

# GS-33F-CA001

October 2014



**Core Capabilities:** FedEx Corp. provides customers and businesses worldwide with a broad portfolio of transportation, e-commerce and business services. With annual revenues of \$45 billion, the company offers integrated business applications through operating companies that compete collectively and are managed collaboratively, under the respected FedEx brand. Consistently ranked among the world's most admired and trusted employers, FedEx inspires its more than 300,000 team members to remain "**absolutely, positively**" focused on safety, the highest ethical and professional standards and the needs of their customers and communities.

FedEx Express and FedEx Ground offer the services you need to meet your delivery and budgetary goals within the scope of this award.

**FedEx Express Services** — With its fleet of 634 aircraft and more than 47,000 motorized vehicles, FedEx Express offers a wide range of shipping services for delivery of letters, packages and freight. For U.S. shipments, FedEx Express offers several overnight services — as well as two- and three-day service — for the door-to-door delivery of GSA's letters, packages and freight. These services extend to virtually the entire U.S. population. In addition, FedEx SameDay® service is available for urgent shipments weighing up to 70 pounds to virtually any U.S. destination.

**FedEx Ground Services** — FedEx Ground gives the Government cost-effective, day-definite ground service with transit times supported by a money-back guarantee. And, it is faster in 26.8% more lanes than the competition. Lane and other technology enhancements have accelerated FedEx Ground delivery by one day or more in more than half of the U.S. Today, FedEx Ground delivers 82 % of packages in three days, 62% in two days and 34% in one day. Our next-generation scanning and sorting systems help speed delivery with automated package flows capable of scanning 1.8 million packages per hour.

Visit [GSA.gov](http://GSA.gov) to learn more about the agency's cost-saving strategic sourcing initiatives.

FedEx U.S. Delivery Services	<b>SameDay®</b> - Door-to-door delivery within hours depending upon availability, 24 hours a day, 365 days a year. Available throughout all 50 states.
	<b>First Overnight®</b> - Delivery by 8, 8:30, 9 or 10 a.m. the next business day, depending on the destination. Available throughout all states (Hawaii service is outbound only).
	<b>Priority Overnight®</b> - Delivery by 10:30 a.m. the next business day to most areas; by noon, 4:30 p.m. or 5 p.m. in remote areas. Available throughout all 50 states. Also available on Saturday.
	<b>Standard Overnight®</b> - Delivery by 3 p.m. the next business day to most areas, by 4:30 p.m. to some rural areas (by 8 p.m. to residences). Available throughout all 50 states (except certain areas of Alaska and outbound only from Hawaii).
	<b>2Day® A.M.-</b> Delivery by 10:30 a.m., second-business day to most U.S. addresses; by noon to rural areas.
	<b>2Day®</b> - Delivery by 4:30 p.m. in 2 business days to most areas, by 8 p.m. to residences. Available throughout all 50 states. Also available on Saturday.
	<b>Express Saver®</b> - Delivery by 4:30 p.m. in 3 business days to most areas, by 8 p.m. to residences. Available throughout all states except Alaska and Hawaii.
	<b>FedEx Express Multiweight® Pricing</b> with U.S. multiweight pricing, multiple-piece shipments traveling from one origin to one destination, and totaling 100 lbs. or more, (200 lbs. or more for FedEx Express Saver) are rated on a price-per-package basis and on a price-per-total-shipment-weight basis. You are charged the lower of the two rates. A 15-lb. average minimum package weight for the shipment applies.
U.S. Express Freight	<b>First Overnight® Freight</b> -Next-business-day morning delivery by 9 or 10:30 a.m. to most primary area zipcodes. Monday – Friday, with Saturday pickup and delivery available in many major markets for an additional charge. Available throughout all 50 states.
	<b>1Day® Freight</b> -Select FedEx 1Day Freight for your urgent freight needs. Next-business-day delivery by 10:30 a.m. or noon to most locations. Available throughout all 50 states (Hawaii service is to and from the island of Oahu only). Saturday pickup and delivery is available in many major markets for an additional charge. Advance confirmation required.
	<b>2Day® Freight</b> - Second-business-day delivery by noon for most shipments and by 3 p.m. in many other areas. Saturday pickup and delivery also available, with delivery by 1:30 or 6 p.m.
	<b>3Day® Freight</b> - Third-business-day delivery by 3 p.m. for most shipments. Saturday pickup also available in many major markets.
Ground Services	<b>Ground®</b> - Day-definite delivery to every U.S. business address in 1 to 5 business days in the contiguous U.S., and in 3 to 7 business days to and from Alaska and Hawaii. Monday through Friday delivery is by the end of the business day.
	<b>Home Delivery®</b> - Dedicated to home delivery, offered by FedEx Ground. Delivery in 1 to 5 business days in the contiguous U.S. and 3 to 7 business days to and from Alaska and Hawaii. Deliveries are made between 9 a.m. and 8 p.m. Deliveries are made Tuesday through Saturday.
	<b>Ground Multiweight® Pricing</b> – FedEx Ground Hundredweight/Multiweight pricing enables the shipper to combine multiple packages going to the same destination on the same day, into one shipment of 200 pounds or more. The lower total shipment weight between hundredweight or individual packages shall automatically apply.
FedEx Delivery Services to and from Puerto Rico	<b>FedEx International Priority</b> – Delivery to <b>Puerto Rico</b> next business day by 2 p.m. U.S.-inbound delivery available by 10:30 a.m. or noon to many business locations.
	<b>FedEx International Economy</b> – Delivery second business day by 5 p.m. to <b>Puerto Rico</b> . U.S.-inbound delivery available by 4:30 p.m. in 2 business days to most areas, by 8 p.m. to residences



### Ordering Address:

FedEx Government Services  
900 7<sup>th</sup> Street NW, Ste. 550  
Washington, DC 20001

#### Attn: Sales Specialist

866.370.2490 (voice) 866.370.2491 (fax)

**TIN:** 71-0427007

**DUNS:** 18-574-3655(payment by paper invoice)

**DUNS:** 61-070-3282(electronic payment)

### Customer Service:

#### PickUp and Supplies

- 1.800.463.3339
- [fedex.com](http://fedex.com)

### Specialized Customer Service Team: FedEx Government Account Services

FedEx provides a dedicated toll-free phone number to government customers answered by a team of agents specifically trained to support government **account set up**, account **maintenance** and **billing** questions and resolutions. FedEx has maintained this highly specialized group of agents since 1991.

- 1.800.645.9424  
[govt@fedex.com](mailto:govt@fedex.com)

### Automation:

- **FedEx Ship Manager** – Streamline the entire shipping process with a direct connection to FedEx so that Government shipments are processed quickly and efficiently.
- **FedEx Website** – [fedex.com](http://fedex.com) allows you to ship, track, order, receive shipment notifications, order FedEx Express supplies, pay invoices and perform other shipping functions.
- **Shipping Administration** feature allows central management of shipments processed by multiple individuals from different locations.

- 1.877.339.2774

### Tracking and Tracing:

Track your shipments 24 hours a day, 7 days a week via [fedex.com](http://fedex.com), email, FedEx InSight, FedEx EDI and our electronic shipping solutions.

- Enter up to 30 FedEx Express or FedEx Ground tracking numbers, or enter an order number to track a FedEx Office order on [fedex.com](http://fedex.com).
- Use a FedEx electronic shipping solution such as FedEx Ship Manager or FedEx Ship Manager at [fedex.com](http://fedex.com), which have tracking capabilities built in.
- Use **FedEx InSight**, our shipment visibility tool on [fedex.com](http://fedex.com) to track inbound, outbound or third party shipments — with or without a tracking or reference number.
- Receive a file of tracking information with FedEx EDI Priority Track<sup>®</sup>.
- Send an email tracking request to [track@fedex.com](mailto:track@fedex.com).
- Call our Customer Service department toll-free at 1.800.GoFedEx 1.800.463.3339 in the U.S.
- Enter [mobile.fedex.com](http://mobile.fedex.com) on your web-enabled device to receive shipment tracking detail.

- 1.800.463.3339

### Delivery Manager:

Monitor and schedule delivery with FedEx Delivery Manager, a no-cost delivery and shipping view, which allows customers to see incoming deliveries and outgoing shipments by calendar or list without the need for a tracking ID.

### Pickup, Special Handling, and Delivery of Firearms

FedEx Express transports and delivers firearms as defined by the United States Gun Control Act of 1968, between areas served in the U.S., but only between licensed importers, licensed manufacturers, licensed dealers, licensed collectors, law enforcement agencies of the U.S. or any department or agency thereof, and law enforcement agencies of any state or any department, agency, or political subdivision thereof; and where not



prohibited by local, state, and federal law, from individuals to licensed importers, licensed manufacturers, or licensed dealers (and return of same).

### **Delivery of Hazardous Items:**

FedEx is a world leader in transporting dangerous goods, providing reliable delivery, support and training. Call our toll-free Dangerous Goods Hotline at 1.800.GoFedEx (1.800.463.3339) for assistance.

### **Service Advantage:**

FedEx Service Advantage is a no-additional-cost, valued-added program for FedEx customers, by which FedEx experts educate customers about our online tools and smart shipping solutions. It helps make your shipping easier and more efficient. This program covers the three key areas of shipping with FedEx: preparation, processing and delivery.

### **FedEx Packaging Design and Development Lab:**

FedEx is dedicated to maintaining shipment integrity. To help our customers with this, the FedEx Packaging Design and Development department offers a variety of engineering, testing and informational services that can improve your packaging strategies and save you money. These services are provided at no additional charge to our customers who ship with FedEx using your FedEx account number.

- 1.800.633.7019  
[packagingservices@fedex.com](mailto:packagingservices@fedex.com)

### **Security:**

**Data Security** – At FedEx, we are equally committed to securing GSA’s information with one of the most powerful and integrated information technology networks in the world. We follow applicable regulations and industry standards including, but not limited to the following:

- Visa and MasterCard Payment Card Industry (PCI) Data Security Standard
  - Sarbanes-Oxley (SOX) Section 404      • California SB 1386 (SB1386)
  - EU Data Protection Directive (EU DPD)
  - Canada Personal Information Protection and Electronic Documents Act (PIPEDA)
  - Japan Personal Information Protection Act (PIPA)
  - ISO/IEC 17799: 2005 — Information Technology — Security Techniques — Code of Practice for Information Security Management
  - Control Objectives for Information and related Technology (COBIT)
  - National Institute of Standards and Technology (NIST) Security Guidelines (800 Series) Special Publications 800-12: An Introduction to Computer Security: The NIST Handbook
- Information Security Standards are updated in response to changes in security and privacy laws, as well as changes in FedEx public privacy notices.

**Package Security** - Customer shipments enter our sorting system only at specific times, are scanned and then secured into the appropriate containers, trailers or aircraft. Scanning enables FedEx and shipping agencies to observe electronically the movement of packages from pickup to delivery for an added level of security.

**Personnel Screening** – FedEx runs background checks on all employees, and conduct drug screening. Your pickup and delivery team members wear distinctive FedEx uniforms and display official FedEx ID badges.

### **Green Initiatives:**

**FedEx Aircraft** – FedEx was the first company in the U.S. transportation-logistics industry to set a goal to reduce carbon dioxide in global aviation in 2008. FedEx was well on its way to achieving this goal of 20% aircraft emissions intensity reduction (pounds per available ton mile) when it increased the goal by 50%, to a 30% reduction in global aircraft emissions intensity by the original 2020 target date. As of FY13, FedEx had reduced aircraft emissions intensity by 22%.