

**NIH POLICY MANUAL**  
**26101-43-F Domestic Express Delivery Services Contract**  
**ISSUING OFFICE: OD/OA/OLAO/DLS (301) 496-5921**  
**RELEASES DATE: 08/15/02**

1. **Explanation of Material Transmitted:** This chapter contains information on the National Institutes of Health Domestic Express Delivery Services Contract with Federal Express awarded on August 16, 2001. This chapter replaces the Government-wide Courier Contract referenced as Overnight Delivery Government Contract for Domestic Shipments.
  
2. **Filing Instructions:**  
**Remove:** NIH Manual Chapter 26101-43-F dated 02/07/94

**Insert:** NIH Manual Chapter 26101-43-F dated 08/15/02

**PLEASE NOTE:**

- For questions on this chapter, contact the issuing office above.
  
- For on-line information on the NIH Manual System, go to <http://www1.od.nih.gov/oma/manualchapters/>

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APPENDIX 1 Federal Express Contract Account Information Form

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**A. Purpose and Scope**

The National Institutes of Health(NIH) awarded the Domestic Express Delivery Services Contract to Federal Express(FedEx)on August 16, 2001.

The FedEx Contract provides several levels of service to locations in the contiguous United States (CONUS), Alaska, Hawaii and Puerto Rico. Service is not available to Post Office Boxes, Army Post Office (APO) and Fleet Post Office (FPO)addresses. Contract service is between cities, towns, and/or communities, but not local courier service. Service and rates are available upon request to authorized Government cost-reimbursable contractors.

This contract is a one-year arrangement with four additional renewal years at the sole discretion of NIH, extended one year at a time.

**B. Policy**

**All packages containing dry ice, infectious substances and hazardous materials must be routed through the Freight Forwarding Section, Relocation Services Branch (RSB), Division of Logistics Services(DLS) in Building 13, Room 1771, MSC 5725 (301) 496-5921.**

For shipping other small packages and extremely urgent letters, IC locations must establish FedEx accounts. The Administrative Officer must complete and sign the Federal Express Account Information Form(Appendix 1) and mail to the Freight Forwarding Section, Building 13, Room 13015, MSC 5725 or fax to (301)402-1857. **Accounts may not be opened, changed or deleted directly with FedEx.**

Only letters marked “extremely urgent” are covered under this contract. Letters are sent via FedEx if the value or usefulness of the letter is lost or greatly diminished, if not delivered the next business day morning. All other letters must be sent via the U.S. Postal Service.

ICs outside the Bethesda/Rockville area with delegated authority to procure non-NIH contract shipping services must use discretion and follow general procurement guidelines to select carriers. Refer to NIH Manual 26101-42-F, Background Section for the list of NIH locations authorized to procure shipping services.

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## C. Basic Contract Service

### 1. Features of Service

Desktop pickup and transportation for the following services are:

- **FedEx Priority Overnight**  
Time-definite, weekday delivery by 10:30 a.m. to thousands of cities (noon to most of the rest). Weekend service is available, special handling fee and commitment times apply. The service applies to letters, packages and boxes up to 150 pounds, maximum 119"length and 165"length plus girth.
- **FedEx Standard Overnight**  
Next business day time-definite afternoon delivery by 3:00 p.m. to thousands of cities and by 4:30 p.m. to most other areas(Monday-Friday). The service applies to letters and packages and boxes up to 150 pounds, maximum 119"length and 165"length plus girth. Not available to/from Hawaii.
- **FedEx 2Day**  
Time definite-yet economical-weekday delivery in two business days by 4:30 p.m. to most U.S. locations(by 7:00 p.m. for residential deliveries). Saturday service is also available. The service applies to packages and boxes up to 150 pounds each, maximum 119"length and 165"length plus girth.
- **FedEx Express Saver**  
Cost effective, committed delivery within three business days by 4:30 p.m. in the continental U.S. (residential deliveries by 7:00 p.m.). Delivery is available Monday through Friday. The service is available for non-document packages up to 150 pounds, maximum 119"length and 165"length plus girth.
- **FedEx Express International Services(Packages)- Between U.S. and Puerto Rico**  
  
**FedEx International First**  
Guaranteed to reach U.S. cities by 8:00 a.m. Time-definite, Customs-cleared, door to door by 8:00 a.m. to 1,000 select U.S. zip codes from Puerto Rico by the next business day. Packages and boxes up to 150 pounds each, maximum

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108" in length and 130" length plus girth.

**2. Pickup**

FedEx provides pickup service between 8:00 a.m. and 6:00 p.m. Call 1-800-Go-FedEx, (800)463-3339 whenever you need a FedEx Courier; to arrange for regular daily Courier stops; or to find out specific cut off times in your area. In many locations, FedEx provides pickup later than 6:00 p.m., upon customers' request.

**3. Delivery**

FedEx attempts to deliver packages to the address, not the recipient. If you want the FedEx Courier to deliver your package directly to a particular recipient, use a special label, which FedEx provides. The Courier tries three times to deliver your package and if not, returns shipment to the sender.

**4. Drop Off**

Convenient FedEx Drop Boxes or full-service staffed locations have later pickup times and provide shipping supplies.

**5. Saturday Service**

Saturday pickup and Saturday delivery is available in many areas. For Saturday delivery service the sender must request the service on the airbill, FedEx PowerShip automated shipping system, or through FedEx Ship Software. Check the list of zip codes in the FedEx Service Guide for a listing of U.S. zip codes that have Saturday Service. Saturday pickup and delivery are not available to Puerto Rico at this time. An additional fee of \$7.00 per shipment applied to shipments picked up or delivered on Saturday.

**6. Holiday Service**

A delivery scheduled on a holiday is rescheduled for the following business day.

FedEx DOES pickup and deliver shipments on the following federal holidays:

Martin Luther King, Jr. Day

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Presidents' Day

Columbus Day

Veterans Day

## **7. Dangerous Goods Service**

Dangerous goods service is available for pickup Monday through Friday to all locations within the U.S. FedEx provides special handling and shipment of materials defined as Dangerous Goods by the U.S. Department of Transportation (DOT) and the International Air Transport Association (IATA). This includes dry ice, infectious, radioactive, and hazardous chemical material. Radioactive material must be sent to Radiation Safety in Building 21. An additional handling fee is included.

## **8. Biological Material/Diagnostic Specimens**

ICs must send all biological material/diagnostic specimens packed on dry ice through the Freight Forwarding Section, Building 13, Room 1771. All biological material/diagnostic specimens packed in a Styrofoam container must be placed inside a fiberboard box. Appropriate dry ice labels must be placed on this outer container. Two labels are required for dry ice shipments and are obtained from the NIH Supply system or the Self Service Stores: Dry Ice Label stock number 7530-00-L07-2340; Class 9 Label stock number 7530-00-L07-2341. Note the sender and recipient address on the package.

## **9. Shipping to Puerto Rico**

A FedEx international air waybill is required for all shipments sent to Puerto Rico. FedEx International Priority is the next-business-day and FedEx International Economy is the

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second-business-day Contract service.

#### **D. Required Shipping Document**

FedEx' USA Airbill is used for shipments to/from points in the continental U.S., Alaska and Hawaii. ICs must select the most economical contract service in Section 4A of the airbill (Refer to section C of this manual issuance for contract services available). A Commercial Invoice NIH Form 1884-1 is required for non-document shipments to Puerto Rico.

[http://forms.cit.nih.gov/adobe/procurement/NH1884\\_1.pdf](http://forms.cit.nih.gov/adobe/procurement/NH1884_1.pdf)

A recent review of the paid FedEx billing invoices revealed that all airbills are not being completed properly. Care must be taken to correctly fill out airbills. An additional fee of \$7.00 is charged for address corrections and invalid account numbers.

Contact the Contracting Project Officer on (301) 496-5921 with any questions regarding this Government contract.

#### **E. Records Retention and Disposal**

All records(e-mail and non-e-mail) pertaining to this chapter must be retained and disposed of under the authority of NIH Manual 1743, "Keeping and Destroying Records, Appendix 1, NIH Records Control Schedule," 1100 M-5, Tracking and Control Records.

1. NIH e-mail messages (messages, including attachments, that are created on NIH computer systems or transmitted over NIH networks) that is evidence of the activities of the agency or have informational value are considered Federal records. These records must be maintained in accordance with current NIH Records Management guidelines. Contact your IC Records Officer for additional information.

2. All e-mail messages are considered Government property, and, if requested for a legitimate Government purpose, must be provided to the requester. Employees' supervisors, NIH staff conducting official reviews or investigations, and the Office of Inspector General may request access to or copies of the e-mail messages. E-mail messages must also be provided to members of Congress or congressional committees if requested and are subject to Freedom of Information Act requests. Since most e-mail systems have back-up files that are sometimes retained for significant periods of time, e-mail messages and attachments may be retrievable from a back-up file after they have been deleted from an individual's computer. The back-up files are subject to

the same request as the original messages.

## **F. Management Controls**

This manual issuance contains information on the National Institutes of Health Domestic Express Delivery Service contract with Federal Express.

### **1. Office Responsible for Reviewing Management Controls Relative to this Chapter.**

Division of Logistics Services, Transportation Management

### **2. Frequency of Review-** Ongoing

### **3. Method of Review**

Screen incoming phone calls.

Perform direct examination of packages.

Ensure staff handling infectious/hazardous shipments receive mandatory safety training every two years. New employees receive training immediately.

Generate reports and review data on all shipping transactions captured in the Transportation Management System.

### **4. Review Reports-** Actual reports are developed on an exception basis as needed.

