

ANNEX 4.3

MAIL SERVICES

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4.3 MAIL SERVICES

4.3.1 GENERAL REQUIREMENTS

4.3.1.1 Management and General Requirements.

The mailroom shall be the central area for SSC mail services. This area is the focal point for the receipt or dispatch of mail, and for further SSC internal distribution to customer office locations or entry into the United States Postal Service (USPS) mail system. The Contractor shall provide the rapid handling and accurate delivery of mail at the lowest cost available. Processing steps shall be kept to a minimum; sound principles of work flow shall be applied; and modern equipment shall be used. Annual calibration of equipment scales shall be a Contractor responsibility. The Contractor's mail management operation shall be in full compliance with the local area USPS mail sorting and bagging requirements and the current editions of the:

- o ****U.S. Postal Service Domestic Mail Manual (DMM)****
- o ****U.S. Postal Service International Mail Manual (IMM)****
- o ****U.S. Poster 103 Postage Rates, Fees, and Information****
- o ****Postal Zone Chart****
- o ****U.S. Publication 28, "Postal Addressing Standards" ****
- o ****NASA SSC Mail Management Guide (MMG)****
- o ****NASA Handbook National Industrial Security Program Operations Manual (NISPOM)****

The Contractor is expected to use to full advantage the equipment and facilities provided by the Government and the USPS to offer the greatest degree of mail services possible. Although fairly routine in nature, the services provided under this annex are largely customer oriented and will rely heavily on the Contractor's ability to establish an efficient, courteous and quality customer pickup and delivery schedule which will best serve the customers. The Contractor's mailroom operation shall at no time

jeopardize the integrity of the USPS system and shall ensure that the customer's mission is protected at all times.

4.3.1.2 Security.

The mailroom, mail, and meters shall be in the control of mailroom personnel at all times. Meter and meter key security shall be handled in accordance with the ****NASA SSC Mail Management Guide (MMG)****.

4.3.1.3 Personnel.

Personnel shall be fully qualified, trained, and knowledgeable in handling and processing USPS mail in accordance with the ****DMM and IMM**** referenced in **paragraph 4.3.11**. Personnel must have a proper security clearance to handle classified mail at the Secret clearance level.

4.3.1.4 Work Hours.

To the extent possible, the Contractor shall schedule and arrange work so as to enhance the mission of the customer organizations and accommodate the U.S. Postal Service mail delivery and pickup schedule.

4.3.1.5 U.S. Postal Service.

The USPS local area authority for the John C. Stennis Space Center is: Postmaster, 11110 Hwy 49 North, Gulfport, MS 39503. Meter-head replenishment is performed at the U.S. Post Office, 1200 Hwy 90, Bay St. Louis, MS 39520.

4.3.1.6 Limitations, Restrictions, or other Exceptions.

Due to the high influx of customers, mailroom services shall be limited only by the quantities specified in this annex with no restrictions to identification of customers.

4.3.1.7 Meters.

Two meters are provided for **OFFICIAL GOVERNMENT BUSINESS MAIL** services only. One meter shall meter **NASA** Government originated mail and the other shall meter Non-**NASA** organization originated mail. The Non-**NASA** meter charges shall be segregated by organization.

<u>ITEM NO.</u>	<u>PERFORMANCE REQUIREMENTS</u>	<u>RELATED REQUIREMENTS OR INFORMATION</u>	<u>WORKLOAD DATA</u>	<u>MINIMUM STANDARDS</u>
4.3.2	MAILROOM SERVICES			
4.3.2.1	Manage and Operate a Central Mailroom	<p>Operation shall be in conformance with the General Requirements paragraph 4.3.1.</p> <p>This includes annual equipment calibration, receiving, dispensing and delivering of all mail to USPS and SSC mail customers, and responding to customer requests for information and mailing estimates.</p>	Approximately 200 SSC mail pickup and delivery customer locations	Mailroom is operated in conformance with paragraph 4.3.1.
4.3.2.2	Receive mail from USPS	USPS will provide one (1) delivery daily, Monday through Friday, excluding holidays	6-12 mail carts on Monday and day following holiday and 2-4 per day Tuesday - Friday. 300,000 pieces annually	Conformance with **DMM**
4.3.2.3	Deliver mail to USPS	USPS will provide one (1) pick up daily, Monday through Friday, excluding holidays.	2 carts per day Monday through Friday 70,000 pieces annually	Conformance with **DMM**
4.3.2.4	Dispense mail to customers on a “walk-in” basis	Includes SSC customers (resident organizations, permanent and visiting, etc.), who elect to pick up their mail from the mailroom or who do not receive routine delivery services.	5 to 10 customers per day	Conformance with **DMM**

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4.3.2.5	Deliver/pickup mail at scheduled locations	The minimum delivery/pickup frequency shall be once daily during SSC work hours. Delivery of first class incoming USPS mail and accountable mail shall be made within 6 hours from the time the mail enters the central mailroom . All other mail shall be delivered no later than the next delivery run following receipt into the mail system.	900,000 pieces annually	Deliver first class and accountable mail within 6 hours of receipt into the central mailroom (excluding late USPS mail arriving after 9:00am) and delivery of all other mail no later than the next delivery schedule following receipt in the mail system.
4.3.2.6	Special services	This shall include Registered Mail, Certified Mail, Special Delivery, Special Handling, Insured Mail, Return Receipts, Certificates of Mailing, Restricted Delivery, Express Mail, Federal Express Mail, et.	7,000 pieces annually	Process in accordance with **NASA Mail Management Guide, DDM and NHB 1600.1**
4.3.2.7	Pickup/delivery of print shop material and procurement office material	Print shop material for customer delivery and NASA procurement office and FOS procurement office special package requirements, i.e., engineering drawings, RFP/RFQ packages, etc.	300 boxes/packages annually	Process during same day received into the central mailroom
4.3.2.8	Unaddressed distribution	Information flyers, newsletters, employee information, etc.	230,000 pieces annually	Compliance with **4.3.1, NASA MMG **
4.3.2.9	USPS misrouted mail	Incorrect Zip Code. Return misrouted mail to the USPS.	20,000 pieces annually	Return mail in accordance with **DMM**
4.3.2.10	USPS undeliverable mail	Undeliverable mail shall be processed in accordance with the DMM and NASA Mail Management Guide. To the greatest extent possible, disposable material shall be processed through the SSC recycle program	35,000 pieces annually	Return mail in accordance with ** DMM**
4.3.2.11	SSC misaddressed internal mail	Forward misaddressed Internal mail to the appropriate Agency Administration Office for identification and redistribution	100 pieces annually	**NASA MMG**

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4.3.2.12	International Mail	International mail should be processed through the most economical means available.	1,000 pieces annually	Process in accordance with **NASA SSC Mail Management Guide and IMM**
4.3.2.13	Delivery Schedule	Contractor shall adhere to the published schedule per **DR 4-SC01**		Pickup and deliveries shall occur within 30 minutes of the published schedule
4.3.2.14	Mailroom Delivery Schedule	See Data Requirement **DR 4-SC01** There are approximately 200 current SSC customer locations.	1 schedule, semi-annual updates	Complete, accurate and timely information
4.3.2.15	Direct Accountability Penalty Mail and Meter Mail and Mail Distribution Report	See Data Requirement **DR 4-LS01**	1 Report, monthly	Complete, accurate and timely information