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1. General Information

1.1 Introduction

The Department of Housing and Urban Development (HUD), Office of Administration (OA), requires a contractor to provide Mail and Courier Services for the Agency. Through this procurement, HUD intends to award a single contract supporting the Document and Distribution Division at the Headquarters building, located at 451 7th St SW, Washington, DC 20410.

1.2 Background

HUD is the Federal Agency charged to create strong, sustainable, inclusive communities, and quality affordable homes for all. HUD's Office of Administration is responsible for delivering administrative support and customer service nationwide to assist HUD employees in fulfilling the Department's mission to build a stronger HUD, to help secure quality housing, end homelessness, strengthen communities, and to level the playing field for all Americans while addressing climate change. OA is continuously striving to become the premier customer service provider in HUD through consistent and equitable service and making the most efficient use of employees' skills, resources, and technology.

1.3 Considerations and Constraints

The services identified in this PWS shall adhere to the rules, regulations, laws, standards, and conventions identified by HUD as well as within the Federal Government. Considerations and constraints include the following:

1. Procurement laws and regulations, including the Federal Acquisition Regulations (FAR)
2. Appropriations and fiscal law requirements, including the Anti-Deficiency Act
3. Reference the **Attachments**

1.4 Purpose

The Office of Administration requires a Contractor to provide Mail and Courier services that includes daily mail pickup and delivery services of HUD "official mail" to the HUD Headquarters and satellite offices. Mail substations for this location are on the HQ second, third, fourth, and fifth floors with the fourth-floor mail substation as a drop off point to receive "accountable mail" requiring signature for receipt of mail.

The HQ main Mail Center is an enclosed room with defined points of entry or a defined space that is used only for processing HUD "official" mail. Access to the main HQ Mail Center is limited to those employees who work in the Mail Center, employees who have immediate need for access, or vendors who have official mail services business with the HUD Mail Center.

Outgoing mail is dropped off by customers and is co-mingled with internal mail. This mail is then sorted and placed in mail boxes by contractor staff for pick up by customers. The On-Site Project Manager/Supervisor oversees the day-to-day operations of all functions in consultation with the Program Manager (PM) or assigned designee.

1.5 Non-Personal Services

The Government shall neither supervise Contractor employees nor control the method by which the Contractor performs the required tasks. Under no circumstances shall the Government assign tasks, or prepare work schedules for individual Contractor employees. It shall be the responsibility of the Contractor to manage its employees and to guard against any actions that are of the nature of personal services, or give the perception of personal services.

If the Contractor believes that any actions constitute, or are perceived to constitute personal services, it shall be the Contractor's responsibility to notify the Contracting Officer (CO) immediately. These services shall not be used to perform work of a policy, decision making or management nature, i.e. inherently Government functions. All decisions relative to programs supported by the Contractor shall be the sole responsibility of the Government.

1.6 Period of Performance

The period of performance shall consist of one base period of 12 months and four 12-month option years.

1.7 Place of Performance

The Place of Performance shall be the HUD headquarters building located at the US Department of Housing and Urban Development at 451 7th St., SW; Washington, DC 20410 and HUD satellite offices located in Washington, DC. See the **Attachments** for a list of satellite offices.

1.8 Hours of Operation

The normal hours of operation shall be from 7:30 a.m. – 5:30 p.m. Monday through Friday. All substations are open from 8:30 a.m. to 5:15 p.m. daily, excluding Federal Holidays, unless otherwise identified. The Contractor shall maintain an adequate workforce for the uninterrupted performance of tasks defined within this PWS. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce is essential.

1.9 Special Qualifications

Special qualifications shall be identified within each task as required.

1.10 Post Award Kickoff Conference

The Contractor shall attend any post award conference convened by the contracting activity or contract administration office in accordance with FAR Subpart 42.5. The Government intends to convene a Post Award Conference with the Contractor within ten business days after contract award. The Contracting Officer shall notify the Contractor of the specific date, location, and agenda within five business days after contract award. The post award conference and subsequent meetings may be held via teleconference.

1.11 Status Meetings

The Contracting Officer (CO), Contracting Officer's Representative (COR) and other Government personnel, as appropriate may meet periodically with the Contractor to also review Contractor performance, requirement status, etc. At these meetings, the Contracting Officer shall apprise the Contractor of how the Government views the Contractor's performance, or progress of the requirement. The Contractor shall apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the Government.

1.12 Contractor Travel

Contractor travel outside of Washington, DC, Maryland, and Virginia is not applicable to this requirement and HUD shall not reimburse the Contractor for any travel costs.

1.13 Transition In

The Contractor shall, upon the Contracting Officer's written notice, furnish Transition-In services as required. As a successor, the Contractor shall have sufficient personnel onboard during the Transition-In period to ensure a smooth transition with the incumbent Contractor.

The Contractor shall provide an orderly transition of work acceptance and accomplishment such that any impact to the program is minimized. During the Transition-In period, the Contractor shall become familiar with the requirements to commence full performance of services by the end of the Transition-In period. Transition-In is not required if the successor Contractor is the incumbent Contractor.

1.14 Transition Out

To minimize any decrease in productivity and to prevent possible negative impacts on additional services, the Contractor shall have sufficient personnel on board during the Transition-Out period. The incumbent Contractor shall ensure a smooth transition with the successor contractor during the Transition-Out period, prior to completion of contractual performance. The incumbent Contractor shall aid the successor in the development of plans, procedures, and methods for the assumption of all on going work.

The Contractor shall provide an orderly transition of work acceptance and accomplishment, such that full control by the successor contractor is achieved by the end of the successor Transition-In period.

2. Definitions and Acronyms

2.1 Definitions

1. **Acceptance** – Provided when an authorized representative of the Government has inspected and agreed that the work meets all requirements of this contract, to include documentation requirements.
2. **Approval** – Provided when the Government has reviewed submittals, deliverables, and administrative documents (e.g., insurance certificates, installation schedules, planned utility interruptions, etc.) and has determined the documents conform to contract requirements.
3. **Business/Work Days** - Every official work day of the week which are days between and including Monday to Friday. This does not include public holidays and weekends.
4. **Calendar Day** - Any day of the week.
5. **Contractor** - A supplier or vendor awarded a contract to provide specific supplies or service to the Government. The term used in this contract refers to the prime.
6. **Contractor Program Manager (CPM)** – An employee of the Contractor to meet program objectives or production requirements. CPMs are responsible for subordinate projects within the scope of the overall program. The CPM is ultimately responsible for effectively managing all Contractor business and technical risks to ensure effective systems and services are delivered to the Government, within budget, and at the required levels of performance.
7. **Contracting Officer (CO)** - A person with authority to enter into, administer, and/or terminate contracts and make related determinations and findings on behalf of the Government. Note: the only individual who can legally bind the Government.
8. **Contracting Officer's Representative (COR)** – An employee of the U.S. Government appointed by the Contracting Officer to perform specifically delegated contract management activities in regards to administrative and technical issues. This individual has authority to provide technical direction to the Contractor as long as direction is within the scope of the contract, does not constitute a change and has no funding implications.
9. **Deliverable** - Anything that can be physically delivered, but may include non-manufactured things such as meeting minutes or reports.
10. **Emergency Callback** - A service request or other request for service placed outside of normal working hours and of such a nature that response cannot wait for the resumption of the next day's normal working hours.
11. **Government Furnished Property (GFP)** - Government-furnished property means property in the possession of, or directly acquired by, the Government and subsequently furnished to the Contractor for performance of a contract. Government-furnished property includes, but is not limited to, spares and property furnished for repair, maintenance, overhaul, or modification. Government-furnished property also includes contractor-acquired property if the contractor-acquired property is a deliverable under a cost contract when accepted by the Government for continued use under the contract.
12. **Normal Working Hours** - The hours of building operations under most circumstances when all services must be provided to all occupants from 8:00am to 5:00pm.
13. **Operations** - The continual process of using building equipment systems to accomplish their function, optimize building performance, and improve energy efficiency. Operations includes analysis of requirements and systems capabilities, operating controls and control systems, responding to service requests, touring and observing equipment performance and condition, adjusting equipment, identifying needed maintenance and repairs to equipment, and maintaining lubrication and chemical treatments, etc.
14. **Program/Project Manager (P/PM)** – The P/PM is responsible for meeting program objectives or production requirements through the acquisition of any mix of in-house, contract, or reimbursable support resources. P/PMs are responsible to stakeholders for management and oversight of subordinate projects within the scope of the overall program, as well IPTs. The P/PM is ultimately responsible for effectively managing all business and technical risks of the program to insure effective systems and services are delivered to the end user on schedule, within budget and at the required levels of performance.

15. **Project Manager (PM)** – As agreed, an employee of the U.S. Government, and/or Contractor assigned responsibility for accomplishing a specifically designated work effort or group of closely related efforts established to achieve stated or designated objectives, defined tasks, or other units of related effort on a schedule, within cost constraints and in support of the program mission or objective. The PM is responsible for the planning, controlling, and reporting of the project, and for the management of required functions, including acquisition planning, defining requirements, business case development, performance of the schedule, and formulation, justification and execution of the budget. The PM is responsible for effectively managing project risks to ensure effective systems and services are delivered through a total life-cycle approach to the end user on schedule, within budget and at the required levels of performance. A P/PM may also serve as PM for projects within the scope of the program.
16. **Performance Requirements Summary (PRS)** - A listing of the performance requirements under the contract that are to be evaluated by the Government on a regular basis, performance indicators for these requirements, performance standards for these requirement and surveillance methods to be used to determine if performance standards are met.
17. **Performance Standard** - The Contractor's performance level required by the Government.
18. **Performance Work Statement (PWS)** - A statement of work for performance based acquisitions that describe the required results in clear, specific and objective terms with measurable outcomes.
19. **Quality Assurance (QA)** - Policies and procedures adopted by the Government to ensure that supplies and services acquired under Government contracts conform to the contracts quality requirements.
20. **Quality Assurance Surveillance Plan (QASP)** - A plan describing how the agency shall survey, observe, test, sample, evaluate and document the Contractor's performance in meeting critical performance standards identified in the contract.
21. **Quality Control (QC)** - All necessary measures taken by the Contractor to assure that the quality of an end-product of service shall meet contract requirements.

2.2 Acronyms

1. AQL – Acceptable Quality Level
2. CO - Contracting Officer
3. EST - Eastern Standard Time (U.S.)
4. PPM – Program/Project Manager (Government only)
5. PM – Project Manager
6. COR – Contracting Officer's Representative
7. HUD - U.S. Department of Housing and Urban Development
8. HUDAR - HUD Acquisition Regulation
9. IT - Information Technology
10. OCPO - Office of the Chief Procurement Officer
11. QA - Quality Assurance
12. QASP - Quality Assurance Surveillance Plan
13. QCP - Quality Control Plan

3. Government-Furnished Property and Services

The Contractor shall ensure accurate control and accountability of all Government-Furnished Property in accordance with the terms and conditions of this agreement. The Contractor, or the Contractor's employees shall not use Government property in any manner for any personal advantage, business gain, or other personal endeavor. The Government shall furnish, at no cost to the Contractor, the GFP shown below.

3.1 Government Services

The Government shall provide the space, phone service, LAN connections, and power supply for all devices necessary to conduct the work for Government purposes only. Phones will serve local communication needs within the building including local calling and providing a service desk.

3.2 Facilities

The Government will furnish Space in the building, when available, and furniture and furnishings (to include telephones for restricted use) for a supervisor's office to be used for official business only in the performance of this contract. Any existing equipment within HUD furnished space, such as lockers, tables, benches, chairs, etc., placed within the building by the Government may be used by the Contractor during the term of the contract provided authorization is received from the PPM. This space and equipment must be kept neat and clean so that it is free of debris and returned to the Government at the expiration of the contract in reasonably the same condition as at the time of entering into the contract. The Government may also furnish space in the building for the storage of an inventory of supplies and equipment that will be used in the performance of work under the contract. The Contractor shall maintain this space in a clean, neat, and orderly condition. Under no circumstances may the Contractor store flammable or explosive liquids (naphtha, gasoline, etc.) in the building. The Government will not be responsible in any way for damage or loss to the Contractor's stored supplies, materials, replacement parts, or equipment.

The Contractor may use HUD's onsite parking after receipt of approval from the HUD Parking Office and PPM. The Contractor is responsible for the costs of paid parking spaces. Parking rates are subject to change and the current quarterly (every 3 months) parking rate is:

1. Vehicles: \$116.28 (subject to change)
2. Motorcycles: \$29.07 (subject to change)

3.3 Equipment

The Government will provide the Contractor with the necessary postage metering equipment, bar coding and sorting equipment, cages, desks, chairs, tables, sorting bins, baskets, computers, mail office supplies, electric power for the operation of the equipment, heat, light, air conditioning, daily trash pickup, and general room cleaning services in the main mailroom and three (3) substations. See **Attachments** for a current listing of all furniture, equipment, and supplies.

3.4 Materials

Copies of required materials may be provided to the Contractor in hard, or soft copy. All materials shall remain the property of the Government and shall be returned to the COR upon request and at the end of the contract period.

3.5 Quality Assurance

The Government shall evaluate the Contractor's performance in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government must do to ensure that the Contractor has performed in accordance with the performance standards. It defines how the

performance standards shall be applied, the frequency of surveillance and the minimum acceptable quality level. As part of the Government's quality assurance program, the Government may:

1. Review and, if warranted, reject any reports or other submittals required from the Contractor.
2. Review performance and service records, including but not limited to monthly progress reports, and any computerized or hardcopy records maintained by the Contractor documenting performance under this contract, and require correction of any unsatisfactory conditions noted.
3. Determine the adequacy of the Contractor's quality control program and documentation and the overall success of this program. The Government may order improvements if it determines the program is insufficient or ineffective.
4. Perform inspections with Government personnel, or independent third-party inspectors.

Contractor performance shall be evaluated based on performance success or deficiencies, success or failure in meeting contract requirements, and the Contractor's record of correcting deficiencies when noted. While corrective actions shall be noted, a record of significant performance deficiencies may lead to a performance evaluation that is less than satisfactory even if the Contractor takes corrective action. The use or nonuse of any quality assurance methods (e.g., a measurement and verification (M&V) program) by the Government shall not constitute a waiver of, or excuse from contract requirements.

The Government may implement, or change quality assurance measures at any time during the term of the contract.

4. Contractor-Furnished Items and Services

The Contractor shall provide all supplies, materials, and equipment required to perform the work under this agreement, unless otherwise stated herein.

4.1 Contractor Responsibilities

The Contractor shall only conduct business with designated Government personnel listed as a Point of Contact (POC). Names of authorized personnel shall be provided to the Contractor by the Government, in writing and updated as necessary throughout the agreement period.

U.S. Government records, copies of original results and reports, verified original data, corrected data and corrected supporting final reports which are maintained by the Contractor shall remain the property of the U.S. Government. These files/results shall be surrendered to the COR.

4.2 Contractor Personnel

4.2.1 Key Personnel

The following are considered Key Personnel by the Government and shall be listed as such in accordance with HUDAR 2452.237-70, "Key Personnel. Accordingly, at a minimum, the point of contact shall have the technical knowledge of the requirement and be in the position to receive assignment, guidance, and direction from the COR and CO per HUDAR 2452.237-73, Conduct of Work and Technical Guidance, and shall be allocated enough hours to the requirement to ensure successful performance. The point of contact shall each be an employee of the Contractor. An employee of a subcontractor is not acceptable.

1. **Project Manager.** The Contractor shall identify and designate a Project Manager who will have full authority to act on behalf of the contractor. The Project Manager shall be responsible for the overall management and coordination of the contract and shall act as a central point of contact with the Government. The Project Manager shall be a certified Executive Mail Center Manager (EMCM) and shall possess at least three years of recent work experience (obtained in the last five years) in managing and supervising a project of the size and scope as identified in this Statement of Work.
2. **Mail Center Supervisor.** The individual occupying this position shall possess at least two years of recent work experience (obtained in the last five years) in managing and supervising a project of the size and scope as identified in this Performance Work Statement. Key Personnel shall conduct weekly quality control evaluations to determine the accuracy of sorting and delivery of mail.

The Contractor shall ensure that its Key Personnel:

1. Have a thorough understanding of the Domestic Express Statutes and the U.S. Postal Service's Domestic Mail Manual.
2. Possess basic computer skills and shall be able to type 45 words per minute.
3. Can read, write, and speak the English language fluently.
4. Review all mail products to make sure they meet USPS requirements.
5. Provide comments on HUD mail management policy, as required.
6. Bring abuses of the mail system to the PM's attention immediately.
7. Comply with the policies and standards outlined in HUD's mail management policy.
8. Conduct weekly quality control evaluations to determine the accuracy of sorting and delivery.
9. Safeguard postage and accountable mail.
10. Establish procedures for safeguarding spoiled meter postage to make sure appropriate refunds are obtained and to properly account for refunds.
11. Assist HUD staff in developing mail products before printing, assuring that they comply with USPS and HUD "official" mail policy.
12. Assist in planning, directing and coordinating mail activities of designated projects to ensure that goals and objectives of projects are accomplished within prescribed timeframes and contract requirements.
13. Maintain equipment inventory list, updates and/or deletes, as needed.

14. Train and supervise employees in the performance of job tasks.
15. Complete required reports.
16. Review and implement safety procedures to meet Federal standards. Monitor activities where accidents may occur, halting any operation or activity that constitutes an imminent hazard to personnel or equipment.
17. Ensure the staff adhere to HUD's Suspicious Mail Protocol.
18. Ensure the staff wear their identification badges and contractor-provided smocks.
19. Meet regularly with the PM to provide written or oral status reports on mail activities.

4.2.2 Contractor Training

The Contractor shall ensure that its staff are adequately trained in all mail operations and shall:

1. Have Key Personnel participate in at least one mail management training class annually.
2. Assist HUD mail staff in training HUD clients quarterly on how to handle suspicious mail.
3. Be trained and/or receive refresher training annually in appropriately responding to mail center threats, including biological and bomb threats

4.3 Identification of Contractor Employees

All Contractor personnel shall wear company picture identification badges to distinguish themselves from Government employees. When conversing with Government personnel during business meetings, over the telephone, or via electronic mail, Contractor personnel shall identify themselves to avoid situations arising where sensitive topics might be better discussed solely among Government employees. Contractors shall identify themselves on any attendance sheet, or any coordination documents they may review. Electronic mail signature blocks shall identify their company affiliation. Where practicable, Contractor personnel occupying collocated space with their Government program customer shall identify their work space area with their name and company affiliation, or as a minimum, "Contractor", after their name.

4.4 Quality Control

The Contractor shall establish and maintain a complete Quality Control Program that shall ensure services are performed in accordance with this contract. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The Contractor's quality control program is the means to ensure that work complies with the requirements of the contract. The Contractor shall develop, maintain, enforce, and provide to the PPM, or other designee a **Quality Control Plan (QCP)** within 30 business days after contract award. The QCP shall be submitted to the COR within five (5) working days when changes are made thereafter. The QCP shall ensure the Government receives the level of quality that is consistent with the requirements specified in this contract. The QCP shall be sufficiently detailed to provide the Contractor's methodology for identifying and recruiting qualified personnel. The QCP shall also provide the Contractor's methodology for resolving problems identified by the Government during reviews conducted in accordance with its Quality Assurance Surveillance Plan (QASP). The QCP shall also provide the Contractor's methodology for establishing an internal feedback system for support personnel, and for resolving problems identified by that feedback system. The QCP shall demonstrate and validate that the services or deliverables to be provided under the contract are completed with a level of quality that meets the minimum performance threshold established in the Government's QASP. The QCP shall address the Quality Management Approach, Quality Assurance, Quality Control, and Quality Standards.

5. Tasks

The tasks encompassing this PWS are listed below and support the scope of work.

5.1 Program Management

The Contractor shall provide Program Management support to ensure that all activities successfully achieve their objectives. The Contractor shall provide a **Program Management Plan** describing the technical approach, organizational resources, and management controls to be employed to meet the cost, performance, and schedule requirements throughout the contract's execution.

The Contractor shall provide a **Monthly Status Report** to the Contracting Officer's Representative (COR) and Government Program/Project Manager (P/PM) and shall, at a minimum, report the status of the following:

1. Mail tasks:
 - a. Amount of pieces run by each machine
 - b. Beginning postage amount
 - c. Ending postage amount
 - d. Amount of postage used by each machine
 - e. Total amount spent by class of mail
 - f. Problems and resolutions
2. Financials
3. Deliverables
4. Software Tools/Licenses
5. Major Risks
6. Personnel (including subcontractors)
7. Status of Performance Requirements and Metrics
8. Other deliverables, reports, and items as identified within this PWS

As required, the Contractor and HUD shall meet periodically onsite, via web conference, or via teleconference to:

1. Review work statuses
2. Review deliverables
3. Review reports
4. Review performance
5. Perform planning and alignment with HUD's objectives and requirements
6. Provide resolutions to issues

5.2 Mail Services

The Contractor shall provide mail services as outlined in the sub-tasks below to HUD employees, other contractors, and visitors of HUD. The Contractor shall provide prompt and courteous services to all customers and maintain a Visitor's Log in the mail center. The Visitor's Log shall be provided to HUD upon request. The Contractor shall not accept unofficial mail and shall report abuses of the mail system to the P/PM. The Contractor shall ensure that all mail center personnel:

1. Can read, write, and speak the English language fluently.
2. Communicate in a professional, courteous manner.
3. Have relevant experience in mail center operations. For example, they must have at least one year of experience within the last five years whereby they were working in a mail center.
4. Can lift 50 pounds of weight.
5. Possess basic keyboarding skills and must be able to utilize HUD's locator system to locate mail recipients.

In addition to the basic requirements for all mail center personnel, the Contractor shall provide a licensed Mail Run (Courier) Driver / Mail Clerk and alternate/replacement for mail pickup/delivery to HUD's satellite offices and other mail services duties assigned by the Supervisory Mail Staff. The Contractor shall:

1. Ensure individuals designated as a Mail Run (Courier) Driver / Mail Clerk and alternate/replacement Driver / Mail Clerk possesses a valid driver's license with an acceptable driving record established by the National Driver(s) Registry or equivalent.
2. Conduct regular license and driving record checks. If the Contractor's designated Mail Run (Courier) Driver / Mail Clerk is found to be reckless or performance is found to be unsatisfactory, the Contractor shall replace the individual immediately after notification by the Contracting Officer.
3. Ensure the Mail Run (Courier) Driver / Mail Clerk picks up and delivers mail twice daily to HUD's satellite offices, at 9:30 a.m. and 1:30 p.m.
4. Ensure the Mail Run (Courier) Driver / Mail Clerk sorts interoffice mail in the main HQ Mail Center's mail sorting area during periods of non-pickup/delivery.
5. Ensure the Mail Run (Courier) Drive / Mail Clerk assists in processing outgoing mail via UPS and USPS.
6. Ensure the Mail Run (Courier) Driver / Mail Clerk maintains mail accounting logs of mail received from their mail pickup/delivery runs between HUD satellite offices.

5.2.1 Incoming Mail

Incoming mail and packages may be delivered by, but not limited to, the following carriers:

1. U.S. Postal Service (USPS)
2. United Parcel Service (UPS)
3. Federal Express (FedEx),
4. Airborne
5. Others

In support of the incoming mail and packages, the Contractor shall:

1. Receive and sort mail into mailboxes in the Main Mail Center or the mail sub-stations located on the second, sixth, and ninth floors, within two hours of receipt.
2. Perform deliveries of incoming and interoffice mail twice each workday at 10:00 a.m. and 2:00 p.m. to designated offices which includes 49 stops. See **Attachments**.
3. Screen all incoming mail using the Suspicious Mail Protocol developed by HUD and other appropriate Federal Agency authorities. See **Attachments**.
4. Pick up bulky parcels or packages from Program Offices, as requested.
5. Assist in making periodic mail counts and obtaining other information required for special reports. Single Family Binder Mail. Single Family Binder Mail is mail related to Single Family Mortgages sent to HUD Headquarters from Field Offices in one cubic foot boxes. Large quantities are received daily, usually via USPS. Contractor shall segregate Single Family Case Binders from other incoming mail and notify the Housing Records Management Unit that they have Single Family Binders for pick-up.
6. Average Yearly Mail Services Workload: Incoming USPS 600,000 pieces; and, incoming UPS 100,000 pieces.

5.2.2 Suspicious Mail

HUD's Suspicious Mail Protocol is a compilation of HUD HQ Mail Handling Procedures, the FBI's Suspicious Mail Advisory and Advisories from the USPS, and the General Services Administration's (GSA) Mail Policy Council. The P/PM shall brief the Contractor on HUD's Suspicious Mail Protocol. See **Attachments**. The Contractor shall:

1. Isolate suspicious Mail and notify the P/PM immediately.

2. Provide all mail personnel with the required CDC recommended protective gear, i.e., gloves, masks, and hand sanitizers, needed to protect against chemical and biological agents.

5.2.3 Newspapers

The P/PM shall provide updated newspaper delivery lists as they become available from various Program Offices that have existing subscriptions. The Contractor shall:

1. Receive, sort, and distribute newspapers to recipients identified in the **Attachments** by 8:30 a.m. each workday.
2. Provide any reports of newspaper non-delivery, shortages, or overages to the P/PM by 9:30 a.m. each workday.

5.2.4 Outgoing Mail

HUD's Average Yearly Mail Services Workload includes 75,000 outgoing USPS pieces and 10,000 outgoing UPS pieces. The Contractor shall:

1. Receive mail from customers at the Main Mail Center and the sub- stations.
2. Forward outgoing mail received by the sub-stations to the Main Mail Center for processing.
3. Affix postage and process outgoing mail in accordance with USPS and other carriers' specifications and regulations, which may include separating outgoing mail by class of service, size of envelope, or destination.
4. **Process and prepare outgoing mail for shipment within two hours of receipt.**
5. Screen outgoing mail to ensure addresses are complete and packages are in conformance with HUD and postal regulations.
6. Meter outgoing mail and record chargeback codes for accounting purposes.
7. Assist in making periodic mail counts and obtaining other information required for special reports.
8. Generate appropriate manifests for outgoing mail. Run UPS pickup computer manifest report.

5.2.5 Satellite Offices

Satellite offices are HUD offices located within the Washington, DC metropolitan area, but outside the HUD Headquarters Building. The Contractor shall:

1. **Pick up and deliver mail twice daily to/from HUD's satellite offices at 9:30am and 1:30pm.**
2. Provide a vehicle and a mail run driver/clerk to make scheduled pickup and deliveries to/from the satellite offices.
3. Maintain the **Satellite Offices Delivery Log**. See **Attachments**.

5.2.6 Blind Mail

Blind mail is mail where the intended recipient cannot be easily identified. Blind Mail could be addressed to HUD, a title at HUD, people who are no longer at HUD, or non-existent room numbers. The Contractor shall:

1. Handle Blind Mail expeditiously by opening, reading, and determining the responsible action office.
2. Open all Blind Mail, re-address and route to the appropriate party within two working days of receipt.
3. Use the HUD Locator System, the established Blind Mail Referral List, and the HUD Satellite Office Building Occupancy List to identify recipients of Blind Mail.
4. Forward First Class Blind Mail to the P/PM that cannot be identified after established procedures have been applied by the Contractor's staff. The P/PM will research and return the mail to the Contractor's staff for prompt dispatch after the recipient has been identified.
5. Discard Blind Mail sent via Standard Mail where the recipient cannot be identified.

5.2.7 Accountable Mail

Accountable mail is “official” mail addressed to HUD staff that requires a signature and safekeeping. Accountable Mail is used for high priority items and things of value. Examples of accountable mail are certified, return receipt, FedEx, UPS, insured or other commercial carrier mail requiring proof of receipt and safekeeping. The Contractor shall:

1. Maintain the daily Incoming Accountable Mail Volume Log (See **Attachments**)
2. Deliver and obtain signatures for receipt of Accountable Mail as required.
3. Deliver Accountable Mail during the 9:30 a.m. and 1:30 p.m. deliveries. If waiting until these times will cause Accountable Mail to sit idle for more than two hours, the Contractor shall deliver it immediately.
4. Secure and safeguard accountable mail.

5.2.8 Pouch Mail

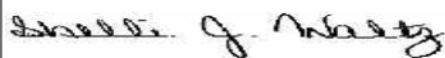
Pouch Mail is mail being sent to addresses at HUD Field offices outside the Washington, DC metropolitan area. The list of HUD Field Office Locations which includes their addresses is provided in the **Attachments**. The Contractor shall:

1. Consolidate all mail addressed to recipients in HUD Field Offices into a single pouch.
2. Send pouch mail daily via HUD's overnight delivery courier as identified by the PM.

5.2.9 Mail Center and Safety

The Contractor shall keep the Mail Center and substations organized and clean. The Contractor shall ensure that the mail bins are labeled correctly and shall update the labels when offices and/or individuals move to new locations. The Contractor shall ensure that HUD's mailing addresses in shipping software programs are correct. To ensure safety and security of Contractor employees, the Contractor shall:

1. Ensure employees wear Identification badges when in the building.
2. Provide nitrile, or vinyl gloves and other personal protective gear recommended by CDC guidelines.
3. Ensure employees wear Contractor-provided smocks.
4. Ensure employees alert supervisor of unknown persons entering the Mail Center.
5. Maintain a **Safety Log** indicating when Contractor employees are fully trained on the proper use of their personal protective equipment. This log shall be provided to HUD upon request.

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30				1. REQUISITION NUMBER RCS-A-2018-00153		PAGE OF 1 70	
2. CONTRACT NO.		3. AWARD/ EFFECTIVE DATE 09/01/2018		4. ORDER NUMBER 86543J18P00019		5. SOLICITATION NUMBER 86543J18Q00004	
						6. SOLICITATION ISSUE DATE 05/08/2018	
7. FOR SOLICITATION INFORMATION CALL:		a. NAME ELISA WEISE		b. TELEPHONE NUMBER (No collect calls) 215-430-6719		8. OFFER DUE DATE/LOCAL TIME ET	
9. ISSUED BY CODE HUD-NFNP US Department of HUD Office of the Chief Procurement Officer The Wanamaker Building 100 Penn Square East Philadelphia PA 19107-3380				10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED OR <input checked="" type="checkbox"/> SET ASIDE: 100.00 % FOR: <input checked="" type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS <input type="checkbox"/> (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM <input type="checkbox"/> EDWOSB <input type="checkbox"/> 8(A) NAICS: 561110 SIZE STANDARD: \$7.50			
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS		13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/>		13b. RATING	
15. DELIVER TO CODE HUD-AHDA HUD-AHDA 451 7TH STREET, SW WASHINGTON DC 20410				16. ADMINISTERED BY CODE HUD-NFNP US Department of HUD Office of the Chief Procurement Officer The Wanamaker Building 100 Penn Square East Philadelphia PA 19107-3380		14. METHOD OF SOLICITATION <input checked="" type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP	
17a. CONTRACTOR/ OFFEROR CODE 095417929 DIDLAKE INC. Attn: Curt Salter 8641 BREEDEN AVE MANASSAS VA 20110-8413 TELEPHONE NO. 703-361-4195		FACILITY CODE		18a. PAYMENT WILL BE MADE BY CODE ARC/ASD/APB ARC/ASD/APB ARC/ASD/APB, AVERY 3G PO BOX 1328 ACCOUNTSPAYABLE@FISCAL.TREASURY.GOV PARKERSBURG WV 26106-1328			
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER				18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM			
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES			21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	Tax ID Number: 54-0943833 DUNS Number: Not Available COR: Eunice Dodson HUD HQ Mail and Courier Services in accordance with attached PWS, QASP, clauses, price proposal and wage determination. Accounting Info: HUD0335DB1818XX-2018-61000001-233305-HUDADH00D0C00-XXXXXXXXXX-HUDNPS000000-HUD35AA-XXXXXXXXXX-XXXX-XX Continued ... <i>(Use Reverse and/or Attach Additional Sheets as Necessary)</i>						
25. ACCOUNTING AND APPROPRIATION DATA See schedule						26. TOTAL AWARD AMOUNT (For Govt. Use Only) \$632,384.10	
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA						<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.	
<input checked="" type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA						<input checked="" type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.	
<input type="checkbox"/> 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED.				<input checked="" type="checkbox"/> 29. AWARD OF CONTRACT: price proposal OFFER DATED 05/30/2018. YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS: 08/09/2018			
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) 			
30b. NAME AND TITLE OF SIGNER (Type or print)		30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (Type or print)		31c. DATE SIGNED	
				SHELLI J. WALTZ		08/09/2018	

86543J18P00019 POC List

Government PPM: Michael Wilson

COR: Marie Perry

Contracting Officer: Shelli Waltz

Contract Specialist: Omar Harris