

**ATTACHMENT 4.1-01**

**PERFORMANCE-BASED WORK STATEMENT (PWS)**

**FOR**

**MAIL DISTRIBUTION SERVICES CONTRACT**  
**(MDSC)**

**KENNEDY SPACE CENTER**

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## SECTION I

### DESCRIPTION OF SERVICES/GENERAL INFORMATION

**1.0 SCOPE.** The contractor shall provide (unless otherwise indicated) all personnel, vehicles, fuel, equipment, tools, material, furniture (in addition to and other than what is provided by the Government), supplies, and services for processing and delivery of official mail, communications, forms, and parcels up to 70 pounds for all Kennedy Space Center-supported locations as identified in Appendix D of this Performance-based Work Statement (PWS). The incoming contractor shall be responsible for completing work requirements and work currently in progress that exists at the start of the performance period.

#### 1.1 INCOMING MAIL, USPS, AND PRIVATE CARRIERS REQUIREMENTS

1.1.1 The contractor shall operate a Contract Branch Post Office (including letter drop boxes) to manage incoming mail, parcels up to 70 pounds and administrative communications in accordance with this Performance Work Statement (PWS) and applicable documents listed on Appendix B, *Compliance Documents*.

- a. The contractor shall receive, sort, distribute, pick-up, consolidate, dispatch and apply correct official metered postage for all outgoing official mail and communications and perform services required to properly process mail.
- b. The contractor shall dispatch mail from the KSC Contract Branch Post Office to Kennedy Space Center (KSC); selected stops at Cape Canaveral Air Force Station (CCAFS); Patrick Air Force Base (PAFB) and the highway A1A connecting route; and State Road 3 (Courtenay Parkway on Merritt Island) on a daily basis (excluding holidays and weekends) in accordance with this PWS.
- c. Deliver and pick-up mail to and from the Orlando U.S. Post Office, located at 104001 Post Office Boulevard, Orlando, FL, 32862, twice daily (7:00 am and 12:45 pm), Monday through Friday (excluding holidays).
- d. Deliver the day's postal receipts and any mail received after 12:45 pm to the Titusville U.S. Post Office, daily, Monday through Friday (excluding holidays). The contractor shall leave KSC at 4:20 pm.
- e. The contractor shall be responsible for coordinating dispatches with the United States Post Office Service (USPS) and Private Carriers for best possible transit times.
- f. The contractor shall protect and safeguard all mail, official postage, and communications in the contractor's custody.
- g. The contractor shall make deliveries to only authorized organizations, offices and individuals.
- h. The contractor shall create and maintain the *KSC Post Office Mail Log* to track workload statistics, such as the number of pieces of mail processed by category, applicable to the KSC Post Office on a daily basis.

- i. The contractor shall furnish \$50,000 bond in to the U.S. Postal Service as required to maintain U.S. Postal Service Contract Branch Office.
  - j. The contractor shall open and screen all public correspondence not containing an individual addressee name or mail code to determine proper routing.
  - k. The contractor shall develop, maintain, and provide a monthly ***Summary of Business in KSC Branch Post Office*** to track the total volume of USPS letter mail, packages, money orders, insured, certified, registered, stamp sales and deposits processed each month. This report provides a monthly summary of all the transactions reported to the Titusville Post Office via the Postal Service (PS) Form 1412-A. The contractor shall provide this report to the KSC Mail Manager (KMM) and Contracting Officer's Technical Representative (COTR) on a monthly basis via electronic mail (1 copy) and hard copy (1 copy). See sample in Appendix C.
- 1.1.2 The contractor shall dispatch mail to the intended recipient using all or any part of the information reflected in the forwarding address element for the next available delivery run, but not later than the following workday.
- 1.1.3 The contractor shall check for time-sensitive, accountable or classified mail intermingled with the unclassified mail, and process in accordance with this PWS.
- 1.1.4 The contractor shall process all USPS accountable mail (e.g. Registered, Certified, or Insured) discovered intermingled with unclassified mail.
- 1.1.5 The contractor shall open all packages or parcels addressed to "NASA", "KSC" or addressed as "consolidated" or "pouch mail" and sort individual pieces for delivery to the intended recipient on the next available mail run.
- 1.1.6 The contractor shall deliver all classified mail (marked SECRET or CONFIDENTIAL) to the Classified Documentation Control Office immediately upon discovery.
- 1.1.7 The contractor shall assist authorized private carriers, such as Federal Express, United Parcel Service, etc., in identifying the correct delivery point for all parcels destined for delivery to NASA-KSC organizations.
- 1.1.8 The contractor shall screen, X-ray, and refer suspect mail to the KSC Security Office.
- 1.1.9 The contractor shall forward threatening or suspicious mail to the Security office; forward requests for information and educational publications to the Fan Mail office; and forward invoices to the NASA Financial Office. For any mail not falling into aforementioned categories, notify the KMM to determine proper routing.

1.1.10 The contractor shall provide mail drop box collection service twice daily, Monday through Friday (excluding holidays). One drop box is located at each of the six following locations:

- a. Lobby of E&O (Engineering & Operations) Building at Cape Canaveral Air Force Station,
- b. Parking lot at southeast corner of Causeway Road and Hanger Road, Cape Canaveral Air Force Station,
- c. In front of NASA Training Auditorium,
- d. SSPF (Space Station Processing Facility) lobby,
- e. MFF (Multifunction Facility), and
- f. Lobby of LCC (Launch Control Center).

## **1.2 INCOMING MAIL, INTEROFFICE/INTRA-CENTER MAIL REQUIREMENTS**

1.2.1 The contractor shall receive, process, and dispatch all mail for delivery on the next available mail delivery run. Mail distribution services covered by this contract are listed in Appendix D, *Mail Distribution Sites*.

1.2.2 The contractor shall receive and distribute the following publications as follows:

- a. *SPACEPORT NEWS* (KSC newspaper): twice per month (every other Friday), in accordance with the current distribution list provided by the COTR.
- b. *TELEPHONE DIRECTORIES*: label and distribute annually, as addressed, on the next available mail delivery run.

1.2.3 The contractor shall receive and distribute memoranda (letters) and other correspondence in accordance with distribution requirements as shown on same. For example, some memoranda may be received without an envelope with the destination highlighted or otherwise clearly identified. The contractor shall distribute all material on the next available mail delivery run.

1.2.4 The contractor shall provide daily pick-up by 5:00 a.m from the NASA-KSC Duplication Center, located at the KSC Headquarters building, for the following materials:

- The Kennedy Integrated Control Schedule (KICS) and the Payloads Operations Support Schedule (POSS), both of which shall be delivered by 6:30 am.
- All overnight printing from the mainframe printer, which shall be delivered on the same day.
- To accomplish this task, the contractor shall appoint at least one employee to be at the KSC HQ Mail Facility no later than 5:00 am.

1.2.5 The contractor shall pick-up printed items by 7:00 a.m. from the NASA-KSC Duplicating Center, to be delivered on the same day to the Orbiter Support Building II

(OSB) Facility for major Space Shuttle Operations and Payload Operations Readiness Reviews.

1.2.6 The contractor shall pick-up and deliver, once a day, printed materials from the NASA-KSC Duplicating Center to KSC customers for next day delivery. This may include items having standard distribution lists.

1.2.7 Provide courier service once a day, excluding holidays, for customers in the NASA-KSC Shuttle Operations Directorate per schedule requirements.

1.2.8 The contractor shall process time-sensitive bids or proposals in the following manner. The contractor shall:

- a. Stamp the bid/proposal with date and time received. Do not open the package.
- b. Hand-carry bids or proposals erroneously routed to the mail room to the KSC Procurement Office (OP) no later than the next available mail delivery run or close of business the day it was received, whichever comes first.
- c. Package and mail any contracts, modifications, purchase orders, delivery orders, specifications, drawings, requests for proposals (RFP) or invitations for bids provided by OP personnel.

1.2.9 The contractor shall distribute NASA mission operations & maintenance, scheduling, and Shuttle mission readiness review documentation to meet the requestor's delivery requirement. The NASA-KSC Duplicating Center will provide sufficient notice of when items must be picked up and delivered.

1.2.10 The contractor shall provide courier service for the Shuttle program to pick-up and deliver Automated Data Processing (ADP) documents on a daily basis, Monday through Friday (excluding holidays).

1.2.11 Distribute mission-critical program Operations and Maintenance Instructions (OMI) and mission control schedules to meet the sender's delivery requirement. The NASA-KSC Duplicating Center will provide sufficient notice of when items must be picked up and delivered.

### **1.3 OUTGOING MAIL REQUIREMENTS**

1.3.1 The contractor shall ensure all outgoing off-center mail pieces are prepared and secured in accordance with the *USPS Domestic Mail Manual (DMM)* before processing or releasing the mail. The contractor shall transport processed outgoing off-center USPS mail to the U.S. Postal Service Branch Office in Orlando.

1.3.2 The contractor shall repair/re-package damaged or loosely bound mail prior to dispatching and processing.

1.3.3 The contractor shall consolidate mail addressed to Kennedy Space Center-supported organizations.

1.3.4 The contractor shall ensure outgoing off-center mail is processed at the most cost efficient rate to meet the sender's delivery requirement.

1.3.5 The contractor shall process mail addressed to foreign addresses in accordance with the *USPS International Mail Manual (IMM)*.

1.3.6 The contractor shall provide next business day delivery and priority delivery of NASA Pouch Mail, and process mail for next business day mail delivery services in accordance with the carrier's requirements.

1.3.7 The contractor shall ensure all paperwork associated with hazardous parcels is presented with the shipment prior to pickup in accordance with Department of Transportation (DOT) guidelines. The contractor shall verify the Emergency Contact Number is present on the shipping label before processing the shipment.

1.3.8 The contractor shall receive and process small parcel shipments in accordance with the carrier's (generally USPS, or in some instances FedEx) guidelines, and as follows:

- a. For each item, the contractor shall input to the mail processing system all relevant information required for on-line tracking through the chosen carrier.
- b. The contractor shall affix the appropriate bar-coded label, generated by the mail processing systems, to each parcel processed in accordance with the selected carrier's guidelines.
- c. The contractor shall print a daily manifest, generated by the USPS mail processing systems or from the FedEx website, prior to the established carrier pick-up time, but not-earlier-than 4:00 p.m. daily.
- d. The contractor shall provide the daily manifest to the carrier and obtain the carrier's signature prior to releasing the mail.

1.3.9 The contractor shall close down each automated mail system prior to close-of-business daily in accordance with manufacturer's instructions.

1.3.10 The contractor shall maintain address labels with current address information in accordance with the *USPS DMM* format.

1.3.11 The contractor shall process pouch and consolidated mailings for dispatch daily (excluding holidays).

1.3.12 The contractor shall label/address documents and packages for distribution.

1.3.13 The contractor shall accurately input data relevant for tracking postal reimbursement to postal processing systems prior to processing each piece or batch. The contractor shall ensure method of tracking, such as, scanning the barcode or using the account code, identifies the correct originating office and is verified by the information on the mail processing equipment.

1.3.14 The contractor shall prepare and process all certified return receipts and overnight express mail for NASA-KSC organizations.

#### **1.4 POSTAGE METER REQUIREMENTS**

1.4.1 The Contractor shall lease and maintain digital postal meters compatible with existing Government-furnished Pitney Bowes and Hasler mailing systems shown in Appendix E, *Government Furnished Property*. The Government will provide funding for the meters.

1.4.2 The contractor shall ensure the date, ascending, descending, and total figures are recorded for each meter at the close-of-business daily. The contractor shall maintain this information on the *NASA Meter Log Sheet* from the date the meter is placed in service until the date the meter is replaced by another meter.

1.4.3 The contractor shall request the KMM to add postage to the meters when required. Six weeks prior to the end of the quarter, the contractor shall provide to the KMM via electronic mail the current balances for each mail meter and meter account.

1.4.4 The contractor shall begin a new *NASA Meter Log Sheet* at the beginning of each month for each meter.

1.4.5 The contractor shall ensure the date, ascending, descending, and total figures are recorded on the *NASA Meter Log Sheet* before and after postage is added.

1.4.6 The contractor shall provide a copy of the completed *NASA Meter Log Sheet* of the previous month to the COTR and the KMM not later than the 10<sup>th</sup> calendar day following the end of each month.

1.4.7 The contractor shall develop and provide to the KMM and the COTR on a quarterly basis a *Mail Meter Report* (one each electronic and hardcopy) containing all funding information for each meter and meter account, and count of outgoing pieces of mail. See sample provided in Appendix H.

1.4.8 The Contractor shall provide preventive maintenance and repair for Government-furnished mailing systems and meters and mail X-ray equipment listed in Appendix E, *Government-Furnished Property*.

#### **1.5 MAIL DELIVERY RUN REQUIREMENTS.**

1.5.1 The contractor shall staff each mail delivery vehicle appropriately to provide surveillance of accountable mail at all times throughout pick-up, delivery, and return to the KSC Post Office.

1.5.2 The contractor shall deliver unclassified and accountable mail at established mail stops within 15 minutes (+/-) of the approved delivery schedule.

1.5.3 The contractor shall sign for controlled mail from the KSC Post Office prior to departure on each scheduled mail delivery run and shall return accountable mail forms after delivery is completed.

1.5.4 The contractor shall release controlled mail to authorized personnel only.

1.5.5.1 The contractor shall develop, maintain and utilize a form titled, *Undeliverable Mail*, and complete one if mail or sealed pouch is undeliverable for any reason as stated on the form.

1.5.5 The contractor shall deliver all undelivered mail marked "RETURN SERVICE REQUESTED" to the KSC Post Office no-later-than 4:15 p.m. daily for overnight storage. The contractor shall remove all mail from the mail delivery vehicles prior to close-of-business daily.

1.5.6 The contractor shall accomplish the work schedule according to time and location of deliveries/pickups and sequence of routes/runs as established by the contractor and approved by the COTR. The contractor shall not deviate, temporarily or permanently, in any manner, from the established routes without prior approval of the KSC Mail Manager (KMM) and the COTR. Any mail route or schedule changes shall be reflected on the Mail Route Check List

1.5.7 The contractor shall create and maintain a Mail Route Check List to track daily mail routes and schedules, and to ensure all mail stops have been serviced as approved by the KMM and the COTR. The Mail Route Check List shall include the following information at a minimum:

- a. Route description
- b. Location/Organization
- c. Building number
- d. Mail stop number
- e. Room number
- f. Scheduled pick-up time
- g. Scheduled delivery time
- h. Comments

## **1.6 MISCELLANEOUS MAIL SUPPORT REQUIREMENTS**

1.6.1 The contractor shall update and maintain the following Government-furnished databases: List of NASA retirees, Standard Distribution Lists, and Special Distribution Lists.

1.6.2 The contractor shall coordinate with the USPS to maintain sufficient mail handling containers on hand to accomplish work. The contractor shall return excess letter trays and other approved USPS equipment to the USPS when no longer needed.

1.6.3 During contract performance, the contractor shall make changes to a delivery route, as deemed appropriate for efficiency, and provide proposed changes to the COTR for approval prior to the anticipated effective date. The contractor shall not execute any changes prior to COTR approval.

1.6.3.1 When presented with a request for change, the contractor shall update the proposed change to the delivery schedule and provide to the COTR for approval within two days of receipt of the request. After approval, the contractor shall provide amended delivery routes to the COTR within one business day. The contractor shall not execute any changes prior to COTR approval.

1.6.4 The contractor shall refer customer complaints to the KMM or COTR for resolution of delivery point information, i.e., office symbol, street address and corresponding room numbers, and Zip + 4 codes.

1.6.5 The contractor shall refer all unresolved customer complaints to the KMM or COTR within one workday after receipt of complaint for proper adjudication.

1.6.6 Once a year, the contractor shall provide support for recycling of the KSC and Brevard County telephone directories by picking up phonebooks to be recycled at mail stops and delivering them to the designated recycling drop bins.

1.6.7 The contractor shall utilize the TechDoc - NASA Technical Library Search Engine (<http://tdsearch.ksc.nasa.gov/>) to access information on NASA-KSC procedures.

1.6.8 The contractor shall provide packaging services for NASA-KSC organizations and civilian employees.

1.6.9 The contractor shall maintain KSC Official bulletin boards, building directories and Public Affairs newsletter holders:

- For building directories, the contractor shall maintain and update the directories. To achieve this, the contractor shall coordinate changes with the KSC Mail Manager and shall provide the changes to the Graphics department, and then the contractor shall put the new directories in the cases.
- The contractor shall post the Public Affairs newsletter in the holders twice a week.

1.6.10 The contractor shall obtain and place NASA Mission posters in pre-determined areas on an as needed basis. The KSC External Relations Directorate will provide the posters and a list of locations.

1.6.11 The contractor shall provide philatelic services for Shuttle Launches per the NASA-KSC External Relations Support Plan. The contractor shall provide personnel at a mailing station at launches and landings for the collection and cancellation of mail,

and selling of postal needs relating to commemorative envelopes (minimum of 2 locations at Banana Creek and 2 locations at Causeway E & W)

1.6.12 The contractor shall utilize the Government-furnished work control system within Maximo, as defined in the Institutional Support Contract, for work requests for facility maintenance.

1.6.13 The contractor shall comply with and complete OSHA Forms 300 and 300A.

1.6.14 The contractor shall develop, implement and maintain a ***Continuity of Operations Plan (COOP)*** in accordance with the requirements described in the current version of the General Services Administration 41 Code of Federal Regulations (CFR), numbers 101-9 ([http://www.access.gpo.gov/nara/cfr/waisidx\\_05/41cfr101-9\\_05.html](http://www.access.gpo.gov/nara/cfr/waisidx_05/41cfr101-9_05.html)) and 102-192 ([http://www.access.gpo.gov/nara/cfr/waisidx\\_07/41cfr102-192\\_07.html](http://www.access.gpo.gov/nara/cfr/waisidx_07/41cfr102-192_07.html)); and the NASA Procedural Requirements (NPR) 1620.3, chapter 4.4, *Mailrooms*. One copy of the COOP shall be provided to the CO and the COTR for acceptance within 60 calendar days after the start of the base contract period. Changes to the plan shall be submitted to the CO within 30 calendar days after changes occur. Revisions shall be made at no additional cost to the Government.

1.6.15 The contractor shall develop and maintain the ***CAPS Report*** to account for the number of pieces mail processed on a monthly basis and the cost of Business Reply and Bulk Mailing. The contractor shall provide this report to the KMM and COTR on a quarterly basis via electronic mail (1 copy) and hard copy (1 copy).

1.6.16 The contractor shall provide daily to the USPS Titusville Post Office the ***KSC Post Office Daily Transactions Report (PS Form 1412-A)*** via electronic mail to record all Post Office window transactions and total funds collected each day.

1.6.17 The contractor shall develop, maintain, and provide a ***Quarterly Philatelic Report*** to track the number of machine-cancels and hand-cancels performed for launches, landings and historic events. The contractor shall provide this report to the KMM and COTR on a quarterly basis via electronic mail (1 copy) and hard copy (1 copy).

1.6.18 The contractor shall develop, maintain, and provide a ***Monthly Federal Express (FedEx) Dispatch Log*** to include the date, destination, tracking number, weight and cost for each transaction on the KSC Mail FedEx account. The contractor shall provide a hard copy (1 copy) of this report to the KMM and COTR on a monthly basis.

## **2.0 GENERAL INFORMATION**

### **2.1 CONTRACTOR PERSONNEL**

2.1.1 Contract Manager Requirements. The contractor shall provide a person responsible for the performance of the work. The name of this person and an alternate(s) shall be designated in writing to the contracting officer within 15 calendar days after contract award. The contractor shall designate in writing and provide a current roster identifying personnel to be contacted during non-duty hours within 15 calendar days after contract

award. This roster shall include names, addresses, and phone numbers including cell phones of the contract manager, alternate(s), and any on-call personnel. Changes shall be provided to the CO within one business day.

2.1.1.2 The contract manager or alternate(s) shall be on site during normal duty hours and contingencies requiring work beyond normal duty hours.

2.1.1.3 The contract manager and alternate(s) shall be fluent in the English language. They shall be able to read, write, speak, and understand English. Presentation and writing skills are mandatory. The contract manager and alternate(s) shall have working knowledge of existing Government-furnished equipment as described in Appendix E.

2.1.1.4 The contract manager and alternate(s) shall participate in all improvement initiatives, meetings, seminars, teams, and training seminars as requested by the CO.

## **2.1.2 Contractor Employee Requirements**

2.1.2.1 Contractor personnel shall present a neat appearance, shall dress appropriately for the assignment, and be easily recognized as contractor employees. This shall be accomplished by wearing an identifying badge. Each employee shall wear the badge so that the badge is visible at all times. Any protective clothing and gear needed shall be furnished by the contractor.

2.1.2.2 The contractor shall not employ any person who is an employee of the United States Government if the employment of that person would create a conflict of interest.

2.1.2.3 The contractor is prohibited from employing off-duty Government personnel who are performing any surveillance on any contracts/subcontracts awarded to the contractor or any of its subcontractors.

2.1.2.4 At the start of the phase-in period, the contractor shall designate in writing and provide a current roster identifying personnel authorized to receive and deliver mail. The contractor shall provide changes, in writing, to the contracting officer and the COTR within one workday after changes occur.

2.1.2.5 The contractor shall not employ any person for work on this contract if such employee is identified to the contractor by the contracting officer as a potential threat to the health, safety, security, general well-being, or operational mission of the installation and its population. Where reading, understanding, and discussing safety and environmental warnings, or interface with the customer is an integral part of an employee's duties, that employee must be able to understand, read, write, and fluently speak the English language. (The speaking skill is not required if a contractor employee is hearing impaired.)

2.1.2.6 The contractor shall maintain all contractor personnel data in NASA Self Service Management Tool (SSMT).

2.1.2.7 The contractor shall provide the following reports and plans:

a. ***Quarterly Summary of 3rd Step Labor Grievances and Arbitration.*** Description: The contractor shall report the number of 3rd Step Labor Grievances in their system on a quarterly basis in writing to the Industry Relations Officer, Code OP. The contractor shall also report the number of Arbitrations taking place during each quarter with a summary of the outcome of the Arbitrator's ruling on each case. The report will be due within 15 calendar days of the end of each quarter and shall be sent to: OP/Industry Relations Officer (1 hard copy, 1 electronic copy) and TA-E1/COTR (1 electronic copy)  
Content: The report shall include the number of open 3rd Step Labor Grievances at the beginning of the current quarter, the number of 3rd Step Labor Grievances resolved during the quarter (without arbitration) and the number of open 3rd Step Labor Grievances at the end of the quarter. The report shall also include a summary paragraph of the most common grievances experienced during the quarter. The report will also contain a separate section reporting how many arbitrations they were involved in during the quarter, a brief description of each arbitration, and a summary of the arbitrator's decision.

b. ***Management and Control Plan for Treatment and Access to Sensitive Information.*** The plan shall describe how the contractor will fully comply with the management and control of sensitive information as specified in NFS contract clause 1837.237-72. The plan shall, at a minimum, devote a section to each of the seven requirements specified in section (c) of the contract clause. The contractor shall provide copies to the CO and the COTR via electronic mail 45 calendar days after the start of the base contract period. Copies of revisions to the plan shall be provided to the CO and the COTR within 15 calendar days. The contractor can reasonably expect that the Government will conduct a minimum of one annual audit of the contractor's compliance with the plan.

c. ***Monthly Listing of Current Employees and Training Status Regarding Treatment of Sensitive Information.*** The contractor shall submit a monthly report to the CO and the COTR via electronic mail listing all contractor employees located on KSC, including the following information:

- Name
- Position title
- Office supported (full name and code)
- Contract name and phone number for office supported (best civil service employee to contact about this person)
- Date of employee's written affirmation she/he has received the training required by contract clause NFS 1582.237-72, *Access to Sensitive Information*.

## 2.2 SECURITY REQUIREMENTS

2.2.1 All employees shall complete an application for NASA Contractor Identification Card requiring access to KSC.

2.2.2 Mail run drivers and contractor personnel classified as key personnel shall possess or obtain, and maintain, a local facility clearance at the classified level of Secret. The contractor shall comply with DD Form 254, DoD Contract Security Classification Specification.

2.2.3 The contractor shall comply with Homeland Security Presidential Directive (HSPD) 12, Federal Information Processing Standards (FIPS) Publication 201, and Office of Management and Budget (OMB) Guidance M-05-24, , safeguarding classified information and shall take action to obtain Secret security clearances for contractor and subcontractor employees requiring access to classified information. The contractor shall apply for personnel security clearances within 15 calendar days after receipt of the local facility clearance or within 15 calendar days after award of the contract if the contractor possesses a local facility clearance. The Government will conduct and assume the costs for background investigations for required clearances. Only those persons who have the proper security clearance and a "need to know", according to the performance of work under this contract, shall be given access to classified information, areas or material.

2.2.4 At the start of the phase-in period, the contractor shall ensure that sufficient personnel on duty have appropriate security clearances to meet and maintain requirements specified in Section I. At no time during the term of this contract shall lack of required clearances be considered justification for non-performance.

### **2.3 EMPLOYEE TRAINING**

The Government will ensure the contractor receives training on newly acquired automated/computerized mail processing equipment. This training will be provided by Government and/or vendor personnel on site. The Contract Manager shall be responsible to ensure all subordinate contractor employees are properly trained to prevent damage to equipment or loss of data. KSC area access training will be provided by the Government.

2.3.1 The contractor shall conduct other training as required covering such issues as occupational safety and suspicious mail identification. The contractor shall document such training and provide written documentation to the COTR.

2.3.2 The contractor shall provide a workforce that is trained as required, competent, experienced, and reliable in order to meet all responsibilities under the contract.

2.3.3 The contractor shall ensure that the work force is trained and knowledgeable of the applicable laws, regulations, and Government directives such as Occupational Safety and Health Agency (OSHA), Environmental Protection Agency (EPA), Export Control Regulations, Agency policy guidance, KSC directives, and US Postal regulations affecting them and concerning their tasks.

2.3.4 In addition to providing training for its employees, the contractor shall utilize existing Government-furnished training system, SATERN

(<https://saturn.nasa.gov/elms/learner/login.jsp>) to coordinate contractor employee training.

2.3.5 The contractor shall utilize the Government-provided Training & Certification Record System (TCRS) to document the KSC technical training and certification of contractor personnel.

2.3.6 The contractor shall retain individual employee records for at least five years after employment ends and provide to the Government upon request.

## 2.4 MEETINGS

**2.4.1 Monthly Contract Performance/Status Meetings.** Meetings will be held monthly, or as determined by the CO or COTR, to discuss any performance issues, and the status of the contract. Written minutes of all meetings will be prepared by the Government and signed by the contractor, CO, and COTR. Should the contractor non-concur with the minutes, the contractor shall communicate any areas of non-concurrence, in writing, to the CO within 10 calendar days of receipt of the signed minutes. The minutes and any contractor comments will be included in the contract file.

## 2.5 QUALITY CONTROL

In compliance with the clause entitled *Inspection of Services--Fixed Price*, FAR 52.246-4, the contractor shall establish, maintain, and adhere to a complete **Quality Control Plan** to ensure the requirements of this contract are provided as specified. The CO will notify the contractor of modifications to the plan as required. The contractor shall make appropriate modifications, at no additional cost to the Government. The plan shall be submitted with the proposal and shall be incorporated into the resulting contract. The Government will monitor contractor compliance of the Quality Control Plan. The plan shall include, at a minimum, the following:

**2.5.1 Inspection System.** The contractor shall develop, implement and maintain a system to inspect mail distribution services to ensure compliance with PWS requirements, and applicable laws and regulations. The contractor shall specify a scheduled frequency of inspections, the titles of the individuals who shall do the inspection, and their organizational placement.

**2.5.2 Deficiency Prevention.** The contractor shall identify and prevent defects in quality of products and services performed before the level becomes unacceptable. The quality control plan shall be designed to intercept inferior products and services before they are submitted to the Government.

**2.5.3 Inspection Files.** The contractor shall document all inspections conducted, and the necessary corrective and preventive actions taken. This documentation shall be kept on site and made available to the Government throughout the contract performance period and for the period after contract completion until final settlement of any claims under this contract.

**2.5.4 Complaints.** The contractor shall document all customer complaints and report the complaint to the COTR within one workday after receipt of complaint. The contractor shall use electronic mail or other written memoranda as notification. Each customer complaint reported to the COTR shall have a scheduled completion date subject to COTR approval. The Quality Control Plan shall be updated, at no additional cost to the Government, as required to preclude a recurrence of the complaint.

## **2.6 QUALITY ASSURANCE**

According to the *Inspection of Services--Fixed Price* clause, FAR 52.246-4, the Government will evaluate the contractor's performance under this contract. The contractor shall establish, implement, document and maintain a quality assurance program for evaluation of the internal processes, controls, metrics and procedures. All surveillance observations will be recorded by the Government. When an observation indicates defective performance, the COTR will require the contractor to initial the observation indicating acknowledgment of deficiency. The initialing of the observation does not necessarily constitute contractor concurrence with the observation, only acknowledgment that the contractor has been made aware of the defective performance. Any action taken by the CO as a result of surveillance will be according to the terms of the contract.

## **2.7 PHYSICAL SECURITY**

The contractor shall safeguard all Government property provided for contractor use. The contractor shall secure Government facilities, property, and materials daily. The contractor shall ensure all ingress/egress points leading to/from the KSC Post Office and all mail rooms are locked at close-of-business daily.

**2.7.1 Key Control.** The contractor shall develop procedures for key control. Those procedures shall be included in the Quality Control Plan and shall be referenced in the Property Control Plan required by the Government Property clause of the contract. Procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas.

2.7.1.1 The contractor shall establish and implement methods of ensuring that all keys issued to the contractor by the Government are not lost or misplaced and are not used by unauthorized persons. (NOTE: All references to keys include key cards as well as metal keys.) No keys issued to the contractor by the Government shall be duplicated.

2.7.1.2 The contractor shall immediately report occurrences of a lost or duplicate key to the COTR.

2.7.1.3 In the event keys, other than master keys, are lost or duplicated the contractor shall, upon written direction of the CO, re-key or replace the affected lock or locks without cost to the Government. The Government, at its option, may replace, or have

replaced the affected lock or locks or perform re-keying. When the replacement of locks or re-keying is performed by the Government, the total cost of re-keying or the replacement of the lock or locks shall be deducted from the monthly payment due the contractor. In the event a master key is lost or duplicated, the Government will replace all locks and keys for that system, and deduct the total cost from the monthly payment due the contractor.

2.7.1.4 The contractor shall prohibit the use of Government issued keys by unauthorized individuals. The contractor shall prohibit the opening of locked areas by contractor employees to permit entrance of persons other than the Government employees or contractor's employees engaged in the performance of assigned work in those areas, or visiting personnel authorized entrance by the CO or COTR. These visiting personnel must be escorted by Government personnel while performing work in the controlled area, unless they possess prior approved access to the area.

2.7.1.5 The distribution of keys and access to buildings will be determined by the Government.

**2.7.2 Key and Lock/Cipher Combinations.** The contractor shall establish and implement methods of ensuring that all lock and cipher combinations are not revealed to unauthorized persons. The contractor shall request the COTR change lock combinations within 24 hours when compromised, or when an employee is reassigned to other duties performed under the contract that do not necessitate knowledge of the combination, are no longer performing under the contract or leave employment of the contractor. These written procedures shall be included in the contractor's Quality Control Plan.

**2.7.3 Physical Security Check.** The contractor shall perform a physical security check at the end of each shift or unscheduled work hours to ensure all doors are secured.

## **2.8 HOURS OF OPERATION**

**2.8.1 Normal Hours of Operation.** Normal operation for all mail rooms is Monday through Friday during the hours of 7:30 a.m. through 4:30 p.m., except federal holidays. The contractor may work extended hours to ensure timely completion of work at no additional cost to the Government. The contractor shall discontinue working at any time as directed by the CO for security or other reasons, temporarily or permanently.

2.8.1.1 KSC US Post Office Window. Normal operation is Monday through Friday during the hours of 10:00 a.m. through 3:00 p.m. Holiday hours are as follows: from the first workday after Thanksgiving until Christmas, the KSC Post Office window shall be open at 9:00 a.m. (one hour earlier)

**2.8.2 Recognized Holidays.** The following Federal holidays are observed by KSC: New Year's Day, Martin Luther King Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving and Christmas. If the holiday falls on a Saturday, it is observed on Friday. If the holiday falls on Sunday, it is

observed on Monday. The contractor shall provide mail services on Good Friday, at no additional cost to the Government.

**2.8.3 KSC Closure/Delay Notification Procedures.** The authority to close or delay the installation rests with the KSC Center Director or his designated representative. After an official decision to close or delay work reporting times has been made by the KSC Center Director or his designated representative, local radio or television stations will be notified of the closure/delay. The contractor will not receive any other form of notification of KSC closure from the Government. The contractor is responsible for the notification of his or her employees. The contractor shall still be responsible for emergency work identified by the CO or COTR.

2.8.3.1 When an unforeseen Center closure or delay occurs on a regularly scheduled day of work, except for emergency work, the CO will make final determination for contract requirements the CO or COTR will notify the contractor.

2.8.4 Emergency Events. The contractor shall provide priority support to emergency events requiring any work covered by the Performance Work Statement (PWS) for national emergencies, weather emergencies, activation or exercise of contingency plans, or other mission requirements.

**2.8.5 Continuation of Essential NASA-KSC Contractor Services During Crisis.**

Upon notification by the CO or COTR, the contractor shall provide services to support national commitments that would generate surge requirements. Performance of such crisis services may be cause for an equitable adjustment.

2.8.5.1 Upon notification by the CO or COTR, the contractor shall provide all mail services necessary according to this PWS to support activation or exercise of contingency plans seven days a week, 24 hours a day, if required, for the duration of the contingency.

2.8.5.2 The contractor shall use the priorities established by Operation Plans pertaining to the emergency. If the activation or exercise of multiple contingency plans generates conflicting support requirements or if the contractor cannot accomplish a routine workload due to activation or exercise of any contingency plan, the contractor shall notify the CO or COTR. The CO or COTR shall determine priority levels.

**2.8.6 Operations Plan.** The contractor shall participate in KSC emergency and disaster recovery exercises, as tasked in host-tenant agreements and installation plans. The contractor shall establish and maintain an *Operations Plan* that provides for support for contingencies. One copy of the contractor's Operations Plan shall be provided to the CO for acceptance 60 calendar days after the start of the base contract period. The contractor shall consolidate changes to the plan and submit them as an updated plan within 30 calendar days after changes occur. Revisions shall be made at no additional cost to the Government.

**2.8.7 Strike Plan.** The contractor shall develop, implement and maintain a *Strike Plan*. The Strike Plan shall address how the contractor will provide required services in the case of a labor dispute. One copy of the Strike Plan shall be provided to the CO for acceptance within 45 calendar days after the start of the base contract period. Changes to the plan shall be submitted to the CO within 30 calendar days after changes occur. Revisions shall be made at no additional cost to the Government.

**2.9 EMERGENCY MANAGEMENT.** The contractor shall:

- a. Develop, implement and maintain an *Emergency Preparedness Plan* in compliance with the current version of the Joint Handbook (JHB) 2000, *Consolidated Comprehensive Emergency Management Plan*, and Joint Documented Procedure (JDP) KSC-P-3014, *Generic Emergency Procedures Document*. One copy of the *Emergency Preparedness Plan* shall be provided to the CO for acceptance within 60 calendar days after the start of the base contract period. Changes to the plan shall be submitted to the CO within 30 calendar days after changes occur. Revisions shall be made at no additional cost to the Government.
- b. Support hurricane preparation and recovery activities.
- c. Plan for and participate in drills and implement the *Emergency Preparedness Plan* for declared emergencies.
- d. Respond and implement real-time identified requirements that will be provided by the CO or COTR under Center-declared or program-declared emergency conditions.
- e. Designate a contractor Emergency Coordinator responsible for supporting emergency preparedness planning and implementation, and interface with the NASA Emergency Preparedness Officer.
- f. Take immediate action to eliminate hazards to personnel, equipment or environment; prevent loss of or damage to Government property; and restore essential services following a declared emergency condition.

**2.10 RECORDS.** All records, files, documentation, working papers, electronic records and software provided by the Government or generated in the performance of this contract becomes and remains Government property. The contractor shall not dispose of any records without prior written approval of the CO or COTR. If requested by the Government, the contractor shall provide the original record or a reproducible copy of any such record within five working days of receipt of the request. The contractor shall:

- a. Maintain and manage all Government-owned, contractor-held records, including legacy Federal records (data created for Government use and delivered to, or falling under the legal control of, the Government) inherited from the predecessor contractor.

- b. Provide Government representatives access to all contractor-held Government records. At the completion or termination of this contract, the contractor shall leave all Government-owned data at KSC.
- c. Provide, operate and maintain an electronic archive of all reports, surveys, analysis, inspections and other contract activities conducted on behalf of KSC.
- d. Maintain internal document records of all administrative and operational procedures such as records of employee certification and training, clinic certifications, reports, and other auditable activities.

## **2.11 ENVIRONMENTAL CONTROLS.**

**2.11.1 Compliance with Laws and Regulations.** The contractor shall ensure that operations and facilities are in compliance with all applicable federal, state and local environmental regulations and Executive Orders, and NASA policies, procedures and guidelines.

**2.12 SAFETY REQUIREMENTS.** In performing work under this contract, the contractor shall:

2.12.1 Develop, implement and maintain a *Safety and Health Plan*, in accordance with NASA FAR Supplement (NFS) provision 1852.223-73. The contractor shall provide the Safety and Health Plan with its proposal. An updated plan shall be submitted as changes occur at no additional cost to the Government.

2.12.2 Record and promptly report, normally within one hour, to the COTR all available facts relating to each instance of damage to Government property or injury to either contractor or Government personnel.

2.12.3 Take reasonable and prudent action, in the event of an accident/mishap, to establish control of the accident/mishap scene, prevent further damage to persons or property, preserve evidence until released by the accident/mishap investigative authority through the CO, and immediately report the incident to the NASA-KSC Fire Department at 911.

2.12.4 Cooperate fully and assist Government personnel in conducting investigations until the investigation is completed.

2.12.5 Provide a POC for safety and health related issues. The POC shall be the on-site contract manager or designated representative as defined in paragraph 2.1.1.

2.12.6 Comply with NASA-KSC Occupational and Environmental Safety, Fire Protection, and Health programs, and local directives. Base fire prevention and safety office personnel may make periodic routine inspections for regulation compliance.

**2.13 VEHICLE OPERATIONS.** Contractor personnel shall comply with directives pertaining to operation of privately owned vehicles on NASA-KSC.

2.13.1 The contractor shall furnish all vehicles necessary to provide the services in this contract. The contractor shall ensure the fleet is inspected and maintained in safe operating condition

2.13.2 Contractor vehicle operators shall maintain a valid state driver's license and any other documentation required by NASA-KSC guidance to operate a vehicle on the Center in the performance of this contract.

2.13.3 The contractor shall ensure that employees' private vehicles are not used in the performance of contract requirements.

2.13.4 The contractor shall meet goals to provide reduced emissions vehicles per Executive Order 13423, 39 *Strengthening Federal Environmental, Energy, and Transportation Management*.

**2.14 PHASE-IN PERIOD.**

2.14.1 To ensure a smooth transition in the change of work effort from the current J-BOSC contract, the contractor shall begin the phase-in period in the timeframe required by the contract. The purpose of the phase-in period is to:

- a. Observe work accomplished by current employees.
- b. Become thoroughly familiar with work requirements and work procedures.
- c. Complete personnel requirements (work force) including the hiring of personnel to assure satisfactory performance beginning on the contract start date. Soliciting personnel currently employed by the incumbent contractor for employment during their duty hours is prohibited, unless interview arrangements are made through the contracting and personnel offices at KSC.
- d. Obtain security clearances.
- e. Complete training requirements and accomplish necessary training of contractor employees.
- f. Complete the development of necessary work plans/procedures.
- g. Complete the development of quality control plans and procedures.
- h. Complete lease and maintenance agreements for meters and x-ray machines in accordance with the requirements described in paragraph 1.4, *Postage Meters Requirements*.

2.14.2 The contractor will be allowed access to the facilities to familiarize employees with equipment, reporting, work scheduling, and procedures. However, such access will not interfere with the production efforts of current contract personnel. To preclude such interference, the contractor shall make arrangements for access to the Government facilities with the contracting officer or the contracting officer's technical representative. Access will be limited to the following categories of personnel:

- a. Contractor supervisory and clerical personnel.
- b. Contractor equivalent of a Government supply clerk.
- c. Contractor personnel will be permitted access to observe operations, work flow, priorities, scheduling, equipment handling, storage, facilities, safety, security, and such.

## **2.15 PHASE OUT.**

2.15.1 In the event there is a change in contractor or if the operation reverts to Government in-house, the incumbent shall provide familiarization, as described in paragraph 2.14, Phase-in Period, to the Government or the follow-on contractor, whichever the case may be. During the phase-out familiarization period, the incumbent shall be fully responsible for continuing work on all tasks identified in this PWS without additional cost to the Government.

2.15.2 The Government reserves the right to conduct site visits in all contractor-operated facilities in conjunction with the solicitation of offers for the follow-on contract. In the event the follow-on contract is awarded to other than the incumbent, the incumbent contractor shall cooperate to the extent required to permit an orderly change to the successful contractor without additional cost to the Government. With regard to the successor contractor's access to incumbent employees, a recruitment notice may be placed in each facility.

**SECTION II  
CONTRACTOR PERFORMANCE OBJECTIVES (CPO)**

<b>PERFORMANCE OBJECTIVE</b>	<b>PWS PARAGRAPHS</b>	<b>PERFORMANCE THRESHOLD</b>	<b>% OF EFFORT</b>
CPO-1 Provide mail drop box collection service twice daily, Monday through Friday (excluding holidays)	1.1.10	Zero errors allowed each month	7%
CPO-2 Ensure all outgoing off-center mail pieces are prepared and secured in accordance with (IAW) the <i>USPS Domestic Mail Manual (DMM)</i> before processing or releasing the mail. Transport processed outgoing off-center USPS mail to the U.S. Postal Service Branch Office in Orlando.	1.3.1	2 Errors allowed each month	7%
CPO-3 Ensure outgoing off-Center mail is processed at the most cost efficient rate to meet the sender's delivery requirement.	1.3.4	2 Errors allowed each month	5%
CPO-4 Provide next business day delivery and priority delivery of pouch mail, and process mail for next business day mail delivery services IAW the carrier's requirements.	1.3.6	Zero errors allowed each month	5%
CPO-5 Ensure all paperwork associated with hazardous parcels is presented with the shipment prior to pickup IAW Department of Transportation (DOT) guidelines. The contractor shall verify the Emergency Contact Number is present on the shipping label before processing the shipment.	1.3.7	Zero errors allowed each month	6%
CPO-6 Receive and process small parcel shipments IAW the carrier's guidelines.	1.3.8	Zero errors allowed each month	5%
CPO-7 Input to the mail processing system all relevant information required for on-line tracking through the chosen carrier.	1.3.8.a	Zero errors allowed each month	5%

**CONTRACTOR PERFORMANCE OBJECTIVES (CPO) – cont’d**

<b>PERFORMANCE OBJECTIVE</b>	<b>PWS PARAGRAPHS</b>	<b>PERFORMANCE THRESHOLD</b>	<b>% OF EFFORT</b>
CPO-8 Print a daily manifest, generated by the mail processing systems, prior to the established carrier pick-up time, but not-earlier-than 4:00 p.m. daily.	1.3.10.d	Zero errors allowed each month	4%
CPO-9 Ensure the date, ascending, descending, and total figures are recorded for each meter at the close-of-business daily. The contractor shall maintain this information on the <i>NASA Meter Log Sheet</i> from the date the meter is placed in service until the date the meter is replaced by another meter.	1.4.2	Zero errors allowed each month	6%
CPO-10 Staff each mail delivery vehicle appropriately to provide surveillance of accountable mail at all times throughout pick-up, delivery, and return to the KSC Post Office.	1.5.1	1 Error allowed each month	12%
CPO-11 Deliver unclassified and accountable mail at established mail stops within 15 minutes (+/-) of the approved delivery schedule.	1.5.2	1 Error allowed each month	12%
CPO-12 Sign for sealed mail pouches from the KSC Post Office prior to departure on each scheduled mail delivery run and return accountable mail forms after delivery is completed.	1.5.4	Zero errors allowed each month	12%

**CONTRACTOR PERFORMANCE OBJECTIVES (CPO) – cont’d**

<b>PERFORMANCE OBJECTIVE</b>	<b>PWS PARAGRAPHS</b>	<b>PERFORMANCE THRESHOLD</b>	<b>% OF EFFORT</b>
CPO-13 Make changes to a delivery route, as deemed appropriate for efficiency, and provide proposed changes to the COTR for approval prior to the anticipated effective date.	1.6.3	Zero errors allowed each month	5%
CPO-14 Update the proposed change to the delivery schedule and provide to the COTR for approval within two days of receipt of the request.	1.6.3.1	Zero errors allowed each month	5%
CPO-15 Safeguard all Government property provided for contractor use. Secure Government facilities, property, and materials daily. Ensure all ingress/egress points leading to/from the KSC Post Office and all mail rooms are locked at close-of-business daily.	2.7	Zero errors allowed each month	4%

NOTE: The procedures set forth in FAR 52.212-4(a), and Addendum thereto, will be used to remedy all deficiencies. The re-performance times will be based upon the sensitivity of the issue.

## SECTION III

### GOVERNMENT-FURNISHED PROPERTY, SERVICES, AND FACILITIES

**3.0 GENERAL.** The Government will provide to the contractor, without cost, the facilities, equipment, and services identified in this section and Appendix E, F, and G. All such equipment and materials shall remain at NASA-KSC. The Government reserves the right to change, alter, and/or modify the facilities and equipment without incurring additional cost or claim from the contractor. The Government will provide access to the infrastructure and all related network and computer devices required to perform the work described in this Performance Work Statement (PWS). The contractor shall serve as the Property Custodian for all Installation Accountable Property provided in accordance with Government regulations. The MDSC contractor's custodial responsibilities are defined in the current version of KNPR 4000.1, Supply and Equipment Systems Manual.

**3.1 GOVERNMENT-FURNISHED PROPERTY AND EQUIPMENT:** The Government will furnish property as listed in Appendix E on an "as-is" basis in accordance with FAR clause 52.245-2, *Government Property (Installation Operation Services)*. This property shall only be used for performance of this contract.

**3.2 Equipment Inventory.** An inventory of Government-furnished equipment, to include furniture hereinafter referred to as equipment, must be completed not later than 10 workdays days prior to start of the base performance period, within 10 workdays prior to the start of any option periods, and not later than 10 workdays before completion of the contract period (including any option periods). The contractor and the COTR (identified by the CO) shall conduct a joint inventory of all Government-furnished equipment listed in Appendix E, and the contractor shall sign for all equipment provided by the Government. The contractor shall not move or rearrange any of the Government owned property without prior approval of the Government. The contractor shall assume all costs incurred if the contractor determines the furniture should be replaced. All arrangements shall be coordinated with the KMM, CO, or COTR prior to final furniture movement.

**3.2.1 Government-Furnished Equipment Maintenance.** The Government will not provide repair or refurbishment of Government-furnished equipment identified in Appendix E. The contractor shall contact the vendor, for equipment repair or maintenance.

**3.3 PROPERTY ACCOUNTABILITY.** By completion or extension of the contract, a joint inventory of property shall be conducted by the contractor and the COTR. All property in need of repairs or maintenance shall be repaired or maintained by the contractor within 30 calendar days of discovery, and before the joint inventory is made. In the case of damaged property, property shall be replaced in accordance with the terms of contract clause 52.245-2, *Government Property (Installation Operation Services)*. Any failure of the contractor to agree with such determination shall be treated as a dispute pursuant to the FAR clause 52.233-1 entitled *Disputes*, and FAR clause 52.233-4, *Applicable Law for Breach of Contract Claim*.

**3.3.1 Property Leased by the Government.** There is no property or equipment leased by the Government.

**3.4 GOVERNMENT-FURNISHED MATERIALS.** The Government will not furnish an initial inventory of materials. The contractor shall furnish all materials required to continue performance under this contract at no additional cost to the Government.

**3.5 GOVERNMENT-FURNISHED RECORDS, FILES, DOCUMENTS, AND WORK PAPERS.** All records, files, documents, and work papers provided by the Government or generated in support of this contract are Government property and shall be maintained and disposed of per the terms of this contract. At the time of disposition the contractor shall box, label contents, and turn them over to the COTR. A detailed form for records transmittal and receipt shall be prepared by the contractor for all records transferred. (NOTE: These records may include pending requisitions for equipment to be furnished to the contractor, pending project case files required for contractor performance or control logs or registers on which the serially sequenced entries must be continued by the contractor).

**3.6 GOVERNMENT-FURNISHED SOFTWARE.** The Government will provide the software for personal computers provided to the contractor to conduct official Government business. The Government will also provide technical support of said software through coordination with the appropriate vendor and the ODIN Help Desk.

**3.7 PROPERTY CONTROL PROCEDURES.** The contractor shall prepare and present a written **Property Control System** to the CO within 60 calendar days after the start of the base contract period. The contractor's plan shall be prepared according to, and shall meet the requirement of FAR clause 52.245-2, *Government Property (Installation Operation Services)*.

**3.8 FORMS AND PUBLICATIONS.** The Government will provide forms and publications, Appendix B, or access to electronic forms and publications via World Wide Web, expressly required to perform the work in this PWS. The Government will provide custodian and alternate training for forms and publications management.

## APPENDIX A

### DEFINITIONS

- A.1 Account Code/Barcode.** Account code/barcode assigned by the KSC Mail Manager (KMM) to designated NASA-KSC organizations for the purpose of tracking reimbursable postage expenditures.
- A.2 Accountable Mail.** Classified mail messages, registered, certified, express, and insured mail, and other mail determined by the originator that requires additional control of signature of receipt.
- A.3 Activity Distribution Office.** Mail delivery and pickup point or location.
- A.4 Automated Performance Metric Input and Reporting System.** An automated web-based system where metrics data can be entered and stored.
- A.5 Automatic Distribution.** Label addressing system utilizing an automated established standard distribution list or special distribution list.
- A.6 Bulk Mailing.** Discount non-preferential mailing of two hundred pieces or more of similar size and weight utilizing the NASA 480 bulk mailing permit number.
- A.7 Business Reply Mail (BRM).** Preaddressed envelopes, cards or labels that are furnished to an activity or individual outside NASA when a response is desired. May be mailed without prepayment of postage
- A.8 Consolidated Mail Shipment.** Consolidated mail received in boxes, envelopes or other containers addressed to the NASA, KSC or otherwise marked to identify container as consolidated shipment.
- A.9 Controlled Areas.** Those areas designated by the 88 Air Base Wing Commander that require control of personnel for security reasons and/or for protection of personnel and property.
- A.10 Controlled Mail.** Any mail delivered through a system of receipts such as Registered, Certified, Insured, Express Mail, Delivery Confirmation, Signature Confirmation and COD mail.
- A.11 Daily.** Each business day or end of each business day.
- A.12 Delivery Point.** Any place designated for mail pickup or delivery.
- A.13 Delivery Route.** A course listing the sequential order of specific mail pickup and delivery locations or distribution offices.
- A.14 Delivery Run.** Each execution of a delivery route.

## DEFINITIONS – cont'd

- A.15 Directory Boards.** Information boards which have been established by NASA within major buildings at Kennedy Space Center and Cape Canaveral Air Force Station for the purpose of providing room numbers for key individuals and /or organizations located within the building.
- A.16 Directory Service.** The referral section of the that processes communications which do not have an office symbol, zip + 4 code and assigned street address, or are otherwise undeliverable.
- A.17 Discrepancy/Complaint.** A customer report, either verbal or written, indicating dissatisfaction or an anomaly pertaining to the work or processes performed by contractor.
- A.18 Domestic Mail Manual.** The USPS manual that contains the basic standards governing domestic mail services.
- A.19 DRA.** Document Release Authorization (Form KSC 21-68)
- A.20 FedEx Ground.** Federal Express Ground
- A.21 FedEx.** Federal Express
- A.22 International Mail Manual.** The USPS Manual that contains classification regulations and other requirements for mailing between the United States and other countries.
- A.23 KSC Form 7-190.** Mail Control Register.
- A.24 KSC Mail Manager.** The Kennedy Space Center's primary US Postal Service mail expert; provides all necessary interface/liaison with US Postal Service. Establishes local policies and oversees higher headquarters policies which regulate the use and preparation of official mail.
- A.25 KSC Post Office Mail Log.** A daily working document which contains workload statistics applicable to the KSC Post Office.
- A.26 KSC Post Office.** Official United States Contract Branch Post Office.
- A.27 Mail Route Check List.** Mail routes and schedules associated with Mail Services.
- A.28 Mail.** Correspondence, letters, flats, forms, parcels, magazines, books, telephone directories, pouches, supplies, inter-office communications, base newspapers, and other items received from base offices, USPS, UPS, and other small parcel carriers.

## DEFINITIONS – cont'd

- A.29 Manual Distribution List.** A distribution list attached to or printed face out on the back of a document.
- A.30 Metric.** A measurement of data associated with an identified work process.
- A.31 NASA Meter Log Sheet.** Form used to take daily reading of postage meter ascending and descending funds balance.
- A.32 NASA Metered Mail.** Official NASA mail, which requires postage application prior to dispatch through the U.S. Postal Service.
- A.33 Office Symbol.** A series of letters or numbers that identifies a particular office or organization. NOTE: Mail may be addressed by office symbol.
- A.34 Official Mail.** All mail addressed to, or emanating from, the Government.
- A.35 Official NASA Bulletin Boards.** Bulletin Boards that have been established by the NASA Center Services Office which have been designated as “OFFICIAL”. These bulletin boards are generally located within major administrative buildings at Kennedy Space Center and Cape Canaveral Air Force Station for the purpose of providing general information to the work population.
- A.36 Private/Small Parcel Carrier.** Any private mail delivery company not managed through the United States Postal Service or the federal Government.
- A.37 Process.** Includes, but is not limited to, receive, weigh, sort, stamp, containerize, and apply correct postage. Determine mode of mailing (USPS, private or small parcel carrier, pouch, consolidation, and such). Count and correct all labels, trays, sacks, packages pieces of bulk, permit imprint. Meet all scheduled dispatches
- A.38 PS Form 3849.** US Postal Service form for Delivery Notice/Reminder/and Receipt.
- A.39 Referral Desk.** The directory desk providing mail routing service for all mail needing a complete/current address.
- A.40 Referral Mail.** Mail with incorrect or incomplete addresses.
- A.41 Restricted Area.** Those areas designated by NASA, and identified by signage, that require control of personnel and/or equipment for reasons of protection of personnel and property.
- A.42 Self Service Management Tool (SSMT).** Automated systems that allows user to access non-sensitive employee information for all employees at KSC.

### **DEFINITIONS – cont'd**

- A.43 Special Distribution List (SPDL).** An automated distribution list established for documents that cannot be distributed utilizing the standard distribution list.
- A.44 Standard Distribution List (STD).** A NASA-established automated address listing of organizations at KSC.
- A.45 Suspect Mail.** Items, which may contain explosive materials, or mail which could be suspected of biological or chemical contamination. These items may be in the form of letters, parcels, or boxes.
- A.46 UPS.** United Parcel Service
- A.47 USPS.** United States Postal Service.
- A.48 Zip + 4 Code.** The four-digit add-on assigned by the USPS and Official Mail Manager to designated delivery points, distribution offices, office symbols, or street addresses with corresponding room numbers.

**APPENDIX B**

**COMPLIANCE DOCUMENTS**

Documents and forms that apply to this PWS are listed below. The Government will provide a copy of the compliance documents not available on the Web. The contractor shall monitor the status of pertinent directives and ensure currency. Supplements or amendments to listed publications may be issued from any organizational level during the life of the contract.

	<b>DOCUMENT</b>	<b>TITLE</b>
B.1	USPSDMM	USPS Domestic Mail Manual
B.2	Joint Handbook(JHB), JHB-2000	Consolidated Comprehensive Emergency Management Plan (CCEMP)
B.3	Joint Documented Procedure (JDP), JDP-KSC-P-3014	Generic Emergency Procedures Document
B.4	USPSIMM	USPS International Mail Manual (IMM)
B.5	41 Code of Federal Regulations (CFR), parts 101-9	Federal Mail Management
B.6	41 CFR, parts 102-192	Mail Management
B.7	NPR 1620.3	NASA Procedural Requirements (NPR), chapter 4.4, Mailrooms
B.8	PS Form 1412-A	KSC Post Office Daily Transactions Report

Note: All compliance documents are subject to revision. The MDSC contractor shall comply with the current version, as revised.

**APPENDIX C**

**SAMPLE SUMMARY OF BUSINESS IN KSC BRANCH POST OFFICE REPORT**

OCTOBER 2007 THRU SEPTEMBER 2008												
ITEM	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
PIECES CANCELLED												
REGISTERED INCOMING												
REGISTERED OUTGOING												
CERTIFIED INCOMING												
CERTIFIED OUTGOING												
INSURED INCOMING												
INSURED OUTGOING												
POUCHES INCOMING												
POUCHES OUTGOING												
PARCELS INCOMING												
PARCELS OUTGOING												
POSTAL METER SALES												
STAMP SALES												
TOTAL POSTAGE SALES												
NUMBER OF M. O. SOLD												
MONEY ORDER SALES												
POSTAL BOXES RENTED												
RECEIPTS DEPOSITED												

**SUMMARY OF BUSINESS IN KENNEDY BRANCH POST OFFICE  
KENNEDY SPACE CENTER, FL 32815-9998**

**SAMPLE**

**SAMPLE**

## **APPENDIX D**

### **MAIL DISTRIBUTION SITES**

#### **D.1 KSC**

- a. NUMBER OF BUILDINGS – 171
- b. NUMBER OF MAIL STOPS - 1055

#### **D.2 CCAFS**

- a. NUMBER OF BUILDINGS - 39
- b. NUMBER OF MAIL STOPS - 116

#### **D.3 State Road (SR) A1A:**

- a. SPACEHAB BLDG - 1 stop
- b. USA Complex in Cape Canaveral - 1 stop
- c. IAM Union Hall - 1 stop
- d. CMT Corporate in Cocoa Beach - 1 stop

#### **D.4 PAFB:**

- a. BUILDING #423 - 2 stops
- b. BUILDING #424 - 1 stop
- c. BUILDING #751 - 2 stops
- d. BUILDING #313 - 2 stops
- e. BUILDING #981 - 1 stop

#### **D.5 .MERRITT ISLAND State Road (SR) 3:**

- a. GSA Office - 1 stop (Commerce Center)
- b. KARS Park - 1 stop
- c. NASA Central Industry Assistance Office (CIAO) - 1 stop
- d. Other stops on ST RD 3 are all located on KSC property

D.6 The contractor shall receive equitable adjustment should the aggregate number of buildings under this contract increase by 10 percent or more annually.

D.7 The contractor shall adjust the unit price accordingly should the aggregate number of buildings under this contract decrease by 10 percent or more annually.

**APPENDIX E****GOVERNMENT FURNISHED PROPERTY**

	C	D	E	G	H	I	J	K	L
1	<u>BUILDING</u>	<u>ROOM</u>	<u>EQUIPMENT CONTROL NUMBER</u>	<u>ITEM NAME</u>	<u>NSN</u>	<u>MANUFACTURER</u>	<u>YEAR OF MANUFACTURE</u>	<u>SERIAL NUMBER</u>	<u>MODEL</u>
2	KS-60650	1112	0166137	TYING MACHINE LABELER, MAILING	3540	FELINS TYING MACHINE CO	1987	16365BH	F10 ACCUFAST
3	KS-M6399	1546F	0266405	MACHINE	7690	AUTOMECHA LTD FELINS TYING MACHINE	1985	1551	1
4	KS-K6848	3M13	0266937	TYING MACHINE SCALE, ELECTRONIC,	3540	CO	1986	15958BH	F10
5	KS-M6399	1546	0619724	POSTAGE COUNTER, COIN,	7490	PITNEY-BOWES INC	1984	14780	5035
6	KS-M6399	1546J	0871455	PACKAGER, PORT SECURITY SCREENING	7110	MAGNER PHILIPS ELECTRONIC	1989	91026695	920
7	KS-M6399	1546E	0875822	SYSTEM	6350	INSTRUMENTS FELINS TYING MACHINE	1987	7325401	9210-00
8	KS-K61096	1207	1041844	TYING MACHINE	3540	CO FELINS TYING MACHINE	1991	1865010	2000-10
9	KS-K6848	3M13	1041845	TYING MACHINE	3540	CO FELINS TYING MACHINE	1991	1865110	2000-10
10	KS-K61096	1207	1041846	TYING MACHINE	3540	CO FELINS TYING MACHINE	1991	1865310	2000-10
11	KS-M6399	1546J	1141455	DISPLAY UNIT, COLOR	7025	VIEW SONIC FELINS TYING MACHINE	1993	4130934447	TX1713MV
12	KS-M7355	1197	1141710	TYING MACHINE	3540	CO CLEVELAND HEAT	1993	19479	2000-10
13	KS-M6399	1546F	1143970	WRAPPER, SHRINK	3610	SEALING FELINS TYING MACHINE	1994	E1A5914	U115S
14	KS-M6399	1546F	1506224	TYING MACHINE	3540	CO GATEWAY COMPANIES	1996	20417	F10
15	KS-M7355	1197	1511263	DISPLAY UNIT, COLOR RATEMETER, GAMMA	7025	INC	1996	7259478	CPD17F23
16	KS-M6399	1546	1661075	PAGER RATEMETER, GAMMA	6665	POLIMASTER INC	2005	52235	PM1703M
17	KS-M6399	1546	1661077	PAGER RATEMETER, GAMMA	6665	POLIMASTER INC	2005	52237	PM1703M
18	KS-965	1	1661078	PAGER RATEMETER, GAMMA	6665	POLIMASTER INC	2005	52239	PM1703M
19	KS-965	1	1661079	PAGER RATEMETER, GAMMA	6665	POLIMASTER INC	2005	52231	PM1703M
20	KS-965	1	1661080	PAGER RATEMETER, GAMMA	6665	POLIMASTER INC	2005	52233	PM1703M
21	KS-M6399	1441	2024504	SCALE	6670	ASCOS HASLER MAILING SYSTEMS I GATEWAY COMPANIES	2000	0000783	AH100
22	KS-K61096	1207	2025623	COMPUTER, DIGITAL PRINTER, LASERJET	7021	INC	2001	0022350766	ATXSTF
23	KS-M7355	1197	2025869	2200D DISPLAY UNIT, COLOR	7025	HEWLETT-PACKARD CO GATEWAY COMPANIES	2001	USBGB06979	C7058A
24	KS-M6399	1546F	2026556	17"	7025	INC	2000	NU17026D93661	EV700B P41512WAF
25	KS-M6399	1546J	2027561	CLEANER, VACUUM	7910	ARAMSCO-A	2001	P01K46797	AR

**GOVERNMENT FURNISHED PROPERTY – cont'd**

	C	D	E	G	H	I	J	K	L
	<u>EQUIPMENT CONTROL</u>						<u>YEAR OF MANU-FACTURE</u>	<u>SERIAL NUMBER</u>	
26	<u>BUILDING</u>	<u>ROOM</u>	<u>NUMBER</u>	<u>ITEM NAME</u>	<u>NSN</u>	<u>MANUFACTURER</u>			<u>MODEL</u>
	KS-					FELINS TYING MACHINE			
27	K61096	1207	2028168	TYING MACHINE	3540	CO	2005	22414	2000-10
						FELINS TYING MACHINE			
28	KS-M7355	1197	2028169	TYING MACHINE	3540	CO	2005	22415	2000-10
						GATEWAY COMPANIES			
29	KS-K6848	3M13	2029259	COMPUTER, DIGITAL	7021	INC	2002	0026905197	ATXSTF
						GATEWAY COMPANIES			
30	KS-M6399	1536	2029437	COMPUTER, DIGITAL	7021	INC	2002	0026893647	ATXSTF
						GATEWAY COMPANIES			
31	KS-M6399	1546H	2029442	COMPUTER, DIGITAL	7021	INC	2002	0026893724	ATXSTF
						GATEWAY COMPANIES			
32	KS-M6399	1546E	2029458	COMPUTER, DIGITAL	7021	INC	2002	0026893618	ATXSTF
						GATEWAY COMPANIES			
33	KS-M6399	1546J	2029462	COMPUTER, DIGITAL	7021	INC	2002	0026893612	ATXSTF
						GATEWAY COMPANIES			
34	KS-M6399	1546F	2029465	COMPUTER, DIGITAL	7021	INC	2002	0026893597	ATXSTF
						GATEWAY COMPANIES			
35	KS-M6399	1546	2029467	COMPUTER, DIGITAL	7021	INC	2002	0026893600	ATXSTF
						DELL COMPUTER CORP			
36	KS-M6342	158	2091418	COMPUTER, DIGITAL	7021	F-PC'S LTD	2001	9RNRQ01	DHM
						DELL COMPUTER CORP			
37	KS-M6399	1546G	2121931	COMPUTER, DIGITAL	7021	F-PC'S LTD	2001	4X9H011	DHM
						DELL COMPUTER CORP			
38	KS-M6399	1441	2124864	COMPUTER, DIGITAL	7021	F-PC'S LTD	2002	7827V11	DHM
39	KS-M6399	1546	2160336	X-RAY MACHINE	6635	CONTROL SCREENING	2002	020724P#2	7555
						FELINS TYING MACHINE			
40	KS-M6399	1546F	2191401	TYING MACHINE	3540	CO	2006	22495	2000-10
				RATEMETER, GAMMA					
41	KS-M6399	1546	2506283	PAGER	6665	POLIMASTER INC	2005	42146	PM1703M
				LABELER, MAILING					ACCUFAST
42	KS-M6399	1546F	3058827	MACHINE	7490	AUTOMECHA LTD	2004	184067	XL
						FELINS TYING MACHINE			
43	KS-M6342	158	3058862	TYING MACHINE	3540	CO	2004	22178	2000-10
				LABELER, MAILING					ACCUFAST
44	KS-M6399	1546F	3058863	MACHINE	7490	AUTOMECHA LTD	2004	184110	XL
				SCALE, ELECTRONIC					
45	KS-M6399	1546J	3058952	POSTAL	7490	PITNEY-BOWES INC	2004	300414	N900
				METERING SYSTEM,		ASCOM HASLER			
46	KS-M6399	1546J	L011709	MAIL	7490	MAILING SYSTEMS I	2005	4001J1560416	WJ150
				METERING SYSTEM,					
47	KS-M6399	1546J	L011710	POSTAGE	7490	PITNEY-BOWES INC	2005	0001928	DM800
48	KS-M6399	1546J	L011711	METER, POSTAGE	7490	PITNEY-BOWES INC	2005	0011862	1D00
				METERING SYSTEM,		ASCOM HASLER			
49	KS-M6399	1441	L011712	MAIL	7490	MAILING SYSTEMS I	2005	4001J1550176	WJ150
50	KS-M6399	1441	1124596	TABLE, MAIL	7110	INTERNATIONAL MAILING	1992	NONE	30X72
51	KS-M6342	158	1142148	PRINTER, ADP	7025	TEXAS INSTRUMENTS INC	1993	4839720630	3206
52	KS-M6399	1546H	2213177	PRINTER, ADP	7025	HEWLETT-PACKARD CO	1999	USGH057346	X4170A
53	KS-M6399	1536	2214180	PRINTER, ADP	-	MICROPLEX	2008	-	F24
54	KS-M6399	1546F	2214181	PRINTER, ADP	-	MICROPLEX	2008	-	F24







## APPENDIX F GOVERNMENT FURNISHED SERVICES (cont'd)

Support Services	Description	NASA Contracts											USAF Contracts	
		NASA	IMCS	MESC	NPS	ODIN	Agency Multifunctional Device & Services	Grounds	KISS	Lackmann Svcs	Custodial	CAPPS	USAF	Refuse
<b>Software Development and Hosting</b>	- Hosting of applications, databases, files and web sites, including writing and modifying applications (Standard or Web). Includes GIS, SSMT, TechDoc, PM50, NEMS, SPECSINTACT, CAD/CAE. (NASA-Directed)		X											
<b>Maximo Hosting and System Ops</b>	- Hosting of Maximo software modules and system operations and maintenance.		X											
<b>Engineering Documentation Center</b>	- Repository for drawings, records, microimaging, and specifications.		X											
<b>Geographic Information System (GIS)</b>	- Database of COTS software packages linking topographic, demographic, utility, facility, image and other resource data that is geographically referenced data for KSC.		X											

**\* Does not include special needs furniture required by the Contractor workforce (e.g., ADA requirements, special ergonomic requirements)**





**APPENDIX G**

**GOVERNMENT-FURNISHED FACILITIES**

<b>Location</b>	<b>Facility #</b>	<b>Facility</b>	<b>Room Number</b>	<b>Area (Sq.Ft)</b>	<b>Class of Space</b>
KSC	K6-0848	VEHICLE ASSEMBLY BUILDING	3M13	749	INST SERVICE
KSC	K6-0848	VEHICLE ASSEMBLY BUILDING	3M13A	160	INST SERVICE
			<b>TOTAL VAB</b>	<b>909</b>	
KSC	K6-1547	LOGISTICS FACILITY	1616	56	INST SERVICE
KSC	K6-1547	LOGISTICS FACILITY	1616A	203	INST SERVICE
			<b>TOTAL LOG</b>	<b>259</b>	
KSC	M6-0342	CENTRAL INSTRUMENTATION FACILITY	158A	112	INST SERVICE
KSC	M6-0399	KSC HEADQUARTERS BUILDING	1441	931	DOCS/PUBS
			1538	256	INST SERVICE
KSC	M6-0399	KSC HEADQUARTERS BUILDING			
KSC	M6-0399	KSC HEADQUARTERS BUILDING	1546	2194	INST SERVICE
KSC	M6-0399	KSC HEADQUARTERS BUILDING	1546F	635	INST SERVICE
KSC	M6-0399	KSC HEADQUARTERS BUILDING	1546J	1125	INST SERVICE
			1546K	41	ORG STORAGE
KSC	M6-0399	KSC HEADQUARTERS BUILDING			
KSC	M7-399	KSC HEADQUARTERS BUILDING	1546E	223	INST SERVICE
KSC	M7-399	KSC HEADQUARTERS BUILDING	1546H	215	OFFICE
KSC	M7-399	KSC HEADQUARTERS BUILDING	1546G	293	OFFICE
KSC	M7-399	KSC HEADQUARTERS BUILDING	1536	135	INST SERVICE
			<b>TOTAL HQ</b>	<b>6048</b>	
KSC	M7-0355	OPERATIONS and CHECKOUT BUILDING	1197	599	INST SERVICE
KSC	K6-1096	OPERATIONS SUPORT BUILDING	1201		INST SERVICE
KSC	K6-1096	OPERATIONS SUPORT BUILDING	1207	1118	INST SERVICE
CCAFS	60650	E&O BUILDING	1112	313	INST SERVICE

**APPENDIX H**  
**SAMPLE MAIL METER REPORT**

INSTALLATION: John F. Kennedy Space Center, FL 32899

SUMMARY - NASA COMMERCIAL MAIL PER QUARTER AND FYTD

FOR PERIOD: OCTOBER 1, 2006 - DECEMBER 31, 2006

<u>METERS</u>	<u>QUARTER</u>	<u>FYTD</u>
METER NUMBER: <u>016H16502739 - KSC MAIL</u>		
POSTAGE SET IN METER:	\$ 20,000.43	\$ 20,000.43
DESCENDING BALANCE: <u>\$15,702.83</u>		
METER NUMBER: <u>016H16502739 - Procurement Support Mail</u>		
POSTAGE SET IN METER:	4,000.00	\$ 4,000.00
DESCENDING BALANCE: <u>\$3,145.74</u>		
<b>1. TOTAL POSTAGE SET IN METERS</b>	<b>\$ 24,000.43</b>	<b>\$ 24,000.43</b>

<b>2. OUTGOING MAIL PIECE COUNT:</b>	<u>QUARTER</u>	<u>FYTD</u>
1ST	6,824	6,824
2ND		
3RD		
4TH		

**SAMPLE MAIL METER REPORT (CONT'D)**

