclassified material for which unauthorized knowledge of the contents could compromise usefulness.

Government: Where the term is used, it shall refer to the Contracting Officer, and his designated representative (COR) acting within the scope of their written letters of appointment (a copy of all letters of appointment of CORs) will be furnished to the Contractor).

Performance Work Statement (PWS): A document that accurately describes the essential and technical requirements for items, materials or services to be provided to the Government, including the standards used to determine whether the requirements have been fulfilled.

Quality Assurance (QA): Those actions taken by the Government to check goods or services to ensure fulfillment of the requirements of the PWS.

Quality Control (QC): The Contractor's system that ensures the necessary equipment, systems or services is provided as stipulated by this contract.

Standard: an acknowledged measure of comparison.

Standard of Performance: An acceptable, Government-approved level of performance.

3.0 GOVERNMENT FURNISHED PROPERTY/EQUIPMENT

The Government will provide to the Contractor the existing physical facility where current mail processing operations are being conducted. The facility is located in the Butler Square Building, 100 North Sixth Street, Minneapolis, MN. The Government shall be responsible for building maintenance. The administrative furniture such as tables, chairs, sorting bins, and mail carts shall be made available to

the Contractor in “as-is, where-is” condition. Replacement of any or all of this furniture/equipment during the contract period shall be the responsibility of the Government.

The COR shall determine during the contract period whether the furniture/equipment items have reached the end of their useful life. Contract employees who have been trained in the proper operation shall operate this equipment. Equipment abuse will not be tolerated under any circumstances. The Contractor shall be held liable for any repair, damages or replacement items that are due to his negligence. A condition survey of Government property to be turned over to the Contractor shall be conducted jointly between the COR and the Contractor prior to commencement of work under this contract. The survey shall establish a baseline condition of the property. At the end of the contract period, the Contractor shall return to the Government the same property he received in the same condition as received less normal wear and tear. Property shortages shall be accounted for through full payment to the Government. Final contract payment will be held in abeyance pending satisfactory disposition of all property issues.

The Contractor will be furnished telephone services for local use and access to lines for long distance service for the performance of this work statement. The contractor shall not use these services for personal reason.

The Contractor will be furnished access to the local area network to be used to accomplish the services required by the performance work statement. One e-mail account will be provided to the contractor supervisor position.

The Contractor will be furnished office supplies to be used to complete the services required by the performance work statement.

4.0 CONTRACTOR-FURNISHED EQUIPMENT/SUPPLIES

The Contractor shall be responsible for all tasks relating to mail processing operations and producing any reports directed by the Government.

5.0 MAIL PROCESSING OPERATION

5.1 US Postal Service Actions

The Contractor shall pick up incoming mail each Monday through Friday (exclusive of Federal holidays) by 10:00 a.m. at the designated USPS location at the first floor of the Butler Square Building. During the pick-ups the Contractor shall sign for any accountable mail (registered, certified, etc.) and compare this inventory against the receipt in order to ensure that all pieces have been accounted for. The receipt of accountable mail shall be filed in the appropriate file upon return to the mail operations area.

Mail picked up at the Post Office shall be delivered within the same business day.

5.1.2 APHIS/FSIS Mail Drop-Off

The Contractor shall, by 9:30 a.m., 11:30 a.m. and 2:00 p.m. each day, drop off all outgoing mail at the USPS. Any mail requiring face-to-face interaction with a USPS employee (e.g., certified or registered mail) will be hand delivered to the Post Office on the same day it is received in the mailroom. Performance will be considered unsatisfactory if the regular outgoing mail is delivered late and misses the scheduled USPS pick up.

5.1.3 Mail Breakdown

The Contractor shall sort the incoming mail according to agency departmental organizations/individuals (if the mail is so addressed). There are two (2) breakdowns per day. Accountable mail is logged in on a form provided by the Government mailroom supervisor. Addressees will sign this form as a receipt. Remittance items (checks) are logged in on this same form and hand-carried to addressees. Addressees will sign the form as a receipt.

Mail whose routing cannot be readily determined from the printed address will be reviewed by the Government mailroom supervisor, which will attempt to resolve the issue.

5.1.4 Provide Mail Service (Other)

Three times daily (at approximately 9:30 a.m., 11:30 a.m. and 2:00 p.m.), mailroom personnel will deliver and pick-up mail to the APHIS/FSIS locations in the Butler Square. The delivery and pick-up will be at a multitude of stops per floor for each agency (APHIS/FSIS) Any outgoing mail collected during the runs will be processed and prepared for the 3:30 p.m. drop-off at the USPS.

5.1.5 Postage and Mail Class Determination

The Contractor shall review all mail picked up in order to determine that it has a complete address and zip code. All outgoing mail shall be metered for correct postage. Mail that requires special handling shall be identified by different colored forms then prepared per carrier (FEDEX, UPS, USPS) requirements.

5.1.6 Packing and Marking

The Contractor shall inspect all items picked up during the messenger run or delivered to the mailroom for proper USPS handling identification. Bulk mailings will be packaged by Contract personnel and spot checked for quality control to ensure that no machine errors have occurred during the folding/inserting/labeling process. Some mailing will require labels to be prepared and affixed to the outgoing mail. The label address will be provided by the originator.

Receives, weighs and logs package weight, quantity and type of all APHIS/FSIS mail. Delivers packages to both APHIS and FSIS.

Processes outgoing mail including packaging, weighing and assuring most economical postal rate is used. This may also include completing special mail requirement information such as certified mail, return receipt, and other special documents.

5.1.7 Permit Mailing

Approximately 200 - 1500 pieces of mail are received and shipped daily. This figure will vary as workload fluctuates throughout the APHIS/FSIS offices.

6.0 MAINTAINS MAIL CONTROL REGISTERS

The Contractor shall maintain the required forms provided by the Government mailroom supervisor and file the forms for a period of one (1) year.

6.1 Prepares Consolidated (Bulk) Mailings

The Contractor shall make a consolidated outgoing daily mailings as needed.

6.2 Mail Advisory Responsibilities

The Contractor shall answer basic mail questions from the APHIS/FSIS staff. These oral questions normally take the form of clarifying guidance on recent changes to the APHIS/FSIS governing directives. See paragraph 6.0 for a complete listing of all technical guidance relating to this function. The on-site Contract manager, as well as assigned Contract personnel, is required to be familiar with the guidance provided in paragraph 6 below. Wrong answers or lack of familiarity with the basic guidance constitutes unsatisfactory performance. The Contractor is expected to be able to fully answer all basic questions at the time they are asked. In unusual cases, some research may have to be performed by contract personnel before a question can be answered. One to two hours is considered standard research time. If no answer can be provided within one (1) to two (2) hours, the performance may be deemed unsatisfactory.

Questions received less than an hour before the end of the end of the day will be responded to by 8:00 a.m. the following workday. Questions average one to two per day.

Customer complaints from the APHIS/FSIS staff will be compiled by the Government and reviewed in order to determine the Contractor's performance level.

6.3 Postage Metering Equipment

At the time of the contract, the postage metering equipment will contain sufficient postage for at least one week. Subsequent filling of the meter will be handled as follows:

The Contractor shall be responsible for submitting a memorandum to the Government mailroom supervisor a minimum of 30 workdays prior to the projected complete consumption of the postage on the postage meter. The Contractor shall be responsible for monitoring postage usage and recommending postage amounts to the Government mailroom supervisor in order to maintain postage amount at a sufficient level to not run out last minute.

The contractor shall be responsible to ensure the postage meter is used exclusively for official mail and not any personal mailings.

6.4 USPS Permits

The Government will acquire any USPS permits as required. The Contractor shall use these permits as specified by the COR.

6.5 Special Bulk Mailings

On an as needed basis, the contractor will provide additional support for mass bulk mailings that will require collating, stuffing, labeling, postaging and shipping. The annual estimated hours are not to exceed 4500 hours. The contractor will be informed in writing via the COR two weeks in advance of these requirements. This PWS task is to be a separate cost line item from all other tasks within this PWS and will be calculated on a straight labor hour basis. Therefore, a fully burdened labor rate shall be provided.

7.0 SUPPLY FUNCTIONS

7.1 Supply Area

Maintains the supply area containing office supplies and forms by assuring the area is neat, that items are properly stored, and that the Government mailroom supervisor is informed when supplies on hand become low. Assist the Government mailroom supervisor in the preparation of requisition forms and updating the computer database covering a variety of supply activities.

7.2 Warehouse Storage Area

Maintains warehouse storage area which contains office furniture/equipment, large-scale storage and supplies. Assures warehouse is neat and items are easily accessible. Transports deliveries of large-scale supplies and forms from the shipping dock to the warehouse storage area. Examines items received and notes any overages, shortages or damaged items; notifies Government mailroom supervisor and takes further action, if needed.

7.3 Filling of Supply Orders

Fills supply orders requested by APHIS/FSIS personnel. Maintains automated records on the quantity and amount of supplies being shipped. Receives calls from field locations and answers routing questions regarding supply orders.

7.4 Furniture and Equipment Delivery

On an infrequent basis, averaging approximately twice a month, the mail room staff will coordinate and deliver bulk items such as furniture and equipment from the loading dock to the appropriate floor.

8.0 PRINTING, COPYING AND DUPLICATING SERVICES

Through the use of the Government furnished equipment, the contractor prepares, prints and distributes forms, publications, manuals and other various documents for serviced organizations. All print requests are logged into the computer to include who the requester is, job description, how many pages are to be copied and how many copies are needed. The print job must be "print ready" which requires clean copies. Clean copies should not have 3-hole punches, ripped edges or staples.

For informational purposes the following information is being provided regarding print requests. This information is not intended to be all inclusive. Print requests are submitted in a variety of options, some examples are: single sided, back to back, back to back made into single sided. There are three different types of stapling options that include top left corner, book style (two staples on left side) or landscape. Also, various color paper options may be requested. Many print jobs can be a multitude of options; for example, within a single customer request the requirement may be for a cover page to be a different color than the entire document, single sided with the eighth through thirteenth page double sided with a different color of paper and the entire document stapled together. This request requires three different screens of information to be inputted into the equipment. Printing manuals may include the requirement to be bound in book style format using the binding machine in five different binder sizes. Printing manuals may be placed in a three ring binder and mailed to the customer.

Upon their completion, print jobs are delivered back to the person who requested it in a timely manner as outlined by department guidance.

9.0 RECORDS DISTRIBUTION

The contractor will coordinate and ship Government records to the specified records center. This is an annual task. However, the contractor may be requested to coordinate this effort more than once a year.

10.0 DIRECTIVES/GOVERNMENT PUBLICATIONS

The Government mailroom supervisor maintains manuals that all mailroom employees can utilize. It is the Contractor's responsibility to become familiar with these publications.

11.0 SAFETY

11.1 Accident Prevention

In order to provide safety for protection of life and health of employees and other persons; for prevention of damage to property, materials, supplies, and equipment; and for avoidance of work interruptions in the performance of this contract, the Contractor shall comply with all pertinent provisions of APHIS/FSIS safety manuals, and shall also take or cause to be taken such additional measures as the Contracting Officer may determine to be reasonably necessary for safety.

11.2 Safety Exposure Reporting

The Contractor shall maintain an accurate record of, and shall report to the Contracting Officer, in the manner and on terms prescribed by the Contracting Officer, exposure data and all accidents resulting in death, traumatic injury, occupational disease, and damage to property, materials, supplies and equipment incident to work performed under this contract. The Contractor shall design an appropriate form and coordinate its approval with the COR.

11.3 Safety Non-Compliance

The Contracting Officer will notify the Contractor of any non-compliance with the foregoing provisions and the required action to be taken. The Contractor shall, after receipt of such notice, immediately take corrective action. Such notice, when delivered to the Contractor or his representative at the work site shall be deemed sufficient for the purpose. If the Contractor fails or refuses to comply promptly, the Contracting Officer may issue an order stopping all or part of the work until satisfactory corrective action has been taken. No part of the time lost due to any such stop orders shall be made the subject of claim for an extension of time or for excess costs or damages by the Contractor. Compliance with the provisions of this clause by the sub-contractors shall be the responsibility of the Contractor.

11.4 PreStart Safety Meeting

Prior to commencement of the work, the Contractor shall:

- a. Submit in writing his proposal for effectuating this provision for accident prevention.
- b. Meet in conference with the COR to discuss and develop a mutual understanding relative to the administration of the overall safety program.

11.5 Unsafe Methods

The Contractor shall not use any maintenance methods or equipment that endangers his own employees or other persons in the work area. The COR may advise the Contractor to discontinue the use of unsafe devices or methods at any time during the period of this contract.

12.0 INCLEMENT WEATHER

The contractor will be provided the APHIS/FSIS policy regarding weather emergencies. The contractor supervisor and Government mailroom supervisor will coordinate a plan as to communicate the closing of the mailroom. This brief plan will be drafted by the contractor and kept on file by the Government mailroom supervisor.

TABLE OF DEDUCTIONS

The following table defines the deductions that will be assessed against the Contractor for failure to meet the performance specifications of this PWS.

ACTION	DEDUCTION
Failure to operate the mailroom during the specified time period (unexcused early departures, complete absence).	¼ of 1% of annual contract cost for each occurrence
Failure to pick up mail at the Post Office as specified in this PWS.	½ of 1% of annual contract cost for each occurrence
Failure to perform daily distribution of mail as schedule.	½ of 1% of the annual contract cost for each occurrence
Failure to notify the COR or other designated government employee of any equipment failure within one (1) hours of its occurrence.	1/2 of 1% of the annual contract cost for each occurrence
Failure by mailroom employees to check in/out with the Mailroom Supervisor (See Para 1.6) (Deduction will occur if there are 9 or more instances per employee during every 90 calendar days, starting with the first day of the contract).	¼ of 1% of the annual contract cost or each occurrence

GOVERNMENT FURNISHED PROPERTY LIST

MANUFACTURER	QUANTITY	CONDITION
Typewriter	1	Fair
Personal Computer	1	Fair
Color Monitor	1	Fair
LaserJet Printer	1	Fair
Pitney Bowes Paragon Mailing System (100 LB scale, meter, printer)	1	Fair
4 Wheel Cart	1	Fair
Swivel Chair	3	Fair
Desk (45 ½" x 28")	1	Fair
Metal Cabinet	1	Fair
Computer Station	1	Fair
Printer Table	1	Fair

QUALITY ASSURANCE PLAN FOR MAILROOM OPERATION

1. This quality assurance plan will be the vehicle the government will use to perform oversight on the contractors quality control plan.
2. The COR will maintain a copy of the contractors QC plan and perform a monthly review the contractor's documentation from the QC inspections to ensure they are timely and follow the QC plan submitted at the contract inception. Any deviation from the QC plan will be documented and presented to the contractor for corrective action.
3. The COR will perform random sampling of the contractor's QC plan processes to validate the effectiveness of the plan and procedures. The contractor will notify the COR one (1) day prior to their QC sampling process being implemented. The COR will randomly evaluate 10 percent or at a minimum one (1) percent of those samples evaluated during each QC process to ensure the accuracy of the results.