

## B.4a PRICE/COST SCHEDULE

INSTRUCTIONS TO VENDORS: provide a quote on the following item in B.4a for inclusion with your response.

### ITEM INFORMATION

| ITEM NUMBER | DESCRIPTION OF SUPPLIES/SERVICES  | QUANTITY     | UNIT | UNIT PRICE | AMOUNT |
|-------------|---|--------------|------|------------|--------|
| 0001        | <p>Service rate per LETTER, for Outgoing Presort Mail Services per the PWS (non-personal services).</p> <p>Estimated Quantities Only</p> <p>Minimum Quantity:<br/>192,000 letters per year</p> <p>Maximum Quantity:<br/>1,000,000 letters per year</p> <p>Contract Period:<br/>POP Begin: 10-01-2016<br/>POP End: 09-30-2017</p>                                  | 1,000,000.00 | EA   |            |        |
| 0002        | <p>Service rate per PARCEL (IMpb Marking Services), for Outgoing Presort Mail Services and IMpb marking per the PWS (non-personal services).</p> <p>Estimated Quantities Only</p> <p>Minimum Quantity: 9,600 parcels per year</p> <p>Maximum Quantity:<br/>120,000 parcels per year</p> <p>Contract Period:<br/>POP Begin: 10-01-2016<br/>POP End: 09-30-2017</p> | 120,000.00   | EA   |            |        |
| 0003        | <p>Service Rate per FLAT (IMb Marking Services) for IMb marking per the PWS (non-personal services).</p> <p>Estimated Quantities Only</p>   | 90,000.00    | EA   |            |        |

Minimum Quantity:  
30,000 flats per year

Maximum Quantity:  
90,000 flats per year

Contract Period:  
POP Begin: 10-01-2016  
POP End: 09-30-2017

**GRAND TOTAL** \_\_\_\_\_

## B.4b Accounting and Appropriations Information

[Left blank intentionally. To be updated at award.]

## B.5 DELIVERY SCHEDULE

INSTRUCTIONS TO VENDORS: provide the following information in B.5 for inclusion with your response.

| ITEM NUMBER |  | QUANTITY  | DELIVERY DATE                              |
|-------------|--|---|--|
| 0001        | Mail Collection<br>Address (VA<br>Location): | Refer to block 15 of page 1 of the<br>SF1449                            | Refer to<br>Price/Cost<br>Schedule         |
|             | Contractor<br>Service Location:              | [OFFEROR TO INSERT SERVICE<br>ADDRESS HERE FOR INCLUSION WITH<br>QUOTE] |  |
| 0002        | Mail Collection<br>Address (VA<br>Location): | Refer to block 15 of page 1 of the<br>SF1449                            | Refer to PWS and<br>Price/Cost<br>Schedule |
|             | Contractor<br>Service Location:              | [OFFEROR TO INSERT SERVICE<br>ADDRESS HERE FOR INCLUSION WITH<br>QUOTE] |  |
| 0003        | Mail Collection<br>Address (VA<br>Location): | Refer to block 15 of page 1 of the<br>SF1449                            | Refer to<br>Price/Cost<br>Schedule         |
|             | Contractor<br>Service Location:              | [OFFEROR TO INSERT SERVICE<br>ADDRESS HERE FOR INCLUSION WITH<br>QUOTE] |  |

## B.6 Performance Work Statement (PWS)

### Outgoing Presort Mail Services, including IMb and IMpb Marking

Department of Veterans Affairs (VA)  
Veterans Health Administration (VHA)  
Oklahoma City VA Health Care System (OKC VAHCS)

#### PURPOSE

Oklahoma City VA Health Care System requires contracted daily mail services whereby the successful contractor collects outgoing mail from the VA Location for presorting and marking at the contractor's off-site facility and posting from the contractor's facility. Service requirements include mail presort services, [Intelligent Mail Barcode \(IMb\)](#) and Intelligent Mail Package Barcode (IMpb) markings on mail that complies with USPS presort and barcode marking requirements, and allow the VA to obtain the most cost effective postage rates on mail, while supporting the VA Mission.

This Contract will be a non-personal services contract. The Contractor shall furnish all contract oversight, management, personnel, uniforms, equipment, tools, materials, supplies, storage, licenses, insurances, off-site facilities and transportations necessary to provide services in accordance with the Performance Work Statement (PWS). The Contractor, its employees, agents and subcontractors shall not be considered VA employees for any purpose of fulfilling the PWS and shall be considered employees of the Contractor.

All contract services will be performed at the following location and during the periods of performance:

**Location:** refer to Delivery Schedule

**Period of Performance:** refer to Price/Cost Schedule

#### BACKGROUND

Outgoing presort mail services and USPS IMpb marking, in general, at Oklahoma City VA Health Care System, has been performed by contractors. Details of the former contract, VA25614P2440, can be viewed on [www.fpds.gov](http://www.fpds.gov) (Federal Procurement Data System) and [USAspending.gov](http://USAspending.gov).

Intelligent Mail Package Barcode (IMpb) is a standard required by USPS and includes routing information in the barcode which allows the USPS to use automated equipment to sort and track packages as they travel through our network to the post offices that will make final delivery at the respective destinations. IMpb is required to obtain Commercial Base and Commercial Plus pricing rates.

**USPS Compliance:** The Mailing Standards of the United States Postal Service are outlined in the Domestic Mail Manual (DMM). It is incumbent upon the contractor to remain proficient with regards to the most current USPS requirements and standards as they pertain to the services in this PWS.

*“Mail”, for the purpose of this contract, consists of letters (“letter”), First Class flats (“flats”), and parcels (also referred to as “packages”).*

**Historical Daily\* Quantities** have been as follows, with collections occurring 5 days per week\*:

- Letters: maximum 3,900 (including flats)
- Parcels: maximum 200
- Historical daily\* collections have averaged approximately:
  - two flat letter cartons,

- six large letter cartons, and
- two rolling tubs

(\*annually, excluding Federal Holidays per OPM)

**Historical Special Mailings:** These occur at various times in the year which could increase the quantities resulting in the need for additional service coverage for collections which may impact transportation, labor and storage, to name a few. For example, special mailings have historically occurred in October and September each year with increased quantities ranging between 5,000 to 10,000 letters in September and 50,000 to 55,000 in October (in addition to the normal daily quantity).

## **TASKS AND REQUIREMENTS**

OKC VAHCS actively serves over 65,000 Veterans in central Oklahoma and north Texas. Patient and business communications include an average of 9,000 letters (“letter”), 1,600 First Class flats (“flats”), and 500 parcels (“parcels”) per week. Letters and flats are of dimensions as identified in the USPS regulations. Small parcels include packages of varying sizes and weight, but typically less than 5 pounds per mail item. Approximately 95% of the mail items to be processed under this contract are for Oklahoma-based locations. The remaining 5% is mixed mail. OKC VAHCS will sort mail into bins or tubs containing letters, flats, and parcels. Each Piece of mail will be in sealed envelopes or mailing containers.

The Contractor will never become involved with the content of the mail and must never access internal contents of mail processed as part of the services in this PWS. (Refer to 18 U.S. Code § 1708).

Contractor must ensure each Requirement and each Desired Outcome listed in this PWS is satisfied and that Constraints are honored and respected. If the contractor has any conflicts or challenges with these they should consult the COR or CO.

| REQUIREMENT          | DESIRED OUTCOME   | CONSTRAINTS  |
|----------------------|---|--|
| <b>MAIL SERVICES</b> |   |  |
| 1. Presort Services  | The Contractor will process OKC VAHCS mail in such a way as to qualify for the lowest USPS Rates for presort mail.<br><i>Processing shall include address correction, IMb marking, and co-mingling with other mail to receive the highest possible presort rate discount from the USPS.</i> | a. All barcode marking and presort operations shall be in accordance with the latest USPS regulations and with the Domestic Mail Manual (DMM). |
| 2. IMpb Marking      | The Contractor will provide IMpb Marking on each parcel or package and process the mail to ensure the lowest possible USPS Rates and adherence to USPS standards for Intelligent Mail Parcel Barcode.   | a. All barcode marking and presort operations shall be in accordance with the latest USPS regulations and with the Domestic Mail Manual (DMM). |
| 3. IMb Marking       | <i>The contractor will provide address correction services and IMb marking on flats in such a way as to qualify for the lowest USPS Rates using automation-price eligibility.</i>   | a. <i>All barcode marking operations shall be in accordance with the latest USPS regulations and with the Domestic Mail Manual (DMM).</i>      |
| 4. Mail Pickup       | The Contractor shall provide a minimum of one daily pickup during Standard Business Hours and Days, however no  | a. The OKC VAHCS designated COR will be provided with the schedule for pickup.<br>b. Changes to the regularly scheduled                        |

| REQUIREMENT      | DESIRED OUTCOME   | CONSTRAINTS  |
|------------------|---|--|
|                  | earlier than 10:00 AM local time.   | pickup time will be coordinated and agreed upon by both the COR and contractor. The contractor will be notified at least one week in advance of any peak workload periods.   |
| 5. Special Needs | Special mailings of letter mail occur at various times in the year which could increase the quantities resulting in the need for additional service coverage for collections which may impact transportation, labor and storage, to name a few. For example, special mailings have historically occurred in October and September each year with increased quantities ranging between 5,000 to 10,000 letters in September and 50,000 to 55,000 in October (in addition to the regular daily volume). | <p>a. Pickup times for special mailings will be coordinated with and agreed upon by both the COR and contractor. The contractor will be notified at least two weeks in advance of any special mailings and the anticipated volume.</p> <p>b. All mail from special mailings will be handled in accordance with Item 1 of this PWS.</p> |

## OTHER MISCELLANEOUS CONSTRAINTS

### CAPS Account

Centralized Account Processing System (CAPS) is an USPS electronic postage payment system designed to make payment for all classes of mail easier and more cost-effective. **OKC VAHCS will set up a CAPS account with the appropriate Post Office to deduct daily postage. OKC VAHCS will not issue postage funds directly to the Contractor.**

### Address Correction and Marking

Contractor must provide address correction using one of the USPS-approved methods to comply with USPS Move Update standard and requirements. All presort mail shall be processed and sprayed with a barcode representing the “Zip+4” zip code, presorted and released to the US Post Office on the same day released from OKC VAHCS. The bar-coded “Zip+4” zip code is to be correct for the street, city and state address. The contractor must ensure the final bar-coded and presorted mail product complies with the latest USPS requirements and standards.

NOTE: At the time of issuance of this PWS the latest USPS Move Update web site can be accessed at the following html address link. However, it is incumbent upon the contractor to remain current with the USPS Move Update web page as it is subject to change and not managed by the VA.

<https://ribbs.usps.gov/index.cfm?page=moveupdate>

### Information Protection

OKC VAHCS mail contains Personally Identifiable Information (PII) that must be protected from unauthorized disclosure. Contractor site must be secure to prevent unauthorized individuals from access to the OKC VAHCS mail. All Contractor vehicles must be closed and secured during transport and when unattended mail is on board. Any lost or stolen mail must be reported in writing to the COR and CO as soon as the mail is discovered missing. The report must identify the following:

- Date and Time loss identified:
- Location of loss (address, place of business, etc.):

- c) Number of items missing:
- d) Actions taken by the Contractor to locate or recover items:

All undeliverable or mutilated mail pieces must be returned to the OKC VAHCS by the contractor upon collection of mail on the following Standard Business Day.

### **Medical Center Policies**

Each VA Health Care System has policies that are updated from time to time. The COR can provide more detailed information to the contractor of these upon commencement of the contract and throughout the term of the contract, as needed, especially policies and constraints regarding parking, possession of weapons, cell phone use and photography as well as smoking on VA property. Violations of such policies may result in individual fines or citation answerable in the United States (Federal) District Court.

### **Weather Delays**

The contractor shall notify the COR within two (2) hours, via phone and confirmed via facsimile or email of Contractor's knowledge of any weather conditions with may adversely affect the Contractor's ability to perform under the terms and conditions as stated in the specifications of this requirement. If the COR cannot be reached the contractor must make attempts to notify the CO in the same manner required herein.

## **CONTACT POINTS**

### **Contractor Point of Contact (POC)**

The Contractor shall specify an individual who shall serve as a single point of contact (POC) for all Contract related business. Contractor must provide the COR and Contracting Office with the POC contact details, to include phone and email, as a minimum:

- a) Within 14 business days of contract award,
- b) Within 30 business days after contract Option Year renewal, and
- c) Within 5 business days prior to a change in the POC by the Contractor.

The POC must be easily accessible by phone and return COR calls within 48 hours of a voice message left by the COR.

### **Contracting Officer's Representative (COR)**

Upon contract commencement, the Contracting Officer will notify the Contractor in writing as to the COR assigned to this contract, and upon reassignment of a new COR, as applicable. Contractor shall only respond to requests for service from the COR or the CO. If service is requested from any source, other than the COR or the CO, the Contractor is to advise the individual of this requirement and refuse to respond. Any billing resulting from unauthorized service will not be paid by the government.

### **Authority of the COR**

The Contracting Officer is the only person authorized to approve changes in any of the requirements of this contract. In the event the Contractor affects any changes at the direction of any person other than the Contracting Officer, the changes will be considered to have been made without authority and no adjustment will be made in the contract price or schedule to cover any increase in costs incurred as a result thereof. The Contracting Officer shall be the only individual authorized to accept nonconforming work, waive any requirement of the contract, and/or modify any term or condition of the contract. The Contracting Officer is the only individual who can legally obligate Government funds. No costs chargeable to the proposed contract can be incurred before receipt of a fully executed contract or specific authorization from the Contracting Officer. Oral orders may be placed by the COR directly with the Contractor's Representative, followed by written\* confirmation from both parties prior to the service commencing, and only for

services, quantities and periods within the scope of this PWS and Price/Cost Schedule. (\*Written confirmation does not include cell phone text messages for the purpose of ordering.)

**Government Alternate Points of Contact (POC) – Emergencies Only**

The COR will identify Alternate Points of Contact (POC) to be used only for instances of emergencies when the COR is not easily contactable. These will be individuals in supervisory or managerial roles within the same department as the COR. The contractor will be provided this information within 5 days after contract award and within 48 hours of a change to this information. An Alternate POC does not replace the COR nor do they replace the Contracting Officer during the performance and administration of this contract, nor does it relinquish or diminish the Contractor's requirements in relation to the performance of this Contract.

**CONTRACTOR PERSONNEL SPECIFICATIONS AND REQUIREMENTS**

At all times during performance of Services, in accordance with this PWS, the Contractor must ensure Contractor personnel:

- a) Be able to function professionally amongst the general public in a hospital and health care environment. Where possible, a warm-natured and humane approach from Contractor personnel is preferred during the performance of services.
- b) Be able to read, understand and apply printed rules, detailed orders, and instructions.
- c) Be familiar and compliant with this PWS and all Contractual requirements.
- d) Wear Contractor-issued identification name tags in a way that are visibly displayed on the uniform in a prominent manner, being clearly visible to the general public.
- e) Maintain Decorum at all times. During the performance of services care and consideration must be given to VA visitors and staff. All Services must be performed with minimal disturbance or hindrance to VA Health Care System visitors and staff.
- f) Park only in the dock loading area or other parking areas as designated parking by the COR.

**SAFETY AND SECURITY**

**Check In/Out Procedures**

Prior to commencement of, and immediately after each service visit, the Contractor or Contractor's authorized Personnel, must check in and out with the COR. Only individual VA Mail Room staff at the VA Location, and as delegated in writing by the COR, can coordinate check in and check out procedures for the Contractor in the absence of the COR.

**Standard Business Hours and Days, including Federal Holidays**

VA Health Care System standard operating hours occur between 8:00am to 4:30pm Monday-Friday excluding Federal holidays, except by special alternate arrangement, coordinated and authorized by the COR.

The Federal Government observes the following days as holidays.

|                               |                           |
|-------------------------------|---------------------------|
| New Year's Day                | January 1st *             |
| Martin Luther King's Birthday | Third Monday in January   |
| Presidents Day                | Third Monday in February  |
| Memorial Day                  | Last Monday in May        |
| Independence Day              | July 4th *                |
| Labor Day                     | First Monday in September |
| Columbus Day                  | Second Monday in October  |



|                  |                             |
|------------------|-----------------------------|
| Veterans' Day    | November 11th *             |
| Thanksgiving Day | Fourth Thursday in November |
| Christmas Day    | December 25th *             |

\*Holidays that fall on Saturday are observed on the preceding Friday. Holidays that fall on Sunday are observed on the following Monday.

In addition to the days designated as holidays, the Government observes the following days:

- Any other day designated by Federal Statute
- Any other day designated by Executive Order
- Any other day designated by the President of the United States to be a Federal holiday

### **Safety and Compliance**

The Contractor is responsible for all charges, fees, applications and procurement of all permits, licenses, registrations and certificates, pursuant to lawful application of the provision of services. Where there is a conflict between applicable regulations, the most restrictive will apply.

### **CONTRACTOR FURNISHED EQUIPMENT / PROPERTY (CFE / CFP)**

The contractor shall furnish all facilities, equipment, materials and labor required to meet the requirements of this contract which shall include, but is not limited to pick up, barcoding, presorting mail and delivery to the Post Office.

### **GOVERNMENT FURNISHED EQUIPMENT / PROPERTY (GFE / GFP)**

None.

### **QUALITY**

#### **Rework or Remedy**

Rework or Remedy is defined as performing the Service again until the Purpose of this PWS is achieved in full. This involves less than Satisfactory Service by the Contractor and as noted by the COR. Rework or Remedy occurs at no additional cost to the Government.

#### **Quality Control Plan**

The contractor will devise a Quality Control Plan to ensure successful service, that encompasses the contractor's intent for satisfying services in the PWS, to include Deliverables.

The written Quality Control Plan must be mutually agreed upon by the COR and contractor for effectively maintaining the Purpose of this PWS and updated as necessary changes are made. Agreement to a written Quality Control Plan must be reached by both parties within 5 business days upon commencement of services, and within 5 business days following any revisions or changes.

The written Quality Control Plan must include a monthly reporting method to be agreed upon by both the contractor and the COR as reflecting quality services performed by the contractor and provide to the COR no later than one week following the applicable monthly services to which the report pertains.

#### **Test Mail Articles**

The VA will send random mail articles through the contractor to pre-identified recipients with instructions to notify the Mail Room or COR upon receipt. Notification will be sent by email and will include:

- a) Date Item Received
- b) Scanned Copy of presort address or IMpb bar codes and postage markings

These notifications will be used to verify contractor services.

## DELIVERABLES

### **USPS Form PS 3600-R**

As is required when permit imprinted envelopes are used for mailing, the contractor will provide the USPS with the Statement of Mailing with Permit Imprint First-Class Mail PS 3600-R report.

### **Service Reports**

On a weekly basis, the contractor will provide the COR with a typed report to include the following information for the previous week's processing:

The contractor will provide a weekly, written report which includes, as a minimum, the following information pertaining to the previous week's services. Each report must be submitted to the COR within 5 business days following completion of the previous week's services.

#### Report Information

- a) Total cost and number of pieces qualified for presort
- b) Total cost and number of pieces not qualifying for the presort rate
- c) Total cost and number of parcels where the IMpb code was applied
- d) Number of mutilated/unreadable items returned to the OKC VAHCS
- e) Costs for encoding or any special services provided
- f) Total amount of postage used
- g) Copies of PS 3600-R for each day within the period of the invoice

## DEFINITIONS

**ANSI** - American National Standards Institute

**CAPS** – refer to Other Miscellaneous Constraints in this PWS

**CFR** - Code of Federal Regulations

**CO** – Contracting Officer

**Contractor Employees** – has the same meaning as Contractor Personnel

**Contractor Personnel** - has the same meaning as Contractor Employees

**COR** – Contracting Officer's Representative

**FAR** – Federal Acquisition Regulation

**IMpb** - Intelligent Mail Package Barcode

**Mail** – refer to the section titled Background in this PWS for more specifics on what is considered "mail"

**OSHA** - Occupational Safety and Health Administration

**POC** – Point of Contact

**PWS** – Performance Work Statement

**Services** – Presort Outgoing Mail Services as identified in the Purpose of this PWS as well as the Tasks and Requirements section of this PWS

**USPS** – United States Postal Service

**VA Mission** - To fulfill President Lincoln's promise "To care for him who shall have borne the battle, and for his widow, and his orphan" by serving and honoring the men and women who are America's veterans.

## B.7 Quality Assurance Surveillance Plan (QASP)

See attached document: Quality Assurance Surveillance Plan (QASP). [\[No changes.\]](#)