

**Next Generation Delivery Service (NGDS)  
Frequently Asked Questions (FAQs)  
As of September 12, 2017**

**General**

1. Q. What is Next Generation Delivery Service (NGDS)?  
A. NGDS is a Best-in-Class mandatory government-wide solution for small package delivery services. NGDS consolidates four existing programs: Total Delivery Services (TDS), Domestic Delivery Services (DDS3), Surface Small Package (SSPII), and Small Package Ground Tenders. OMB memo M-17-29, July 27, 2017, directs all Federal agencies to use the government-wide contract to meet their global air and ground small package delivery services and to transition to the new contract beginning October 1, 2017. The contract is a result of collaborative efforts of an interagency team of DoD and executive agency representatives, working together to design a government-wide solution based on the principles of OMB's Category Management initiative. The OMB memo may be found at <https://www.whitehouse.gov/sites/whitehouse.gov/files/omb/memoranda/2017/M-17-29.pdf>; more information on NGDS may be found on the Acquisition Hallway at <https://hallways.cap.gsa.gov/app/#/gateway/transportation-logistics-services>.
2. Q. What type of contract is NGDS?  
A. NGDS is an Indefinite Delivery Indefinite Quantity (IDIQ) contract with fixed rates providing small package delivery services for domestic and international shipments.
3. Q. When does NGDS begin?  
A. The contract performance period begins Oct. 1, 2017.
4. Q. When can I place shipments against the NGDS?  
A. Shipments cannot begin until Oct. 1, 2017; but orders can be placed now, prior to Oct. 1, 2017.
5. Q. How long is the NGDS contract period of performance?  
A. NGDS is a 5 year contract, Oct. 1, 2017 – Sep. 30 2022, w/ option for 6 month extension.  
Year 1: Oct. 1, 2017 – Sep. 30, 2018  
Year 2: Oct. 1, 2018 – Sep. 30, 2019  
Year 3: Oct. 1, 2019 – Sep. 30, 2020  
Year 4: Oct. 1, 2020 – Sep. 30, 2021  
Year 5: Oct. 1, 2021 – Sep. 30, 2022  
Option period: Oct. 1, 2022 – Apr. 30, 2023
6. Q. Who are the Transportation Services Providers (TSP)/carriers/vendors under NGDS, what are the contract numbers and how can I contact them?  
A. Each of the three TSPs awarded under NGDS are:  
  
FedEx: HTC711-17-D001 (Domestic and International)  
UPS: HTC711-17-D003 (Domestic and International)  
Polar/DHL: HTC711-17-D002 (International Only)

\* All three TSPs contact information can be found in the Shipper's Guide.

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7. Q. Who is authorized to utilize NGDS?  
A. Executive Federal Agencies, their affiliated sub-agencies, boards, commissions, all DoD organizations and cost reimbursable contractors who ship on behalf of the US Government. The 'Eligible Users of NGDS' document can be found on the Acquisition Hallway.
8. Q. Under GSA's DDS3 contract I could negotiate rates, terms and conditions. Can I do that under NGDS?  
A. No. Rates, terms and conditions are negotiated up front with the transportation service providers. There are no negotiations at the agency or shipper level. Please visit the Acquisition Hallway for rates and pricing (if you are unable to locate the rates on the Acquisition Hallway, please contact the PMO). Carriers have the opportunity to lower rates and/or apply escalation rates on an annual basis for update every October. Recommend shippers review rates annually as well.
9. Q. How do I determine best value?  
A. Best value can be determined by not only reviewing lowest cost, but quality of service, on-time percentages, past performance and history of lost/damaged packages. Additionally, check with your agency/organization's policies for "best value".
10. Q. Can I use all three TSPs/carriers/vendors or do I have to select one?  
A. You can use all three awarded TSPs/carriers/vendors under NGDS. Ensure to follow your specific agency or organization direction regarding TSP/carrier/vendor selection based on policies or agency level awarded task orders.
11. Q. Where can I acquire a copy of the mandatory-use policy memorandum?  
A. The Mandatory-Use memorandum for small package delivery solutions can be found on the Acquisition Hallway or at <https://www.whitehouse.gov/sites/whitehouse.gov/files/omb/memoranda/2017/M-17-29.pdf>. If you are unable to access the Hallway, please contact the NGDS PMO at [transcom.scott.tcj5j4.mbx.ld@mail.mil](mailto:transcom.scott.tcj5j4.mbx.ld@mail.mil) for a copy.
12. Q. Do I need to establish new account numbers with FedEx, UPS and DHL/Polar?  
A. If you are a current user of the programs that are being consolidated under NGDS (DDS3, TDS, SSP and SDDC small package tenders), accounts associated with these programs will automatically transition to NGDS. If you have contract(s) outside of those being consolidated under NGDS, you will need to contact the carrier(s) and request your account number be registered under NGDS.
13. Q. What is an acceptable form of payment under the NGDS contract?  
A. The NGDS contract does not provide or direct a specific payment process. Federal agencies can use existing payment processes. Government Purchase Cards (GPC) and /or written task orders are acceptable forms of payment, in addition to the DoD's authorized Third Party Payment System (TPPS), Syncada managed by U.S. Bank.

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**Acquisition Hallway**

14. Q. What is the Acquisition Gateway and the Transportation & Logistics Hallway?

A. The Transportation & Logistics Hallway is located on the Acquisition Gateway. It is the one-stop-shop for NGDS. Information posted on the hallway includes bulletins, contract(s), PWS, Ordering Guide, pricing and a plethora of information pertaining to NGDS.

15. Q. How do I access the Acquisition Hallway?

A. PIV/CAC card holders - To access the Acquisition Gateway/Hallway go to: <https://hallways.cap.gsa.gov/login-information>. Here you will need to establish an account with OMB Max. Please follow the directions on the home page for account set-up and access. After account set-up, log-in as Federal Government User then scroll to the bottom of the Acquisition Hallway page, click on the Transportation & Logistics Services, then click on Package Delivery & Packing Sub Hallway at the bottom of the page. Here you will locate all the information regarding the new NGDS small package government-wide contract.

B. If you are a government employee not using a PIV /CAC or any other type of employee/user, Select "Non-Federal Government or Public Users" from the homepage to gain access.

- Once you've gained access, scroll down to the orange boxes and select the Transportation and Logistics Services box, then select the Package Delivery and Packaging box; this will take you to the Package Delivery & Packaging Sub Hallway where all NGDS information can be found.

16. Q. I do not have a PIV/CAC and am unable to access the Acquisition Gateway, who do I contact?

A. Please contact the NGDS Program Management Office (PMO) at [transcom.scott.tcj5j4.mbx.ld@mail.mil](mailto:transcom.scott.tcj5j4.mbx.ld@mail.mil) for assistance.

**Program Management Office (PMO)**

17. Q. What is the NGDS PMO and where is it located?

A. The NGDS PMO is in the J4-Logistics Sustainment Division of USTRANSCOM at Scott AFB, IL. The NGDS PMO was established to assist shippers, mail managers and Transportation Offices (TO) with questions, concerns and/or issues with the NGDS program. The PMO will address questions, concerns, and/or issues related to shipper profiles, rates, carriers/shippers responsibilities, available tools, carrier/shipper disputes and PWS interpretation. Shippers should try and resolve issues at the carrier and APOC level prior to escalating to the PMO. The PMO will also work with users to identify potential efficiencies, such as aggregate demand planning and appropriate service level usage. The PMO email org box is [transcom.scott.tcj5j4.mbx.ld@mail.mil](mailto:transcom.scott.tcj5j4.mbx.ld@mail.mil). PMO representatives are: Brian Campbell, 618-220-6660; Shannon Fast, 618-220-6058 and Sherrell McNeal, 618-220-7398.

18. Q. With the NGDS PMO in place, what is my role as the agency manager for package delivery services?

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A. Agency POC responsibilities have not changed. Agency POCs still serve as the primary POC for their agency for issues related to policy, procedures etc. for NGDS issues. They should coordinate with their agency shippers, mail managers, and others to prepare for the transition. The PMO is available to answer questions and to assist with one-on-one sessions. Questions may be emailed to the PMO at [transcom.scott.tcj5j4.mbx.ld@mail.mil](mailto:transcom.scott.tcj5j4.mbx.ld@mail.mil).

**Small Package Delivery Service Details**

19. Q. What size of packages fall within the scope of the NGDS contract?

- A. - Domestic express and ground delivery services up to and including 150 lbs. within the Continental United States (CONUS).  
- Domestic express delivery services up to and including 300 lbs. between CONUS and Alaska (AK), Hawaii (HI) and Puerto Rico (PR) and within AK, HI and PR.  
- International express delivery for shipments up to and including 300 lbs.

*Note:* Shipments may not go over 150 lbs. domestic and may not go over 300 lbs within AK, HI, PR and international shipments in actual scale weight or dimensional weight, whichever is greater.

20. Q. What is a dimensional divisor/dimensional weight?

A. Dimensional weight is the volumetric standard used to determine commercial air freight rates and charges for a single package. Dimensional weight is calculated using the formula (Length" x Width" x Height") divided by the carrier's dimensional weight divisor/factor (dim divisor). The contractor will charge the greater amount of the actual weight or the dimensional weight. Dimensional weight shall be calculated by the contractor using the following formula for shipments tendered in pounds and inches: Length x Width x Height divided by 166 for domestic express and ground shipments, and 139 for international express.

*Note:* The above dimensional divisors apply to all Profiles, except Profile 1. Profile 1 has a dimensional weight divisor of 194 for domestic express and group shipments.

21. Q. What Domestic service levels are offered under the NGDS contract?

- |                                  |                                    |
|----------------------------------|------------------------------------|
| A. Dom Express Next Day First AM | Dom Express 2 <sup>nd</sup> Day AM |
| Dom Express Next Day Mid-Morning | Dom Express 2 <sup>nd</sup> Day    |
| Dom Express Next Day Afternoon   | Dom Express 3 <sup>rd</sup> Day    |
| Ground (End of Day)              | Ground Residential                 |

*Note:* Service levels to/from Alaska, Hawaii and Puerto Rico are in accordance with each of the carrier's Service Guides.

22. Q. How do I know what Profile my agency/organization is in?

A. NGDS shipper profiles are separated into 5 different domestic profiles and two international profiles based on volume and shipping characteristics. A copy of the NGDS Shipper Profiles listed below can be found on the Acquisition Hallway.

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**Domestic Profiles**

Profile 1	Profile 2	Profile 3	Profile 4	Profile 5
U.S. Department of Homeland Security	National Industries for the Blind	All Other Non-Department of Defense Government or Eligible Activities (Not in Profile 1 or 2)	Defense Logistics Agency	All other Department of Defense Activities (Not in Profile 4)
U.S. Department of the Treasury	U.S. Social Security Administration		U.S. Army Publishing Directorate	
U.S. Department of Veteran Affairs	U.S. Department of Health and Human Services			
	U.S. Department of Energy			
	U.S. Department of Commerce			
	U.S. Department of Interior			
	U.S. Department of Labor			
	U.S. Department of State			
	U.S. Department of Transportation			
	U.S. Department of Agriculture			

**International Profiles**

Profile 6	Profile 7
Defense Logistics Agency (DLA) locations listed in NGDS Appendix 6.3	All International Shippers not listed in Profile 6

23. Q. Where can I find the rates, and do each of the TSPs have separate pricing spreadsheets and accessorials?  
A. Each of the three TSPs have separate pricing spreadsheets for each of the 7 Profiles and separate authorized accessorial spreadsheets, which can be found on the Acquisition Hallway. The pricing and accessorial spreadsheets for all 7 profiles are as follows:
- Attachment 2C for Profile 1
  - Attachment 2D for Profile 2
  - Attachment 2E for Profile 3
  - Attachment 2B for Accessorial Fees, Escalation and Optional Services Pricing
  - Attachment 2F for Profile 4
  - Attachment 2G for Profile 5
  - Attachment 2A for Profiles 6 & 7
24. Q. What are the transit-times for international shipments?  
A. International transit-times can be found in each of the carriers' Attachment 2A (Profiles 6 and 7 Int) on Tab 5 located on the Acquisition Hallway. Ensure to review each of the three individual TSP/carrier/vendors' Attachment 2A, as each of the three TSPs have different transit-times.
25. Q. Where can I find the PWS and contract(s) and other pertinent NGDS information?

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A. The NGDS PWS and contract(s) are located on GSA's Acquisition Hallway. See question 14 for hallway access.

26. Q. Will the rates change each year?

A: Yes, potentially. Every year, the carriers will have the opportunity to lower their rates. Additionally, each of the carriers will have the option to apply their escalation factor percentage. They may apply the whole escalation percentage, a portion of their escalation percentage or none at all. These escalation percentages can be found on Tab 6 of Attachment 2A called out for each of the three TSPs/carrier/vendor located on the Acquisition Hallway.

27. Q. Do I have to use task orders under NGDS or required to use a method of payment?

A. No, written task orders are not required under NGDS per PWS Para 2.17.1. The NGDS contract does not mandate nor provide any specific payment process for federal agencies. Federal agencies should continue to utilize whichever method of payment utilized in the previous DDS3 contract. DoD organizations are mandated to utilize Syncada's Third Party Payment System (TPPS) to pay for transportation services outlined in the Defense Transportation Regulation (DTR), Part II, Chapter 212.

28. Q. Am I required to use a new or different shipping system for NGDS?

A. No. DoD and federal agencies will continue to use their current transportation shipping systems.

29. Q. Can secret and classified material be shipped via the domestic segment of NGDS?

A. Yes, for certain items. For DoD please refer to the Defense Transportation Regulation (DTR), Part II, Chapter 205, located at <https://www.ustranscom.mil/dtr/dtrp2.cfm>. Federal agencies must follow agency policy regarding shipment of classified material.

30. Q. What is the Shipper's Guide and where can it be found?

A. The NGDS Shipper's Guide provides information on the services provided, in regard to contract scope, content within the PWS, shipper responsibilities, profiles, rates, invoicing, online support tools, as well as other information applicable to the NGDS program. The NGDS Shipper's Guide can be found on the Acquisition Hallway.

31. Q. My agency does not want to issue funding for a task order on the fiscal year. Can we issue other than 1 Oct through 30 Sep?

A. If your agency requires the issuance of a task order, it is preferred that task orders under the NGDS contract be aligned with the timeline of Oct. 1 - Sep. 30. This aligns with potential rate changes during the period of performance of the initial contract and aligns task orders with the contract start and end period.

32. Q. My agency has a task order under the DDS3 BPA which extends beyond 1 Oct 2017, how will that Task Order be impacted by the transition to NGDS?

A. The DDS3 rates, terms and conditions expire on Sep. 30, 2017. Agencies should work with their respective

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carriers to terminate DDS3 task orders and transition to new task orders under the NGDS contract. NOTE: Under the NGDS contract neither carriers nor agencies are allowed to negotiate rates, terms or conditions.

33. Q. Is the PMO involved in the task order process?

A. No, the PMO does not need to be involved in the task order process, nor does the PMO need copies of task orders.