

STATEMENT OF WORK

I. PERFORMANCE WORK STATEMENT

1. The purpose of this firm fixed price purchase order is to acquire domestic and international courier services for the U.S. Embassy in Warsaw, U.S. Consulate General in Krakow and U.S. Agency in Poznan.

The contractor will provide courier services worldwide and within Poland with delivery on the next day during working hours.

Transport includes courier deliveries as follows:

- Diplomatic pouch from U.S. Embassy, Warsaw to U.S Consulate General, Krakow – twice a week,
- Diplomatic pouch from U.S. Consulate, Krakow to U.S. Embassy in Warsaw – twice a week,
- Diplomatic pouch from U.S. Embassy, Warsaw to U.S. Consular Agency, Poznan – once a week,
- Pouch from U.S Consular Agency, Poznan to U.S. Embassy in Warsaw – upon request
- Regular mail (domestic and international) from U.S. Consulate, Krakow – upon request
- Regular mail (domestic and international) from U.S. Foreign Commercial Service (FCS) – upon request
- Regular mail from U.S Embassy, Warsaw (domestic and international) – daily

The Diplomatic Pouch shall be sent in Embassy bags sealed with the security band. The bags must not be damaged during transportation. The bags may be treated as non-regular parcels because of their dimensions.

The contractor will issue an import account (an account that will be provided to the American Embassy customers in order to authorize them for sending pouch on the American Embassy cost).

The contractor will provide shipment air waybills, with the name of the U.S. Embassy and customer reference number printed on the bills, free of charge. Additionally, online tools should be available to fill out the shipment air waybills.

2. The performance period of this contract will be for a one-year period from **May 1, 2015 to April 30, 2016** with four options to extend the terms of the contract until April 30, 2020. The fact that this purchase order contains the options does not commit the Government to exercise an option.

II. GOVERNMENT FURNISHED PROPERTY

The Government intends not to use Government Owned Equipment and Accessories. The contractor shall provide all equipment to be able to pick up the pouch bags.

III. INVOICING AND PAYMENTS:

Invoices shall be submitted **monthly** accompanied by a listing of all shipments processed during that month. The address the invoices should be sent is:

Ambasada Amerykanska
Dzial Finansowy
Order # (will be known after award of the contract)
Al. Ujazdowskie 29/31
00-540 Warszawa

The invoices shall be prepared in PLN, in the form of a VAT invoice, as required by the Polish law. Listing of shipments shall include the package tracking number and shipping date. **Payment will be processed within 30 days from the date of receipt of the invoice.** All payments will be transferred to the contractor's bank account.

IV. QUALITY ASSURANCE AND SURVEILLANCE PLAN (QASP)

This plan provides an effective method to promote satisfactory contractor performance. The QASP provides a method for the Contracting Officer's Representative (COR) to monitor Contractor performance, advise the Contractor of unsatisfactory performance, and notify the Contracting Officer of continued unsatisfactory performance. The Contractor, not the Government, is responsible for management and quality control to meet the terms of the contract. The role of the Government is to monitor quality to ensure that contract standards are achieved.

Performance Objective	Scope of Work Paragraphs	Performance Threshold
Services. Performs all courier services set forth in the scope of work.	I. thru IV.	All required services are performed and no more than one (1) customer complaint is received per month.

[1. SURVEILLANCE. The COR will receive and document all complaints from Government personnel regarding the services provided. If appropriate, the COR will send the complaints to the Contractor for corrective action.

2. STANDARD. The performance standard is that the Government receives no more than one (1) complaint per month. The COR shall notify the Contracting Officer of the complaints so that the Contracting Officer may take appropriate action to enforce the inspection clause (FAR 52.212.4, Contract Terms and Conditions- Commercial Items (May 2001)), if any of the services exceed the standard.

3. PROCEDURES.

(a) If any Government personnel observe unacceptable services, either incomplete work or required services not being performed they should immediately contact the COR.

(b) The COR will complete appropriate documentation to record the complaint.

(c) If the COR determines the complaint is invalid, the COR will advise the complainant. The COR will retain the annotated copy of the written complaint for his/her files.

(d) If the COR determines the complaint is valid, the COR will inform the Contractor and give the Contractor additional time to correct the defect, if additional time is available. The COR shall determine how much time is reasonable.

(e) The COR shall, as a minimum, orally notify the Contractor of any valid complaints.

(f) If the Contractor disagrees with the complaint after investigation of the site and challenges the validity of the complaint, the Contractor will notify the COR. The COR will review the matter to determine the validity of the complaint.

(g) The COR will consider complaints as resolved unless notified otherwise by the complainant.

(h) Repeat customer complaints are not permitted for any services. If a repeat customer complaint is received for the same deficiency during the service period, the COR will contact the Contracting Officer for appropriate action under the Inspection clause.]