



**General Services Administration
Federal Acquisition Service
Authorized Federal Supply
Schedule Price List**

Expedited Shipping Solutions

Schedule Title: Transportation, Delivery & Relocations Solutions

FSC Group V301, V111 & V112

Contract Number: GS-33F-0005U

For more information on ordering from Federal Supply Schedules, click on FSS Schedules at fss.gsa.gov

Contract Period: December 14, 2007 – December 12, 2017

Business Size: Large Business

Effective: 12/31/2013

FedEx Custom Critical, Inc.

1475 Boettler Rd.

Uniontown, Ohio 44685

Phone: (888) 887-8116

Fax: (234) 310-4149

customcritical.fedex.com

Contract Administrator

Bethany Lemley

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Uniontown, Ohio 44685

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Additional Point of Contact

Darin Ayers

1475 Boettler Rd.

Uniontown, Ohio 44685

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Email: Darin.Ayers@fedex.com

Customer Information Page

- 1a. SIN 451-99 Introduction of New Services
- 1b. **See Page 9 for pricing**
- 1c. Hourly Rates: Not Applicable
- 2. Maximum Order: \$ 50,000
- 3. Minimum Order: \$300
- 4. Geographic Coverage (delivery area): CONUS, Alaska
- 5. Point of production: Not Applicable
- 6. Discount from list prices or statement of new prices: Not Applicable
- 7. Quantity discounts: Not Applicable
- 8. Prompt Payment Terms: Not Applicable
- 9a. Notification whether Government purchase cards are accepted at or below the micro-purchase threshold: Yes
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Yes
- 10. Foreign Items: Not Applicable
- 11a. Time of Delivery: Shipments delivery times are quoted independently on each shipment.
- 11b. Expedite Delivery: **See pricing on page 9**
- 11c. Overnight and 2-day Delivery: See pricing on page 9. Shipments delivery times are quoted independently on each shipment.
- 11d. Urgent Requirements: Shipments delivery times are quoted independently on each shipment.
- 12. F.O. B. Point: Not Applicable
- 13a. Ordering Address: Preferred methods of ordering include telephone and internet.
Physical address is:

FedEx Custom Critical
1475 Boettler Rd.
Uniontown, OH 44685

13b. Ordering Procedures: Please phone or email all shipment requests to the following:

(888) 887-8116 or www.customcritical.fedex.com

14. Payment Address: FedEx Custom Critical
P.O. Box 371627
Pittsburgh, PA 15251-7627

15. Warranty provision: Not Applicable

16. Export packing charges, if applicable: Not Applicable

17. Terms and Conditions of Government purchase card acceptance: No additional

18. Terms and Conditions of rental, maintenance, and repair: Not Applicable

19. Terms and Conditions of installation: Not Applicable

20. Terms and Conditions of repair parts: Not Applicable

20a. Terms and Conditions of any other services: See attached FedEx Custom Critical Rules & Accessorial tariff 101, prevailing

21. List of service and distribution points: Not Applicable

22. List of participating dealers: Not Applicable

23. Preventive maintenance: Not Applicable

24. Special attributes: Not Applicable

25. Data Universal Number System (DUNS) number: 055820518

26. Notification regarding registration in Central Contract Registration (CCR) database: Active in CCR, Registration renewed yearly

FedEx Custom Critical is one of North America's largest critical-shipment carriers. Our commitment to customer satisfaction and providing our customers with the right solution at the right price continues to drive our business every day. Count on FedEx Custom Critical for:

- **Exclusive-use vehicles. Only your shipment is on the vehicle throughout transit.**
- **24/7/365 service – including nights, weekends and holidays.**
- **Proactive notification, as we contact you on pickup, at delivery and if there are any issues along the way.**
- **Recovery speed. If any shipment falls behind schedule, we can intervene and recover with another mode of transport to meet our time-specific promise.**
- **Service throughout the contiguous 48 United States.**
- **Rescue Service. We can rescue stranded or misrouted shipments from any surface or air carrier to expedite the delivery.**
- **Peace of mind.**

Company Information

FedEx Custom Critical, Inc.
1475 Boettler Rd.
Uniontown, OH 44685

Parent Company Information

FedEx Corporation
942 S. Shady Grove Rd.
Memphis, TN 38120

Company Background

The history of FedEx Custom Critical in the transportation industry dates back to the 1940s when the company was known as Roberts Cartage. In 1980, the company was re-named Roberts Express – and expedited transportation was born. In 1998, Roberts Express became an independent operating subsidiary of the FDX Corporation (FedEx) and was eventually re-named FedEx Custom Critical in 2000.

FedEx Custom Critical is currently under the leadership of President and CEO, Virginia C. Albanese. Functional vice-presidents and managing directors from our Operations, Sales, Marketing, Finance, Information Technology, Human Resources and Legal Departments make up our Executive Leadership Team (ELT). The entire organization consists of nearly 600 individuals housed at our headquarters in Green, Ohio.

FedEx® Family of Companies

FedEx Custom Critical is an operating subsidiary of FedEx Corporation, the \$45 billion premier global provider of transportation, e-commerce and supply chain management services. Each company operates independently and, at times, works collectively to serve the needs of customers.



Endorsements

FedEx Corporation appears at #7 on FORTUNE magazine’s list of “Global Most Admired Companies.” The top 10 appearance on the global list complements FedEx Corporation’s #6 ranking on the FORTUNE “America’s Most Admired Companies” list. In addition, FedEx Corporation was honored with a top-ten ranking on the Reputation Institute/Harris Interactive survey of corporation reputations, along with inclusion in the FORTUNE “100 Best Companies to Work For.”

This recognition reflects the strong performance of the entire FedEx family of companies and the collaborative spirit of all FedEx employees.

Service Awards

- NASSTRAC Carrier of the Year (Expedited Category)
 - 2007, 2008, 2012, 2013
- World-Class Customer Service Award
 - 2007
- *Logistics Management* “Quest for Quality” Award: Expedited Category
 - 2004, 2006, 2007, 2009, 2010, 2011
- Service Provider of the Year - Cool Chain Europe
 - 2009
- *Inbound Logistics*: Top 100 Motor Carriers
 - 2005-2011
- National Defense Transportation Association Quality Award
 - 2012 (in conjunction with FedEx Government Sales)

Safety Awards

- National Fleet Safety Contest
 - Awarded by Safety and Loss Prevention Management Council of the ATA
 - 2007 - First Place, General Commodities - Truckload/Linehaul
- American Trucking Association’s President’s Trophy
 - Recognizes top safety carrier (Mid-size fleet category)
- National Truck Safety Contest Safe Fleet Award
 - Awarded by Safety and Loss Prevention Management Council of the ATA

FedEx Custom Critical Divisions / Subsidiaries

FedEx Custom Critical is open 24/7/365 days a year.

FedEx Custom Critical, Surface Expedite Exclusive Use operates exclusive-use ground transportation vehicles throughout the continental U.S., and Canada. FedEx Custom Critical also utilizes interline arrangements and carriers to service Mexico. We work with each individual customer to provide vehicles at specific customer requested times for pickups and deliveries. The current PC Miler 28 routing system allows us to move freight on the ground faster than airfreight within an 800-mile radius. Surface Expedite is staffed 24 hours, 365 days a year.

FedEx Custom Critical White Glove Division handles highly specialized freight including: trade shows and exhibits, Department of Defense Protective Services, all high level explosives, poisons, and radioactive materials, high value products, museum shipments, van line rescues, flatbed and other specialized equipment, non-radioactive shipments to nuclear power plants, temperature control shipments and works of art. The White Glove Services Division is also staffed 24 hours a day, 7 days a week.

Following are bullet-pointed descriptions of the major operating divisions within FedEx Custom Critical:

Surface Expedite Division

- Nonstop, door-to-door pickup and delivery
- Exclusive-use vehicles in five sizes, matched to the size of the shipment
- 24/7 availability – even on nights, weekends and holidays
- Pickups by vehicles strategically located throughout the United States and Canada

White Glove Services® Division

- Exclusive-use vehicles in three sizes, specially equipped with pads and straps, power lift-gates, air-ride suspension and care in handling equipment
- For oversized shipments, flat-bed equipment is available
- TEMP-ASSURE® for full-range temperature control and protection from freezing
- TEMP-ASSURE ValidateSM provides thermal-mapped vehicles and hard-copy temperature documentation for customers who are regulated by agencies such as the Food and Drug Administration (FDA).
- Specially trained customer service agents and drivers, capable of handling works of art, classified shipments for the U.S. Department of Defense and all levels of hazardous materials.



Vehicle equipped with QUALCOMM® satellite

Secure Shipping Solutions

Times have changed, and secure transport of your critical shipments is more important than ever before. FedEx Custom Critical provides an array of standard secure features, along with options for shipments that require enhanced secure transport.

Security Is Built Into Our Business

- Exclusive-use vehicles provide direct, door-to-door service throughout the U.S. and Canada. Only your shipment is on the vehicle
- Continuous and proactive shipment monitoring with two-way, on-board satellite communication
- Lock and seal options available
- Trained secure transport representatives available 24 hours a day, 365 days a year.
- Proactive shipment intervention, notifications and contingency plans
- We provide you with a shipment summary e-mail that includes a digital photo of the driver(s) who will be picking up your shipment
- Notification of pickup and delivery by your choice of phone, fax or e-mail. We also notify you if we are ever more than 15 minutes behind schedule
- In-house security team who can work with your security professionals for maximum protection of your shipments or customized SOP's
- Background checks on all our drivers
- Secure online shipment tracking via the Shipping Toolkit, so you can monitor your shipment status from pickup to delivery

Enhanced Security Options

- Vehicles equipped with alert buttons for law enforcement notification
- Security escorts available for intrastate and interstate shipments
- Access to FedEx security professionals globally to enhance shipment monitoring
- Safe-parking program
- Can accommodate a courier on the ground or in the air, upon prior processing and approval

Dual Driver Protective Services

In addition to the basic secure features already built into our business, we offer added secure features through our secure program.

- Direct, door-to-door transit
- The vehicle will always be attended
- Sealed shipments
- Drivers provide official FedEx identification upon pickup and delivery
- In the event of an emergency stop, FedEx Custom Critical is immediately notified. Monitoring continues while contingency plans are put in place.
- Shipment details are shared internally and with drivers only on a need-to-know basis
- On every shipment, drivers are advised of specific secure procedures at dispatch
- Experienced secure transport agents manage all secure procedures via proactive alerts and increased monitoring

Customized Secure Program

Our customized secure services give you choices and flexibility. When your shipments or supply chain require additional procedures, we tailor a plan to meet your specific needs.

Positive Driver Identification

With the Positive Driver Identification (PDI) Program, customers shipping with FedEx Custom Critical receive a shipment summary e-mail with specific details about their shipment, including photos of the drivers handling the shipment.

Customers receive the peace of mind that the individuals arriving at their facilities are verified driving contractors for FedEx Custom Critical. This is invaluable information in today's security-conscious world.

TEMP-ASSURESM

FedEx Custom Critical has a fleet of Temp-Assure Validated (TVAL) vehicles. In order for a vehicle to be defined as TVAL qualified, they must have a proven repeated, capability to consistently maintain required temperatures within a defined tolerance range.

An in depth thermal mapping or, Installation and Operation Qualification (IOQ) and Performance Qualification (PQ), is performed every eighteen months on each unit, once in cold weather conditions and once in warm weather conditions. The IOQ is performed when the vehicle is empty and verifies that all aspects of a system adhere to approved specifications and are correctly installed, and that the refrigeration system performs as intended throughout anticipated operating ranges. Anticipated temperature ranges are – 20C, 2-8C and 15-30C.

The PQ is performed when the vehicle is loaded with product requiring temperature control. Anticipated temperature ranges are –26C to –14C. The PQ provides evidence that a system consistently and reproducibly performs as intended. This is accomplished through extended time studies or runs.

TEMP-ASSURE ValidatedSM

TEMP-ASSURE Validated is an extension of our existing TEMP-ASSURE[®] service. It provides vehicles that undergo thermal-mapping tests twice a year, are equipped with temperature recording devices and provide hard-copy data printouts for customers who are regulated by agencies such as the Food and Drug Administration (FDA). Specific procedures and standards for the shipment of temperature-sensitive materials have been created for TEMP-ASSURE Validated. The service is ideal for customers shipping commodities such as pharmaceuticals, vaccines, serums, blood, food ingredients and the chemicals that are used in the manufacture of regulated items.

TEMP-ASSURE ValidatedSM includes all of the TEMP-ASSURE[®] elements, with these added features:

- Validated services that facilitate regulatory compliance and provide additional peace of mind for customers
- Thermal-mapped vehicles
- National Institute of Standards and Technology (NIST) traceable data-loggers and in-cab monitoring
- Hard-copy temperature logs provided to customer at delivery
- Reports of cargo box temperature available every 30 minutes

Vehicle Type Descriptions (All Vehicles Subject To Changing Availability):

Shipments will be categorized in accordance with the Rate Category column applicable for each shipment. Shipments requiring larger equipment than those associated with each Rate Category, due to dimensional characteristics of the cargo, will be assigned a Rate Category associated with the vehicle size necessary for the dimensions of the freight. Specifications for non temperature-control vehicles are as follows:

Rate Category	Weight Capacity	Vehicle Size	Dock High
B	Up to 2,500 lbs	Typically a cargo Van	No
C	Up to 5,000 lbs	Typically a 12' or 14' straight truck	Yes
D	Up to 13,000 lbs	Typically a 20' or 22' straight truck	Yes
E	More than 13,000 lbs	Typically a tractor with a 48' or 53' trailer	Yes

Due to the weight of extra equipment temperature-control trucks are required to carry, these vehicles may not be able to meet the weight capacities listed above. Shipments weighing over 13,000 lbs. include flatbed equipment unless flatbed-specified designations appear. When dock-high equipment is requested or required, pricing for the dock-high equipment will apply even when shipment characteristics would have been satisfied by a smaller vehicle type.

FedEx Custom Critical – Technology

Track and Trace.

FedEx Custom Critical utilizes a system that allows integration of the QUALCOMM® two-way satellite communication system that is found on each of our vehicles with our own computerized Freight Management System (FMS). In addition to providing communication capabilities with the FedEx Custom Critical fleet, this system allows real-time shipment tracking and tracing both internally and externally via our Web site. This function is totally mechanized, requiring no human intervention. The system monitors each vehicle's movement and compares it against a time and mileage algorithm generated when the vehicle is dispatched on the shipment. This algorithm is also used to determine the delivery commitment that is made to a Government Agency. Every time we communicate with the truck handling your shipment, and automatically at least once every hour, the truck's location is determined and then compared against the algorithmically determined ETA. Any deviation from schedule of 15 minutes or greater will trigger an automatic alert in our system. A Customer Assistance Team member is prompted to check on the shipment status and relay any necessary updates to all parties involved in the shipment.

This tracking information is also made available, real-time, to Government Agency employees via our Web site at customcritical.fedex.com. The feature that we call the Shipping Toolkit gives you access to each and every one of your priority shipments. At a glance, based on a color-coded symbol, you will be able to check your shipment's status: on time, delayed by more than 15 minutes, or delivered. The shipment detail screen includes pickup time, current location, number of miles to destination and estimated time of arrival.

In addition to the Track and Trace function, the Shipping Toolkit will allow your Government Agency to:

- Get instant rate quotes
- Schedule actual shipments
- Review account activity for the past 28 days
- Monitor invoicing, and
- Retrieve shipment documents

All of this convenience is provided free of charge.

FedEx Custom Critical can provide training to Government Agency employees who will be using the Shipping Toolkit function. Any number of individuals at any number of facilities can register to use this tool. All introductory training, including registration and a demonstration, as well as any ongoing training, can be provided as needed. The degree of training will vary and is dependent upon particular needs and circumstances. Training can be conducted on-site or via conference call, dependent on your Government Agency's needs.

Electronic Data Interchange.

FedEx Custom Critical does have the capability to send and receive Electronic Data Interchange (EDI) transactions. We follow the American National Standards Institute (ANSI) ASC X12 standard transaction format. The main transaction types that FedEx Custom Critical employ are:

- ASC X12 214 – Carrier Shipment Status. The 214 can provide pickup or delivery dates and times, as well as information concerning shipments in transit. We send shipment status messages on a scheduled basis as determined by the Government Agency.
- ASC X12 210 – Freight Details and Invoice. This transaction set is used to provide an itemized detail of freight charges to the Government Agency. The 210 document replaces the paper copy of the freight bill.
- ASC X12 997 – Acknowledgement. These communications are forwarded to provide acknowledgement upon receipt of functional data.
- ASC X12 824 – Remittance Advice. Upon receipt of our 210 transaction, the Government Agency will respond in kind with information pertaining to the freight invoice and subsequent payment.

A primary benefit of the FedEx Custom Critical EDI network is that we can provide Government Agencies real-time shipment updates if it is so requested. Depending on the Government Agency's needs, we can constantly stream information on in-progress shipments or we can batch our information and send updates hourly, bi-hourly, daily, etc. Customized reporting is also available.

FedEx Custom Critical – Pricing

The following tables contain the pricing that FedEx Custom Critical is extending to all GSA Government Agencies for its Surface Expedite Exclusive Use and White Glove Exclusive Use divisions. These mileage rates will be in effect when any GSA Government Agency is named responsible for payment of any and all freight charges at the time of order entry. Please refer to our Rules and Accessorials Tariff – *FDCC 101* for definition of application of rates and all accessorial fees. This tariff can be viewed at: customcritical.fedex.com.

Surface Expedite Exclusive Use:					
<i>Standard dry, door to door transport</i>					
USA Geography, the following rate matrix applies:					
Miles		Equipment Category			
<u>Inclusive</u>		B	C	D	E
Min Charge*		\$275.00	\$290.00	\$290.00	\$635.00
All Miles		\$ 1.74	\$ 1.81	\$ 1.81	\$ 2.64
White Glove Exclusive Use:					
<i>Extra care and handling, security and temperature controlled services</i>					
USA Geography, the following rate matrix applies:					
Miles		Equipment Category			
<u>Inclusive</u>		B	C	D	E
Min Charge*		\$395.00	\$475.00	\$500.00	\$799.00
All Miles		\$ 1.90	\$ 2.00	\$ 2.15	\$ 2.67
<i>RATES IN U.S. DOLLARS AND CENTS PER ONE-WAY MILE</i>					

FedEx Custom Critical Accessorial Charges for security and temperature control

For the complete version of the FedEx Custom Critical Rules & Accessorial Tariff 101, prevailing, please visit: customcritical.fedex.com)