

**MANDATORY USE OF THE FEDERAL STRATEGIC SOURCING INITIATIVE FOR  
DOMESTIC DELIVERY SERVICES FOR EXPRESS AND GROUND SMALL  
PACKAGE SHIPMENTS AND EXPRESS HEAVYWEIGHT SHIPMENTS**

**1. REASON FOR ISSUE.** To publish the Department of Veterans Affairs (VA) policy for the use of the General Services Administration (GSA) blanket purchase agreement (BPA) for domestic delivery services for express and ground small package shipments and express heavyweight shipments. This directive announces the terms, conditions, and user responsibilities for use of the GSA BPA awarded to the carrier.

**2. SUMMARY OF CONTENTS/MAJOR CHANGES.** This directive contains Department-wide policy for the use of the Federal Strategic Sourcing Initiative (FSSI) GSA Domestic Delivery Services (DDS2) contract for Express and Ground Small Package and Express Heavyweight Shipments.

**3. RESPONSIBLE OFFICE.** Associate Deputy Assistant Secretary for Finance, Logistics, and Business Services (001AL-M), Office of Acquisitions and Logistics.

**4. RELATED HANDBOOK.** None.

**5. RESCISSION.** VA Directive 7179 dated July 2, 2007, "Mandatory Use of the Federal Strategic Sourcing Initiative (FSSI) for Domestic Delivery Services for Express Small Package, Express Heavyweight, and Ground Small Package Shipments (EXGDDS) (BPA) Awarded to Federal Express, Inc."

**CERTIFIED BY:**

**BY DIRECTION OF THE SECRETARY  
OF VETERANS AFFAIRS:**

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**1. PURPOSE.** This directive provides Department-wide policy relative to domestic delivery services for small package express and ground shipments and for express heavyweight shipments. The Department of Veterans Affairs (VA) is participating in the Federal Strategic Sourcing Initiative (FSSI) for domestic delivery services for small package shipments. VA's high shipping volume, combined with that of several other agencies, results in very favorable rates and service terms. The most favorable rates result from mandatory participation by all VA organizations conducting small package shipping. Domestic Delivery Services (DDS2) for express and ground small package shipments and express heavyweight shipments designates the second generation FSSI government-wide domestic express and ground small package delivery services contract for continental United States, Alaska, Hawaii, and Puerto Rico.

**2. POLICY.**

a. DDS2 shall be the mandatory source for VA to access urgent small package express or ground delivery services.

(1) Use of this contract is for the delivery of urgent express or ground small package shipments that require:

(a) a specific guaranteed day of delivery;

(b) a specific guaranteed time of day for delivery; and

(c) shipment tracing and tracking capabilities.

(2) Packages that are neither urgent nor require these guaranteed services to accomplish VA's mission may be considered for processing as mail and be directed through the United States Postal Service when cost competitive.

(3) All of VA's small package accounts are automatically enrolled in the BPA and will receive the BPA rates and services. No other actions are required by VA account administrators to receive the benefits of the BPA.

b. Use of DDS2 express heavyweight delivery services (multiple package shipments with one piece exceeding 150 pounds) is optional. Standard and expedited freight services will meet VA's needs most of the time.

(1) Prior to use of this service contact the VA Transportation and Logistics Center (VATLC) for freight shipping alternatives, freight cost estimates, and freight bills of lading. Call (202) 461-8018 or e-mail [VATLC@va.gov](mailto:VATLC@va.gov) for assistance.

(2) Less-than-truckload freight services are not permitted under this BPA.

(3) For freight services submit VA Form 134a, Request for Freight Transportation and Logistics Services, to [VATLC@va.gov](mailto:VATLC@va.gov).

### **3. RESPONSIBILITIES.**

a. Associate Deputy Assistant Secretary for Acquisition Program Support, Office of Acquisition and Logistics shall:

(1) Monitor all small package accounts for user compliance with this policy.

(2) Ensure the VA Contracting Officer's Representative (COR) monitors the contractor's service performance and manages service complaints from VA users.

(3) Provide assistance to small package account administrators for service and payment issues. Develop user friendly tools for estimating small package shipping costs.

(4) Provide freight management assistance and shipping alternatives to users who contemplate making express heavyweight shipments (a single piece over 150 pounds).

(5) Develop detailed reports for account administrators that specify:

(a) Shipping volumes;

(b) Express and ground services used;

(c) Accessorial services used;

(d) Detailed shipment and accessorial costs; and

(e) Shipping profile report for each account and for each organizational level within VA.

(6) Confirm revised rate discounts as shipping volumes are validated.

(7) Publish notices related to best practices for small package account management.

(8) Provide training assistance to account managers and account users.

(9) Review mandatory-use waiver requests and grant waivers, whenever justified.

b. Small package account administrators shall:

- (1) Use the current contract and BPA task order as the mandatory source for small package express and ground domestic delivery services whenever such services are required to meet the needs of the Department.
- (2) Establish a small package account(s) with the contractor for access to the current BPA task orders' discounted rates.
  - (a) Run reports.
  - (b) Coordinate user access to accounts.
  - (c) Assist with service issues.
  - (d) Inactivate accounts no longer needed.
- (3) Inactivate former contractor small package accounts.
  - (a) Inactivation of accounts should only occur after the replacement contractor's accounts have been initiated and activated, shipping supplies been made available, and contractor-provided software and hardware have been successfully tested and activated.
  - (b) Notify all former users of account inactivation.
  - (c) Inactivation prevents the issuance of electronic shipping documents for an account.
- (4) Reference the current BPA task order with each account to facilitate automated contractor billing and automated payment processing through the Austin Financial Services Center.
- (5) Verify the account billing address and account administrator's point of contact information are correct.
- (6) Ensure the account(s) has funded obligation.
- (7) Verify with each billing/invoice that the current BPA task order rates and accessorial charges have been properly applied to all shipments.
- (8) Request refunds promptly when the contractor's service commitments have not been met.

(9) Where multiple accounts exist at the same facility, and whenever practical, consolidate smaller low-volume accounts into a larger shared account. Account billing procedures will identify each organization's charges and each user's charges.

(10) Ensure rate and service agreements with other small package non-contract express and ground domestic delivery service providers are cancelled.

(a) Same-day pickup and delivery services for laboratory specimens or other materials requiring services by a courier qualify for a waiver.

(b) Courier service providers are on the GSA FSS schedule. Call (202) 461-8018 or email [VATLC@va.gov](mailto:VATLC@va.gov) for assistance.

(11) Maintain current contact information with the contractor. Review this information periodically and update it as necessary. Run reports, assist with service issues, coordinate user access to accounts, and open and inactivate accounts.

(12) Assign every account a name to comply with the Appendix A naming standard.

(13) Select the delivery service meeting the Department's mission requirements at the least cost. Packages to destinations within 300 miles could be directed to ground delivery services whenever next day delivery is required but a specific guaranteed time of day for delivery is not essential.

(14) Continue to conduct contingency planning for small package shipping in the event of a catastrophic non-weather related denial of services from the current contractor. Inactivate the prior contractor's accounts but keep them available for immediate use as a backup to the current contractor. Advise all users to use only the current contractor's services.

(15) Small package account administrators may designate an alternate to assist with the responsibilities outlined in this section.

#### 4. References

a. The FSSI DDS2 BPA can be accessed at the VA Web site, <http://vaww1.va.gov/oamm/pmo/lms/trs/desps.cfm>.

b. Questions, inquiries, or service issues requiring COR intervention should be directed to the Transportation and Relocation Services Division (001AL-M2T). Call (202) 461-8018, e-mail to [VATLC@va.gov](mailto:VATLC@va.gov), or fax to (202) 273-6236.

## Department of Veterans Affairs Naming Standard for Small Package Express and Ground Domestic Delivery Services Accounts

### 1. General:

The account name identifies the account and shows how it relates to the Department of Veterans Affairs' (VA) overall organizational structure. Using the account name enables reporting at every VA organizational level from the administration, region/area, facility, and owning organization. Information for all VA small package account administrators must be updated by calling the current contractor's government help desk or local vendor representative. Enter the standard small package account name into the "Company Name" field when registering accounts. The account name remains with the organization which controls/owns the account regardless of which vendor provides services. An organization with accounts with multiple carriers will use the same VA standard name for each account. Only one account will be active at a time depending upon which vendor has the current contract award.

### 2. Account Name Format for a Small Package Express and Ground Accounts.

a. Naming convention will identify the agency, administration or center, region, station number, and account owner. There is a maximum of 30 characters and spaces in a name. Place a space between each element.

(1) Agency: always VA

(2) Administration: VHA; VBA; NCA; VACO; or VAOIT

(3) Region:

VHA Veterans Integrated Service Networks (VISN) = CO, or 01 through 23

VBA Area Offices = CO, or CAO, EAO, SAO, WAO

NCA Memorial Service Network (MSN) = CO, or 01 through 05.

VACO and central staff offices = CO

VAOIT and field staff offices = CO, or 01 through 06

(4) Example: **VA VHA 11 505 Canteen**

<u>Agency</u>	<u>Administration/Center</u>	<u>Region</u>	<u>Station #</u>	<u>Account Owner</u>
VA	VHA	11	505	Canteen

b. Contact the VA Transportation and Relocation Services (001AL-M2T) if you have any questions at (202) 461-8914, (202) 461-8913, or via email at: [VATLC@va.gov](mailto:VATLC@va.gov).