**FY2018-2020 Inter-Agency Agreement**

**USGPO Distribution and Fulfillment Services for the**

**US Agency Behalf of Citizens (ABC) / Department of Expense Funding (DEF)**

Prepared & Submitted by: Rob Mitchell

US Government Publishing Office



1. **INTRODUCTION**
	1. Background

US Agency Behalf of Citizens (ABC) of the Department of Expense Funding (DEF)

ABC administers DEF assistance programs. The mission of ABC is to reduce distribute materials in parDEFership with cooperating organizations by providing tax payer assistance. Provide details of agency objectives and mission.

By the authority granted in the Economy Act Agreement, the US Government Publishing Office (GPO) will provide to ABC the necessary staff to supply required services, materials, facilities, etc., to perform distribution, inventory and associated services on a reimbursable basis as further set forth herein.

* 1. Authority

ABC hereby warrants that this agreement fulfills a statutory purpose, and that it has made the necessary determinations and findings as required by the Economy Act, as amended, 31 U.S.C. §1535, and its implementing regulations. 48 C.F.R. §17.5.

The GPO has the authority to enter into this agreement pursuant to the authority provided in 44 U.S.C. §§ 301, 309, and the Economy Act.

* 1. Period of Performance

The period of performance for this project begins upon both signatures and is up for review each July. The terms of this agreement will follow the FY cycle and this agreement shall be in place from October 1, 2017 until September 30, 2020.

* 1. Project Scope and Deliverables

GPO shall provide ABC with the resources required to distribute single and mass distribution type orders, management of order processing systems, inventory management, maintaining supplies, and ensuring the most efficient distribution methods are used for all ABC-DEF items.

* + 1. Deliverables are defined as the following categories, but specific deliverables for ABC-DEF are outlined separately in Section III and V:
			1. Storing ABC material;
			2. Order processing;
			3. Order fulfillment;
			4. Online ordering system;
			5. Inventory maintenance and monitoring;
			6. Communications; and
			7. Reporting.
1. Interagency Objectives and Operations

As required by ABC, GPO will perform information technology services, order receipt and fulfillment, distribution, special mailing, inventory storage, and associated reporting as set forth in this Interagency Agreement, as well as any additional services agreed upon by ABC and GPO. All items are to be shipped by the most economical means unless otherwise agreed by GPO and ABC.

* 1. This agreement covers the information technology services, order receipt, fulfillment, distribution, special mailing, inventory monitoring and storage, and associated reporting requirements of ABC-DEF publications, ABC-DEF Catalogs, other ABC-DEF Special Account documents, and any other services or products that ABC-DEF may require.
	2. GPO will provide services consisting of, but not limited to information technology services, order receipt and fulfillment, distribution, special mailing, inventory monitoring and storage, and associated reporting as identified in Section III ABC-DEF Deliverables. As needed and when mutually agreed upon, GPO will provide additional support services in support of ABC-DEF objectives.
	3. ABC will coordinate with GPO in writing, prior to implementing ABC-DEF program modifications that may affect GPO facility operating procedures.
	4. The shipping and storage parameters for this contract should align with those outlined in the GPO Contract Terms. The relevant parameters are listed below.
		1. Shipping Instructions for inventory sent to GPO
			1. Publications will be produced and shipped using the GPO SF1, SPA, or GPO Express program and therefore should meet the requirement outlined in GPO Pub 310.2.
			2. Print order awardees are directed to the GPO Supplemental Specifications for Packaging and Labeling, Shipping, Delivery and Palletizing. Listed below are especially important specifications for this order. Additional requirements are highlighted in yellow.
		2. Supplemental Specification
			1. Packaging: Max Case weight limit is 45 lbs.
			2. Create inner-packs, at quantities of 50, when the case quantity exceeds 200.
			3. Shrink film is acceptable for inner-pack.
			4. GSA requests the most environmentally responsible execution that falls within GPO Pub 310.2.
		3. Supplemental Specification - Labeling and Marketing.
			1. Packing list with carton count per line item and total number of copies per item required.
			2. Note required labeling on page 11 of Pub 310.2 for inner-packs, cases, and pallets.
			3. Each shipping container must have a shipping label permanently affixed to one end (never top, bottom, or sides).
			4. Labeling includes following information: Department Name: GSA, Publication Number: (from Request), example 5-13-00019, and Quantity.
		4. Supplemental Specification
			1. Deliveries.
			Inbound Shipments:
			US Government Publishing Office
			C/O: RECEIVING – ABC-DEF
			8660 Cherry Lane
			Laurel, MD 20707
			PH: 202.512.2317
			Email: remitchell@gpo.gov

Deliveries from 8:00 AM to 3:00 PM on Federal business days for truck and less than a truckload (LTL). A 24-hour notice prior to shipment is preferred.

* + - 1. ABC will make every effort to notify GPO of arriving shipments of products, their titles, quantities, and anticipated delivery dates. This allows for efficient management of the storage space at GPO facilities and to facilitate work and space planning.
1. ABC-DEF Deliverables
	1. Storing ABC-DEF Materials

GPO will provide the necessary equipment, supplies, and personnel needed to successfully manage the services outlined in this agreement. GPO is also responsible for providing all large capital expenditures. While ABC will strive to ensure adequate supplies of products are available to meet demand, GPO will store these materials on-site at the GPO distribution facilities (or another government site if inventory levels can no longer be managed within the GPO distribution facilities). If stored inventory will be stored at another government site, GPO will inform ABC-DEF in writing prior to storage and notify ABC-DEF in writing of any additional costs associated with the secondary storage location.

ABC-DEF will receive a monthly invoice from GPO that includes an itemized list of regular hours and overtime hours for the cost of labor. The invoice will include the costs for storage, and shipping costs. The invoice will also include other miscellaneous materials, such as tape, packing supplies, transportation. GPO will to notify ABC-DEF in writing of any potential cost increases with itemized list at least 30 calendar days in advance. ABC-DEF will approve invoices each month in a timely fashion as well as and additional cost increases. Any other equipment needed to fulfill the terms of this agreement will be provided by GPO.

As materials are reprinted and shipped to the warehouse, ABC-DEF will notify GPO of any materials that will be reprinted, created or revised. ABC-DEF will provide as much notice as possible to GPO about the quantity ordered and anticipated. GPO will inform ABC-DEF in writing of the receipt date and quantify GPO received from the printers. ABC-DEF expects that GPO will offload materials and upload them into the online ordering system within three (3) business days from the date they arrived at the warehouse. If the new materials significantly change space requirements, GPO will notify ABC-DEF of any storage space that may be necessary before the documents arrive at the warehouse. These additional costs should be noted in invoice for the month the documents are received at the warehouse.

* 1. Order Processing

GPO will process all orders ABC-DEF materials. The primary method of order receipt should be via online ordering module/file transfer, with limited quantities requested placed via email, facsimile, mail, telephone. GPO staff is responsible for documenting contact information, order processing, and the printing of customer's invoices through order processing module for each order. GPO will process any rush/priority requests only with prior approval (or approved method) from designated ABC-DEF Program Liaisons.

* 1. Order Fulfillment

The GPO distribution staff is responsible for the assembly and shipment of each order. Unless otherwise requested, GPO will ship the requested materials within five (5) business days unless other timeframes have been agreed upon by both parties, using the most cost-efficient method of shipment (APO, FPO, PO will all be shipped USPS) including tracking abilities. With appropriate notification, GPO will work with ABC-DEF to expedite shipping for special needs. If ABC-DEF requires expedited service, an email will be sent to remitchell@gpo.gov.

ABC-DEF has established minimum and maximum quantity limits. GPO will not fill orders for less than 50 documents, and will only fill orders in increments of 50. The maximum order is 200. GPO will notify ABC-DEF Program Liaisons before filling orders in excess of 200.

* 1. Online Ordering System

Advocates, State and local ABC-DEF offices, educators and anyone else engaged in ABC-DEF outreach or education are invited to order ABC-DEF materials from the GPO Website.

GPO will maintain and manage the ABC-DEF Online Order Interface Systems for ABC at <https://pueblo.gpo.gov/ABC-DEF_NEW/ABC-DEFPubs.php>. GPO will update the ABC-DEF online order forms within three (3) business days of ABC-SNAP’s request. Updates to the form will include, but is not limited to, adding new materials, removing outdated materials, identifying backordered materials, and correcting errors. The ABC-DEF requests will be received through separate order forms on the GPO website from the ABC-DEF requests and sent to GPO order processing server for automatic processing.

Orders placed through designated ABC-DEF Staff will require the order to be forwarded to GPO via email or will be keyed into the Online Order System by ABC-DEF staff.

GPO’s order processing system will collect information on the number of ABC-DEF orders shipped, and for each order, which publications and the quantity of each document included in the order. Upon request, GPO will generate and send this information in an Order Summary Report electronically to ABC-DEF within 10 business days of ABC-DEF’s initial request.

* 1. Help Desk / Call Center

GPO staff is responsible for customer service, customer research, order follow-up, and, when requested, reporting of statistics (proof of delivery), and reporting of recipients ordering specific materials. GPO will take action to respond to customer complaints regarding ordering or order processing within three (3) business days.

* 1. Inventory Maintenance and Monitoring

GPO will maintain a comprehensive, accurate inventory of ABC-DEF products, and notify the designated ABC-DEF Program Liaisons when volumes approach preset, critical levels. As inventory approaches the preset, critical levels, GPO will email the ABC-DEF Program Liaisons within three (3) business days of preset critical thresholds being reached, unless otherwise directed by ABC. This notification will ensure ABC has sufficient time to reprint materials if necessary.

In the case that GPO has no inventory of a ABC-DEF document, GPO will leave the document’s page live on the online ordering website and post a notice on the online order form indicating that the material is out-of-stock and not available for order. The notice will include a point of contact for emergency ordering and indicate that all ABC-DEF documents are available for download.

GPO will be responsible for inventory maintenance and control, providing ABC access to real-time online inventory system. This real-time online inventory system will list information about each ABC-DEF document, including the item number, number distributed, current quantity in stock, and any other inventory activity. The system will also include the receipt date of items received and the quantity of items received.

GPO will also produce a monthly report cataloging the inventory of all ABC-DEF documents. This monthly inventory report must include for each item the following: publication identification number, item number, publication title, total inventory at the start of the month, number of items distributed (both by month, or a to-date cumulative total), and the amount of the items remaining in stock at the end of the month.

GPO will conduct a physical inventory of all ABC materials annually mid-June the results of the inventory will be incorporated in the next monthly inventory report. During this week, all order processing, fulfillment, and on-line order form access will be temporarily suspended until all inventory counts are completed and adjusted in the GPO order processing system. All orders received during the inventory will be processed at the conclusion of the inventory. Emergency orders will be considered on a case-by-case basis. GPO will post a notice on all websites indicating that orders received during this week will be processed the following week. This notice will also include a contact for emergency orders.

* 1. Communications

To foster productive communications, GPO will respond to emails from ABC-DEF within three (3) business days. The ABC-DEF Program Liaisons are listed below. ABC-DEF requests that Don Newsome be copied on all email communications.

* + 1. **ABC–DEF Program Liaisons:** Program Liaisons will serve as ABC point of contact for order processing, inventory limits, and all items noted under ABC responsibilities listed in this document.
			1. XXXXXXXX, ABC/DEF #### XXXX XXXX Drive Room XXX, (202)###-#### XXXXXX.XXXXXXXXXX@ABC.gov
			2. XXXXXXXX, ABC/DEF #### XXXX XXXX Drive Room XXX, (202)###-#### XXXXXX.XXXXXXXXXX@ABC.gov
			3. XXXXXXXX, ABC/DEF #### XXXX XXXX Drive Room XXX, (202)###-#### XXXXXX.XXXXXXXXXX@ABC.gov
		2. **ABC–DEF Program Assistant Liaisons:** Program Assistant Liaisons will serve as ABC-DEF subject matter expert for warehousing, logistics, and contract agreements ABC-DEF responsibilities listed in this document.

XXXXXXXX, ABC/DEF #### XXXX XXXX Drive Room XXX, (202)###-#### XXXXXX.XXXXXXXXXX@ABC.gov

* 1. Reporting

The chart below outlines routine ABC-DEF reports on the accounts that are to be provided by this agreement. Additional reports may be requested by ABC-DEF.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| REPORT TYPE | FREQUENCY | REQUIRED INFORMATION | PAGE REPORT IS DISCUSSED | PROGRAM | Due by |
| Inventory Report | Monthly | Must include the publication identification number, item number, publication title, total inventory at the start of the month, number of items distributed (both by month, or a to-date cumulative total), and the amount of the items remaining in stock at the end of the month. | Page 6 | ABC-DEF | Within 10 business days of the close of the reporting month |
| Real-Time Online Inventory System | Real-time | Real-time online inventory system will include the item number, number distributed, current quantity in stock, other inventory activity, receipt date of items received and quantity of items received. | Page 6 | ABC-DEF | Ongoing |
| Monthly Billing Invoice | Monthly | Itemized list of costs for labor, storage pallets and bins, shipping, and other miscellaneous materials.  | Page 7 | ABC-DEF | Within 10 business days of the close of the reporting month |
| Physical Inventory Report | Annually | GPO will also conduct a physical inventory of all ABC materials annually mid-June, and the results of the inventory will be incorporated in the next monthly inventory report | Page 6 | ABC-DEF | August 10th |
| Order Summary Report | As requested | Includes number of orders shipped, which publications were shipped, quantity shipped. | Page 6 | ABC-DEF | Within 10 business days on ABC-DEF request |

1. GPO – ABC-DEF Summary of Responsibilities

	1. Summary of Responsibilities Program Liaison:

		1. Provide GPO with the materials for distribution;
		2. Provide confirmation of or approval for Rush or Priority requests before order processing;
		3. Establish critically low-threshold levels materials;
		4. Notify GPO of changes to quantities that may be ordered by recipients;
		5. Provide advance notification of planned promotions with dates for item(s) to be made available;
		6. Notify GPO of any changes made to the online access portal;
		7. Notify GPO in writing of any changes to the online order form;
		8. Notify GPO of publication name changes;
		9. Review inventory reports before ordering materials;
		10. Approve monthly invoices in a timely fashion;
		11. Notify GPO in writing of any significant changes in scope of work so GPO may adjust resources as necessary;
		12. Notify GPO of materials that will be reprinted, created or revised, providing as much upon creation of the SF1 or Print Orders;
		13. Request the Printer notify GPO in writing at least one week prior to delivery of any shipments that will significantly change space requirements;
		14. Work with GPO to resolve any questions or difficulties that arise
	2. Summary of GPO Responsibilities Deliverables:

		1. Complete all facets of the order processing and fulfillment services in the most efficient and economical manner;
		2. Fulfill all orders within five (5) business days;
		3. Implement ABC-SNAP’s minimum order threshold and seek approval from ABC-DEF Program Liaisons before filling orders for more than 200 copies of a single document;
		4. Augment delivery tracking notification upon receipt of point of contact(s) conference ABC attended conferences. Provide GPO with up to four names for delivery notification;
		5. Address customer complaints about ordering and order processing within three (3) business days;
		6. Maintain and manage the ABC-DEF on-line ordering interfaces;
		7. Upon written notification of changes to the online system from ABC-SNAP, complete online interface edits within at least three (3) business days;
		8. Maintain a comprehensive and accurate inventory of products;
		9. Email ABC-DEF Program Liaisons within three (3) business days of preset, critical inventory thresholds being reached;
		10. Notify ABC when delivery of materials from a printer are received;
		11. Notify ABC-DEF of any additional pallets or bins that may be necessary due to new or reprinted materials before the documents arrive at the warehouse;
		12. Offload product and upload into system within 3 days from the date they arrived at the warehouse;
		13. Provide access to a real-time online inventory system;
		14. Provide inventory reports monthly;
		15. Complete a physical inventory of all materials annually;
		16. Provide monthly invoice for labor and storage expenses;
		17. Provide order summary report, as requested
		18. Provide the necessary equipment, supplies, and personnel needed to successfully manage the agreed-upon services; and
		19. Work with the ABC-DEF Program Liaisons to resolve any questions or issues that arise.
		20. ABC Printing Specialist and ABC-DEF Liaisons should be notified immediately if damages are apparent, prior to unloading. The damages should also be marked clearly on the transportation company’ Bill Of Lading (BOL). Detailed photos of the damage should also be taken.
2. Staffing Requirements and Rates

	1. GPO Implementation Manager - responsible for overseeing all aspects of start-up and integration, including monitoring the budget and activity reports. Implementation Manager supervises and monitors staff, functions as a daily point of contact for ABC, and oversees daily activities. Implementation Manager ensures all tasks are coordinated and completed in a cost-effective and efficient manner.
	2. Rates – The rate charged ABC under this agreement will be in effect each fiscal year and are designed to recover all costs incurred in performing the functions required by ABC for mailings, distributing bulk quantities, (pallet) storage, administrative tasks, and any support required for and related to these activities. Rates (effective beginning January 1, 2017) are as follows:

		1. Monthly storage costs per pallet to be **$31.50** per pallet.
		2. Production and associated support costs will be billed a rate of **$70.00** per hour based as mutually defined by ABC and GPO. Overtime work performed at the direction of ABC will be billed at the rate of **$82.50** per hour.
		3. Supplies, transportation costs/shipping charges/mail postage, and depreciation will be charged at the actual cost and are in addition to the labor rates in subsection (b)(ii) above.
		4. Rates for FTE and pallet storage will be adjusted and provided in writing no later than the end of July of each year to allow customer agencies to adjust their budgets for any increase or decrease. The revised rates will take effect at the start of the following fiscal year.
		5. Out years are anticipated to escalate 4-10 percent to account for inflation and scope growth.
		6. Estimated yearly costs:

|  |  |  |
| --- | --- | --- |
| ABC-DEF |  |  |
| Storage | $575,000 | 1,500 pallets |
| Order Full/Rpts Labor | $1,250,000 | ~28,000 orders |
| Supplies/Equipment | $40,000 | ~$1.75 per order |
| Postage/Transportation | $275,000 |  shipments |
| IT Support | $20,000 | Ongoing |
| Total Estimate | **$2,160,000** |  |

* + 1. Rates for labor and storage may be adjusted and provided in writing no later than the end of **July (Annual Review)** of each year to allow customer agencies to adjust their budgets for any increase or decrease. The revised rates will take effect at the start of the following fiscal year.
		2. Unforeseen costs exceeding this estimate will be agreed to in writing by ABC and GPO to ensure continuous service.
		3. Information shared pursuant to this agreement will be protected from disclosure consistent with all applicable Federal Law.
		4. Cancellation Charges - Either party may terminate this agreement at any time but must give the other party at least (90) ninety-day notice in writing of its intent to do so. Should it be necessary for ABC to cancel this agreement, either in its entirety or in part, or should ABC request that work already scheduled by GPO under this agreement be deferred, GPO will be reimbursed for:

			1. Any direct costs already incurred or obligated by GPO in support of this agreement, which cannot be canceled or deferred (i.e., fixed-term leases for software or hardware, contracts for vendor services, etc.);
			2. Any administrative cost incurred by GPO in implementing the termination(s) of any contract awarded or delivery order issued by GPO because of this agreement.
		5. Dispute Resolution - Should disagreements arise on the interpretation of the provisions of this agreement or amendments and/or revisions thereto, that cannot be resolved at the operating level, the area(s) of disagreement shall be stated in writing by each party and presented to the other party for consideration. If agreement or interpretation is not reached within 30 days, the parties shall forward the written presentation of the disagreement to respective higher officials for appropriate resolution.
		If a dispute related to funding remains unresolved for more than 30 calendar days after the parties have engaged in an escalation of the dispute, disputes will be resolved in accordance with instructions provided in the Treasury Financial Manual (TFM) Volume I, Part 2, Chapter 4700, Appendix 10, available at http://www.fms.treas.gov/tfm/index.html.
1. Reimbursements
	1. The GPO obligation for performance of this Agreement, beyond September 30 of each fiscal year, is contingent upon the availability of funds from which payment for services provided in the Agreement can be made. No legal liability on the part of GPO may arise for performance under this Agreement beyond September 30 of each fiscal year, unless funds are made available to the Contracting Office for performance of desired services and until GPO receives notice of availability of funds, to be confirmed in writing by an authorized ABC official.
	2. GPO will collect the funds owed from the ABC-DEF and ABC-DEF through separate GPO Deposit Accounts on a monthly basis. The monthly bill will reference this interagency agreement’s document number, as well as the current fiscal year’s ABC-DEF accounting code number.
	3. To enable ABC-DEF and ABC-DEF to adequately track and estimate ABC-DEF and ABC-DEF monthly expenditures prior to the receipt of actual invoices, within ten (10) business days after the close of each month, GPO will provide ABC-DEF and ABC-DEF with inventory and billing reports. These reports will include regular and overtime support hours expended, actual postage and shipping costs, the number of billable pallets stored during the preceding month, and any other actual costs available at the time.

d. Invoices with supporting documentation will normally be submitted to ABC within four weeks following the close of the billable month. Separate invoices will be submitted for ABC-DEF and ABC-SNAP.

1. Contacts

	1. **Designated ABC Staff**
		1. **Contracting Officer Representative (COR):**
			1. XXXXXXXX, ABC/DEF #### XXXX XXXX Drive Room XXX, (202)###-#### XXXXXX.XXXXXXXXXX@ABC.gov
		2. **ABC–DEF Program Liaisons:** Program Liaisons will serve as ABC point of contact for order processing, inventory limits, and all items noted under ABC responsibilities listed in this document.
			1. XXXXXXXX, ABC/DEF #### XXXX XXXX Drive Room XXX, (202)###-#### XXXXXX.XXXXXXXXXX@ABC.gov
			2. XXXXXXXX, ABC/DEF #### XXXX XXXX Drive Room XXX, (202)###-#### XXXXXX.XXXXXXXXXX@ABC.gov
		3. **ABC–DEF Program Assistant Liaisons:** Program Assistant Liaisons will serve as ABC-DEF subject matter expert for warehousing, logistics, and contract agreements ABC-DEF responsibilities listed in this document.
			1. XXXXXXXX, ABC/DEF #### XXXX XXXX Drive Room XXX, (202)###-#### XXXXXX.XXXXXXXXXX@ABC.gov
		4. **ABC-OCCO Agency Program Liaison:** Program Liaisons will serve as Agency’s point of contact for shipping concern and other issues in support of ABC-DEF
			1. XXXXXXXX, ABC/DEF #### XXXX XXXX Drive Room XXX, (202)###-#### XXXXXX.XXXXXXXXXX@ABC.gov
	2. **GPO –Operations Manager** - Rob Mitchell | GPO/ LPDC/ DAO | 8660 Cherry Lane Ste# 28-38, Laurel, MD 20707| ph 202.512.2317 | mb 202.246.3589 | remitchell@gpo.gov
	3. ABC – Billing – TBD
	4. **GPO – Billing – Sarah Edwards** | GPO/ Finance & Administration | 732 North Capitol St, NW, Washington, DC 20401 | ph 202.512.1177 | mb 202.425.0191 | sedwards@gpo.gov
2. Summary and Signatures

This Agreement is effective upon signature by all parties. Both parties will review the agreement annually. Note these changes are linked to the annual review detailed in Section VII.b. Either party may, at any time, propose changes to this Agreement. It will remain in effect until amended in writing by mutual consent or until terminated by either of the parties, upon 120 days written notice to the other party.

Accepted: US Government Publishing Office

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

XXXXX B. XXXXXX XXXXXXX J. XXXXXXXX, III
Acting Superintendent of Documents Controller, Information Dissemination

 Library Services & Content Mgt Director U.S. Government Publishing Office

 U.S. Government Publishing Office (202) 512-####

 (202) 512-####

Accepted: US Agency Behalf of Citizens (ABC) / Department of Expense Funding (DEF)

By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

XXXXXXX X. XXXXXXX

Acting Associate Administrator

US Agency Behalf of Citizens (ABC)
Department of Expense Funding (DEF)

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