

<u>SECTION C - PERFORMANCE WORK STATEMENT (PWS)</u>	6
SECTION C-1 GENERAL CONDITIONS AND REQUIREMENT	7
1.1 SCOPE OF WORK	7
1.2 GENERAL OPERATING CONDITIONS	7
1.2.1 Interactions with Other Government Organizations	7
1.2.2 Federal Holidays	7
1.2.3 Current Duty Hours and Access to the Host Installation	8
1.3 KEY PERSONNEL	8
1.4 SECURITY	9
1.4.1 Facility Security	10
1.4.2 Reporting of Criminal Violations	10
1.4.3 authorized Visitor Control	10
1.4.4 Personnel Clearance	11
1.4.5 Key and Lock Control of Contractor Operated Facilities	12
1.4.6 DoD Common Access Card (CAC)/Access Identification Badge (ID Badge)/Electronic Key Card	13
1.4.7 Vehicle Registration	14
1.4.8 Parking and Traffic Control	14
1.4.9 Information System Security	14
1.4.10 Contact of a Suspicious Nature	15
1.4.11 Safeguarding Information	15
1.4.12 Potential Operational Constraints	16
1.5 ENVIRONMENTAL, SAFETY AND OCCUPATIONAL HEALTH (ESOH)	16
1.5.1 hazard reporting program	18
1.5.2 radiation protection program	19
1.6 ELECTROSTATIC DISCHARGE (ESD) CONTROL PROGRAM	20
1.7 PHASE-IN	21
1.7.1 Phase-in requirements	22
1.7.1.1 Hiring and training actions	22
1.7.1.2 Government-Furnished Property (GFP)	23
1.7.2 Mission Stock	23
1.7.3 WORK IN PROGRESS REVIEW	24
1.7.4 Phase-in Reports	25
1.8 SURGE, SUSTAINMENT, AND DISASTER RECOVERY EFFORTS	25
1.8.1 Surge and Sustainment	25
1.8.2 Mobilization and Disaster Recovery	26
1.8.3 Surge, Sustainment, and Disaster Recovery Plan (SSDRP)	26
1.9 PREPAREDNESS EXERCISES	27
1.10 CONTRACT PHASE-OUT AND CONTINUITY OF SERVICE PLAN	28
SECTION C-2 DEFINITIONS AND ACRONYMS	31

2.1 GENERAL DEFINITIONS	31
2.1.1 Characteristics Of Material Processed	43
2.1.2 Modes of Shipment	45
2.1.3 Physical Inventory	46
2.2 ACRONYMS AND ABBREVIATIONS	49
2.3 DOD DICTIONARY	60
SECTION C-3 GOVERNMENT-FURNISHED PROPERTY (GFP), SYSTEMS, TRAINING AND SUPPORT SERVICES	61
3.1 GENERAL INFORMATION	61
3.2 GOVERNMENT-FURNISHED PROPERTY (GFP)	61
3.2.1 Government Furnished Facilities (GFF)	62
3.2.2 Government-Furnished Equipment (GFE)	63
3.2.2.1 Material Handling Systems (MHS)	65
3.2.2.2 Material Handling Equipment (MHE)	66
3.2.2.3 Other Equipment	66
3.2.3 Information Technology (IT) Assets	66
3.3 GOVERNMENT-FURNISHED MATERIAL (GFM)	69
3.4 GOVERNMENT-FURNISHED DATA SYSTEMS	70
3.5 GOVERNMENT-FURNISHED TRAINING	70
3.6 GOVERNMENT-FURNISHED SUPPORT SERVICES	72
3.6.1 Custodial	72
3.6.2 Environmental	72
3.6.3 Forms	75
3.6.4 Fuels	75
3.6.5 Grounds Maintenance	75
3.6.6 Mail	76
3.6.7 Medical	76
3.6.8 Military Training	76
3.6.9 Nuclear Regulatory Commission (NRC) License	76
3.6.10 Pest Management	77
3.6.11 Police and Fire Protection	77
3.6.12 Radio Frequencies (RF)	77
3.6.13 Records Management	78
3.6.14 Refuse Collection and Recycling	79
3.6.15 Telephone	79
3.6.16 Utilities	79
SECTION C-4 CONTRACTOR-FURNISHED, EQUIPMENT, MATERIAL, AND SUPPORT SERVICES	80
4.1 GENERAL INFORMATION	80
4.2 CONTRACTOR-FURNISHED EQUIPMENT	80
4.3 CONTRACTOR-FURNISHED MATERIAL	80
4.4 CONTRACTOR-FURNISHED SUPPORT SERVICES	81

4.5	EQUIPMENT MAINTENANCE FOR GOVERNMENT FURNISHED EQUIPMENT (GFE)	81
4.5.1	Equipment Management and Control System (EMACS)	82
4.5.2	Scheduled Requirements/Preventative Maintenance	83
4.5.3	Unscheduled Requirements	83
4.5.3.1	Repairs \$1000 or less	84
4.5.3.2	Repairs Over \$1000	85
4.5.3.3	Acceptance and Supporting Documentation	85
4.5.3.4	Supporting Cost Data and Review of EWO Costs	86
4.5.4	Calibration and Certification	87
4.5.5	Equipment Disposal	87
4.6	CONTRACTOR-FURNISHED TRAINING	87
4.6.1	Hazardous Material, Hazardous Waste, and Safety Training	88
	SECTION C-5 SPECIFIC TASKS	89
5.1	DISTRIBUTION SERVICES AND PERFORMANCE REQUIREMENTS	89
5.1.1	Property Accountability	89
5.1.1.1	Liability for Mission Stock	90
5.1.1.2	Liability for Government Property	90
5.1.2	Indemnification and Limitation of Liability	91
5.1.3	Information Technology (IT)–Data Systems	91
5.1.3.1	Distribution Standard System (DSS)	92
5.1.3.2	Distribution Standard System-Management Information System (DSS-MIS)	93
5.1.3.3	Query Management Facility (QMF)	94
5.1.4	Quality Control/Customer Satisfaction Plan (QC/CSP)	94
5.1.5	Customer Service Support	97
5.1.5.1	On-Call Response Roster	97
5.1.5.2	Customer Assistance	98
5.1.5.3	Stock In-Transit Supply Discrepancy Reports (SIT SDR)	99
5.1.5.4	Emergency Supply Operations Center (ESOC) And Emergency Requisitions	100
5.1.6	Stock Readiness	100
5.2	RECEIVING	101
5.2.1	General Requirements	101
5.2.1.1	InBound Traffic Management	102
5.2.1.2	Off-Load and Tally	103
5.2.1.3	Receipt Process Documentation	104
5.2.1.4	Product Receipt Evaluation	105
5.2.2	Additional Requirements	112
5.2.2.1	Ammunition, Explosives and Dangerous Articles (AEDA)	112
5.2.2.2	Controlled Material	113
5.2.2.3	Critical Safety Item (CSI)	115
5.2.2.4	Customer Returns Improvement Initiative (CRII)	115
5.2.2.5	Electrostatic Discharge Sensitive (ESDS) Material	115
5.2.2.6	Hard To Handle Material	116
5.2.2.7	Hazardous Material (HAZMAT)	116
5.2.2.8	Frustrated Material	117
5.2.2.9	reserved	117
5.2.2.10	Misdirected Material	117
5.2.2.11	Radioactive Material (RAM)	118

5.2.2.12 Receipts Lost In-Transit	119
5.2.2.13 Shelf Life Material	119
5.2.2.14 additional product receipt evaluation requirements (FRAGO)	120
5.2.3 Stow	121
5.3 STORAGE	122
5.3.1 General Requirements	122
5.3.1.1 Care of Supplies In Storage (COSIS)	123
5.3.1.2 Planographs And Storage Space Management Report (SSMR)	127
5.3.1.3 Top 100 Weight and Cube National Stock Number (NSN) Program	128
5.3.2 Additional Requirements	129
5.3.2.1 Ammunition, Explosives and Dangerous Articles (AEDA)	129
5.3.2.2 Controlled Material	129
5.3.2.3 Hazardous Material (HAZMAT)	131
5.3.2.4 Radioactive Material (RAM)	132
5.3.2.5 Shelf-Life Material	133
5.3.3 Rewarehousing Actions	133
5.4 PHYSICAL INVENTORY CONTROL	134
5.4.1 General Requirements	134
5.4.1.1 Distribution Standard System (DSS) Inventories	136
5.4.1.2 Research of Potential or Actual Physical Inventory Adjustments	139
5.4.2 Item Data Maintenance	142
5.4.3 Location Surveys	142
5.4.4 Additional Requirements	143
5.4.4.1 Hazardous Material (HAZMAT)	143
5.5 ISSUE	144
5.5.1 General Requirements	144
5.5.1.1 Processing Material Release Orders (MROs)	144
5.5.1.2 Stock Selection	147
5.5.1.3 Denial Research	148
5.5.1.4 Issue cancellations	149
5.5.1.5 Incoming Supply Discrepancy Report (ISDR) Research	149
5.5.1.6 Issues to On-Base Customers (Local delivery)	150
5.5.1.7 Issues to Defense Reutilization and Marketing Office (DRMO)	150
5.5.1.8 Shipment Preparation for Issues to Off-Base Customers	156
5.5.1.9 Traffic Management	158
5.5.2 Additional Requirements	166
5.5.2.1 Arms, Ammunition and Explosives (AA&E)	166
5.5.2.2 Controlled Material	167
5.5.2.3 Deployment Support	167
5.5.2.4 Hazardous Material (HAZMAT)	168
5.5.2.5 non-accountable material	169
5.5.2.6 Radioactive Material (RAM)	169
5.5.2.7 Security Assistance Program (SAP) Shipments: Foreign Military Sales (FMS) and Grant Aid	170
5.5.2.8 Transshipments (On-Base and Off-Base)	173
5.5.2.9 additional issue requirements (FRAGO)	174
5.6 PACKAGING	175
5.6.1 Reporting Requirements for Packaging Actions	176

5.6.1.1	Packaging Actions Reported Separately by internal order number	176
5.6.1.2	Packaging Actions Not Reported Separately	177
5.6.1.3	Identification of Reported Packaging Items	177
5.6.2	General Packaging Requirements	178
5.6.3	Packaging Actions	179
5.6.4	Container Reclamation and Fabrication In Support of Packaging	181
5.6.4.1	Container Reclamation Support	181
5.6.4.2	Fabrication Support	182
5.6.4.3	Wood Packaging Material (WPM)	183
5.7	SPECIAL FUNCTIONS	184
5.8	SPECIAL PROJECTS/SURGE AND SUSTAINMENT	184
5.8.1	Specialized Packaging Support and Requested Container Fabrication Not Included in C-5.6.4.2186	
5.8.2	Rewarehousing and Intra-distribution Center Support	187
5.8.3	Repalletization	188
5.9	CONFERENCES	188
SECTION C-6 APPLICABLE DIRECTIVES, PUBLICATIONS, INSTRUCTIONS, FORMS AND REPORTS		189
6.1	GENERAL INFORMATION	189
6.2	DEVIATIONS FROM GUIDANCE	190
6.3	PUBLICATION CHANGES	190
6.4	DIRECTIVES AND PUBLICATIONS	191
6.5	FORMS	199
6.6	MANDATORY REPORTS	200
6.6.1	Monthly Reports	200
6.6.2	Quarterly Reports	202
6.6.3	Semi-Annual Reports	204
6.6.4	Annual Reports	204
6.7	HISTORICAL DATA AND OTHER INFORMATION	206
SECTION C-7 TECHNICAL EXHIBITS		207

SECTION C - PERFORMANCE WORK STATEMENT (PWS)

- A.** The Defense Logistics Agency (DLA) is a United States (U.S.) Department of Defense (DoD) agency that provides worldwide logistics support for the missions of the Military Departments and the Unified Combatant Commands under conditions of peace and war.
- B.** In support of DLA's mission, the Defense Distribution Center (DDC) is a combat support organization providing a single, unified material distribution system for DoD under DLA management. The DDC mission is to provide an integrated pipeline that sustains our Armed Forces around the world with innovative and tailored logistics services that are ever improving in terms of cost, timeliness and relative value. The DDC vision is to provide best value, competitive distribution services to the war fighter around the world, around the clock. The DDC responsibilities include receipt, storage, issue, packaging, and worldwide transportation of all items placed under its accountability by the DLA and the military services. The DDC also performs distribution services that are unique to a particular customer.
- C.** The DDC currently has Distribution Center located throughout the world that store four million stock numbers in over 200 million square feet of storage space and process over 32 million transactions annually. DLA's standard automated system for distribution processing of DoD materials is the Distribution Standard System (DSS).
- D.** The primary mission of Distribution Center will be to perform receipt, storage (to include stock readiness functions), and issue functions for local customers and cross-docking and/or trans-shipment operations utilized in support of on-base customers.
- E.** The Government is not soliciting for the "same old way" of doing business. The Government encourages proposals that will achieve savings through innovative processes for distribution services.
- F.** The PWS details the requirements associated with warehouse and distribution operations performed at the Distribution Center consists of the following Sections that should be read as a single interrelated document:
- Section C-1, General Conditions and Requirements
 - Section C-2, Definitions and Acronyms
 - Section C-3, Government-Furnished Property (GFP), Systems, Training and Support Services
 - Section C-4, Contractor-Furnished Equipment, Material, and Support Services
 - Section C-5, Specific Tasks
 - Section C-6, Applicable Directives, Publications, Instructions, Forms and Reports
 - Section C-7, Technical Exhibits (TEs)

Throughout the contract, the term "Contractor" includes subcontractors.

SECTION C-1 GENERAL CONDITIONS AND REQUIREMENT

This Section provides general information relating to the conditions of operation and general requirements relating to the material and distribution services performed at Defense Distribution Center.

1.1 SCOPE OF WORK

- A.** The Contractor shall perform warehouse and distribution operations requirements using DSS as set forth in this contract. The Contractor shall provide all management, personnel, supervision, materials, tools, equipment, transportation, and any other items and services not government-furnished as specified in Section C-3, Government-Furnished Property (GFP), Systems, Training and Support Services.
- B.** The primary mission of the Distribution Center is to plan, program, manage, and execute efficient and effective receiving, storage, inventory, packaging, Care of Supplies in Storage (COSIS), stock control, stock selection, issue processing, packing, shipping, and distribution of repair parts and secondary items in support of on-base, local, and worldwide customers.

1.2 GENERAL OPERATING CONDITIONS

1.2.1 INTERACTIONS WITH OTHER GOVERNMENT ORGANIZATIONS

- A.** The Contractor's primary interaction with the Government shall be through the Continuing Government Activity (CGA). The CGA will be located at the Distribution Center and will:
 - 1. Perform all Contracting Officer's Representative (COR) functions
 - 2. Perform quality assurance evaluations of the Contractor's performance
 - 3. Provide the primary interface between the Contractor and the host installation, local customers and the DDC
 - 4. Provide interface between the Defense Enterprise Computing Center (DECC), DLA Systems Integration Office (DSIO) and the Contractor
 - 5. Perform other inherently governmental functions or other functions not part of this competition
- B.** The Mission and Functions Statement for the CGA is available in the Technical Library.
- C.** The Contractor shall interface with and support owners and Inventory Managers (IM), Inventory Control Points (ICPs), other Material Distribution Activities, and DLA Primary Level Field Activities and other customers as needed to accomplish the contract requirements.

1.2.2 FEDERAL HOLIDAYS

- A.** Federal holidays generally observed by government personnel include:

Observed Federal Holidays	
New Year's Day	Martin Luther King Day
Presidents Day	Memorial Day
Independence Day	Labor Day
Columbus Day	Veterans Day
Thanksgiving Day	Christmas Day

- B.** On the above holidays, the Contractor shall be on-call within two (2) hours to respond to emergency requisitions.
- C.** In the event an Executive Order issued by the President of the United States declares Agencies of the Federal Government closed for a regularly scheduled workday, the Contracting Officer's Representative (COR) will determine and advise the contractor on whether services are required for that day.

1.2.3 CURRENT DUTY HOURS AND ACCESS TO THE HOST INSTALLATION

- A.** Due to changing traffic requirements brought on by construction, changing missions, and security concerns within the host installation, access to the host installation is subject to change, sometimes with little or no warning. Inbound and outbound traffic restrictions exist.

1.3 KEY PERSONNEL

- A.** The Contractor shall designate both a primary and an alternate Site Manager who have full authority to act for the Contractor on all matters relating to Contractor operations. At a minimum, the Site Manager and Alternate Site Manager shall each possess a degree in Distribution Management or Business Management (minimum Bachelor's Degree) and at least five years of experience in Distribution Management, or at least ten years of progressive management experience in distribution operations similar in size and complexity to the operation offered in this contract. Upon notification, the primary or alternate Site Manager shall be on-site to meet with government personnel within one (1) hour during normal duty hours and within two (2) hours outside of normal duty hours. The Contractor shall provide the names and telephone numbers (to include mobile telephone and pager, as applicable) of the primary and alternate Site Managers in writing at the start of the phase-in period. In the event of the replacement of the primary and/or alternate Site Manager, the Contractor shall notify the Contracting Officer (KO) or designee, in writing, of such replacement and provide the name(s) and telephone number(s) at least 15 calendar days prior to a planned replacement and within 24 hours following an unplanned replacement.

1.4 SECURITY

- A.** The Contractor or any representative of the Contractor entering DoD locations to perform contract requirements shall abide by all security regulations and may be subject to security checks. Contractor personnel and property shall be subject to search and seizure upon entering, while on, and upon leaving the DoD locations pursuant to installation regulations.
- B.** Contractor personnel shall conduct themselves IAW acceptable business decorum at all times. The Contractor shall remove any individual from the site whose continued presence or employment on this contract is deemed by the KO or designee to be contrary to the public interest, deemed to adversely affect health, morale, welfare, or good order and discipline on the installation, or inconsistent with the best interests of national security. IAW USC Title 18, Crimes and Criminal Procedure, Part I, Crimes, Chapter 67, Military and Navy, Section 1382, the Installation Commander has the authority to bar individuals from the host installation.
- C.** In the event of a strike by Contractor personnel, the Contractor shall be responsible for the cost of any increased security as determined necessary by the Installation Commander.
- D.** The Contractor and its personnel shall comply with the following security-related regulatory guidance:
- DLAR 4145.11, Safeguarding of DLA Sensitive Inventory Items, Controlled Substances, and Pilferable Items of Supply.
 - DLAD 5025.30, DLA One Book, Chapter: DLA Enterprise Support, Title: DLA Information Security Program
 - DLAI 5200.12, Information Security Program
 - DLAD 5025.30, DLA One Book, Chapter: DLA Enterprise Support, Title: DLA Operational Security (OPSEC) Program
 - DLAD 5025.30, DLA One Book, Chapter: DLA Enterprise Support, Title: DLA Physical Security Program
 - DLAI 5710.1, Physical Security Program
 - DoD 5200.1-R, Information Security Program
 - DoD 5200.2-R, Personnel Security Program
 - DoD 5220.22-M, National Industrial Security Program Operating Manual (NISPOM)
 - DoD 5220.22-R, Industrial Security Regulation
 - DoD 5220.22-S, COMSEC Supplemental to Industrial Security Manual for Safeguarding Classified Information
 - DoDI 5240.6, Counterintelligence (CI) Awareness and Briefing Program
- E.** The Contractor shall report any security violations to the KO or designee within one (1) hour of discovery. A security violation is a loss or gain of classified information or material.

1.4.1 FACILITY SECURITY

- A.** The Contractor shall control access by locking or unlocking the areas or facilities provided for the Contractor's use in the performance of the contract requirements. The Contractor shall lock all internal overheads, cages, vaults, warehouse doors, and other areas for reasons of internal security before leaving an area unattended and prior to the conclusion of any working day. The Contractor shall lock all external cargo and personnel doors when not in use.
- B.** The Contractor shall enact operational procedures that will control movement of authorized personnel into and out of secure facilities. The Contractor shall safeguard combinations and provide them to only authorized personnel. The Contractor shall change combinations no less than annually and when any personnel having access to the combination are reassigned, separated, or no longer have a need for this information, or the combinations have been subjected to compromise.
- C.** In the event a Contractor area is found unsecured or there is a response to an alarm during non-duty hours, the Contractor's Point of Contact (POC) will be contacted to secure the area. The Contractor shall inform the KO or designee of the results of the alarm response. The Contractor shall immediately report any security violations to the KO or designee.
- D.** The Contractor shall participate in the host installation Commander's Physical Security Council, if requested.
- E.** For more information, see DLAR 4145.11, Safeguarding of DLA Sensitive Inventory Items, Controlled Substances, and Pilferable Items of Supply.

1.4.2 REPORTING OF CRIMINAL VIOLATIONS

- A.** The Contractor shall report to the KO or designee any suspected, alleged, or actual criminal incidents IAW DLAD 5025.30, DLA One Book, Chapter: Distribution and Reutilization, Title: Reporting of Criminal Incidents.

1.4.3 AUTHORIZED VISITOR CONTROL

- A.** Authorized visitors to the Contractor shall obtain approval from the host installation Law Enforcement and Security Office and the KO or designee for entrance to the host installation. The Contractor shall submit a DLA Form 1818 or equivalent form to the KO or designee at least one (1) week in advance for all planned off-base visitors and at least two (2) workdays in advance for all unplanned visitors.
- B.** The Contractor shall develop specific procedures for identification and control of all visitors to warehousing and administrative areas and submit to the KO or designee for approval. The Contractor's procedures shall include the following:
 - 1. Positive methods of establishing the authority for admission of visitors, as well as any limitations concerning access.

2. Positive identification of all visitors by means of personal recognition, visitor security badge, visitor permit, or other identifying credentials. The Contractor shall contact the employee, supervisor, or officer in charge to ascertain the validity of the visit.
3. Using the DLA Form 584 or Contractor equivalent form to provide a record of the identity of the visitor, the time and the duration of the visit, and other pertinent control data. The Contractor may use an automated system instead of the DLA Form 584 provided the system records, at a minimum, the same data included on the DLA Form 584. The Contractor shall establish procedures for recovering any visitor security badges, visitor permits, or other identifying credentials at the completion of the visit.

1.4.4 PERSONNEL CLEARANCE

- A. The Homeland Security Presidential Directive 12 (HSPD-12) dated 31 July 2008 has established new Credentialing Standards for Contractors who require a Common Access Card (CAC) for either physical access to an installation or access to government information technology systems. All positions involving computer activities require a minimum of IT III category eligibility. The Government requires Personnel Security Investigations (PSI) to establish that applicants or incumbents either employed by the Government or working for the Government under contract are suitable for the job and are eligible for a public trust or sensitive position. Upon favorable review and initiation of the PSI, Contractor personnel may be granted temporary Automated Information Systems (AIS) access pending final adjudication of the PSI. (See Contractor Investigative Requirements in the Technical Library). The required investigation for Contractors in a position of trust requiring IT III access is a National Agency Check with Written Inquiry (NACI). A NACI is the investigation completed on a Contractor employee when the person begins employment under a federal government contract. It is not a security clearance. The NACI for the IT III access addresses the past five years of a Contractor employee's life. If the Contractor employee is placed in a position with a higher level of trust, a different level of investigation will apply.
- B. The Contractor shall follow the following procedures for NACI and IT II and IT III eligibility:
 1. Each Contractor employee shall complete a SF 85P, Questionnaire for Public Trust Position, using the Office of Personnel Management (OPM) website, <http://www.opm.gov> (Federal Forms and Standard Forms) or the Electronic Questionnaire for National Security Positions (e-QIP), and an OF 306, Declaration of Federal Employment (available on the OPM website).
 2. The Contractor shall submit a hardcopy of the form with the employee's original signature and date, and two fingerprint cards (FBI Form, FD 258) to the KO or designee who will forward them to the DDC Security Office.
- C. The SF 85P, OF 306 and fingerprint cards are submitted with the Contractor Investigative Request (CIR) annotating the appropriate designation and a DD Form 2875 (System Access Authorization Request (SAAR) (see paragraph C-1.4.9, Information System Security).
- D. The Site Manager and Alternate Site Manager and any Contractor employees who will have access to classified information or material shall have the appropriate security clearances

(secret or higher) as required by the DoD 5220.22-R, Industrial Security Regulation, Chapter 2, Clearance Procedures, paragraph C-2.3.2, Security Clearances for Personnel; and DoD 5200.22-M, NISPOM, Chapter 2, Security Clearances, prior to full performance of contract requirements and/or handling classified information or material. Not later than 15 calendar days prior to contract full performance start date, the Contractor shall provide the KO or designee a roster of all personnel who will have access to classified information or material.

- E.** All Contractor employees issued a security clearance under this contract shall complete a SF 312 and DLA Form 1834 and receive a briefing from the KO or designee or the Contractor's Facilities Security Officer (FSO) prior to starting work on the contract and/or handling classified information or material. The Contractor shall direct any employee having a security clearance who ends employment with the Contractor to the KO or designee or the Contractor's FSO to receive a debriefing and sign the DLA Form 1834.
- F.** All Contractor personnel authorized unescorted access to AA&E, to include operating a vehicle transporting Category I and II AA&E, shall be subject to the applicable investigation stated in DoD 5100.76-M, Physical Security of Sensitive Conventional Arms, Ammunition and Explosives (AA&E), Chapter 2, paragraphs C2.1.5 and C2.1.7.
- G.** Not later than 15 calendar days prior to contract full performance start date, the Contractor shall provide the KO or designee a roster of all personnel, requiring access to restricted or controlled access areas. The roster shall include each employee's full name, Social Security number, identification card number (if assigned), branch or section (if applicable), and security clearance (level of clearance and last investigation date, if applicable). The Contractor shall make all modifications to the rosters and provide an update to the KO or designee within one (1) working day for employees whose employment has been terminated and for employees who no longer require access to restricted or controlled access areas.

1.4.5 KEY AND LOCK CONTROL OF CONTRACTOR OPERATED FACILITIES

- A.** The Contractor shall establish and maintain a Key and Lock Control Program IAW DLAI 5710.1, Physical Security Program and the DLA Physical Security Program One Book. The Contractor shall safeguard keys furnished to the Contractor by the Government. The Contractor shall utilize the automated key control system or an equivalent substitute as a means of key control. The Contractor shall designate in writing to the KO or designee a key custodian to manage the key control program by the start of full performance.
- B.** The Contractor shall submit a roster of employees with key or lock access requirements for key control boxes to the KO or designee at least one (1) working day prior to the date when access is needed and notify the KO or designee when an employee no longer requires access or is no longer employed by the Contractor. The Contractor shall provide the KO or designee updated rosters as information changes. The Contractor shall keep all keys within the Key and Lock Control Program under continuous accountability at all times and shall limit the number of individuals authorized to draw keys to a minimum commensurate with security and operational requirements. The Contractor shall not remove keys to warehouses and storage or industrial areas from the work area or issue them as personal possession keys.

- C. The Contractor shall not duplicate keys or allow their use by unauthorized Contractor personnel. The Contractor shall report any deviation from these rules or lost keys within two (2) hours after discovery of occurrence and submit a detailed written report by close of business (COB) the same working day. If lost keys are discovered at the end of the day and it is not possible to submit a written report to the KO or designee by COB the same working day, the Contractor shall submit the report within two (2) hours of the beginning of business on the next working day. The Contractor shall reimburse the Government for all costs associated with replacing locks or re-keying required as a result of keys being duplicated or lost by the Contractor.
- D. The Government will provide the Contractor access to key control boxes and will maintain the programming of key control boxes. The Government will furnish Personal Identification Numbers (PINs) to Contractor employees for access to key control boxes as required. Each Contractor employee shall safeguard his or her PIN by committing it to memory. Contractor employees shall not share assigned PINs.

1.4.6 DOD COMMON ACCESS CARD (CAC)/ACCESS IDENTIFICATION BADGE (ID BADGE)/ELECTRONIC KEY CARD

- A. Every Contractor employee shall obtain and possess a DoD Common Access Card (CAC) and an Access ID Badge. Upon favorable review and initiation of the PSI to establish the suitability of an employee for the job and the approval for temporary AIS access pending final adjudication of the PSI, the Contractor shall submit to the KO or designee a request for the DoD CAC (see paragraph C-1.4.4, Personnel Clearance) and ID Badge.
- B. The Contractor shall safeguard CAC and ID Badges furnished to them. Contractor employees shall not share CAC and ID Badges. Each Contractor employee shall wear the ID Badge conspicuously on his or her outer clothing above the waist at all times while working on the installation. Personnel may be challenged and removed from the work area or denied access to the host installation if the ID Badge is not worn.
- C. In the event that a Contractor employee damages or loses his or her CAC and ID Badge, the Contractor shall report the lost or damaged CAC and ID Badge within two (2) working hours of damage or loss to the KO or designee who will arrange for a replacement CAC or ID Badge. The Government will issue the Contractor employee a temporary ID Badge to be used for an eight to ten (8-10) working day waiting period until a new permanent ID Badge is issued. The Contractor shall return all government-furnished CAC or ID Badges to the Government either within one (1) working day of the completion of the contract or upon termination of an individual's employment, whichever comes first. Contractor personnel failing to return their Government CAC or ID Badge are subject to criminal charges under USC Title 18, Chapter 1, Section 499 and 701.
- D. The KO or designee will provide and maintain electronic key cards for the security access system. The electronic key card allows access to specific controlled areas of the facilities. The KO or designee will approve and provide the electronic key cards to the Contractor for access to the facilities.

1.4.7 VEHICLE REGISTRATION

- A.** The Contractor shall register all Contractor-provided vehicles used in performance of the contract requirements and ensure that Contractor employee vehicles to be driven on the host installation, to include motorcycles, are registered with the host installation security office and are in conformance with local regulations in effect at the time of registration and as long as employed by the Contractor. The Government will not permit access to the host installation without proper vehicle identification and registration. Evidence of a valid driver's license, vehicle registration card, and insurance are required for registration. Contractor employees shall maintain current registration and proof of insurance on all privately-owned vehicles (POVs) brought on host installation. The Contractor shall maintain current registration and proof of insurance on all Contractor-owned vehicles brought on host installation.

1.4.8 PARKING AND TRAFFIC CONTROL

- A.** The Contractor and its employees shall abide by host installation parking regulations. All vehicles shall be parked in designated parking areas only. The Contractor and its employees shall conform to Federal, State and host installation driving regulations.

1.4.9 INFORMATION SYSTEM SECURITY

- A.** Upon favorable review and initiation of the PSI to establish the suitability of an employee for the job and the approval for temporary AIS access pending final adjudication but not less than fourteen(14) working days prior to the employee's start date, the Contractor shall request Information Technology (IT) eligibility for an employee requiring access and passwords to the government-furnished data systems. All positions involving computer activities require a minimum IT III category eligibility. (IT eligibility categories are defined in Section C-2.1, General Definitions.) The Contractor shall submit a Contractor Investigative Request (CIR) and a DD Form 2875 (See CIR and System Authorization Access Requests (SAAR) document in Technical Library) for temporary IT III eligibility, with final IT III eligibility contingent upon receiving a favorably adjudicated NACI (see paragraph C-1.4.4, Personnel Clearance). If the Contractor requires a waiver for eligibility for IT II eligibility, the Contractor shall submit justification for the eligibility to the KO or designee. IT II eligibility is for positions that involve a degree of access other than data entry; a minimum of one Contractor employee shall obtain an IT II eligibility. The Government will notify the Contractor if and when a waiver is approved.
- B.** All Contractor personnel provided with access to government-furnished computers and systems shall observe local AIS security policies and procedures as provided by the KO or designee. The Contractor shall notify the KO or designee within one (1) hour when, for reasons of personnel resignation, reassignment, termination, or completion of portions of the contract, Contractor personnel no longer require access to government systems.
- C.** The Contractor shall observe all copyright agreements. In the interest of protecting government systems from computer viruses, the Contractor shall not use public domain software nor shall Contractor personnel download software from public bulletin boards or

Internet websites. The Contractor shall use only commercial off-the-shelf (COTS), Contractor-developed, or government-furnished software in performance of the contract requirements. Should the introduction of a computer virus or malicious destruction of computer software, stored information, or hardware result from the use of public domain software or from software taken from a public bulletin board or Internet website, the Contractor shall be required to repair the damage and incur all costs at no expense to the Government and without impact on delivery schedules.

1.4.10 CONTACT OF A SUSPICIOUS NATURE

- A.** Contractor personnel who have been contacted under suspicious circumstances shall report that contact immediately, either verbally or in writing, to their supervisor who shall report it within two (2) hours to the KO or designee for action. Key contacts for reporting purposes are defined as:
1. Contact with an individual (regardless of nationality) that suggests to the Contractor employee that an intelligence gathering or terrorist organization may have targeted him or her for possible intelligence exploitation.
 2. A request by anyone (regardless of nationality) for illegal or unauthorized access to classified or unclassified sensitive information.
 3. Contact with a known or suspected intelligence officer from any country.
 4. Contact with a foreign diplomatic establishment, whether in the U.S. or abroad, for personal or official reasons. Certain Contractor personnel in positions designated as "sensitive" by the Government may also be required to inform their chain of command in advance of the nature and reason for contacting a foreign diplomatic establishment or travel to countries on the State Department list whose interests may be adverse to the United States.
- B.** Additionally, Contractor personnel who have information about activities pertaining to espionage, terrorism, unauthorized technology transfer, sabotage, sedition, subversion, spying, treason, unauthorized release of classified or unclassified controlled information, or unauthorized intrusions into automated information systems shall report that information immediately to the KO or designee for action.

1.4.11 SAFEGUARDING INFORMATION

- A.** The Contractor shall not allow access or disclosure of classified information or information regarding the operations of the Center to any government agency, non-government agency, or individual unless specifically authorized by the KO or designee. The Contractor shall provide documents and files requested by such parties to the KO or designee within one hour of receipt of the authorized request. All files are the property of the Government and the Contractor shall turn all files over to the KO or designee at the completion or termination of this contract.
- B.** The Contractor may be required to access data and information that is proprietary to a government agency or contractor or that is of such nature that its dissemination and use

other than as specified in this contract would be adverse to the interests of the Government or others. The Contractor and its personnel shall not divulge or release data or information developed or obtained under performance of this contract except to government personnel who are authorized to receive the information or upon written approval of the KO or designee. The Contractor shall not use, disclose, or reproduce proprietary data that bears a restrictive legend other than as specified in this contract.

- C. Disclosure of information regarding operations and services of the Center to persons not entitled to receive it, or failure to safeguard any classified information that may come into the Contractor's control in connection with work under this contract, may subject the Contractor, its agent, or its employees to criminal liability under USC Title 18, Crimes and Criminal Procedure, Part I, Crimes, Chapter 37, Espionage and Censorship, Sections 793, Gathering, Transmitting or Losing Defense Information, and Section 798, Disclosure of Classified Information. Neither the Contractor nor its employees shall disclose or cause to be disseminated any information concerning the operations of the activity which could result in, or increase the likelihood of, the possibility of a breach of the Center's security or interrupt the continuity of the Center's operation.

1.4.12 POTENTIAL OPERATIONAL CONSTRAINTS

- A. Force Protection Conditions (FPCONs) may affect access to the host installations and Distribution Center. The FPCON is established by the host installation or higher national command authorities, and the Installation Commander is responsible for implementing the proper response to progressive levels of terrorist threats. FPCONs are normally displayed at most entrance gates, building entrances and office entrances. The Contractor shall adhere to and operate IAW any restrictions imposed as a result of a FPCON. Measures implemented under the various levels of terrorist threat may impact the Contractor's normal operational approach to distribution services. The Contractor shall ensure that distribution services are sustained during heightened security measures.

1.5 ENVIRONMENTAL, SAFETY AND OCCUPATIONAL HEALTH (ESOH)

- A. The DDC has committed itself to implementing an environmental, safety and health management system that will cover all aspects of these programs. The Contractor shall coordinate their ESOH program with the KO or designee to ensure that their program meets minimum management system requirements and those actions taken by the Contractor to implement and sustain their ESOH program are appropriately documented in the DDC ESOH System.
- B. The Contractor shall maintain ESOH standards consistent with all applicable Federal, State, and local regulations and the DDC ESOHMS. The Contractor shall inform employees of the ESOH program with emphasis on their rights and responsibilities.
- C. The documentation of DDC's ESOHMS consists of:
 1. DDC Global ESOH Policy Statement
 2. DDC ESOHMS Manual (DDC-ESOHMS-100)

3. DDC ESOHMS Level 2 Procedures (DDC-ESOHMS-210-217 inclusive)
- D.** The Contractor shall document and submit to the KO or designee a copy of their written ESOH Program no later than the start of full performance and shall provide all updates and revisions to the ESOH Program within 30 calendar days of change. The ESOH Plan shall address the Contractor's approach to conform to DDC's ESOHMS; ISO 14001; 2004 and OSHA's 18001; 2007. The Contractor is not required to "certify" to ISO 14001 or OSHA's 18001, but to follow the tenets and adhere to the DDC and DLA Environmental, Safety and Occupational (ESOH) Policy (available in the Technical Library (TL)). The Contractor shall:
1. Abide by and strive to achieve the ideals expressed in the DDC ESOH Policy Statement and make this statement available to all Contractor employees. The Contractor shall provide awareness training IAW DDC-ESOHMS-201, paragraph 4.3.
 2. Identify ESOH risks IAW ESOH risk assessment processes documented in DDC ESOHMS-202E, paragraphs 4.0-4.7 and 4.9., and DDC-ESOHMS-202S paragraphs 4.1-4.5 and 4.9 and report them to the KO or designee.
 3. Document ESOH legal and other requirements applicable to the requirements in the PWS and report them to the KO or designee upon request. The Contractor shall have a process for identifying and documenting applicable ESOH legal and other requirements.
 4. Establish and document as appropriate ESOH performance objectives and targets IAW DDC-ESOHMS-204 paragraph 4.7 and 4.8 and communicate ESOH performance objectives and targets to the KO or designee.
 5. Document and implement continuous process improvements plans (actions plans) to achieve ESOH performance objectives and targets IAW DDC-ESOHMS-205 paragraphs 4.1-4.5, and communicate plans and progress to KO or designee.
 6. Assign and document roles and responsibilities for effective ESOH management system implementation at all relevant levels of the organization. The Contractor shall develop an organizational structure for ESOHMS implementation.
 7. Ensure a competent workforce. The Contractor shall develop, document, and implement training plans for each individual to include ESOH training requirements and track completion and report to KO or designee upon request.
 8. Establish processes for communications with employees and to the KO or designee regarding ESOH matters. The Contractor shall maintain a record of all communications with respect to external ESOH matters and provide to the KO or designee upon request.
 9. Be familiar with the document structure of the DDC's ESOHMS and include appropriate reference(s) to DDC's ESOHMS when reporting and providing ESOH information to the KO or designee. The Contractor shall have its own process for identifying and maintaining control documents.
 10. Maintain "operational control" over those operations and activities associated with the significant ESOH risks.
 11. Ensure Contractor's operations are covered under the appropriate emergency preparedness and response plan.
 12. Ensure that processes and programs are documented and implemented to evaluate ESOH performance. At a minimum, the Contractor shall measure and monitor ESOH

performance with respect to objectives and targets, continuous process improvements, key characteristics of the operations that can have significant impacts on the environment and personnel safety; accidents ill health and incidents (including near misses), compliance with applicable ESOH legal and other requirements and report results of monitoring and measurement to the KO or designee upon request.

13. Establish processes for documenting and tracking nonconformance and/or non-compliance with applicable elements of the ESOHMS and ESOH requirements (legal or other). The Contractor shall develop and provide to the KO or designee corrective and preventative actions.
 14. Establish and document processes for identification, maintenance, and retention of records associated with all matters of ESOH.
 15. Establish and document processes for Auditing conformance with the applicable elements of DDC's ESOHMS. The Contractor shall perform ESOHMS audits at least annually and submit those results to the KO or designee.
 16. Use the DDC reporting formats and forms or equivalent IAW the DDC ESOHMS.
- E.** The Contractor shall notify the KO or designee immediately after the occurrence of all accidents and incidents resulting in either personal injury, loss of life, impact to the environment or property damage to a government facility or equipment. The Contractor shall submit a completed copy of DLA Form 1591 and supplemental information within four (4) working days of the accident or incidents. Additionally, the Contractor shall submit a copy of their current Log of Work Related Injuries and Illnesses OSHA Form 300A to the KO or designee no later than the 5th working day following the end of each quarter of the year. (January, April, July and October See C-6.6.2, Quarterly Reports, Report Number 009, Summary of Work Related Injuries and Illnesses, OSHA Form 300A).

1.5.1 HAZARD REPORTING PROGRAM

- A.** The Contractor shall establish a Hazard Reporting Program as a component of the overall ESOH Program (see paragraph C-1.5, ESOH) for employees to report hazards IAW DLA 6055.1, Occupational Health and Safety Instruction, paragraph (E)(10)(c). The Contractor shall provide its employees with the procedures to report hazards including the following:
1. Identification of personnel to who suspected hazards may be reported and when personnel should do so.
 2. Oral vs. written reports.
 3. Protection against reprisals for people filing reports.
- B.** The Contractor shall encourage employees to make oral reports to supervisors as the most prompt and effective method of identification, especially for imminent hazards. The Contractor shall use DLA Form 1404 or Contractor equivalent, when reporting hazards in writing. The Contractor shall have forms readily available (either via hard copy or electronically) at workplaces for employees to use.

- C.** The Contractor shall investigate hazard reports as soon as possible and shall notify the KO or designee within one (1) hour for imminent danger situations or potentially serious situations and three (3) working days for all other hazardous conditions.

1.5.2 RADIATION PROTECTION PROGRAM

- A.** The Contractor shall submit in writing the names of two (2) certified Radiation Protection Officers (RPOs), a primary and an alternate, prior to the start of the first performance period for the KO or designee to appoint IAW DLAD 5025.30, DLA One Book, Chapter: Distribution and Reutilization, Title: Radiation Safety Program (see TEs 3.9, Government-Furnished Training and 4.1, Contractor-Furnished Training). The Contractor shall maintain staffing of the RPO positions throughout the performance period.
- B.** The Contractor RPO (primary and/or alternate) shall:
1. Conduct Contractor operations involving RAM IAW DDCM 6055.20, Radiological Health Program, and the NRC license.
 2. Maintain inventory records in the RPO database identifying radioactive items in storage. Once a month, the Contractor shall download data on all RAM currently in storage from DSS to an Excel file and verify that RAM is properly stored. The Contractor shall edit the data, record the usage code and date of report for each item, and import this data to the RPO database. The Contractor shall review the file for Material On-Hand Unlisted in the RPO database and identify radionuclides and activity in microcuries for each item listed. If the radionuclides and activity in microcuries are unavailable, the Contractor shall contact the owner or IM or manufacturer to obtain the information. The Contractor shall input the radionuclides and activity in microcuries for each item listed in the RPO database. Each quarter, the Contractor shall submit the updated Inventory Records and a complete Compliance Report (see C-6.6.2 Quarterly Reports, Report Number 015, Compliance with DDC Storage Location Limits) to the KO or designee.
 3. The Government will perform a physical inventory of radioactive items in storage IAW paragraph C-5.4.1.1, Distribution Standard System (DSS) Inventories NLT September of each year and provide the results to the Contractor. The Contractor shall prepare the annual Radioactive Material Inventory Report, (see C.6.6.4 Annual Reports, Report Number 017), sign both an electronic and hard copy spreadsheet of the physical inventory IAW Federal regulation(s); NRC license(s); and DDCM 6055.20, Radiological Health Program, and forward to the KO or designee NLT October 15th.
 4. Act as the licensee's agent at the Center for compliance with the Radiological Health Program (RHP) policies and guidelines and Radiological Health Implementation Procedures (RHIPs).
 5. Advise the KO or designee and Radiological Control Committee (RCC) on issues of radiation safety, unsafe work practices, noncompliance, and corrective actions.
 6. Maintain current copies of pertinent Federal regulations, licenses, the RHP manual and RHIPs at the Contractor worksite and make available upon request to the KO or designee.

7. Review Contractor radiological operations quarterly, fill in the RPO Quarterly Audit Checklist, and report findings at the quarterly RCC meetings. The Contractor shall submit the completed RPO Quarterly Audit Checklist (See C-6.6.2, Quarterly Reports, Report Number 010) to the KO or designee no later than 15 calendar days after the end of each quarter.
 8. Report all incidents, accidents, and issues of noncompliance as required.
 9. Provide technical guidance, support and training necessary to safely perform radiological operations.
 10. Properly issue, store and use personal dosimeters as required.
 11. Monitor the current on-hand inventory to ensure compliance with the limits of the NRC license.
 12. Maintain a DD Form 1952 for each employee handling RAM and record required employee data in the RPO database to include, but not limited to, all radiological training completed by each employee, potential exposure to radiation and need for dosimetry, type and frequency of bioassay testing if required, and any previous radiological exposure history.
 13. Maintain radiation protection records and documentation IAW the NRC license, RHP and RHIPs. Documentation shall include, but is not limited to, employee exposure records, shipping and receiving records, wipe test results, leak test results, serial numbers for licensed material (A1 license), and instrument calibration results. Additionally, the Contractor shall provide the results from the receiving (see C-5.2.2.11, RAM) and shipping (see C-5.5.2.6, RAM) scan and swipe tests to the Radiation Safety Officer (RSO) by the 3rd of each month for the preceding month.
 14. Establish and maintain current records in the RPO database for all facilities where RAM is handled (including receipt, store, and issue) and record all radiological detection instruments used by the Contractor, to include information on detachable probes.
 15. Direct issues involving the DDC RHP to the KO or designee for resolution.
 16. Discontinue distribution operations of any activity involving radioactive items, which pose an immediate threat to health or safety.
 17. Attend quarterly RCC meetings. The Contractor shall record minutes of the RCC meetings and provide the minutes to the KO or designee IAW DDCM 6055.20, Radiological Health Program.
- C. Information about the critical responsibilities of handling RAM may be found at the NRC web site <http://www.nrc.gov>.

1.6 ELECTROSTATIC DISCHARGE (ESD) CONTROL PROGRAM

- A. The Contractor shall establish, implement, and document an ESD Control Program and process Electrostatic Discharge Sensitive (ESDS) items IAW:
- MIL-STD 1686, Electrostatic Discharge Control Program for Protection of Electrical and Electronic Parts, Assemblies and Equipment (Excluding Electrically Initiated Explosive Devices)

The Contractor may use the following Military Handbooks as guidance in the performance of the requirements identified in MIL-STD 1686.

- MIL-HDBK 263, Electrostatic Discharge Control Handbook for Protection of Electrical and Electronic Parts, Assemblies, and Equipment (Excluding Electrically Initiated Explosive Devices) (Metric)
 - MIL-HDBK 773, Electrostatic Discharge Protective Packaging
- B.** The Contractor shall appoint an ESDS coordinator and provide his or her name and phone number to the KO or designee at the start of full performance. The ESDS coordinator shall ensure all regulatory requirements for ESDS material are followed; ensure all Contractor personnel who handle and process ESDS material are fully trained; and coordinate any audits that may be performed by other government agencies, manufacturers and users of ESDS material.

1.7 PHASE-IN

- A.** In order to allow for a smooth and orderly transfer of responsibility for Distribution Center warehouse and distribution operations from the incumbent Contractor to the new Contractor, the Contractor shall participate in a period of phase-in during which the incumbent Contractor shall continue to perform the distribution services. This period will commence upon execution of the contract and will continue for a period not to exceed 90 calendar days.
- B.** IAW Section L of this solicitation, the Contractor shall provide a Phase-in Plan as part of the technical proposal. The Phase-in Plan of the successful offeror, as proposed or negotiated, will be incorporated into the terms and conditions of the contract.
- C.** The Contractor shall provide a Phase-In Plan with a detailed description of the approach, assumptions, actions, and timeline (Plan of Action and Milestones (POAM)), which address each requirement separately as follows:
1. Organizational chart that includes the number of personnel, with their labor classifications, that will comprise the workforce that the Contractor will have in place at the end of the phase-in period and will continue to maintain (at that level of effort or greater) until the required APLs have been met for two (2) consecutive months. This does not relieve the Contractor from its responsibility to meet the required APLs when it takes over full performance.
 2. Recruitment and hiring of personnel to fill vacancies to include but not limited to planning for the number of vacancies to be filled through current Contractor workforce versus the area labor market; process that shall be used in interviewing and making offers to potential employees and contingency plans if those assumptions turn out to be overstated; and start dates.
 3. Critical skilled positions and transactional system knowledge needed to start and maintain performance and contingency for immediately replacing the loss of skill(s) and knowledge.
 4. Contingency(ies) for immediately replacing personnel that are lost during the first six (6) months of full performance.

5. Training for transactional data systems addressed in TE 3.8 Government-Furnished Data Systems and all other Government-furnished and Contractor-furnished) training addressed in TE 3.9 and TE 4.1, to include minimum training requirements for each position and associated training schedule.
 6. Process for completing GFP Inventory requirements.
 7. DSS Cadre Training. (See paragraph C-1.7.1.1D, Hiring and Training Actions).
 8. DSS Workforce Training to include minimum training requirements for each position and associated training schedule. The Contractor's plan shall provide details of how the Contractor plans to develop a workforce (management and labor) that has the requisite knowledge, skills, abilities, and applicable licenses and certifications to perform the work.
 9. Requirements for office space and equipment (including telephone and LAN access). At the start of the phase-in period, the Government will provide office space and equipment as identified in the Phase-In Plan. Office space and equipment provided during the phase-in period may not be the permanent office space and equipment assigned to the Contractor for performance.
 10. Support Actions (e.g., material, supplies, travel, etc) required during the phase-in period.
 11. Plans for participating in mission stock inventories and submitting the local survey schedule (see paragraph C-1.7.2 Mission Stock).
 12. Schedule for completion of all phase in requirements and submission of required phase-in reports.
- D.** The incumbent Contractor shall provide the new Contractor with access to the operational facilities as well as office space and phone access as available as outlined in the approved Phase-in Plan. During the phase-in period, the new Contractor shall not interfere with incumbent operations.
- E.** Prior to completion of the phase-in period, the KO or designee will assess the Contractor's ability to perform the mission. The Contractor shall complete the necessary steps for assumption of the Distribution Center's operation during the phase-in period and shall meet all requirements as specified in the contract with the beginning of full performance. If the Contractor fails to successfully complete all tasks required under phase-in, the Government reserves the right to extend phase-in until all tasks are completed.

1.7.1 PHASE-IN REQUIREMENTS

- A.** Section or Tab A of the Phase-In Plan shall include the technical approach for all activities to include labor categories, equipment, material and supplies to perform the phase-in requirements.

1.7.1.1 HIRING AND TRAINING ACTIONS

- A.** The Contractor shall provide in the phase-in plan their detailed approach to be used to hire qualified personnel.

- B. The Contractor shall identify the approach to be used to complete training requirements IAW TE 3.9, Government Furnished Training and TE 4.1, Contractor Furnished Training and any assumptions or actions the Contractor requires the Government to perform.
- C. Within 30 days from the effective date of the contract, the Contractor shall complete all required hiring actions for the leadership, IT staff and personnel who will comprise the DSS Cadre Training Team. Within 60 days of the effective date of the contract, the Contractor shall complete all hiring actions for personnel required to perform the requirements of the Contract and any associated training requirements identified in TE 3.9 and TE 4.1 for those employees. The Contractor shall identify the approach and timelines for all other hiring actions to meet the requirements of the Contract.
- D. The Contractor shall include in the plan, the identification of a core team of individuals for the DSS Cadre Training Team who will receive DSS training for a five (5) week period as identified in TE 3.9 Government Furnished Training. The Contractor's DSS Cadre Training Team shall include at a minimum one Contractor employee per DSS functional area (e.g., receiving, storage, inventory, issue, and packaging). The Contractor's DSS Cadre Training Team shall train all other Contractor employees identified to perform DSS functions.

1.7.1.2 GOVERNMENT-FURNISHED PROPERTY (GFP)

- A. Government-Furnished Property is identified in TE 3.1 Government Furnished Facilities, TE 3.2 MHS, TE 3.3, MHE, TE 3.4, Miscellaneous Warehouse Equipment, and TE 3.5 Office Equipment. The Government will make this GFP available to the Contractor upon completion of the phase-in period.
- B. The Contractor shall conduct a joint inventory of the GFP with Government personnel. The Government and Contractor will jointly develop a schedule for inspection and inventory of the GFP. During the inspection and inventory, the Contractor shall identify the equipment and assets, which are identified in the technical proposal, to be transferred for Contractor use. The Contractor shall provide the KO or designee a final list of accepted GFP NLT fifteen (15) calendar days after the completion of the inventory.
- C. The Government will update the accountable property system records to reflect the equipment and assets the Contractor has accepted. The KO or designee will provide the Contractor with a final equipment and asset list from the accountable property system records no later than five (5) working days prior to the end of the phase-in period. The Contractor shall review the list to ensure it accurately reflects the equipment and assets inventoried and accepted, sign the accountable property system hand receipt, and return the signed list to the KO or designee within three (3) working days.

1.7.2 MISSION STOCK

- A. The Government will conduct a 100% inventory of all controlled items (Type Physical Inventory Code (TPIC) G) and a sample of all mission stock (TPIC N items) (see Technical Library for TPICs) during the phase-in period. The Government will notify the Contractor and the Contractor may observe the performance of these inventories by contacting the KO or designee to request the schedule. The Contractor is responsible for contacting the KO or

designee and scheduling its participation in the performance of these inventories. Failure to participate in the mission stock inventories shall not serve as the basis for any equitable adjustment. Inventories are not scheduled during the last 30 calendar days of the phase-in period as this period will be reserved for the Government to conduct causative research, a performance review, and accountable balance transfer approval. As part of location survey requirements (see paragraph C-5.4.3, Location Surveys), the Contractor shall submit a schedule to the KO or designee for review and approval for the number of location surveys required to be performed between the date for assumption by the Contractor of full performance and September 30. This location survey schedule is to be received by the KO or designee for review and approval at least 30 calendar days prior to the conclusion of the phase-in period.

1.7.3 WORK IN PROGRESS REVIEW

- A.** The Government will determine the acceptable carry-over for work-in-progress for receipts and issues and all other uncompleted work-in-progress (WIP) identified below. Throughout the phase-in period, the Government will monitor work in progress and provide the new Contractor weekly WIP reports. Not later than (NLT) five (5) working days prior to the end of the phase-in period, the Government will review all work in progress that is the responsibility of the incumbent Contractor and assess any impacts to the new Contractor's ability to assume full performance on the scheduled start date. Work in progress includes, but is not limited to the following:
1. Material off loaded from conveyance and awaiting receipt induction and inspection.
 2. Receipts started, not completed.
 3. Receipts posted not stowed.
 4. MRO Rejects.
 5. Disposal Release Orders (DRO) that are awaiting an MRO cycle.
 6. Recycling Control Program (RCP) issues that are awaiting an MRO cycle.
 7. Special Project MROs that are awaiting an MRO cycle.
 8. RCP A5Js transactions pending inventory.
 9. Open SDRs (Type 8 or 9) with disposition received, not completed.
 10. Monthly COSIS workload not completed.
 11. Inventories not completed.
 12. Location surveys not completed.
 13. Open causative research actions.
 14. Open Incoming Supply Discrepancy Reports (ISDR) (Type 7 and W).
 15. Open packaging actions.
 16. Assets waiting de-pack that are not included in the DSS work in-progress report, if applicable.

- B. If on the last day of the phase-in period, the Government determines that work in progress for which the incumbent Contractor is responsible for performing exceeds the acceptable carry-over, the KO will negotiate with the new Contractor a schedule of completion.
- C. At COB on the last day of the phase-in period, the Government will perform a final review all work in progress and document all uncompleted and open transactions. During the KO or designee walk-through, the Government will conduct a visual assessment and prepare a report for all applicable work in progress.

1.7.4 PHASE-IN REPORTS

- A. During the phase-in period, the Contractor shall provide a weekly written report to the KO or designee on the status of the tasks outlined in the Phase-In Plan. The Contractor shall complete all tasks required under the Phase-in Plan and provide the KO or designee with a detailed final report outlining all tasks accomplished five working days prior to the conclusion of the phase-in period. If the KO or designee accepts the Contractor's phase-in performance, the KO or designee will perform a walkthrough with the Contractor to document the work in process and the status of the Distribution Center operations. The walkthrough will be conducted at the close of business (COB) on the final work day of the phase-in period.
- B. The Contractor shall prepare and submit a weekly summary of hiring actions completed and pending to the KO or designee. The summary shall include but is not limited to, name of employees, position, certifications, licensing and training requirements, status of hiring actions, status for submission and approval of NACIs, AIS access (both temporary and permanent).
- C. The Contractor shall provide proof of completion to the KO or designee of all training required prior to the end of the phase-in period IAW the training identified in TE 3.9 Government-Furnished Training and TE 4.1 Contractor-Furnished Training.

1.8 SURGE, SUSTAINMENT, AND DISASTER RECOVERY EFFORTS

- A. The Contractor shall perform Distribution Center operations during adverse situations or disruptions of normal workload assuring the continuity of operations until the event causing the change in the normal workload operations is over. The Contractor shall continue providing the services to the Distribution Center customers IAW DoDI 3020.37, Continuation of Essential DoD Contractor Services During Crises. Based on the magnitude and duration of the event, the impact of an emergency can range from isolated (albeit extreme) misfortune to total and absolute destruction of assets (life and property).

1.8.1 SURGE AND SUSTAINMENT

- A. The Contractor shall maintain a surge and sustainment capability that demonstrates their ability to meet an increased or accelerated performance of the requirements in support of DoD contingencies and emergencies. This ability includes both the ability to ramp up to

meet increased requirements (i.e., surge) as well as to sustain performance throughout the contingency (i.e., sustainment). The Contractor shall be expected to accommodate workload surges as directed by the KO or designee IAW the Contractor's approved Surge, Sustainment, Disaster and Recovery Plan (SSDRP).

1.8.2 MOBILIZATION AND DISASTER RECOVERY

- A.** The Distribution Center's critical services during mobilization, sustainment, and disaster recovery are warehousing and distribution services. In the event of any of the following situations, the KO or designee will direct the Contractor to execute the SSDRP:
1. Natural and man-made disasters.
 2. Adverse weather.
 3. Mobilization (Short and long term military operations).
 4. Loss of any essential operation(s), function(s), or personnel (e.g., transactional systems, critical skills, and knowledge).
 5. Heightened security requirements.

1.8.3 SURGE, SUSTAINMENT, AND DISASTER RECOVERY PLAN (SSDRP)

- A.** IAW Section L, the Contractor shall provide a SSDRP which will be incorporated into and become part of the contract. The purpose of the SSDRP is to provide the methodology and processes for assessing the situation, determining the appropriate response, achieving recover, and meeting performance standards when there is a disruption in normal workload. The Contractor shall describe in the SSDRP the methods and capabilities to assure continuity of operations during adverse situations or disruptions to normal workload.
- B.** The Contractor shall identify situations, responding and assuring the continuity of operations during adverse situations or disruptions to normal workload. The Contractor's SSDRP shall address at a minimum the following:
1. Potential impacts caused by each type of adverse situation.
 2. Primary issues.
 3. Strategy for response.
 4. Primary and alternate points of contact.
 5. Communication and coordination with the Government.
 6. Process to achieve recovery and resumption of full service.
 7. Approach to recruitment and hiring of personnel (i.e., temporary labor) on short notice.
 8. Assessment of the local labor market and the Contractor's ability to hire qualified personnel.

9. Process to be used to hire personnel to include timing of offers, length the offer remains open, any contingencies and start dates.
 10. Critical skills and transactional systems knowledge required to maintain performance and contingency for immediate loss of skills and knowledge.
 11. Development of a contingent workforce (both management and labor) that has the requisite knowledge, skills, abilities, and applicable licenses and qualifications to perform the workload.
 12. Strategy for maintaining a trained workforce in DSS and all other transactional data systems required for contingency operations.
 13. Strategy for ensuring the contingent workforce is familiar with the Center's workflow and scheduling.
 14. Strategy for providing immediate sourcing for material handling equipment, supplies, consumables, and maintenance support.
- C.** The Contractor shall maintain the SSSDRP and be capable of executing the SSSDRP without advance notice and achieve operational status of the SSSDRP within 12 hours of activation.
- D.** The Contractor shall continue to update and maintain the plan on a quarterly basis after contract award and submit proposed changes to the KO or designee for review and approval.
- E.** The Government reserves the right to validate the Contractor's SSSDRP capabilities when deemed appropriate.

1.9 PREPAREDNESS EXERCISES

- A.** As directed by the KO or designee, the Contractor shall participate in preparedness exercises relating to security disaster preparedness and response, wartime response, and emergency and environmental and similar preparedness exercises.
- B.** The KO or designee will coordinate with the Contractor to participate in the annual exercise of the Continuity of Operations Plan (COOP). The purpose and objective of the exercise is to exercise and validate the plan for various Government Systems; to exercise data integrity and application recoverability; test connectivity; discover areas of deficiency within the recovery plans and to document "lessons learned"; and to identify shortfalls and improve the procedures and recovery of documentation. The annual exercise is designed to demonstrate the level of efficiency attainable when a disaster situation warrants relocating multi-customer critical applications to the alternate processing facilities. The Contractor's participation normally entails approximately two to three (2-3) Contractor employees from each processing center to input transactions through DSS to the alternate processing facilities. The entire exercise is up to three (3) weeks in duration, with the Contractor's participation normally lasting no more than four (4) working days.
- C.** The Contractor shall participate in emergency and recall notification and personnel accountability exercises. The Contractor shall establish emergency notification and recall and personnel accountability procedures IAW DoDI 3001.02, Personnel Accountability in

Conjunction with Natural or Manmade Disasters, and test those procedures twice a year when directed by the KO or designee. During the exercise, the Contractor shall determine the status and whereabouts of assigned personnel, report the status of each Contractor employee to the KO or designee within established timelines, and continue to report periodic status until further direction by the KO or designee. The Contractor shall follow their personnel accountability procedures in the event of a real emergency as directed by the KO or designee.

1.10 CONTRACT PHASE-OUT AND CONTINUITY OF SERVICE PLAN

- A. The services provided under this contract are vital to the Government and must be continued without interruption during a phase-in to a successor Contractor at the end of the performance periods. In addition to the requirements that may be requested pursuant to FAR 52.237-3, Continuity of Services, the Contractor shall participate in the following phase-out requirements:

TIME FRAME PRIOR TO END OF CONTRACT	REQUIREMENT
30 calendar days	Perform all causative research actions resulting from the mission stock inventory
45 calendar days	Participate in joint inventories of GFP. The Contractor shall: 1. Replace or repair Government Furnished Equipment (GFE) identified during the joint inventory as damaged 2. Update locations in the accountable property system 3. Prepare DD Form 1311s for equipment to be turned-in 4. Transport equipment to DRMO as directed by the KO or designee
10 calendar days	Facilitate the transfer of residual materials to the Government
60 calendar days	Review and provide status of work-in-process and ensure backlog does not exceed agreed upon carryover
60 calendar days	Provide necessary information regarding personnel training and certifications
30 calendar days	Provide status of Material Handling Equipment (MHE) and Mechanized Material Handling Systems (MMHS) maintenance actions and information updated in Equipment Management and Control System (EMACs)

- B. The Contractor shall participate in a phase-out and phase-in period in order to allow for a smooth and orderly transfer of responsibility for warehousing and distribution operations to a successor Contractor. The Contractor shall submit a Contract Phase-out Plan with their proposal that sets forth actions, plans, procedures and timelines necessary to ensure a

smooth and orderly phase-out and phase-in. The KO or designee will request the Contractor to update this plan within 10 working days after notification of contract termination. In this plan the Contractor shall address responsibilities for continuity of service and tasks related to the closure of the contract. (See Section L). The plan shall identify how the Contractor shall utilize its best efforts and cooperation to include, but not necessarily limited to the following:

1. Coordinate with the new Contractor on personnel related actions including, but not limited to:
 - (a) Providing workforce with availability to attend interviews during normal hours of operation.
 - (b) Providing necessary information regarding personnel training, certifications and licenses, and providing workforce with availability to attend training during normal hours of operation.
2. Government Furnished Property Inventory:
 - (a) Cooperate in the preparations for the pre-proposal site visit by staging GFE in a limited number of areas for inspection by offerors and providing access to all GFF
 - (b) Prepare for joint GFP inventory by:
 - i Ensuring the accountable property system and EMACS records are up-to-date
 - ii Ensuring disposal records are up-to-date
 - (c) Participate in joint inventory of GFP.
 - (d) Resolve discrepancies
 - i Identify disposition of missing equipment.
 - ii Replace or repair equipment damaged due to negligence.
 - (e) Ensure support equipment such as racks and bins are kept in excellent condition throughout phase-in.
 - i Repair and/or replace damaged support equipment due to negligence
 - (f) Account for all equipment identified on the hand receipt, including equipment identified for turn-in to the Government, identifying equipment that was disposed (including paperwork), ensuring all maintenance on equipment is up-to-date.
 - (g) Mission Stock Inventory:
 - i Maintain inventory APLs throughout phase-in to new Contractor.
 - ii Participate in joint mission stock inventories.
 - iii Perform all causative research actions resulting from mission stock inventory.
 - (h) Facilities
 - i Turn over the facilities in acceptable condition.
 - ii Repair all damage due to negligence.
 - iii Maintain cleanliness.
 - (i) Work in Progress (WIP)

- i Reduce all backlog that includes, but is not limited to, completing the following IAW the requirements in C-5 and TE 5.0 APLs:
 - (a) Material off-loaded from conveyance and awaiting receipt induction and inspection.
 - (b) Receipts started, not completed.
 - (c) Receipts posted, not stowed.
 - (d) MRO Rejects.
 - (e) DROs that are awaiting an MRO cycle.
 - (f) RCPs that are awaiting an MRO cycle.
 - (g) RCPs that are awaiting an MRO cycle.
 - (h) Special Project MROs that are awaiting an MRO cycle.
 - (i) RCP A5J transactions pending inventory.
 - (j) Open SDRs (Type 8 or 9) with disposition received, not completed.
 - (k) Open DD Form 1225s (Type 5) with disposition received, not completed.
 - (l) Monthly COSIS workload not completed.
 - (m) Inventories not completed.
 - (n) Location Surveys not completed IAW the annual schedule.
 - (o) Open causative research actions.
 - (p) Open ISDRs (Type 7 and WJ).
 - (q) Open packaging actions.
 - (r) Assets waiting de-pack that are not included in the DSS work-in-progress, if applicable.
 - ii Work out a phase-out and phase-in plan with the KO or designee and the new Contractor for transfer of responsibility and work for final day of phase-in.
- (j) Materials and Supplies
- i Facilitate the transfer of any residual materials and supplies identified by the KO or designee as Government Furnished Material (GFM) Major materials include but not limited to wood, cartons, boxes, packing material.
- (k) Reporting Requirements
- i Submit weekly status reports detailing the status of phase-out tasks that are on-going.

SECTION C-2 DEFINITIONS AND ACRONYMS

2.1 GENERAL DEFINITIONS

The following list provides definitions for terms found throughout this document or commonly used in the distribution process:

Acceptable Performance Level (APL): The minimum performance of each requirement before the Government considers performance unsatisfactory.

Accession Number: A number assigned to each deficiency report exhibit.

Ad Hoc:

- **For Inventory Adjustment:** A term used to denote flagged discrepancies on a NIIN and/or location in DSS requiring inventory or inspection action.
- **For Transportation:** A term used to denote such process changes as inquiries and discrepancies to a specific document number, TCN, Carton Control Number, or Pick Control Number. Transportation's definition of Ad Hoc also includes moving freight from one outload area to another as well as from one door location to another.

Business Systems Modernization (BSM): A strategy for replacing mission-critical legacy systems with an enterprise business system based on available COTS software. The BSM strategy is an integral part of DLA's ongoing logistics transformation, represented by partnerships and improved cooperation with both customers and suppliers. This has been replaced with EBS.

Cannibalize: To remove serviceable parts from equipment or other machinery for use in the repair of other equipment.

Commercial and Government Entity (CAGE) Code: A five-position alphanumeric code that is assigned to: (1) Government Agencies who manufacture, control the design of, or control the development of government specifications or standards; (2) Manufacturers; (3) Vendors; and (4) Government specifications and standards themselves when no single government source can be identified.

Commingled Material: Location for a single NSN and CC containing assets belonging to two or more owners or IMs. For non-shelf-life material, commingled material also describes a location where a single NSN has two or more dates of manufacture. HAZMAT is considered commingled when items with different MSDS numbers are stored in the same hazardous storage area.

Condition Codes (CC):

- **Federal CC:** A two-digit code (consisting of an alpha Supply CC in the first digit and a numeric or alpha Disposal CC in the second digit) that most accurately describes the

material's physical condition. It constitutes the Federal CC for reutilization program screening and review purposes.

- **Supply CC:** Used to classify material in terms of readiness for issue and use or to identify action underway to change the status of material. These codes are assigned by the Military Services and Defense Agencies.
- **Disposal CC:** Assigned by DRMO based upon inspection of material at the time of receipt.

Consignee: The recipient (unit, Distribution Center, person) to whom material or cargo is addressed or consigned for final delivery (i.e., an activity receiving the material).

Consignor: The person or activity that is the supplier or shipper of material.

Containers (Type):

- **Exterior Container:** A container, bundle, or assembly that is sufficient by reason of material, design, and construction to protect unit packs and intermediate containers and their contents during storage. It can be a unit pack or a container with a combination of unit packs or intermediate containers. An exterior container may or may not be used as a shipping container.
- **Interior Container:** A container that is inside another container. It may be a unit pack or an intermediate container that is placed inside an exterior container or shipping container.
- **Intermediate Container:** A wrap, box, or bundle containing two or more unit packs of identical items.
- **Shipping Container:** A container which meets carrier regulations and is of sufficient strength, by reason of material, design, and construction, to be shipped safely without further packing (e.g., wooden boxes or crates, fiber and metal drums and corrugated and solid fiberboard boxes).
- **Unit Pack:** The first tie, wrap, or container applied to a single item, or a quantity thereof, or to a group of items of a single stock number, preserved or unpreserved, which constitutes a complete or identifiable package.

Contracting Officer (KO): The person with the authority to enter into, administer, and/or terminate contract and make related determinations and findings.

Contracting Officer's Representative (COR): An individual designated and authorized in writing by the KO to perform specific technical or administrative functions.

Controlled Inventory Items: Those items that require identification, accountability, security, segregation, or special handling to ensure their safety or integrity. DLA policy requires all controlled items be completely inventoried annually.

Conveyance: A truck, trailer, railcar, aircraft, vessel, freight container, or compartment used for transporting or carrying freight by highway, rail, air, or waterway.

Customer Returns: Items being returned or turned in for credit from customers. There are two classifications of customer returns:

- **Serviceable Customer Returns**: Material that is in ready to issue condition. Typically serviceable customer returns are received in proper packaging.
- **Unserviceable Customer Returns**: Material that is not in a RFI condition. Typically, unserviceable customer returns are consolidated and received in non-standard containers with inadequate packaging.

Defense Transportation Coordination Initiative (DTCI): Third Party Logistics (3PL) transportation services contract that manages CONUS second destination freight distribution for DLA and selected Service shipping locations.

Defense Transportation Coordination Initiative (DTIC) Coordinator: Manages DoD freight shipments, contracts directly with freight carriers, and manages freight carrier performance to ensure DTIC program goals are met or exceeded. The DTIC Coordinator is responsible for ordering all carrier services, including accessorial services requested by a shipping activity, notifying the shipping activity concerning carriers load schedules (i.e., which carrier gets loaded), tracks freight movement history, and identifies how the freight is moved by specific carrier(s) throughout its enterprise. The DTIC Coordinator optimizes and consolidates freight movement requests where possible to achieve efficiencies and cost savings; coordinates and confirms all requested carrier services, including any special equipment requests; and completes all coordination actions

Demilitarization (DEMIL) Code: A single alphabetic code assigned by the IM identifying the degree of DEMIL necessary to accomplish final disposition of the item.

Demurrage: A charge made on rail cars or vessels (including barges) held by or for a consignor or consignee beyond the allowable free time for loading and unloading, for forwarding directions, or for any other purpose. Charges for demurrage are in addition to all lawful transportation charges.

Department of Defense Activity Address Code (DoDAAC): A distinct six-position alphanumeric code assigned to identify specific units, activities, or organizations as found in the DoDAAD.

Department of Defense Activity Address Directory (DoDAAD): A publication that lists all DoD activities and their DoDAACs.

Designee: The individual(s) designated and authorized in writing by the KO to perform specific technical or administrative functions.

Detention: A charge made on trailers or containers held by or for a consignor or consignee beyond the allowable free time for loading and unloading, for forwarding directions, or for any other purpose. Charges for detention are in addition to all other lawful transportation charges.

Discrepancy: Any variation of goods received from data shown on the covering shipping documents (e.g., requisition document, invoice and shipping document, authorized procurement delivery document or vendor's packing list, or other authorized shipping document). Supply discrepancies encompass variations in condition or quantity, incorrect and misdirected material, receipt of cancelled requirements, improper or inadequate technical data or supply documentation, and any unsatisfactory condition due to improper packaging, which causes the material to be vulnerable to loss, delay or damage or which imposes unnecessary expense to the U.S. Government. Transportation discrepancies are any variation in quantity or condition of material received from that shown in the piece count by type of pack on the bill of lading or governing transportation document and other deficiencies in transportation when discrepant material is not involved (e.g., improper or inadequate carrier handling).

The different types of discrepancy reports are as follows:

- **Type 3, Transportation Discrepancy Report (TDR) (SF 361):** Prepared by the Distribution Center for any damage or loss suspected to have been caused by the shipping Carrier. A SF 361 (Type 3 Discrepancy) also applies to material that is properly addressed but incorrectly shipped to the wrong activity while under U.S. government-controlled transportation IAW DoD 4500.9-R, Defense Transportation Regulation (DTR), Part II, Cargo Movement.
- **Type 5, Storage Quality Control Report (DD Form 1225):** Prepared by the dDistribution Center for COSIS actions that takes more than one (1) hour per NSN per location, all special inspections, all packaging incident to shipment and all work related to DROs.
- **Type 7, Distribution Center Delivery to Customer (SF 364):** Prepared by the customer and submitted to the Distribution Center for any type of discrepancy. A Type 7 Discrepancy is also known as a Customer Complaint or ISDR.
- **Type 8, Distribution Center Customer (Field) Return (SF 364):** Prepared by the Distribution Center for each item returned to the Distribution Center by a customer found to have a supply discrepancy.
- **Type 9, Distribution Center Contract Receipt (SF 364):** Prepared by the Distribution Center for any variation in quantity or condition of NP material received from that shown on the covering authorized shipping documents (e.g., DD Form 250) or purchase order, including but not limited to incorrect and misdirected material, receipt of canceled requirements, improper or inadequate technical or supply documentation, non-conformance or other discrepancies that are not the result of a transportation error or product quality deficiency.

Disposal Release Order (DRO): An issue request directing shipment of material to DRMO.

Diversion Fee: Fees incurred when diverting a truck from the address on the GBL or CBL to another destination.

Drayage: Movement of material that terminates within 30 miles of origin.

Dunnage: Loose packing material protecting an item from damage during shipment.

Electrostatic Discharge Sensitive (ESDS) Bag (E-Bag): A non-conductive plastic bag that is intended for protection and handling of special material where conductive properties, contamination, and/or waterproofing characteristics are of paramount importance.

Equipment Job Order Number (EJON): Unique code assigned to equipment in the EMACS that facilitates the management of data relating to the maintenance, utilization, and cost of operating government equipment.

Expedited Service: An Expedited Service shipment (e.g., counter-to-counter, next flight out, CASREP, AOG, PMCS, NMCS or MICAP defined as any shipment that requires delivery the same day or the next business day before 12:00 pm (noon). It is also defined as a truckload shipment requiring a pick up in less than the DTCL contractual requirement for pick-up within eight (8) operational hours (six (6) hours after permit receipt).

Extended Weight: The unit of issue weight multiplied by the transaction quantity.

Fast-Pack: A family of short life, multi-application LLRCs fabricated from weather resistant corrugated fiberboard and die-cut low-density polyurethane foam cushioning material.

Free Time: Time allowed by tender, tariff, or contract to load and/or unload carrier's equipment before detention or demurrage is charged.

Freight All Kinds (FAK): Consists of those commodities which carriers offer to transport at one inclusive rate or charge regardless of their differing transportation characteristics or their classification rating except for excluded freight classifications.

Hard-to-Handle: Lines of material by weight bands that are received or issued and are considered more difficult to process. These items may weigh up to five tons and be up to 38 feet long and up to eight feet wide and may be in a serviceable or unserviceable condition. Hard to handle items are not usually palletized (e.g., steel, wire, cable, rope, tires, lumber, anchors, wings, etc.) requiring a larger than standard forklift, a crane, or similar specialized equipment to be moved into and out of location. These items can require specialized/isolated packaging and shipping requirements and can require physical handling (cutting, tying, banding, etc.). Location tables in DSS-MIS will identify hard-to-handle material. Examples include, but are not limited to trailer mounted power equipment, special purpose trailers, aircraft parts and sub-assemblies, engines, test stands, etc.

Hazardous Substance: Any substance designated under the Clean Water Act and the CERCLA as posing a threat to waterways and the environment when released (see 40 CFR, Environment, Volume I, Chapter I, Environmental Protection Agency, Part 302.4, Designation of Hazardous Substances).

Hazardous Waste (HW): An item that is regulated under RCRA or by state regulation as HW. HW is regulated by 40 CFR, Environment, Parts 260-265. From a practical standpoint, if an EPA or state HW code can be assigned, the item is HW.

Information Technology (IT) Eligibility Categories:

- **IT I:** Those positions in which the incumbent is responsible for planning, directing, and implementing a security program; and directing, planning, and designing a computer system including hardware and software. The incumbent is also able to access a system during the operation or maintenance in such a manner that the system would be gravely damaged or the incumbent would realize significant personal gain.
- **IT II:** Those positions in which the incumbent is responsible for directing, planning, designing, operating, or maintaining a computer system and whose work is technically reviewed by a higher authority of the IT I category to ensure integrity of the system.
- **IT III:** All other positions involved in computer activities not covered in IT I and IT II.

Intra-Distribution Center Support: The work done in support of the specific Distribution Center.

Inter-Distribution Center Support: The work done in support of other DLA Distribution Centers.

Inventory Control Point (ICP): The organizational unit or activity within the DoD supply system that is assigned the primary responsibility for the material management of a group of items either for a particular Service or for the DoD as a whole. Material inventory management includes cataloging direction, requirements computation, procurement direction, distribution management, disposal direction, and, generally, rebuild direction.

Issue Priority Designator: A two digit numeric code (01-15) that identifies the relative priority of the competing requisitions and is used by the material management systems to allocate available stocks among competing requisitions. The Issue Priority Designator is based on the combination of the Force Activity Designator assigned to the requisitioning activity and the Urgency of Need Designator. The criteria for determining applicable Issue Priority Designators are in DoD 4000.25-1-M, MILSTRIP.

Item Historical Data: Those records that record the time since the item was new and the time since the item was overhauled, hours on the part, etc.

Item Manager (IM): An individual located at an owner or IM who is responsible for managing a wide variety of commodity items in support of the military services, federal and civilian agencies, and friendly foreign governments.

Kind, Count, and Condition (KCC):

1. Kind: A visual inspection of at least one bare item for verification of the part number, NSN, and contract number.
2. Count: A count of the total number of packages received and verification of the count of the contents of one package per line item received.
3. Condition: A visual verification of the general physical appearance of all packages and visual verification of specific characteristics of the bare item when an alert notice and/or other technical data is provided in the DSS receipt files or by special inspection request by the technical offices of the procuring activity.

Line: A separate item of supply on a transaction document. Each item of supply is identified by a different NSN or the same NSN with a different CC. Each line may consist of one or more pieces.

Long Life Reusable Containers (LLRC): A shipping container that can be used repeatedly and whose service life can be expected to equal the service life of the item it is designed to protect. These containers may be refurbished by appropriate maintenance practices to their original condition and subsequently reused (100 trips minimum).

Maintenance Returns: Items returned from maintenance repair shops. Items can be either bare or have only protective wrap. This material can be any characteristic or type of any combination of characteristic or type. Examples include, but are not limited to, Medium-Radioactive, Classified, Bin, ESDS, Pilferable, and Heavy, Hazardous.

Manual Allocation: A term used in both inventory and MRO processing. In the inventory process, it is a re-allocation of a MRO that has been researched due to a potential denial. In DSS, when a MRO has been flagged for manual allocation, the operator manually selects a location in lieu of the system selecting the location.

Material Receipt Acknowledgment: A computer-processed transaction used to advise that material has been received and posted and/or to indicate that a discrepancy affects the receipt posting and acknowledgment process.

Material Release Order (MRO): A MILSTRIP transaction initiated by a customer or an owner or IM that directs a distribution activity to release and ship material.

Material Release Order (MRO) Processing Time: Measurement of the number of calendar days from the time the Distribution Center receives the MRO to the time Transportation actually ships the material.

Minimal Military Packing: When anticipated logistics paths indicate that items requiring military preservation will not be exposed to shipping environments more severe than those normally encountered in the commercial distribution system, military packing requirements need not be implemented. Acceptable minimal packing requirements for shipments of this nature are listed in MIL-STD 2073-1, Standard Practice for Military Packaging, Table J.IXa, Minimal Packing Requirement Codes.

Mission Stock: All material in storage under the physical custody of DDC Distribution Centers for issue to DoD Customers.

Mobilization: The preparation for war or other emergencies through assembling and organizing natural resources, and the process by which the Armed Forces, or part of them, are brought to a state of readiness for war or other national emergencies. This includes activating all or part of the Reserve components as well as assembling and organizing personnel, supplies, and material.

Mode of Shipment Code: A one-character alphanumeric code indicating a particular form of carriage.

Multi-Pack: Any exterior container that contains multiple NSNs that requires each separate NSN to be broken down to its own identity.

National Item Identification Number (NIIN): The NIIN consists of the NCB Code and a seven digit non-significant number assigned by each NCB. The same seven-digit number may be assigned by more than one country; however, the NCB Code makes each NIIN unique.

National Stock Number (NSN): The 13-digit stock number consisting of the four-digit Federal Supply Classification code and the nine-digit NIIN. The NIIN consists of a two-digit NCB number designating the central cataloging office (whether NATO or other friendly country) that assigned the number and a seven-digit (xxx-xxxx) non-significant number. The number shall be arranged as follows: 9999-00-999-9999.

New Procurement (NP): New material received at the Distribution Center from a vendor or contractor for processing, storage, and issue to customers.

Nomenclature: A noun and any modifying adjectives required to describe and identify an item of supply.

Off-Base Transshipment: Non-accountable material delivered to the Distribution Center for transportation and delivery to an off-base location.

On-Base Transshipment: Non-accountable material delivered to the Distribution Center for transportation and delivery to an on-base location.

Operational Hours: The hours an activity is available to conduct the required tasks to effect shipping, receiving, planning, packaging, storing, etc.

Operational Status: Ability to receive material, stow material, and issue material within the timelines established in the APLs.

Out-of-Cycle: Line items issued outside normal DSS processing.

Oxygen Cleaned: A procedure used to ensure freedom from combustible oils, greases or other matter that would provide a source of ignition in service with oxygen or other fluids that critically support ignition. The product is then bagged in a new plastic bag and sealed. The bag should be identified with a label, identifying it as oxygen cleaned.

Packaging: The processes and procedures used to protect material from deterioration, damage, or both. The processes and procedures include preservation, packaging, marking, and unitization. The terms “packaging” and “packaged” and the phrase “the Contractor shall package” are interchangeable.

- **Preservation:** The application of protective measures, including cleaning, drying, preservative materials, barrier materials, cushioning, and containers, when necessary.
- **Marking:** Application of numbers, letters, labels, tags, symbols, or colors, for handling or identification during shipment and storage.

- **Unitization:** Assembly of containers comprised of one or more line items of supply into a single load so that the load can be handled as a unit through the distribution system. Any combination of unit, intermediate or exterior packs of one or more line items of supply assembled into a single load in such a manner that the load can be handled as a unit through the distribution system. Unitization (unitized loads-unit loads) encompasses consolidation in a container, placement on a pallet or load base, or securely binding together.

Packing: The assembly of items into unit packs or exterior containers, with the necessary blocking, bracing, cushioning, weatherproofing, reinforcement, and marking.

Product Quality Deficiency: A defect or nonconforming condition detected on new or newly reworked government-owned products, premature equipment failures, and products in use that do not fulfill their expected purpose, operation or service due to deficiencies in design, specification, material, manufacturing, and workmanship (see DLAR 4155.24, Product Quality Deficiency Report Program).

Product Quality Deficiency Report (PQDR): An order issued by an owner or IM that directs a storage site to hold material for issue pending resolution of a discrepancy.

Quality Assurance: The functions and associated actions performed by the Government to ensure that contract requirements are performed and that an appropriate level of Contractor quality control activities are in place and operational.

Quality Control: Those internal management functions that include, but are not limited to, training, documented procedures, inspections, and tests (taken at the point of performance) necessary to ensure that Contractor products and services conform to contract requirements, specifications, and APLs.

Quality Deficiency: A defective or nonconforming condition, which limits or prohibits the product from compliance, type of material used, manufacturing techniques or overall level of workmanship.

Recapitalization: The maintenance and systemic upgrade of currently fielded systems to a like new condition.

Receipt Control Number (RCN): An alphanumeric control number established at the time of conveyance arrival, consisting of the Julian date, the hour, the type of conveyance and the number of the type of conveyance.

Receipt Processing Time: Measurement of the number of days between Distribution Center receipt of material (tailgate date) and material stowage.

Redistribution Order (RDO): An issue request to direct material from one government storage activity to another that may or may not be a government activity.

Report of Shipment (REPSHIP): A notice of shipment that is forwarded to the consignee 24 hours prior to the arrival of a classified shipment.

Required Delivery Date (RDD): A three-position alpha/numerical code that indicates the date that the customer requires the material. An RDD field may indicate expedited handling or may be left blank.

Responsible Officer: An individual appointed by proper authority to exercise custody, care, and safe keeping over property entrusted to his/her possession or under his/her supervision. For accountable property, this would be the next level in the chain of command from the hand receipt custodian. The Responsible Officer participates in investigations for loss, damage, or destruction of government property.

Retail: Material received at the Distribution Center that has been purchased to support local customers.

Reusable Container: A shipping and storage container that can be repaired, refitted, or both, to prolong its life or to adapt it for shipment of items other than that for which it was originally intended.

Rewarehousing: The movement of material from one location to another within the Distribution Center, replenishment of bin locations, and/or consolidation of locations incident to the stow process.

Shipper: A DoD authorized agent responsible for the movement of cargo and material for their respective organization. Shippers are commonly referred to as Installation Transportation Officer(s) (ITO) and Traffic Management Officers (TMO).

Space Utilization: Measurement that indicates the total amount of usable storage space being used compared to the total gross cubic footage space available in DLA warehouses or storage facilities and open storage areas for all Distribution Centers.

Special Material Identification Code: A two-position (alpha/numeric) code that supplements the NSN for the purpose of providing visibility for technical integrity and ready identification of designated items.

Special Project Code: Used for the purpose of identifying requisitions and related documentation as to special programs, exercises, projects, operations, or other purposes.

Special Request: An issue for manual input coordinated from an owner or IM or the host installation for immediate release to a local customer or for delivery. These include:

- Transactions processed when system not operational –post-post—Authorized for and limited to emergency requirements for IPDs 01-05 when the computer is not operational, entry required immediately upon system restoration.
- Transactions processed outside of normal mission requirements, e.g., SMOK Screen
- Transaction where the customer walks into Distribution Center operations or when the Distribution Center receives a written supply directive requesting expedited services that exceed normal mission processing APLs
- PQDR exhibits

- Random lengths of material
- Specific assets in batches including “X” condition assets
- Emergency requirements for IPDs 01-05 when the total asset record shows a zero balance available in the warehouse

Standard Delivery Date: The maximum ending calendar date by which normal processing and shipping in the logistics system will permit receipt and recording of the material by the consignee. A pre-determined date used to reflect availability of a requisitioned item. Lack of availability by the Standard Delivery Date causes an advice code in DSS to re-requisition the item.

Strategic Distribution Platform (SDP): Large facilities that serve as the primary source for the majority of material shipped to customers within their areas of responsibility. Defense Distribution Susquehanna, PA (DDSP) has primary responsibility for all DLA customers east of the Mississippi River, in Europe, Southwest Asia, South America, the Caribbean, Canada, Africa, and Antarctica. Defense Distribution San Joaquin, CA (DDJC) provides this same support to customers west of the Mississippi River, in Asia, the Pacific, and Australia.

Super Material Release Order (MRO): A MILSTRIP transaction initiated manually and entered into DSS to release and ship material.

Surge: The expansion of logistical support services to meet contingencies short of a declared national emergency utilizing existing facilities and equipment. Only existing peacetime program priorities will be available to obtain materials, components, and other industrial resources necessary to support accelerated program requirements; however, increased emphasis may be placed on use of these existing authorities and priorities.

Suspended Assets: Assets that have been placed in a suspended CC status by owners and IMs, local customers, or the Contractor.

Transportation Account Code (TAC): TACs are used to identify the appropriation associated with the movement of material within the Defense Transportation System (DTS).

Transportation Control Number (TCN): The TCN is a unique 17-character D/E assigned to control and manage every shipment unit throughout the transportation pipeline. For shipments other than military containers moved via ocean commercial or Government-Owned or Leased Shipping Container (SEAVAN) and personal property, the TCN is comprised of the following 14-position MILSTRIP order number: the alphabetic document suffix (or X if the owner or IM released all assets from one site); the alphabetic Distribution Center partial suffix (or X if the Distribution Center did not partial the shipment); and the alphabetic port or CCP split code (or X if there is no transshipment activity).

Transportation Discrepancy Report (TDR): A report that provides details of any discrepancies found during off-load and tally of a carrier’s load.

Transportation Facilities Guide (TFG): TFG is a web accessible database that contains information on CONUS and OCONUS DoD, Coast Guard, DLA, and other Agency transportation facilities. It is used to determine the proper routing for DoD freight and passenger movements

Transshipment: The act of processing material received at the Distribution Center for delivery to a final destination that is not receipted into the DSS accountable property record. This also includes use of the transshipment process in DSS, DD 1149s (e.g., misdirected freight, engines, AA&E).

Triple-Wall (Tri-wall): A fiberboard container consisting of three rows of corrugations that may contain one NSN or multiple NSNs.

Unit of Issue: The unit of issue is a two letter designation that indicates the count or measurement (e.g., EA – each; DR – drum; BT – bottle; FT – feet) and is a standard or basic quantity that is expressed as a unit and indicated in a requisition, contract, or order as the minimum quantity issued (e.g., bottle, can, dozen, each, foot, gallon, gross, pair, pound, yard, etc.). This could include measuring and/or cutting material that is stored in other than unit of issue configurations (e.g., cable stored on reels of 150 feet, - unit of issue – foot (ft.))

Unitization: Assembly of packs of one or more line items of supply into a single load so that the load can be handled as a unit through the distribution system. Unitization, unitized loads or unit loads encompass consolidation in a container, placement on a pallet or load base, or securely binding together.

Universal Services Contract (USC): Contract(s) prepared by SDDC to provide international cargo transportation services using ocean common or contract carriers offering regularly scheduled commercial liner service for requirements in any part of the world and involve ocean movement.

Walk-thru: A type transaction where the customer walks into Distribution Center operations or when the Distribution Center receives a written supply directive requesting expedited services that exceed normal mission processing APLs.

Warehouse Denial: A transaction where an accountable record indicates material is on-hand but stock is not available for issue (i.e., has been exhausted, is in a condition other than recorded, lacks the required shelf-life, is not available in type pack specified, or is found to be misidentified).

Warehouse Fill Rate (WFR): The percentage of warehouse denials to MROs. This percentage is calculated by dividing the number of total and partial quantity warehouse denials (Management Codes 1 through 5) by the total number of MROs shipped plus total quantity of warehouse denials times 100, then subtract from 100 percent.

$$WFR = 100\% - \{[\text{total number of complete and partial denials (Management Codes 1-5)}] / [(\text{total number of MROs} + \text{total quantity of warehouse denials}) \times 100]\}$$

Weight Banding: Banding is based on the extended weight of the line or the total weight corresponding to a unit of pack. The bands are as follows:

- Weight Band 1 = 0 - ≤40 lbs.
- Weight Band 2 = >40 - ≤150 lbs.
- Weight Band 3 = >150 - ≤2000 lbs.

- Weight Band 4 = >2000 lbs.

Wood Packaging Material (WPM): Non-coniferous (hardwood) and coniferous (softwood) packaging material used in support, protecting, or carrying a commodity Includes dunnage). Examples of WPM include but are not limited to pallets, skids, pallet collars, containers, crates, boxes, cases, bins, reels, drums, load boards, and dunnage. Wood packaging made of exempt materials but combined with solid wood components must still be treated and marked; does not include process wood materials and manufactured wood products. WPM was previously known as Non-Manufactured Wood Packaging or Solid Wood Packaging Material.

2.1.1 CHARACTERISTICS OF MATERIAL PROCESSED

Classified Material: Items that require protection in the interest of National Security. Items are classified as secret or confidential. Classified material requires secure storage and/or constant surveillance.

Controlled Cryptographic Item (CCI): A secure telecommunication or information handling equipment, ancillary device, or associated cryptographic component, that is unclassified when unkeyed but controlled.

Electrostatic Discharge Sensitive (ESDS) Material: Items that are sensitive to damage by electrostatic discharge and identified during the receipt process by either an ESDS label or bag, visual examination of the components (e.g., exposed circuitry) or item data in DSS or FLIS. It is critical that ESDS items be protected against ESDS damage that can render the item inoperable. All CCs, except H, shall be afforded the same level of protection.

Frustrated Material: Material received or found at a Distribution Center that requires research to identify the material, obtain correct documentation, shipping information, or accountability.

Hazardous Material (HAZMAT): 49 CFR, Transportation, identifies HAZMAT as a substance or material that the Secretary of Transportation has determined to be capable of posing an unreasonable risk to health, safety, and property when transported in commerce. This is expanded to include items of supply (substances or material) that, because of its quantity, concentration, physical, chemical, or infectious characteristics, may either cause or significantly contribute to serious, irreversible, incapacitating illness, or an increase in mortality. HAZMAT may also pose an environmental threat when improperly treated, stored, transported, disposed of, or otherwise managed.

Magnetic Material: Any package that has a magnetic field of more than 0.00525 gauss, measured at 4.5 m (15 feet) from any surface of the package IAW 49 CFR, Transportation, Part 173.21, paragraph d. This type of material requires a special label (SF 422) to identify it as magnetic.

Maintenance Return(s): Material received at the Distribution Center from the maintenance organization. This material will be input into the DSS system using the Maintenance Turn-in RIDR screen.

Misdirected Material: Material received that should have been routed through other sources or directly to its final destination.

Misidentified Material: A discrepancy where the NSN of material does not match the NSN on the container and/or DD Form 1348.

New Procurement: Material received at the Distribution Center from a vendor or contractor for assignment, storage, and/or issue to customers.

Non-Accountable Material: Material that is processed at the Distribution Center and is not entered into the DSS accountable property records. The material can vary in size from small to very large and consist of any commodity to include hazardous, radioactive, or classified, pilferable, or sensitive material.

Pilferable Items: Material that is identified as valuable, easily converted to personal use, or attractive. Pilferable item codes are as follows:

CIIC	Description
J	Pilferage (NOTE: Pilferage controls may be designated by the coding activity to items coded U (Unclassified) by recording the item to J)
L	Aircraft engine equipment and parts
M	Hand tools and shop equipment
N	Firearms
P	Ammunition and Explosives
V	Individual clothing and equipment (e.g., flight gear, flags, furs, etc.)
W	Office Equipment
X	Photographic equipment and supplies
Y	Communication and Electronic equipment and parts
Z	Vehicular equipment and parts

Radioactive Material (RAM): IAW DLAI 4145.8, Radioactive Commodities in the DoD Supply System, RAM is any material or combination of materials, which spontaneously emits ionizing radiation. RAM is usually considered to be the composition matter of a radioactive item or commodity. All known DoD commodities containing RAM are listed in the RPO database. New radioactive items are continually being added due to NPs and changes to existing manufacturing processes.

Sensitive Items: Material that requires a high degree of protection and control due to statutory requirements or regulations such as narcotics and drug abuse items; precious metals; items of high value, highly technical (i.e., night vision goggles), or items that are of a hazardous nature;

and small arms and ammunition. DLA policy, as executed by DSS, requires 100% annual inventory of sensitive items.

Shelf-Life Items: An item of supply possessing deteriorative or unstable characteristics to the degree that a storage time period must be assigned to ensure that it will perform satisfactorily in service. Examples of shelf-life items received are chemicals, batteries, packaged petroleum, parachutes, personal safety items, o-rings, etc.

Wholesale Non-Procurement: Material received at the Distribution Center from any activity, government or non-government. These assets will be input to the DSS system using the Wholesale Non-Procurement RIDR screen.

Wholesale Procurement: Manufacturer packed material received at the Distribution Center from a vendor or contractor for assignment, storage, or issue to customers. These items will be input to the DSS system using the Wholesale Procurement RIDR screen.

2.1.2 MODES OF SHIPMENT

Air Freight Shipments: Documents completed with a mode of Q are Air Freight shipments. Mode T is used for Air Freight shipments moved by an Air Freight forwarder. Air Freight provides transportation and logistics services and offers global coverage 24 hours a day, 7 days a week, for Air Freight shipments in excess of 150 pounds.

DoD Blanket Purchase Agreement (DoD BPA): provides domestic express small package delivery services for next day and second-day delivery within CONUS and to, and from Alaska, Hawaii, and Puerto Rico for Department of Defense (DoD). Domestic express small package delivery service includes door-to-door, pickup and delivery, transportation, and in-transit visibility (ITV) of extremely urgent letters and small packages up to 150 pounds. This BPA is a mandatory source for all DoD small packages express delivery service requirements except those listed in BPA Performance Work Statement (PWS) which can be found at <https://private.amc.af.mil/A4/default.html>

DriveAway and TruckAway Service: Documents completed with a mode of D are DriveAway and TruckAway freight shipments. DriveAway and TruckAway service involves movement of a vehicle under its own power by a driver of an authorized motor carrier. The method also includes the movement of one or more vehicles, including other than self-propelled vehicles, when towed or mounted (either full or saddle) upon a vehicle.

Less Than Truckload (LTL) Shipments: Documents completed with a mode of B are LTL shipments. The quantity and weight of cargo for LTL shipments is less than that required for the application of a TL rate.

Surface Small Package (SSP) Shipments: Documents completed with a mode of 5 are SSP shipments. The SSP contract is used for material shipped by commercial carriers utilizing ground service for shipments 150 pounds and less.

Surface Parcel Post Shipments: Documents completed with a mode of 6, 7, or G are Surface Parcel Post shipments. Surface Parcel Post shipments are those where the material is shipped

by way of the USPS utilizing ground service transportation. Surface Parcel Post shipments are available for shipments of 70 pounds or less.

Truckload (TL) Shipments: Documents completed with a mode A are TL shipments. A motor vehicle loaded to its carrying capacity is considered a TL. Normally, a certain quantity/ weight of cargo is required for the application of a TL rate. The decision to use TL mode should be based on timeframes and economics.

SEAVAN Shipments: All Transportation Control Movement Documents (TCMD) with a mode of "V" are SEAVAN shipments. SEAVANs are commercial or military containers moved via the ocean. SEAVAN container booking arrangements are made through the Integrated Booking System (IBS).

Other Applicable Shipment Mode Codes: Mode codes for shipments moving under modes not described above may be found in DLAM 4140.2, Vol II, Part 3, Appendix A-17.

Worldwide Express (WWX) Shipments: Documents completed with a mode of J are for WWX OCONUS shipments. Through the use of WWX, the transportation network provides rapid, reliable, time-definite delivery of documents, packages, and freight shipments worldwide. Material shipped by WWX includes shipments of 300 pounds or under, 119 inches in length, or 300 inches in combined length and girth. Carriers are under contract with the DoD through SDDC tenders.

2.1.3 PHYSICAL INVENTORY

Adjustments, Physical Inventory: The accounting transaction, which corrects a book balance to agree with the quantity of the item in storage. Such adjustments may result from 1) physical inventory, 2) a potential discrepancy revealed by a material release denial or location survey and reconciliation, and 3) erroneous capitalization or decapitalization actions. Excluded are adjustment transactions caused by 1) re-identification of stock, 2) type of pack changes, 3) standard price changes, 4) catalog data changes, 5) supply condition and purpose code changes, and 6) condemnation of material resulting from rebuild and surveillance programs. Adjustment transactions directly attributed to computer malfunctions, program errors, and correction of computer system time lags will not be categorized as adjustments due to physical inventory. All such adjustment transactions identified during research will be assigned the appropriate error classification code, and supply system managers will monitor the rate of occurrence.

Book-to-Book: Daily and monthly comparisons of DSS locator and accountable balances, which result in automatic adjustment of the owner's and IM's balance to match the Distribution Center balance. Comparisons generate mismatches, which require research.

Consolidated Adjustment Voucher (CAV): A summary-level voucher created at the end of every month for adjustments occurring during the month that did not meet the criteria for mandatory causative research and were not selected or included as part of the original sample.

Count Variance: The difference between the quantity on the accountable balance record and the physical count.

Inventory Accuracy Rate: The rate or percentage of accurate owner or IM balance records, which match the physical assets in storage in regard to item quantity and CC. A random statistical sample inventory is conducted to measure overall and segments of the population. The sample selection and results use hierarchical stratification techniques and item characteristics.

Inventory, Scheduled: A physical inventory which is to be conducted on a group of items within a specified period of time according to an established plan. There are two types of scheduled inventories: complete and sample.

1. **Inventory, Complete:** An inventory of all conditions of all stock numbers within specified categories.
2. **Inventory, Sample:** A sample of items selected from an inventory lot in such a manner that each item in the lot has an equal opportunity of being included in the sample.

Inventory, Special: A physical inventory of a specific item as a result of a special requirement generated by the location audit program, pre-procurement, or any other reason deemed appropriate by the owner or IM, KO or designee, or the storage activity.

Inventory, Unscheduled: A physical inventory, which is to be conducted on a specific item as a result of an unscheduled inventory requirement such as an owner or IM or locally initiated request, material release denial, location survey or location reconciliation request, etc. There are two types of unscheduled inventories: special and spot.

Inventory, Special: A physical inventory of a specific item(s) as a result of a special requirement generated by the location audit program, pre-procurement, or any other reason deemed appropriate by the owner or IM, APO or the APO designated representative, or the storage activity.

Inventory, Spot: A physical inventory required to be accomplished as a result of a total or partial material denial.

Item Data Maintenance: DSS generates an Item Data Change Notice used to identify an update to the Item Data Record. This change may include the physical update of material identification and unit of issue at the bin face.

Location Accuracy Rate: The percentage of accurate locator records to location surveys. The percentage is calculated by dividing the total number of location surveys accomplished minus the number of location survey errors (no stock and adds) and then dividing by the total number of location surveys accomplished times 100.

Location Audit Program: The location audit program consists of actions required to assure compatibility between the assets in storage and the locator records and between the locator records and the accountable records. Location audit programs may include quantity. This program is accomplished in two phases:

1. **Location Reconciliation:** A match between valid storage activity records and the accountable records in order to identify and correct situations where items are in physical storage but not on record, on record but not in storage, or where common

elements of data (may include quantity) do not match. Research of mismatches, including special inventories, when required, results in corrective action.

2. **Location Survey**: A physical verification, other than actual count, between actual assets and recorded location data to ensure that all assets are properly recorded as to location, NSN, CC, unit of issue and shelf-life.

Major Inventory Variance: The total dollar value of the item overage or shortage for the stock number exceeds \$5,000 or a variance of any value for controlled items.

Physical Inventory Cutoff Date (PICD): A date established for striking the accountable record balance. This date serves as the reference point for considering the relationship between pre-inventory and post-inventory transactions and the physical count quantity to determine if the count is in agreement with the inventory record balance.

Post-Inventory Transaction: Any transaction, causing an increase or decrease to the accountable stock record balance, dated after the established PICD.

Pre-Inventory Planning: Pre-inventory planning is conducted prior to the PICD to reduce the potential for inventory inaccuracies through:

1. Actions to ensure location integrity by resolving such situations as loose material; questionable identity of material in location; and multiple conditions, shelf-life (including date of pack and date of expiration), and/or material lots stored in a single location.
2. Document clean up to ensure to the extent possible that adjustments and transaction reversals are posted to the record, in process receipts are stored in location, and related transactions are transmitted to the owner or IM prior to the established PICD.

Reconciliation, Physical Inventory: To obtain agreement between the physical count and record balance by attempting to account for all transactions representing infloat documents.

Research, Physical Inventory: An investigation of potential or actual discrepancies between physical count and recorded balances. The purpose of research is to determine the correct balance and determine the cause of discrepancies. There are three types of research:

1. **Causative Research**: An investigation of discrepancies (i.e., gains and losses) consisting of (as a minimum) a complete review of all transactions to include supporting documentation, catalog change actions, shipment discrepancies, and not posted or rejected documentation occurring since the last completed inventory. The purpose of causative research is to identify, analyze, and evaluate the cause of inventory discrepancies with the aim of eliminating repetitive errors. Causative research ends when the cause of the discrepancy has been discovered or when, after review of the transactions, no conclusive findings are possible.
2. **Postcount Validation**: A comparison of physical count with recorded balances or another count, with consideration of transactions that have occurred recently. The purpose of postcount validation is to determine the validity of the count. Postcount validation research ends when the accuracy of the count has been verified or when any necessary recounts have been taken.

3. **Pre-adjustment Research**: A review of potential discrepancies, which involves the consideration of recent transactions, and verification of catalog data. The purpose of pre-adjustment research is to determine the correct balance. Pre-adjustment research ends when the balance has been verified or the adjustment quantity determined.

Sample Inventory Accuracy: The accuracy of inventory records based on a random sample. This is computed as a weighted rate based on individual category population.

2.2 ACRONYMS AND ABBREVIATIONS

Acronyms and abbreviations as used throughout this contract are listed for information and reference:

Acronym/ Abbreviation	Clear Text
AA&E	Arms, Ammunition, and Explosives
ACA	Airlift Clearance Authority
ADRS	Automated Discrepancy Reporting System
AEDA	Ammunitions, Explosives and Dangerous Articles
AFTRP	AMC Traffic Rules Publication
AHWC	Activity Hazardous Waste Coordinator
AIS	Automated Information Systems
ALARA	As Low As Reasonably Achievable
ALSC	American Lumber Standards Committee
AMC	Air Mobility Command
AMS	Automated Manifest System
ANORS	Anticipated Not Operational Requisition Supply
AOG	Aircraft on Ground
APL	Acceptable Performance Level
APOE	Aerial Port of Embarkation
APP	Affirmative Procurement Program
ASTM	American Society for Testing and Materials

Acronym/ Abbreviation	Clear Text
ATAC	Advanced Traceability and Control
ATCMD	Advance Transportation Control and Movement Documents
AWC	Automated Work Counts
BPA	Blanket Purchase Agreement
BRAC	Base Realignment and Closure
CA	Computer Associate
CAC	Common Access Card
CAGE	Commercial and Government Entity
CAV	Consolidated Adjustment Voucher
CBL	Commercial Bill of Lading
CC	Condition Code
CCC	Command Control Center
CCI	Controlled Cryptographic Items
CCP	Consolidation and Containerization Point
CERCLA	Comprehensive Environmental Response, Compensation, and Liability Act
CFO	Chief Financial Officer
CFR	Code of Federal Regulations
CGA	Continuing Government Activity
CI	Counterintelligence
CIIC	Controlled Inventory Item Code
CIR	Contractor Investigative Request
CLIN	Contract Line Item Number
CNG	Compressed Natural Gas
COB	Close of Business (Day)
CONUS	Continental United States

Acronym/ Abbreviation	Clear Text
COOP	Continuity of Operations Plan
COR	Contracting Officer's Representative
COSIS	Care of Supplies in Storage
COTS	Commercial Off-the-Shelf
CPU	Central Processing Unit
CRII	Customer Returns Improvement Initiative
CSG	Commercial Service Guide
CSI	Critical Safety Item
CSS	Constant Surveillance Service
CUM ADJ	Cumulative Adjustment
DAPS	Document Automation & Production Service
DDC	Defense Distribution Center
DDCI	Defense Distribution Center Instruction
DDCM	Defense Distribution Center Manual
DDSP	Defense Distribution Center Susquehanna, Pennsylvania
DECC	Defense Enterprise Computing Center
DEMIL	Demilitarization
DFARS	Defense Federal Acquisition Regulation Supplement
DFAS	Defense Finance and Accounting Service
DISA	Defense Information System Agency
DLA	Defense Logistics Agency
DLAD	Defense Logistics Agency Directive
DLAI	Defense Logistics Agency Instruction
DLAM	Defense Logistics Agency Manual
DLAR	Defense Logistics Agency Regulation

Acronym/ Abbreviation	Clear Text
DLMS	Defense Logistics Management System
DoD	Department of Defense
DoDAAC	DoD Activity Address Code
DoDAAD	Department of Defense Activity Address Directory
DoDI	Department of Defense Instruction
DOLI	Date of Last Inquiry
DOR	Due Out Release
DOT	Department of Transportation
DOT-E	Department of Transportation Exemption
DRIS	Deficiency Reporting Investigation System
DRMO	Defense Reutilization and Marketing Office
DRMS	Defense Reutilization and Marketing Service
DRO	Disposal Release Order
DSC	Defense Supply Center
DSIO	DLA Systems Integration Office
DSN	Defense Switched Network
DSS	Distribution Standard System
DTCI	Defense Transportation Coordination Initiative
DTR	Defense Transportation Regulation
DTS	Defense Transportation System
DTTS	DoD Transportation Tracking System
EDA	Electronic Document Access
EDI	Electronic Data Interchange
EDMS	Electronic Document Management System
E-FORMS	Electronic Forms

Acronym/ Abbreviation	Clear Text
EI	Engineering Investigation
EJON	Equipment Job Order Number
EMACS	Equipment Management and Control System
EO	Executive Order
EPA	Environmental Protection Agency
EPCRA	Emergency Planning and Community Right-to-Know Act
EPSQ	Electronic Personnel Security Questionnaire
ESD	Electrostatic Discharge
ESDS	Electrostatic Discharge Sensitive
ESOC	Emergency Supply Operations Center
ETR	Export Traffic Release
EWO	Equipment Work Order
FAR	Federal Acquisition Regulation
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
FedEx	Federal Express
FIFO	First In First Out
FLIPL	Financial Liability Investigation of Property Loss
FLIS	Federal Logistics Information System
FMR	Financial Management Regulation
FMS	Foreign Military Sales
FPCON	Force Protection Condition
FSC	Federal Supply Class
GBL	Government Bill of Lading
GFE	Government-Furnished Equipment

Acronym/ Abbreviation	Clear Text
GFF	Government-Furnished Facilities
GFM	Government-Furnished Material
GFMS	Global Freight Management System
GFP	Government-Furnished Property
GOCARE	Government Cargo Recovery Effort
GTN	Global Transportation Network
HAZMAT	Hazardous Material
HCC	Hazardous Characteristics Code
HMIRS	Hazardous Material Information Resource System
HT	Heat Treated
HW	Hazardous Waste
IATA	International Air Transport Association
IAV	Inventory Adjustment Vouchers
IAW	In Accordance With
IBS	Integrated Booking System
IC	Incident Commander
ICOD	Inventory Cut-Off Date
ICP	Inventory Control Point
ID	Identification
IDS	Intrusion Detection System
IERL	Inventory Evaluation Research List
IFR	Issue From Receiving
IM	Item Manager
IMDGC	International Maritime Dangerous Goods Code
IPE	Industrial Plant Equipment

Acronym/ Abbreviation	Clear Text
IPG	Issue Priority Group
IPPC	International Plant Protection Convention
IR	Incident Report
ISDR	Incoming Supply Discrepancy Report
ISPM	International Standards for Phytosanitary Measures
IT	Information Technology
JON	Job Order Number
KCC	Kind, Count and Condition
KO	Contracting Officer
LAN	Local Area Network
LLRC	Long Life Reusable Containers
LLRW	Low Level Radioactive Waste
LPG	Liquefied Petroleum Gas (Propane)
LSN	Local Stock Number
LTL	Less Than Truckload
MAPAD	Military Assistance Program Address Directory System
MARSSIM	Multi-Agency Radiological Survey and Site Investigation Manual
MFTRP	SDDC Freight Traffic Rules Publication
MHE	Material Handling Equipment
MHS	Material Handling System
MICAP	Mission Capable
MIL-HDBK	Military Handbook
MIL-STD	Military Standard
MILSTRAP	Military Standard Transaction Reporting and Accounting Procedures
MILSTRIP	Military Standard Requisitioning and Issue Procedures

Acronym/ Abbreviation	Clear Text
MIS	Management Information System
MOP	Method of Preservation
MRO	Material Release Order
MSDS	Material Safety Data Sheet
MSL	Military Shipping Label
NACI	National Agency Check with Investigation
NATO	North Atlantic Treaty Organization
NCB	National Codification Bureau
NIIN	National Item Identification Number
NISPOM	National Industrial Security Program Operating Manual
NMCS	Not Mission Capable Supply
NMFC	National Motor Freight Classification
NORS	Not Operational Requisition Supply
NP	New Procurement
NRC	Nuclear Regulatory Commission
NSN	National Stock Number
OCONUS	Outside the Continental United States
OEM	Original Equipment Manufacturer
OJT	On-the-Job Training
OMC	Optical Memory Card
OPSEC	Operational Security
OSHA	Occupational Safety and Health Administration
PC	Personal Computer
PCB	Polychlorinated Biphenyls
PICD	Physical Inventory Cutoff Dates

Acronym/ Abbreviation	Clear Text
PICP	Physical Inventory Control Program
PIN	Personal Identification Number
PMCS	Partially Mission Capable Supply
PMRD	Pre-positioned Material Receipt Document
POC	Point-of-Contact
POD	Proof of Delivery
POE	Port of Embarkation
POP	Performance-Oriented Packaging
POR	Proof of Receipt
POS	Proof of Shipment
POV	Privately Owned Vehicle
PPC	Production, Planning and Control
PPE	Personal Protective Equipment
PPP&M	Preservation, Packaging, Packing and Marking
PQDR	Product Quality Deficiency Report
PSI	Personnel Security Investigations
PSS	Protective Security Service
QASP	Quality Assurance Surveillance Plan
QBD	Quantity by Detail
QBG	Quantity by Global
QBL	Quantity By Location
QBO	Quantity by Owner
QBS	Quantity By Location Site
QC/CSP	Quality Control/Customer Satisfaction Plan
QLR	Quantitative Location Reconciliation

Acronym/ Abbreviation	Clear Text
QMF	Query Management Facility
QSL	Quality Status List
RAM	Radioactive Material
RCC	Radiological Control Committee
RCN	Receipt Control Number
RCP	Recycling Control Program
RCRA	Resource Conservation and Recovery Act
RDD	Required Delivery Date
RDO	Redistribution Order
REPSHIP	Report of Shipment
RF	Radio Frequency
RFI	Ready for Issue
RFID	Radio Frequency Identification
R-FORM	Reproducible Forms
RHIP	Radiological Health Implementation Procedure
RHP	Radiological Health Program
RIC	Routing Identifier Code
RPO	Radiation Protection Officer
RSO	Radiation Safety Officer
RSSI	Radiation Survey and Site Investigation
SAMM	Security Assistance Management Manual
SAP	Security Assistance Program
SCAC	Standard Carrier Alpha Codes
SCS	Stock Control System
SDDC	Surface Deployment and Distribution Command

Acronym/ Abbreviation	Clear Text
SDR	Supply Discrepancy Report
SED	Shipper's Export Declaration
SF	Standard Form
SFS	Security Forces Squadron
SITREP	Situation Report
SIT SDR	Stock in Transit Supply Discrepancy Report
SLC	Shelf-Life Code
SLES	Shelf-Life Extension System
SMS	Systems Management Server
SPI	Special Packaging Instruction
SRT	Spill Response Team
SSMR	Storage Space Management Report
SSP	Surface Small Package
SUM VAR	Summary Variance
SURC	Shipment Unit Route Code
TA	Transportation Agent
TCMD	Transportation Control Movement Document
TCN	Transportation Control Number
TDR	Transportation Discrepancy Report
TE	Technical Exhibit
TFG	Transportation Facilities Guide
TL	Truckload
TP	Transportation Priority
TPIC	Type Physical Inventory Code
TPS	Transportation Protective Service

Acronym/ Abbreviation	Clear Text
TTC	Tailored Transportation Contract
UN	United Nations
UPS	United Parcel Service
US	United States
USASAC	US Army Security Assistance Command
USC	United States Code
USPS	United States Postal Service
WAWF-RA	Wide Area Workflow-Receipts and Acceptance
WFR	Warehouse Fill Rate
WIP	Work In Progress
WPM	Wood Packaging Material
WRM	War Reserve Materials
WWX	Worldwide Express

2.3 DOD DICTIONARY

- A. The DoD Dictionary of definitions and terms is available on the Internet at <http://www.dtic.mil/doctrine/jel/doddict>.

SECTION C-3 GOVERNMENT-FURNISHED PROPERTY (GFP), SYSTEMS, TRAINING AND SUPPORT SERVICES

3.1 GENERAL INFORMATION

- A. The Government will furnish or make available to the Contractor certain government property and services to use in the performance of this contract. Property or services supplied by the Government will be used only for performance of work under this contract or as authorized by the KO or designee. The Government will make all GFE available to offerors for inspection during the site visit provided under FAR Part 52.237-1 prior to the submission of offers. At the site visit, offerors may conduct visual inspections of the GFE and may request the GFE to be powered up and/or engage any mechanisms in order to assess its operational condition. The Contractor’s acceptance and use of this GFP offered in carrying out the requirement of this contract does not relieve the Contractor of the responsibility for providing all resources and material necessary to perform the contract requirements. The Contractor is responsible and accountable for the appropriate use, maintenance and care of GFP IAW the requirements established in this section.

3.2 GOVERNMENT-FURNISHED PROPERTY (GFP)

- A. References to government property throughout Section C-3 regulated by FAR Part 45 and FAR Part 52.245-1 does not pertain to mission stock. GFP listed as mandatory will be furnished by the Government and shall be utilized by the Contractor in the performance of work under the contract requirements. Government property listed as optional will be made available by the Government in an “as is” condition (see FAR Part 52.245-1(d)(2)(iii)) for inspection and may be accepted at the Contractor’s discretion and convenience for use in the performance of work under this contract. Failure or breakdown of optional GFP shall not excuse Contractor non-performance and shall not serve as the basis for any equitable adjustment. Both mandatory and optional government property will be provided at no cost to the Contractor, and will be subject to the conditions contained in FAR Part 52.245-1, Government Property (June 2007)

GOVERNMENT PROPERTY	USE
Facilities (C-3.2.1)	Mandatory
Equipment (C-3.2.2)	Optional
Data Systems (C-3.4)	IAW requirements

- B. To comply with FAR part 52-245-1(f)(1)(vi) Reports, the Contractor shall complete and submit to the KO or designee a report on property damage, equipment damage, and motor vehicle mishaps (see C-5.1.1.2, Liability for Government Property) within 24 hours of incident. The Contractor shall include an estimated cost of property, equipment or vehicle damages. See Section C-6.6.1 Mandatory Reports, Report Number 0018.
- C. The following paragraphs of this Section are divided into two sub-paragraphs: A and B. The A sub-paragraphs identify the Government's role, and the B sub-paragraphs identify Contractor responsibilities.

3.2.1 GOVERNMENT FURNISHED FACILITIES (GFF)

A. The facilities and open storage areas listed in TE 3.1, GFF, are currently used in the performance of the warehouse and distribution operations and are being furnished for use in the performance of the contract requirements. TE 3.1 identifies by building and open storage area the number and type of storage, administrative support space, uses, and special conditions. The condition of the GFF as listed in the TE is for informational purposes only and should not be relied on by the Contractor for determining which GFF is suitable for their use. Title to the GFF will remain at all times with the Government. Title to government approved parts replaced by the Contractor in carrying out normal maintenance obligations shall pass to and be vested in the Government upon completion of their installation in the GFF. Title to the GFF will not be affected if the facilities are incorporated into or attached to any property not owned by the Government nor will any item of the facilities become a fixture or lose its identity as personal property by being attached to any facilities. The Government will retain the responsibility for performing the maintenance, repair, and replacement of all GFF. In the performance of these requirements, the Contractor, at its own expense, may reconfigure the location and layout of the warehouse and distribution operation within the existing facilities and open storage areas.

B.

1. The Contractor is not responsible for maintenance of GFF as required under FAR Part 52.245-1(f)(1)(ix) Maintenance. The Contractor shall identify needed repairs to GFF and provide information to the KO or designee for any repair, maintenance and/or replacement of GFF. The Government may or may not elect to facilitate repairs. The Contractor shall provide access to Contractor operated GFF during non-duty hours, as needed, to permit the Government to perform facility maintenance and repair. The KO or designee will coordinate required access with the Contractor.
2. The Contractor shall submit written notice to the KO or designee to terminate its authority to use any or all of the facilities that are no longer required for performance of this contract. Termination shall not relieve the Contractor of any of its obligations or liabilities under any related contract or subcontract affected by the termination.
3. The Contractor shall not construct or install, at its own expense, any fixed improvement or structural alterations in government buildings or other facilities without advance written approval of the KO or designee. The terms "fixed improvement" and "structural alterations" mean any alteration or improvement in the nature of the building or other

facilities that, after completion, cannot be removed without substantial loss of value or damage to the premises, as determined by the KO or designee.

3.2.2 GOVERNMENT-FURNISHED EQUIPMENT (GFE)

A.

1. GFE being furnished for use in the performance of the contract requirements is set forth in TEs 3.2, GFE-Material Handling System (MHS); TE 3.3, GFE- MHE; TE 3.4, GFE-Miscellaneous Equipment and Tools; TE 3.5, GFE-Office Equipment; and 3.6, GFE-IT. GFE is offered in place and its current condition. Use of this equipment is optional and may be accepted at the Contractor's discretion and convenience. The Government will update the accountable property system for Contractor-accepted GFE prior to the end of the phase-in period. The Contractor will not be permitted to accept more equipment than that identified in their technical proposal. Any GFE not accepted by the Contractor during phase-in and all excess equipment above the quantity identified in the Contractor's technical proposal will be retained or disposed of by the Government.
2. GFE in excess of \$100,000 per unit is classified as Capital Equipment. Replacement of Capital Equipment is the responsibility of the Government.
3. Title to any replacement GFE purchased by the Government will remain at all times with the Government.

B.

1. The Contractor shall determine whether GFE is suitable and, if accepted by the Contractor, shall pay for the cost of transporting, installing, modifying, and repairing GFE to make suitable for use upon full performance. To comply with FAR part 52.245-1(b) Property Management and (f)(1)(iii) Records of Government Property, the Contractor shall use the accountable property system to maintain inventory control and accountability of all GFE that has a purchase value equal to or greater than \$300 and all pilferable items (currently defined as cameras) regardless of purchase value. Furniture is not included in the accountable property system. The Contractor shall request access to the accountable property system by completing DD Form 2875. Upon approval of the DD Form 2875, the Contractor will be given access to the accountable property system to inquiry and change location information to keep current. The Contractor shall perform a physical inventory annually, which includes reconciling the accountable property system with all GFE changes in location and notifying the KO or designee of any additions or deletions. The physical inventory for each assigned hand receipt may be accomplished on an incremental basis and spaced evenly throughout the calendar year. IAW DoD 5000.64, Accountability and Management of DoD-Owned Equipment and Other Accountable Property, which states: "The use of Automatic Identification Technology (AIT) to assist in property accountability is mandatory unless it is demonstrably proven through cost benefit or other analysis that implementation would not be practicable". The Contractor shall use a Government provided barcode scanner compatible with the accountable property system to automatically generate and download inventories to the hand held scanner to perform the annual inventory requirements. The Contractor shall notify the KO or designee of the planned property inventory schedule and the KO or designee will make available barcode scanners for the Contractor to conduct the electronic physical inventories. The Contractor shall return the

barcode scanners to the KO or designee once the inventories are completed. The Contractor shall prepare and submit to the KO or designee an annual certification no later than September 30th of each year. A signed and dated hand receipt is an acknowledgement that the inventories have been completed, the accountable property records are current, and accurately reflects accountable property valued at \$300 or more.

2. When the Contractor no longer wants to continue to operate a piece of GFE, the Contractor shall notify the KO or designee to return the GFE back to the Government. The Contractor shall prepare DLA Form 1311 and forward to the KO or designee for government approval prior to disposal of any GFE. If government approval is granted, the Contractor will receive the necessary documentation from the Accountable Property Officer (APO). The Contractor shall perform the same requirements for GFE as specified in paragraph C-4.5.5, Equipment Disposal and transport the asset as directed by the KO or designee. The Contractor shall comply with DoD and agency requirements (see DoD 4160.21-M, Defense Material Disposition Manual; and DoD 4160.21-M-1, Defense Demilitarization Manual) for the turn-in of property to the DRMO. The Contractor shall be responsible for all costs associated with the rejection of property determined by the DRMO to be in non-compliance with mandated requirements. If the KO or designee directs redistribution of the asset to another DDC activity, the Contractor shall prepare and ship the item IAW the disposition instructions. Termination of use and disposal of optional GFE used by the Contractor shall not relieve the Contractor of any of its obligations or liabilities under the performance of these contract requirements.
3. At the end of this contract, the Contractor shall turn over GFE in safe, usable operating condition. The Government may bill the outgoing Contractor for costs incurred to bring GFE to safe, usable operating condition, as determined by the Government.
4. IAW DLAD 5025.30, DLA One Book, Chapter: DLA Enterprise Support, Title: Support Equipment Operations Process, and Title: Support Equipment Maintenance and Support Equipment Disposal Process; FAR part 52.245-1(f)(1)(ix) Maintenance, and FAR Subpart 45.5, Management of Government Property in the Possession of Contractors, Section 45.502a, Contractor Responsibility, the Contractor shall operate and maintain GFE accepted by the Contractor. The Contractor shall perform preventative and corrective or remedial maintenance IAW C-4.5, Equipment Maintenance on GFE.
5. The Contractor shall replace non-capital GFE (less than \$100,000 per unit) except IT equipment. Title to any non-capital GFE replaced by the Contractor remains with the Government. The Government will reimburse the Contractor for approved purchases of non-capital GFE under CLIN X005 **Non-Capital** Equipment Replacement.
6. Upon written approval from the KO or designee, the Contractor may install, arrange, or rearrange machinery and equipment.
7. The Contractor shall work with the KO or designee to request Capital Equipment (>\$100,000 per unit) replacement, augmentation, modernization, and systems projects. (See Capital Investment Document in the Technical Library). The Contractor shall submit the required documentation IAW the Functional Requirements Description for Identifying New Capital Equipment Investment Requirements found in the Technical Library to the KO or designee and be an integral and active participant in the

development of the Government Capital Equipment Replacement Plan. In order to accommodate the funding lead-times associated with Capital Equipment, the Contractor shall notify the KO or designee at least three years in advance of the anticipated replacement date in order to provide the Government with sufficient time to obtain approval and funding. Funding for such requests is accomplished at the discretion of the Government.

8. Contractor employees that operate or maintain motor vehicles, MHE, hoisting and rigging equipment, or other equipment shall obtain the required licensing, certification, or specialized training prior to carrying out responsibilities and maintain them in a current status during the performance of the contract requirements (see TE 4.1, Contractor-Furnished Training). The Contractor shall provide the following information to the KO or designee for each employee requiring an operator's permit:
 - a. Employee name and proof of license or certification
 - b. Vehicle or equipment to be operated
 - c. Capacity of vehicle or equipment to be operated
 - d. Nature of operation as part of duties (i.e. basic requirement for the job, incidental to the job)
 - e. Extension and office to be contacted for scheduling action

9. Contractor employees that operate motor vehicles to include, but not limited to, heavy tow tractors, semi-tractors, and MHE, shall maintain a valid state driver's license with all class and commodity endorsements required by Public Law 99-570 and state law for the type of vehicle operated or commodity being transported. IAW Commercial Motor Vehicle Safety Act (Public Law 99-570, Title XII, 100 Stat. 3207-170), employees shall have a state issued commercial driver's license to operate a vehicle with a gross vehicle weight rating of more than 26,001 pounds and any vehicle that is transporting HAZMAT.

3.2.2.1 MATERIAL HANDLING SYSTEMS (MHS)

- A.** MHS being furnished for use in the performance of the contract requirements is set forth in TE 3.2, GFE-MHS. MHS not accepted by the Contractor will remain in place. If the KO or designee authorizes the removal of the MHS, the Contractor may remove the MHS at the Contractor's expense.

- B.** The Contractor shall perform preventative and corrective or remedial maintenance (including normal parts replacement of equipment such as, but not limited to items as conveyor motors, rollers, batteries, and belts). See paragraph C-4.5, Equipment Maintenance on GFE. Maintenance of this equipment requires knowledge and skills in various technical areas to include electrical, electronic and digital electronic, mechanical, pneumatics, hydraulic, welding, and machining as well as general millwright skills. The Contractor shall maintain, trouble-shoot and repair Programmable Language Controlled (PLC) and other computer controlled material handling equipment and systems.

3.2.2.2 MATERIAL HANDLING EQUIPMENT (MHE)

- A.** MHE being furnished for use in the performance of the contract requirements is set forth in TE 3.3, GFE-MHE.
- B.** The Contractor shall
 - 1. Perform and document daily operator maintenance. Prior to operating equipment, the Contractor shall inspect equipment for discrepancies before, during, and after operation to ensure that the equipment is in a safe and serviceable condition. The Contractor shall perform operator maintenance that includes but is not limited to replacing fuses, maintaining tire pressure, and topping off fluid levels. The Contractor shall document discrepancies and immediately report discrepancies that exceed Contractor repair authorization or capabilities to the KO or designee. The Contractor shall provide supplies that include but are not limited to tire inflation devices, oil, windshield cleaning fluid, and fuses that are required to perform operator maintenance.
 - 2. Perform preventative and corrective or remedial maintenance (including normal parts replacement of such items as batteries). (See paragraph C-4.5, Equipment Maintenance on GFE.)

3.2.2.3 OTHER EQUIPMENT

- A.**
 - 1. Warehouse equipment (e.g., existing storage racks, moveable racks, storage aids, and bins located within the warehouses, tools and other equipment such as scooters and carts), Industrial Plant Equipment (IPE) and office equipment being furnished for use in the performance of the contract requirements are identified in TEs 3.4, GFE-Miscellaneous Warehouse Equipment and Tools; and 3.5, GFE-Office Equipment. This equipment is provided "as is". The Government does not warrant its condition or suitability for use by the Contractor.
 - 2. The Contractor shall perform maintenance and repair of government-furnished other equipment. The Contractor shall maintain, dispose and replace the batteries when required and conduct maintenance and repairs to component level on all industrial manufacturing equipment including but not limited to dust collectors, band and table saws, banders, scales, and sealers. Other maintenance requirements include mechanical, electrical, electronic and digital electronic, general millwright, and welding.
 - 3. The Contractor shall repair or replace any racks the Contractor damages.

3.2.3 INFORMATION TECHNOLOGY (IT) ASSETS

- A.** The Government will furnish network equipment, desktop hardware, software, printers, wireless devices, and DSS workstations. IT assets being furnished for use in the performance of the contract requirements are set forth in TE 3.6, GFE-IT. Microsoft Systems Management Server (SMS) will be implemented at all DDC Distribution Centers

and used to monitor government-furnished and approved software and operation of IT on the government network at the Distribution Centers. The Government will

1. Provide and assign new Internet Protocol addresses for new equipment installed on the government-furnished Local Area Network (LAN).
 2. Upgrade or replace government-furnished IT equipment, including replacement parts and components of end device IT equipment, that is operational and being used by the Contractor in the performance of the contract requirements to meet the minimum system requirements. The KO or designee will provide a minimum of 10 working days notice of the date equipment is to be received by the Contractor.
 3. Maintain and provide support for problems with any mandated government-furnished software systems.
 4. Perform system administration functions for all IT infrastructure components to include mid-tier servers; exchange servers; file servers; LAN Telecommunication equipment to include hubs, switches and routers; and primary domain controllers and backup domain controllers to ensure standard and equal platforms between the DDC and the distribution facilities. System administration services will include loading, configuring, and maintaining the operating system software, system readiness, user access, file back-up analysis, troubleshooting and performing system and database recoveries.
 5. Upgrade, change, and implement new information technology.
 6. Perform technical support to the LAN, Network Operation System, metropolitan area circuitry (T-1 Lines), and wide area (long haul) communication environment.
 7. Retain responsibility for all firewall and Intrusion Detection System (IDS) software.
 8. Furnish upgrades and changes to any government-furnished and approved software for local servers and download this software to end user workstations as appropriate.
 9. Maintain IT support responsibilities for any RF network components required for the performance of the PWS requirements. The RF Network consists of at least one RF Controller, RF Gateways and RF Hand-Held Computers.
- B.** Contractor access to Government-Furnished IT data systems shall be granted on a “need-to-know” basis IAW DLAD 8500.6, Chapter 4.11 to Contractor personnel who will perform data input and retrieval functions for “clearance special access”, if applicable, IAW DoD 5200.2-R. At contract award, the Contractor shall request IT access for employees requiring access and passwords to the Government-Furnished data systems (see paragraph C-1.4.9, Information System Security). All Contractor employees who perform data entry and query functions shall require IT Level III category eligibility (the minimum access level that includes no sensitive or classified information).
- C.** To perform the following requirements, the Contractor shall ensure that individual(s) have an IT II eligibility and are certified IAW DoD 8570.01-M, Information Assurance Workforce Improvement at the IAT Level I and the appropriate Computing Environment Certification (See TE 4.1 Information Technology (IT) Certification for Contractor-Furnished Training) to perform the Contractor’s IT requirements, which follows within six (6) months of contract award. In the event the Contractor needs to replace these certified employees, the Contractor shall hire already certified IAT Level II personnel. The Government expects no more than two (2) Contractor employees will require these certifications. Contractor

employees shall be certified in the computing environment of any system they have privileged access. The following table lists the certifications that will be accepted. This list is subject to change. Contractor employees may submit certifications that are not listed and request inclusion in the accepted list and the KO or designee will review the request and notify the Contractor of the decision.

LIST OF ACCEPTABLE COMPUTING ENVIRONMENT CERTIFICATIONS	
M2003	Microsoft 2003
MCDST	Microsoft Certified Desktop Support Technician
Windows XP	Windows XP

The Contractor shall:

1. Upon notification of expected delivery date of new or replaced IT equipment, provide the KO or designee with a schedule to install the IT equipment. The KO or designee will approve or provide comments back to the Contractor regarding the proposed schedule. The intent of the schedule is to ensure the Contractor provides weekly status reports to ensure the IT equipment is installed within a reasonable timeframe upon receipt. The KO or designee will provide approval or comments to revise the schedule prior to the IT equipment delivered to the Contractor. The Contractor shall resubmit the schedule for approval, if required, within three (3) working days if original schedule was not approved
2. Perform installation on new or replaced IT equipment to begin IAW the approved schedule (see paragraph B. 1. above) and provide a weekly status reported against the approved schedule to the KO or designee at the end of each week during the installation time period.
3. Provide technical support, configuration, and troubleshooting (see TE 3.7, IT Troubleshooting Guidelines) of all software and hardware on the end device at the discretion of the KO or designee. If the initial troubleshooting determines the problem is the software, end device (hardware), or network or LAN connectivity, the Contractor shall contact the KO or designee for support to correct the problem.
4. Perform routine maintenance including the installation of parts or components of end device IT equipment, including RF Hand-Held and Vehicle Mounted equipment.
5. Facilitate the Government’s ability to execute all taskings and advisories on all systems accessing a DoD network in the time required. The KO or designee will notify the Contractor for the parameters of the monitoring and reporting requirements for each individual tasking. The Contractor may request a waiver to extend the completion date. The Contractor's waiver request shall include the specific reason why a time extension is required, anticipated completion date and any other information requested by the KO or designee. The Contractor’s failure to comply with government instructions will result in the effected machines or networks being isolated from the DoD Network.
6. Submit all proposed IT replacements requests in writing to the KO or designee if IT is inoperable and does not fall into the next IT replacement cycle.

7. Coordinate movement of existing equipment with the KO or designee. The Contractor shall identify LAN and telecommunications and dedicated power requirements to the KO or designee.
8. Attempt to resolve connectivity problems prior to notifying the KO or designee. The Contractor shall notify the KO or designee when maintenance, repair (after the Contractor has attempted to resolve the problem), or change in service is required. Contractor personnel shall not change physical or virtual configuration without KO or designee approval. The Contractor shall be responsible for all costs associated with Contractor-initiated upgrades, changes in services, or the addition or relocation of an access point to the LAN with prior approval from the KO or designee.
9. Not upgrade client operating systems or install any software applications programs. The Contractor shall not change workstation Internet protocol addresses currently assigned to government-furnished workstations without KO or designee approval.
10. Provide initial response to end-user support including, but not limited to:
 - (a) Fielding end-user trouble calls.
 - (b) Coordinating scheduled downtime.
 - (c) Conducting user orientation briefings.
 - (d) Serving as the focal point for IT eligibility submissions.
 - (e) Maintaining a file of IT eligibilities received.
 - (f) Conforming to the IT standards established by DLA to maintain network integrity and security and ensure interoperability within DLA and with the DoD community. The Contractor shall adhere to host installation requirements regarding all aspects of the telecommunications infrastructure.

3.3 GOVERNMENT-FURNISHED MATERIAL (GFM)

- A.** The Government will provide any residual material and supplies on hand at the start of full performance as GFM. The Sample list of Consumable Supplies and Sample List of Equipment Maintenance Material and Supplies in the Technical Library is a snapshot list of material and supplies used for Distribution Center operations and by no means are all inclusive of material and supplies to perform the requirements of this PWS.
- B.** The following small package contracts make available the same supplies and services provided to the small parcel carrier's commercial customers. These supplies and services are described in the carriers' Commercial Services Guides (CSGs). The web sites for these carriers are:
 1. FedEx:
 - a. U.S. Government shipping (within the Continental U.S. (CONUS) and outside of the Continental U.S. (OCONUS)): <http://www.fedex.com/us/government>
 - b. Commercial: <http://www.fedex.com/us/services>

2. ASTAR/DHL: <http://www.dhl.usa.com/dod>
3. UPS: <http://www.ups.com/using/svc-index.html>
4. Menlo/Delta: <http://www.menloworldwide.com/mww/en/>

C. The Contractor is responsible for providing all material necessary to perform the contract requirements (see Section C-4.3, Contractor-Furnished Material).

3.4 GOVERNMENT-FURNISHED DATA SYSTEMS

A. The Government will furnish and the Contractor shall use the government-furnished data systems identified in TE 3.8, Government-Furnished Data Systems, in the performance of the contract requirements. The Government is responsible for the upgrade and maintenance of government-furnished, non-commercially available systems.

3.5 GOVERNMENT-FURNISHED TRAINING

A. The Government will furnish and the Contractor shall complete the initial and refresher training courses identified in TE 3.9, Government-Furnished Training, for Contractor personnel to comply with government training requirements. The Government will be responsible for instructor costs associated with government-furnished training whether on-site or off-site. The Government will reimburse the Contractor for travel costs allowed under FAR Part 31.205-46, Travel Costs for attending Government-Furnished off-site training.

B.

1. The Contractor shall be responsible for any costs in excess of that allowed under FAR Part 31.205-46, Travel Costs, and the appropriate regulations cited therein, incurred as a result of its attendance at the government-furnished off-site training. For Contractor employees in excess of the number authorized to attend, the Contractor shall be responsible for all costs incurred for government-furnished off-site training. The Contractor shall be responsible for all costs incurred for on-site or off-site Government-Furnished training in excess of the referenced frequency (i.e., one-time or recurring not to exceed one-time per year).
2. The Contractor shall train and certify all Contractor personnel IAW all federal, state, local, and contract requirements. Contractor personnel shall complete all the training listed in TE 3.9, Government Furnished Training, within the time specified. The Contractor shall maintain training records and shall make available for the KO or designee to review upon request. The training records shall include, at a minimum, the name of the employee, the name of the course, the source of the training, a description of the training furnished and the date the employee successfully completed the training.
3. During and after the phase-in period, government-furnished training will be coordinated between the Contractor and the KO or designee. The Contractor shall notify the KO or designee when government-furnished training is required due to refresher or repeat training requirements or for new personnel.

4. IAW 49 CFR, Transportation, Part 172.704, Training Requirements; a new HAZMAT employee, or a HAZMAT employee who changes job functions, may perform those functions prior to the completion of Contractor or government-furnished training and receipt of certification provided that:
 - (a) The employee shall perform those functions under the direct supervision of a properly trained and certified HAZMAT employee; and
 - (b) The employee shall complete the training within 90 calendar days after employment or a change in job function.
 - (c) The Contractor shall maintain employee training and certification records for as long as the individual works for the Contractor as a HAZMAT employee and for 90 calendar days thereafter.
5. After completion of any one-time Government-Furnished training, the Contractor shall train its employees as required to comply with the contract requirements. The Government may provide additional training at its discretion during the performance period. Any training in addition to the Government-Furnished training, including the cost of the training, shall be the responsibility of the Contractor.
6. The Contractor shall participate in the mandatory DDC Logistics Distribution (SWARM) Training Program. The mandatory DDC Program Training includes the following courses:
 - (a) Cold Chain Management
 - (b) Inert Certification
 - (c) Packaging and Handling ESDS
 - (d) SWARM 1- Warehousing
 - (e) SWARM 2-Inventory
 - (f) SWARM 3-Receiving
 - (g) SWARM 4-Shelf/Life, COSIS, Stock Readiness
 - (h) SWARM 5-ISDR
 - (i) Processing FMS Shipments
 - (j) Storage and Handling of Classified Material
 - (k) Weight and Cube-Top 100
 - (l) UN Conformance Packaging

Contractor employees shall complete mandatory distribution functional training within 90 days of employment and mandatory repeat training biennially (See TE 3.9 Government-Furnished Training). If an employee performs multiple functions (e.g., receiving, warehousing, inventory, and stock readiness, etc), the employee shall complete the mandatory training for each distribution functional area for which they are performing the requirements in Section C-5. The employees shall complete an open-book final assessment at the completion of each training session. A passing score of 75% is required to receive a certificate of completion. If the employee does not obtain 75% on the final assessment, the Contractor shall take the following remedial actions:

- a. Take the final assessment again.
- b. Repeat the class and retake the final assessment or;
- c. Receiving on-the-job training and retake the final assessment

If the employee does not retake the test, the Contractor shall be found in non-conformance with the contract requirements and the KO will recommend the employee be removed from the position. In the event of an incident or performance issues arise, the Contractor shall provide proof of training completion (i.e., certification of completion) immediately upon request by the KO or designee. The Contractor shall prepare and submit to the KO or designee an annual statement of training compliance NLT five (5) working days after the end of the fiscal year.

3.6 GOVERNMENT-FURNISHED SUPPORT SERVICES

- A. At no cost to the Contractor, except as noted below, the Government will furnish the services listed in this section to be used exclusively to perform the requirements of this contract.
- B. The B sub-paragraphs identify the Contractor's responsibilities pertaining to Government-Furnished Support Services.

3.6.1 CUSTODIAL

- A. Custodial services for office and warehouse administrative areas will consist of emptying trash, vacuuming, mopping, and dusting for office areas and cleaning restrooms. The Government will provide restroom supplies.
- B. The Contractor shall:
 1. Perform the daily clean up of all warehouse and storage areas, which includes but is not limited to, emptying wastebaskets into the assigned dumpsters and sweeping warehouse and storage area floors. The Contractor shall provide the special cleaning requirements for Electrostatic Discharge (ESD) areas and shall not use topical anti-static spray, waxes, polishes or similar material on the floor mats or tabletops IAW MIL-HDBK 773, Electrostatic Discharge Protective Packaging. The Contractor shall sweep dust and dirt from ESD tabletops and floor mats, as often as needed to prevent any accumulation.

3.6.2 ENVIRONMENTAL

- A. Environmental services will consist of emergency hazardous substance spill response, control and containment support, clean up, and disposal including sampling and/or analysis reports, as required. HAZMAT spills will be handled IAW host installation, federal, state and local laws and regulations.
 1. The Government is responsible for all costs incurred for the disposal of HW such as waste generated in the performance of equipment maintenance or other operations to support the performance of the Contract requirement. Additionally, the Government is

responsible for the cost for disposal of HW resulting from mission stock Disposal Release Orders (DROs).

2. The Government is responsible for all costs associated with penalties resulting from environmental degradation incurred prior to the time the Contractor assumes full performance of distribution services. For any penalties or fines resulting from activities after the Contractor assumes performance, payment, as directed by the applicable agency, will be the responsibility of the Government or the Contractor, based on fault.
3. The Government will serve as the single POC with all environmental regulatory agencies, including interpreting regulations, coordinating inspections and submitting reports and correspondence.
4. The Government is responsible for maintaining the Hazardous Waste (HW) Accumulation site for the turn in of HW IAW the host installation Hazardous Waste Management Plan. The Contractor will be notified of any changes to the accumulation site location.
5. The host installation will maintain the HW EPA Generator Permit.

B. The Contractor shall

1. Assign a Unit Environmental Coordinator (UEC) to participate in environmental programs, internal or external audits, inspections, and regulatory assessments as required by the DDC, and host installation environmental management office. The Contractor's UEC shall ensure environmental compliance, perform corrective actions and submit proper documentation to the KO or designee. The Contractor shall:
 - (a) Participate in environmental programs, internal or external audits, inspections, and regulatory assessments as required by the KO or designee.
 - (b) Submit successful completion of all environmental related training records to the KO or designee as requested
 - (c) Monitor and document permitted equipment as described in the permit. Upon request, the Contractor shall provide the KO or designee with all necessary information, supporting requirements and/or documentation in order to obtain or renew permits covering Contractor activities.
 - (d) Consult the KO or designee for environmental compliance to include National Environmental Protection Act (NEPA) documentation relating to new equipment installation and/or modifications prior to ordering equipment or implementing any changes.
 - (e) Monitor and document actions that may be applicable to or affect any environmental permitting requirements that includes but is not limited to water discharges, generators, parts washers and sawdust collection.
 - (f) Be thoroughly familiar with 40 CFR, Protection of the Environment environmental disposal regulations as well as 49 CFR, Transportation, Hazardous Materials Table to oversee the process and disposal of all HW by accurately identifying HW with a Material Safety Data Sheet (MSDS) or laboratory analysis, maintaining generator logs, packaging, marking and labeling and documenting disposal actions.

- (g) Manage all solid waste in a manner consistent with the host installation Solid Waste Management Plan and comply with the host installation recycling program.
2. Coordinate all environmental compliance issues including contacts with environmental regulatory agencies, inspections, reports, and correspondence, with the KO or designee. The Contractor shall provide the Government with all necessary information, supporting requirements and/or documentation required to obtain or renew environmental compliance permits required by Federal, State, Local and DoD authorities for covering Contractor activities that are regulated by these authorities.
 3. Comply with all host installation environmental regulations such as the Hazardous Materials Plans, Hazardous Waste Management Plans and Spill Control and Countermeasures Plan and Federal, State, and local provisions (i.e., the DDC Environmental Policy), acts (e.g., Emergency Planning and Community Right-to-Know Act (EPCRA), Clean Air Act, Clean Water Act), laws, regulations, EOs, directives, and license requirements pertaining to procuring, issuing, handling, using, storing, recycling, disposal and transporting of HAZMAT, HW and Radioactive Material (RAM).
 4. Coordinate the notification, response, clean up, and disposal of hazardous substance spills with the KO or designee. If it is determined to be an emergency spill, the Contractor employee who reported the spill shall be available for the duration of the spill containment, clean-up and investigation processes to provide all of the pertinent information.
 5. Assist in the containment and clean-up of all Contractor-caused hazardous substance spills as directed by the Incident Commander (IC). The Contractor, KO or designee and host installation will jointly determine if a HAZMAT spill is an emergency spill based on whether the HAZMAT has the potential to enter any drain or sewer; consists of any flammable or combustible materials that pose a safety, fire or explosion hazard; or is beyond the capability of the immediate work personnel. Contractor personnel who are working in the immediate area (both inside and outside of assigned facilities) of a minor HAZMAT spill (i.e., routine work area chemicals) and who are wearing work level Personal Protective Equipment (PPE) shall clean-up the minor HAZMAT spill by using common clean-up equipment and comply with applicable laws, regulations, policies and notifications governing all aspects of a clean-up response. The Contractor shall train Contractor personnel on proper clean-up of spills, containment and disposal procedures and shall comply with DLA and host installation training program requirements as applicable and TE 4.1, Contractor-Furnished Training.
 6. Pay for all costs (e.g., equipment, labor, and supplies) associated with a hazardous spill(s) caused by the Contractor to include spill response, spill containment, clean-up, disposal, sampling and laboratory analysis and all other remedial actions required by Federal, State, Local, and DoD laws and regulations.
 7. Designate at least one (1) trained primary and one (1) alternate persons for HW accumulation site management as the designated Activity Hazardous Waste Coordinator (AHWC) to oversee environmental compliance (see TE 4.1, Contractor-Furnished Training). The Contractor shall provide an AHWC Letter of Appointment to the KO or designee upon designation of each new AHWC and alternate. The AHWC shall monitor and inspect HW accumulation, turn-in, disposal procedures and emergency response procedures.

8. Provide containers for accumulation of empty paint cans, solvent containers, and containers from petroleum based products. Containers shall meet environmental requirements for storage and transport of these items. Prior to disposal, the Contractor shall drain all paint cans into environmentally approved collection containers. The Contractor shall triple rinse empty containers from petroleum-based products and ensure that this rinsing process complies with applicable environmental laws and regulations.

3.6.3 FORMS

- A. Forms services will consist of providing a copy of any form (not produced through an automated system) that is currently used to perform work under these contract requirements. Additionally, the Contractor will be furnished access through the LAN and current forms software to those forms that have been automated. Government forms to be provided are listed with web links in TE 6.1, Government Forms.
- B. The Contractor shall requisition forms through the KO or designee and replenish sufficient quantities of forms that are not available electronically to meet normal operational requirements.

3.6.4 FUELS

- A. See Attachment J.2 for specific requirements.

3.6.5 GROUNDS MAINTENANCE

- A. Grounds maintenance includes maintaining and repairing roads, grounds, and surfaced areas and official parking lots IAW the priorities and levels of service established in current host installation policies and procedures. The Government will also remove weeds in unsurfaced storage areas as needed.
- B. The Contractor shall notify the KO or designee of any other areas that require debris removal on an "on-call" basis, which is defined as a host response to debris removal above and beyond normal debris removal operations. To facilitate stow or issue actions, the Contractor shall remove debris due to rain or movement of material. Delayed response to perform debris removal or outside storage maintenance is not an acceptable reason for Contractor non-performance of the Acceptable Performance Levels (APLs) as identified in TE 5.0, APLs. The Contractor shall provide weed abatement and control measures in Distribution Center designated areas (TE 3.1, GFF) for plants which are determined to be undesirable. Appropriate abatement and control (pre-emergent) measures will be taken when necessary. The Contractor shall comply with host installation directives, regulations, and procedures.

3.6.6 MAIL

- A.** Mail service will consist of a central location on the host installation for the Contractor to pickup and drop-off for administrative mail relating to work performed under this contract. Metered postage equipment and postage will also be available for official government business United States Postal Service (USPS) mail only.
- B.** The Contractor shall pick up and deliver all official mail (e.g., registered, certified mail, express, and return receipt for merchandise mail) from and to the USPS.

3.6.7 MEDICAL

- A.** Emergency medical services will consist of assistance for illness or injury that occurs to any Contractor personnel on the job. The costs of emergency medical services for non-military patients are billed to their insurance carriers.
- B.** The Contractor may call the on-site emergency number for emergency medical services. The Contractor shall provide non-emergency first aid services, supplies and medical services commensurate with the hazards of the workplace.

3.6.8 MILITARY TRAINING

- A.** The Government provides active duty and reserve personnel the opportunity to receive proficiency training by performing the functions described in Section C-5.1 Distribution Services and Performance Requirements through Section C-5.6, Packaging. Training consists of assigning Active Duty and Reserve personnel distribution and warehousing functions to perform IAW Section C-5, Specific Tasks. Details associated with this training will be coordinated between the KO or designee and the Contractor prior to the training being conducted.
- B.** The Contractor shall provide proficiency training opportunities to active duty and reserve personnel from various military organizations. The availability of Active Duty and Reserve trainees is not guaranteed. During their use, the Contractor shall remain responsible for the overall operation and security of the facilities and complying with the APLs established in this contract agreement.

3.6.9 NUCLEAR REGULATORY COMMISSION (NRC) LICENSE

- A.** NRC license services will consist of maintenance of NRC License 37-30062-01. If the Contractor is found to be in non-compliance with the requirements of the NRC license, the KO or designee has the authority to suspend the Contractor's authorization to operate under the license. If this occurs, the Contractor shall be considered to be in default.
- B.** The Contractor shall operate under NRC License 37-30062-01 and be responsible for any fines, penalties, or costs associated with continued operations, cost of facility clean up required as a result of radiation contamination or other damages attributable to the

Contractor's non-compliance. The Contractor shall be responsible for paying all fees associated with required maintenance of the program including, but not limited to, instrument maintenance, repair and calibration costs such as, but not limited to, dry and wet (Liquid Scintillation Analysis) wipes as appropriate, scans and decontamination material. The equipment that requires repair and calibration is included in the TEs and the Technical Library contains historical supply purchases.

3.6.10 PEST MANAGEMENT

- A.** Internal and external pest management services for all GFF and government-owned property will consist of periodic inspection of facilities by government personnel and appropriate abatement and control measures as required. Control measures will be taken against insects, vermin, weeds, fungi, and other animals or plants that are determined to be undesirable.
- B.** The Contractor shall contact the KO or designee if any infestation problems occur. The Contractor shall protect stock from pest infestation and report any pest related damages to the KO or designee IAW DoDI 4150.7, DoD Pest Management Program.

3.6.11 POLICE AND FIRE PROTECTION

- A.** The Government will furnish police and fire protection.
- B.** The Contractor shall:
 - 1. Comply with DoDI 6055.6, DoD Fire and Emergency Services Program. The Contractor shall participate in host installation police and fire programs, drills, and instructions.
 - 2. Develop a standard Fire Evacuation Plan for all work areas and ensure a current fire evacuation diagram is posted in a prominent place in each work area. In the event of a fire, the Contractor shall ensure all employees have been alerted and the building evacuated. The Contractor shall designate a primary and alternate employee to assist the hearing and/or physically impaired during emergency evacuations.
 - 3. Train all employees in the proper use of fire extinguishers and shall provide annual refresher training. The Contractor shall check fire extinguishers for serviceability on a monthly basis, notify the KO or designee of any fire extinguishers requiring service or charging, and respond to instructions from the KO or designee for service or charging. The Contractor shall deliver the fire extinguishers to the host installation fire department for service and return them to their respective locations when service or charging is completed.

3.6.12 RADIO FREQUENCIES (RF)

- A.** RF service will consist of controlled transmitted RFs on base for use of communications radios and receivers.

- B.** The Contractor shall use only those RFs assigned to them. The Contractor shall coordinate requests for changes or additions to RFs with the KO or designee. The Contractor shall comply with all Federal Communication Commission (FCC) regulations.

3.6.13 RECORDS MANAGEMENT

- A.** Records management services will consist of converting those paper documents listed in TE 3.10, Sample Documents Scanned into Electronic Document Management System (EDMS), to electronic records. The electronic records are stored in the EDMS and are available to authorized users. Access to EDMS requires individuals to hold a license. The Government will issue up to 14 EDMS licenses to those persons who perform research in receiving, inventory, and transportation.
- B.** The Contractor shall complete appropriate documentation as necessary for each of the contract requirements. The Contractor shall retain source documents IAW DLAD 5025.30, DLA One Book, Chapter: Distribution and Reutilization, Title: Source Document Retention. Source documents include but are not limited to receipts, issues, shipments, transfers, supply CC changes, and inventory and financial adjustments. The Contractor shall create and maintain complete and accurate hardcopy documentation files for information that is not put into EDMS, including classified records which shall be filed in separate approved security containers from unclassified records IAW DLAD 5025.30, DLA One Book, Chapter: DLA Enterprise Support, Title: DLA Information Security Program. The Contractor shall be responsible for all supplies and transportation costs associated with file retention. The Contractor shall:
1. Coordinate with the KO or designee to develop a document pickup and return schedule to accomplish timely imaging.
 2. Provide ready access to files and documents for scanning and indexing.
 3. Establish and manage priorities for imaging work.
 4. Prepare documents for turnover, including that documents are legible and single-side only for easy scanning, removing staples and other fasteners, sorting and bundling the documents by functional category (e.g., Receiving, Transportation, Inventory, Foreign Military Sales (FMS)) and clearly marking a document number or National Stock Number (NSN) on each piece of paper that does not have a printed number.
 5. Notify the KO or designee if document scanning and indexing is performed unacceptably.
 6. Coordinate with the KO or designee to request modifications to the document scanning contract or additions and deletions to the documents listed in TE 3.10, Documents Scanned into EDMS.
 7. Store or dispose of returned documents IAW DLAD 5025.30, DLA One Book, Chapter: Information Operations, Title: Records Management.

The Contractor shall submit to the KO or designee the names and positions of each Contractor employee who requires an EDMS license prior to the end of the phase-in period. The Contractor may request additional EDMS licenses in writing to the KO or designee during the performance periods. The Contractor's request shall include the names and positions of each

of the current license holders, and the names and positions of each of the Contractor employee(s) for whom additional EDMS licenses are being requested.

3.6.14 REFUSE COLLECTION AND RECYCLING

- A.** Refuse collection and recycling services will consist of refuse collection from assigned exterior dumpsters and collection and transportation of recyclable material to the designated collection center.
- B.** The Contractor shall transport refuse from warehouse and storage areas to the assigned exterior dumpsters. The Contractor shall comply with local regulations concerning refuse removal and recyclable materials collection. The Contractor shall contact the KO or designee if the dumpsters have not been emptied at the regularly scheduled time or if rodent and vermin infestation is observed. The Contractor shall keep the areas around the dumpsters clean and shall not relocate dumpsters. The Contractor shall not put into these containers any HAZMAT, HW, or items deemed recyclable by the host installation. The Contractor shall participate in the host installation's recycling program.

3.6.15 TELEPHONE

- A.** Land-line telephone services will consist of those land-line telephones and levels of service currently located in GFF. The Government will relocate government-furnished land-line telephone equipment.
- B.** Contractor personnel shall not in any way tamper with the land-line telephone distribution system. The Contractor shall notify the KO or designee when maintenance or repair to the telephone line is required or when a change in service is required. The Contractor shall be responsible for all costs associated with Contractor initiated upgrades, changes in service, hardware maintenance, and repair or replacement of land-line telephones. The Contractor shall use long distance phone service only for the purpose of performing the contract requirements. The Contractor shall reimburse the Government for all other long distance calls.

3.6.16 UTILITIES

- A.** Utility services will consist of heat, water, sewage, and electric current at existing outlets as may be required for the work to be performed under the contract requirements.
- B.** The Contractor shall use methods to conserve utilities and comply with the host installation's Energy Resources Management Plan. The Contractor shall implement cost saving conservation methods to reduce electricity consumption relative to goals established by the Government.

SECTION C-4 CONTRACTOR-FURNISHED, EQUIPMENT, MATERIAL, AND SUPPORT SERVICES

4.1 GENERAL INFORMATION

- A.** Except for GFF (see paragraph C-3.2.1, GFF), the Contractor shall provide all equipment, material, and supplies necessary to perform the requirements of this contract. Optional GFE and GFM (see paragraph C-3.2.2, GFE; and Section C-3.3, GFM) are available for use by the Contractor as specified.

4.2 CONTRACTOR-FURNISHED EQUIPMENT

- A.** Except as provided for in FAR Part 52.245-11(c), Government Property (Facilities Use), paragraph c, Title in the Facilities, title to Contractor-furnished equipment shall remain with the Contractor. Contractor-furnished equipment shall meet the same safety requirements as those established for government equipment. The Contractor shall provide PPE.

4.3 CONTRACTOR-FURNISHED MATERIAL

- A.** The Contractor shall furnish all material necessary to perform the contract requirements and shall return to the Government any residual material at the termination of performance of these requirements. A sample of material requirements are listed in the Technical Library, Sample List of Consumable Supplies. No inventory of the material returned to the Government will be taken at the termination of this contract.
- B.** The Contractor shall comply with the following and, upon request, report compliance to the KO or designee:
 - 1. DLAD 5025.30, DLA One Book, Chapter: DLA Enterprise Support, Title: Pollution Prevention and Affirmative Procurement and the DDC-A Affirmative Procurement Guide, which provides the necessary reporting processes for implementing a successful program and includes guidance on compliance matters such as:
 - (a) Providing written certification stating the products meet minimum content standards.
 - (b) Maintaining copies of certification documents.
 - (c) Providing copies of the written certification to the KO upon request.
 - 2. DoD 4140.01-M-1 Compliance for Defense Packaging: Phytosanitary Requirements for Wood Packaging Material (WPM).

3. DLAD 5025.30, DLA One Book, Chapter: Distribution and Reutilization, Title: The DLA Packaging Program, for the inspection, treatment, and marking procedures for the procurement of new commercially-treated wood, and for the treatment of used, remanufactured, repaired, and recycled Wood Packing Material (WPM).
4. FAR Part 52.223-10, Waste Reduction, for preventing or decreasing the amount of waste being generated through waste prevention, recycling, or purchasing recycled and environmentally preferable products.
5. RCRA, Section 6002, USC Title 42, The Public Health and Welfare, Chapter 82, Solid Waste Disposal, Sub-chapter VI, Federal Responsibilities.

4.4 CONTRACTOR-FURNISHED SUPPORT SERVICES

- A.** The Contractor shall perform those support services specifically identified as the responsibility of the Contractor in Section C-3.6, Government-Furnished Support Services, and all other support services not furnished by the Government necessary to perform the requirements of this contract.

4.5 EQUIPMENT MAINTENANCE FOR GOVERNMENT FURNISHED EQUIPMENT (GFE)

- A.** The Contractor shall submit to the KO or designee a written proposed maintenance program not later than 30 calendar days prior to the end of the phase-in period, which shall specifically address but not be limited to the following:
1. How the Contractor will meet the mandatory use of EMACS to maintain records of equipment maintenance and repair actions.
 2. Methods of performing preventative, remedial repair, and corrective maintenance as required on all GFE.
 3. Identification of the personnel resources and the roles and responsibilities for performance of equipment maintenance and any internal management controls.
 4. Identification of other resources necessary to perform equipment maintenance and how these resources will be integrated into daily operations.
 5. Identification of good fleet management practices such as rotating equipment.
- B.** GFE maintenance is critical to the distribution operations. The MHS and MHE is a significant part of the maintenance requirements. In order to assist the Contractor in the development of their maintenance plans, the Government has provided historical scheduled and unscheduled maintenance information in TEs 3.2, GFE-MHS; to 3.5, GFE-Office Equipment.
- C.** The Contractor shall not cannibalize GFE in order to repair or maintain other equipment unless authorized in writing by the KO or designee. Prior to making modifications to any GFE, the Contractor shall submit in writing the proposed changes and receive written approval for the modification from the KO or designee. The Contractor shall maintain an Auto-CAD design with the equipment maintenance records.

D. The Contractor shall perform all electrical work for MHS maintenance including repairs of all existing electrical applications (e.g., roller lines, battery chargers, towveyer) IAW the National Electrical Code (NEC). The Contractor shall ensure maintenance personnel obtain the appropriate Florida State Journeyman Electrical license to include inspection of electrical work or repair as the authority having jurisdiction to ensure compliance to but not limited to the following:

- NEC 90.4 Enforcement
- NEC 100 Definitions Authority having Jurisdiction (AHJ)
- OSHA 1926.431, Maintenance of Equipment
- NFPA NFPA-70 National Electrical Code (NEC)
- NFPA-70B Recommended Practice for Electrical Equipment Maintenance
- NFPA-77 Recommended Practice on Static Electricity
- NFPA-79 Electrical Standard for Industrial Machinery

4.5.1 EQUIPMENT MANAGEMENT AND CONTROL SYSTEM (EMACS)

A. The Contractor shall input work order information such as the date and time: 1) The equipment is non-operational due to unscheduled maintenance; 2) Work is started; 3) Parts are ordered and received; 4) Work is resumed and completed. This information is required to document coordination, costs, progress, equipment, material, and closeout the Equipment Work Order (EWO) upon completion of the PM or repair actions. This input affects the utilization of each piece of equipment any time the equipment is down waiting for parts, maintenance, etc. The input of the current status of the equipment takes the equipment out of the availability status which EMACS will then calculate the accurate equipment utilization rate.

B. The Contractor shall update EMACS maintenance data after each maintenance action within two (2) working days of equipment release date to include:

1. Document PM history, including dates and functions performed and meter reading.
2. Record labor and material costs to repair and maintain each piece of equipment identified by EJON.
3. Document corrective service history, including dates and details of major actions and parts or components repaired or replaced.
4. Complete details of all modifications performed, including approvals, dates, and certification records.
5. Document disposition instructions performed in response to a DLA Form 1311 within two (2) working days.

6. Document start and stop date and time and reason for each time equipment is sitting idle waiting for maintenance and repair for any reason or waiting for parts to complete the repair action.
- C. The Contractor shall update EMACS during the last week of each month with each metered GFE unit's utilization (miles or hours).

4.5.2 SCHEDULED REQUIREMENTS/PREVENTATIVE MAINTENANCE

- A. The Contractor shall use EMACS to generate PM work orders. The Contractor shall perform PM on all GFE accepted by the Contractor. The Contractor shall schedule and accomplish the PM IAW TE 4.2, MHS Equipment PM Tasks, TE 4.3, MHE Equipment PM Tasks and TE 4.4, Other Equipment PM Tasks or IAW the published recommendation of the OEM during the warranty period, and after the warranty period, IAW TE 4.2, 4.3, and 4.4, Equipment PM Tasks. The Contractor may submit proposed changes to the PM tasks addressed in Technical Exhibits to the KO or designee. The Government will provide concurrence or non-concurrence with rationale to the proposed changes within 30 days after receipt. Title will not transfer to the Contractor when parts and components of equipment are replaced.
- B. During the PM, the Contractor shall:
1. Conduct incoming inspections to determine equipment condition and maintenance required. If the Contractor identifies other repair work requirements at the time of PM, the Contractor shall generate a EWO if the repair is \$1000 or less (see paragraph C-4.5.3.1, Repairs \$1000 or less. If the repair is over \$1000, the Contractor shall perform IAW paragraph C-4.5.3.2, Repairs over \$1000.
 2. Perform emission inspections and maintenance to conform to state and local standards to monitor and analyze emissions from non-tactical motor vehicles and must use state and local guidelines in conducting such analyses (See DoD 4500.36-R, Management, Acquisition, and Use of Motor Vehicles, paragraph C12.2.3 for additional guidance).
 3. Dispose of used parts and POL in the appropriate hazardous waste, recycle or trash container.
 4. Properly dispose of tires.

4.5.3 UNSCHEDULED REQUIREMENTS

- A. The Contractor shall use EMACs to generate an Unscheduled Maintenance (UM) EWO for repair requirements. The Contractor shall provide estimates for EWO work and shall perform all work required under an approved EWO. In addition to repair work, the Contractor shall document equipment modifications and alterations actions and provide the following information to the KO or designee:
1. Equipment registration number
 2. Reason for the modification

3. Related descriptions, drawings, and specifications
 4. Cost estimates
 5. Alternatives considered
- B.** The Contractor shall perform the load test or other appropriate proof test only where the adjustment, repair, replacement or alteration or modification was performed on the hydraulic system or components of the lifting device and could result in dropping, uncontrolled shifting, or movement of the load. If holding strength is a function of the parts or components affected by the maintenance work, the Contractor shall perform a load test and certification. The Contractor shall maintain records on completed load testing and certifications and shall submit to the KO or designee upon completion. Historically, the work has included:
1. Analyzing malfunctions and repairs.
 2. Dismantling and reassembling equipment, using hoists and hand tools.
 3. Examining parts for damage or excessive wear, using micrometers and gauges.
 4. Exercising independent judgment in performing such tasks as making circuit analyses, calculating wave forms, and tracing relationships in signal flow.
 5. Operating and inspecting machines or equipment to diagnose defects.
 6. Rebuilding and maintaining power equipment, such as forklifts, stock selectors; motor vehicles, pumps, compressors and pneumatic tools.
 7. Replacing defective engines and subassemblies, such as transmissions.
 8. Replacing O-rings on forklift propane cylinders.
 9. Testing overhauled equipment to insure operating efficiency.
 10. Using complex test instruments such as high frequency pulse generators, frequency synthesizers, distortion analyzers, and complex computer control equipment.
 11. Welding broken parts and structural member.
 12. Troubleshooting and repair of electronic systems, such as control cards, motor, steering and logic (PLC) controllers, hydraulic integrated systems, using manuals, hand diagnostic sets, communication wiring diagrams (schematics) and computers with specific software.

4.5.3.1 REPAIRS \$1000 OR LESS

- A.** For repair actions estimated to costs \$1000 or less, the Contractor is authorized to make any repairs when the total to be invoiced to the Government for all repairs of a piece of equipment is \$1000 or less. For repairs identified during routine PM, the Contractor shall close the PM work order and generate an EWO for repairs \$1000 or less. The Contractor shall notify the KO or designee prior to the repair if the total cost of the repair actions exceed the replacement cost of a piece of equipment. For repair actions under this authorization, the Contractor shall invoice for the actual repair cost to include direct, indirect, and general and administrative expenses for all repairs on a piece of equipment unless those costs

exceed \$1000, then the Contractor shall be limited to invoicing the Government for \$1000 using the EWO Report (see C-6.6.1 Monthly Reports, Report Number 001).

4.5.3.2 REPAIRS OVER \$1000

- A.** For repair actions estimated to costs over \$1000, the Contractor shall provide an estimate to the KO or designee. The Contractor's estimate shall include the following:
1. EJOB and date of repair or scheduled PM EWO in EMACS.
 2. Description of each repair or modification identified.
 3. Estimate of labor hours and cost for each repair or modification identified.
 4. Bill of Material by stock number, nomenclature, quantity, any long lead time requirements, and costs for each repair or modification identified.
 5. If multiple repairs and/or modifications, amount of time required to complete all repairs.
 6. If multiple repairs and/or modifications, discount in total cost if all work is authorized.
- B.** The Government will review the Contractor's estimates and authorize approved work in EMACS. The Government will notify the Contractor, within one (1) working day of receiving the documentation outlined in items A. 1-6 above, on what work has been approved or non-concurred. If during the repair action additional work is identified that exceeds the scope of the approved repair work, the Contractor shall immediately stop work, identify the work and provide an estimate to the KO or designee for approval. If the actual repair cost for all repairs on a piece of equipment exceeds approved estimate(s), the Contractor shall be limited to invoicing the Government for the approved estimated cost.
- C.** In any instance where the Government non-concurs with the Contractor's estimate, the KO or designee will normally return the EWO to the Contractor with reasons for the non-concurrence. For any estimate the Government non-concurs with, the Contractor may be given the opportunity to re-estimate the EWO. If after reviewing the Government's comments, the Contractor shall develop a new estimate for Government consideration. Discussions between the Government and the Contractor may ensue to clarify any points in question.
- D.** The Contractor shall list each invoice greater than \$1000 using the EWO Report (see C-6.6.1 Monthly Reports, Report Number 001) and attaching the individual final invoices for each report exceeding \$1000.

4.5.3.3 ACCEPTANCE AND SUPPORTING DOCUMENTATION

- A.** The Contractor shall not proceed with any EWO repairs actions without prior authorization from the KO or designee, unless it is authorized under C-4.5.3.1, Repairs \$1000 or Less.
- B.** For completed repair action(s) resulting from EWO entered into EMACS, the Contractor shall input work order information required under C-4.5.1, EMACS.

- C.** For completed repair action(s) identified by the Contractor during routine PM actions, the Contractor shall input the following information in EMACS under the PM EWO:
1. Description of each repair completed.
 2. Actual labor hours and cost for each repair identified.
 3. Bill of material by stock number, nomenclature, quantity, and costs for each part and/or supplies used in the repair.
- D.** The Contractor shall retain all documentation supporting the labor hour and material and supply costs for each repair and provide the Government access when requested. When all repair work on a piece of equipment has been completed, the Contractor shall submit an acceptance document to the KO or designee, within one (1) working day for inspection and acceptance of the work. Each acceptance document shall have a unique identification number and will provide the following information for each repair completed on a piece of equipment:
1. Identify source of the authorization to perform the repair or modification
 2. Description of the repair or modification
 3. Actual labor hours and cost for each repair or modification identified
 4. Bill of Material by stock number, nomenclature, quantity, and costs for each part and/or supplies used in the repair or modification
- E.** If the work inspected is found to be unsatisfactory or incomplete, the acceptance document will be returned to the Contractor with an unsatisfactory inspection report that outlines the deficiency. Once the Contractor has satisfactorily completed the work, the Contractor shall resubmit the acceptance document for approval to the KO or designee.

4.5.3.4 SUPPORTING COST DATA AND REVIEW OF EWO COSTS

- A.** The Contractor shall retain complete, detailed and traceable description of costs for the performance of each EWO repair to include all information related to the estimated costs of the work. The Contractor shall provide access to records necessary to permit an adequate evaluation of the proposed cost within five working days of a request by the KO or designee. Cost refers to all of the Contractor's estimated costs to include direct, indirect, and general and administrative expenses. For all repairs performed, the Contractor shall group records supporting the cost by invoice submitted.
- B.** For repairs performed under the \$1000 or less authorization, the Government reserves the right to audit the cost data for any repair accepted and/or paid by the Government. If the Government determines the cost for a repair to be unsupported or in error, the KO or designee will notify the Contractor of improper cost. In response to the notice, if the Contractor disagrees with the KO or designee's determination, the Contractor shall explain within seven (7) working days, in writing and with supporting documentation, what cost is valid and supportable. The KO or designee will evaluate the contractor's explanation and determine the appropriate action, to include withholding of payment from a subsequent

invoice to recover an overpayment. If the Contractor submits unsupported invoices and/or unreasonably priced or unsupported cost estimates the KO may determine that such action by the Contractor as non-performance of the requirements.

4.5.4 CALIBRATION AND CERTIFICATION

- A.** The Contractor shall perform calibration and certification tests according to the Original Equipment Manufacturer (OEM) specifications and OSHA standards, for equipment that has the function of providing an accurate measurement against a known standard. The Contractor shall maintain records on completed calibration and submit results, to the KO or designee.

4.5.5 EQUIPMENT DISPOSAL

- A.** The Government will generate a EWO for equipment disposal actions. The Contractor shall perform a technical inspection using DLA Form 1730 and document recommended disposal actions to the KO or designee using DLA Form 1311. Upon notification of an approved equipment disposal action from the KO or designee, the Contractor shall:

1. Perform equipment disposal IAW DLAD 5025.30, DLA One Book, Chapter: DLA Enterprise Support, Title: Support Disposal Process.
2. Remove any usable special equipment (i.e., radios) as well as all government lettering and markings
3. Complete DLA Form 1730, Vehicle Technical Inspection

- B.** Upon completion of disposal documentation, the Contractor shall:

1. Provide the DD Form 1311 to the KO or designee.
2. Stage equipment as directed by the KO or designee.
3. Load equipment onto conveyances from transportation for equipment.
4. Update EMACS with the disposal actions and date.

4.6 CONTRACTOR-FURNISHED TRAINING

- A.** The Contractor shall provide the training identified in TE 4.1, Contractor-Furnished Training, and any other training that is not identified as government-furnished but which may be required for Contractor personnel to comply with the contract requirements. The Contractor shall be responsible for all costs associated with this training. The Contractor shall maintain copies of training records, designation letters and certificates on site and make them available for the KO or designee to review upon request. The training records shall include, at a minimum, the name of the employee, the name of the course, the source of the training, a description of the training provided and the date the employee successfully completed the training.

4.6.1 HAZARDOUS MATERIAL, HAZARDOUS WASTE, AND SAFETY TRAINING

- A.** IAW 49 CFR, Transportation, Volume II, Part 172.704, Training Requirements a new HAZMAT employee, or a HAZMAT employee who changes job functions, may perform those functions prior to the completion of Contractor or government-furnished training and receipt of certification provided that:
1. The employee shall perform those functions under the direct supervision of a properly trained and certified HAZMAT employee; and
 2. The employee shall complete the training within 90 calendar days after employment or a change in job function.
- B.** At a minimum, the Contractor shall provide the HAZMAT and HW training identified in TE 4.1 Contractor-Furnished training.
- C.** Upon successful completion of the Hazardous Material (HAZMAT) Preparer Certification training, the Contractor shall submit a request to the KO or designee for an appointment order (letter) along with a copy of the training certificate. Upon receipt from the KO or designee, the Contractor shall keep appointment order on file. The Contractor shall be responsible for any fines, penalties, and costs associated with the improper classification, description, packaging, marking, or labeling of HAZMAT certified by Contractor personnel.
- D.** In the event the Contractor no longer employs an employee trained and certified for RPO requirements during the phase-in period, the Contractor shall provide the 80-hours of initial training.
- E.** The Contractor shall maintain employee training and certification records for as long as the individual works for the Contractor as a HAZMAT employee and for 90 calendar days thereafter.

SECTION C-5 SPECIFIC TASKS

The following is an outline of Section C-5:

- 5.1 Distribution Services and Performance Requirements
- 5.2 Receiving
- 5.3 Storage
- 5.4 Physical Inventory Control
- 5.5 Issue
- 5.6 Packaging
- 5.7 Special Functions
- 5.8 Special Projects
- 5.9 Conferences

5.1 DISTRIBUTION SERVICES AND PERFORMANCE REQUIREMENTS

- A. The Contractor shall assume the responsibility for meeting APLs as specified in TE 5.0, upon completion of the phase-in period. Where the APLs specified in TE 5.0 conflict with the performance requirements outlined in the directives listed in C-6.4, Publications and Directives, the APLs contained in TE 5.0 shall take precedence.

5.1.1 PROPERTY ACCOUNTABILITY

- A. The Contractor shall maintain the custody and care of the Government's mission stock and all government furnished property set forth in the TEs. At all times during the performance of the contract requirements, title to the mission stock and all other government-furnished property shall remain vested with the Government. In exercising care and custody, the Contractor shall safeguard and accomplish quantitative and physical control over all mission stock and government furnished property.
- B. The Contractor shall provide the proper protection for classified information and material under their custody and control. If there is a loss, security violation, or possible compromise to classified information or material, the Contractor shall immediately:
 - 1. Notify the KO or designee IAW DLAD 5025.30, DLA One Book, Chapter: DLA Enterprise Support, Title: DLA Information Security Program and the DLAI 5200.12, DLA Information Security Program.
 - 2. Perform a Rapid Assessment to confirm that a loss, security violation, or possible compromise has occurred.
 - 3. Prepare a written report of the results and provide to the KO or designee within two (2) working days of the identification. If necessary, the KO or designee will conduct a Preliminary Investigation and provide the results to DES DDC-ES.

5.1.1.1 LIABILITY FOR MISSION STOCK

- A.** The Contractor shall notify the KO or designee within one working day upon discovery of the loss, damage or destruction of mission stock not documented through DSS Inventory Adjustment Vouchers (IAV) process. The Contractor shall initiate an unscheduled inventory immediately (see paragraph C-5.4.1, General Requirements for Physical Inventory Control). Upon request of the KO or designee, the Contractor shall investigate and research any loss, destruction, damage, or inventory adjustment of mission stock and provide the results within two (2) calendar days.
- B.** After causative research (see paragraph C-5.4.1.2, Research of Potential or Actual Physical Inventory Adjustments), the Contractor shall initiate a Financial Liability Investigation of Property Loss (FLIPL) by completing blocks 1 through 11 of the DD Form 200 IAW DLAD 4140.69, Inventory Adjustment Research and DDCI 7500.1, DDC Financial Liability Investigation of Property Loss. This shall occur as directed by the KO or designee or when an adjustment remains and meets the criteria below IAW DoD 7000.14-R, DoD Financial Management Regulations (FMRs), Volume 11, Special Accounts Funds and Programs, Chapter 7, Financial Liability for Government Property Lost, Damaged or Destroyed:
1. The loss is a sensitive or classified item regardless of the dollar value.
 2. The loss is a pilferable item and the extended value of the adjustment exceeds \$2,500.
 3. The loss is suspected to have been caused by theft, negligence, or abuse, regardless of the dollar value.
 4. The loss is an uncontrolled item with a dollar value of \$50,000 or higher.
 5. There are repetitive losses and the cumulative dollar value of the inventory losses equal or exceed the projected cost of the FLIPL.
 6. When recommended by the KO or designee (e.g., large dollar losses, critical application).
- C.** The Contractor shall attach all causative research documentation to the DD Form 200 and forward to the KO or designee for FLIPL investigations resulting from Inventory Adjustment Vouchers (IAVs) and special research requests (no IAV).

5.1.1.2 LIABILITY FOR GOVERNMENT PROPERTY

- A.** The Contractor shall be held financially liable for loss, damage, or destruction of government property caused by negligence, willful misconduct or unauthorized use. The KO will make the pecuniary liability determination when a Contractor's negligence results in loss, damage, or destruction of Government property.
- B.** The Contractor shall:
1. Notify the KO or designee immediately when it discovers the gain, loss, damage or destruction of government equipment or property

2. Conduct an initial search and/or informal investigation into the loss or damage of equipment or property and forward all research data to the KO or designee.
 3. Cooperate in any subsequent investigations.
- C.** The Contractor shall initiate, complete and provide a DD Form 200 by completing blocks 1 through 11 within seven (7) calendar days from identification of the suspected loss, damage or destruction of equipment or property is revealed and meets the criteria below to the KO or designee:
1. The item is on the accountable property system record, or;
 2. The item should have been on the Accountable Property Records based on having a purchase value equal to or greater than \$300 (except furniture) and all pilferable items, or;
 3. The loss is suspected to have been caused by theft, negligence, or abuse regardless of the dollar value.

5.1.2 INDEMNIFICATION AND LIMITATION OF LIABILITY

- A.** The Contractor shall indemnify the Government and hold it harmless against claims for injury to persons or damage to property of the Contractor or others arising from the Contractor's possession or use of the government facilities, from its activities, or from its use, care and custody of the mission stock and government equipment and supplies relating to the performance of this contract.
- B.** When the KO determines that any loss, damage or destruction of mission stock or other government property is caused by the Contractor's negligence, willful misconduct or unauthorized use, the KO may off-set payments under the contract by the determined value of the loss, damage or destruction. The Contractor's liability per occurrence shall be limited to \$50,000 with a total limit of liability of \$1,000,000 per year. This limit of liability does not apply to the Government's right to indemnification.

5.1.3 INFORMATION TECHNOLOGY (IT)–DATA SYSTEMS

- A.** The Contractor shall prepare and submit a DD Form 2875, System Authorization Access Request (SAAR) for government-furnished data systems prior to access. Additional DD Forms 2875 may be required dependent upon the individual security requirements of each system.
- B.** The Contractor shall report the impact of non-availability of data systems. The Contractor shall use the thresholds identified in TE 3.7, IT Troubleshooting Guidelines, to classify any data system problems. The Contractor shall prepare and submit an Incident Report (IR) to the KO or designee for all data system problems IAW TE 3.7, IT Troubleshooting Guidelines. The Contractor shall include a technical explanation in the IR as well as a statement describing the impact of the downtime on the Contractor's operations.

- C. The following paragraphs identify specific Contractor requirements for the use of DSS, DSS-Management Information System (MIS), and Query Management Facility (QMF):

5.1.3.1 DISTRIBUTION STANDARD SYSTEM (DSS)

- A. The Contractor shall use DSS in the performance of warehouse and distribution operations and shall complete all required transactions in DSS in the performance of the requirements in Section C-5, Specific Tasks. The Contractor shall maintain user-controlled elements of DSS in a manner that protects the integrity of the data IAW the DSS Manual and the Computer Associate (CA)-Dispatch User's Manual.
- B. The Contractor shall perform maintenance on DSS files that impact day-to-day operations and/or performance of the Distribution Center in the various applications of DSS. The Contractor shall maintain the DSS maintenance programs contained in TE 5.3, Contractor Load and Maintain Programs (DSS). This list may change during the performance periods based on site need, policy changes, and system upgrades or changes. The Contractor shall implement all upgrades and system changes to DSS and shall maintain any additional maintenance programs as directed by the KO or designee.
- C. Due to the integral nature of DSS in Distribution Center operations, it is expected that periodic unscheduled downtime and slow response time may cause work disruption in performing the requirements of this contract. In addition to DSS downtime, the interface between DSS and the Stock Control System (SCS) experiences periodic disconnects. Historically these disconnects have lasted a few minutes before the connection is re-established. The Contractor shall take prudent steps to minimize any lost productivity associated with DSS downtime or SCS disconnects.
- D. DSS will also undergo periodic scheduled downtime for maintenance. Due to nightly recycle Customer Information Control System (CICS) processing of DSS, the Contractor shall be unable to access DSS during the times established by the Defense Information Systems Agency (DISA). On Saturday and Sunday, the system is subject to extended downtime due to hardware, software, communication upgrades, and maintenance. Additionally, on every third Sunday, the system is unavailable for use, at the discretion of the DISA. The Contractor shall furnish a DSS POC to serve as the focal point for the Government in receiving communication and responding to information pertaining to DSS.
- E. In the event DSS is down, the Contractor shall use data from the web-based DSS Quantity by Detail/Quantity by Owner (QBD/QBO) Inquiry System on the DDC Intranet at <https://ddcnet.ddc.dla.mil> as backup documentation for processing Special Requests. This system is provided and established by the Government for contingency efforts and contains Quantity by Location (QBL) detail and owner or IM assets information extracted from DSS. The Contractor shall also request the KO or designee to electronically transfer the updated data to the Distribution Center server on a weekly basis and shall maintain additional backup files. The Contractor shall input any documents processed off-line into DSS as the system becomes available.
- F. In the event the base closes due to inclement weather, the normal DSS batch cycle schedule will remain in place unless the Contractor submits a specific request through the KO or designee, to the DECC, with a courtesy copy and phone call to the DDC Command

Control Center (CCC) and the J6N Help Desk, to change or cancel any pre-scheduled MRO cycle(s), wrap-up, Book-to-Book, or end-of-day times.

5.1.3.2 DISTRIBUTION STANDARD SYSTEM-MANAGEMENT INFORMATION SYSTEM (DSS-MIS)

- A.** The Contractor shall perform the following functions for DSS-MIS IAW the DSS-MIS Procedures Guidance:
1. Monitor DSS-MIS data transmission.
 2. Review and correct DSS-MIS errors on a daily basis.
 3. View Location Table information.
 4. View Work Center information.
 5. View Audit Request information.
 6. Identify, collect and submit manual counts.
 7. View DSS-MIS Glossary Statistics information.
- B.** The Contractor shall be furnished appropriate access for Automated Work Counts (AWC) and to daily flat files (available in CA-Dispatch). The Contractor may use the flat files, which reflect the transaction images passed to DSS-MIS, to validate the workload data reflected in the Glossary Statistics.
- C.** The Contractor may submit an audit request when any potential discrepancies in workload data are suspected or discovered. Audit results provide a means for the Contractor to validate and confirm those discrepancies.
- D.** The Contractor shall contact the KO or designee for the following:
1. Questions or concerns regarding data transmissions.
 2. Assistance regarding errors when the Contractor encounters problems performing the necessary research or when a systems error or problem is suspected.
 3. Additions, Changes, or Deletions or questions concerning the Location Table.
 4. Additions, Changes, or Deletions or questions concerning Work Centers.
 5. Requests for audits.
 6. Input of manual counts.
 7. Workload discrepancies in the Glossary Statistics information.
- E.** The Contractor shall research all DSS-MIS errors that are not related to Work Center and Location Tables and complete the appropriate corrective action(s). The Contractor shall exercise extreme caution in deleting errors and delete only those, which after thorough research, have been determined to be invalid workload. The Contractor shall create and retain backup documentation for any changes made to DSS-MIS transactions for the

purpose of correcting errors. The Contractor will not receive a workload count for receipts and issues that are rejected in DSS-MIS until those rejections have been corrected.

5.1.3.3 QUERY MANAGEMENT FACILITY (QMF)

- A.** The Contractor shall be initially authorized five (5) QMF Conventional User accesses; however, if the Contractor is able to justify additional requirements for Conventional User accesses to the KO or designee, no more than a total of ten Conventional User accesses will be authorized. The Contractor may use this access to edit and execute existing queries and reports and create new queries and reports. This access will also provide "Read Only" capability for databases; however, it will not allow any insertion, modification or deletion of any database records. The Contractor shall have a trained QMF query writer to write new queries as requested or directed by the KO or designee.

5.1.4 QUALITY CONTROL/CUSTOMER SATISFACTION PLAN (QC/CSP)

- A.** DDC and DLA are committed to a highly interactive relationship between quality control by the Contractor and quality assurance by the government recipient of services. This new relationship shall be achieved through a Prevention Based Quality System dedicated to ensuring the best possible products and services to the end user of DDC services. The Contractor shall provide a QC/CSP compliant with FAR 52.246-4(b), "Inspection of Services-Fixed Price", as specified in Section L. The Contractor's quality system shall demonstrate its prevention-based outlook by meeting the objectives throughout all areas of performance (e.g., all functional areas, all APL and non-APL requirements).
- B.** The Contractor shall develop a detailed QC/CSP which specifically addresses methods for meeting performance standards, customer requirements, and complying with applicable regulations. The purpose of the plan is to provide the quality control and customer satisfaction methodology, processes, techniques, and tools that will result in meeting or exceeding the performance requirements for quality and timeliness. The Contractor shall delineate in the QC/CSP a quality control program that is prevention based and an approach to customer satisfaction that is proactive. The Contractor shall at a minimum address the following items in their plan:
1. Quality Control:
 - (a) The Contractor's quality control system shall outline the tasks performed by the Contractor to sustain or improve quality of work and ensure work meets contract requirements. The Contractor shall include in the plan:
 - Details of surveillance methods to be used.
 - Frequency of QC inspections.
 - Lot and sample size determinations.
 - Documentation requirements.
 - How nonconforming supplies and services will be corrected.
 - Preventative action plans to reduce future nonconforming supplies and services.

- How QC results will be provided to the Government.
- Identify procedures for developing and executing a surveillance schedule to ensure the most appropriate frequencies (e.g., monthly, weekly, daily inspections) are used.
- A sample of all documents that will be used for quality control actions. This includes surveillance methods, sampling plans (defining the lot and source of lot counts, the Acceptable Quality Limit (AQL), the sample size, the criteria used to determine the acceptability of the lot, and the maximum number of defective items that will allow the lot to be accepted using ANSI/ASQ Z1.4.-2003 procedures and tables), surveillance checklists, observation reports, corrective and preventative action reports, analytical reports, etc.

An example of the required information is as follows:

Inspection Activity & Requirement	Significance Level of Nonconformance	Frequency	Inspection Method	Lot Size	Sample Size/Accept-Reject Number	Process	Source of Info
RCN: annotated on material – 100%	Major	Daily	Random sample	Monthly average based on the preceding 12 months of total receipts	Normal sampling plan based on ANSI/ASQ Z1.9-2003	Particular time varies by day using random selector for time	DSS batch report
New Procurement and Retail Receipts: tailgate/turn-in to stow and post to accountable record in one day or less (average)	Major	Daily	Random sample based on two different lot sizes, one for New Procurement and one for Retail Receipts received by a particular time	Monthly average based on the preceding 12 months of total new procurement receipts and a separate lot for retail receipts	Normal sampling plan based on ANSI/ASQ Z1.9-2003	Particular time varies by day using random selector for time	DSS
Forklift Maintenance <ul style="list-style-type: none"> • Monitor daily operator 	Minor	Weekly	Random sample	GFE TE or equipment listed in EMACs	Normal sampling plan based on ANSI/ASQ Z1.9-2003	Selecting vehicle using list of equipment by	TE or EMACS

Inspection Activity & Requirement	Significance Level of Nonconformance	Frequency	Inspection Method	Lot Size	Sample Size/Accept-Reject Number	Process	Source of Info
check sheet, e.g., filled out daily? • Observe operator performing pre-start checks						EJON order	
Facility Maintenance/ Security: • Observe security and work area lighting, e.g., dark areas, bulbs burnt out?	Major	Weekly	Random Sample of facilities then Direct Visual observation	All Facilities	Normal sampling plan based on ANSI/ASQ Z1.9-2003	Select facility to walk through using numerical sequence of bldg # and randomly selecting bldg(s) for the week	TE 3.1, GFF

2. Customer Satisfaction.

- (a) System for communicating with customers and obtaining feedback.
- (b) System for tracking the receipt, progress, and resolution of customer complaints.
- (c) Methods for identifying customer needs and expectations and implementing them throughout the workforce.
- (d) Methods for measuring customer satisfaction.
- (e) Establishment of a customer satisfaction reporting system.
- (f) Samples of all documents that will be used for quality control and customer satisfaction actions. This includes surveillance methods, sampling plans (surveillance frequency, defining the lot and source of lot counts, the AQL, the sample size, the criteria used to determine the acceptability of the lot, and the maximum number of defective items that will allow the lot to be accepted using ANSI/ASQ Z1.4-2003 procedures and tables), surveillance checklists, observation reports, corrective and preventative action reports, analytical reports, etc.
- (g) Methods of direct and indirect, formal and informal communications with the Government regarding customer satisfaction.

- B.** The Contractor shall develop the QC/CSP to: (1) encourage Contractor innovation and flexibility to achieve the benefits of continuous improvement; (2) build and maintain cooperative relationships between the Contractor and KO or designee, DDC, and DLA; and (3) specify the Contractor's responsibility for management and quality control actions to meet the terms of the contract. Within 24 hours of completion of QC inspections, the Contractor shall provide to the KO or designee all reports as a result of the Contractor's quality control efforts as well as any summary information used to track quality control and customer satisfaction, including any charts, or graphs indicating trends.
- C.** The QC/CSP of the successful offeror will be incorporated into and become part of this contract after appropriate revisions are incorporated as required by the KO or designee. Changes made after KO or designee approval shall be submitted in writing to the KO or designee for review and approval. The Contractor shall submit a final site specific QC/CSP to the KO or designee not later than 45 calendar days prior to the end of phase-in. The Contractor's QC/CSP shall be maintained throughout the life of the contract and shall include the Contractor's procedures to routinely evaluate the effectiveness of the plan to ensure the Contractor is meeting the performance standards and requirements of the contract.
- D.** DDC and DLA will implement a Quality Assurance Surveillance Plan (QASP) (see QASP in Technical Library) to ensure acceptable performance is achieved. The KO or designee will tailor the QASP based on the Contractor's QC/CSP. The QASP documents QC/CSP effectiveness and provides a systematic method to evaluate the services the Contractor is required to furnish.

5.1.5 CUSTOMER SERVICE SUPPORT

- A.** The Contractor shall provide customer service support for all functional areas covered in this contract, which includes providing assistance to customers receiving logistical support and services. The Contractor shall establish customer support procedures that includes but is not limited to customer service hours, location and directions to customer service office, Contractor specific instructions to customers, during phase-in and provide these procedures in writing to the KO or designee 30 calendar days prior to assuming operations. Upon receipt of KO or designee approval, the Contractor shall make the procedures available to all customers in writing.

5.1.5.1 ON-CALL RESPONSE ROSTER

- A.** Prior to the conclusion of the phase-in period, the Contractor shall create a roster of personnel to be on call to provide customer support, which may include but is not limited to processing emergency requisitions. The names and numbers on the roster shall be listed in the order the personnel will be called; (i.e., the first name and telephone number will be called first, the second will be called if the first does not answer). The Contractor shall provide the roster to the KO or designee and shall maintain the callback roster by providing updates as personnel change throughout the performance periods.

- B. The on-call personnel shall respond within two (2) hours of receiving the call to provide customer support.

5.1.5.2 CUSTOMER ASSISTANCE

- A. The Contractor shall provide customer support operations at a minimum of Monday through Friday. The Contractor shall respond to customer service requirements outside normal business hours IAW C-5.1.5.1, On-Call Response Roster and C-5.1.5.4, ESOC and Emergency Requisitions. When interfacing with customers, the Contractor shall coordinate as appropriate with other commands and organizations in the supply chain to resolve supply distribution and readiness problems.
- B. The Contractor shall:
 - 1. Provide labor hours and material cost estimates on request.
 - 2. Respond to customer inquiries as follows:
 - (a) Expedited requests for information, inspections and shipping status within 24 hours.
 - (b) Routine requests for information and inspections within two (2) working days.
- C. If the requests cannot be answered within these timeframes, the Contractor shall send to the KO or designee a reason the timeframe cannot be met and a request for additional time.
- D. The Contractor shall:
 - 1. Provide status reports for material shipments.
 - 2. Provide scheduled escorted warehouse visits, upon receipt of an approved request from the KO or designee, for the customer to perform a limited technical inspection to evaluate and resolve quality, packaging, and technical problems beyond the DLA's capabilities (NOTE: Escorted visits are considered special inspections (see paragraph C-5.3.1.1.3, Special Inspections (Type 5 Discrepancy))).
 - 3. Provide space for the inspection of assets or other required action.
 - 4. Remove assets from location and staging for inspection or other required action.
 - 5. Repack and restow assets.
- E. In order to support all customers, when requested by the KO or designee, the Contractor shall also provide the following customer support services:
 - 1. Participate in or provide tours of applicable operations, which may include giving a brief summary of the operations.
 - 2. Participate in conferences, meetings or briefings held in conjunction with the visit or tour.
 - 3. Provide input regarding status of ongoing work or Contractor capabilities to accomplish new work.

5.1.5.3 STOCK IN-TRANSIT SUPPLY DISCREPANCY REPORTS (SIT SDR)

- A. Stock In-Transit (SIT) includes but is not limited to stock redistributions, stock referrals, off-loads, retrograde transshipments and returns from commercial or other service repair facilities. In support of the Navy's SIT efforts, a web-based alert system was designed to notify DoD and commercial activities concerning missing or incomplete shipping and receipt information. The purpose of the SIT SDR process is to resolve unmatched transactions and to provide a closed loop tracking system for all Navy-owned material within the prescribed DoD timeframes.
- B. Within 15 calendar days of the Contractor assuming full performance, the Contractor shall provide to the KO or designee at least three names and the email addresses of Contractor employees who will be responsible for working Navy SIT SDRs and shall update these names and email addresses as necessary. The Contractor shall initially establish and update the names and email addresses on the Navy's website.
- C. The Navy will send an email alert that will be received via the DDC email system to the Contractor names established on the Navy's website <https://sdr.navsup.navy.mil> that have been designated by the Contractor as being responsible for reviewing and working SIT SDRs. The Contractor shall sign on to the Navy SIT SDR system every workday to work any open or unresolved SIT SDRs listed. Once a SIT SDR is received for either a receipt or issue, the Contractor shall research the unmatched record, including but not limited to researching the mode of shipment, Standard Carrier Alpha Codes (SCAC), tracking number, signature, inventory records, and websites, and provide a valid reply code and valid descriptive response within the prescribed timeframes (see DLAI 4140.55, Reporting of Supply Discrepancies for issue SDR timeframes and DoD 4000.25-2-M, MILSTRAP for receipt SDR timeframes). The Contractor shall respond to all SIT SDRs for Classified and Sensitive material within 30 days of notification and to all other SIT SDRs within 55 days of notification.
- D. The Contractor shall also use the SIT SDR program to provide POS, Proof of Receipt (POR), and Proof of Delivery (POD) to the NAVICP to show the material was shipped, received, and delivered. If the customer believes the POD is invalid and Advanced Traceability and Control (ATAC) was the carrier, NAVICP will assist in pursuing resolution with the transportation carrier. Where ATAC was not the carrier, the Contractor shall pursue resolution.
- E. When research concludes the material was not shipped, the Contractor shall ship the material unless the customer requests an MRO cancellation at which point the Contractor shall process an issue reversal to update all records.
- F. The Contractor shall respond to follow-up research directed by the KO or designee to correct discrepancies found by the Government or customer, such as, but not limited to, receipts posted to the wrong National Item Identification Number (NIIN), owner or IM, or document number. The Contractor shall make the corrections in DSS and provide notification in the SIT SDR program as required. Where discrepancies on issues are found by the Government or customer, such as the MRO was not correctly closed or the signature is missing on required local deliveries that should have been manifested, or other POS information is missing (e.g., carrier tracking number, SCAC, or mode of shipment), the

Contractor shall take action to correct in DSS and provide the missing information in the SIT SDR reply to the Navy.

5.1.5.4 EMERGENCY SUPPLY OPERATIONS CENTER (ESOC) AND EMERGENCY REQUISITIONS

- A.** When directed by the KO or designee, the Contractor shall operate an ESOC during periods other than normal duty hours in order to fill and ship or deliver DSS emergency requisitions (MROs) received via facsimile, email, or a DSS MRO queue monitoring system within the appropriate APLs.
- B.** The Contractor shall verify emergency requisitions are owner or IM authorized prior to releasing the material and process emergency requisitions using the DSS exception data or supplemental data printed on the document.
- C.** The Contractor shall respond to the Customer Interaction Center (CIC) or HQ DDC Staff for emergency requisition processing during periods other than normal duty hours (see paragraph C-5.1.5.2, Customer Assistance). The Contractor shall provide resources to resolve mission deficiencies related to emergency requisitions support with two (2) hours of notification outside of the Contractor's normal business hours. The Contractor shall notify the Customer Interaction Center (CIC) agent immediately if an MRO sent by them creates a discrepancy. The Contractor shall also respond to the DLA Contact Center or CCC staff during duty hours, as required, to provide expedited services or perform research of MROs.
- D.** The Contractor shall maintain a log of ESOC activities by shift, including but not limited to the time, date, sequence, and detail of events. At the end of each shift, the Contractor shall email the log to the KO or designee. The Contractor shall retain a copy of each log for one (1) year and provide copies to the KO or designee upon request.

5.1.6 STOCK READINESS

- A.** Stock Readiness involves the tasks needed to ensure that the proper condition of material upon receipt and in storage is known and reported, and the material is provided with adequate packaging protection to prevent any degradation to lower CCs.
- B.** The Contractor shall perform all tasks necessary to comply with the requirements of the DLAI 4145.4, Stock Readiness, and the SWARM Stock Readiness Training Manual including but not limited to:
 - 1. Document and record the condition of all material received and maintained in storage at the Distribution Center using DSS.
 - 2. Document and record packaging discrepancies for material received and maintained in storage at the Distribution Center using DSS generated SF 364s, DD Form 1225s and Contractor-developed Excel spreadsheets.
 - 3. Perform all packaging actions at the time of receipt on discrepant packaging as specified in paragraph C-5.2.1.4, Product Receipt Evaluation.

4. Perform all packaging actions at the time of receipt for on-base maintenance returns.
 5. Provide minimal protection to maintenance return material to prevent any deterioration to a lower CC when maintenance returns are stowed in a temporary storage location (i.e., packaging area) at receipt awaiting completion of packaging.
 6. Provide minimal protection to customer return material that has discrepant packaging identified at time of receipt and does not have a Pre-positioned Material Receipt Document (PMRD) to prevent any deterioration to a lower CC prior to placing the material in storage.
 7. Perform all packaging actions required by the disposition instructions of the owner or IM resulting from the Contractor's submission of a SF 364 or DD Form 1225 (see paragraph C-5.2.1.4.1, SDRs (Type 8 or 9 Discrepancies).
 8. Perform COSIS actions and document and record the condition of material and its packaging (DD Form 1225).
 9. Perform all packaging actions needed to issue material IAW applicable packaging standards. (See Section C-5.6, Packaging.)
 10. Operate an active container reclamation program to obtain the maximum availability and reuse of SPI containers and other Long Life Reusable Containers (LLRCs) and packaging materials used to package repairable and recoverable items. (See paragraph C-5.6.4.1, Container Reclamation Support.)
- C. The receiving, storage, and issuing requirements associated with Stock Readiness are delineated in Sections C-5.2, Receiving; C-5.3, Storage; C-5.5, Issue, and C-5.6 Packaging.

5.2 RECEIVING

- A. The Distribution Center receives material for storage and distribution that is transported by a variety of commercial and government carriers. The Contractor shall perform the receipt of material IAW the TE 5.0, APLs. Characteristics of material received are included in paragraph C-2.1.1, Characteristics of Material Processed. The receiving process begins with the inbound traffic management and scheduling for the unloading process. The receiving process ends when the material is physically stowed (see paragraph C-5.2.3, Stow) or processed as a transshipment.

5.2.1 GENERAL REQUIREMENTS

- A. The Contractor shall accomplish receipt processing IAW the following:
- DDCM 6055.20, Radiological Health Program
 - DLAD 5025.30, DLA One Book, Chapter: Distribution and Reutilization
 - DLAI 4140.55, Reporting of Supply Discrepancies
 - DLAI 4145.11, Storage and Handling of Hazardous Materials, Chapter 3, Receipt of Hazardous Materials

- DLAI 4145.4, Stock Readiness
- DLAM 4140.2, Supply Operations Manual, Volume III, Defense Depot Transportation and Supply Procedures, Chapter 3, Receipt Transactions
- DLAR 4145.11, Safeguarding of DLA Sensitive Inventory Items, Controlled Substances, and Pilferable Items of Supply
- DLAD 5025.30, DLA One Book, Chapter: DLA Enterprise Support, Title: DLA Information Security Program
- DoD 4000.25-2-M, MILSTRAP, Chapter 4, Receipt and Due-In and Chapter 6, Material Receipt Acknowledgment
- DoD 4140.01-M-1 Compliance for Defense Packaging: Phytosanitary Requirements for Wood Packaging Material (WPM)
- DoD 4140.27-M, Shelf-Life Management Manual, Chapter 4, Receiving, Storage, Surveillance, and Extensions
- DoD 4500.9-R, Defense Transportation Regulation (DTR), Part II, Cargo Movement, Chapter 210, Transportation Discrepancy Report (TDR), and Appendix I, Transportation Discrepancy Reporting (TDR) Instructions
- DSS generated exclusion data, which entails responding to inspection requirements in paragraph C-5.3.1.1.3, Special Inspections (Type 5 Discrepancy)
- MIL-STD 129, Military Marking for Shipment and Storage
- MIL-STD 2073-1, Standard Practice for Military Packaging
- SWARM Receiving Manual

B. The Contractor shall receive material IAW the requirements in the following paragraphs:

5.2.1.1 INBOUND TRAFFIC MANAGEMENT

A. The Contractor shall establish and operate an inbound truck control system and establish procedures and minimum standards for the physical protection of DLA personnel, installations, operations, and assets. The Contractor shall control all movement of inbound commercial carriers entering the Distribution Center areas to deliver material by annotating the DLA Form 1617 or host installation equivalent. The Contractor shall have on file with the KO or designee, a signed DD Form 577 for authorized personnel that apply seals, remove seals, or release carriers.

B. The Contractor shall accomplish inbound truck control to include, but not limited to:

1. Establishing the Receipt Control Number (RCN), which is the tailgate date and time of arrival of the conveyance. The Contractor shall use this RCN for input in to the DSS receipt processing screen.
2. Issuing and controlling intra-Distribution Center seals.
3. Directing and, where necessary, escorting carriers to the appropriate receiving area.

4. Releasing commercial carriers within the allotted free time after arrival IAW Surface Deployment and Distribution Command (SDDC) publications.
- C.** The Contractor shall schedule inbound carriers for deliveries to the Distribution Center as stated in DoD 4500.9-R, DTR, Part II, Cargo Movement, Appendix A, Transportation Facilities Guide (TFG) Instructions. At a minimum, the Contractor shall accept in-bound trucks during the core hours of the Distribution Center. If any changes are needed to the TFG, the Contractor shall notify the KO or designee with proposed changes. The KO or designee will update the TFG, if approved. Deliveries will include, but are not limited to, Less Than Truckload (LTL), Truckload (TL), air-freight carriers, and small parcel from a wide range of carriers. The Contractor shall schedule delivery no later than 24 hours after the carrier requests a delivery appointment. If the Contractor does not schedule delivery within 24 hours, the Contractor shall be responsible for all storage or detention charges incurred. Carriers that arrive after core hours addressed in the TFG may be unloaded at the Contractor's option. The Contractor shall be responsible for diversion fees except when the diversion is approved or requested by the KO or designee.

5.2.1.2 OFF-LOAD AND TALLY

- A.** The Contractor shall accomplish the general unloading sequence, which includes but is not limited to:
1. Spotting the conveyance at the proper off-load location.
 2. Establishing and applying the correct RCN to each piece of material off-loaded from the conveyance.
 3. Inspecting the exterior of the conveyance for suspected leakage or spills, visible safety deficiencies, and visible damages caused to the conveyance while in transit. If any sign of HAZMAT cargo leaks and spills are detected, the Contractor shall immediately notify the host installation's Fire Department Spill Response Team (SRT) and the KO or designee. The Contractor shall not open the conveyance doors or off-load material until cleared by the host installation. The host installation will report the spill through environmental channels.
 4. Ensuring that truck and trailer wheels are chocked or the conveyance is secured by other mechanical means (such as an automated conveyance securing device) prior to unloading. The Contractor shall place jack stands under the trailer when not attached to the tractor.
 5. Checking documentation to verify if door seals are required and, if required, checking door seals on trailers or containers for condition and serial number. If the seal is broken or missing, the Contractor shall annotate the broken or missing seal on the accompanying documentation and shall notify the KO or designee prior to unloading or re-spotting.
 6. Opening conveyance doors and positioning a portable dock plate or hydraulic dock ramp.
 7. Inspecting the interior of the conveyance for suspected leakage or spills, visible safety deficiencies, and visible damages caused to the material while in transit. When

HAZMAT with visible leaks and spills is discovered, the Contractor shall close the conveyance doors, notify the host installation Fire Department Spill Response Team (SRT) and the KO or designee and shall not re-enter the conveyance until cleared by the host installation's Fire Department.

8. Off-loading material and removing blocking, bracing, and other materials during the unload process. When material is received using the Government Small Parcel Contract, some of the small parcel carriers are responsible for off-loading material from the carrier vehicle. The Contractor shall off-load other small parcel carriers according to the small parcel service contract.
 9. Checking items on the conveyance against the freight or carrier manifest to verify that the skid count, piece count and identity of material on the conveyance matches the bill of lading or manifest. The Contractor shall check paperwork for each inbound shipment to verify that the material is destined to the Distribution Center and has the correct and valid documentation. For material identified at off-load with a valid address other than the Distribution Center, the Contractor shall reject and return the material to the carrier. (See paragraph C-5.2.2.10, Misdirected Material). The Contractor shall initial and date beside each item of cargo being received on a manifest to ensure piece accuracy. The overall manifest shall include Contractor's printed name, signature and date and time of receipt. The Contractor shall document discrepancies and immediately report to the KO or designee.
 10. If a carrier related discrepancy is discovered, the Contractor shall document on the bill of lading or carrier manifest all overages, shortages, or the date, time and type of any damage suspected to have been caused by the carrier and obtain the driver's signature on the shipping document before releasing the carrier.
 11. For all carrier related discrepancies, to include material received in error, the Contractor shall prepare and submit a Transportation Discrepancy Report (TDR) SF 361 (Type 3 Discrepancy) to the shipper IAW DoD 4500.9-R, DTR, Part II, Cargo Movement, Chapter 210, TDR; and Appendix I, TDR Instructions.
- B.** If reporting damaged material, the Contractor shall support the submission of the SF 361 (Type 3 Discrepancy) by attaching documented facts and firm evidence such as photos and affidavits from witnesses, which establish carrier liability and the actual amount of the Government's loss. The Contractor shall segregate and stow the material in CC L pending receipt of disposition instructions. Upon receipt of disposition instructions, the Contractor shall perform IAW disposition instructions.

5.2.1.3 RECEIPT PROCESS DOCUMENTATION

- A.** The Contractor shall input receipt data into DSS by checking, recording and extracting information from receipt documentation. The Contractor shall post receipts of material to the correct records in DSS and reverse and re-post a receipt if the receipt is originally posted incorrectly. The Contractor shall correct all receiving violations and rejects of incoming data and initiate action to clear within one (1) working day. The DSS violations are usually due to errors on the PMRD such as the due date in the wrong format or a blank CC field. Reasons for the violations are defined in the DSS violation code screen. The Contractor shall follow

the procedures in the SWARM Receiving Manual, which contains the specific instructions for clearing, deleting, correcting, and releasing violations.

- B. The Contractor shall perform additional documentation requirements to maintain accountability of non-accountable material. The Contractor shall provide copies of receipt documentation for non-accountable material to representatives of government organizations upon request.

5.2.1.4 PRODUCT RECEIPT EVALUATION

- A. The Contractor shall perform visual and physical examination, identification, and receipt of a wide variety of serviceable and unserviceable material and parts to include NP, customer returns, RDOs and returns from maintenance. Proper identification and classification of material may require in-depth research.
- B. The Contractor shall reconcile receipts against accompanying documentation and shall accomplish a Kind, Count, and Condition (KCC) visual inspection IAW paragraph C-5.2.1.4.2 Customer Returns, C-5.2.1.4.3 New Procurement, and C-5.2.1.4.4 Redistribution Orders. (See paragraph C-5.2.14 for additional product receipt evaluation requirements pertaining to FRAGO).
- C. IAW DoD 4140.01-M-1, Compliance for Defense Packaging: Phytosanitary Requirements for Wood Packaging Material (WPM) and DLAD 5025.30, DLA One Book, Chapter: Distribution and Reutilization, Title: The DLA Packaging Program, the Contractor shall visually inspect each receipt (excluding RDOs) for the ISPM 15 certification mark (IPPC Stamp). If markings are not present, the Contractor shall inspect the receipt under DoD guidelines and if corrective action is required prepare and submit a SF 364 (Type 8 or 9 Discrepancy) to the owner or IM using the Shipping and Discrepancy Code P215, (non-conformance to specified requirements for WPM). This does not apply to manufactured wood products (e.g., plywood, particle board, oriented strand board (OSB), finished woods used in furniture, etc.).
- D. The Contractor shall prepare a discrepancy report for any shipping, packaging, or transportation discrepancies, which may include incomplete, illegible, misplaced markings or misidentified items IAW paragraph C-5.2.1.4.1, SDRs. Upon completion of the Product Receipt Evaluation, the Contractor shall determine the owner or IM, update the weight and measurement of one unit piece if the weight and measurement data is missing from DSS or is suspect, (see paragraph C-5.3.1.3, Top 100 Weight and Cube NSN Program), process the receipt in DSS, apply a putaway label and send the material to storage.

5.2.1.4.1 SUPPLY DISCREPANCY REPORTS (SDRS)(SF 364) (TYPE 8 OR 9 DISCREPANCIES)

- A. The Contractor shall prepare SF 364 (SDRs) IAW DLAI 4140.55, Reporting of Supply Discrepancies and Defense Transportation Regulation (DTR) 4500.9-R, Part II, Cargo, Chapter 210, Transportation Discrepancy Reporting. The Contractor shall report all SF 364s and associated responses on the SF 364 by electronic means, to include the Automated Discrepancy Reporting System (ADRS) application of DSS and Electronic Data Interchange

(EDI), customer service help lines, or e-mail. The Contractor shall maximize the use of electronic reporting and response with the goal of paperless processing of supply discrepancies. (Refer to DoD 4000.25-M, Defense Logistics Management System (DLMS), Volume 2, Supply Standards and Procedures, for use of EDI Transaction Set Implementation Convention 842D, Nonconformance Report (Material Discrepancies/Deficiencies).

- B.** The Contractor shall prepare and submit to the owner or IM an SF 364 for all shipping and packaging discrepancies attributable to the shipper (including contractors, manufacturers, or vendors). The Contractor shall include with the SF 364 sufficient documented facts and POS or POD discrepancies such as photos and affidavits from witnesses. When multiple discrepancies, shipping (item) and/or packaging, are noted on the same receipt, the Contractor shall include all discrepancies in the same CC on the same report. The Contractor shall indicate on the SF 364 what action is requested. Typical requested actions are listed by code on the non-electronic version of the SF 364 and an expanded list is provided in DLAI 4140.55, Reporting of Supply Discrepancies, Enclosure 5, Typical Initiator Actions Requested Listed by SDR Action Code.
- C.** A shipping discrepancy includes, but is not limited to incorrect mode of shipment, ship-to-address errors, any variation in quantity or condition of material received from that shown on the authorized shipping documents or purchase order. This includes overages, shortages, concealed damage, incorrect and misdirected material, receipt of cancelled requirements, improper or inadequate technical or supply documentation, or other discrepancies not the result of a transportation error or product quality deficiency.
- D.** A packaging discrepancy, outlined in DLAI 4140.55, includes any unsatisfactory condition due to improper or inadequate packaging (including preservation, packing, marking non-compliant WPM or unitization) and which causes the item, shipment, or package to be vulnerable to loss, delay, or damage, or unnecessary expense to the U.S. Government, as in excessive packaging. (See DLAI 4140.55, Reporting of Supply Discrepancies, paragraph E. Procedures 2, U.S. Government Reporting Criteria and enclosures.)
- E.** Disposition instructions for SF 364s may arrive by mail, e-mail, facsimile or through DSS and direct the Contractor to perform such actions as, but not limited to, properly identifying material based on additional information provided, reclassifying material to the correct CC, repackaging the material (see Section C-5.6, Packaging), and/or placing material in CC "H" for disposal. The Contractor shall monitor SF 364s for receipt of disposition instructions. The Contractor shall complete disposition instructions upon receipt. The Contractor shall document actions taken and close out the SF 364 in DSS within 30 calendar days of receipt of disposition instruction IAW DLAI 4145.4, Stock Readiness, paragraph E, Procedures. The Contractor shall notify owners or IMs by mail, e-mail, or facsimile on completion of disposition actions if requested to do so.
- F.** When disposition instructions are not received within the prescribed timeframe IAW DLAI 4140.55, Reporting of Supply Discrepancies, the Contractor shall submit a follow-up inquiry using electronic means for the original SF 364. After three follow-ups, if a reply is still not received, within 15 days the Contractor shall notify and forward a copy of the SF 364 and supporting documentation to the KO or designee.

- G.** Packaging discrepancies for DLA and Military Service managed material with PMRD involving non-hazardous items that do not fall into any of the special categories of DLAI 4140.55, Reporting of Supply Discrepancies, and do not have any shipping discrepancies shall be reported on a SF 364 if the labor and material needed to correct the packaging discrepancy is less than \$200 for Military Service or \$250 for DLA owned assets based on current DDC J8 packaging rates. A packaging discrepancy outlined in DLAI 4140.55 includes any unsatisfactory condition due to improper or inadequate packaging (including preservation, packing, marking, non-compliant WPM or unitization) and which causes the item, shipment, or package to be vulnerable to loss, delay, damage, or unnecessary expense to the U.S. Government as in excessive packaging. (See DLAI 4140.55, Reporting of Supply Discrepancies, paragraph E. Procedures 2, U.S. Government Reporting Criteria and enclosures.

5.2.1.4.2 CUSTOMER RETURNS

- A.** The Contractor shall process all customer returns received at the Distribution Center. Customer returns are received as a result of returns to the supply distribution system (both automatic and directed) excess stock, supply directives, or frustrated cargo shipments. Customer returns may be received individually or as a part of a multi pack.
- B.** The Contractor shall evaluate customer returns as follows:
1. Material returned in the original unopened manufacturer or vendor packaging shall be evaluated using KCC visual inspection (at least one bare item) to verify item identification, count, proper packaging markings, and to ensure packaging is not damaged. If the visual inspection of one bare item fails, the Contractor shall perform a visual inspection of all items on the same receipt documents.
 2. For material returned in opened or not in original manufacturer or vendor packages, the Contractor shall perform a visual inspection of all material received comparing the part number to the item data contained in FLIS to verify the correct item. Visual inspection shall be to the bare item unless opening the packaging would compromise the material (i.e., oxygen cleaned).
 - (a) The Contractor shall research technical manuals and/or the Federal Logistics Information System (FLIS) to determine the proper identification of ownership, NSN, and serviceability depending on the marking deficiencies of the material, missing NSN or part number, or lack of paperwork accompanying the material.
 - (b) The Contractor shall verify the NSN of the item returned by cross referencing the part number or associated bare item markings on the item against FLIS data and/or Technical Manuals. If the item cannot be identified through the aforementioned means, the Contractor shall suspend the item in condition code "K" and submit an SF 364 to the gaining IM requesting assistance in identifying the material.
 - (c) Based on PMRD data, the Contractor shall record the material in DSS to the gaining IM's account. When there is no PMRD data resident in DSS, the Contractor shall record the material in DSS to the gaining IM's account based on the documentation

accompanying the receipts. Documentation includes but is not limited to a shipping document, shipping label, etc.

- (d) When there is lack of a document, the Contractor shall process the receipt using a local document number and record the material in DSS to the Source of Supply (SOS), IM's account and complete an SF 364 for Lack of Documentation.
 - (e) The Contractor shall research unit pack requirements of material IAW MIL-STD 2073-1, Standard Practice for Military Packaging; FLIS service SPIs or DSS Packaging screens.
 - (f) The Contractor shall perform classification and material receipt discrepancy reporting for material, which may include unmarked ESDS components, RAM, classified material, and serviceable, unserviceable, pilferable and incomplete components.
- C.** For all customer returns material received, except CC "H" and HAZMAT, the Contractor shall check FLIS for a LLRC requirement. LLRCs can be large, heavy and hard to handle, and can require the use of power tools and jib cranes to open. If a LLRC is required, the Contractor shall process the material as follows:
- 1. Inspect the LLRC to determine that it is the correct LLRC and is serviceable. It is a packaging discrepancy, if the LLRC is different from that required by the owner or IM, or if the LLRC is unserviceable.
 - 2. Open the LLRC and identify the item by comparing the NSN in FLIS for the part number marked on the item with the NSN on the supply documentation.
 - 3. Verify that historical documentation is with the appropriate material and determine the material condition and completeness to the extent possible by visual inspection.
- D.** For customer return material received in a serviceable condition code that is packaged within non-compliant WPM (to include the Pest Free Stamp) shall be repackaged IAW C-5.6, Packaging upon receipt, using the provided internal order number.
- E.** For customer return material received in a serviceable condition code that is packaged on non-compliant WPM pallets or skids (to include the Pest Free Stamp) shall be repackaged IAW C-5.8.3, Repalletization upon receipt, using the provided internal order number.
- F.** Customer material returned in an unserviceable condition code that is packaged within or on non-compliant WPM shall not be repackaged upon receipt. No SF 364s shall be submitted for any customer return material.
- G.** The Contractor shall not repackage non-compliant WPM RDO material upon receipt.
- H.** Depending upon the results of the visual inspection, the Contractor shall take the following actions:
- 1. If the material is correctly classified and is in the appropriate package, the Contractor shall seal and apply any required markings, complete the receiving process, and place the material in storage under the appropriate CC.
 - 2. If the material is correctly classified, but has a packaging discrepancy, the Contractor shall take one of the following actions.

- (a) When a PMRD exists, the Contractor shall repackage the material IAW the applicable packaging standard (see Section C-5.6, Packaging), complete the receiving process, and place the material in storage under the appropriate CC. If a LLRC is required and none are available, the Contractor shall minimally protect the material to prevent degradation in storage, requisition the required container from the appropriate owner or IM and upon receipt of the LLRC complete the packaging actions. The Contractor shall prepare an information only SF 364.
- (b) When a PMRD does not exist, the Contractor shall prepare and submit a SF 364 (Type 8 Discrepancy), minimally package the material to prevent degradation in storage, complete the receiving process, and place the material in storage under the appropriate CC.
- I. If the material is incorrectly identified, the Contractor shall prepare and submit a SF 364 (Type 8 Discrepancy), minimally package the material to prevent degradation in storage, complete the receiving process, and place the material in storage under the appropriate CC.
- J. Upon receipt of disposition instructions, the Contractor shall perform IAW paragraph C-5.2.1.4.1, SDRs.
- K. For GSA material received as customer returns that is addressed to a GSA warehouse, the Contractor shall transship the material to the address listed on the material. If the address on the material is to the Distribution Center, the Contractor shall process the receipt in DSS, immediately generate a Disposal Release Order (DRO), and issue the material to DRMO.

5.2.1.4.3 NEW PROCUREMENT (NP)

- A. The Contractor shall receive and process NP material from commercial sources. Inspection of NP is the examining of the material to determine whether it conforms to contract requirements. The Contractor shall visually inspect one bare item to validate the part number, NSN, contract specification and number, item characteristics, and procurement item description (PID). The visual inspection shall be to the bare item unless opening the manufacturer's packaging would compromise the material (i.e., oxygen cleaned). If the visual inspection of one bare item fails, the Contractor shall perform a visual inspection of all items on the same receipt document. Although the Contractor can receive property on behalf of the Government, the Contractor is not authorized to accept property on behalf of the Government. Therefore, the Contractor shall not sign block 21a of the DD Form 250. The Contractor shall notify the Government of any NP received and provide documentation for the Government to verify and sign acceptance.
- B. Material should arrive with one or more of the following documents:
- Shipping Invoice
 - Packing List
 - DD Form 1155
 - DD Form 250

- DD Form 1348-1A
 - WAWF-RA Receiving Report
- C.** If the packing list is the only documentation accompanying the NP receipt, the Contractor shall review contract data which is available utilizing the Electronic Document Access (EDA) system to determine if the NP is source or destination acceptance.
- D.** The Contractor shall check the applicable contract (if available) or owner or IM Packaging Data File on all NP receipts for packaging requirements and to determine if a LLRC is required or validate that the material is packaged in compliant WPM. The Contractor shall verify that the material is packaged in the specified container or an authorized and approved alternate pack and if this cannot be done, the Contractor shall suspend the material and submit an SF 364 (Type 9 SDR) fully explaining what type of pack or container is needed for resolution. Additionally, if the material is not packaged in compliant WPM, the Contractor shall suspend the material in condition code “L” and submit a SF 364 (Type 9 SDR).
- E.** When an alert notice of technical data is provided in the DSS Material Exclusion File or by special inspection request by the procuring activity, the Contractor shall perform a KCC visual inspection on all of the items on the receipt in order to validate manufactured product integrity. The Contractor shall report the results of the inspection IAW the instructions provided in the alert notice or special inspection request.
- F.** For all NP receipts accompanied by a DD Form 250, the Contractor shall perform all inspection requirements as outlined from paragraph C-5.2.1.4.3.1, Inspection and Acceptance at Origin, to paragraph C-5.2.1.4.3.3, Inspection at Origin and Acceptance at Destination, and complete Block 22 of the DD Form 250 and all other NP receiving documentation. If the DD Form 250 is missing or unsigned and cannot be replaced, material is found to require corrective action due to non-conformance with contract requirements, or conformance cannot be determined, the Contractor shall prepare and submit an SF 364 (Type 9 Discrepancy) to the owner or IM and stow the material in CC “L”. Upon receipt of disposition instructions, the Contractor shall perform IAW paragraph C-5.2.1.4.1, SDRs. If no discrepancies are noted, the Contractor shall complete the receiving process, induct material in CC “A”, and stow the material.
- G.** If the DD Form 250 or other receiving documentation is coded as destination acceptance, the Contractor shall document the results of the inspection and identify whether the material conforms or does not conform to the contract requirements. If the material does not conform to the contract requirements, the Contractor shall induct in CC “L” and submit an SF 364.

5.2.1.4.3.1 INSPECTION AND ACCEPTANCE AT ORIGIN

- A.** When the DD Form 250, Wide-Area Workflow-Receipts and Acceptance (WAWF-RA) Receiving Report, or other receiving document prescribes Inspection and Acceptance at Origin, the Contractor shall:
1. Verify that block 21a of the DD Form 250 is signed (manually or electronically) by an authorized government representative indicating inspection and acceptance at origin. If a DD Form 250 does not accompany the material or block 21a is not signed by an

authorized government representative, the Contractor shall perform research using the WAWF-RA system and print a copy of the appropriate Receiving Report to use in place of the DD Form 250 or contact the owner or IM for a copy of the DD Form 250. If the appropriate Receiving Report is not electronically signed with the inspector's name or is not in the WAWF-RA system and the owner or IM does not provide a signed copy of the DD Form 250, the Contractor shall prepare and submit an SF 364 (Type 9 Discrepancy) to the owner or IM and suspend the material in CC "L". Upon receipt of disposition instructions, the Contractor shall perform IAW paragraph C-5.2.1.4.1, SDRs.

2. Perform a KCC visual inspection and verify that the unit of pack is appropriate to the level of packaging as specified in the contract and/or FLIS.

5.2.1.4.3.2 INSPECTION AND ACCEPTANCE AT DESTINATION

A. When the DD Form 250, WAWF-RA Receiving Report, or other receiving document prescribes Inspection/Acceptance at Destination, the Contractor shall:

1. Research and examine the contract (either in hard copy, electronically via Electronic Document Access (EDA), on Internet website (<http://PROGATE.DAPS.MIL/HOME/home.cfm>), or WAWF-RA to determine contract requirements. If the contract is not available, the Contractor shall check FLIS and DSS to establish item identity and packaging requirements.
2. Perform a KCC visual inspection and verify that the packaging, marking, and unit pack are appropriate to the level of packaging as specified in the contract and/or FLIS.
3. Stage the material in receiving prior to stow so the Government representative can perform the KCC visual inspection.
4. Repack and reseal inspected item(s) to original packaging standard.

5.2.1.4.3.3 INSPECTION AT ORIGIN AND ACCEPTANCE AT DESTINATION

A. When the DD Form 250 or other receiving document prescribes Inspection at Origin and Acceptance at Destination, the Contractor shall:

1. Stage material in receiving prior to stow so the Government representative can perform the KCC visual inspection. Verify that block 21a of the DD Form 250 is signed (manually or electronically) by an authorized government representative indicating inspection at origin. If a DD Form 250 does not accompany the material or block 21a is not signed by an authorized government representative, the Contractor shall perform research using the WAWF-RA system and print a copy of the appropriate Receiving Report to use in place of the DD Form 250 or contact the owner or IM for a copy of the DD Form 250. If the appropriate Receiving Report is not electronically signed with the inspector's name or is not in the WAWF-RA system and the owner or IM does not provide a signed copy of the DD Form 250, the Contractor shall prepare and submit an SF 364 (Type 9 Discrepancy) to the owner or

IM and suspend the material in CC "L". Upon receipt of disposition instructions, the Contractor shall perform IAW paragraph C-5.2.1.4.1, SDRs.

2. Research and examine the contract (either in hard copy, electronically via EDA, on Internet website (<http://progate.daps.dla.mil/home/cfm>), or WAWF-RA to determine contract requirements. If the contract is not available, the Contractor shall check FLIS and DSS to establish item identity and packaging requirements.
3. Inspect and verify that the packaging, marking, and unit pack are appropriate to the level of packaging as specified in the contract and/or FLIS.
4. Perform a KCC visual inspection. In addition to the KCC, the Contractor shall validate item identity based on verification and a visual inspection of markings and other physical attributes against information outlined in the contract.
5. Repack and reseal inspected item(s) to original packaging standard.

5.2.1.4.4 REDISTRIBUTION ORDERS (RDOs)

A. The Contractor shall process all RDOs, which include wholesale and retail material received at the Distribution Center. RDOs are used to transfer stock between distribution Distribution Centers. Redistribution material may be received individually or as a part of a multi-pack. The Contractor shall evaluate redistribution material as follows:

1. Material received in the original unopened manufacturer or vendor packaging shall be evaluated using a KCC visual inspection (at least one bare item) to verify item identification, quantity, packaging marking, and packaging integrity.
2. For redistribution material received in opened or not in original manufacturer's packages, or is a bare item, the Contractor shall compare the part number on the bare item(s) to the item data contained in FLIS to verify the correct item. If inspection of the bare item fails, the Contractor shall perform a visual inspection of all items contained in the shipment if the shipment quantity is more than one. Visual inspection shall be to the bare item unless opening the packaging would compromise the material (i.e., oxygen cleaned).

B. The Contractor shall check material for conformance to packaging and marking IAW the Packaging Data File in DSS.

5.2.2 ADDITIONAL REQUIREMENTS

A. The Contractor shall perform the additional requirements for receipt of material as described in the following paragraphs:

5.2.2.1 AMMUNITION, EXPLOSIVES AND DANGEROUS ARTICLES (AEDA)

A. The Contractor shall identify AEDA material with a DEMIL code of other than "G" during the receipt process and validate that the material has been certified as inert. Typically, material containing AEDA that requires Contractor inert certification includes, but is not limited to, magazine clips, bandoliers, and ammo pouches. The DSS receipt restriction screen is

designed to alert Contractor receiving personnel that the material requires visual inspection and inert certification. For AEDA material with a DEMIL code "G", received without an inert certification, the Contractor shall immediately receipt the material in DSS using CC "K", prepare and submit an SF 364 (Type 8 or 9 Discrepancy) to the owner or IM and stow the material in a controlled or hazardous storage area. Upon receipt of disposition instructions, the Contractor shall perform IAW paragraph C-5.2.1.4.1, SDRs.

- B.** For AEDA material with DEMIL other than DEMIL Code "G", if inert certification is required and can be accomplished through a visual inspection, the Contractor shall perform the visual inspection, verify the material is inert and attach the certification IAW DoD 4160.21-M-1, Defense Demilitarization Manual, Chapter II, Demilitarization of Surplus and Foreign Excess Military Items, paragraph D, Inert Material subparagraph 1. The certification document shall include signatures and printed or typed full names, organization name, address, and phone number. The Contractor shall attach the original, signed inert certification to the material and attach a copy of the signed inert certification to the DD Form 1348-1A before placing the material in storage.
- C.** All Contractor personnel designated to certify and verify the inert certification must complete inert certification training (see TE 3.9, Government Furnished Training). The Contractor shall provide the KO or designee and local DRMO with a list of personnel identified to perform, certify and verify inert inspections along with verification that each of these individuals has completed the required training.
- D.** If, at the time of receipt, inert certification is required and cannot be completed through visual inspection, the Contractor shall receipt the material in DSS using CC "K", prepare and submit an SF 364 (Type 8 or 9 Discrepancy) to the owner or IM and stow the material in a controlled area. Upon receipt of disposition instructions the Contractor shall perform IAW paragraph C-5.2.1.4.1, SDRs.

5.2.2.2 CONTROLLED MATERIAL

- A.** The Contractor shall receive controlled material, which includes classified, pilferable and sensitive items, IAW:
 - DLAD 5025.30, DLA One Book, Chapter: DLA Enterprise Support, Title: DLA Physical Security Program
 - DLAM 4140.2, Supply Operations Manual, Volume I, Distribution System Procedures, and Volume III, Defense Depot Transportation and Supply Procedures
 - DLAR 4145.11, Safeguarding of DLA Sensitive Inventory Items, Controlled Substances, and Pilferable Items of Supply
 - DLAD 5025.30, DLAD One Book, Chapter: DLA Enterprise Support, Title: DLA Information Security Program
 - DoD 4500.9-R, DTR, Part II, Cargo Movement, Chapter 205, Movement of Sensitive Conventional AA&E, Classified (Secret and Confidential), CCI Sensitive Items, Chapter 208, Packaging and Handling, and Chapter 210, TDR
 - DoD 5200.1-R, Information Security Program

- DoD 5220.22-M, National Industrial Security Program Operating Manual (NISPOM)

5.2.2.2.1 CLASSIFIED MATERIAL (SECRET, CONFIDENTIAL, AND CCI)

- A.** In addition to the requirements in these paragraphs, the Contractor shall process receipts for classified material IAW TE 5.4, Defense Distribution Center Standard Operating Procedures for Processing and Handling Classified Material.
- B.** Upon receipt of a Report of Shipment (REPSHIP) for classified material, the Contractor shall monitor all receipts until the classified material is received. A REPSHIP may be received via telephone or electronically from the shipper. The Contractor shall establish and maintain suspense lists to ensure timely receipt of the material. If the material is not received within one (1) working day past the estimated time of arrival, the Contractor shall notify the shipper of non-receipt to initiate an investigation. When a shipper fails to send a REPSHIP or advance notice of shipment on classified material, the Contractor shall prepare and submit an SF 361 (Type 3 Discrepancy) IAW DoD 4500.9-R, DTR, Part II, Cargo Movement, Chapter 210, TDR, paragraph H 210-18(e)37H, Miscellaneous Transportation Discrepancies.
- C.** Where practical, the Contractor shall receive classified material directly into secure facilities. When a shipment is received under Protective Security Service (PSS) or Constant Surveillance Service (CSS), regardless of whether the shipment is a partial or a full load, the Contractor shall deliver the material directly to the classified material storage area where it shall be unloaded and processed. After checking the door security seal, the Contractor shall account for the quantity reflected on the DD Form 1348-1A before accepting classified material. The Contractor shall sign the bill of lading (BOL), DD Form 1907, and provide a copy to the carrier.
- D.** The Contractor shall record the receipt of the material on a DLA Form 27, Classified Document Receipt or equivalent and return to sender. The Contractor shall maintain the DLA Form 27 or equivalent on file for a period of two (2) years or until the material is destroyed and a certificate of destruction is completed (destruction for Top Secret material only).
- E.** The Contractor shall screen shipments received via the USPS for first class mail with the caveat "Postmaster: Address Correction Requested, Do Not Forward." If classified material is received into a non-secured area and is identified or suspected to be classified, the Contractor shall immediately notify a Supervisor and personnel with appropriate clearance to take control of and move the material to a classified storage area. The employee identifying the material as suspect shall not lose possession of the material until handed off to the appropriate cleared personnel. The Contractor shall maintain signature custody whenever classified material changes hands using DLA Form 27 or equivalent.
- F.** If material cannot be immediately moved to a classified storage area, the Contractor shall place the material in a temporary holding area. The Contractor shall remove classified material from the temporary holding area and transfer it to the secure storage area prior to COB on the day of receipt. The Contractor shall designate the holding area as a "RESTRICTED AREA". The Contractor's temporary holding areas (i.e., cages) shall meet

the construction requirements specified in DLAD 5025.30, DLA One Book, Chapter: DLA Enterprise Support, Title: DLA Information Security Program.

- G. When transporting classified material from one building to another, the Contractor shall use a closed conveyance. If transporting classified material between sites (off installation), the Contractor shall use a closed, locked vehicle escorted by two (2) authorized individuals with proper clearance. Open conveyances are only authorized for off-site transport of classified oversized bulk items.
- H. The Contractor shall perform an independent bare item KCC visual inspection unless it will impact the integrity of the material and the material cannot be stored in CC "A". All classified material stowed in the permanent secured storage area shall be picked up to DSS record as a receipt or as a ZWT transshipment.

5.2.2.3 CRITICAL SAFETY ITEM (CSI)

- A. The CSI program is the DLA commitment to ensure NSNs identified as CSIs have been procured from approved sources. The Contractor shall initiate a CSI evaluation as directed by the receipt restriction screen and perform a KCC visual inspection on one bare item of the same NSN of incoming material receipts flagged as CSI in the DSS receipt restriction screen. The Contractor shall verify the Commercial and Government Entity (CAGE) code (both primary and alternate, if applicable) via the web at <https://www.dscr.dla.mil/ExternalWeb/UserWeb/aviationengineering/TechnicalOversight/CSGuidanceandPolicy.htm>. If information or data cannot be verified or if the receipt, restriction screen so directs, the Contractor shall prepare and submit an SF 364 (Type 9 Discrepancy) to the owner or IM and stow the material in CC "L" for NP and CC "J" for all other receipts. Upon receipt of disposition instructions, the Contractor shall perform IAW paragraph C-5.2.1.4.1, SDRs. The Contractor shall use Discrepancy Code Q7 and Action Code 1A as the default codes for all CSI SDRs.

5.2.2.4 CUSTOMER RETURNS IMPROVEMENT INITIATIVE (CRII)

- A. The CRII Program is the DLA effort to prevent known nonconforming assets from re-entering the supply chain. The Contractor shall inspect incoming DLA managed customer return material receipts flagged as CRII in the DSS receipt restriction screen and process the material as directed by the DSS receipt restriction screen, which may include initiating a CRII evaluation. Evaluations may include but are not limited to determining an item's condition of packaging, contract number, CAGE code (both primary and sub-contractor if applicable), part number, CC, bare item markings, condition of packaging or other specific information or data. If information or data cannot be verified or if the receipt restriction screen so directs, the Contractor shall prepare and submit an SF 364 (Type 8 Discrepancy) to the owner or IM and stow the material in CC "J". Upon receipt of disposition instructions, the Contractor shall perform IAW paragraph C-5.2.1.4.1, SDRs.

5.2.2.5 ELECTROSTATIC DISCHARGE SENSITIVE (ESDS) MATERIAL

- A. The Contractor shall maintain ESD workstations and process all ESDS material at an ESD workstation (See paragraph C-3.6.1, Custodial). Prior to removing an ESDS item from the package, the Contractor shall follow the procedures identified in DLAM 4140.2, Supply Operations Manual, Volume III, Defense Depot Transportation and Supply Procedures, Chapter 16, Electrostatic Discharge Sensitive Devices, paragraph 316203, Receipt Processing.

5.2.2.6 HARD TO HANDLE MATERIAL

- A. The Contractor shall receive a variety of hard to handle material throughout the weight bands and may be in a serviceable or unserviceable condition.

5.2.2.7 HAZARDOUS MATERIAL (HAZMAT)

- A. The Contractor shall process HAZMAT IAW:
- Applicable federal, state, local and international laws and regulations
 - 40 CFR, Environment, Chapter I, Environmental Protection Agency, Part 260, Hazardous Waste Management System, Part 261, Identification and Listing of Hazardous Waste, Part 262, Standards Applicable to Generators of Hazardous Waste, and Part 263, Standards Applicable to Transporters of Hazardous Waste
 - DLAI 4145.11 Storage and Handling of Hazardous Materials, Chapter 3, Receipt of Hazardous Materials
 - 49 CFR, Transportation, Parts 100-185
- B. The Contractor shall exercise care during off-loading operations to adequately segregate incompatible HAZMAT on the receiving dock. The Contractor shall segregate and stage all HAZMAT by Hazardous Characteristics Code (HCC).
- C. The Contractor shall verify that an MSDS is recorded in HAZMAT Information Resource System (HMIRS) for all HAZMAT receipts and enter the applicable MSDS serial number and HCC in DSS. If an MSDS is not recorded in HMIRS, the Contractor shall prepare and submit a Technical Support Inquiry Form to the HMIRS POC listed on the Form. The Contractor shall provide a copy of the Technical Support Request Form to the KO or designee. If an MSDS is not available either in HMIRS or in hard copy, the Contractor shall flag the material in DSS to reflect that an MSDS is pending (Hazardous Material Indicator Code-“P”), assign a temporary HCC, and send the material to storage. Upon receipt of the MSDS, the Contractor shall update DSS.
- D. For frustrated or misdirected HAZMAT that requires forwarding, the Contractor shall confirm by inspection that the package is in the proper condition for transportation and all mandatory documents are properly executed and included with the HAZMAT prior to forwarding the material. If the material is not in the proper condition for transportation, the Contractor shall prepare and submit an SF 361 (Type 3 Discrepancy) against the shipping activity and

correct the discrepancy prior to forwarding. If the item is improperly packed and/or not certified, the Contractor shall report via SF 364 against the shipping activity or owner.

5.2.2.8 FRUSTRATED MATERIAL

A. Examples of frustrated material may include but are not limited to:

1. Material with incorrect MILSTRIP or MILSTRAP information.
2. Material found within the Distribution Center without documentation or accountability
3. Unidentified material.
4. Customer rejected material.

B. The Contractor shall research frustrated material, which consists of identifying:

1. NSN.
2. Correct document number or other information as available in DSS, FLIS or other known sources of associated procurement documents to correctly receipt the material into DSS.
3. Correct address or shipping information.

C. The Contractor shall process and resolve frustrated material within 10 calendar days of arrival, which may include, but is not limited to, redirecting the shipment or receipting the material to stock. When all avenues of research have been exhausted and the frustrated material is unresolved, the Contractor shall place the material in CC "K" and receipt the material to mission stock to the appropriate SOS by class for like items determine in the DLA handbook using a Psuedo NSN and local document number, and prepare and submit an SF 364 (Type 8 or 9 Discrepancy) to the owner or IM and stow the material in the appropriate CC. Upon receipt of disposition instructions the Contractor shall perform IAW paragraph C-5.2.1.4.1, SDRs.

D. The Contractor shall return frustrated shipments that cannot be delivered to the consignee to the distribution activity designated by the owner or IM. For frustrated shipments that the Contractor did not initially ship and those returned to storage after investigation, the Contractor shall receive and place the material in storage as a receipt.

5.2.2.9 RESERVED

5.2.2.10 MISDIRECTED MATERIAL

A. Misdirected material consists of shipments that have incorrect or invalid documentation or delivery addresses, or material that is shipped to the wrong destination.

- B.** After determining that an item is misdirected, the Contractor shall conduct the appropriate research necessary to obtain the correct documentation or delivery address, and shall coordinate delivery of misdirected shipments with shipping activities, commercial vendors, owners or IMs, and other DoD or Federal agencies. The Contractor shall prepare an SF 364 (Type 8 or 9 Discrepancy) to report material improperly addressed and shipped to the wrong activity, regardless of value. The Contractor shall prepare an SF 361 (Type 3 Discrepancy) to document transportation discrepancies and provide to the owner or IM. The Contractor shall separately stage all material that is misdirected, has no paperwork, or has wrong paperwork, until the correct destination is determined.
- C.** When the correct destination is determined, the Contractor shall forward all misdirected material promptly to its intended destination. The Contractor shall process material for on-base destinations as on-base transshipments, and off-base destinations as off-base transshipments (see paragraph C-5.5.2.8, Transshipments (On-base and Off-Base)).

5.2.2.11 RADIOACTIVE MATERIAL (RAM)

- A.** The Contractor shall receive RAM IAW DDCM 6055.20, Radiological Health Program, Section 4, Operational Procedures, paragraph A, Receiving Operations; and 10 CFR, Energy; and all applicable RHIPs to comply with DoT, NRC, and DDC requirements.
- B.** The Contractor shall identify all radioactive items and devices received. Identification of RAM takes place in either the off-load and tally phase or the product receipt evaluation phase. The Contractor shall query the RPO database to ensure all commodities containing RAM are listed along with their respective radioactive activity and radioactive source. For any radioactive items that are not in the RPO database, the Contractor shall prepare and submit a Radiological Item Survey Form to the KO or designee within three (3) working days of discovery.
- C.** The Contractor shall perform a visual inspection and leak test IAW DDCM 6055.20, Radiological Health Program, Section 5, Surveys and Limits, paragraph B, Leak Testing, as part of receipt processing for all commodities requiring this test unless the commodity has a current Leak Test Certificate available.
- D.** The Contractor shall read all wipes or use a certified laboratory. The Contractor shall print a Leak Test Certificate from the RPO database and attach it to the material. The Contractor shall document the results of the scans and wipe tests by completing a DDC Form 4155.64 and label the package with two RAM labels on opposite sides of the package. The Contractor shall maintain the DDC Form 4155.64 for three (3) years from the date of receipt or transfer of the RAM packages.
- E.** The Contractor shall transfer all RAM to an approved RAM storage area by COB on the same day it was received. The Contractor shall segregate and stage packages received or waiting in a designated RAM staging area. At all times, the Contractor shall secure all RAM staging and storage areas so that the radioactive commodities and material contained within cannot be removed by unauthorized personnel. The Contractor shall use fencing, locked doors, or personnel designated to guard the material to establish control of the RAM commodities. The staging area may also be used to stage RAM awaiting transfer to the RAM storage location after receipt processing.

- F. The Contractor shall prepare and submit a SF 364 (Type 8 or 9 Discrepancy) to the owner or IM IAW paragraph C-5.2.1.4.1, SDRs, for packages found to contain RAM that were not properly marked as RAM.

5.2.2.12 RECEIPTS LOST IN-TRANSIT

- A. When due-in material is not received by the delivery date and the Distribution Center has POS or POD, the Contractor shall immediately schedule a formal inventory using TPIC S and conduct research to include but not limited to visually checking the receiving area, reviewing on-hand balances to determine if an overage exists that would account for the lost receipt and verifying the validity of the POS or POD. If the material is found, the Contractor shall process the receipt.
- B. If at the conclusion of the research, the material has not been found and the POS or POD has been verified, the Contractor shall post the receipt in DSS with management code Y to identify material loss (i.e., Receipts Lost In-Transit). The Contractor shall use the quantity on the POS or POD for induction, posting the receipt with a management code Y will close the due-in record in both DSS and in the owner's or IM's procurement system and automatically generate an inventory loss (D9A). The D9A will generate an IAV for either mandatory or non-mandatory causative research IAW DLAD 4140.69, Inventory Adjustment Research. (See paragraph C-5.4.1.2, Research of Potential or Actual Physical Inventory Adjustments.)

5.2.2.13 SHELF LIFE MATERIAL

- A. The Contractor shall process shelf-life material receipts IAW:
- DLAM 4140.2, Supply Operations Manual, Volume III, Defense Depot Transportation and Supply Procedures, Chapter 11, Control and Issue of Items Having Limited Shelf-life
 - DoD 4140.27-M, Shelf-Life Management Manual, Chapter 4, Receiving, Storage, Surveillance and Extensions
- B. The Contractor shall determine the type of shelf-life and date of manufacture, cure, pack, assembly or date of last inspection or test and assign the appropriate CC to the shelf-life material IAW DoD 4140.27-M, Shelf-Life Management Manual, Appendix F. The Contractor shall inspect the packaging of NP shelf-life material to ensure compliance with the following:
1. All material is marked IAW MIL-STD 129, MIL-STD 130, MIL-STD 290 (FSC 9150 only) or FED-STD-123, Military Marking for Shipment and Storage.
 2. A minimum of 85% shelf-life remains at the time of receipt by the first government activity. (See DoD 4140.27-M, Shelf-Life Management Manual, Chapter 4, Receiving, Storage, Surveillance and Extensions, paragraph 4-2, Inspection and Discrepant Receipt Processing, and Appendix E, Shelf-Life Codes, for the 85% requirement.)
- C. For material not conforming to the above requirements, the Contractor shall prepare and submit a SF 364 (Type 8 or 9 Discrepancy) to the owner or IM and stow the material in CC

L. Upon receipt of disposition instructions, the Contractor shall perform IAW paragraph C-5.2.1.4.1, SDRs.

5.2.2.14 ADDITIONAL PRODUCT RECEIPT EVALUATION REQUIREMENTS (FRAGO)

- A.** To verify the accuracy of receipt documentation and material marking and preclude incidents of incorrect shipping, (specifically any material received from any agency, unit, or organization regardless of origin to include sensitive and classified material or items going outside the DoD Network), the Contractor shall perform the following in addition to the requirements in C.5.2.1.4, Product Receipt Evaluation:
1. Perform a visual inspection on all customer returns not in original manufacturer's packaging and all classified material receipts and returns. Kind as it applies for non-classified and non-FMS material is described as a visual inspection of at least one bare item per item description, verification of part number and NSN. Kind as it applies to classified and sensitive material is a visual inspection and verification of Part Number and NSN using existing receipt documentation and bare item markings. If through visual inspection and verification, the bare item does not appear to be the same as described on receipt documentation, the Contractor shall perform a bare item inspection all items on the same receipt.
 2. Notify a supervisor when at any point in the receipt process there is an apparent discrepancy between asset and documentation. The Contractor shall take all measures necessary to ensure assets are accurately identified, properly labeled, and properly receipted to the DSS accountable record.
 3. Perform bare item inspection so not to disturb the integrity of the material or change the CC. If the Contractor cannot perform the bare item inspection without disturbing the integrity of the material or changing the CC, the Contractor shall label the material as unable to identify and shall not suspend the material or submit an SF 364.
 4. Verify the item inside the package with the documentation, opening packaging only in such incidents when not able to visually observe the material through the packaging, feel the contents of the material through the packaging to ensure it is identified correctly, or the material is in a pressurized container.
 5. Reseal and mark verified items as being verified in a predominant location on the packaging with a unique label using a "Material Certification" label in upper right corner on the same side as original shipping label. The Contractor shall sign the Material Certification label as being inspected and verified in the signature blocks including both printed name and signature.
 6. Process RAM, ESDS, or Class V material IAW SWARM Receiving Manual.
 7. Process classified and sensitive material IAW TE 5.4 Defense Distribution Center Standard Operating Procedures for Processing and Handling Classified Material.
 8. Process FMS material IAW TE 5.5 Defense Distribution Center Standard Operating Procedures for FMS Shipments.
 9. Perform 100% visual inspection on HAZMAT not in the original manufacturer's sealed packaging to authenticate contents.

10. Process returns from a local maintenance activity IAW C-5.2.1.4.2, Customer Returns unless agreements are in place with the maintenance activity to ensure the accuracy of the documentation at the time of movement from the maintenance activity. The Contractor shall avoid disturbing special crates and pressurized containers if the maintenance activity is certifying the accuracy of their documentation.
 11. Perform KCC visual inspection on redistribution material, (regardless of the size) received from another DDC Distribution Center when no inspection marking is found on the material.
 12. Perform 100% visual inspection on material coming from a service unit to another service unit, or from GSA, Direct Vendor Delivery (DVD) or credit card purchases when material appears to have been tampered with or compromised in-transit.
 13. Process material that has already been packaged for shipment that is coming from a service unit on a signed DD Form 1149 or DD Form 1348-1A shipping document as a transshipment without performing an additional bare item verification.
- B.** When a DSS receipt alert of “Notify Supervisor prior to completion of receipt” is received, the Contractor shall perform the following:
1. Notify a Contractor Supervisor of the alert notice prior to performing the KCC visual inspection and completing the receipt process.
 2. Perform a dual KCC visual inspection, sign, provide the user ID number, and date the receipt documentation (e.g., manifest, BOL, DD Form 1348-1) and submit for scanning into EDMS for records retention.
 3. Mark the item as having been inspected by the Contractor receiving personnel and Supervisor using the “Material Certification” labels as a means to positively identify that the container has been validated while in storage.

5.2.3 STOW

- A.** The Contractor shall complete the receipt process by stowing the material. The Contractor shall assign the stow location for non-DSS planographed areas. To minimize the number of storage locations, the Contractor shall use an existing location if available IAW Master Storage Plan. For planographed areas, DSS will systemically recommend the stow location; however, the Contractor has the option of manually assigning the stow location. The stow process is accomplished by DSS identifying the stow location (i.e., DSS Putaway Control Number), the physical placement of the material in that location and the posting of the stow action to the DSS accountable records. The Contractor shall stage non-accountable receipts in a temporary location pending customer pick-up and shall notify the customer for subsequent pickup.
- B.** The Contractor shall place receipted material in the proper storage location IAW:
- DLAI 4145.4, Stock Readiness
 - DoD 4145.19-R-1, Storage and Materials Handling

5.3 STORAGE

- A.** The Contractor shall accomplish storage processes IAW the following:
- DLAI 4145.4, Stock Readiness
 - DLAM 4145.12, Joint Service Manual for Storage and Materials Handling
 - DoD 4145.19-R-1, Storage and Materials Handling
 - DoD 4000.25-2-M, Military Transaction Reporting and Accounting (MILSTRAP)
 - DDC SWARM Manual for Stock Readiness
- B.** The Contractor shall store all material in the correct type of location (e.g., general storage, hazardous), in a manner that prevents damage or deterioration to the material and in a configuration that provides for the optimal and efficient use of storage space. The Contractor shall store and rewarehouse material in the least amount of space and shall comply with all requirements to segregate certain items. Using DSS, the Contractor shall provide separate storage locations for NSNs with different CCs and/or different shelf-life codes (SLCs). The Contractor shall maintain segregated locations for NSNs with the same CC and SLCs that are common between the different armed services if the owner or IM identifies differences on the item historical documentation.

5.3.1 GENERAL REQUIREMENTS

- A.** The Contractor shall maintain floor striping and storage area markings in covered warehouse and operational areas IAW DLAM 4145.12, JSM for Storage and Materials Handling, Chapter 3, Section III. The Contractor's floor striping shall be clear and easily distinguished in order to properly identify aisles, storage locations, material staging areas, fire extinguishers, emergency exits, electrical service panels, and any other floor areas that require identification through floor markings.
- B.** The Contractor shall perform daily general housekeeping practices for all inside and outside storage areas. The Contractor shall maintain warehouse locations in a clean and neat manner and dispose of empty boxes and trash properly on a daily basis. The Contractor shall place DSS location labels in all rack and bulk locations. The Contractor shall not store material in an unsafe manner (e.g., damaged containers, leaning racks) or stack material to a height that will create an unsafe working environment. The Contractor shall stow material IAW National Fire Protection Association (NFPA) guidelines. The Contractor shall create and maintain floor striping and storage location markings in covered warehouse and operational areas. The Contractor shall ensure that signage is standardized and format is approved by the KO or designee in advance.
- C.** The Contractor shall utilize DSS location placards or barcode labels to mark locations in covered and open storage areas. This requirement does not apply to locations that are not DSS locations or those with a location front that is smaller than the location placard. The Contractor shall place location placards that will be used in open storage areas or shed areas in protective covers to preserve and extend the life of the placard.

D. The Contractor shall store material IAW the requirements in the following paragraphs:

5.3.1.1 CARE OF SUPPLIES IN STORAGE (COSIS)

A. The Contractor shall maintain all material in storage in a Ready for Issue (RFI) condition to prevent uneconomic deterioration. The Contractor shall comply with the inspection requirements and take required actions to preserve and maintain material in a serviceable condition and restore material to RFI condition IAW paragraph C-5.3.1.1.1, In-Storage Inspection and Minor Repair.

B. The Contractor shall perform COSIS, including but not limited to the following actions:

1. In-storage inspections.
2. Minor repair of packaging.
3. Limited testing of material, as negotiated between the DDC and owner or IM.
4. Preparing and submitting a DD Form 1225 (Type 5 Discrepancy) to the owner or IM for COSIS actions exceeding minor repairs.
5. All intra-Distribution Center material movement to perform those tasks.

5.3.1.1.1 IN-STORAGE INSPECTION AND MINOR REPAIR

A. The Contractor shall perform COSIS, visual inspection and surveillance of material in storage to detect deterioration of material and/or packaging. The number of inspections required each month is contingent upon type storage and date of last inspection in DSS. The Contractor shall, at a minimum, inspect the material IAW DLAI 4145.4 Stock Readiness COSIS inspection frequency guidance as generated by DSS COSIS workload each month. The Contractor shall complete 100% of the DSS monthly workload identified in DSS as Inspection Category V06, V12, V24, V30, and V60. The Contractor shall perform minor repairs on packaging, which are repair actions that do not exceed one (1) hour in duration per NSN storage location. The Contractor shall identify and track completion of minor repair requirements using the report format in C-6.6.1, Monthly Reports, Report Number 002, Monthly Packaging Report.

B. The Contractor shall perform COSIS inspections and visual surveillance of material in storage, which shall, as a minimum, consist of the following:

1. Inspection for deterioration of the unit pack and/or marking. The Contractor shall survey damaged or deteriorated packaging against the lowest level authorized by the owner or IM and IAW the appropriate item type storage code.
2. Inspection of LLRCs, including any humidity indicators, IAW container guidance published by the owner or IM.
3. Inspection of material IAW DoD 4140.01-M-1, Compliance for Defense Packaging: Phytosanitary Requirements for Wood Packaging Material (WPM).

- 4. Correction of material requiring minor packaging repair on the spot. Minor repairs are those that do not exceed one (1) hour in duration per NSN per storage location. Except to comply with applicable regulations for HAZMAT or to comply with owner or IM instructions, the Contractor is not required to perform COSIS or correct packaging discrepancies on material designated for disposal.
- C. For previously packaged material that fails any of the requirements above, the Contractor shall prepare and submit a DD Form 1225 (Type 5 Discrepancy) to the owner or IM and suspend the material in the appropriate CC. The Contractor shall perform disposition instructions upon receipt IAW DoD 4000.25-2-M, MILSTRAP.
- D. When correcting deteriorated packaging, the Contractor shall comply with the minimum levels of packaging for Stock Readiness as identified in the following table:

MINIMUM LEVELS OF PACKAGING				
Type Material	Type Storage	Material CC	Reusable Container Required	Minimum Level of Packaging
Consumable	Outside	All Codes	No	A
Consumable	Inside	Serviceable	No	B ⁴
Repairable	Outside	All Codes	¹	A ³
Repairable	Inside	All Codes	Yes ¹	B ³
Repairable	Inside	Serviceable	No	B ²
Repairable	Inside	Unserviceable	No	Minimal
¹ If a LLRC is specified in the owner or IM Packaging File, it is the only approved method of packaging unless alternate packaging information is provided. If alternate packaging information is not provided, the affected owner or IM Packaging Office must approve alternate packaging in writing.				
² If packaging is adequate or good condition level B or minimal military packaging, the Contractor shall not repackage. If repackaging is required, the Contractor shall repackage to military preservation with level B packaging. If weight or dimensions exceed specification limitations for fiberboard boxes, the Contractor shall repackage military preservation with level A packaging.				
³ If LLRCs are not immediately available, the Contractor shall requisition from the appropriate owner or IM the required LLRCs. The Contractor shall package items using military preservation with minimal military packaging and store them indoors until the LLRCs become available.				
⁴ Material used exclusively in Center overhaul programs (i.e., maintenance level) may be stored with minimal vendor commercial packaging.				

5.3.1.1.2 DISTRIBUTION STANDARD SYSTEM (DSS) SHELF-LIFE AND CYCLIC INSPECTIONS

- A. The Contractor shall perform shelf-life and cyclic inspections. The number of shelf-life items and the types of inspections required are contingent upon SLCs and expiration dates entered into DSS during the receiving process or as directed by the owner or IM.

- B.** The Contractor shall survey the condition of material and its packaging so that stored material is inspected and maintained IAW:
- DLAR 4155.37, Material Quality Control Storage Standards, paragraph VIII D.6, Storage Standards Content, Quality Defect Code, Shelf-Life Type Code
 - DoD 4140.27-M, Shelf-Life Management Manual, Chapter 2, Acquisition and Procurement
 - DoD 4140.27-M, Shelf-Life Management Manual, Chapter 4, Receiving, Storage, Surveillance, and Extensions
- C.** Shelf-life and cyclic inspection requirements are generated by DSS on a monthly basis. As a result of shelf-life and cyclic inspections, the Contractor shall update DSS with new shelf-life inspection and test dates, forward items to designated testing laboratories as directed by the owner or IM or downgrade the CCs.
- D.** The Contractor shall downgrade CCs of shelf-life items as follows:
1. For Type I (non-extendible) shelf-life items, the Contractor shall downgrade the material from CC “A” to “B” to “C” to “H” IAW the DoD 4140.27-M, Shelf-Life Management Manual, Appendix F, Table for the Application of Supply Condition Codes to Shelf-Life Items.
 2. For Type II (extendible) shelf-life items, the Contractor shall inspect material requiring visual inspection six (6) to seven (7) months prior to the inspection/test date IAW DLAR 4155.37, Material Quality Control Storage Standards Policy for Shelf-Life Material. The Contractor shall identify material requiring laboratory testing nine (9) months prior to the inspection/test date (i.e., while it is still in CC “A”). Prior to requesting testing, the Contractor shall check the DoD Quality Status Listing (QSL) through Shelf-Life Extension System (SLES) to determine if the item has been extended. The Contractor shall automatically extend these items based on the criteria identified in the QSL. (See DoD 4140.27-M, Shelf-Life Management Manual, for more information on steps to be taken as a result of the inspection or test results.)
- E.** For Type II shelf-life items requiring testing, the Contractor shall prepare and submit a DD Form 1225 (Type 5 Discrepancy) to the owner or IM and migrate material to CC “B” then “C” then “J” until disposition instructions are received. On the direction of the owner or IM, the Contractor shall prepare a DD Form 1222, select the required sample, and ship the sample to the designated test laboratory. Based on the result of the inspection or test and disposition instructions from the owner or IM, the Contractor shall take one of the following actions:
1. If the shelf-life is extended, assign a new inspection and/or test date and appropriate CC, attach a DD Form 2477 to the storage location, and attach extension labels to all exterior, intermediate and unit containers prior to shipment.
 2. Suspend material that does not pass the visual inspection in CC “J” and prepare and submit a DD Form 1225 to the owner or IM requesting disposition instructions.
 3. If the material will be disposed of, downgrade the material to CC “H”.

- F. When it is suspected that an item has been assigned an erroneous SLC, the Contractor shall prepare and submit a written SLC challenge to the shelf-life administrators IAW DoD 4140.27-M, Shelf-Life Management Manual, Chapter 2, paragraph 2.2.c, Challenging a SLC Agreement, reference b.

5.3.1.1.3 SPECIAL INSPECTIONS (TYPE 5 DISCREPANCY)

- A. The Contractor shall perform special inspections resulting from a Safety of Use Message, an Aviation Safety Action Message, a Safety of Flight Message, a PQDR, CRII and CSI stock screenings, or as directed by the KO or designee or requested from the owner or IM. The requests may be for one or multiple NSNs or may be requests to assist with a scheduled, escorted visit so that the customer can perform a limited technical inspection. The Contractor shall be notified by the KO or designee in advance of approved warehouse or escorted visits. Upon receipt, the Contractor shall enter the requests into a special inspection workload record in DSS. Special inspections will also come into DSS from DLA IM automatically building workload. These special inspections shall be completed and results recorded in DSS per the following timeframes: SOF/CSI (inspection category SOF, SO2, SO3, CSI, CS2, CS3) in five (5) days, Quality notifications (inspections category QN1, QN2, QN3) in 10 days and routine (inspection category RSI, RS2, RS3) in 30 days.
- B. The Contractor shall obtain clarification and verification of inspection parameters from the requester as needed. The Contractor shall use only those tools required to open the container or package being inspected.
- C. The Contractor shall perform special inspections that include but are not limited to the following:
1. Determining and verifying bare item markings and remarking as directed.
 2. Segregating items per contract number.
 3. Checking item quantity.
 4. Ensuring all components are packaged in the correct unit pack and repackaging as directed.
 5. Verifying lot and part numbers.
 6. Verifying item data information and results with the owner or IM.
 7. Conducting an out-of-cycle shelf-life and non-shelf-life cyclic inspection and changing the shelf-life inspection or test date so material meets code on FMS shipment requirements IAW DoD 4140.27-M, Shelf-Life Management Manual, Chapter 5, Requisitioning, Issue and Shipment, paragraph 5-5, Foreign Military Sale (FMS) and Overseas Requirements.
- D. Upon completion of the inspection, the Contractor shall provide notification of inspection results to the requester including photos of stock as evidence of stock condition if required by the requester. The Contractor shall prepare and submit to the KO or designee a DD Form 1225 (Type 5 Discrepancy) IAW DLAI 4145.4, Stock Readiness, paragraph E.7, Special Inspections, providing the labor and material costs required to accomplish the

inspection including moving stock from and back to location, unpacking items for inspection, repackaging, and correcting the CC as necessary. The Contractor shall submit a DD Form 1225 to the owner or IM (Service or DLA), as applicable, via facsimile or other electronic means.

- E. The Contractor shall follow up on all DD Form 1225s (Type 5 Discrepancy) submitted and perform disposition instructions upon receipt IAW DoD 4000.25-2-M, MILSTRAP. The Contractor shall update the DSS exclusion file to preclude known discrepant stock from re-entering the supply system.

5.3.1.1.4 COSIS ACTIONS EXCEEDING MINOR REPAIR

- A. When an item is identified for a COSIS action exceeding minor repairs, the Contractor shall inspect all identical NSNs in storage. The Contractor shall prepare and submit a DD Form 1225 (Type 5 Discrepancy) electronically or via facsimile to the owner or IM (Service or DLA) for the COSIS actions exceeding minor repair identified for each NSN in each CC with recommended COSIS actions and a cost estimate to correct the deficiency. The Contractor shall comply with DLAI 4145.4, Stock Readiness Instruction, Enclosure 2, Instructions for Preparing DD Form 1225. The Contractor shall note the severity of the deterioration on the DD Form 1225 (Type 5 Discrepancy) in Block 35 as follows:
 1. Critical-Material is in immediate danger of deteriorating to a lower CC.
 2. Major-Material is deteriorating and is likely to be in a lower CC at the next COSIS cycle.
 3. Minor-Material is not in the packaging specified by the owner or IM.
- B. The Contractor shall monitor and respond to status changes and disposition instructions for DD Form 1225s (Type 5 Discrepancy) in DSS. After authorization has been given by the Owner or IM the Contractor shall submit the stamped and signed DD Form 1225 to the KO or designee for funding. The Contractor shall take no further action until the KO or designee, provides the Contractor with the DD Form 1225 control number with a JON annotated, which, authorizes the COSIS action. When the COSIS action is completed, the Contractor shall annotate the spreadsheet and the DD Form 1225 (Type 5 Discrepancy) with the actual labor hours and material costs and provide a copy of the spreadsheet to the KO or designee at the end of each month. If the COSIS action is not authorized, the owner or IM will provide disposition instructions for the material.

5.3.1.2 PLANOGRAPHS AND STORAGE SPACE MANAGEMENT REPORT (SSMR)

- A. The Government will furnish the current planographs at the end of the phase-in period, and the Contractor shall maintain the planographs IAW DLAM 4145.12, Joint Service Manual (JSM) for Storage and Materials Handling, Section V, Space Control and Reporting, paragraph 2-12, Space Control Techniques, subparagraph c, Floor Plan or Planograph, using the AutoCAD software. The Government will furnish the initial software, and the Contractor shall furnish any upgrades to the software.

B. The Contractor shall accurately draw planographs of assigned areas to scale. Planograph drawings shall include all storage and support areas, and shall incorporate columns; stair wells; elevator shafts; offices; break areas; washrooms; fire, personnel and cargo doors; electrical panels; battery charging areas; structural loss; and support spaces. The Contractor shall utilize existing drawing conventions and include general notes blocks to show building or bay dimensions, gross square feet (GSF), aisles, structural loss and support space. The general notes block shall also include Net Square Feet (NSF) and Attainable Cubic Feet (ACF) for bin, rack and bulk space. The Contractor shall label each storage area or row with dimensions, NSF and ACF. The Contractor shall identify and label all other areas with the appropriate text, including aisles and operational areas. The Contractor shall review planographs at least annually and shall update the planographs where warehouse layouts change. The Contractor shall include the name of the person who measured the space and the name of the person who prepared the planograph, as well as, the date drawn or updated.

C. The Contractor shall:

1. Use planographs to prepare the Storage Space Management Report (SSMR) (DD Form 805) (See paragraph C-6.6.3, Semi-Annual Reports, Report Number 016, Storage Space Management Report) IAW DLAM 4145.12, Joint Service Manual for Storage and Materials Handling and in the DDC SSMR Training Workbook (located in the Technical Library) and submit the report to the KO or designee electronically, as well as, with a hard copy.
2. Use warehouse planograph drawings to prepare the semi-annual SSMR by specific warehouse.
3. Complete each individual SSMR to provide detailed capacity and occupancy data for each warehouse bay and open storage lot.
4. Report all data without rounding when completing the SSMR Workbook.
5. Prepare the summary SSMR for the entire center with all data rounded to thousands.
6. Submit the semi-annual SSMR to the KO or designee NLT December 15th and June 15th.
7. Maintain an audit trail comprised of a hard and/or soft copy of all working papers, source documents, inquiries, worksheets, data disks and other pertinent papers used to complete the SSMR for a minimum of three (3) years.

5.3.1.3 TOP 100 WEIGHT AND CUBE NATIONAL STOCK NUMBER (NSN) PROGRAM

- A.** The Top 100 Weight and Cube NSN program is designed to gather actual weight and cube data in order to correct overall systems weight and cube files. NSNs can range in weight from less than one ounce to in excess of 10,000 pounds. NSNs can range in size from less than one cubic inch to greater than 5,000 cubic feet. The Contractor shall obtain the weight and cube information through research for heavy bulk items (hard to handle items) too large for the scales.
- B.** The Contractor shall update a minimum of 100 Global Weight and Cube (GWC) records monthly. The Contractor shall utilize DSS program R7AZ to generate the monthly weight

and cube workload. The Contractor shall weigh and measure the items IAW program requirements and update weight and dimension data in the GWC record in DSS using screen R7AV. Only Contractor personnel who have completed the Top 100 Weight and Cube training (see TE 3.9, Government-Furnished Training) shall perform and record the actual data measurements to update the GWC record.

- C. During any distribution process, if the weight and measurement data is missing or is suspect, Contractor personnel trained in the Top 100 Weight and Cube program shall weigh and measure the items using the procedures established by that program and submit the correct information in the same format required for that program and update the GWC record in DSS in addition to their monthly Top Weight and Cube Program workload.

5.3.2 ADDITIONAL REQUIREMENTS

- A. The Contractor shall perform the additional requirements for storage of material as described in the following paragraphs:

5.3.2.1 AMMUNITION, EXPLOSIVES AND DANGEROUS ARTICLES (AEDA)

- A. During COSIS surveillance of AEDA material, the Contractor shall verify the presence of inert certification documents. For material identified as AEDA without documentation attached that certifies the material is inert, the Contractor shall perform the visual inspection, verify the material is inert and attach the certification IAW DoD 4160.21-M-1, Defense Demilitarization Manual, Chapter II, Demilitarization of Surplus and Foreign Excess Military Items, paragraph D, Inert Material, subparagraph 1, to the material. If material cannot be verified as inert or is questionable, the Contractor shall suspend the material in the appropriate CC, prepare and submit a DD Form 1225 (Type 5 Discrepancy) to the owner or IM and move the material to a controlled area. The Contractor shall perform disposition instructions upon receipt.

5.3.2.2 CONTROLLED MATERIAL

- A. The Contractor shall store and safeguard all controlled material IAW:
- DLAD 5025.30, DLA One Book, Chapter: DLA Enterprise Support, Title: DLA Information Security Program
 - DLAD 5025.30, DLA One Book, Chapter: DLA Enterprise Support, Title: DLA Physical Security Program
 - DLAR 4145.11, Safeguarding of DLA Sensitive Inventory Items, Controlled Substances, and Pilferable Items of Supply
 - DoD 5200.1-R, Information Security Program, Chapter 6, Section 4
 - DoD 5220.22-M, National Industrial Security Program Operating Manual (NISPOM)
- B. The Distribution Center currently has approved controlled material storage areas that meets the requirements in the regulations and directives in paragraph C-5.3.2.2 A. If the Contractor proposes to re-locate any controlled material storage areas, the Contractor shall

submit the proposal in writing to the KO or designee for approval prior to the movement of any material. The Contractor shall perform the additional requirements for storage of controlled items as described in the following paragraphs:

5.3.2.2.1 CLASSIFIED MATERIAL

- A.** In addition to the requirements in these paragraphs, the Contractor shall store classified material IAW TE 5.4, Defense Distribution Center Standard Operating Procedures for Handling Classified Material. The Contractor shall store classified material (e.g., Secret, Confidential, and CCIs) that is not under the personal control and observation of an authorized person in a locked security container, vault, room, or approved classified material storage area. The Contractor shall designate the classified material storage area as a "RESTRICTED AREA". The Contractor shall not commingle classified material in storage with non-classified material.
- B.** The Contractor shall limit access to the classified material storage area to personnel possessing a current secret clearance or escort those that do not have a secret clearance while they are in an area that contains classified material to ensure they do not have access to the classified material. The Contractor shall maintain an access log to document each person entering and leaving the area to include the name, date and time of access to the classified material storage area. The Contractor shall maintain this log book and provide to the KO or designee upon request.
- C.** The Contractor shall conduct random weekly inspections of secure storage areas to confirm adequacy of physical security measures. The Contractor shall document and submit the results of the inspections to the KO or designee.
- D.** On a weekly basis, the Contractor shall generate a query using QMF reflecting the location of all classified material. The Contractor shall review the information and retrieve any classified material not stored in the secure storage area, relocate it to the proper storage area, and prepare and submit a Report of Preliminary Inquiry to the KO or designee. (See DLAR 5200.12, DLA Information Security Program, Appendix F, Format for Report of Preliminary Inquiry). The Contractor shall also retrieve any non-classified material from the secure storage area and relocate it to a non-secure storage location.

5.3.2.2.2 PILFERABLE MATERIAL

- A.** The Contractor shall store pilferable material, to the greatest extent possible, in a single building or in contiguous buildings with controlled access. The Contractor shall use KO or designee approved locking devices on doors of all storage areas.

5.3.2.2.3 SENSITIVE ITEMS

- A.** The Contractor shall store all sensitive material IAW DLAR 4145.11, Safeguarding of DLA Sensitive Inventory Items, Controlled Substances, and Pilferable Items of Supply, paragraph IV, Responsibilities, subparagraph B2, DLA Field Activities.

5.3.2.3 HAZARDOUS MATERIAL (HAZMAT)

- A.** The Contractor shall segregate and store HAZMAT by HCC and handle HAZMAT to prevent risks to personnel or to the facility in which it is stored. The Contractor shall record the applicable MSDS number and HCC in DSS for each HAZMAT storage location.
- B.** HAZMAT is generally classified by the primary hazard characteristic since it is not practical to provide a completely detailed, item-by-item listing of this material and their storage requirements. The ten broad categories of HAZMAT storage are:
1. A - Radioactive
 2. C - Corrosive
 3. D – Oxidizer
 4. E – Explosive
 5. F – Flammable
 6. G – Gas, Compressed
 7. L – Low Hazard (General Purpose)
 8. P – Peroxide, Organic
 9. R – Reactive
 10. T – Poison
- C.** Within the ten major storage areas further separation is required based on the compatibility of the individual items whose general properties indicate they may be stored in the same storage area. The Contractor shall comply with DLAI 4145.11, Storage and Handling of Hazardous Materials, Appendix C, Storage Segregation Matrix: HCCs to Storage Segregation. The Contractor shall perform the additional requirements for storage of HAZMAT as described in the following paragraphs:
- D.** The Contractor shall store HAZMAT and compressed gases (liquefied and gaseous) in the approved HAZMAT facility or cylinder yard IAW:
- DLAI 4145.11, Storage and Handling of Hazardous Materials, Enclosure 1, Storage and Handling of Hazardous Materials, Chapter 4, Storage and Care of Hazardous Materials, Section II, Hazardous Materials Storage Requirements
 - DLAI 4145.25, Storage and Handling of Liquefied and Gaseous Compressed Gases and Their Full and Empty Cylinders
 - ERG 2008, Emergency Response Guidebook
- E.** The Contractor shall store HAZMAT in the approved HAZMAT facility in one of two defined areas:

1. Separate inside storage: A room or building used for the storage of material in containers or portable tanks, separated from other types of storage occupancies.
 2. Segregated storage: Material is physically separated by sills, curbs, or distance. The distance to separate material may be occupied by compatible non-HAZMAT. If used, the Contractor shall maintain the distance between HAZMAT even if compatible non-HAZMAT is moved.
- F.** In changing storage layout plans, the Contractor shall note that HAZMAT have characteristics that require the material to be specially stored or handled to prevent risks to personnel or to the facility in which they are stored.
- G.** All Contractor personnel who handle and store HAZMAT and compressed gases (liquefied and non-liquefied) contained in cylinders shall be aware of and comply with all applicable regulations. The Contractor personnel who have the responsibility of storing and handling HAZMAT and compressed gases and gas cylinders shall have a working knowledge of the characteristics and hazards associated with each individual gas (see TE 4.1, Contractor Furnished Training). The Contractor shall store and segregate all cylinders in a safe manner.

5.3.2.4 RADIOACTIVE MATERIAL (RAM)

- A.** The Contractor shall store RAM IAW:
- DDCM 6055.20, Radiological Health Program, Section 3, Equipment and Facilities, paragraph C5, Radiation Areas
 - DLAI 4145.8, Radioactive Commodities in the DoD Supply System, paragraph E6, Storage and Handling
 - DLAR 4145.23, Radioactive Materials in the DLA Supply System, paragraph V
 - NRC License No. 37-30062-01
- B.** The Contractor shall keep areas used for the storage of RAM to the minimum for adequate control. The Contractor shall use only RAM storage areas that have been approved by the RPO. The Contractor shall not store RAM in the same warehouse section with explosives, flammable materials, photosensitive items (i.e., photographic film), food products, non-radioactive or other non-compatible commodities. The Contractor shall prohibit smoking, eating, and drinking in areas where RAM is stored and handled. The Contractor shall store commodities that contain radioactive gases or radium in well-ventilated structures.
- C.** The Contractor shall secure the RAM storage areas in such a manner as to prevent the unauthorized removal of radioactive commodities within the area. The Contractor shall post RAM areas with a sign or signs bearing the radiation symbol and the words "CAUTION" or "DANGER RADIATION AREA". The Contractor shall post or barricade all RAM storage areas IAW 10 CFR, Energy, Subpart J, Precautionary Procedures, Section 20.1902, Posting Requirements; and DDCM 6055.20, Radiological Health Program, Section 3, Equipment and Facilities, paragraph C, Posting, subparagraph 4, Radioactive Material Areas, and all applicable RHIPs pertaining to posting. The Contractor shall protect RAM stored in outside storage areas from the natural elements.

- D. The Contractor shall limit access to all RAM storage areas to RAM-trained personnel and shall maintain As Low As Reasonably Achievable (ALARA) exposures to the public. The Contractor shall maintain a visitor’s log for each individual who is admitted to the RAM storage area, which shall include as a minimum, the date of entry, name and organization of individual. The Contractor shall retain the log for a period of three (3) years; and shall make the log available to the KO or designee upon request.
- E. The RPO shall notify the KO or designee when a storage area will no longer be used for radioactive storage. The RPO shall perform a Radiation Survey and Site Investigation (RSSI) IAW the Multi-Agency Radiological Survey and Site Investigation Manual (MARSSIM), Chapter 5, Survey Planning and Design, and prepare and submit to the KO or designee a final status survey report. The Contractor shall not release the area for non-radiological use or remove the RAM area posting until the closeout survey has been approved by the DDC Radiation Safety Officer (RSO) through the KO or designee.

5.3.2.5 SHELF-LIFE MATERIAL

- A. The Contractor shall store shelf-life material (Type I or II) according to the expiration date or inspection and test date of the material. The Contractor shall process and store all shelf-life items IAW DoD 4140.27-M, Shelf-Life Management Manual, Chapter 4, Receiving, Storage, Surveillance and Extensions.
- B. The Contractor shall store shelf-life items in separate locations organized by type as follows:

TYPE I BY:	TYPE II BY:
NIIN Date manufactured Date cured Date assembled Date packed Expiration date	NIIN Date manufactured Date cured Date assembled Date packed Inspection or test date

- C. The Contractor shall store shelf-life items with one lot and batch per storage location. Although this is the preferred method of storage, a lack of storage space could necessitate a need to store multiple lots per location. When this occurs, the Contractor shall identify each lot and batch within the location with a placard.

5.3.3 REWAREHOUSING ACTIONS

- A. A re-warehousing action is the movement of material from one storage location to another. Re-warehousing actions begin when a re-warehousing transaction is generated in DSS and ends when the material is physically placed in a finite storage location and closed in DSS. The Contractor shall perform re-warehousing actions to ensure proper storage of material and to maximize the existing warehouse and/or cube utilization.

5.4 PHYSICAL INVENTORY CONTROL

A. The Contractor shall maintain inventory accuracy for warehoused stock IAW TE 5.0, APLs. The Contractor shall perform Physical Inventory Control Program (PICP) services that maintain integrity in mission stock asset balances IAW:

- DDCM 6055.20, Radiological Health Program, Section 4, paragraph D, Inventory of Radioactive Material
- DLAD 5025.30, DLA One Book, Chapter: Distribution and Reutilization, Title: Inventory Adjustment Research (IAR), paragraph 2.1.1.2
- DLAI 4145.8, Radioactive Commodities in the DoD Supply System, paragraph 4
- DoD 4000.25-2-M, MILSTRAP, Chapter 7, Physical Inventory Control
- DoD 4100.39-M, FLIS Procedures Manual, Volume 6, Supply Management
- DoD 4140.1-R, DoD Supply Chain Material Management Regulation, paragraph C5.7.5, Physical Inventory Control, and Appendix 12, Charter for the DoD Joint Physical Inventory Working Group (JPIWG)
- DDC SWARM Inventory Control Manual

B. The Contractor shall assist the Government in any government audits as requested. The Government will use an Inventory Action Team to conduct the Semi-annual Performance Inventory (TPIC N), Chief Financial Officers (CFO) Inventory (TPIC L), the newly established cyclic inventories (TPIC D), and all annually required Controlled Item inventories, to include radioactive (TPICs G and P) physical count inventories. The Government will also establish a Quality Audit Team to consist of the Government Accountable Officer or designee, the Inventory Action Team Leader and a Contractor representative, if deemed necessary by the Contractor to observe the inventories.

5.4.1 GENERAL REQUIREMENTS

A. TPICs are prioritized in DSS to ensure that a NSN is not under more than one TPIC at any one time. TPICs are released in the following priority order:

PRIORITY	TPIC CODE	DEFINITION	GENERATED BY	SCHEDULED/ UNSCHEDULED
1	E	Denial Research	DSS	Unscheduled
2	T	Retention Quantity DRO for Recycling Control Program (RCP) with Multiple Owners or IMs	DSS	Unscheduled

PRIORITY	TPIC CODE	DEFINITION	GENERATED BY	SCHEDULED/ UNSCHEDULED
3	N	Semi-Annual Accuracy Sample for Performance ¹	Government	Scheduled
4	P	Pilferable Sample ¹	Government or Contractor	Scheduled
5	L	Annual Financial Sample (Chief Financial Officer (CFO)) ¹	Government	Scheduled
6	G	Controlled Item Inventories ¹	Government	Scheduled
7	M	On-hand Balance Mismatch Research	Contractor	Unscheduled
8	R	Supply Discrepancy Report (SDR) Research	DSS	Unscheduled
9	S	Intransit Research	Contractor	Unscheduled
10	V	TPIC U/Z Reject for Dollar Value	DSS	Unscheduled
11	K	Location Survey Errors	DSS	Unscheduled
12	C	Self-Analysis	Contractor	Unscheduled
13	H	Owner or IM request	Contractor or DSS	Unscheduled
14	D	Cyclic/Mock TPIC N	Government	Unscheduled
15	J	Special by KO or designee for Quantitative Location Reconciliation (QLR) Research	DSS	Unscheduled
N/A	U	Perpetual at Bin Face	DSS	Unscheduled

PRIORITY	TPIC CODE	DEFINITION	GENERATED BY	SCHEDULED/ UNSCHEDULED
N/A	Z	DSS Process: Book-to-Book Error ²	DSS	System Process
N/A	W	DSS Process (Transmission of History-QLR) ²	DSS	System Process
N/A	X	KO or designee QLR Request-Additional History ²	DSS	System Process
<p>¹ The Government will conduct TPIC L, N, D, G and P physical counts. The Contractor shall provide the Government with the appropriate MHE necessary to conduct the TPIC L, N, D, G and P inventories. The Contractor shall conduct any causative research requirements resulting from the TPIC L, N, D, G and P inventories.</p>				
<p>² TPICs Z, W and X are DSS processes - no physical inventory is required.</p>				

B. The Contractor shall maintain the accountable record for all material in storage in support of customer requirements and readiness. The Contractor shall monitor physical inventories, location surveys, and perform research and reconciliations to correct accountable record imbalances and prevent potential denials. The Contractor shall also identify repetitive processing errors and help resolve problems in supply system work processes.

C. The Contractor shall inventory material IAW the requirements in the following paragraphs:

5.4.1.1 DISTRIBUTION STANDARD SYSTEM (DSS) INVENTORIES

A. DSS will generate the TPICs annotated as DSS generated in the table in paragraph C-5.4.1, General Requirements. The Contractor shall generate TPICs not automatically generated by DSS. The Contractor shall assign an Inventory Cut-Off Date (ICOD) when not assigned by DSS, which determines the date the inventory is released from the workload bank. The Contractor shall perform the following inventories within 15 calendar days from the date the inventory is established in DSS:

TPIC	DEFINITION
TPIC C	Self-Analysis
TPIC E	Denial Research
TPIC H	Owner or IM Request
TPIC J	Special by owner or IM for QLR Research

TPIC	DEFINITION
TPIC K	Location Survey Errors
TPIC M	On-hand Balance Mismatch Research
TPIC R	SDR Research
TPIC S	Intransit Research
TPIC T	Retention Quantity DRO for RCP with Multiple Owner or IMs
TPIC V	TPIC U/Z Reject for Dollar Value

- B.** The Government will perform the physical count for TPIC P used for Sample Inventory for Pilferable Material to meet the annual random sample inventory requirements. The Contractor retains the ability to perform self analysis to determine the overall accuracy of their records using TPIC C or TPIC P sample inventories except during the normal semi-annual TPIC N, which normally occurs in February and August of each year. The Government is responsible for conducting the annual pilferable sample inventory requirements and has priority over the Contractor generated TPIC C or TPIC P inventories. The Contractor shall coordinate the scheduling of Contractor generated TPIC C or TPIC P inventories with the KO or designee to mitigate any confusion.
- C.** The Government will perform the physical count for all TPIC G, Controlled Item Inventories, to meet the annual wall-to-wall inventory requirement IAW DoD 4000.25-2-M, MILSTRAP, Chapter 7, Physical Inventory Control, paragraph C7.3.3.1. The Contractor retains the ability to perform self analysis using Contractor-generated TPIC C inventories or government-generated TPIC G inventories for controlled items. The Government is responsible for conducting the annual wall to wall inventory requirements and has priority over any Contractor generated TPIC C inventories for controlled items and any government-generated TPIC G inventories the Contractor may be using for self-analysis. The Contractor shall coordinate the scheduling of the Contractor generated TPIC C inventories for controlled items and government-generated TPIC G inventories the Contractor is using for self-analysis with the KO or designee to mitigate any confusion. The Government will perform 100% inventory on the following sensitive and classified items:

 - 1. Classified
 - 2. Cryptographic
 - 3. Radioactive items (100% physical inventories are performed at the end of the last quarter of the Fiscal Year). The Government will conduct required physical inventories IAW federal regulation(s), NRC license(s) and DDCM 6055.20, Radiological Health Program, Section 4, paragraph D, Inventory of Radioactive Material, to maintain accuracy of inventory records. The Government will note any discrepancies for further count and adjustment of records, as appropriate, and provide the Contractor RPO with an electronic and hard copy spreadsheet. The Contractor shall report discrepancies between the physical count inventory and the RPO database of licensed items to the KO or designee who will review for reportability.
 - 4. Other as designated by DoD or DoD components

5. CIIC items other than CIIC U, 7, or blank codes
- D.** The Government will perform the physical count for cyclic inventories using TPIC D to verify the accuracy of inventory quantity data by counting portions of the inventory on an ongoing basis. The Government will count every high dollar item (greater than \$1,000) at least once every two (2) years and other material once every three (3) years.
 - E.** The Contractor shall perform TPIC U, Perpetual at bin face, when prompted by DSS. DSS will not permit the pick action to complete until the TPIC U inventory is completed. When the TPIC U inventory is conducted, if the count does not match the accountable record, and the adjustment is greater than the designated auto adjust level in value, DSS will generate and the Contractor shall perform the TPIC V inventory.
 - F.** For physical inventory counts the Contractor is responsible for conducting, the Contractor shall perform the 1st count of the physical inventory, including verifying the NSN, nomenclature, on-hand quantity, unit of issue, CC, and location, and entering the results into DSS. Once the 1st count is entered into DSS for all inventories, DSS systemically performs a Post-Count Validation for uncontrolled items as follows:
 1. For Uncontrolled Items:
 - (a) If the 1st physical count matches the DSS accountable record, the inventory is closed in DSS.
 - (b) If the 1st physical count does not match the DSS accountable record but the adjustment is less than the designated auto-adjust level in value, the inventory is closed in DSS.
 - (c) If the 1st physical count does not match the DSS accountable record and the adjustment would be greater than the auto adjust level in value, DSS generates a 2nd count requirement.
 2. For Controlled Items: (Other than those performed by the Government- TPIC D, G, N, L, or P).
 - (a) If the 1st physical count does not match DSS accountable records, DSS will generate a 2nd physical count requirement.
 - G.** A different Contractor individual shall perform the 2nd physical count requirements generated by DSS for uncontrolled and controlled items. Once the count is entered into DSS, DSS systemically performs a Post-Count Validation and generates an Inventory Evaluation Research List (IERL) for all of the following:
 1. Potential uncontrolled item adjustments > \$1,000 and < or equal to \$5,000 that have a unit variance of > 10%.
 2. Potential uncontrolled item adjustment > \$5,000.
 3. Potential uncontrolled item adjustments > \$1,000 and < or equal to \$5,000 and < or equal to 10% quantity variance.

5.4.1.2 RESEARCH OF POTENTIAL OR ACTUAL PHYSICAL INVENTORY ADJUSTMENTS

- A.** The Contractor shall use the IERL to perform Pre-Adjustment Research to review the potential inventory adjustments due to differences between the count and the recorded balances. Only Contractor personnel trained in the inventory processes shall apply in-float controls, and conduct pre-adjustment research, which includes the determination to accept the 2nd physical count or conduct a 3rd count. The Contractor shall compare the adjusted count with the balance maintained by the Contractor to determine the potential variance. The primary focus of this research is in-float transactions and cataloging data. If the 2nd count is accepted, DSS will automatically record the date of the last inventory on the DSS Owner Asset Display. The Contractor shall perform a 3rd count on all controlled item inventories prior to any adjustments being made to the accountable record. The Contractor shall also perform a 3rd count on items meeting any of the following criteria:
1. The 1st count and the 2nd count do not match and the on-hand balance is not impacted by the difference between the 1st and 2nd count, and a variance for 2nd count other than zero exists. (Variance is not caused by in-float).
 2. The Summary Variance (SUM VAR)/Cumulative Adjustment (CUM ADJ) was zero for 1st count and a quantity for 2nd count exists.
 3. Count error is suspected.
- B.** The Contractor shall notify the KO or designee immediately if there is a potential adjustment for any NSN that exceeds \$500,000 or is identified as radioactive or the CIIC identifies it as classified or sensitive. The Government will be responsible for completing adjustments that exceed \$500,000. The KO or designee will notify if further action is required by the Contractor for adjustments over \$500,000.
- C.** DSS will generate an IAV for all items that meet the mandatory causative research requirements. Causative research criteria are based on the CIIC (see DoD 4100.39-M, FLIS Procedures Manual, Volume 10, Multiple Application References, Instructions, Tables, and Grids, Table 61, Controlled Inventory Item Codes), dollar value, and unit variance. These codes, along with other variables, are used to determine the need for causative research, which is included in the DSS logic to generate the IAV. The IAV initiates the causative research process.
- D.** The Contractor shall perform causative research for inventory adjustments included in the table below, regardless of the TPIC inventory that identified the discrepancy. The Contractor shall review transaction documentation, which includes supporting source documentation, catalog change actions, shipment discrepancy files, and un-posted, rejected or violated transactions since the last completed inventory where causative research was conducted, or two (2) years, whichever is sooner. The Contractor shall attempt to resolve the discrepancy to accurately reflect physical action in asset management and financial data. The Contractor shall enter the information discovered during the causative research process on the IAV in DSS. The Contractor shall prepare a causative research package to document the results of the research. The Contractor's causative research package shall include:

1. The completed IAV.
 2. A detailed description of the identified cause of the discrepancy.
 3. Corrective action taken.
 4. All supporting documentation.
- E.** The Contractor shall retain all completed causative research packages for two (2) years in either EDMS or hard copy as directed by the KO or designee. If the causative research process reveals the adjustment (from the pre-adjustment research process) was caused by an improperly posted transaction, the Contractor shall process a reversal transaction to allow the proper posting of the correct supply transaction. The Contractor shall reverse a physical inventory adjustment by posting a credit loss or gain transaction. The Contractor shall not reverse adjustments by posting an offsetting adjustment. The Contractor's causative research package (IAV) shall provide the documentation to support the reversal. The Contractor shall conduct a separate review of all causative research and its findings to verify that all pertinent transaction files, records, and documents were evaluated during the research process. The Contractor shall have the Researcher, First Line Supervisor and Site Manager or Alternate Site Manager signs the printed IAV and forward to the KO or designee, along with the causative research package for acceptance and signature. The Contractor shall submit the IAV to the KO or designee within 30 calendar days from the date the adjustment is posted. The KO or designee will review and accept the IAV within 15 calendar days. The IAV is closed when the KO or designee accepts and signs the IAV package. If during the KO's or designee's review and approval and signature process, it is determined the IAV research is insufficient, the Contractor shall perform additional research and re-submit the IAV package to the KO or designee for acceptance/signature within 15 calendar days from notification of additional research requirements.
- F.** For those inventory actions that do not meet causative research (IAV) criteria, DSS will generate a Consolidated Adjustment Voucher (CAV) at the end of each month. The CAV is printed from the Causative Research Monthly Reports, IAV Summary and Detail Listing. The Contractor shall print and review this report on the first day of each month for the previous month for adjustments that will not be accepted without further research (e.g., possible pilferable items, repetitive errors). The Contractor shall submit the reviewed CAV report with their annotations of adjustments that require additional research to the KO or designee within 30 calendar days of the creation of the CAV. The KO or designee will review to verify all adjustments that will not be accepted have been annotated, sign the CAV report and return to the Contractor within 15 calendar days. Within five working days of receipt, the Contractor shall change the research codes on those annotated adjustments from "V" to "M" and reprint the report. The Contractor shall sign the reprinted report and submit to the KO or designee for approval and signature. The research codes on adjustments changed to "M" will generate a causative research package. The Contractor shall perform the necessary steps to complete the causative research package and submit to the KO or designee.
- G.** The following table synthesizes the minimum research requirements that the Contractor shall accomplish for physical inventory adjustments:

MINIMUM RESEARCH REQUIREMENTS FOR POTENTIAL OR ACTUAL PHYSICAL INVENTORY ADJUSTMENTS					
CONDITION OF DISCREPANCY		REQUIRED RESEARCH			
		Post Count Validation	Pre-Adjustment Research	Causative Research	Type of Voucher
1.	< \$1,000	NO	NO	NO	CAV
2.	> \$1,000 but < \$5,000 and < 10% unit variance	YES	NO	NO	CAV
3.	> \$1,000 but < \$5,000 and > 10% unit variance	YES	YES	NO	CAV
4.	> \$5,000 but < \$16,000 and < 25% unit variance	YES	YES	SAMPLE ¹	IAV
5.	> \$5,000 but < \$16,000 and > 25% unit variance	YES	YES	YES	IAV
6.	> \$16,000	YES	YES	YES	IAV
7.	Controlled Inventory Item	YES	YES	YES ²	IAV
8.	Suspected Fraud, Waste, or Abuse	YES	YES	YES	IAV
¹ If not selected as part of a sample population, the type of voucher is a CAV.					
² The Contractor shall conduct causative research on all adjustments (gains and losses) of pilferable items with an extended value greater than \$2,500, and all adjustments with an extended value of greater than \$16,000 or greater than 25% unit variance and greater than \$5,000.					

NOTE: Additionally, DSS generates IAVs for a 10% random sample research status code "S" for all uncontrolled inventory adjustments that do not meet the criteria for causative monthly research. The Contractor shall also perform causative research for these IAVs in accordance with mandatory IAV requirements.

H. IAW DoD 4140.1-R, DoD Supply Chain Material Management Regulation, the Contractor shall not use personnel performing general receiving and storage functions to conduct pre-adjustment research, post count validation, and the performance of formal and informal 3rd counts. This practice assists in ensuring that no single individual can adversely affect the accuracy and integrity of the inventory.

5.4.2 ITEM DATA MAINTENANCE

- A. FLIS is the central repository for all management data that defines an NSN. Owners or IMs update FLIS and FLIS feeds DSS, which uses the item data to determine correct type storage such as secured and hazardous storage requirements, unit of issue, price, CIICs and schedules for surveillance of SLCs. DSS will receive and post the stock number attribute modifications. The timeliness and validity of data maintenance impacts record accuracy, MRO fill capability and overall performance.
- B. When notified through DSS, the Contractor shall apply real time physical updates (e.g. re-marking, re-packaging) to NSN attributes at the bin face to change material identification, unit of pack and unit of issue.
- C. The Contractor shall maintain site records of NSNs, Local Stock Numbers (LSNs), CAGE and part numbers, and service unique stock numbers as follows:
 - 1. Designate individuals to maintain item data records to the KO or designee.
 - 2. Maintain Quantity by Site (QBS) records using the R7AL screen in DSS.
- D. In addition to the above, the Contractor shall also maintain global records of LSNs, CAGE and part numbers, and service unique stock numbers through the following (NOTE: DSS provides a separate program in R7AB to maintain these records):
 - 1. Maintain LSN, CAGE and part numbers, and service unique stock numbers in records on the Quantity by Global (QBG).
 - 2. Accomplish the necessary physical changes on the material for item data changes (e.g., stock number, Federal Supply Class (FSC), unit of issue, SLC, stock item code, CIIC changes and Manager RIC). The Contractor shall update freight data when available to provide efficiency to the rate and bill process for Transportation
 - 3. Coordinate with owners or IMs to accomplish necessary changes, review the CAGE and part numbers in FLIS and convert to a NSN when possible.
 - 4. Monitor corrections to owner or IM records based on DZG rejects. The Contractor shall research the rejects to determine the transaction that originally placed the material in the incorrect owner's account and make the necessary corrections. If no transaction can be determined, the Contractor shall notify the KO or designee, who will change the owners' or IM's balances without a transaction to the owner or IM in the DSS screen P8BZ.
 - 5. Comply with policy guidelines established in the DDC SWARM Inventory Manual and DoD 4100.39, FLIS Procedures, Volume 4: Item Identification, when updating global records and owner or IM balances due to re-identification and stock number changes.

5.4.3 LOCATION SURVEYS

- A. The Contractor shall conduct location surveys, which are physical verifications between assets that are physically in location and recorded in the locator record data contained in DSS. The Contractor shall prepare and submit to the KO or designee an annual schedule for location surveys to be performed each month. The Contractor shall perform the location

surveys IAW the Location Survey Schedule submitted 30 calendar days prior to the conclusion of the phase-in period to cover from the start of full performance to the 30th of September. The Contractor shall submit the Location Survey Schedule thereafter by the 1st of October of each year. The Contractor shall provide justification for deviating from the submitted schedule to the KO or designee by the 2nd working day of each month for the remaining months during the performance period. The Contractor shall perform locations surveys using the following methods:

1. A complete location survey of all locations, or
 2. A statistical sampling methodology that includes all locations in the sub work area and has a probability of selection, or
 3. A combination of complete and statistical sampling.
- B.** The Contractor shall schedule surveys so that each survey batch is completed and the records are updated within 24 hours from the beginning of the survey.
- C.** In addition to the annual requirement, the Contractor shall conduct a location survey in both gaining and losing storage areas following the accomplishment of either Contractor initiated or government directed re-warehousing projects. A location survey conducted as a result of rewarehousing projects may be considered to have satisfied any open annual survey requirement providing the survey was properly entered and completed in DSS.
- D.** Only one error per stock number per location is charged when a location delete or a location established or a location correction is required for the same location. When a discrepancy is identified during the survey for Type I (locator record deleted) and Type II (locator error established) errors, as defined in DoD 4000.25-2-M, MILSTRAP, paragraphs C6.6.1.2.1 and C6.6.1.2.2, the Contractor shall conduct prompt research to determine if the discrepancies are valid. A TPIC K is initiated in DSS when, during acceptance of the survey, valid Type I and Type II errors are input.
- E.** The APL for location accuracy rate is 99.5%. If a sample survey is conducted, the Contractor shall accept the statistical sample only if the accuracy rate, as a result of the location survey, is 99.5% accuracy of location data. If the accuracy rate of the sample survey is below 99.5%, the Contractor shall accomplish a 100% wall-to-wall survey of the sub-work area(s) sampled.

5.4.4 ADDITIONAL REQUIREMENTS

- A.** The Contractor shall perform the additional requirements for inventory of material as described in the following paragraphs:

5.4.4.1 HAZARDOUS MATERIAL (HAZMAT)

- A.** To ensure the maximum correct storage controls and protection of the workers, the Contractor shall complete and maintain a HAZMAT inventory consisting of the same product identity as specified on the MSDS, the quantity on hand, and the date the inventory was

established. The Contractor shall revise the HAZMAT inventory as often as needed depending on the severity of the hazardous chemicals and specific control requirements as delineated in 29 CFR, Labor, Part 1910, subpart Z, Toxic and Hazardous Substances.

5.5 ISSUE

- A.** The Distribution Center processes all issues for distribution to a variety of commercial and government customers. Characteristics of material issued are included in paragraph C-2.1.1, Characteristics of Material Processed. The Contractor shall perform the issue of material IAW TE 5.0, APLs. To ensure the Issue APLs in TE 5.0 for High Priority and Routine MROs are met, the Contractor shall:
1. Complete all high-priority issues the same day as received. If the Contractor is unable to complete these issues the same day as received, all aged high priority issues shall be completed before processing any new issues.
 2. Complete all routine MROs within three (3) calendar days. The Contractor shall complete all aged routine priority issues before processing new routine issues.
 3. Review the SGT-6 Summary Late Line Report daily and research and resolve aged MRO, RDO, and DROs IAW C-5.5.1.9, Traffic Management.
- B.** The issue process begins with the receipt of MROs, DROs, RDOs and non-automated requirements such as those contained on a DD Form 1149 or a DD Form 1348-1A for shipments or local delivery. The process ends for on-base deliveries when the material is delivered, the customer signs the delivery document for confirmation of delivery, and the Contractor closes out the manifest in DSS. The process ends for off-base deliveries when the carrier signs the BOL.

5.5.1 GENERAL REQUIREMENTS

- A.** The Contractor shall issue material for all on and off base transactions. The Contractor shall coordinate workload, expedite high priority issues, schedule deliveries and issue the correct material in the correct quantity and CC so the material and supplies ordered are received by the customer where and when they are needed and IAW the APLs.
- B.** The Contractor shall establish a location where customers can wait to pick-up and take receipt of the material requisitioned. The Contractor shall publicize this location to local customers.
- C.** The Contractor shall issue material IAW the requirements in the following paragraphs:

5.5.1.1 PROCESSING MATERIAL RELEASE ORDERS (MROS)

- A.** The Contractor shall use the Production, Planning and Control (PPC) application of DSS to develop MRO cycles. Cycles can be automatically planned and released to occur multiple times throughout the day to release existing workload from the Military Services' material

management and logistics systems. The Contractor shall coordinate the MRO cycle schedule and any cycle change requests with the KO or designee.

- B.** Every MRO cycle and every DSS wrap-up cycle generates rejects, violations and cancellation requests as they occur. IAW DoD 4000.25-1-M, MILSTRIP, MRO violations include, but are not limited to, incorrect unit of issue, blank ship-to designation, improper or blank signal code, and bad ship-to DoDAAC. Reasons for the violations are defined in the DSS code screen. The Contractor shall clear, correct, and release these violations IAW DSS Manual, Chapter UM16, located at <https://ddcnet.ddc.dla.mil/DDCWIP/SiteSelect.asp>. After each cycle, the Contractor shall use DSS generated listings of reject, violation, and cancellation requests to include but not limited to Frustrated Shipments, Invalid Shipment Unit Route Code (SURC), DoDAAC, Port, Transportation Violations, and Airlift Clearance Challenges, and make every effort to research and correct rejects and violations and process cancellation requests prior to the next cycle. Those not completed prior to the next cycle shall be completed as soon as possible to meet the APLs.
- C.** The Contractor shall receive MROs, DROs, RDOs, and special requests through DSS, and non-automated requirements and exception data for existing MROs from owners, IM's, and DRMS by facsimile, telephone, email, message, in person, or by any communication source that is capable of containing supply data. The Contractor shall process off-line requests containing the required MILSTRIP data as follows:
1. Manually generate MROs using the DSS On-Line MRO Processing Option (SMOK) screen (see DoD 4000.25-1-M, MILSTRIP, Chapter 3, Requisition Processing and Related Actions, paragraph C3.15, Preparing Material Release Orders, and Appendix 3.12, Material Release Order and Follow-Up for Material Release Order and Lateral Redistribution Order). Assign a DSS local delivery priority code to any MRO going to any local customers that aligns with the customer provided priority number or IPD. Any local customer's requisition without a delivery priority number or IPD will be assigned a W delivery code, unless otherwise advised by the customer prior to release. Any requisition without an IPD will be processed using the criteria for IPD 4-15 in the DSS Local Issue APL Table. The Contractor shall have knowledge of the A5_ and A2_ format and its elements in order to process and create the DD Form 1348-1A IAW DoD 4000.25-1-M, MILSTRIP, Chapter 3, Requisition, Processing, and Related Actions, paragraph C3.15, Preparing Material Release Orders, and Appendices 3.12 and 3.13. The Contractor shall input the correct MILSTRIP data and any corresponding exception data, normally received via the transportation module of DSS, in A5_ and A2_ format. The Contractor shall coordinate with the requisitioner, their representative, or the owner or IM to validate data prior to releasing the MRO if the information received is not clear or appears to be incorrect. The MRO exception data may identify special handling requirements that include but are not limited to, required delivery date (RDD), serial number requirements, or contract requirements.
 2. Review and release emergency request transactions on the Process MROs from the ICP (SMA6) screen in DSS. The Contractor shall coordinate with the owner or IM to validate exception and address data prior to releasing the MRO if the information received is not clear, appears to be incorrect, or is missing.
 3. Respond to customer requests to change delivery requirements such as changing the material destination or expediting in-process shipments for existing MROs. If a request

to expedite is received from the customer or owner or IM or exception data is received for an existing MRO, the Contractor shall locate the material and make adjustments to the MRO as directed. The MRO exception data may identify special handling requirements that include, but are not limited to, change to the RDD or mode of shipment, serial number requirements, or contract requirements.

- D.** The Contractor shall process out-of-cycle requisitions including, but not limited to, performing the following services:
1. Same or next day receipt by customer.
 2. Deliveries to a carrier's facility for transportation (i.e., FedEx).
 3. Special CBL or GBL processing.
 4. Deliveries to a military facility for transportation.
 5. Priority services (which exceed normal mission processing standards) for special requests and transshipments, include but are not limited to processing:
 - (a) Walk-through requisitions (see above paragraphs for manually generated MROs).
 - (b) Not Mission Capable Supply/Partially Mission Capable Supply (NMCS/PMCS).
 - (c) Not Operational Requisition Supply/Anticipated Not Operational Requisition Supply (NORS/ANORS).
 - (d) Casualty Reports (CASREP) material.
 - (e) Mission Capable (MICAP).
 - (f) Aircraft on Ground-(AOG).
 - (g) Designated Project Codes.
 - (h) Expedited Next Day Air.
- E.** The Contractor shall process out-of-cycle requisitions containing the required MILSTRIP data as follows:
1. During the Contractor's duty hours:
 - (a) For requisitions classified as "immediate" that are for DLA-owned material, the Contractor shall pass the requisition to the applicable DLA Call Center for approval. The Call Center will enter the data into DSS and release the order to the Distribution Center. If DSS is down, the Call Center will notify the Distribution Center by facsimile or phone of approval to release the stock.
 - (b) For requisitions classified as "immediate" for Military Service Owned Material, the Contractor shall input the data into DSS and release the order for processing with Military Service owner approval.
 - (c) For requisitions classified as "routine", the Contractor shall input the data into DSS for release during the next scheduled batch cycle with Military Service owner approval.

2. After the Contractor's duty hours:

- (a) For requisitions classified as "immediate" for DLA-owned material, the Contractor shall pass the requisition to the applicable DLA Call Center for approval. The Call Center will enter the data into DSS and release the order to the Distribution Center. If DSS is down, the Call Center will notify the Distribution Center by facsimile or phone of approval to release the stock.
 - (b) For all requisitions classified as "immediate" for Military Service owned material, the Contractor shall input the data into DSS and release the order for processing.
- F.** The Contractor shall establish an MRO queue monitoring system to extract MROs received after normal duty hours and process the requisition to meet the APLs in TE 5.0.
- G.** The Contractor shall respond to customer requests to change delivery requirements such as changing the material destination or expediting in-process shipments for existing MROs. If a request to expedite is received from the DDC Customer Support Team, the DLA Contact Center, the customer, or owner or IM, or exception data is received for an existing MRO, the Contractor shall locate the material and make adjustments to the order as directed. The MRO exception data may identify special handling requirements that include but are not limited to, change to the RDD, delivery location, mode of shipment, serial number requirements, or contract requirements. The Contractor shall respond to the DLA Contact Center, DDC Customer Support Team, CCC Staff, owner, IM or customer during both duty and after duty hours as required to provide expedited services or perform research of MROs.

5.5.1.2 STOCK SELECTION

- A.** The Contractor shall select the required stock and perform all physical handling and movement of material from the point of storage, or to and within the shipment preparation, packaging, or assembly or disassembly areas, IAW DoD 4140.1-R, DoD Supply Chain Material Management Regulation.
- B.** During the stock selection process, the Contractor shall:
- 1. Select the correct NSN, quantity, CC and unit of issue as specified on the issue document. Typical units of issue include, but are not limited to, each, box, hundred, roll, reel, dozen, and feet. This may require the Contractor to remove banding or strapping, open containers, measure and cut material, reseal containers, and/or re-palletize material. The Contractor shall pack the material IAW paragraph C-5.5.1.8, Shipment Preparation for Issues to Off-Base Customers.
 - 2. Select material based on exception data and customer specific requirements such as, but not limited to, selecting by serial number, contract number, lot number, color, or manufacturer.
 - 3. Affix passive radio frequency identification (pRFID) labels when prompted by DSS. If using paper DD Form 1348 or pick tickets, the Contractor shall apply a 4" x 2" pRFID only label and apply it to the DD Form 1348 or pick ticket. If using a paperless process, the Contractor shall use hybrid Pick Control Numbers (PCN) with an associated pRFID

tag or label embedded into the hybrid tag. The Contractor shall print pRFID labels or tags using DSS and government-furnished tags or labels.

4. Perform a perpetual inventory (TPIC U) at the bin face when prompted by DSS.
5. Perform manual allocations when DSS is down (see paragraph C-5.1.3.1, DSS).
6. If stock is bound for an OCONUS destination or to a customer with the possibility of further movement, select stock that is WPM compliant or flag non-compliant WPM and perform packaging IAW C-5.6 Packaging, or repalletize IAW C-5.8.3., Repalletization, using the provided internal order number.
7. If stock is bound for a CONUS destination without possibility of further movement (e.g., maintenance customers, disposal shipments), select stock that is not WPM compliant first, leaving the compliant WPM for OCONUS shipments as OCONUS shipments using WPM are required to be certified and marked with the IPPC mark. Non-compliant WPM may be shipped to CONUS activities.
8. Select shelf-life material utilizing the expiration date and the First-In, First-Out (FIFO) principle and applicable FIFO exceptions IAW DoD 4140.27-M, Shelf-Life Management Manual, Chapter 5, Requisitioning, Issue and Shipment.
9. Select service specific NSNs IAW customer requirements.

5.5.1.3 DENIAL RESEARCH

- A.** The Contractor shall perform denial research on all potential denials IAW DoD 4000.25-2-M, MILSTRAP, Chapter 7, paragraph C-7.4, Research of Potential or Actual Physical Inventory Adjustments, and the SWARM Inventory Control Manual; if requisitioned stock is not available to satisfy the customer requisition. Examples of reasons for a denial include, but are not limited to, material not being available in the requested quantity, CC, shelf-life requirements and continuous length. The Contractor shall review the appropriate DSS batch reports to identify all potential denials to include in-line denials, warehouse denials, pack denials, and awaiting stow denials. The Contractor shall research all denials and initiate corrective action as appropriate upon completion of denial research.
- B.** The Contractor's denial research process shall include:
 1. All efforts to locate material after initial efforts result in complete or partial shortage of the quantity or CC required to fill a MRO, DRO, or RDO, including, but not limited to, a physical search of storage areas around the current location, checking previous locations, and reviewing transaction histories.
 2. Minimizing the number of denial actions.
 3. Performing research in connection with partial and total quantity denial actions.
 4. Processing stock record corrections in connection with all denial actions.
 5. Accomplishing the research of all potential denials: 1) within three (3) calendar days; 2) prior to processing a manual partial or total MRO denial; and 3) prior to the point at

which DSS generates an automatic denial. All Material Reject Record (MRR) record type potential denials not denied or allocated within three (3) calendar days will be systematically denied.

5.5.1.4 ISSUE CANCELLATIONS

- A.** An issue cancellation is a notification from the requisitioning owner or IM to cancel the original MRO, DRO, RDO and stop all shipping procedures. The Contractor shall be notified of the issue cancellation via facsimile, telephone, or DSS. The Contractor shall input into DSS those authorized cancellation requests received by facsimile or telephone. The Contractor shall take all necessary actions to stop the shipment prior to carrier's acceptance, locate the cancelled material, return the material back to storage and input all DSS transactions. This may include unpacking material, removing the cancelled quantity and repackaging the remaining quantity to ship. If the material is already loaded on the conveyance, the Contractor shall request KO or designee determination for removal of the cancelled material.

5.5.1.5 INCOMING SUPPLY DISCREPANCY REPORT (ISDR) RESEARCH

- A.** ISDRs (Type 7 Discrepancy) are submitted by the customer to the Distribution Center to identify discrepancies as a result of a shipment from the Distribution Center. ISDRs (Type 7 Discrepancy) may include overages, shortages, wrong material, expired shelf-life, misdirected shipments, incorrect unitization, and improper packaging, marking and labeling. DSS and WebSDR will assign a new Type Code for the submitted ISDR based upon the redistribution category.
- B.** Customers will submit ISDRs (Type 7 Discrepancy) electronically via the WebSDR program or other acceptable electronic program as outlined in the DLAI 4140.55, Reporting of Supply Discrepancies, or in hard copy to the Contractor. The Contractor shall input all ISDRs (Type 7 Discrepancy) received in hard copy into the WebSDR program within two (2) working days after receipt. All ISDRs (Type 7 Discrepancy) are established, updated, monitored, and resolved electronically. The Contractor shall monitor the ISDR application of DSS and respond to all ISDRs (Type 7 Discrepancy) for issues of controlled and FMS material within 15 calendar days and for issues of non-controlled and non-FMS material within 25 calendar days. The Contractor shall complete ISDRs for Nuclear Weapons Related Material (NWRM) within 24 hours of receipt.
- C.** The Contractor shall research all ISDRs (Type 7 Discrepancy) IAW DLAI 4140.55, Reporting of Supply Discrepancies, to determine the cause of the discrepancy, including, but not limited to, checking physical locations, conducting a physical count, reviewing shipping and receiving transactions, reviewing transportation records, checking for POS and analyzing internal processes.
- D.** After completing the research, the Contractor shall document the findings and recommend corrective actions in the ISDR application of DSS. If the ISDR (Type 7 Discrepancy) was sent to DSS by a customer electronically through WebSDR, the recommended corrective actions entered into the ISDR application of DSS will be electronically sent to the customer. For ISDRs (Type 7 Discrepancy) associated with DLA owned material, the Contractor shall reshipe material, only if requested to do so by the customer, based on research findings. For

Military Service-managed material, the Contractor shall coordinate with the owner or IM for approval to reship the material if research reveals there is a shortage and the customer indicates there is a need. This does not apply to FMS, which may not be reshipped. The Contractor shall adjust the accountable records as appropriate based on research findings.

- E. ISDRs (Type W Discrepancies) are created by a transshipment port when material is received in non-WPM compliant wood or when HAZMAT documentation is missing. Complaints will be sent through WebSDR email to the Contractor SDR POC. The Contractor shall complete these ISDRs and respond via email with disposition within five (5) calendar days of receipt.

5.5.1.6 ISSUES TO ON-BASE CUSTOMERS (LOCAL DELIVERY)

- A. The Contractor shall issue material to on-base customers. The Contractor shall provide dispatch and material movement for all mission requirements set forth in this contract. The Contractor shall protect material issued to on-base customers to prevent damage during the delivery process. The Contractor shall sort, segregate, and manifest all local issues IAW instructions on DD Form 1348-1A. The Contractor shall respond to special requests and deliver according to the Priority Code on the documentation. The Contractor shall provide scheduled and controlled material movement to and from local customers and associated delivery drop points, the local DRMO, Distribution Center facilities, and off-site locations (i.e., DRMO), including but not limited to:
 1. Coordinating with on-base customers for the delivery of HAZMAT.
 2. Providing continuous delivery support to open delivery points.
- B. Delivering material destined for Navy Ships on a standard warehousing and shipping, 4 way entry, 40x48", nonreversible, winged pallets.
- C. Delivering material to designated delivery points. The Contractor shall adjust the delivery points upon notification from the KO or designee.
- D. Processing and delivering any special request or High Priority requisitions as designated in TE 5.0, APLs.
- E. Processing all issue documents IAW authorized special instructions from the customer on specific project codes.

5.5.1.7 ISSUES TO DEFENSE REUTILIZATION AND MARKETING OFFICE (DRMO)

- A. IAW DoD 4160.21-M, Defense Materiel Disposition Manual, the Contractor shall process DROs received from the owners and IMs, Recycling Control Program (RCP), Maintenance Activities or created locally.
- B. The Contractor shall coordinate with DRMO to arrange for turn-in delivery appointments IAW the instructions provided at <http://www.drms.dla.mil>, under Special Programs/MEO/Procedures. The Contractor shall identify and maintain control of all material until the material has been physically moved from the Distribution Center.

- C. The Contractor shall prescreen all property destined for DRMO to meet DRMO's requirement (e.g., certifications, disposition instructions, DEMIL instructions).
- D. The Contractor shall process non-stock listed items (items not identified with an NSN including kits) by identifying these transactions in the DSS Bank and coordinating with the owner or IM to obtain appropriate documentation necessary to properly identify the asset.
- E. When a DRO is received for less than the total quantity of material in storage, the Contractor shall fill the DRO with the poorest quality stock at the location. The Contractor shall use the following criteria in selecting the poorest quality stock: material in improper packaging, deteriorated packaging, oldest date of pack, and material stored outside.
- F. When the Contractor is notified by DRMO of a scheduled pick-up, the Contractor shall stage the material and assist the customer during the pick-up process, which may include but is not limited to escorting the customer to the material location and verifying the quantities identified for pick-up.
- G. When instructed to transport HAZMAT to DRMO over public highways, the Contractor shall package the material in approved containers and properly placard the vehicle IAW DoD 4500.9-R, DTR, Part II, Cargo Movement, Chapter 202, Cargo Routing and Movement, and all other Federal, State, and local regulations.
- H. For material rejected by DRMO on the DRMS Form 917, the Contractor shall research the discrepancy, determine corrective actions, and reprocess the material as required to comply with DoD 4160.21-M, Defense Material Disposition Manual. If the discrepancy was due to Contractor processing, the Contractor shall correct the discrepancy, which may include, but is not limited to, providing missing or correct documentation, or certifications, and send the material back to DRMO. If the discrepancy was not due to Contractor processing, the Contractor shall process a return receipt of the material back to the original owner or IM's accountable record in CC "K". The Contractor shall prepare and submit a DD Form 1225 for each line item being returned to record.
- I. The Contractor shall correct packaging discrepancies on material designated for disposal to comply with applicable regulations for HAZMAT or to comply with owner or IM instructions. IAW DLAI 4145.4, Stock Readiness, when material destined for disposal is packed in a LLRC, the Contractor shall contact the owner or IM before completing the DRO to determine if the owner or IM wants to retain the containers.

5.5.1.7.1 AMMUNITION, EXPLOSIVES AND DANGEROUS ARTICLES (AEDA)

- A. Prior to stock selection, the Contractor shall validate appropriate inert certification. If the certification is not valid or is missing from either the DD Form 1348-1A or the material, the Contractor shall perform a visual inspection and update or create certification documentation IAW paragraph C-5.2.2.1, AEDA. The Contractor certifier and verifier shall also submit a statement as part of the turn-in document as follows:

"We certify that the item or items listed hereon have been visually inspected and to the best of our knowledge and belief contain no items of a dangerous or hazardous nature."

- B. The Contractor shall attach the original, signed inert certification to the material and attach a copy of the signed inert certification to the DD Form 1348-1A before issuing the material to DRMO.
- C. If inert certification is required and cannot be completed through a visual inspection or the material is questionable, the Contractor shall cancel the DRO in the DSS Bank, downgrade the material to CC "J" and prepare and submit a DD Form 1225 (Type 5 Discrepancy) to the owner or IM. The Contractor shall perform disposition instructions upon receipt.

5.5.1.7.2 CLASSIFIED

- A. The Contractor shall maintain classified material awaiting disposition instructions on DD Form 1225 in an area approved for the storage of classified material.

5.5.1.7.3 COMPUTER HARD DRIVES

- A. The Contractor shall receive DROs for computer hard drives that require disposal. The Contractor shall inspect, remove and certify that computer hard drives have been removed and sanitized IAW DoD 4160.21-M, Defense Material Disposition Manual. The Contractor shall:
 1. Remove the hard drive from the Personal Computer (PC) chassis or cabinet of any Central Processing Unit (CPU) destined for DRMO.
 2. Safely destroy the hard drive by physically damaging the medium so that it can no longer be re-inserted into a functioning computer.
 3. Verify that any connectors that interface into the computer are mangled, bent, or otherwise damaged to the point that the hard drive cannot be re-connected without significant rework.
 4. Certify that the destruction has taken place and apply a signed label to the computer indicating the date and method of destruction. The certification shall state, "CPU contains no classified, confidential or HAZMAT" and be signed with the name and phone number of the certifying official and attached to the turn in document as well as to the material.
 5. Maintain separate documentation recording the same information for a minimum of five years.
 6. Suspend the computer hard-drives without a certification of being sanitized in CC "K" and prepare and submit to the KO or designee a DD Form 1225 (Type 5 Discrepancy) if the hard drive cannot be removed.

5.5.1.7.4 CRITICAL SAFETY ITEMS (CSI)

- A. When a DRO is received, the Contractor shall securely fasten a placard to the CSIs stating, "CSI-DESTRUCTION REQUIRED." The Contractor shall provide the KO or designee a

monthly report for all CSIs sent for disposal (see Section C-6.6.1, Monthly Reports, Report Number 004, Classified and CSI Material Disposal Report).

5.5.1.7.5 DEMILITERIZATION (DEMIL)

- A.** Visibility of DROs for DEMIL Codes “F”, “G”, and “P” is available through QMF. The Contractor shall use the QMF queries to identify DROs for material with DEMIL “F”, “G”, or “P”.
- B.** For all DEMIL Code “F”, “G” and “P” items, the Contractor shall cancel the DRO, downgrade the material to CC “J”, and prepare and submit a DD Form 1225 (Type 5 Discrepancy) to the owner or IM with the wording “Please distribute to a service managed facility or maintenance shop where DEMIL code requirements can be accomplished.” The Contractor is not required to perform an inert certification on DEMIL “G” material prior to shipment to the DEMIL site. If a DEMIL “G” item does not have an inert certification, upon receipt of disposition instructions, the Contractor shall package the material and certify as hazardous material for shipment to the designated DEMIL site. The Contractor shall immediately report any discrepancies associated with owner or IM support or in obtaining disposition instructions to the KO or designee for resolution.

5.5.1.7.6 HAZARDOUS MATERIAL (HAZMAT)

- A.** The Contractor shall receive DROs for mission stock HAZMAT through the DSS system. For material held in place, the Contractor shall provide DRMO with a copy of the DD Form 1348-1A.
- B.** The Contractor shall comply with DoD 4160.21-M, Defense Material Disposition Manual, Chapter 3; and Military Services retention and disposal policies and procedures when preparing property for turn-in to the DRMO. The Contractor shall not transfer property capable of spilling or leaking to the DRMO in open, broken, or leaking, containers. The Contractor shall verify that all material is non-leaking and safe to handle, and shall repackage or over pack material that is in broken or leaking containers prior to turn-in to the DRMO. The containers must be able to withstand normal handling or the turn-in will be rejected.
- C.** Some material, because of its peculiar nature or its potential influence on public health, safety, the environment, security, or private industry, must be disposed of in other than a normal fashion. The Contractor shall prepare these items for turn-in IAW the requirements of DoD 4160.21-M, Defense Material Disposition Manual, Chapters 4 and 10. Examples of items that require special processing include but are not limited to:
 - 1. Items containing freon or refrigerants. The Contractor shall cancel the DRO, downgrade the material to CC “J”, and prepare and submit a DD Form 1225 (Type 5 Discrepancy) to the KO or designee requesting distribution to a maintenance facility capable of performing the DEMIL requirement.
 - 2. Test stands, transformers, machinery or equipment that has an oil reservoir or contains oil shall be tested for Polychlorinated Biphenyls (PCBs) prior to turn-in to DRMO.

3. Empty containers designated for disposal that previously contained HAZMAT shall be triple rinsed or the lining shall be removed and recycled as scrap metal. If not triple rinsed, the Contractor shall ensure these containers have all bungs, gasket seals, and covers in place and are disposed of through DRMO.
 4. Government-owned cylinders that are designated for disposal through a DRMO shall be tagged or labeled to indicate the MILSTRAP supply CC, the current contents of the cylinder; and, DoT and EPA labels and markings .
- D.** The Contractor shall check material such as, but not limited to, shelters, electron tubes, and instruments, for HAZMAT contents prior to turn-in to DRMO. The Contractor shall provide the following information upon turn-in of all HAZMAT:
1. Valid NSN.
 2. UN Number.
 3. Shipping name.
 4. Nomenclature as cataloged in the supply system.
 5. MSDS serial number or when an MSDS serial number is not available, a hard copy MSDS.
 6. Performance-Oriented Packaging (POP) container requirement.
 7. OSHA compliant chemical hazard label attached to the individual package.
 8. Chemical name of any hazardous contaminants and nomenclature of non-hazardous contaminants.
 9. Amounts of hazardous and non-hazardous contaminants based on user's knowledge or testing of the item expressed in a range of content.
 10. DoT shipment placards, markings and labels on all HAZMAT packages.
- E.** If DRMO receipts HAZMAT in place, but cannot sell the material through the DRMS reutilization process, the DRMO is responsible for downgrading the material to HW and disposing of this material through DRMS HW disposal contracts. The Contractor is not responsible for any packaging, labeling, marking, or documentation preparation for the disposal of this material.

5.5.1.7.7 RADIOACTIVE MATERIAL (RAM)

- A.** The Contractor shall process DROs for RAM IAW DDCM 6055.20, Radiological Health Program, and shall:
1. Establish separate areas within the designated RAM storage areas to segregate excess RAM pending disposal.
 2. Not engage in any physical disassembly of items containing RAM without appropriate authorization from the KO or designee.

3. Not perform DEMIL activities on radioactive items. The Contractor shall not separate the RAM or source from the module matrix, holder, or initial component containing the RAM.
 4. Notify the KO or designee when pick-up of low level radioactive waste (LLRW) is required.
 5. Remove or deface any radiation labels from empty, uncontaminated containers prior to releasing them to uncontrolled areas.
- B.** The Contractor shall process non-RAM such as electron tubes IAW DoD 4160.21-M, Defense Material Disposition Manual, Chapter 4, Section B, paragraphs 23a and 23c, for turn in to DRMO. The Contractor's RPO shall research the NSN and complete a non-RAM RPO certification for each non-RAM item being processed to DRMO. The Contractor shall attach a copy of the RPO certification to the turn in document before sending the material to DRMO.

5.5.1.7.8 RECYCLING CONTROL PROGRAM (RCP) SUPPORT

- A.** The RCP allows the transfer of material ownership to DRMS while the material remains physically located and maintained at a Distribution Center storage facility pending disposition instructions from DRMS. The Contractor shall process this material transfer IAW the instructions set forth in the DSS RCP DRMO Training Manual. The Contractor shall correct all violations generated by the systemic transfer. The Contractor shall process cancellations for material still in the RCP account at the request of DRMS. This request is normally due to system-to-system problems. The Contractor shall perform Quantitative Location Reconciliation (QLR) between storage and owner or IM records IAW the RCP QLR Standard Operating Procedures (SOP). The Contractor shall designate a POC to respond to RCP queries from either DRMS or the local DRMO liaison.
- B. Material Ownership Changes**
1. Material ownership, which is transferred to DRMS under the RCP, may require making the material available for inspection and photographs as well as for customer pickup during normal Contractor working hours. DRMS will provide the Contractor with a list of NSNs of items to be photographed or inspected at least one (1) working day in advance. Based upon receipt of this information, the Contractor shall remove property from storage, place the property in a staging area, unpack and repack the material as required, and return the material to the storage location when required. The Contractor may be required to perform these actions multiple times for the same material.
- C. Recycling Control Program (RCP) Shipments**
1. The local DRMO liaison will coordinate donations with the Contractor POC. Donations will be picked up from the Distribution Center by the gaining activity or customer, or the Contractor shall ship upon request. Upon gaining activity or customer arrival, the Contractor shall load the donated material onto the carrier or gaining activity or customer equipment, if requested. The Contractor shall provide this service on an "as requested" basis, but no more than once a week, at times mutually agreed upon between the Contractor and DRMS.

2. The Contractor shall flag DRMS RCP Commercial Venture, DoDAAC 276217, in DSS for continuous pack IAW DLAD 5025.30, DLA One Book, Chapter: Distribution and Reutilization, Title: Recycling Control Point (RCP), paragraph 2.3.1.1. The Contractor shall consolidate shipments for DoDAAC 276217 to a designated staging area for manifesting and shipment. The Contractor shall build a delivery manifest in DSS for DoDAAC 276217. This process will allow the user to build a new manifest or add to an existing manifest. The Contractor shall consolidate and ship via the most economical surface mode with traceable means.

5.5.1.8 SHIPMENT PREPARATION FOR ISSUES TO OFF-BASE CUSTOMERS

- A. The Contractor shall prepare shipments to include but not limited to correcting all discrepancies associated with packing, marking, labeling, hazardous certification, unitization, consolidation and palletization and staging. When preparing material for shipment, the Contractor shall experience a wide variety of circumstances requiring a range of shipment preparation effort necessary to properly pack and protect the material shipped from the Distribution Center. Except when a customer requests or DSS packing instructions require Level A or B packaging, the Contractor shall use the minimal military pack for shipment of material. The Contractor shall not downgrade packing of material for shipment that has been previously packed to Level A or B. The Contractor shall prevent non-compliant WPM from entering the Defense Transportation System (DTS), except when movement of the packaged material will only be within the United States with no possibility of further movement (i.e., disposal shipment). The Contractor shall inspect all WPM prior to shipment. If there is no ISPM 15 certification marking (IPPC Stamp), the Contractor shall repackage the material IAW C-5.6 Packaging and C-5.6.1.2 Packaging Actions not Reported Separately.
- B. The Contractor shall complete packing and labeling actions in preparation for shipping material which includes attaching Military Shipping Labels (MSL), pRFID labels, and commercial small parcel shipping labels to all material IAW DoD 4500.9-R, DTR, Part II, Cargo Movement, Chapter 208, Packaging and Handling, paragraph E, Marking and Labeling; and DLAD 5025.30, DLA One Book, Chapter: Distribution and Reutilization, Title: The DLA Packaging Program. The Contractor shall generate MSLs using an Intermec 3400 Model D or Model 4100 thermal transfer printer; Intermec Part Number E01675, Color: White for label stock; and Intermec Part Number 12034112, Color: Black for ribbon. The Government will provide pRFID portals and pRFID capable printers. The Contractor shall monitor light stack behavior of the pRFID portals and report any red or not illuminated light stacks to the KO or designee. The Contractor shall order the pRFID non-printed tags and labels stock, which will be provided by the Government, through the KO or designee using DLA Form 1304. The Contractor shall include cushioning and dunnage within the pack to ensure the safe transportation of all shipments. To reduce lost shipments of multiple quantities going to the same location and to reduce DoD transportation costs, the Contractor shall, under all circumstances where requirements permit, consolidate material into a single shipping container to meet the APLs and delivery requirements. Exclusions to material consolidation include but are not limited to Air Force MICAPs, Navy CASREPs, Army AOGs (high priorities), time sensitive shipments, over dimensional or overweight material, FMS material, sensitive and classified material, and HAZMAT. The Contractor shall correct all discrepancies prior to completing the pack. Discrepancies include, but are not limited to,

cancellations, shortages, overages, wrong stock, damaged stock, non-compliant WPM bound for an OCONUS destination, and addressing problems. When replacing the non-compliant WPM with compliant material for stock bound for an OCONUS destination, the Contractor shall use the most economical solution that will meet the RDD.

- C.** The Contractor shall provide all packing and shipping supplies to include, but not limited to, all required POP certified containers, fiberboard, wood, metal, fiberglass, or other containers. This may require the Contractor to construct or obtain containers for packing that meet the requirements of the appropriate SPI, customer specific requirements, and current military specifications and standards approved for use by all departments and agencies of the DoD and/or American Society for Testing and Materials (ASTM) specifications. The Contractor shall design, plan, repair, and construct or obtain a variety of shipping containers, to include wood and fiberboard containers, crates, pallets, skids, inserts, and other required blocking and bracing devices required to support the shipment preparation process. Contractor provided containers may include containers as provided by the Government's Small Parcel Contract. The Contractor shall use only compliant WPM in the manufacture or procurement of containers and/or blocking and bracing material. In addition, the Contractor shall provide labels, dunnage, placards, safety equipment, customs and HAZMAT related forms to support the correct domestic or international transportation requirements for all shipments.
- D.** Packing incident to shipment is considered part of the issue process. This includes off-base transshipments packaged to minimal military pack. The Contractor shall report labor hours and material costs if packing that is performed incident to shipment that is above minimal military pack (e.g., Level A or B), IAW C-5.6.1, Reporting Requirements for Packaging Actions.
- E.** The Contractor shall perform packing of material incident to shipment and any additional preparation necessary for the out-bound shipment of material IAW:
- DLAD 5025.30, DLA One Book, Chapter: Distribution and Reutilization, Title: The DLA Packaging Program
 - DLAI 4145.3, Preparing HAZMAT for Military Air Shipment
 - DLAI 4145.4, Stock Readiness
 - DoD 5105.38-M, Security Assistance Management Manual (SAMM), Chapter 7, Transportation
 - SWARM Warehousing Manual
 - International Air Transport Association (IATA) Publications
 - International Maritime Dangerous Goods Code (IMDGC)
 - International Standards for Phytosanitary Measures (ISPM 15): Guidelines for Regulating Wood Packaging Material in International Trade
 - MIL-HDBK 774, Palletized Unit Loads
 - MIL-STD 129, Military Marking for Shipment and Storage
 - MIL-STD 2073-1, Standard Practice for Military Packaging

- USPS Guidance
- 49 CFR, Transportation

5.5.1.9 TRAFFIC MANAGEMENT

- A.** The Contractor shall accomplish traffic management to support shipment in-transit visibility and government handling IAW:
- Air Freight Traffic Rules Publication (AFTRP) No. 5, Rules and Accessorial Services Governing the Movement of DoD Freight Traffic Within the Contiguous U.S. by Air Carrier, Air Forwarder, Air Taxi
 - DLAD 5025.30, DLA One Book, Chapter: Distribution and Reutilization
 - DoD 4500.9-R, DTR, Part II, Cargo Movement, Chapter 201, General Cargo Movement Provisions, paragraph B, Policy
 - MFTRP No. 1, Rules and Accessorial Services Governing the Movement of DoD Freight Traffic by Motor Carrier
 - State transportation laws and regulations as they apply to movement of Government freight
 - Transportation contracts, tariffs, tenders, and agreements
 - Defense Transportation Regulation (DTR), Part II, Cargo Movement, Chapter 213, Defense Transportation Coordination Initiative (DTCI)
- B.** The Contractor shall provide traffic management for all issue transactions and traffic management support for other federal activities, to include deployment support, on request in a manner that provides for the efficient, economical, on-time delivery of requisitioned material to customers. The Government will monitor transportation costs to ensure the Contractor's traffic management program provides economical, on-time delivery. Transportation costs are the costs incurred through the shipment of requisitioned material to customers.
- C.** The Defense Transportation Coordination Initiative (DTCI) is an initiative to centrally manage the movement of DoD's domestic (i.e., CONUS) freight transportation business by a single transportation coordinator (currently Menlo Worldwide). The DTCI Coordinator will use a process that maximizes opportunities for consolidation, optimization, rate reductions, enhanced visibility, and better transit times for most types of surface freight shipments. The DTCI Coordinator will coordinate all eligible shipments IAW the DTCI contract except the following types of transportation services:
1. Vendor shipments (Optional Service)
 2. Movement Beyond the Port of Embarkation
 3. DoD Organic Shipments
 4. OCONUS Unit Moves
 5. CONUS Unit Moves (Optional Service)

6. Over ocean Shipments
 7. Household Goods Shipments (Including Direct Procurement Method)
 8. Small Package Contract Eligible Freight
 9. Local Drayage
 10. Sensitive and/or Classified Freight
 11. Privately Owned Vehicles
 12. Arms, Ammunitions and Explosives
 13. Cash or cost on delivery (COD) shipments
- D.** DTCI is a mandatory use contract; therefore, the Contractor shall offer all DTCI eligible freight originating from the Distribution Center, to the DTCI Coordinator for movement. If the Contractor ships DTCI eligible freight using other than the DTCI contract, the Contractor shall be responsible for any claims incurred.
- E.** The Contractor shall submit in writing to the KO or designee prior to the conclusion of the phase-in period and when changes in personnel occur during the performance period(s), Contractor personnel nominated to act as Transportation Agents (TAs). The KO or designee will appoint TAs in writing. TA responsibilities include, but are not limited to, preparing and signing any form of BOLs, TDRs, Customs Declarations Forms, and Export Papers.
- F.** The Contractor shall be responsible for all charges incurred for carrier equipment ordered and not utilized due to Contractor error. The Contractor shall be responsible for all detention and demurrage charges incurred by the Contractor after allotted free time is exhausted as defined in the DTCI or in a tender in MFTRP No. 1C, Rules and Accessorial Services Governing the Movement of DoD Freight Traffic by Motor Carrier, Section 3, Rules: General, Item 85, Detention: Vehicles With Power Units, and Item 90, Detention: Vehicles Without Power Units and applicable contracts, tariffs, tenders and agreements.
- G.** The Contractor shall be fully knowledgeable in all Government and Commercial Traffic Management functions and processes. The Contractor shall request approval in writing through the KO or designee for any employee that processes freight under the DTCI requirements to be assigned as an Ordering Officer IAW DTR, Part II, Cargo Movement, Chapter 213, Defense Transportation Coordination Initiative (DTCI). The Contractor shall be fully knowledgeable in all other aspects of the distribution operations including, but not limited to:
1. International shipping requirements, laws, and procedures.
 2. All applicable regulations and publications.
 3. Receiving, storage, inventory, packing and shipping functions.
- H.** The Contractor shall:
1. Plan Outbound Shipping Loads. The Contractor shall plan movement of all off-base freight shipments according to commodity, size, weight, hazardous and security

requirements fully utilizing the carrier's conveyance equipment when feasible. An exception to this requirement is small package and DTCL eligible material.

2. Schedule movement of outbound shipments to include air, surface, small parcel, and sea IAW all applicable contracts, DTCL, the Spot Bid Process, and DoD 4500.9-R, DTR, Part II, Cargo Movement. The Contractor shall schedule all outbound shipments for off-base issue transactions, which can range from small parcel carriers, air carriers, and any carriers for LTL and TL shipments. The Contractor shall monitor scheduled shipments and make adjustments as needed.
3. Perform traffic management IAW applicable government contracts, tariffs, tenders, and agreements. The Contractor shall use only DoD approved carriers and, for OCONUS shipments, follow country or carrier limitations. The Contractor shall load approved carriers into DSS; maintain all files including, but not limited to Standing Route Order, Rate per Mile, Fuel Surcharge, Door or Out-Load Location, and Packing Chutes. (See TE 5.3, Contractor DSS Load and Maintain Programs).
4. Complete all required documentation and data entry functions to include BOLs, manifests and all other forms of transportation documentation and maintain records IAW DLAD 5025.30, DLA One Book, Chapter: Distribution and Reutilization.
5. Maintain a Carrier Performance Program, including performance information by carrier of all shipments IAW DoD 4500.9-R, DTR, Part II, Cargo Movement, Chapter 207, Carrier Performance, and specific guidance as defined in each contract with the exception of the DTCL contract. The DTCL Coordinator is responsible for monitoring carrier performance for DTCL transportation service providers. The KO or designee will review DTCL metrics and performance data during the monthly Program Management Reviews (PMR's) and provide to the DTIC Coordinator. The Contractor shall monitor non-DTCL carrier performance and notify the KO or designee of any failures on the part of commercial carriers to perform the requirements. Additional information on the Carrier Performance Program can be found at <http://www.sddc.army.mil>.
6. Divert, reassign, and expedite frustrated shipments. The Contractor shall process all diversions, reassignments, frustrated, and misdirected shipments promptly. The Contractor shall coordinate with the material's owners, IMs, customers, commercial carriers and/or the KO or designee in any of these situations as required to deliver or ship the material to the proper destination. The Contractor shall process transshipments on diverted, re-consigned, or frustrated material to provide documentation to forward the material and establish a record of the Contractor's actions.
7. Use designated shipping procedures to comply with the requirements of the Air Challenge Program. The Contractor shall offer all air eligible shipments as denoted in DoD 4500.9-R, DTR, Part II, Cargo Movement, and subsequent U.S. Military Service regulations. This includes compliance with all policies and requirements set forth by the appropriate Airlift Clearance Authority (ACA). The Contractor shall offer shipments to DoDAACs supported by a Consolidation and Containerization Point (CCP) to the ACAs using the code for the appropriate Aerial Port of Embarkation (APOE), not the CCP port code. The response time for the ACA varies, so the Contractor shall check the system throughout the day for clearance authority until all requests have been cleared. If there is no response within 24 hours, the Contractor shall follow-up with the ACA for

disposition instructions. The Contractor shall ship the freight IAW the instructions provided by the ACA.

8. Provide cost estimates as requested by Federal and Government activities on non-DTCI eligible cargo. This is done on a by-request basis and is only an estimate based on government rates from SDDC. If cargo is DTCI eligible, the Contractor shall provide the customer with contact information to Menlo Customer Services to obtain cost estimates.
9. Respond to customer, DDC, and Distribution Center inquiries on individual shipments as well as to DDC and Distribution Center inquiries on transportation cumulative data and trends. The Contractor shall advise the customer of an estimated response time to accommodate required research. Inquiries may include, but are not limited to:
 - a. Shipment arrival information.
 - b. Bill of Lading Number.
 - c. Small Package Tracking Number.
 - d. Name of the commercial carrier.
10. Enter data to the appropriate commercial transportation shipping systems (e.g., FedEx, Astar/DHL, Delta/Menlo, Emery, UPS) to generate Air Bills, tracking numbers, and any customs forms for these commercial carriers.
11. Complete required documentation to offer surface export shipments with a total weight between 10,000 and 40,000 pounds. The Contractor shall calculate the dimensions, cube, and weight of the total shipment to determine if a SEAVAN container or containers will accommodate the material. If the SEAVAN criteria are met, the Contractor shall offer these shipments for sealift in the Integrated Booking System (IBS) for surface movement to an OCONUS destination. Upon receipt of routing information from SDDC, the Contractor shall coordinate with the booking carrier and ship the SEAVAN container to the surface Port of Embarkation (POE) in time to meet the identified cut-off date. The Contractor shall coordinate with SDDC when the cut-off date does not allow adequate time to ship the SEAVAN to the POE. The Contractor shall coordinate with the KO or designee if the arrival date does not meet the required delivery date. If the delivery date cannot be changed, the Contractor shall arrange for shipment through an alternate mode of transportation.
12. Review and verify the Transportation Control Movement Document (TCMD) data that is generated by DSS based on data entered for the CBL or GBL, make necessary corrections, and release the TCMD to SDDC. Advance TCMDs (ATCMDs) are processed through DSS to SDDC and are advance notice of shipments through the Defense Transportation System (DTS). For SEAVAN shipments and when requested by the port or terminal, the Contractor shall provide a hard copy TCMD. For air shipments that require ATCMD submission to the appropriate ACA, the Contractor shall prepare and submit the ATCMDs prior to forwarding the shipment to a military air terminal IAW DoD 4500.9-R, DTR, Part II, Cargo Movement, Chapter 203, Shipper, Transshipper, and Receiver Requirements and Procedures. The Contractor shall access and utilize DSS to review and identify all ATCMD errors as critical or informational in nature. The Contractor shall check for critical errors periodically throughout the day to preclude "no

hits" at the aerial ports. ATCMDs are transmitted hourly throughout the day and ATCMD data will not be transmitted until errors are corrected by the Contractor.

13. Obtain transportation services using the Spot Bid Process where the DTCl contract does not support the requirements and no government transportation contract exists. The Contractor shall manage the Spot Bid Process for shipments not covered under DTCl. These shipments include, but are not limited to, material and shipments that are:
 - a. Sensitive or Classified.
 - b. Over-dimension or overweight.
 - c. Hazardous.
 - d. Arms, Ammunition and Explosives (AA&E).
 - e. All Exclusions.

The Contractor shall place the request for transportation in Global Freight Management System (GFMS) for four (4) hours for bid by SDDC-approved commercial carriers. After the four (4) hours have expired, the Contractor shall access GFMS and review and evaluate submitted bids to determine which commercial carriers have placed bids that fulfill all requirements of the shipment. The Contractor shall verify that requirements such as correct certification, required type of equipment and Transportation Protective Services (TPS) are met. The Contractor shall call the carriers, using the order of precedence provided from GFMS, to schedule pick up. The Contractor shall document refusals by the carrier in GFMS. The Contractor shall perform all other traffic management requirements once the commercial carrier has been scheduled. The Contractor shall use the Spot Bid Process to emergency route any material for which normal routing procedures cannot meet requirements. SDDC's Spot Bid Business Rules are available at http://www.sddc.army/mil/sddc/Content/Pub/1500/SB_Rules.pdf. The Contractor shall load and update the facilities guide module with accurate billing and shipping destinations for the bid process and enter transportation discrepancies in GFMS when required.

14. Provide a dedicated truck service as directed by the KO or designee. Dedicated trucks are currently not established at the Distribution Center but could be established based on an agreement between the customer, SDDC, commercial carriers, and the KO or designee for consolidation and segregation of material for certain customers. The Contractor may recommend dedicated truck service be established for shipment volume to specific customers. Once the determination to establish dedicated truck service is made, the Contractor shall adapt work processes to accommodate the dedicated truck agreement, which shall include changing DSS tables to route material to designated packing and outloading areas and adding route sequencing on DSS address files. The Contractor shall adjust dedicated truck service as directed by the KO or designee. The Contractor shall pack and consolidate material for dedicated truck service according to established customer requirements. The Contractor shall provide all traffic management requirements to accommodate this mission. Typically this will include consolidating multiple line items into a single tri-wall container. The Contractor shall not consolidate controlled and sensitive material into tri-walls with other material.
15. Control outbound truck activities which include, but are not limited to:

- (a) Issuing intra-Distribution Center seals.
 - (b) Issuing seals for over-the-road, outbound security shipments.
 - (c) Controlling seals IAW DoD 4500.9-R, DTR, Part II, Cargo Movement, Chapter 203, Shipper, Transshipper, and Receiver Requirements and Procedure, and Chapter 205, Movement of Sensitive Conventional Arms, Ammunition, and Explosives, Classified (Secret and Confidential), and Controlled Cryptographic Items Sensitive Items.
 - (d) Directing and/or escorting trucks to the appropriate area.
 - (e) Inspecting carriers for serviceability (i.e., safety hazards evident).
 - (f) Preparing BOLs and supporting paperwork IAW DoD 4500.9-R, DTR, Part II, Cargo Movement, Chapter 206, Bills of Lading.
 - (g) Preparing a Correction Notice, when necessary, to document changes to BOL information IAW DoD 4500.9-R, DTR, Part II, Cargo Movement, Chapter 206, Bills of Lading, paragraphs H and M.
 - (h) Securing carrier's signature on the BOL. The Contractor shall complete driver sign-off by securing the carrier's signature on the BOL during the Outbound Truck Control processes. All exceptions to this policy must be approved by the KO or designee.
 - (i) Releasing commercial carriers.
16. Within two (2) hours of shipment, the Contractor shall prepare, submit, and forward a REPSHIP and DoD Transportation Tracking System (DTTS) Form to the consignee IAW DoD 4500.9-R, DTR, Part II, Cargo Movement, Chapter 205, Movement of Sensitive Conventional AA&E, Classified (Secret and Confidential), and CCI, Sensitive Items, for all security shipments. The Contractor shall establish loading and unloading locations and direct commercial carriers when necessary.
17. Prepare and submit quarterly to the KO or designee the Department of Transportation Exemption (DoT-E) report (See paragraph C-6.6.2, Quarterly Reports, Report Number 011) IAW DoD 4500.9-R, DTR, Part II, Cargo Movement, Chapter 204, Hazardous Material, paragraph H, Exemptions, COE, CAA, and Special Approvals, sub-paragraph 5, Annual DOT Exemption Usage Reporting.
18. Research and resolve late lines. A late line results when a MRO, DRO, RDO reflects as not shipped within the required MRO, DRO, and RDO processing time.
- (a) The Contractor shall review the SGT-6 Summary Late Lines Report daily and research and resolve each line.
 - (b) In addition to reviewing and resolving late lines reported on the SGT-6 Report, the Contractor shall access the MILSTRIP Violation Screen (H7AC) daily to research customer follow-up transactions on open or unconfirmed material release orders. After determining the cause and resolving each follow-up transaction, the Contractor shall respond to follow-up inquiring via DSS with status code BE. The Contractor shall set the Site Facility Record on the DSS screen SAAE at 30 days for the Days

Auto Response field to ensure follow-up inquiries received past the date range are sent to the MILSTRIP Violation Screen (H7AC) for research of open and unconfirmed material release orders and manual response.

- (c) For both the SGT6-2 Report and customer follow-up transactions showing in the MILSTRIP Violation Screen, the Contractor shall determine where the problem exists, resolve the problem if it is within the Contractor's control, or notify the KO or designee if it is outside of the Contractor's control. Resolution may be obtained by full causative research, shipping the material, performing an inventory, processing a denial or recording force closure actions in DSS if research indicates material has been shipped. The Contractor shall not force close FMS records without valid POS.

5.5.1.9.1 SHIPPING

- A.** Shipping support includes, but is not limited to, staging, hazardous certification, unitization, palletization, manifesting, and loading in a manner that assures stability of the shipment.
- B.** The Contractor shall:
 - 1. Verify that all material shipped OCONUS is WPM compliant with ISPM 15 certification markings (IPPC Stamp).
 - 2. Consider transportation contract requirements when organizing the shipping functions (e.g., blocking, bracing and securing shipments to prevent damage during transit).
 - 3. Consolidate off-base shipments going to the same final destination to the maximum extent possible to reduce transportation costs. The Contractor shall not consolidate MICAP, CASREP, or AOG material, but ship it as a single shipment to ensure traceability of each requisition.
- C.** The Contractor shall provide loading support for off-base issues and transshipment transactions as follows:
 - 1. When material is shipped using the Government Small Parcel Contract, the carrier is responsible for loading material onto the carrier vehicle.
 - 2. For all other commercial carriers, the Contractor shall load shipments onto the carrier vehicle.
 - 3. No government material shall be loaded into a POV.
- D.** The Contractor shall input into DSS to generate vehicle load orders (VLO) and process manifests, and BOLs. The Contractor shall complete all necessary export documentation and forms (e.g. commercial invoices, shipper's declarations, carrier's air-way bills) for shipments going directly to an international destination.
- E.** When prompted by DSS, the Contractor shall create active Radio Frequency Identification (aRFID) tags store information about the contents (i.e., level six) of the container to which they are attached and can be used for multiple NSNs and shipments. The Contractor shall

use Automated Manifest System (AMS) to generate and write aRFID tags. When writing aRFID tags and labels, the Contractor shall include content level detail (e.g., nomenclature, stock number,) IAW approved formats. AMS will automatically forward them to the regional ITV servers for further transmission to the Global Transportation Network (GTN) and other global asset visibility systems as appropriate.

- F. The KO or designee will furnish the Contractor with the DoDAACs that require an aRFID tag and the Contractor shall flag these customer address files in DSS.
- G. The Contractor shall affix written aRFID tags to all OCONUS shipments in Layer 4 Freight Containers (e.g., 20 or 40 foot sea vans, large engine containers); unit movement equipment and cargo, and prepositioned stocks of War Reserve Materials (WRM). Exceptions to this requirement are self-deployed aircraft, ships and bulk commodities (e.g., bulk liquids, sand, gravel.)
- H. The Contractor shall update aRFID tags to accurately reflect new contents for all containers and pallets that were reconfigured.
- I. The Government will furnish various types of aRFID tags to support different types of shipments. The Contractor shall notify the KO or designee when additional aRFID tags are needed and allow a minimum of 30 calendar day lead-time for the Government to generate sufficient quantities. The customers may occasionally return aRFID tags to the Distribution Center. The Contractor shall consolidate and transship returned aRFID tags to Defense Distribution Center, Susquehanna, PA (DDSP) or Defense Distribution Center, San Joaquin, CA (DDJC) for inspection, refurbishment and receipt to wholesale assets. To prevent problems for HAZMAT movement, the Contractor shall invert the lithium battery in the aRFID tag or remove the battery, tape the terminals to prevent contact with another terminal and dispose of the batteries locally through normal hazardous waste procedures.
- J. In the event material is shipped by parcel post, the Contractor shall complete all necessary postal forms to include, but not limited to, priority, insured, registered, certified, and process daily postal manifests, and deliver parcels to the USPS location. The Contractor shall load and maintain appropriate DSS tables as postage rate changes occur.
- K. The Contractor shall provide shipping for other Federal activities located on the installation upon request.

5.5.1.9.2 ASTRAY FREIGHT (GOVERNMENT CARGO RECOVERY EFFORT (GOCARE)) PROGRAM

- A. Astray Freight includes in-transit government material that is found in a commercial carrier terminal or with a carrier designated contractor.
- B. The Contractor shall reconcile shipment returns through the issue process by researching address records, coordinating with owners, IMs, other DoD or Federal Agencies, and redirecting shipments. If unresolved, the Contractor shall process the material found and shall return the material to stock. If an item cannot be identified by NSN and is determined to be unserviceable, the Contractor shall process the item to DRMO.

- C.** The Contractor shall manage the Distribution Center Astray Freight Program and participate in GOCARE IAW:
- DoD 4500.9-R, DTR, Part II, Cargo Movement Chapter 209, Loss and Damage Claim Prevention and Astray Cargo Procedures
 - GOCARE Handbook
- D.** In support of the Astray Freight and GOCARE programs, the Contractor shall:
1. Assist other government activities in resolving Astray Freight located within Distribution Center's assigned district area.
 2. Make monthly contacts to freight carriers, shipping docks, or any local facility used in the shipment, storage, and transportation of government material to determine if any non-deliveries are government-owned freight. The Contractor shall visit any of the facilities that indicate there is astray government freight and perform the following:
 - (a) Physically examine and research to determine origin, ownership, and final destination.
 - (b) Recover and redirect material found during terminal visits.
 - (c) Provide disposition instructions to the carrier when research indicates final destination.
- E.** Prepare and submit a quarterly report to the KO or designee (see Section C-6.6.2, Quarterly Reports, Report Number 012, GOCARE).

5.5.2 ADDITIONAL REQUIREMENTS

- A.** The Contractor shall perform the additional requirements for issue of material as described in the following paragraphs:

5.5.2.1 ARMS, AMMUNITION AND EXPLOSIVES (AA&E)

- A.** The Contractor shall ship AA&E IAW DoD 6055.9-STD, DoD AA&E Safety Standards. The Contractor shall perform hazardous packing inspection and certification for all AA&E shipments. Prior to movement of AA&E, the Contractor shall inspect the carrier vehicle, properly placard motor vehicles, complete appropriate forms (DD Form 626) and BOL and properly brace and apply cable seals to the load and complete the bill of lading and/or manifest (small parcel).
- B.** The Contractor shall ensure:
1. Drivers have been formally trained by commercial sources as appropriate.
 2. Forms and records are completed and maintained.
 3. Proper labels and markings are used.

4. Hazard Class, Division, and compatibility of AA&E movement is not violated.

5.5.2.2 CONTROLLED MATERIAL

A. The Contractor shall process all controlled material IAW:

- DLAI 5200.12, Information Security Program, Chapter 11, Standards for Storage and Handling of Classified Material
- DLAD 5023.30, DLA One Book, DLA Enterprise Support, Process Chapter: DLA Physical Security Program, Section E
- DLAR 4145.11, Safeguarding of DLA Sensitive Inventory Items, Controlled Substances, and Pilferable Items of Supply, Section VII
- DoD 4500.9-R, DTR, Part II, Cargo Movement, Chapter 205, Movement of Sensitive Conventional AA&E, Classified (Secret and Confidential), and CCI Sensitive Items
- DoD 5220.22-M, National Industrial Security Program Operating Manual (NISPOM)

5.5.2.2.1 CLASSIFIED MATERIAL

A. In addition the requirements in these paragraphs, the Contractor shall process issues and transportations procedures IAW TE 5.4, Defense Distribution Center Standard Operating Procedures for Processing and Handling Classified Material. The Contractor shall select stock from controlled and segregated storage locations to fill requisitions for sensitive and classified material. The Contractor shall pack and hold classified, pilferable or sensitive items within secure facilities until proper transfer of custodianship. The Contractor shall ship small package eligible security and classified shipments as follows:

- CONUS via small parcel carrier that is certified to carry controlled material.
- OCONUS via USPS registered mail with APO/FPO mail system, DCS or AMC IAW Defense Transportation Regulation (DTR) Part II, Cargo Movement, Chapter 205, Movement of Conventional Arms, Ammunition and Explosives, Classified (Secret and Confidential), Sensitive, and Controlled Cryptographic Items, paragraph D.2.

B. The Contractor shall not ship material that is both classified and hazardous using small parcel carrier.

5.5.2.2.2 SENSITIVE MATERIAL

The Contractor shall select and prepare sensitive inventory items and controlled substances for shipment under the supervision of the controlled storage custodian or a designated representative. The Contractor shall pack and hold sensitive items within secure facilities until proper transfer of custodianship.

5.5.2.3 DEPLOYMENT SUPPORT

- A.** The Contractor shall provide logistics support for mobilization and training IAW DoD 4500.9-R, Defense Transportation Regulation (DTR), Part III, Mobility. In support of deployments, redeployments, contingencies, and exercises, the Contractor shall:
1. Provide traffic management support during deployments, redeployments, contingencies, and exercises to customers at the host installation.
 2. Manually input release documents (DD Form 1149, DD Form 1348-1A, and DD Form 1384) into DSS.
 3. Generate MSLs.
 4. Provide blocking and bracing, as needed.
 5. Provide HAZMAT packing and certification.
 6. Generate all required documentation.
 7. Schedule carrier pickup.
 8. Load material, if required.
 9. Provide cost estimation, tracking, and control of labor and material for each mobility event.
 10. Report status to the customer, on request.

5.5.2.4 HAZARDOUS MATERIAL (HAZMAT)

- A.** The Contractor shall pack HAZMAT to applicable modal regulations. All Contractor personnel who sign any documentation for transportation, including shipping documentation, of DoD HAZMAT shall have HAZMAT Preparer Certification IAW DoD 4500.9-R, Defense Transportation Regulation (DTR), Part II, Cargo Movement, Chapter 204, Hazardous Material, paragraph D, Training, subparagraph 1, Mandatory Training (see TE 4.1, Contractor-Furnished Training). The Contractor shall be responsible for any fines, penalties, and/or costs associated with improper classification, description, packaging, marking or labeling of HAZMAT certified by Contractor personnel.
- B.** The Contractor shall pack, mark and certify HAZMAT IAW all federal and state requirements and IAW:
- 49 CFR, Transportation, Parts 100 to 185, Hazardous Material Program Procedures
 - DLAD 4145.41, Packaging of Hazardous Material, Section E, Policy
 - DLAI 4145.3, Preparing Hazardous Materials for Military Air Shipments
 - DLAD 5025.30, DLA One Book, Chapter: Distribution and Reutilization, Titles: Storage and Handling of Hazardous Materials; and Hazardous Material Transportation Security Requirements
 - IATA Publications
 - IMDGC
 - MIL-STD 147, Palletized Unit Loads

- MIL-STD 2073-1, Standard Practice for Military Packaging
- C. The Contractor shall ship cylinders containing compressed gas or liquid IAW:
- Applicable Federal, State, and local regulations
 - DLAI 4145.11, Storage and Handling of Hazardous Material
 - DLAI 4145.25, Storage and Handling of Liquefied and Gaseous Compressed Gases and Their Full and Empty Cylinders
- D. The Contractor shall pack and certify all HAZMAT shipments to meet UN POP requirements. Civil and criminal penalties apply to the willful or negligent falsification of the packaging and packing regulations and certification forms.
- E. The Contractor shall mark HAZMAT shipments as prescribed in MIL-STD 129, Military Marking for Shipment and Storage, and the applicable modal regulation (e.g., IATA Publications, 49 CFR, Transportation, IMDGC, and DLAI 4145.3, Preparing Hazardous Materials for Military Air Shipments).
- F. The Contractor shall ship small package HAZMAT via approved carrier. The Contractor shall not ship any HAZMAT without the appropriate MSDS.

5.5.2.5 NON-ACCOUNTABLE MATERIAL

The Contractor shall process non-accountable material IAW Attachment J2.

5.5.2.6 RADIOACTIVE MATERIAL (RAM)

- A. The Contractor shall ship RAM IAW:
- Applicable Federal, State, and local regulations
 - 10 CFR, Energy, Part 20
 - 49 CFR, Transportation, Parts 173.4 and 173.401 through 477
 - DDCM 6055.20, Radiological Health Program
 - DLAI 4145.11, Storage and Handling of Hazardous Materials
 - DLAI 4145.3, Preparing Hazardous Materials for Military Air Shipments
 - DLAI 4145.8, Radioactive Commodities in the DoD Supply System
 - DLAR 4145.23, Radioactive Materials in the DLA Supply System
 - DoD 4500.9-R, Defense Transportation Regulation (DTR), Part II, Cargo Movement
 - IATA Publications

- B. The Contractor shall perform all operations involving the issue process or disposal of RAM by planning and conducting procedures and engineering controls based upon standard radiation protection principles, to maintain doses to workers and the general public ALARA.
- C. The Contractor shall combine RAM with other compatible cargo to economize on shipment costs; however, the Contractor shall not combine RAM in the same vehicle containing food, animals, Class A explosives, photographic film, supplies, or pyrotechnic materials. The Contractor shall package RAM in a designated area separate from normal packaging locations by a radiation worker specifically trained in the packaging of RAM. The Contractor shall be responsible for any fines accrued from offering radioactive shipments of 7A packaging without maintaining complete documentation of tests and the engineering evaluation. The Contractor is also responsible for fines obtained from offering Type B packaging without holding a valid NRC approval certificate IAW 49 CFR, Transportation, Part 173, Shippers-General Requirements for Shipments and Packaging. The Contractor shall label RAM containers IAW DDCM 6055.20, Radiological Health Program, Section C, Posting, paragraph 3, Radioactive Material Container Labels, including but not limited to attaching container labels on two opposite sides of all separate containers of radioactive materials upon receipt. The Contractor shall use labels that display the radiation symbol and the words "CAUTION (or DANGER) RADIOACTIVE MATERIAL" and that identify the radionuclide and total activity present in the item.
- D. The Contractor shall perform a wipe test and radiation level (dose rate) and contamination survey on all radioactive packages or package groups, ensure a Leak Test Certificate is attached to the material, and complete a DDC Form 4155.64 prior to shipment IAW DDCM 6055.20, Radiological Health Program. The Contractor shall include the DDC Form 4155.64 with the shipping records. IAW 49 CFR, Transportation, Part 173.4, the Contractor shall certify conformance of small quantity exceptions of RAM by marking the outside of the package and shall be responsible for any fines accrued because of failure to annotate all appropriate entries on the shipping papers. As the consignor or shipping activity, the Contractor shall provide a REPSHIP to the consignee for classified or sensitive RAM.

5.5.2.7 SECURITY ASSISTANCE PROGRAM (SAP) SHIPMENTS: FOREIGN MILITARY SALES (FMS) AND GRANT AID

- A. In addition to the requirements in these paragraphs, the Contractor shall process issues for FMS and Grant Aid material IAW TE 5.5, Defense Distribution Center, Operating Procedures for FMS Shipments.
- B. The Contractor shall participate in the SAP, a U.S. government-sanctioned program that authorizes and controls Government-to-Government transfer of defense articles and services, IAW DoD 4500.9-R, DTR, Part II, Cargo Movement, Appendix E, SAP Shipments: FMS and Grant Aid. The Contractor shall prepare and submit a Quarterly Storage Report for FMS Suspended Country Material (see Section C-6.6.2, Quarterly Reports, Report Number 013).
- C. The SAP is divided into two major sub-programs: FMS and Grant Aid.

5.5.2.7.1 FOREIGN MILITARY SALES (FMS)

- A.** FMS is designed to provide a consolidated support package of equipment and material for deployment to foreign military customers. Examples of material shipped include:
1. Power Units
 2. Antenna Systems
 3. Shelter Repair Facilities or Classified Material
- B.** The Contractor shall coordinate with freight forwarders the shipment of FMS material.
- C.** The Contractor shall manage FMS requirements IAW:
- DLA FMS Handbook, Appendix A, Policy/Procedures for SA/FMS
 - DLAI 4140.55, Reporting of Supply Discrepancies
 - DLAR 4500.31, Transportation of Foreign Military Sales and Grant Aid Material
 - DoD 4000.25-1-M, MILSTRIP
 - DoD 4000.25-8-M, Military Assistance Program Address Directory (MAPAD) System
 - DoD 4100.39, FLIS Procedures Manual
 - DoD 5100.76-M, Physical Security of Sensitive Conventional AA&E
 - DoD 5105.38-M, SAMM, paragraphs 80206.M, 80201.D, 80207, 130802, and Table 600-1
 - National Motor Freight Classification (NMFC)
- D.** The Contractor shall perform FMS stock selection for as described in paragraph C-5.5.1.2, Stock Selection, and as follows:
1. Process FMS issue requisitions as described in paragraph C-5.5.1, General Requirements.
 2. Verify FMS material by document number, serial number, and foreign country customer.
 3. Issue all shelf-life items to satisfy FMS requirements IAW DoD 4140.27-M, Shelf-Life Management Manual, paragraphs 5-5 and 5-6.
 4. Generate a DD Form 1348-5 IAW DoD 4000.25-1-M, MILSTRIP, Chapter 6, Security Assistance Program, paragraph C6.15, Release of FMS Shipments, which will serve as a cover document for the individual copies of the DD Form 1348-1A that are applicable to each line item in the shipment unit to be issued.
- E.** The Contractor shall ensure compatibility of codes in requisitions and related documents as well as the compatibility of physical characteristics when configuring FMS shipment units IAW DoD 4000.25-1-M, MILSTRIP, Chapter 6, Security Assistance Program, paragraph C6.17, Consolidation and Marking of Foreign Military Sales Shipments.

- F.** The Contractor shall suspend all issues and deliveries of defense articles to embargoed countries and their freight forwarders that have been identified through the Security Assistance Program IAW DoD 5105.38-M, Security Assistance Management Manual (SAMM).
- G.** As described in paragraph C-5.5.1.9, Traffic Management, the Contractor shall perform the necessary traffic management functions for FMS shipments. In addition, the Contractor shall accomplish the following requirements for FMS shipments to include but not limited to:
1. Preparing and forwarding the DD Form 1348-5 to the foreign country customer IAW DoD 4000.25-1-M, MILSTRIP, Chapter 6, Security Assistance Program, paragraph 6.15, Release of FMS Shipments, for all FMS requisitions when the following conditions exist:
 - (a) The MRO has an offer/release code of "y" or "z".
 - (b) Overweight (10K plus).
 - (c) Oversize (six feet in any dimension).
 - (d) Hazardous.
 - (e) Sensitive.
 - (f) Pilferable.
 - (g) Classified.
 2. If the foreign country customer does not respond to the DD Form 1348-5, the Contractor shall hold the material until shipping instructions are received. For all FMS material that has been packed and is awaiting shipping instructions, the Contractor shall prepare and submit a quarterly FMS Export Traffic Release (ETR) report (See paragraph C-6.6.2, Quarterly Reports, Report Number 014) via email to the KO or designee.
 3. Loading and maintaining addresses, rates and mileages.
 4. Processing direct-to-country shipments.
 5. Completing the Shipper's Export Declaration (SED) on FMS International shipments (see Guidance on Complying with FMS Export Documentation in the Technical Library).
 6. Loading and maintaining the suspended country file and release country when notified of suspension removal.
 7. Providing carrier assistance for FMS security shipments as required.
 8. Utilizing DoD 4000.25-8-M, MAPAD System, to obtain addresses and corresponding address codes to identify where FMS material and/or documentation is to be shipped or sent. It includes addresses for freight forwarders, country representatives, and ultimate customers within a foreign country.
 9. Determining the special shipping instructions through review of the delivery term code as it appears in column 46 of the issue requisition IAW DLAR 4500.31, Transportation of FMS and Grant Aid Material.
 10. Complying with the current Security Assistance Program document retention policy for DLA which identifies that all DLA shipping activities are required to retain shipment documentation along with contractor or vendor invoices, obligation documentation and

disbursement records IAW the DoD 5105.38-M, SAMM. DLAI 5015.1, DLA Records Management Procedures and Records Schedule, defines FMS transportation case files as all records required to monitor and process the delivery of material and services to foreign country customers.

11. Retaining FMS documentation for two (2) years in active files and 28 years at a Federal Records Center.

5.5.2.7.2 GRANT AID PROGRAMS

- A. The Contractor shall process Grant Aid Program shipments as stated above for FMS. Shipments of Grant Aid material are those that are moved via the DTS to a recipient country's Port of Debarkation (off-loaded) IAW DoD 4500.9-R, DTR, Part II, Cargo Movement, Appendix E, Security Assistance Program (SAP) Shipments: FMS and Grant Aid.

5.5.2.7.3 SHELF LIFE MATERIAL

- A. IAW the DoD Shelf-Life Program, the Contractor shall verify that at least 12 months shelf life remains on items with 24 or more month's original shelf life for requisitions in support of OCONUS customers. Although most FMS material is shipped to CONUS freight forwarders, the shelf-life requirements are to ensure the item gets in country to the ultimate user with sufficient shelf life remaining on the item. The Contractor shall meet the Last-In-First-Out requirement for FMS Issues per DoD 4140.27-M, Shelf-Life Item Management Manual, Chapter 5, paragraph 5-5.

5.5.2.8 TRANSSHIPMENTS (ON-BASE AND OFF-BASE)

- A. The Contractor shall receive material for transshipment. Transshipment processing encompasses the receipt of the material, packaging (if required by MIL-STD 2073-1, Standard Practice for Military Packaging; or written customer request), and the issuing of the material. The Contractor shall sort according to consignee and process the material as a transshipment in DSS by recording the material as a ZWT for tracking delivery to the customer.
- B. The Contractor shall input the ZWT for transshipments that do not require packaging, using the DSS Transportation Priority (TP) and Issue Priority Group (IPG) designations noted on the shipping documents (e.g., DD Form 1149, DD Form 1348-1A).
- C. Material recorded in DSS as a ZWT does not become part of the Distribution Center's DSS accountability record, but is an issue workload count under the MIS Element identified for on and off-base transshipments in TE 5.1 Historical Workload.
- D. The Contractor shall forward a copy of the source document and all shipping documentation with the material regardless if it is on-base or off-base transshipments.

- E. When a line item of material is processed as an on or off-base transshipment, the Contractor shall invoice for only one issue line item count. Workload counts for transshipment material are included in TE 5.2 Projected Workload.
- F. The Contractor shall process all off-base transshipments IAW with paragraph C-5.5.1.8, Shipment Preparation for Issues to Off-Base Customers; and paragraph C-5.5.1.9, Traffic Management. If the material received is packaged for shipment, the Contractor shall inspect for package deficiencies and, if necessary, correct to the applicable packaging standard. Unless otherwise specified, all non-accountable material issued as an off-base transshipment shall be packaged to minimal military and documented using the DSS “non-accountable PPP&M” work order. For packaging actions requiring Level A or B pack, the Contractor shall record the packaging action in DSS using the “non-accountable PPP&M” work order. To complete the off-base transshipment process for all non-accountable material, the Contractor shall process the material in DSS as an off base transshipment to the applicable Weight Band and offer the material for shipment.

5.5.2.9 ADDITIONAL ISSUE REQUIREMENTS (FRAGO)

- A. To prevent inaccurate shipping, the Contractor shall perform a bare item KCC inspection on all issues for classified (CONUS and OCONUS) and material going outside the DoD Network (e.g., FMS, RCP, DRO shipments).
- B. If at any time during the issue process the Contractor finds that documentation does not match the material identification, the Contractor shall immediately suspend the issue process and notify a Supervisor.
- C. The Contractor shall perform a KCC inspection on all issues going outside the DoD network unless the material has previously been verified at time of receipt and a material certification label has been applied.
- D. For material going outside the DoD network (e.g., FMS, RCP, DRO), the Contractor shall perform a KCC visual inspection of all material at time of stock selection by opening the container for positive identification of contents unless doing so will disturb the integrity of the material, change the CC, or the material is in original manufacturer’s seal packaging. If material is in original manufacturer’s sealed packaging, the Contractor shall at a minimum open and verify one bare item.
- E. The Contractor is not required to open packaging in such incidents where they are able to visually observe the material through the packaging or the material is in a pressurized container.
- F. When a KCC inspection is required, the Contractor shall reseal and apply the “Material Certification” label in a prominent location before performing the final pack. The Contractor shall sign the “Inspected by/Verified by” signature blocks on the Material Certification label, both printed name and signature.
- G. Contractor personnel performing the final pack shall conduct a second KCC visual inspection for positive identification and label the material as verified by signing the “Material Certification” label and affixing to the material or package.
- H. If the Contractor employee does not open the material to visually inspect due to concerns with compromising the integrity of the material or changing the CC, the Contractor shall

notify the KO or designee to have the Distribution Center Commander or Acting Commander sign the "Material Certification" label.

- I. The Contractor shall not perform a KCC inspection on issues to a co-located maintenance facility.
- J. For HAZMAT in the original manufacturer's sealed packaging, the Contractor shall perform a KCC inspection to authenticate at a minimum one bare item. For any other HAZMAT not in the original manufacturer's sealed packaging, the Contractor shall perform a 100% inspection to determine contents.
- K. If the material being issued was repaired at a co-located maintenance activity and visually verified and packaged by the Contractor, no further verification is required before issuing.

5.6 PACKAGING

- A. As required under DLAI 4145.4, Stock Readiness and as needed, the Contractor shall perform all packaging on material received, stored or issued IAW the following:
 - DLAI 4145.4, Stock Readiness
 - DLAR 4145.7, Packaging of Material
 - DoD 5220.22-M, National Industrial Security Program Operating Manual (NISPOM)
 - DSS Packaging Information
 - SPI (by NSN)
 - FLIS
 - MIL-STD 2073-1, Standard Practice for Military Packaging
 - MIL-STD 129, Military Marking for Shipment and Storage
 - DLAD 5025.30, DLA One Book, Chapter: Distribution and Reutilization, Title: The DLA Packaging Program
 - ANSI/ESD S20.20, Protection of Electrical and Electronic Parts, Assemblies, and Equipment (Excluding Electrically Initiated Explosive Devices)
 - MIL-STD-107, Preparation and Handling of IPE for Shipments and Storage
- B. In addition to those references listed above, the Contractor shall comply with pest-free WPM measures and standards IAW DoD 4140-01-M-1, Compliance for Defense Packaging: Phytosanitary Requirements for Wood Packaging Material (WPM)
- C. In addition to those references listed above, the Contractor shall perform packaging on HAZMAT and RAM IAW:
 - DLAD 4145.41, Packaging of Hazardous Material
 - DDCM 6055.20, Radiological Health Program, Section 4E

- 10 CFR, Energy, Part 71
- 49 CFR, Transportation, Part 173.4 and 173.401 through 477

D. In addition to those references listed above, the Contractor shall perform packaging on ESDS components IAW:

- MIL-STD 1686 Protection of Electrical and Electronic Parts, Assemblies, and Equipment (Excluding Electrically Initiated Explosive Devices)
- ANSI/ESD S20.20, Protection of Electrical and Electronic Parts, Assemblies, and Equipment (Excluding Electrically Initiated Explosive Devices)

The Contractor shall use the following Military handbooks as guidance in the performance of the requirements identified in MIL-STD 1686.

- MIL-HDBK 773, Electrostatic Discharge Protective Packaging
- MIL-HDBK 263, Electrostatic Discharge Control Handbook for Protection of Electrical and Electronic Parts, Assemblies, and Equipment (Excluding Electrically Initiated Explosive Devices (Metric)

5.6.1 REPORTING REQUIREMENTS FOR PACKAGING ACTIONS

A. Apart from the receipt, stow, storage and issue operations at the Distribution Centers, DDC customers pay DDC directly to perform the packaging on their material received, stored, and issued (for issues when customer requested packaging to Level A or B). In order for the DDC to be adequately funded to perform this function that is outside the general distribution services, the DDC must separate the payment of and provide records that are sufficient to invoice its customers for payment of packaging support provided by the Distribution Centers.

5.6.1.1 PACKAGING ACTIONS REPORTED SEPARATELY BY INTERNAL ORDER NUMBER

- A.** The KO or designee will provide a list of customers and corresponding internal order numbers who do not require approval prior to the Contractor completing packaging actions above minimal military pack. The Contractor shall use the internal order number that corresponds to the customer and the work performed for input into the packaging ("PPP&M") work order screen. For requests from customers not on the government provided list of approved customers, the Contractor shall obtain written authorization from the KO or designee prior to packaging the material.
- B.** The Contractor shall report the following types of packaging actions completed separately by internal order number for labor hours and material costs IAW C-6.6.1, Monthly Reports, Report Number 003, Labor Hour Report:
1. Material received that is improperly packaged regardless of the source (e.g., NP, customer returns) or the required level of packing (minimal military, Level A, or Level B).
 2. Maintenance returns received that are not packaged to the specified level of pack (minimal military, Level A or Level B).

3. In storage where the package has deteriorated or has been damaged and requires above minor repair COSIS actions (DD Form 1225).
4. Incident to shipment:
 - (a) Mission stock or Non-Accountable Material requiring above Minimal Military Packing (Level A or B Packaging).
 - (b) Material that is in a temporary stow location with a packaging action pending when a MRO is generated for issue of the item.
 - (c) Material identified prior to the issue of a MRO requiring an above minor repair COSIS action (DD Form 1225) and the owner or IM authorizes the repair incident to shipment.
5. Material requiring special packaging support. The Contractor shall notify and obtain approval from the KO or designee before performing packaging when any of the following requirements are received directly from a customer:
 - (a) Packaging that is above minor repair COSIS surveillance, at the request of a customer, owner, or IM.
 - (b) Material requiring packaging due to a change in item configuration, NSN, unit of issue, or similar situations.
 - (c) Disposition instructions form DD Form 1225s.

5.6.1.2 PACKAGING ACTIONS NOT REPORTED SEPARATELY

- A.** The following packaging actions are not required to be separately reported.
1. Packing performed incident to shipment on mission stock and non-accountable property that requires a level of protection of minimal military packing, to include the mission stock issues that require measuring and cutting (see paragraph C-5.5.1.8, Shipment Preparation for Issues to Off-Base Customers).
 2. Receiving items that require minimal protection to prevent any deterioration to a lower CC while the items are in storage or temporary storage pending packaging actions.
 3. Repackaging of material involved in a KCC visual inspection, if the original packaging was conforming.
 4. Consolidating material at the time of receipt into an exterior container for storage purposes.
 5. Repackaging of material because of Contractor caused damage to the package.
 6. Correcting a packaging discrepancy that requires replacing of missing, obliterated, or damaged labels and markings, and replacing labels and marking due to changes such as shelf-life extension changes. (NOTE: Maintaining proper marking is a good warehousing practice that ensures the accuracy and accountability of material.)

5.6.1.3 IDENTIFICATION OF REPORTED PACKAGING ITEMS

- A.** For each packaging action completed and reported, the Contractor shall apply a label to the packaging that identifies the work order number associated with the packaging action prior to rewarehousing the material. The Contractor shall identify the Contractor employee who

performed the receiving and packaging action through the use of an Employee user-id number in DSS. The user-id will be entered into DSS when the person receives the material. This information will print out on the MIL-STD 129 marking label. The employee completing the packaging shall write their user-id in ink on the MIL-STD label next to the DSS generated number of the employee who performed the in-check process. If the package is too small to apply the label directly to the package, the Contractor shall find another appropriate means to attach the label and does not damage the package. If the package involved in the packaging action is placed inside an external container or pack, the Contractor shall apply an additional label identifying the work order number to the external container.

5.6.2 GENERAL PACKAGING REQUIREMENTS

- A. The current packaging areas are identified in TE 3.1, GFF. The Contractor shall receive and establish the RCN, which is the date and time the material and documentation is provided to the Contractor's work area. The Contractor shall induct the material into DSS with a temporary stow location for material requiring packaging incident to receiving. The Contractor shall input all required information in DSS to generate a packaging ("PPP&M") work order and record all work performed.
- B. The Contractor shall use the DSS "PPP&M" Work Order Screen to track and report packaging actions. The Contractor shall complete the DSS "PPP&M" Work Order Screen for each packaging action accomplished.
- C. Several of the data fields in the "PPP&M" Work Order Screen are systemically filled by DSS; however, the Contractor shall complete the following fields prior to closing out the "PPP&M" Work Order screen as completed:
 - 1. Part I - Management Data: The Contractor shall complete all applicable data fields that are not systemically filled by DSS.
 - 2. Part II - Action Required: The Contractor shall complete all data fields that identify the actions performed (e.g., cleaning, preservation, marking, packaging, packing), the method of pack, the level of pack, and whether a pallet was used.
 - 3. Part III – Containers: The Contractor shall mark each field that most accurately describes the type of container used in performing the packaging action.
 - 4. Part IV – Packaging, Marking, and Material Data: The Contractor shall complete the description, quantity, unit cost, and total cost fields for all Contractor furnished materials and supplies used in performing a packaging action.
 - 5. Part V – Packaging and Billing Data: The Contractor shall complete the data "Pkg Labor Hrs and Min" and "Pkg Material Cost" data fields to identify the total Contractor material costs and the actual labor hours to perform the packaging action for the quantity worked. (NOTE: The billing data is for purposes of the DDC billing its customers for the work performed.)

5.6.3 PACKAGING ACTIONS

- A.** The Contractor shall always perform packaging IAW packaging standards, SPIs, and approved customer requirements. However; if the packaging standard allows the Contractor discretion concerning the container used, the Contractor shall perform packaging of DLA-managed and Military Service-managed material in a manner that obtains for the Government the maximum economy in price and utilization of storage space. Some examples of obtaining the maximum economy in price for the Government (assuming an increasing price based on the size of the container) include but are not limited to the following:
1. Damaged packages can be replaced with smaller dimensional containers.
 2. Improperly packaged items can utilize different packaging that result in reduced weight and smaller size containers.
 3. Incident to shipment multiple smaller containers going to a single destination requiring above minimal military packing can be consolidated into fewer large containers. The Contractor shall determine the lowest price to the Government by considering transportation costs.
- B.** A completed packaging action is measured based on the size of the final container (including all necessary blocking, bracing, cushioning, weatherproofing, and exterior strapping) in which a single NSN consisting of one or more pieces is finally placed.

SIZE OF THE FINAL CONTAINER				
Size*	Size Criteria			
	Longest Dimension	Sum Of Dimensions (L + W + H)	Cube	Weight
Small	≤ 24 inches	≤ 72 inches	≤ 8 cubic feet	≤ 40 lbs.
Medium	> 24 to ≤ 48 inches	>72 to ≤ 144 inches	> 8 to ≤ 26 cubic feet	> 40 to ≤ 150 lbs.
Large	> 48 to ≤ 72 inches	> 144 to ≤ 288 inches	> 26 to ≤ 48 cubic feet	> 150 to ≤ 2000 lbs.
X-Large	> 72 inches to ≤ 272 inches	> 288 inches to ≤ 366 inches	> 48 cubic feet to ≤ 205 cubic feet	> 2000 lbs. to ≤ 3999 lbs.
* The size of the container is determined by the largest size criteria met based upon the final container needed for the packaging action.				

- C.** The projected workload in TE 5.2 Projected Workload for a packaging action is by size of the package or container requiring repair, or by the size of the container used to package

the material. For each (NSN), DSS systemically identifies the size of the unit of issue package based upon the above size criteria through data previously entered into the DSS Global Weight and Cube Tables when performing the Top 100 Weight and Cube program and during the product receipt evaluation process. If the Contractor finds the data on the weight and cube per unit of issue package to be incorrect, Contractor personnel trained in the Top 100 Weight and Cube Program shall weigh and measure the items using the procedures established by that program and submit the correct information in the same format required as part of and in addition to their monthly Top Weight and Cube Program submissions. Additionally, the Contractor shall update the weight and cube information from R7AX under the QBL Site Record Maintenance Menu function prior to closing the packaging action. The KO or designee uses the information contained in the DSS Global Weight and Cube Tables to validate packaging actions performed on unit of issue package.

- D.** If the Contractor determines that the final placement of material into multiple containers provides the maximum economy in price to the Government, the Contractor shall document how it made the determination and provide a copy to the KO or designee.
- E.** If an MRO is received prior to the completion of packaging, the Contractor shall expedite the packaging and issue the material IAW TE 5.0, APLs. When packaging is completed prior to the receipt of an MRO, the Contractor shall initiate a rewarehousing action to transfer the material to a permanent storage area. The Contractor shall maintain asset visibility throughout the rewarehousing process to ensure the availability of the material if requisitioned by an end user.
- F.** Except for LLRCs, the Contractor shall provide all material, supplies, and containers; and, purchase, repair or fabricate all storage containers and blocking, dunnage, and bracing necessary to perform the packaging functions. The Contractor shall provide all preservation materials to include, but not limited to, barriers, greases, oils, desiccants, and humidity indicators to complete the preservation process.
- G.** To obtain the Method of Preservation (MOP) code and to identify specific preservation, packaging, and marking requirements of the managing service or customer specific requirements, the Contractor shall research the appropriate records including, but not limited to, DSS, FLIS, and MIL-STD 2073-1, Standard Practice for Military Packaging. Research may require the use of facsimile, telephone, personal computer, e-mail, or mail to obtain packaging data from sources outside the Distribution Center. If there are no specific MOP codes identified, the Contractor shall contact the appropriate owner or IM for authorized packaging instructions. The applicable levels of protection are Level A, Level B, and minimal military packing. The Contractor may submit a proposal to the KO or designee to use best commercial practices for packaging and marking. Prior to deviating from approved methods or using commercial practices, the Contractor shall obtain written approval from the KO or designee for all proposed packaging deviations.
- H.** SPIs are designed and managed by the Military Services, IMs for the material received, stored, and issued. SPIs contain mandatory packaging requirements for items in the military distribution system. The Contractor shall access and follow all SPI requirements to protect material against deterioration and degradation that can render the material inoperable and unusable. The Contractor shall access requirements for SPIs using the following websites:
- Army – <https://www-tdps.tacom.army.mil/SPISearch.asp>

- Air Force – <https://spires.wpafb.af.mil>
 - Navy – <http://www.icptarp.net/p700.nsf>
- I. For the purposes of completing packaging actions, SPIs and customer specific requirements take precedence over all other regulatory guidance if conflicting guidance exists.
- J. The Contractor shall perform preservation on a variety of items of different sizes and weights. Some items, such as ESDS, RAM, classified, sensitive, and pilferable items, require special handling precautions. Upon completion of any required cleaning and preservation, the Contractor shall package all material IAW all applicable regulatory guidance as cited above.
- K. The Contractor shall complete the DSS “PPP&M” Work Order screen then close out the work order, which will initiate a rewarehousing action in DSS to rewarehouse the material to a permanent storage location upon completion of packaging actions.

5.6.4 CONTAINER RECLAMATION AND FABRICATION IN SUPPORT OF PACKAGING

- A. The Contractor shall perform container reclamation, to include reuse of packaging materials IAW:
- DLAD 5025.30, DLA One Book, Chapter: Distribution and Reutilization, Title: DLA Packaging Program
 - DLAI 4145.4, Stock Readiness
 - 49 CFR, Transportation, Section 173.28
- B. The Contractor shall provide all containers in support of packaging, COSIS (see paragraphs C-5.3.1.1.1, In Storage Inspection and Minor Repair; and C-5.3.1.1.4, COSIS Actions Exceeding Minor Repair) and POP requirements. If LLRCs are unavailable, the Contractor shall prepare and submit to the KO or designee a SF 364 (if required at the time of receipt) or a DD Form 1225 (if required through a COSIS action) to requisition the LLRC through the owners or IMs, package the material in minimal military pack for the applicable MOP, and stow the material in the appropriate CC until disposition instructions or the LLRCs are received.
- C. If a LLRC is required and none are available or cannot be requisitioned in time to meet the APLs for issue, the Contractor shall request an alternate pack method by submitting a DD Form 1225 or SF 364 through the owner or IM to the KO or designee and perform the packaging action upon receipt of the disposition instructions. If an approved alternate pack method exists, the Contractor shall perform the packaging action to meet the issue APLs in TE 5.0.

5.6.4.1 CONTAINER RECLAMATION SUPPORT

- A. The Contractor shall operate an active container reclamation program to allow the maximum availability and reuse of SPI containers and other LLRCs (e.g., reusable fast-packs,

standard packs, cases) and packaging materials used to package repairable and recoverable items.

- B.** LLRCs are metal and fiberglass containers that are identified and received for specific equipment or material. There are three classifications of LLRCs used:
 - 1. Special Use – Containers designed for one specific item (e.g., engines, transmissions) and managed by the owner or IM.
 - 2. Modular Containers – Multiple purpose containers for packing material other than Navy. The primary source for these containers is locally from container reclamation. The Crown Jewel container is the Navy equivalent of the Modular Container. Crown Jewels containers are for Navy material only.
 - 3. Drums – Containers used for the packing of aircraft or other components.
- C.** The Contractor shall pick up and receive from the maintenance activities and tenants on the host installation, all depacked and reusable fast-pack, and standard pack, cases, LLRCs and SPI containers. The Contractor shall inspect, off-load all reusable containers, and segregate according to the appropriate reclamation areas.
- D.** The Contractor shall input all material found during the reclamation process to DSS and IAW Section C-5.2.2.8, Frustrated Material.
- E.** The Contractor shall obliterate all old markings on reusable containers. The Contractor shall mark or re-mark containers as required for issue or storage.
- F.** The Contractor shall reclaim LLRCs from material destined for DRMO, when directed by the owner or IM. IAW DLAI 4145.4, Stock Readiness, when material destined for disposal is packed in a LLRC, the Contractor shall contact the owner or IM before completing the DRO to determine if the owner or IM wants to retain the container. The Contractor shall request disposition instructions from the owner or IM by telephone, email, or facsimile, on all LLRCs separated from salvaged material and those that are separated from material that were packed in the wrong container.
- G.** The Contractor shall dispose of the destroyed, non-reusable containers or refurbish and store the reclaimed containers until they are required for use IAW DLAD 5025.30, DLA One Book, Chapter: Distribution and Reutilization; and DLAI 4145.4, Stock Readiness. The Contractor shall not exceed the available storage space for pre-reclaimed containers (excluding fiberboard).
- H.** The Contractor shall maintain a log of LLRCs reclaimed and used monthly along with other reusable hardwood boxes or crates. The Contractor shall provide a monthly report of LLRCs reclaimed and used to the KO or designee (See C-6.6.1, Monthly Reports, Report Number 008, Reclamation Report).

5.6.4.2 FABRICATION SUPPORT

- A.** The Contractor shall design, plan, repair, construct or procure a variety of shipping and storage containers to include fiberboard cartons, wooden boxes, crates and pallets and blocking and dunnage required to support Stock Readiness and Packaging, routine and exceeding minor repair COSIS, POP requirements, and alternate pack methods. If there are no specific requirements identified, the Contractor shall accomplish the packaging design IAW MIL-STD 2073-1, Standard Practice for Military Packaging; SPIs; DSS Packaging Instructions and all other applicable packaging and protection specifications. The Contractor shall also construct and install or provide parts and blocking and bracing. These parts include items such as banding, strapping, tie downs, blocks, chocks, hooks, or cradles, required to secure or encase items in containers or on pallets and skids. The Contractor shall make specialized cuts that may utilize detailed drawings and SPIs or other prescribed directions provided by the customer that are required to secure or encase items in containers. The Contractor shall consider special load-bearing requirements and material configurations when manufacturing or procuring containers.
- B.** The Contractor shall meet WPM requirements IAW DoD 4140-01-M-1, Compliance for Defense Packaging: Phytosanitary Requirements for Wood Packaging Material (WPM) (see Section C-5.6.4.3, Wood Packaging Material (WPM)), when using exempt materials that are combined with processed wood components and apply the IPPC Stamp.
- C.** In some cases, the items requiring container manufacturing are too large to move from the customer location; therefore, the Contractor shall transport the container to the item. In these instances, the Contractor may have to provide packaging, containerization and shipping support in open areas where the Contractor will be exposed to the elements.

5.6.4.3 WOOD PACKAGING MATERIAL (WPM)

- A.** Concerns about invasive species in Wood Packaging Material (WPM) have led the International Plant Protection Convention (IPPC) and the European Union (EU) to issue an International Standards for Phytosanitary Measures Guidelines for Regulating Wood Packaging Material in International Trade (ISPM 15). DoD has adopted the ISPM 15 requirements as identified in DoD 4140.01M Compliance For Defense Packaging: Phytosanitary Requirements for Wood Packaging Material (WPM).
- B.** The Contractor shall construct or obtain all wood pallets, skids, load boards, pallet collars, wooden boxes, reels, dunnage, and crates using WPM compliant wood. Packaging material exempt from these requirements are materials that have gone through a manufacturing process (e.g., corrugated fiberboard, plywood, particleboard, veneer, and OSB). The Contractor shall ensure all WPM has the ISPM 15 certification marking (IPPC Stamp) to indicate compliance.
- C.** DDC will contract with an American Lumber Standard Committee (ALSC) accredited Grading Agency to comply with DoD requirements. The accredited grading agency will perform a monthly audit of the Contractor's records IAW DoD 4140.01-M-1, Chapter 3, Management Controls and Appendix 2, Audit Inspection Guide for Phytosanitary Requirements for Wood Packaging Material (WPM) Compliance. The Contractor shall provide the accredited grading agency any access necessary to perform its audit.

- D. In accordance with DoD 4140-01-M-1, the Contractor shall appoint a "Site Custodian" to serve as a trained focal point to coordinate with the DDC WPM manager and ALSC auditor. The Contractor's Site Custodian shall ensure personnel in the receiving; storage, packing, and transportation functions are trained and certified IAW DoD WPM Program (See TE 4.1, Contractor Furnished Training).

5.7 SPECIAL FUNCTIONS

- A. The Contractor shall perform special functions for site specific requirements IAW Attachment J-2.

5.8 SPECIAL PROJECTS/SURGE AND SUSTAINMENT

- A. Special projects/surge and sustainment will be directed by the KO or designee and shall relate directly to the Contractor's performance of warehouse and distribution operation as set forth in Section C. The Contractor shall perform the special projects/surge and sustainment after the KO or designee provides the detailed requirements (statement of work). The Contractor shall utilize the following labor categories and skills in the performance of special projects/surge and sustainment:

1. Government Directed Reworking

- (a) **Material Handling Laborer.** Performs physical tasks to transport or store materials. Duties involve one or more of the following: Manually loading or unloading freight cars, trucks, or other transporting devices; unpacking, shelving, or placing items in proper storage locations; or transporting goods by hand truck, cart, or wheelbarrow.
- (b) **Forklift Operator.** Operates a manually controlled gasoline, electric or liquid propane gas powered forklift to transport goods and materials of all kinds about a warehouse, manufacturing plant, or other establishment.
- (c) **Warehouse Specialist (Warehouse Worker).** Performs a variety of warehousing duties which require an understanding of the establishment's storage plan. Work involves most of the following: Verifying materials against receiving documents, noting and reporting discrepancies and obvious damages; routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods; rearranging and taking inventory of stored materials; examining stored materials and reporting deterioration and damage; removing material from storage and preparing it for shipment. Operates hand or power trucks in performing warehousing duties.
- (d) **Supply Technician.** Performs limited aspects of technical supply management work (e.g., inventory management, storage management, cataloging, property utilization) related to Distribution Center, local, or other supply activities. Perform data entry and validation in a standard warehousing automated system.

2. Container Fabrication and Specialized Packaging

- (a) **Woodworker.** Constructs and repairs items such as boxes, crates, pallets, and storage bins from wood and wood substitutes. Studies specifications; and measures, marks, and cuts boards, using patterns, templates, ruler, pencil, and hand and power saws. Fastens or installs parts, using hammer, nailing machine, or power stapler. Repairs defective containers by replacing damaged parts. Inserts wood bracings, cardboard files, and felt pads in containers. Builds crates around object, using ruler, hand tools, and pneumatic nailer. Fabricates, repairs, modifies, and replaces woodwork on vehicle sides and beds. Applies preservative to prolong wood life. Packs, applies seal, band, and markings to crates and containers.
- (b) **Supply Technician.** Performs limited aspects of technical supply management work (e.g., inventory management, storage management, cataloging, property utilization) related to Center, local, or other supply activities.
- (c) **Material Coordinator.** Coordinates and expedites flow of material within or between departments in accordance with production and shipping schedules or supervisor's priorities. Computes amount of material needed for specific job orders, applying knowledge of packaging processes. Compiles reports of quantity and type of material used.

3. **Repalletization**

- (a) **Material Handling Laborer.** Performs physical tasks to repalletized material from non-compliant WPM to compliant WPM.
- (b) **Forklift Operator.** Operates a manually controlled gasoline, electric or liquid propane gas powered forklift or pallet inverter to repalletize material from non-compliant WPM to compliant WPM.

4. **Surge and Sustainment (C-1.8)**

- (a) **Material Handling Laborer.** Performs physical tasks to transport or store materials. Duties involve one or more of the following: Manually loading or unloading freight cars, trucks, or other transporting devices; unpacking, shelving, or placing items in proper storage locations; or transporting goods by hand truck, cart, or wheelbarrow.
- (b) **Forklift Operator.** Operates a manually controlled gasoline, electric or liquid propane gas powered forklift to transport goods and materials of all kinds about a warehouse, manufacturing plant, or other establishment.
- (c) **Warehouse Specialist (Warehouse Worker).** Performs a variety of warehousing duties which require an understanding of the establishment's storage plan. Work involves most of the following: Verifying materials against receiving documents, noting and reporting discrepancies and obvious damages; routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods; rearranging and taking inventory of stored materials; examining stored materials and reporting deterioration and damage; removing material from storage and preparing it for shipment. Operates hand or power trucks in performing warehousing duties.
- (d) **Supply Technician.** Performs limited aspects of technical supply management work (e.g., inventory management, storage management, cataloging, property utilization)

related to Distribution Center, local, or other supply activities. Perform data entry and validation in a standard warehousing automated system.

- (e) **Material Coordinator.** Coordinates and expedites flow of material within or between departments in accordance with production and shipping schedules or supervisor's priorities. Computes amount of material needed for specific job orders, applying knowledge of packaging processes. Compiles reports of quantity and type of material used.
- (f) **Woodworker.** Constructs and repairs items such as boxes, crates, pallets, and storage bins from wood and wood substitutes. Studies specifications; and measures, marks, and cuts boards, using patterns, templates, ruler, pencil, and hand and power saws. Fastens or installs parts, using hammer, nailing machine, or power stapler. Repairs defective containers by replacing damaged parts. Inserts wood bracings, cardboard files, and felt pads in containers. Builds crates around object, using ruler, hand tools, and pneumatic nailer. Fabricates, repairs, modifies, and replaces woodwork on vehicle sides and beds. Applies preservative to prolong wood life. Packs, applies seal, band, and markings to crates and containers.

5.8.1 SPECIALIZED PACKAGING SUPPORT AND REQUESTED CONTAINER FABRICATION NOT INCLUDED IN C-5.6.4.2

A. The Contractor shall perform specialized packaging support for:

1. Stock in storage and transshipment requests that include a packaging request exceeding the requirements in the Size of the Container table in paragraph C-5.6.3, Packaging Action.
2. Customer specified packaging performed as requested by the customer that is not a transshipment.
3. Requests from customers to build or obtain containers. The customer specified packaging and requested container fabrications are not for any requirements addressed in this contract (e.g. stock in storage, transshipments). The containers are normally built or obtained and delivered to the customer without performing the packaging action.

B. Customer specified packaging or requested container fabrications may be submitted through the use of DD Form 1149, work order, or telephone call. Customer requests may require the Contractor to utilize customer furnished, detailed drawings, blueprints or other special packaging instructions, requiring the fabrication of a container and specialized blocking and dunnage. In some cases, the Contractor shall develop the design and drawings of the container and its configuration. When designing the containers, the Contractor shall consider special load-bearing requirements and material and shipping configurations.

C. IAW the customer requirements and current military or ASTM standards, the Contractor shall develop and submit to the KO or designee a proposal, that includes the following:

1. A copy or outline of the customer request or the document number for the stock in storage and transshipment requests that include a packaging request exceeding the requirements in the Size of the Container table in paragraph C-5.6.3, Packaging Action.
 2. A brief summary outlining the requirements.
 3. A detailed design or alternate design of (as applicable).
 4. Shipping or storage container.
 5. Blocking and dunnage.
 6. SPI, if required, to secure or encase the material within a container.
 7. Written price estimate on a DLA Form 161 (as applicable).
 8. Repairs or fabrication of shipping and or/storage container and blocking and dunnage.
 9. Performance period for completing the container fabrication:
 - a. Hi-Priority within one (1) work day.
 - b. Routines within five (5) working days.
- D.** The KO or designee will provide the Contractor with written approval along with an internal order number for each specific request. The Contractor shall perform the specialized packaging action upon receipt of the written approval and internal order number. The Contractor shall enter the material in DSS using the the appropriate "PPP&M" work order to process as either a mission or a non-accountable asset, completing all parts of the work order IAW C-5.6.1, Reporting of Packaging Actions. The Contractor's approved estimate and/or designs shall be valid for 45 calendar days from the original date of approval. The Contractor shall report specialized packaging support completed separately by internal order number for labor hours and material costs IAW C-6.6.1, Monthly Reports, Report Number 003, Labor Hour Report.
- E.** In some cases, the material requiring the specialized packaging action is too large to move from their location. In those cases, the Contractor shall perform the packaging action at the material location. This may entail the Contractor to provide this service in open areas where the Contractor will be exposed to the elements. For material that requires crane support, the Contractor shall coordinate with the KO or designee, customer, and the transportation carrier the date and time for a crane and truck pick up services to be provided.

5.8.2 REWAREHOUSING AND INTRA-DISTRIBUTION CENTER SUPPORT

- A.** The Contractor shall perform all rewarehousing and Intra-Distribution Center work for the convenience of the Government as directed by the KO or designee. These special Government-directed projects may include such things as rewarehousing material for performance of facility repairs or warehouse relocation, rewarehousing and inventories of mission material and equipment to meet BRAC infrastructure reductions.
- B.** The Contractor shall accomplish only emergency work, (i.e. storm damage to roof), prior to receiving KO or designee approval. In the event that emergency action is required, the

Contractor shall notify the KO or designee within one (1) working day in order to save loss to the Government.

5.8.3 REPALLETIZATION

- A.** The Contractor shall perform repalletization of material for serviceable return receipts (C-5.2.1.4.2 Customer Returns) and issues (C-5.5.1.2 Stock Selection) on non-compliant WPM standard or non-standard pallets or skids.
- B.** The Contractor shall complete a DLA Form 1759, including the estimated labor hours and material cost and annotating the applicable internal order number provided on the form and perform the repalletization of material. The Contractor shall not enter the material in DSS using the "PPP&M" work order. The Contractor shall provide a copy of each DLA Form 1759 with the invoice for the month.

5.9 CONFERENCES

- A.** The Contractor shall attend and will be reimbursed for travel costs for attending DDC and DLA sponsored conferences as directed by the KO or designee. The Contractor shall be responsible for any costs incurred as a result of its attendance at these conferences, which are in excess of that allowed under FAR Part 31.205-46 and the appropriate regulations cited therein. There are approximately ten conferences per year.

SECTION C-6 APPLICABLE DIRECTIVES, PUBLICATIONS, INSTRUCTIONS, FORMS AND REPORTS

6.1 GENERAL INFORMATION

B. Guidance and regulations identified in this document must be complied with for the duration of performance. The Government has made most publications and forms available at the following Internet sites:

- <http://www.dlaps.hq.dla.mil/>
- <http://www.gpoaccess.gov>
- <http://www.e-publishing.af.mil/>
- <http://www.dtic.mil/whs/directives>
- <http://www.defenselink.mil/pubs>
- <http://www.acq.osd.mil/dpap/dars/index.htm>

C. Publications cited in this contract are current, as of the date the contract was prepared. Commercial practices for documentation will be considered where the performance requirements are determined by the Government to equal or exceed the requirements of these documents. The Contractor shall use R-Forms (Reproducible) and E-Forms (Electronic) to the maximum extent possible. Samples of non-standard Government forms required for the fulfillment of this requirement will be available for Contractor review upon request. The Contractor shall accomplish the tasks set forth in this requirement IAW the references listed and the following guidelines:

1. If there is a conflict between Section C and the cited references, Section C shall have precedence over the references.
2. If there is a conflict between or among two or more such references those issued by a higher authority shall have precedence over those issued by a lower authority. If there is a conflict between or among those issued at the same level of authority, those with a later date of issue shall have precedence over those with earlier dates of issue.
3. If there is a conflict between or among a DLA and an Armed Services reference, the DLA reference shall have precedence over those issued by the Armed Services.

D. Any task set forth in any such reference that calls for the exercise of discretionary government authority that cannot be delegated shall be subject to the final approval of the government official having such authority.

E. During performance of this requirement, the Contractor shall use the most current publications and forms unless otherwise directed by the KO or designee.

- F. The Contractor shall abide by all directives and references listed below in the performance of the requirements in the contract even if the directives and references are not specifically listed in other sections of the contract.
- G. The Government will have unlimited rights to use, duplicate, or disclose Contractor's operating logs and forms, in whole or in part, in any manner, for purposes associated with Government requirements set forth in the contract. The purpose of this statement is to minimize disruptions in service and preserve historical data in the event the Contractor is changed. This does not apply to publications determined to be proprietary to the Contractor. Records maintained by the Contractor remain the property of the Government and will be retained IAW disposition instructions.

6.2 DEVIATIONS FROM GUIDANCE

- A. The Contractor shall utilize the following procedures prior to deviating from Government publications or forms in the performance of this requirement:
 1. Develop and keep current a published manual of Contractor publications and forms specifically delineating the Contractor's responsibilities and actions that deviate from the applicable government publication(s) or form(s).
 2. Comply with the intended effect or product contemplated.
 3. Submit to the KO for review and acceptance prior to use or implementation.
 4. Number IAW DLA I 5330.1, Publications, Forms, Printing, Duplicating, Micropublishing, Office Copying, and Automated Information Management Programs.
 5. Ensure publication or form is not in conflict with any portion of this contract.
- B. The government will have unlimited rights to use, duplicate, or disclose such Contractor publications, in whole or part, in any manner and for any purpose whatsoever. In the event a follow-on contract is awarded to other than the incumbent, the incumbent Contractor's publications shall be made available to the successor Contractor for information purposes until the successor Contractor publications are published and approved by the government.

6.3 PUBLICATION CHANGES

- A. The Contractor shall have access to the Government Publications System at <http://www.dla.mil/dlaps> in order to obtain the required publications and forms needed to perform the requirements of the contract. Supplements or amendments to listed publications are also accessible through the web site. In addition, the DDC may issue directive changes through policy and procedure letters, which will be issued by the KO. The Contractor shall immediately implement those changes to mandatory publications that result in a decrease or no change in cost of performance. Where there is a cost impact, the Contractor shall submit to the KO or designee a price proposal within 30 calendar days following receipt of the change by the Contractor. The KO or designee and the Contractor shall negotiate the change under the provisions of the clause entitled "Changes". Failure by the Contractor to submit a price proposal within 30 calendar days following receipt of the change entitles the Government to performance according to such change at no increase in price (unless the time requirement is waived by the KO or designee).

6.4 DIRECTIVES AND PUBLICATIONS

- A.** For policy and regulation documents specified throughout this contract, the omission of a chapter or paragraph reference dictates compliance with the entire document. In addition to the documents listed below, the Contractor shall comply with all other applicable federal, state, and local laws, ordinances and regulations. (OSHA, DoT, EPA, etc.)
- B.** The following table provides a convenient listing of all reference documents specified in this contract, with the exception of USC, CFR, FAR, Defense Federal Acquisition Regulations Supplement (DFARS), and DLA FAR Supplement (DLAD 4105.1, Defense Logistics Acquisition Directive). A Reference Library CD will be provided on a CD at the Pre-proposal Conference (PPC). Any offeror who did not attend the PPC may contact the Contract Specialist to request a CD be mailed.

TITLE	DATE	LINK
AFTRP No. 5, Rules and Accessorial Services Governing the Movement of DoD Freight Traffic Within the Contiguous U.S. by Air Carrier, Air Forwarder, Air Taxi	Nov 00	http://www.sddc.army.mil/CONTENT/1482/aftrp5.pdf
ANSI/ESD S20.20, Protection of Electrical and Electronic Parts, Assemblies, and Equipment (Excluding Electrically Initiated Explosive Devices)		http://www.esda.org/documents/s2020std.pdf
CA-Dispatch User's Manual		https://ddcnet.ddc.dla.mil/InformationTechnology/DSS/default.asp
CAGE codes for Navy assets		http://www.dscr.dla.mil/userweb/vq/CriticalPartReview.htm
CAGE codes for Army assets		http://www.dscr.dla.mil/userweb/vq/ArmyCriticalPartReview.htm
Carrier Performance Program		http://www.sddc.army.mil
CERCLA		http://www.epa.gov/superfund/action/law/cercla.htm
Clean Air Act	1990	http://www.epa.gov/air/oaq_caa.html/
Clean Water Act	1977	http://www.epa.gov/region5/water/cwa.htm
DDC Affirmative Procurement Program		https://ddcnet.ddc.dla.mil/apps.asp
DDCI 7500.1, DDC Financial Liability Investigation of		http://www.supply.dla.mil/PD

TITLE	DATE	LINK
Property Loss		Fs/DDCI75001.pdf
DDCM 6055.20, Radiological Health Program	Jan 02	http://www.logcom.usmc.mil/radcon/reflib/
DDC POP Program		https://dfod.dcc.dla.mil/ddcPOP/
DHL		http://www.dhl.com/main_index.html
DLA FMS Handbook		http://akss.dau.mil/servlet/ActionController?screen=Policies&Process=2: http://www.supply.dla.mil/Word/FMS_Handbook.doc
DLAD 4105.1, Defense Logistics Acquisition Directive	May 00	http://www.dla.mil/j-3/j-336/logisticpolicy/lastDLADrev5updated.pdf
DLAD 4140.69, Inventory Adjustment Research	Dec 00	http://www.dlaps.hq.dla.mil/dlad/d4140.69.htm
DLAD 4145.7, Packaging of Material	Mar 98	http://www.dscc.dla.mil/downloads/packaging/dlad4145_7.pdf
DLAD 4145.41, Packaging of Hazardous Material	Jan 00	http://www.dlaps.hq.dla.mil/dlad/d4145.41.pdf
DLAD 4151.16, Joint Depot Maintenance Program	Mar 99	http://www.dlaps.hq.dla.mil/dlad/d4151.16.pdf
DLAD 4155.37, Material Quality Control Storage Standards	Mar 04	
DLAD 5025.30, DLA One Book		http://www.dla.mil/j-3/j-336/logisticpolicy/rev5.htm
DLAI 4140.55, Reporting of Supply Discrepancies	Aug 01	http://www.dla.mil/j-6/dlms/eLibrary/Manuals/SR/DLAI4140.55-FINALAug2001.doc
DLAI 4145.1, Guide for Basic Military Preservation and Packing	Dec 99	Available for purchase on web
DLAI 4145.3, Preparing Hazardous Materials For Military Air Shipments	Apr 07	https://www.afmc-mil.wpafb.af.mil/HQ-AFMC/LG/LSO/lot/document

TITLE	DATE	LINK
		s/afman24-204(i).pdf
DLAI 4145.4, Stock Readiness	Jan 03	http://www.dla.mil/dlaps/dlai/i4145_4/i4145.4_file1.htm
DLAI 4145.8, Radioactive Commodities in the DoD Supply System	Mar 04	http://www.dla.mil/dlaps/dlai/i4145.8.pdf
DLAI 4145.11, Storage and Handling of Hazardous Materials	Jan 99	http://www.dlaps.hq.dla.mil/dlai/i4145.11.pdf
DLAI 4145.25, Storage and Handling of Liquefied and Gaseous Compressed Gases and Their Full and Empty Cylinders	Jan 01	http://www.e-publishing.af.mil/pubfiles/af/23/afman23-227(i)/afman23-227(i).pdf
DLAI 4500.36, Management, Acquisition, and Use of DLA Operating Equipment	Feb 97	http://www.dlaps.hq.dla.mil/dlai/i4500.36.htm (Supplement in One Book – chapter ‘Support Equipment Acquisition Process – supersedes paragraph E.2, ‘Acquisition’) https://today.dla.mil/onebook/process/154.htm
DLAI 5200.13, DLA OPSEC Program	Sep 96	http://www.dlaps.hq.dla.mil/dlai/i5200.13.htm
DLAI 5330.1, Publications, Forms, Printing, Duplicating, Micropublishing, Office Copying, and Automated Information Management Programs	Aug 95	http://www.dlaps.hq.dla.mil/dlai/i5330.1.htm
DLAI 5705.1, Reporting of Criminal Violations	May 99	http://www.dlaps.hq.dla.mil/dlai/i5705.1.htm
DLAI 6055.1, DLA Safety and Occupational Health Instruction	Jan 02	https://today.dla.mil/onebook/process/203.htm
DLAM 4140.2, Supply Operations Manual, Vol. I, Distribution Systems Procedures		http://www.dla.mil/dlaps/dla/mlistall.asp
DLAM 4140.2, Supply Operations Manual, Vol. III, Defense Depot Transportation and Supply Procedures	Apr 02	http://www.dla.mil/dlaps/sams/m4140.2/III/guide.asp
DLAM 4145.2, Packaging of Material, Volume II, Packing	Dec 99	http://www.dla.mil/dlaps/dlai/i5025.1.htm#section_2_dod_pubs
DLAR 4140.48, Storage of Military Service-Owned Retail Stocks in the DLA Material Distribution System	Dec 81	http://www.dlaps.hq.dla.mil/dlar/r4140.48.htm

TITLE	DATE	LINK
DLAR 4145.7, Packaging of Material	Jan 04	http://docs.usapa.belvoir.army.mil/jw2/xmldemo/r700_15/head.asp
DLAR 4145.11, Safeguarding of DLA Sensitive Inventory Items, Controlled Substances, and Pilferable Items of Supply	Feb 90	http://www.dlaps.hq.dla.mil/dlar/r4145.11.htm
DLAR 4145.23, Radioactive Materials in the DLA Supply System	Aug 93	http://www.dla.mil/dlaps/dlar/r4145.23.htm
DLAR 4155.24, Product Quality Deficiency Report Program	Jul 93	http://www.dlaps.hq.dla.mil/dlar/r4155.24.htm
DLAR 4155.37, Material Quality Control Storage Standards	Feb 93	https://www.denix.osd.mil/denix/Public/News/NAVSUP4C3/Programs/Shoptowel/4155.37.html
DLAR 4500.31, Transportation and Traffic Management, Transportation of FMS and Grant Aid Material	Aug 91	http://www.dlaps.hq.dla.mil/dlar/r4500.31.htm
DLAR 5200.12, DLA Information Security Program	Jun 87	http://www.dlaps.hq.dla.mil/dlar/r5200.12.htm
DLAR 5200.17, Security Requirements for Automated Information and Telecommunications Systems	Jun 93	http://www.dla.mil/dlaps/dlar/r5200.17.htm
DoD 4000.25-M, DLMS, Volume II, Supply Standards and Procedures	Apr 04	http://www.dla.mil/j-6/dlms/eLibrary/Manuals/DLMS2003/default.asp
DoD 4000.25-1-M, MILSTRIP	Apr 04	http://www.dla.mil/j-6/dlms/eLibrary/Manuals/MILSTRIP/Default.asp
DoD 4000.25-2-M, MILSTRAP	Sep 01	http://www.dla.mil/j-6/dlms/eLibrary/Manuals/MILSTRAP/default.asp
DoD 4000.25-8-M, MAPAD System	Updated Monthly	http://www.dla.mil/j-6/dlms/eLibrary/Manuals/MAPAD/mapad.asp
DoD 4100.39-M, FLIS Procedures Manual	Oct 04	http://www.dlis.dla.mil/PDFs/Procedures/vol04.pdf
DoD 4140-01-M-1, Compliance for Defense Packaging: Phytosanitary Requirements for Wood	Sep 07	http://www.dtic.mil/whs/directives/corres/pdf/414001m1p.p

TITLE	DATE	LINK
Packaging Material (WPM)		df
DoD 4140.1-R, DoD Supply Chain Material Management Regulation	May 03	http://www.dtic.mil/whs/directives/corres/html2/p41401r.htm
DoD 4140.27-M, Shelf-Life Management Manual	May 03	http://www.shelflife.hq.dla.mil/policy_DoD4140_27.aspx
DoD 4145.19-R-1, Storage and Materials Handling	Sep 79	http://www.dtic.mil/whs/directives/corres/html/414519r1.htm
DoD 4160.21-M, Defense Material Disposition Manual	Aug 97	http://www.dtic.mil/whs/directives/corres/html/416021m.htm
DoD 4160.21-M-1, Defense Demilitarization Manual	Oct 91	http://www.dla.mil/dlaps/dod/416021m1/guide.asp
DoD 4500.9-R, DTR, Part II, Cargo Movement	Nov 04	http://www.transcom.mil/j5/pt/dtr_part_ii.html
DoD 4500.9-R, DTR, Part III, Mobility	Apr 04	http://www.transcom.mil/j5/pt/dtr_part_iii.html
DoD 5100.76-M, Physical Security of Sensitive Conventional AA&E	Aug 00	http://www.dtic.mil/whs/directives/corres/pdf/510076m_0800/p510076m.pdf
DoD 5105.38-M, SAMM	Oct 03	http://www.dsca.osd.mil/samm/
DoD 5200.1-R, Information Security Program	Jan 97	http://www.dtic.mil/whs/directives/corres/pdf2/p52001r.pdf
DoD 5200.2-R, Personnel Security Program	Jan 87	http://www.dtic.mil/whs/directives/corres/pdf/52002r_0187/p52002r.pdf
DoD 5220.22-M, NISPOM	Feb 01	http://www.dss.mil/isec/nispom.htm
DoD 5220.22-R, Industrial Security Regulation	Dec 85	http://www.dtic.mil/whs/directives/corres/pdf/522022r_1285/p522022r.pdf
DoD 5220.22-S, COMSEC Supplemental to Industrial Security Manual for Safeguarding Classified Information	Mar 88	http://www.dtic.mil/whs/directives/corres/pdf/522022s_0388/p522022s.pdf

TITLE	DATE	LINK
DoD 7000.14-R, DoD FMRs	varies by volume	http://www.dtic.mil/whs/directives/corres/html/700014r.htm
DoD Dictionary of Definitions and Terms		http://www.dtic.mil/doctrine/jel/doddict
DoDI 3020.37, Continuation of Essential DoD Contractor Services During Crises	Nov 90 (w/Ch 1 Jan 96)	http://www.dtic.mil/whs/directives/corres/pdf/i302037wch1_110690/i302037p.pdf
DoDI 5240.6, CI Awareness, Briefing, and Reporting Programs	Aug 04	http://www.dtic.mil/whs/directives/corres/html2/i52406x.htm
DoD 6055.1, DoD Safety and Occupational Health (SOH) Program		http://www.dtic.mil/whs/directives/corres/pdf/i60551_081998/i60551p.pdf
DoDI 6055.6, DoD Fire and Emergency Services Program	Oct 00	http://www.dtic.mil/whs/directives/corres/pdf/i60556_101000/i60556p.pdf
DSS Manual		https://dsiou.dsio.dla.mil/doc/index_mie.htm
DSS-MIS Procedures Guidance		https://dsiou.dsio.dla.mil/doc/index_mie.htm
DSS Packing Process requirements		https://206.38.33.10/docwebfiles/applications/dss/um/um08/info-pdf-controler-um08-chap2.htm
EPCRA	1986	http://www.epa.gov/region5/defs/html/epcra.htm
EPSQ Customer Manual		http://www.dss.mil
EPSQ Software		https://sclient.dss.mil/download
EO 10450, Security Requirements for Government Employment	Apr 53	http://www.archives.gov/federal_register/codification/executive_order/10450.html
EO 10577, Amending the Civil Service Rules and Authorizing a New Appointment System for the Competitive Service	Nov 54	http://www.archives.gov/federal_register/codification/executive_order/10577.html

TITLE	DATE	LINK
EO 13101, Greening the Government Through Waste Prevention, Recycling, and Federal Acquisition	Sep 98	http://www.ofee.gov/eo/13101.htm
EO 13148, Greening the Government Through Leadership in Environmental Management	Apr 00	http://ceq.eh.doe.gov/nepa/regs/eos/eo13148.html
EO 13221, Energy Efficient Standby Power Devices	Aug 01	http://www.ofee.gov/eo/eo13221.pdf
FedEx		U.S. Government shipping (within the Continental U.S. (CONUS) and outside of the Continental U.S. (OCONUS): http://www.fedex.com/us/government Commercial: http://www.fedex.com/us/services
IATA Publications		http://www.iata.org/ps/publications/index
IMDGC		http://www.imo.org/Safety/mainframe.asp?topic_id=158
MARSSIM	Jun 01	http://www.epa.gov/radiation/information.htm
MFTRP No. 1, Rules and Accessorial Services Governing the Movement of DoD Freight Traffic by Motor Carrier	Jan 04	http://www.sddc.army.mil/CONTENT/8188/MFTRP1C.pdf
MFTRP No. 10, Rules and Accessorial Services Governing the Movement of DoD Freight Traffic by Rail	Mar 03	http://www.sddc.army.mil/CONTENT/10089/mftrp10ANSI.pdf
MIL-HDBK 263, Electrostatic Discharge Control Handbook for Protection of Electrical and Electronic Parts, Assemblies, and Equipment (Excluding Electrically Initiated Explosive Devices) (Metric)	Jul 94	http://www.dsccl.dla.mil/downloads/packaging/mil_hdbk_263_B.pdf
MIL-HDBK 773, Electrostatic Discharge Protective Packaging	May 90	
MIL-STD 147 , Palletized Unit Loads	Mar 96	http://assist.daps.dla.mil/quicksearch/basic_profile.cfm?ident_number=35529
MIL-STD 107, Preparation and Handling of IPE for Shipments and Storage	Dec 01	http://www.assistdocs.com/search/document_details.cfm

TITLE	DATE	LINK
		?ident_number=35498&StartRow=1&PaginatorPageNumber=1&doc%5Fnumber=107&status%5Fall=ON&search%5Fmethod=BASIC
MIL-STD 129, Military Marking for Shipment and Storage	Oct 04	http://www.assistdocs.com/search/document_details.cfm?ident_number=35520&StartRow=1&PaginatorPageNumber=1&doc%5Fnumber=129&status%5Fall=ON&search%5Fmethod=BASIC
MIL-STD 1686, Electrostatic Discharge Control Program for Protection of Electrical and Electronic Parts, Assemblies and Equipment (Excluding Electrically Initiated Explosive Devices) (Metric)	Oct 95	http://www.assistdocs.com/search/search_basic.cfm?doc%5Fnumber=1686&status%5Fall=ON
MIL-STD 2073-1, DoD Standard Practice for Military Packaging	May 02	http://assist.daps.dla.mil/quicksearch/basic_profile.cfm?ident_number=37232
NMFC Policies and Directives		http://www.nmfta.org/directives.pdf
OPNAVINST 4790.14A, DLA Implementing Instructions, Appendix E	Mar 99	http://neds.daps.dla.mil/Directives/479014/e.pdf
OSHA Guidelines		http://www.osha.gov/pls/publications/pubindex.list
RCP QLR Program		http://www.dla.mil/i-3/leso/Section1033/RCP.htm ; http://www.drms.dla.mil/rtd03/rcp.htm ; http://www.dla.mil/dlaps/sams/h4140.9/1-02a.doc ; http://www.dla.mil/dlaps/sams/h4140.9/1-02a.doc
RHIP 001, Leak Test		 DDC RHIP 01 Rev 0 - Leak Test <hr/>

TITLE	DATE	LINK
		 Leak Test Items <hr/>
SDDC's Spot Bid Business Rules		http://www.sddc.army.mil/CO/NTENT/8511/Spot_Bid_Rules.pdf
SPIs for Army		https://www-tdps.tacom.army.mil/SPISearch.asp
SPIs for Air Force		https://spires.wpafb.af.mil
SPIs for Navy		http://www.icptarp.net/p700.nsf
Support Equipment Disposal Process		http://today.dla.mil/onebook/process/263.htm
Support Equipment Maintenance Process		http://today.dla.mil/onebook/process/264.htm
Support Equipment Operations Process		http://today.dla.mil/onebook/process/303.htm
SWARM Training Manuals		https://ddcnet.ddc.dla.mil/LogisticsOperations/swarm.asp
UPS		http://www.ups.com/using/svc-index.html

6.5 FORMS

- A. The Government will have unlimited rights to use, duplicate, or disclose the Contractor's operating logs and forms, in whole or in part, in any manner, for purposes associated with the government requirements set out in this contract. The purpose of this statement is to minimize disruptions in service and preserve historical data in the event the Contractor is changed. This does not apply to publications determined to be proprietary to the Contractor. Records maintained by the Contractor remain the property of the Government and will be retained IAW disposition instructions. A list of commonly used Forms, with a web link to each Form, is located in TE 6.1, Government Forms.

6.6 MANDATORY REPORTS

A. The Contractor shall create and distribute reports as described below for the Government to administer performance of the contract requirements and to manage and interface with other government activities or agencies. The table below is a listing of required reports outlined in the contract. The Contractor shall submit all reports to the KO or designee for review and final distribution.

6.6.1 MONTHLY REPORTS

Report Number 001	
Title:	EWO Report
PWS Ref.:	C-4.5.3, Equipment Maintenance on GFE
Format:	 EWO Report.doc
Due Date:	Accompanies the monthly invoice

Report Number 002	
Title:	Monthly Packaging Report
PWS Ref.:	C-5.2.1.4.1, SDRs and C-5.3.1.1.1, In-Storage Inspection and Minor Repair
Format:	 Monthly Packaging Report.xls
Due Date:	NLT the 3 rd work day after month end.

Report Number 003	
Title:	Labor Hour Report
PWS Ref.:	C-5.6.1.1, Packaging Actions Reported Separately by Internal Order Number C-5.8.1, Specialize Packaging Support and Request Container Fabrication
Format:	 Labor Hour Report.doc.xls
Due Date:	NLT the 5 th work day after month end.

Report Number 004	
Title:	Classified and CSI Material Disposal Report
PWS Ref.:	C-5.5.1.7.2, Classified and C-5.5.1.7.4, CSI
Format:	 Classified Material Disposal Report.xls
Due Date:	5 th Working day after month end

Report Number 005	
Title:	CLIN X002 Monthly Report for FPIF Labor
PWS Ref.:	Section G-4 Invoicing Instructions - paragraph (c)
Format:	 REPORT 005_CLIN X002 Monthly Report
Due Date:	NLT the 5th working day of each month for the previous month

Report Number 006	
Title:	CLINs X004, X005, and X008 Monthly Report for Cost Reimbursement Line Items: Unscheduled Equipment Maintenance, Non-Capital Equipment Replacement, and Special Projects
PWS Ref.:	G-4 Invoicing Instructions – paragraph (d)
Format:	 REPORT 006_CLINs X004, X005 & X008 M
Due Date:	NLT the 5th working day of each month for the previous month

Report Number 007	
Title:	CLINs X006, X007 Monthly Report for Cost Reimbursement Line Items: Material Support Costs and Travel/Training/Conferences
PWS Ref.:	G-04 Invoicing Instructions – paragraph (e) and (f)
Format:	 REPORT 007_CLINs X006 & X007 Monthly

Report Number 007	
Due Date:	NLT the 5th working day of each month for the previous month

Report Number 008	
Title:	Reclamation Report
PWS Ref.:	C-5.6.4.1 Container Reclamation Support
Format:	 Reclamation Report.xls
Due Date:	NLT the 10th working day of each month for the previous month

6.6.2 QUARTERLY REPORTS

Report Number 009	
Title:	Summary of Work Related Injuries and Illnesses, OSHA Form 300A
PWS Ref.:	C-1.5, Safety
Reference for Format:	 OSHA Form 300.pdf
Due Date:	NLT the 15th calendar day after the end of the quarter.

Report Number 010	
Title:	Radiation Protection Officer (RPO) Quarterly Checklist
PWS Ref.:	C-1.5.2, Radiation Protection Program
Format:	 RPO Audit Checklist.xls
Due Date:	NLT the 15 th work day after end of the quarter.

Report Number 011	
Title:	DOT-Exemption Usage Report
PWS Ref.:	C-5.5.1.9, Traffic Management, paragraph F

Report Number 011	
Format:	 "DOT-Exemption Log.pdf"
Due Date:	NLT 10 days following the end of the quarter

Report Number 012	
Title:	Government Cargo Recovery Effort Program (GOCARE)
PWS Ref.:	C-5.5.1.9.2 Astray Freight (Government Cargo Recovery Effort (GOCARE) Program)
Format:	 Astray Freight-GOCARE Rep
Due Date:	NLT 10 days following the end of the quarter

Report Number 013	
Title:	FMS Suspended Country Storage Report
PWS Ref.:	C-5.5.2.7, SAP Shipments; FMS and Grand Aid
Format:	 FMS Suspended Country Storage Rep
Due Date:	NLT 10 days following the end of the quarter

Report Number 014	
Title:	FMS Export Traffic Release (ETR) Report
PWS Ref.:	C-5.5.2.7.1 FMS
Format:	Email containing: TCN; Date the first NOA was sent; Quantity; Nomenclature; Weight and Cube; FMS Case
Due Date:	NLT 10 days following the end of the quarter

Report Number 015	
Title:	Radiation Inventory Compliance Report

Report Number 015	
PWS Ref.:	C-1.5.2, Radiation Protection Program
Format:	 Radiation Inventory Compliance Report.pr
Due Date:	NLT the 15 th work day after end of the quarter

6.6.3 SEMI-ANNUAL REPORTS

Report Number 016	
Title:	Storage Space Management Reporting (SSMR)
PWS Ref.:	C-5.3.1.2, Planographs
Format:	  SSMR submission memo Report 017.pdf Blank 805 Report.xls
Due Date:	DD-805 Report - Semi-Annually, January 1 st and July 1 st of each year

6.6.4 ANNUAL REPORTS

Report Number 017	
Title:	Radioactive Material Inventory Report
PWS Ref.:	C-5.4.1.1 DSS Inventories (Radioactive Items)
Format:	 RAD Inventory Report.xls
Due Date:	NLT Oct 15 th each year

6.6.5 AS REQUIRED REPORTS

Report Number 018	
Title:	Mishap Report (Medical, Motor Vehicle)

Report Number 018	
PWS Ref.:	C-3.2 Government-Furnished Property
Format:	 C:\Documents and Settings\tgu8313\De:Settings\tgu8313\Des
Due Date:	To the KO or Designee within one working day after receiving of an occupational injury or illness motor vehicle.

6.7 HISTORICAL DATA AND OTHER INFORMATION

- A. Documents identified in the Historical Data and Other Information table can be viewed in the Technical Library.

HISTORICAL DATA AND OTHER INFORMATION
Affirmative Procurement Guide
Capital Investment Document
CGA Mission and Functions Statement
CIR and System Authorization Access Requests (DD Form 2875)
DDC ESOH Statement
FMS Export Documentation
Historical Workload Stratification
Quality Assurance Surveillance Plan (QASP)
Planographs (Hard copies provided during PPC or submit written request to the KO)
Sample List of Consumable Supplies
Sample List of Equipment Maintenance Material and Supplies
Storage Space Management Report (SSMR) (805 Report)
TPICs

SECTION C-7 TECHNICAL EXHIBITS

TE NUMBER	TE TITLE
TE 3.1	GFF
TE 3.2	GFE-MHS
TE 3.3	GFE-MHE
TE 3.4	GFE–Misc Warehouse Equipment and Tools
TE 3.5	GFE–Office Equipment
TE 3.6	GFE–IT Equipment
TE 3.7	IT Troubleshooting Guidelines
TE 3.8	Government-Furnished Data Systems
TE 3.9	Government-Furnished Training
TE 3.10	Documents Scanned into EDMS
TE 4.1	Contractor-Furnished Training
TE 4.2	MHS PM Task Codes
TE 4.3	MHE PM Task Codes
TE 4.4	Other Equipment PM Task Codes
TE 5.0	Acceptable Performance Levels
TE 5.1	Historical Workload
TE 5.2	Projected Workload
TE 5.3	Contractor DSS Load and Maintain Programs
TE 5.4	Defense Distribution Center Standard Operating Procedures for Processing and Handling Classified Material
TE 5.5	Defense Distribution Center, Standard Operating Procedures for FMS Shipments
TE 6.1	Government Forms