

SECTION 4 - STATEMENT OF WORK

ITEM 4-1 PERFORMANCE OF SERVICE: Carriers accepting shipments offered under this TOS shall establish effective service controls for the prompt and complete performance of all ordered origin, line-haul, and destination services. Origin services shall include timely and appropriate equipment delivery, loading, stacking and required transit time. Destination services shall include delivery notification, delivery, unloading, pallet and debris removal.

ITEM 4-2 SERVICES TO BE PROVIDED: Carriers participating in this TOS shall provide the following:

- A. Adequate terminal facilities at origin to effectively service the agency shipping facility.
- B. Adequate facilities at destination to effectively service the receiving activity/customer.
- C. Pickup and delivery pursuant to the standards set forth in this TOS.
- D. Equipment deemed necessary by the agency shipping facility traffic manager to perform service as outlined in this TOS to include temperature protection for commodities requiring temperature control. Equipment found unsuitable for freight loading shall be rejected.
- E. Lowest overall transportation cost to the U.S. Government commensurate with satisfactory service.
- F. Equipment spotting in accordance with the consignor or consignee's instructions.
- G. Loading as directed by the consignor.
- H. Exclusive use of equipment, when requested and annotated on the bill of lading.
- I. Accessorial and special services, as requested or annotated on the bill of lading.
- J. Prompt inspection of damaged material.
- K. Settlement of all claims for loss or damage attributable to carrier liability within 120 days (41 CFR 102-117.195.)
- L. Protection from elements and securing of the loads.
- M. Transportation of hazardous materials other than Class A & B explosives; hazardous wastes; and radioactive articles requiring a hazardous material label in accordance with Title 49 of the Code of Federal Regulations (49 CFR).
- N. Inside pickup or delivery, when requested and annotated on the bill of lading.
- O. All services (e.g., spotting of trailers, assisting in the loading of freight into conveyance, and reporting to the agency shipping facility at the requested time), as requested by the designated agency shipping facility representatives, for shipments tendered.

(Unwarranted refusal or selective acceptance of cargo is prohibited.)
- P. Continuous control of shipments. When requested by either a representative of the consignor or consignee, the carrier shall monitor and trace shipments to ensure prompt completion of all required service as well as giving status and location of a shipment within 24 hours of the request.

Q. Prior notification of delivery be in accordance with bill of lading instructions and without charge, except where the bill of lading instructions specifically requires prior notification of delivery be made 24 hours or more prior to delivery.

R. Proof of delivery (copy of signed, dated delivery receipt) for any shipment that the GBL issuing officer (or designee) determines is needed to verify the carrier's delivery certification on the GBL.

S. Return of shipment service. In the event a carrier is required to return a shipment to the original shipping location as ordered by the agency or designated official, the carrier will assess the line-haul rate applicable to the original outbound movement or the applicable tender rate, whichever is lower. The carrier shall obtain the necessary amendment or documentation from the party ordering the additional movement.

T. Hand-delivery of envelopes containing shipping documents to the consignee when such envelopes are tendered with the shipment.

ITEM 4-3 COMPLETION OF SERVICE: Service performed under this TOS is deemed complete when delivery and other destination services have been furnished. Carrier service can be accomplished by either direct or interline service. When jointline rates are offered, the tender submitting carrier shall ensure that any interline carrier(s) transports the shipment at the original offered discounted rate or charge and provides all services as specified in the TOS.

ITEM 4-4 PROMPT NOTIFICATION OF UNDELIVERED FREIGHT: When a shipment cannot be delivered because of the consignee's inability or refusal to receive or accept the shipment, carriers shall (except for shipments originated by GSA) notify the applicable agency shipping facility traffic manager/contact point and request additional handling or forwarding instructions from both the consignee and the consignor.

For GSA originated shipments, carriers shall request additional handling or forwarding instructions from either the GSA National Customer Service Center (6FR) (NCSC), 1500 East Bannister Road, Kansas City, MO 64131-3088 (1-800-488-3111) (FAX 816-926-6952) or the consignor.

ITEM 4-5 RULES AND ACCESSORIAL CHARGES: Shipments transported under this TOS shall be subject to the rules and accessorial charges published in the applicable GSA National Rules Tender No. 100-D. No carrier independent actions (carriers' rules or accessorial tariffs) or bureau published tariffs deviating from the GSA National Rules Tender No. 100-D are acceptable.

ITEM 4-6 SPECIAL SERVICES ORDERED BY THE CONSIGNOR: Only special or accessorial services annotated on the GBL by the consignor or provided for by an amendment to the GBL are authorized and will be paid by the agency.

ITEM 4-7 DEPARTMENT OF TRANSPORTATION (DOT) EMERGENCY RESPONSE GUIDEBOOK: Each carrier that is subject to this TOS that picks up or transports a hazardous material shipment shall maintain emergency response information as specified in 49 CFR part 107 in the same manner as prescribed for shipping papers. The carrier shall have in its possession a copy of the current Department of Transportation (DOT) Emergency Response Guidebook when picking up, transporting, or delivering a shipment of hazardous material. This information must be immediately accessible to a transport vehicle operator or crew in the event of an incident involving a hazardous material.

ITEM 4-8 TRACING SHIPMENTS: Requests by the Government to have a shipment traced shall be made through either the origin carrier's centralized tracing system, if such a system is available, or its origin terminal. Upon request, the origin carrier shall trace the shipment through

its entire system (including any interlining carriers), and provide the requester (or third party as directed) a reply through the same communication media as the request, or through the media directed in the request. When a carrier offers the Government direct access to their mechanized tracing system and the requester elects to use it, the carrier will, when required by the requester, trace the system through any interlining system, and provide a reply as above.