

## **STATEMENT OF WORK- COURIER SERVICES**

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**CONTRACT SCOPE/OVERVIEW:** This invitation for bid will result in a statewide multiple award for courier services covering all 67 counties in Pennsylvania. The contract requires pickup and return delivery of letters and packages within a 24 hour period and all other pickup and delivery services not covered under the statewide contract for Small Package Delivery Services. Services may be required on weekends and holidays on an as needed basis. The required services will be on both a regularly scheduled basis and on-demand.

The effective date of the contract shall be the date the contract is fully executed by the Commonwealth. The ending date of this contract shall be one year after the effective date.

**BEST VALUE DETERMINATION:** The Commonwealth will award a Contract to all responsible and responsive Bidders who meet the contract requirements. Award of a Contract only renders an awarded Supplier to be eligible to perform services under the Contract and does not guarantee that an awarded Supplier will receive any work under the Contract. Commonwealth Agencies will be required to solicit quotations from all suppliers who can provide courier services in the locations needed. Supplier price quotations for the required services shall be evaluated in order to make a best value determination. The best value quote shall be the lowest price quote that meets the service requirements and all other aspects of the price quotation request.

**ELIGIBILITY:** In order to be eligible for award, a contractor must possess the necessary certificate of public convenience issued by the Pennsylvania Public Utilities Commission for pickup and delivery service within the Commonwealth. Contractors must submit a copy of this certificate with their bid. Contractors must also meet federal regulations for interstate traffic, and meet all other requirements of the invitation for bid.

Any terms and conditions that may appear on an invoice, quote or other documentation from the contractor, including but not limited to statements such as “prices are subject to change” or “price to be determined at time of order” are not part of the contract and will not bind the Commonwealth. The contractor may only bill for charges that are in accordance with the bid prices entered in the Cost Spreadsheet (**Attachment A**).

**CERTIFICATE OF INSURANCE:** Contractors must provide a copy of their current Certificate of Insurance as indicated in the Standard Terms and Conditions - clause V.43 Contract-045.1 Insurance – General (Dec 12 2006).

**Hazardous Materials:**

Awarded contractors must be able to transport packages which have been packaged in compliance with IATA Dangerous Goods Classifications Category A (UN 2814 – Infectious Substance, affecting humans; or UN 2900 – Infectious Substance, affecting animals *only*) and Category B (UN3373 - Biological Substance).

**VEHICLES AND DRIVERS:** Contractors must have temperature controlled vehicles and all vehicles must have company identification. All drivers should be issued company photo identification cards so they can be identified as courier employees. All drivers should be provided the appropriate equipment to allow for uploads to the courier service website for tracking packages.

**DELIVERY DOCUMENTATIONS:** Upon request, the contractor shall furnish delivery confirmation to the requesting using agency for a specific delivery.

**GEOGRAPHIC COVERAGE:** Contractors must indicate on the Cost Spreadsheet (Attachment A) which of the 67 counties they are able to provide services.

**COST:** The contractors must indicate their costs by pound weight and the cost for “Next Day by 2:00 P.M.” delivery service. They must also indicate on the Ancillary Tab any fees associated with special delivery requirements for the Delivery/Pick up times indicated. All pickup/delivery times must be guaranteed. All other Ancillary Charges should be listed under “Additional Ancillary Charges” (Ancillary Tab). All contractors costs associated with their bid must be indicated on **(Attachment A)**.

**LIQUIDATED DAMAGES:** The contractor will pay liquidated damages in the amount of \$250.00 per incident for any late, lost or damaged packages, except as set forth below. The contractor will pay liquidated damages in the amount of \$1,000 per incident for the following:

- Late, lost or damaged flu, TB and rabies specimens or other packages deemed a health and safety risk.
- Late, lost or damaged horse blood and urine samples picked up from various race tracks throughout Pennsylvania.

**HISTORICAL USAGE DATA:** Historical usage data is provided as **(Attachment J)** to assist contractors in preparing their bids; however, the data is only an estimate of annual shipping and is not a guarantee of future shipping volumes.

**FUEL SURCHARGE:** The contractor may charge a fuel surcharge. Please see the Fuel Surcharge Matrix Spreadsheet attached as **(Attachment I)** for instructions on how the fuel surcharge will be determined and the percentage rates that will be used for the fuel cost per shipment. Once the fuel surcharge reaches 9.50% it will be capped at this percentage for the life of the contract.

**ADDITIONS/DELETIONS OF SERVICES:** Contractors must notify the Commonwealth of any requested changes to the services on the contract. Contractors will not be permitted to unilaterally change the services on the contract. Approval must be granted by the Department of General Services, Bureau of Procurement. Orders will be monitored to ensure compliance. Failure to comply shall result in termination of the contract and the contractor’s performance will be documented in the Commonwealth’s Contractor Responsibility Program.

**REPORTING REQUIREMENTS:** Contractors shall prepare and submit monthly reports to the Department of General Services, Bureau of Procurement, to the attention of the Commodity Specialist, detailing the previous month’s contract activity. The contractors shall submit their completed reports no later than the 15th calendar day following the end of each month. An example of the reporting template has been included in this bid as **(Attachment K)**. The report should be e-mailed in the MS Excel format to the Commodity Specialist on record.

**CONTRACT REQUIREMENTS:**

- Agency specific service requirements are identified in **(Attachments B-G)**. These attachments also include the agencies pickup, delivery address and schedule information.
- All contractors must provide training on how to request pick-up/delivery services. In addition, all contractors must identify a dedicated staff member who will be responsible for answering questions about services, service requests and to handle any potential online service ordering issues.
- Next day vs. same day delivery charges: Same Day charges cannot be applied to Commonwealth agency requests for Next Day service if the shipment happens to arrive within the Same Day timeline.
- Some Commonwealth agencies require the use of a lock box. A list of the 49 current lock box address locations, along with the lock box size, is included as **(Attachment H)**. The contractors must provide lock boxes and keys at those locations. All lock boxes must be maintained, repaired, and kept in good condition.
- Service Delivery Requirements: All contractors will be required to provide services under this contract on all Commonwealth of Pennsylvania standard business days and times of operation. Those agencies which require pick-up and delivery services during non-standard business days and times will be identified in the agency specific service requirements.
- Holidays: The Commonwealth’s offices are closed for eleven scheduled holidays during the calendar year. Contract services are not required on official Commonwealth Holidays unless specifically identified in the agency specific service requirements.

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| <u>New Year’s Day</u>         | <u>Memorial Day</u>     | <u>Thanksgiving Day</u>       |
| <u>Martin Luther King Day</u> | <u>Independence Day</u> | <u>Day After Thanksgiving</u> |
| <u>Veterans Day</u>           | <u>Labor Day</u>        | <u>Christmas Day</u>          |
| <u>Presidents Day</u>         | <u>Columbus Day</u>     |                               |

- Contractors must provide mailing labels to Commonwealth Agencies. They must also reimburse any Commonwealth agency for any lost or damaged packages or specimens.

**INQUIRIES:** Direct all questions concerning this contract to:

Wanda Bowers, Commodity Specialist  
Department of General Services  
Bureau of Procurement  
555 Walnut Street  
6<sup>th</sup> Floor, Forum Place Building  
Harrisburg, PA 17101  
Phone: 717-346-3840  
Fax: 717-783-6241  
Email: [wbowers@pa.gov](mailto:wbowers@pa.gov)