

**CONTRACT BETWEEN THE CITY OF AUSTIN ("City")
AND
United Parcel Service, Inc. DBA UPS ("Contractor")
for
Citywide Delivery Services
MA 7400 NC190000008**

This Contract is between United Parcel Service Inc., an Ohio corporation, dba UPS having offices at 55 Glenlake Parkway, Atlanta, Georgia 30328 and the City, a home-rule municipality incorporated by the State of Texas, and is effective on the date listed as "effective date". Solicitation requirements are met by using Contractor's Sourcwell Contract No. 091416-UPS.

1.1 This Contract is composed of the following documents:

- 1.1.1 This Contract
- 1.1.2 Exhibit B, City's Standard Purchase Terms and Conditions-Section 0300
- 1.1.3 Exhibit C, City of Austin Supplemental Terms-Section 0400
- 1.1.4 Exhibit D, The Non-Discrimination Certification
- 1.1.5 Exhibit E, City's Non-Suspension & Debarment Certification- Section 0805
- 1.1.6 Exhibit F, UPS NJPA (Sourcwell) RFP #091416 Response Pricing Schedule
- 1.1.7 Exhibit A, Sourcwell Cooperative Contract 091416-UPS
- 1.1.8 Exhibit G, UPS Rate and Service Guide/Tariff in effect at the time of shipping, which is available at www.ups.com

1.2 Order of Precedence. Any inconsistency or conflict in the Contract documents shall be resolved by giving precedence in the following order:

- 1.2.1 This Contract
- 1.2.2 City's Standard Purchase Terms and Conditions as referenced in 1.1.2
- 1.2.3 City of Austin Supplemental Terms as referenced in Section 1.1.3
- 1.2.4 UPS NJPA (Sourcwell) RFP #091416 Response Pricing Schedule
- 1.2.5 The Non-Discrimination Certification as referenced in 1.1.4
- 1.2.6 City's Non-Suspension & Debarment Certification as referenced in Section 1.1.5
- 1.2.7 UPS Rate and Service Guide/Tariff in effect at the time of shipping, which is available at www.ups.com
- 1.2.8 Sourcwell Cooperative Contract 091416-UPS as referenced in Section 1.1.7

1.3 Term of Contract

1.3.1 Term of Contract. The Contract shall commence upon the effective date noted on the signature line and shall remain in effect for a term of 39 months.

1.3.1.1 The City reserves the right to transfer this Contract by amendment to future Sourcwell cooperative contracts which supersede Sourcwell cooperative contract 091416-UPS, if the terms and conditions are favorable to the City.

1.3.1.1.1 Notwithstanding any other effective date contained in this agreement, the rates established under this agreement will be effective no later than two weeks after the

date Contractor receives a fully executed contract with all required approvals from the City or as of the effective date, whichever is later.

- 1.4 **Compensation.** The Contractor shall be paid a total Not-to-Exceed amount of \$309,000 for the Contract term, provided the City does not order services beyond the Not-to-Exceed amount. Should the City order services beyond the Not-to-Exceed amount it will make good faith efforts to pay any outstanding balance.
- 1.5 **Eligible Users.** In the interest of reducing the risk of fraud and unauthorized re-selling of Contractor services, nothing in this Contract shall obligate Contractor to provide services to any organization or entity other than the City and its agencies and instrumentalities, and nothing in this Contract shall obligate Contractor to provide transportation services unless such transportation originates within or is destined for the City.

This Contract (including any Exhibits) constitutes the entire agreement of the parties regarding the subject matter of this Contract and supersedes all prior and contemporaneous agreements and understandings, whether written or oral, relating to such subject matter. This Contract may be altered, amended, or modified only by a written instrument signed by the duly authorized representatives of both parties.

In witness whereof, the City has caused a duly authorized representative to execute this Contract on the date set forth below.

UNITED PARCEL SERVICE, INC. DBA UPS

CITY OF AUSTIN

Cassie Dyer

Printed Name of Authorized Person

Cassie R. Dyer

Signature

Director, Enterprise Accounts, State Gov't

Title:

March 4, 2019

Signature Date:

Effective Date:

Claudia Rodriguez

Printed Name of Authorized Person

Claudia Rodriguez

Signature

Procurement Specialist IV

Title:

March 05, 2019

Signature Date:

Exhibit A – Sourcewell Cooperative Contract 091416-UPS (including pricing schedules)
Exhibit B – City of Austin Standard Terms and Conditions, Section 0300
Exhibit C – City of Austin Supplemental Terms, Section 0400
Exhibit D – The Non-Discrimination Certification
Exhibit E – City of Austin Non-Suspension & Debarment Certification, Section 0805

EXHIBIT A



COMMENT AND REVIEW

To the
REQUEST FOR PROPOSAL (RFP) #091416
Entitled

EXPRESS COURIER, OVERNIGHT, GROUND DELIVERY LOGISTICS SERVICES

The following advertisement was placed in Oregon's *Daily Journal of Commerce* on August 5, 2016, in South Carolina's *The State* on August 4, 2016, in Utah's *The Salt Lake Tribune* on August 4, 2016, in *USA Today* on August 4, 2016, and on the NJPA website www.njpacoop.org, Onvia website www.onvia.com, Notice to Bidders website www.noticetobidders.com, PublicPurchase.com, Merx, and Biddingo:

The National Joint Powers Alliance® (NJPA), on behalf of NJPA and its current and potential member agencies, which includes all governmental, higher education, K-12 education, not-for-profit, tribal government, and all other public agencies located in all fifty states, Canada, and internationally, issues this Request For Proposal (RFP) to result in a national contract solution for the procurement of #090416 EXPRESS COURIER, OVERNIGHT, GROUND DELIVERY LOGISTICS SERVICES. Details of this RFP are available beginning August 4, 2016. Details may be obtained by letter of request to Jonathan Yahn, NJPA, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479, or by e-mail at RFP@njpacoop.org. Proposals will be received until September 14, 2016 at 4:30 p.m. Central Time at the above address and opened September 15, 2016 at 8:00 a.m. Central Time.

RFPs were requested from and distributed to:

All Canadian Courier	NPCR
ATP Courier	NY Office of General Services
Bronson Courier	Parkland Courier Services Ltd.
Canada Cartage	Paul Bunyan Trucking
City Express Inc.	Prince William County
Commonwealth of MA	Rig Logistics Inc.
Courier Express, Inc.	RTD Logistics, LLC dba Skycom Courier
Department of General Services	Shay Enterprise
Expedite Direct	The Transportation Initiative
FedEx	Timax
Fleet Couriers	United Parcel Services, Inc. (UPS)
IMEX Cargo LLC	USA Couriers
Mississippi Airways	V4U Logistic Inc.
NJ Division of Purchase and Property	William Funk

Proposals were opened on September 15, 2016 at the NJPA offices located at 202 12th Street Northeast in Staples, Minnesota 56479.

United Parcel Services, Inc. (UPS)

Proposals were reviewed by the Proposal Evaluation Committee:

Ginger Line, CPPB, NJPA Senior Contract Procurement Analyst
Gregg Meierhofer, CPPO, NJPA Senior Contract Products and Price Analyst
Keith Hanson, CPA, NJPA Accounting Manager
Jonathan Yahn, JD, NJPA Contracts and Compliance Manager
Kim Austin, NJPA Contract Procurement Analyst
Chris Robinson, JD, NJPA Lead Analyst

The findings of the Proposal Evaluation Committee are summarized as follows:

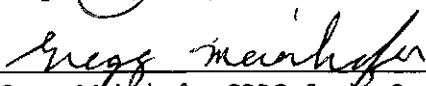
The Proposal Evaluation Committee used the established NJPA RFP evaluation criteria and determined that the proposal response met Level-One and Level-Two Responsiveness and was evaluated.

Although several prospective vendors requested the RFP, United Parcel Services, Inc. (UPS) was the sole respondent. UPS submitted an exemplary proposal, which supported its demonstrated commitment to NJPA members during the course of its current contract. UPS delivers express courier service globally, with integrated ground and air operations. UPS supports these operations with a multitude of drop off and pickup locations and fleet vehicles. In addition to offering express courier service, UPS proposes numerous ancillary solutions, including packaging and shipping assistance as well as integrated business logistics.

For these reasons, the NJPA Proposal Review Committee recommends award of NJPA Contract #091416 to
United Parcel Services, Inc. 091416-UPS

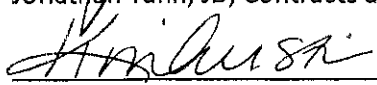
The preceding recommendations were approved on September 30, 2016.


Ginger Line, CPPB, Senior Contract Procurement Analyst


Gregg Meierhofer, CPPO, Senior Contract Product & Price Analyst


Keith Hanson, CPA, NJPA Accounting Manager


Jonathan Yahn, JD, Contracts and Compliance Manager


Kim Austin, Contract Procurement Analyst


Chris Robinson, JD, Lead Analyst

Exhibit F-UPS (Sourcewell Cooperative) Pricing Schedule

See pricing on this link:

<https://austintexas.box.com/shared/static/wmd0kgrnj7xkqeg4r78csj926ehqx3a3.xlsm>

Instructions: If link does not open to an excel sheet, please copy and paste the link into your browser instead.

UPS Response to
National Joint Powers Alliance® (NJPA)

Solicitation # 091416

**Express Courier, Overnight, Ground
Delivery Logistics Services**

September 14, 2016



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A photograph of David Abney, Chairman and Chief Executive Officer, standing in the center of a large group of men in brown uniforms. He is wearing a light blue shirt, a patterned tie, and glasses, and is holding a red and white megaphone. The group of men, some in uniform and some in civilian clothes, are all cheering with their arms raised. The background shows a dark, industrial setting with a yellow pipe and a black metal fence.

The Power of Commitment & Collaboration

David Abney CHAIRMAN AND CHIEF EXECUTIVE OFFICER

"Every day, we connect millions of people and businesses across 220 countries and territories; the issues and challenges affecting local communities naturally become our issues too."

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**EXPRESS COURIER, OVERNIGHT, GROUND DELIVERY LOGISTICS SERVICES
RFP #091416**

Proposer Name: **United Parcel Service, Inc.**

Questionnaire completed by: **Corporate Growth and Strategy Manager**

Please identify the person NJPA should correspond with from now through the Award process:

Name: **Myles P. Alfonso, Corporate Growth and Strategy Manager**

E-Mail address: **malfonso@ups.com**



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September 12, 2016

NJPA

Express Courier, Overnight, Ground Delivery Logistics Services RFP#091416

202 12 Street, Northeast

Staples, MN 56479

E-Mail: Jonathan.Yahn@njpacoop.org

Dear Jonathan Yahn,

It is with great pleasure and enthusiasm that we submit our response to the NJPA RFP#091416.

UPS is committed to continue to grow our partnership with NJPA and its members. We have given our current and future partnership much consideration, and we feel that our responses reflect the benefits for a single award. To further emphasize this point, in several areas of this RFP you will see the words "UPS is pleased to announce..." We feel these offerings are significant and positive changes that will benefit NJPA and its members. Continuing the NJPA-UPS partnership gives UPS the opportunity to enhance providing solutions, developing winning strategies, and growing together.

UPS is one of the world's largest package delivery companies and a global leader in supply chain services. We offer an unmatched integrated network and a range of options for synchronizing the movement of goods, information, and funds.

The UPS sales and marketing team are led by industry experts with over 250 combined years of experience in bringing solutions to state government, education, and healthcare institutions. Our position as a "trusted advisor" has provided UPS with a tremendous understanding of the requirements of NJPA member segments. UPS's industry insight allows us to provide relevant solutions that ultimately save time, effort, and money for NJPA and its members, while doing so in a sustainably responsible manner.

UPS is pleased to announce that our 2017 strategy platform will have a major emphasis on K-12 and higher education. Our goal is to be the premier carrier of state government and the education sectors. We would like to see NJPA beside us while executing our 2017 strategy.

We look forward to your review of our offer. UPS believes it provides the best overall value combining industry leading performance, aggressive pricing, unmatched technology, and industry leading sustainability metrics.

Sincerely,

Myles P. Alfonso
Corporate Growth and Strategy Manager
12380 Morris Road
Alpharetta, GA 30005

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Executive Summary

“Don’t be satisfied with your current success. Set goals beyond common success and sales projections.”

— Mike Hajek, Great Moments

“Our real, primary objective is to serve — to render perfect service to our stores and our customers.”

—Jim Casey, UPS Cofounder, The Primary Objective

UPS is uniquely qualified as your current logistics and transportation provider to meet and exceed the needs of the National Joint Powers Alliance® (NJPA) and NJPA members. It has been a pleasure to provide NJPA members with our unmatched small parcel portfolio including global transportation and freight network. With this proposal, we will expand our partnership with new services and solutions, shifting our focus to the customer experience and implementing solutions. We feel by focusing on this combination, UPS will transform relationships to sustainable partnerships. UPS is committed to the growth and development of the NJPA Way!

Some highlights of our proposal include:

- Dedicated Sales and Marketing team with significant experience and knowledge in state government, K-12, counties, and higher education transportation and logistics
- In-depth portfolio of services
- Single driver advantage
- UPS Customer Solutions aligning with state requirements
- Business process improvements that are designed to reduce cost and help agencies become efficient
- UPS Technology & Visibility Solutions
- Access points
- Unprecedented ceiling based rates for both government and no-government entities
- Support for NJPA members throughout Canada

DEDICATED ACCOUNT MANAGEMENT

UPS will support NJPA with a national account team that has been assembled to meet every challenge, exceed expectations and further strengthen the partnership between UPS and NJPA. Tammie Hinds, Managing Director of Enterprise Accounts for State Government, will continue to provide direction to the team by developing winning strategies, leveraging industry knowledge, and sharing best practices and key lessons

learned. Myles Alfonso, UPS Growth and Strategy Manager, will be your first point of contact. He will lead the strategy, oversee implementation and coordinate all sales and marketing efforts for UPS. Myles will create opportunities to maximize the NJPA contract to benefit NJPA's members across all segments.

Myles will be supported by a nationwide team of account directors, account managers, and marketing teams, all of which are dedicated to the NJPA Way. UPS will continue to develop initiatives based on NJPA, NJPA members, and commercial insight feedback. Field marketing resources will carry out tasks on a national level including onboarding of new accounts, training, and following up on any issues or concerns. UPS wants to make it easy for NJPA members to sign up for UPS services, which is why members will now be able to sign up for UPS services online.

SINGLE DRIVER ADVANTAGE

UPS possesses the world's largest transportation network, and UPS alone integrates ground and air packages. You can rest assured that when you hand a package to a UPS driver, you are tendering it to a superior network. This operational advantage allows states and their agencies to benefit from the single driver advantage, which provides great comfort through knowing there is only one operational center to work with. This advantage benefits the environment by reducing the need for additional vehicles at each location for pick-up. One UPS driver picks up all of your ground and air shipments.

Shippers can also use UPS's shipping systems in order to take advantage of the Time in Transit and Cost Comparison tool to determine how much they want to pay to meet their delivery deadlines.

STRATEGIC SERVICES AND SOLUTIONS

UPS's proposal consists of small package services and logistics solutions that are priced using a strategic ceiling based pricing structure. We have expanded our service portfolio to include Autogistics and The UPS Store. This expansion has allowed UPS to support transportation fleets, the shipping of oversized cargo and business services such as printing. UPS will continue to develop innovative industry solutions that are designed to provide cost savings, meet state and federal regulations and requirements, and drive efficiencies and visibility. We are implementing solutions such as newborn screening, lab logistics, inbound cost control and emergency response. In addition, we are actively developing solutions for government agencies and higher education institutions to meet the growing demands of these industries.

UPS has been at the forefront of transportation and logistics breakthroughs for over 100 years. We look forward to continuing our partnership which provides the best value to NJPA and its members. We believe our dedicated team and proposal will demonstrate not only our capabilities but also our eagerness to leverage strategies and exceed industry standards. Throughout our response, you will find that UPS brings value and solutions unmatched within the industry. We welcome and seek opportunities to continue demonstrating this commitment to NJPA and NJPA members.

Company Information & Financial Strength

Provide an answer to all questions directly below each question (do not leave blank, mark NA if not applicable) and address all requests made in this RFP. Please supply any applicable supporting information and documentation you feel appropriate in addition to answers entered to the Word document. All information must be typed, organized, and easily understood by evaluators.

1. Provide the full legal name, mailing and email addresses, tax identification number, and telephone number for your business.

United Parcel Service, Inc.
55 Glenlake Parkway, NE
Atlanta, GA 30328
Tax ID #: 36-2407381
Telephone: (404) 828-6000
www.ups.com



UPS Headquarters located in Atlanta, GA

UPS respectfully advises the following contact information for this RFP:

Myles Alfonso
Corporate Growth and Strategy Manager
678-746-6868
malfonso@ups.com

Provide a brief history of your company, including your company's core values, business philosophy, and longevity in the EXPRESS COURIER, OVERNIGHT, and GROUND DELIVERY LOGISTICS SERVICES industry.

“Success begins with commitment, no matter which way you slice it.”

— Mike Hajek, NJPA, Great Moments

“Only through cooperative organization can we of United Parcel Service be successful”

— George D. Smith, Former UPS CEO, Success through Cooperation

UPS is proud of our 109 year heritage in the logistics industry. From our inception in 1907 as a messenger company, UPS has grown into a \$58.4 billion corporation by meeting our customers' delivery logistics requirements, building a comprehensive global infrastructure, and continuously advancing our technological capabilities.

UPS has a proven history of serving our customers in ever-changing environments due to our embrace of innovation both internally and externally.

The foundation of UPS's business stems from our reputation for operational excellence. UPS has built a global network giving us the ability to connect our customers with deep resources of information management, vast service capabilities and industry expertise around the world delivering what is a superior logistics service. In fact, UPS is one of the world's largest package delivery companies and a leading global provider of transportation, logistics and trade services. With decades of experience, growth, strategic acquisitions, and investments of over \$20 billion in information technology, we serve our customers global business needs with agility and strength. Three hundred and sixty five days a year, UPS effectively manages the flow of goods, funds, and information throughout more than 220 countries and territories worldwide.

VALUES: OUR ENDURING BELIEFS

UPS's values, mission, and strategy statements provide guidance regarding our daily decisions. They make clear our priorities and encourage UPS to seize new opportunities. By following these principles, our actions are aligned to meet the needs of our company, people, customers, shareowners, and communities.

- Integrity—it is the core of who we are and all we do.
- Teamwork—determined people working together can accomplish anything.
- Service—serving the needs of our customers and communities is central to our success.
- Quality and Efficiency—we remain constructively dissatisfied in our pursuit of excellence.
- Safety—the well-being of our people, business partners, and the public is of utmost importance.
- Sustainability—long-term prosperity requires our continued commitment to environmental stewardship and social responsibility.
- Innovation—creativity and change are essential to growth.

MISSION: WHAT WE SEEK TO ACHIEVE

- Grow our global business by serving the logistics needs of customers, offering excellence and value in all that we do.
- Maintain a financially strong company—with broad employee ownership—that provides a long-term competitive return to our shareowners.
- Inspire our people and business partners to do their best, offering opportunities for personal development and success.
- Lead by example as a responsible, caring, and sustainable company making a difference in the communities we serve.

2. Provide a detailed description of the products and services that you are offering in your proposal.

“Determine customer needs and build relationships far in advance of their contracting process timeline and purchasing needs.”

— Mike Hajek, NJPA, Great Moments

“Our real, primary objective is to serve — to render perfect service to our stores and our customers.”

— Jim Casey, UPS Cofounder, The Primary Objective

Both UPS and NJPA keep one critical success factor in mind: in order to lead in industry, you must meet the needs of your customers. You must provide services that meet their challenges. You must provide solutions that solve their problems. You must be a partner in helping them meet their business objectives; and a partner of facilitating their day-to-day business goals. UPS’s service portfolio will continue to meet the needs of NJPA members regardless of industry — be it government, education, not-for-profit or public agencies. Through a partnership with NJPA, NJPA members will have access to an in-depth portfolio of services and solutions that UPS will make readily available and easy to implement upon an award. In addition, UPS is eager to provide support to this partnership through various methods of marketing, internal and external communication, and training.

Some of these actions will include:

- Training and Support – UPS will coordinate and execute a series of NJPA “Welcome to UPS” training and information events to educate NJPA members on UPS services and explain the UPS agreement.
- UPS will strategically partner with NJPA to nationally promote the NJPA cooperative
- UPS will support NJPA through the distribution of press releases
- UPS will provide tradeshow support for NJPA
- UPS will provide NJPA a unique phone number and email to ensure NJPA receive enhanced customer service and issue resolution
- UPS will create and distribute NJPA tailored case studies
- UPS will develop and maintain our marketing page on the NJPA web site
- UPS will continue to provide NJPA “solutions dollars” which can be used to purchase technology solutions to enhance the NJPA customer experience



What We Do

We are the world's largest package delivery company and a premier provider of global supply chain solutions.

GA-4 GA-8

Global Small Package

Supply Chain & Freight



UPS SERVICE PORTFOLIO

UPS has an unmatched portfolio of domestic and international services with service to every address (100% of zip codes) in the 50 states and Puerto Rico. UPS also offers services to Canada and other U.S. territories. Our comprehensive portfolio offers more guaranteed, time-definite delivery options than anyone else. UPS has the capacity and experience to develop customized shipping and logistics solutions for those state government agencies and entities with specialized requirements. UPS has a proven track record in developing customized shipping and logistics solutions for state government agencies and entities. A detailed list of services may be found in table below:

UPS SERVICE PORTFOLIO	
Service	Description/Feature(s)
Domestic Delivery Services	UPS serves 9.4 million customers a day in over 220 countries and territories using a fleet of almost 100,000 vehicles (of which 4,518 are alternative-fuel vehicles). We also conduct 940 daily domestic and 1,015 international flights servicing 650 airports worldwide. Our major US hubs are located in Louisville, KY (main global air hub); Philadelphia, PA; Dallas, TX; Ontario, CA; Rockford, IL; Columbia, SC.
UPS Express Critical® Next Flight Out	<p>UPS Express Critical® Air Service offers next-flight out service throughout North America. Employing the most direct shipment routing by using our automated optimization route plan that bypasses hub and gateway locations, your shipments will reach their destinations quickly and efficiently. We access real-time shipment status updates via an electronic link to the Federal Aviation Administration (FAA's) global satellite system. UPS Express Critical® Air service includes pickup and delivery.</p> <ul style="list-style-type: none"> • Fastest, most direct shipment options • 24/7/365 customer service to monitor shipments • Door-to-door service • Online tracking • Milestone updates
Next Day Delivery	UPS NEXT DAY AIR® PORTFOLIO - UPS delivers time-definite, guaranteed next day services to NJPA members. As with our same day services, UPS will provide shipment integrity and visibility while leveraging

UPS SERVICE PORTFOLIO	
Service	Description/Feature(s)
Next Day Delivery (cont.)	<p>our global transportation network to get your packages and documents where they need to be.</p> <p>Following is a summary of our next day services.</p> <ul style="list-style-type: none"> UPS Next Day Air® Early AM - guaranteed delivery by 8:00 a.m. to major metropolitan areas and by 8:30 a.m., 9:00 a.m., and 9:30 a.m. to most other U.S. cities, including Anchorage, Alaska. In some extended areas, 10:00 a.m. delivery is available. UPS will deliver urgent documents and critical packages with guaranteed early morning delivery times through our Next Day Air network. This service can be used to satisfy many of your needs: <ul style="list-style-type: none"> ○ Avoid court delays ○ Get critical shipments delivered in time for early morning appointments ○ Meet contractual obligations UPS Next Day Air® - guaranteed next business day delivery to all 50 U.S. states and Puerto Rico by 10:30 a.m., 12:00 noon or end of day, depending on destination, to all 50 states and Puerto Rico. Saturday delivery is guaranteed by either 10:30 a.m. or noon under this option. UPS delivers by 10:30 a.m. to more businesses and ZIP Codes than anyone. UPS Next Day Air® Saver - guaranteed delivery by 3:00 p.m. or 4:30 p.m. Next day delivery is available to commercial destinations where next day air delivery is committed to 10:30 a.m. or noon, respectively. Shipments to residential locations within the UPS Next Day Air Saver area are delivered by end of day.
2 nd Day Delivery	<ul style="list-style-type: none"> UPS 2nd Day Air® AM - This guarantees delivery to commercial addresses by 10:30 a.m. or noon on the second business day. Get critical shipments delivered in the morning when UPS Next Day Air® service is not required.

UPS SERVICE PORTFOLIO	
Service	Description/Feature(s)
2 nd Day Delivery (cont.)	<ul style="list-style-type: none"> • UPS 2nd Day Air® - This service guarantees delivery by the end of second business day to all 50 U.S. states and Puerto Rico. Saturday delivery is available.
3 rd Day Delivery	<ul style="list-style-type: none"> • UPS 3 Day Select® - This provides guaranteed delivery of packages within three business days to every address in the 48 contiguous states. Deliveries are guaranteed by end-of-day to both commercial and residential addresses. <ul style="list-style-type: none"> ○ This service can be a great alternative to shipments that are not as urgent as UPS Next Day Air® or UPS 2nd Day Air® but require an expedited delivery. ○ Shipments made by Tuesday can reach the opposite coast by the end of the week.
UPS Ground	<p>UPS's core network offers ground service for shipments weighing up to 150 pounds. Ground offers a combination of speed, service features, and cost-effectiveness. This service guarantees day-definite delivery, based on distance and destination, for all commercial and residential shipments in all 50 states and Puerto Rico. Ground packages move through our network via package cars, trailers, rail, or a combination of both. UPS uses package level detail (PLD) such as service level, transit windows, and origin/destination addresses to determine package routing throughout the United States.</p> <ul style="list-style-type: none"> • Full visibility and tracking of grounds packages are provided at no additional charge • Guaranteed delivery by the scheduled day for commercial and residential locations • UPS Ground, like UPS's entire portfolio of services offers automatic protection against loss or damage for values up to and including \$100 • UPS Ground shipments are typically delivered in one to five business days. UPS Ground offers next-day

UPS SERVICE PORTFOLIO	
Service	Description/Feature(s)
UPS Ground (cont.)	delivery up to 450 miles; 2nd Day delivery up to 1,000 miles; 3 Day delivery up to 1,600 miles
UPS Hundredweight Service®	<p>This service is a reliable, cost-effective delivery of non-palletized, multiple-package shipments shipped to a single address on the same day.</p> <p>UPS Hundredweight is guaranteed and is available with UPS Next Day Air®, UPS Next Day Air Saver®, UPS 2nd Day Air A.M.®, UPS 2nd Day Air®, UPS 3 Day Select® and UPS Ground. Qualifications include:</p> <ul style="list-style-type: none"> • Total shipment billable weight of 200 pounds or more for each UPS 3 Day Select® or UPS Ground shipment • Total shipment billable weight of 100 pounds or more for each UPS Next Day Air®, UPS Next Day Air Saver®, UPS 2nd Day Air A.M.® or UPS 2nd Day Air® shipment
UPS Freight Services	<ul style="list-style-type: none"> • UPS Freight® - UPS Freight provides regional, interregional and long-haul surface transportation for palletized shipments and packages over 150 pounds. UPS Freight's extensive transportation network, experienced employees, and efficient systems are the ingredients to our proven solution. As a leading provider in less-than-truckload (LTL) and truck load (TL) transportation services, all of UPS Freight equipment has dock high capabilities to deliver both LTL and TL shipments. UPS Freight is one of the largest LTL carriers in the U.S., with over 200 service centers and a fleet of approximately 5,900 tractors and over 20,000 trailers. <p>With a national network and partnerships with other carriers, UPS freight offers 100 percent coverage in all 50 states. In addition, UPS Freight can also serve customers throughout North America, with expansive networks in Canada and Mexico. UPS Freight has established more than 20,000 one and two day lanes and cross-continent three and four day service lanes including Alaska, Hawaii, Guam, Puerto Rico and the US Virgin Islands.</p>

UPS SERVICE PORTFOLIO	
Service	Description/Feature(s)
UPS Freight Services (cont.)	<ul style="list-style-type: none"> • North American Air Freight - UPS North American Air Freight provides guaranteed delivery by 12:00 noon or 5:00 p.m. on the next business day, depending on destination to most metropolitan areas within and between the 48 contiguous states, Canada, and Puerto Rico (excluding intra-Canada).
International Delivery Services	<p>The benefit of UPS's international shipping portfolio for NJPA members is our vast global network and our experience in dealing customs complexities and regulations. The UPS network contains a variety of services depending on your time-in-transit value, security and cost requirements. These services are available to over 220 countries and territories. As the largest customs broker in the world, we provide the guidance and clearance required for NJPA members' shipments.</p> <p>UPS will leverage its global fleet and access to international airports to ensure the timely delivery of your shipments. Our vast experience, allows us to conduct business across multiple cultures and languages to facilitate your business internationally.</p>
International Package Express Delivery	<ul style="list-style-type: none"> • UPS Express Critical® International – This service offers NJPA members access to a wide inventory of trucks, aircraft and flight schedules, with few size or weight limitations. Our specialists coordinate an immediate response to help you reach locations around the globe. We can quickly assess urgent situations and apply our international experience to help give NJPA members the support it requires. By working with other UPS business units, such as UPS Customs Brokerage, UPS Express Critical® will work to ensure a seamless delivery across the globe. • UPS Express Critical® Charter – This service provides air charter management services throughout the world, using our worldwide network of charter providers. We offer exclusive use charter aircraft of virtually any type or size, including the world's largest cargo plane. With no size or weight restrictions, even for shipments requiring specialized handling, our charter service provides quick, easy shipment

UPS SERVICE PORTFOLIO	
Service	Description/Feature(s)
International Package Express Delivery (cont.)	<p>processing. UPS Express Critical® Charter provides real-time shipment status updates via an electronic link with the Federal Aviation Administration's (FAA's) global satellite system.</p> <ul style="list-style-type: none"> • UPS Worldwide Express® Services – UPS Worldwide Express® Freight is a premium international air service for urgent, palletized shipments over 150 pounds. The service will allow NJPA members to ship urgent air freight door-to-door, with similar time-in-transit as UPS Express® Saver package service. The service is guaranteed by end of business day usually in 1-3 days. UPS Worldwide Express® Freight addresses NJPA members' urgent international heavy air freight (>70lbs) needs for inventory replenishment, high value shipments, product components and replacement parts with a fast, guaranteed, and palletized shipment solution. • UPS Worldwide Express Plus® – Guaranteed delivery by 9:00 a.m. to major business centers in more than 30 countries and territories. • UPS Worldwide Express® – Guaranteed delivery by 10:30 a.m./12:00 p.m. to more than 50 countries and territories. • UPS Worldwide Express Freight® – Guaranteed delivery by end of business day for palletized shipments to and from more than 35 countries and territories. • UPS Worldwide Saver® – Guaranteed delivery by end of business day to more than 220 countries and territories from the U.S. and Puerto Rico.
International Economy Delivery	<ul style="list-style-type: none"> • UPS Worldwide Expedited® – UPS Worldwide Expedited® is available from 80 countries to more than 220 countries and territories (although not all origins are valid to all destinations). The majority of Expedited shipments move via air; however, where possible, UPS ground networks are utilized. UPS Worldwide Expedited® gives customers the same reliability of UPS Express services, but with a slightly longer time-in-transit (on average, 2 days longer) that

UPS SERVICE PORTFOLIO	
Service	Description/Feature(s)
International Economy Delivery (cont.)	<p>translates into cost savings. UPS Worldwide Expedited® is a door-to-door service with in-house customs clearance. UPS Worldwide Expedited® allows NJPA members the flexibility needed to meet less urgent deadlines while staying within budget constraints.</p> <ul style="list-style-type: none"> • UPS® Standard – Guaranteed ground delivery within two to eight business days to and from the U.S. with coverage of every Canadian province. Coverage also includes all of Mexico, making UPS® Standard the only guaranteed ground package service between Mexico and the U.S. within the global transportation industry.
International Freight Delivery	<ul style="list-style-type: none"> • UPS Express Freight - UPS Express Freight provides guaranteed door-to-door delivery in 1-3 business days to major metropolitan areas worldwide; pickup, delivery and routine customs clearance included. This is backed by best-in-class tracking and visibility technologies with UPS Express Freight, allowing NJPA members to significantly improve the effectiveness of your import-export operations by reducing time-in-transit as well as risk and uncertainties. • UPS Air Freight Direct - UPS Air Freight Direct provides day specific scheduling with airport-to-airport delivery in 1-3 business days worldwide; pickup, delivery and customs clearing optional. UPS will deliver a fast cost-effective airport-to airport delivery from/to 200 countries worldwide backed with best-in-class tracking and visibility technologies with UPS Air Freight Direct, allowing NJPA members to significantly improve the effectiveness of their import-export operations by reducing their time-in-transits as well as their inventories which will help them focus on their core businesses. • UPS Air Freight Consolidated - UPS Air Freight Consolidated provides specific scheduling with airport-to-airport delivery in 3-5 business days worldwide; pickup, delivery and customs clearance optional. UPS will deliver a cost-effective airport-to

UPS SERVICE PORTFOLIO	
Service	Description/Feature(s)
International Freight Delivery (cont.)	airport delivery from/to 200 countries worldwide backed with best-in-class tracking and visibility technologies with UPS Air Freight Consolidated, allowing shippers to benefit from the air freight advantages with UPS high standards of reliability and technology at a competitive cost.
Domestic Critical Secure Shipments	<ul style="list-style-type: none"> • UPS Express Critical® Hand Carry Service - For critically urgent deliveries, UPS Express Critical® Hand Carry service assigns a dedicated courier to maintain constant, in-transit contact with your shipment. In many cases, this is the fastest international service available because of minimal check-in and transfer times. This service is offered in the U.S., as well as most locations around the world. • UPS Express Critical® Secure - Our UPS Express Critical® Secure service is designed to reduce handles, leverage UPS technology, and proactively monitor shipments to reduce pilferages and losses. UPS Express Critical® transports your high value shipments directly to and from UPS aircraft via bonded couriers or armored vehicles. These shipments will move as high value freight, and are not placed on conveyors while in transit. Each touch point has a controlled chain of custody. UPS Express Critical® Secure service also offers surface transportation options via either armored vehicles or bonded couriers. Drivers are trained in moving secure shipments and follow a high value/high risk checklist which includes dual drivers, controlled checkpoints, check-in calls every two-hours, verification of seal numbers on vehicles, and satellite tracking. • UPS Express Critical® Surface - UPS Express Critical® Surface service offers exclusive-use, non-stop, door-to-door ground transportation to/from any point in North America, Canada and Mexico. With access to dedicated owner-operators and a national network of exclusive-use equipment, UPS has one of the largest vehicle selections in the industry from which to choose. Within 90 minutes of your initial call, our agents propose a solution to efficiently handle

UPS SERVICE PORTFOLIO	
Service	Description/Feature(s)
Domestic Critical Secure Shipments (cont.)	important shipments including most types of hazardous materials, and shipments requiring specialized equipment such as lift gates, air-rides, flatbeds and/or temperature-controlled vehicles.
UPS Autogistics	<ul style="list-style-type: none"> UPS Autogistics offers third party vehicle logistics network management and vehicle transportation services for the automotive and industrial industries. Modes under management include drive away, haul away, power only, rail and ocean. UPS Autogistics offers a total logistics solution for automotive transport management including network optimization, carrier procurement, carrier management, shipment management, visibility tools, quality management, and freight audit and pay. UPS Autogistics can support NJPA member's fleet services directly or work with other NJPA vendors to support members.
Warehousing Solution	<ul style="list-style-type: none"> Engineering Service offerings provide consulting in the following areas: <ul style="list-style-type: none"> Business Process Re-engineering (BPR) Facility Optimization and Layout Design BPR is an engineering discipline that utilizes detailed analysis and design of business processes to achieve improvements in critical yet contemporary measures of performance; cost, efficiency, quality. Facility Design and Layout encompasses the analysis of the internal operations of our customers Warehouse operations to design the best process for optimal production and throughput, quality levels, and planning for future growth.
Distribution	<ul style="list-style-type: none"> The primary component of UPS Contract Logistics Distribution Services is Order Fulfillment, which essentially focuses on managing the physical product flow and the associated information flow of our customers' supply chain. Order Fulfillment can also encompass, but is not unlimited to, value-added services including, kitting,

UPS SERVICE PORTFOLIO	
Service	Description/Feature(s)
Distribution (cont.)	labeling, material insertion, QA inspection, testing, quarantine and inventory configuration.
UPS Mail Innovations	<ul style="list-style-type: none"> UPS Mail Innovations offers an efficient, cost-effective method for sending flats, BPM, and lightweight parcels to global addresses. Leveraging the power of our unique, integrated distribution network, we can pick up your domestic and international mail, sort, post, manifest and then expedite the secured mail containers to the destination postal service for last mile delivery by the in country postal administration. UPS Mail Innovations operates as a National Account of the United States Postal Service. This status is maintained in accordance with strict USPS requirements and the guidelines of our international postal services, which is a reflection of our commitment to providing superior domestic and international mail services. These strategic relationships allow us to provide our customers with alternatives to typical postal solutions; such as hand delivery, destination country postage and trackable courier services.
The UPS Store	<ul style="list-style-type: none"> Drop off services Printing Copying Faxing Laminating and Binding Mailbox Services Packaging Materials Packaging Services Office Products Computer Time Rental (where available)
Flexible Parcel Insurance	<ul style="list-style-type: none"> Comprehensive parcel insurance that covers up to the full invoice value of goods, coupled with a convenient one-stop claims process.
Domestic Canada Shipping	<ul style="list-style-type: none"> For NJPA members in Canada Intra Canada time-definite services Import and Export services for Canada



UPS and The UPS Store is pleased to announce an unprecedented program for NJPA members!

60 days after the award of this agreement, The UPS Store will provide a substantial discount of 20% on business services to NJPA members. *(This discount is more than the UPS Employee discount)*

Business services include:

- Printing
- Copying
- Faxing
- Laminating and Binding
- Mailbox Services
- Packaging Materials
- Packaging Services
- Office Products
- Computer Time Rental (where available)

The UPS Store will also setup an online portal to upload and request printing and binding services. These services support “smart government” and provide alternatives to investing in equipment that is underutilized or when printing is needed while traveling.

With more than 4,500+ locations, The UPS Store network comprises the nation’s largest franchise system of retail shipping, postal, print and business service centers. The UPS Store locations in the U.S. are independently owned and operated by licensed franchisees of The UPS Store, Inc., a subsidiary of UPS.

3. What are your company’s expectations in the event of an award?

UPS is excited about the opportunity to be awarded a contract and has plan for action and expand the partnership with NJPA and NJPA members.

UPS will continue to provide solutions and value to NJPA members and create enhancements based on the past experiences from working with NJPA and NJPA members. UPS’s expectations are to support current NJPA members and to encourage new NJPA members to benefit from the NJPA agreement. UPS will also work with other NJPA vendors to share ideas which benefit the NJPA membership.

Immediately upon hearing of the award, we will schedule a joint kick-off meeting either at NJPA’s offices in Staples, MN, at UPS’s Corporate Headquarters, or both!

The purpose of the kick-off is to ensure that we work together to finalize an agreement and outline plans that will benefit NJPA members in the upcoming years.

We will share ideas for an effective marketing and communication plan. We will also work together to finalize a working calendar that includes in-person quarterly reviews, reporting, events, and training. UPS will benefit from NJPA's experience in government and how to best serve NJPA members. UPS will also support a press release and external and internal communications.

4. Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters.

“UPS can thrive in this changing environment, as shown by our continued ability to meet the expectations of customers and investors alike.”

—David Abney, UPS Chairman and Chief Executive Officer,
UPS 2015 Annual Report

Our 2015 results demonstrate that UPS can thrive in this changing environment, as shown by our continued ability to meet the expectations of customers and investors alike. This is important to both NJPA and NJPA members alike in that our financial stability means that UPS is positioned to be your partner long-term. This provides the reassurance that UPS will be able to sustain a prosperous and profitable long-term professional partnership. The following are highlights to consider:

- UPS delivered, on average, more than 18.3 million packages for our customers each day in 2015, or 1.7 percent more than the year before.
- Even as UPS invests, we continue to generate strong results that position us for profitable growth. Thanks to our focus on revenue management and operational execution during the peak season, UPS ended 2015 with record fourth-quarter earnings-per-share and our highest operating profit ever.
- Our strong operating performance enables us to earn record returns for our shareowners. Our free cash-flow⁺ generation remained robust, at \$5.1 billion, enabling us to raise the dividend by 9 percent in 2015. This is the 46th consecutive year that we have increased or maintained our dividend annually. Our strong cash flow also allowed UPS to fund \$2.4 billion in capital expenditures and repurchase more than \$2.7 billion in shares.
- The continued execution of our proven strategies will enable UPS to maintain positive momentum in the coming year and beyond. Despite the uneven economic outlook around the globe, we will continue to deliver exceptional value to our customers. As a result, we expect that diluted earnings per share in 2016 will increase between 5 percent and 9 percent over the adjusted 2015 results*. Overall, we expect revenue to grow between 6 percent and 8 percent.

For your consideration, UPS provides our balance sheet, our income statement, and our cash flow statement (see attachment section) in addition to the UPS financial summary that follows. For more information regarding UPS's financial strength, please visit our investor relations site at: <http://www.investors.ups.com>.

Quick Facts

69.4 million
DAILY ONLINE TRACKING REQUESTS



24,000
UPS ACCESS POINTSM
LOCATIONS

1907
YEAR FOUNDED



444,000
EMPLOYEES



MORE THAN
1,990 WORLDWIDE
OPERATING FACILITIES

6,483
ALTERNATIVE FUEL VEHICLES



MORE THAN
22 million
UPS MY CHOICESM MEMBERS

10.0 million
CUSTOMERS



110,000
VEHICLES IN DELIVERY FLEET

4.7 billion
2015 DELIVERY VOLUME



1,955
DAILY FLIGHT SEGMENTS

Financial Highlights

	2015	2014	2013
Revenue	\$58,363	\$58,232	\$55,438
Operating expenses	50,695	53,264	48,404
Net income	4,844	3,032	4,372
Adjusted net income ¹	4,923	4,389	4,336
Diluted earnings per share	5.35	3.28	4.61
Adjusted diluted earnings per share ¹	5.43	4.75	4.57
Dividends declared per share	2.92	2.68	2.48
Assets	38,311	35,440	35,553
Long-term debt	11,316	9,856	10,824
Shareowners' equity	2,491	2,158	6,488
Capital expenditures	2,379	2,328	2,065
Cash and marketable securities	4,726	3,283	5,245

(in millions except for per-share amounts)

Key Metrics

	2015	2014	2013
Return on assets (adj.) ¹	13.3%	12.3%	11.8%
Return on assets (GAAP)	13.1%	8.5%	11.8%
Return on equity (adj.) ¹	93.3%	73.6%	59.8%
Return on equity (GAAP)	208.4%	70.1%	77.9%
Return on invested capital (adj.) ¹	32.4%	28.2%	25.1%
Return on invested capital (GAAP)	39.2%	22.2%	27.8%
Dividend yield	3.0%	2.4%	2.4%

Free Cash Flow

	2015	2014	2013
Net cash from operations	\$7,430	\$5,726	\$7,304
Capital expenditures	(2,379)	(2,328)	(2,065)
Proceeds from disposals of PP&E	26	53	104
Net change in finance receivables	5	44	39
Other investing activities	(30)	(63)	(179)
Free cash flow	\$5,052	\$3,432	\$5,203

(in millions of dollars)

¹See reconciliation of Non-GAAP financial measures on page A11.

5. Has your business ever petitioned for bankruptcy protection? Please explain in detail.

No, UPS has not petitioned for bankruptcy protection.

6. How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer whichever question (either a) or b) just below) best applies to your organization.

- a) If your company is best described as a distributor/dealer/reseller (or similar entity), please provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned?

This does not apply to UPS. Please see UPS's response below to Section 6(b) of the NJPA RFP.

- b) If your company is best described as a manufacturer or service provider, please describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?

Our dedicated sales team is comprised of account management professionals averaging more than 23 years of experience in the transportation industry. They currently support UPS customers and take pride in the services they provide and solutions they develop to help their customers achieve their strategic goals.

UPS is a leading global provider of transportation, freight and logistics services. UPS has a highly trained global sales force in combination with superior package delivery operations. A key differentiator is that UPS' core small package services are provided by UPS employees, unlike companies which depend heavily on contract employees. When you tender a package to UPS, it stays within the company. This "One UPS" adds a level of professionalism and consistency to ensure a high level of reliability and service.

The UPS sales force is managed by people who possess commercial insight and industry specific expertise averaging more than 23 years of experience.

7. If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.

UPS has obtained the necessary licenses and certifications to provide the UPS Services proposed in this Proposal. Please see our Attachment section titled UPS Licenses and Certifications.

8. Provide all “Suspension or Disbarment” information that has applied to your organization during the past ten years.

UPS has not been suspended or disbarred during the past 10 years.

9. Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.

As a global provider of transportation, freight and logistics, UPS has several categories of services. Following is a list of our SIC codes and NAICS which provides the official industry description of our service offerings.

UPS’s primary SIC code is 4513 - Air courier services. Our secondary SIC codes include:

- 4213 - Trucking, except local
- 4214 - Local trucking with storage
- 4215 - Courier services, except by air
- 4731 - Freight transportation arrangement
- 6159 - Misc. business credit institutions
- 6719 - Holding companies, NEC (Not Elsewhere Classified)
- 8742 - Management consulting services

UPS’s primary NAICS code is 492110 – Couriers. Our secondary NAICS codes include:

- 484122 - General Freight Trucking, Long-Distance, Less-Than-Truckload
- 484220 - Specialized Freight (except Used Goods) Trucking, Local
- 484230 - Specialized Freight (except Used Goods) Trucking, Long-Distance
- 488510 - Freight Transportation Arrangement
- 492210 - Local Messengers and Local Delivery
- 522293 - International Trade Financing
- 541614 - Process, Physical Distribution, and Logistics Consulting Services
- 551112 - Offices of Other Holding Companies

Industry Requirements & Marketplace Success

Provide an answer to all questions directly below each question (do not leave blank, mark NA if not applicable) and address all requests made in this RFP. Please supply any applicable supporting information and documentation you feel appropriate in addition to answers entered to the Word document. All information must be typed, organized, and easily understood by evaluators.

10. Describe any relevant industry awards or recognition that your company has received in the past five years.

“Our legacy is measured by our ethics, actions, passion and success.”

— Mike Hajek, NJPA, Great Moments

“We earn and preserve a good reputation by striving for excellence in everything we do. Our business objectives are furthered when we demonstrate to those with whom we come in contact—our people, customers, shareowners, communities, and the public—that we adhere to the highest standards of quality and value.”

— UPS Corporate Policy Book

UPS strives to be a partner that NJPA and your members can trust. While our commitment to excellence in our operations is done to service our customers, we do take pride in the fact that UPS has received global recognition for our efforts to be an industry leader, ethical organization, and a good corporate citizen.

2016

- World’s Most Ethical Companies - Ethisphere Institute
- Sustainability Leader in EcoConnexions - Partnership Program CN
- The Civic 50, Industrials Sector Leader - Points of Light and Bloomberg LP
- 100 Top Most Powerful Brands 2016- Forbes
- Worlds Most Admired Companies 2016- Forbes
- Top Corporation Platinum Distinction For Women Business Enterprises – Women's Business Enterprise National Council (WBENC)
- Number 1 in annual issue of Top 50 Logistics Companies in North America- Transport Topics’
- Number 1 in Top 100 Award for Package Network Visibility Tool- CIO
- 2016 Edelman Prize: The Leading Award in Analytics and Operations Research- INFORMS
- Number 1 Innovative Consumer Package Delivery Services-
- Digital Edge 25

2015

- The Life Board Annual Goal Award - Red Cross
- Corporate Salute Award - OnBoard
- Dow Jones Sustainability World & North America Indexes - Dow Jones & RobecoSAM
- Climate Disclosure Leadership Index - Carbon Disclosure Project
- Best Global Brands - Interbrand
- World's Most Admired Companies - Fortune100
- Best Corporate Citizens - Corporate Responsibility Magazine
- America's Top Organizations for Multicultural Business Opportunities - DiversityBusiness.com
- World's Most Ethical Companies - Ethisphere Institute
- U.S. Environmental Protection Agency - Climate Leadership Award
- Leadership Award - National Voluntary Organizations Active in Disaster
- President's Volunteer Service Award - Junior Achievement USA
- Champions in Philanthropy Award - CARE
- Corporate Citizenship Film Festival Award - Boston College's Center for Corporate Citizenship
- Best Community-Nonprofit Partnership Award - Ragan's PR Daily
- Employee Engagement Innovation Award - United Way

2014

- 100 Best Corporate Citizens - Corporate Responsibility Magazine
- Climate Disclosure Leadership Index - Carbon Disclosure Project
- World's Most Ethical Companies - Ethisphere Institute
- Outstanding Strategic Partner Award - United Way Worldwide
- Partner of the Year - National Voluntary Organizations Active in Disasters
- Champion in Philanthropy - CARE
- Dow Jones Sustainability World & North America Indexes - Dow Jones & RobecoSAM
- International Disaster Relief Award - Business in the Community, Responsible Business Awards
- Corporate Partner Award - Japanese American Citizens League
- First American Corporate Leadership Award - National Center for American Indian Enterprise Development
- WorldSafe Global Leadership Award for Humanitarian Relief - Safe America Foundation
- \$10 Million Hall of Fame Award - National Urban League

Recognition for Responsibility & Reporting

World and North America Indices

UPS was selected as a constituent of the Dow Jones Sustainability World Index for the third consecutive year and was included on the North America Index for the 11th consecutive year.

**DOW JONES
SUSTAINABILITY
INDICES**

**FORTUNE
MAGAZINE**

World's Most Admired Companies

UPS was again voted by business people as one of the "World's Most Admired Companies" according to Fortune magazine. UPS has been on this list for more than 20 years.

SmartWay Excellence Award

UPS was recognized by EPA SmartWay as an industry leader in supply chain environmental and energy efficiency.

**U.S.
ENVIRONMENTAL
PROTECTION
AGENCY**

**BOSTON
COLLEGE**

Boston College 2015 International Corporate Citizenship Film Festival Winner

UPS was recognized for humanitarian relief excellence in partnership with UNHCR. The award-winning video produced illustrated the vital technical and logistical support the company has offered to refugee camps in Mali.

100 Best Corporate Citizens

UPS was named one of CR Magazine's "100 Best Corporate Citizens" for the sixth consecutive year.

**CR
MAGAZINE**

CDP

Climate Disclosure Leadership Index S&P 500

UPS scored among the highest marks for voluntary carbon disclosure by CDP for the fifth consecutive year, earning a perfect score of 100 for the second year in a row.

**ETHISPHERE
INSTITUTE**

World's Most Ethical Companies

For the ninth consecutive year, UPS was one of the "World's Most Ethical Companies," recognized by Ethisphere Institute for the quality of ethics and compliance programs.

Best Global Brands

Interbrand ranked UPS among its "Best Global Brands" for the 11th consecutive year.

INTERBRAND

11. Supply three references/testimonials from your customers who are eligible for NJPA membership. At a minimum, please include the entity's name, contact person, and phone number.

3 References:

Entity's Name	Contact Person	Phone Number
State of Maine	Terry Demerchant	207- 624-7334
State of Delaware	Theresa Newman	302-857-4552
State of Missouri	Laura Ortmeyer	573-751-4579

Testimonials:

UNIVERSITY OF GEORGIA'S MUSEUM OF NATURAL HISTORY



Cassie Dyer, Director of Enterprise Accounts for Government Sales at UPS, discusses the final details of the move with Bud Freeman, Director, Georgia Museum of Natural History at the University of Georgia.

CHALLENGE: Coordinate and execute the transportation of roughly 75,000 fragile and unique animal specimens from Boston, MA to Athens, GA in no more than a week and a half

SOLUTION: UPS employs its logistics and transportation expertise, emphasizing its ability to ship anything, anywhere, at any time

RESULT: UPS successfully delivers the one-of-a-kind animal collection, without issues or delays, to its new home in Athens, GA

Please take a dynamic look at our case study by selecting the following link: [A Whale of a Move.](#)

When the University of Georgia's Museum of Natural History needed roughly 75,000 animal specimens, including huge whale skulls, moved from Northeastern University in Boston, MA to Athens, GA within 11 days, the project at hand seemed daunting.

Moving fragile and ancient specimens more than 1,000 miles, let alone one of the largest marine mammal collections in existence, is no small feat. The move needed to take place in less than two weeks from planning and loading to relocating and unloading. Nevertheless, since UPS thrives on logistical tasks like this, when the museum reached out to UPS, the team was up for the challenge.

“When we started having conversations with Northeastern University, we quickly realized the immensity of the collection and we knew we needed to work with a logistics and transportation partner to get the job done,” said Bud Freeman, Director, and Georgia Museum of Natural History at the University of Georgia. “Adding to the challenge, the collection itself is highly valuable and fragile—the specimens cannot be left out in the sun—and since UPS is our official carrier for the University of Georgia, we knew the team would be a perfect fit.”

Setting the Move in Motion

UPS worked closely with the museum to coordinate the move and developed a plan that involved UPS Express Critical®, a division of UPS that provides customized, tailored solutions for customers that require specialized handling, unique transportation requirements and/or high security for one-of-a-kind moves.

“The shipments for the University of Georgia’s Museum of Natural History were broken up into two separate phases, each requiring special handling,” said Randy Samson, Business Development Manager for UPS Express Critical. “The collection is very similar to an original work of art or something of that nature. It’s irreplaceable.”

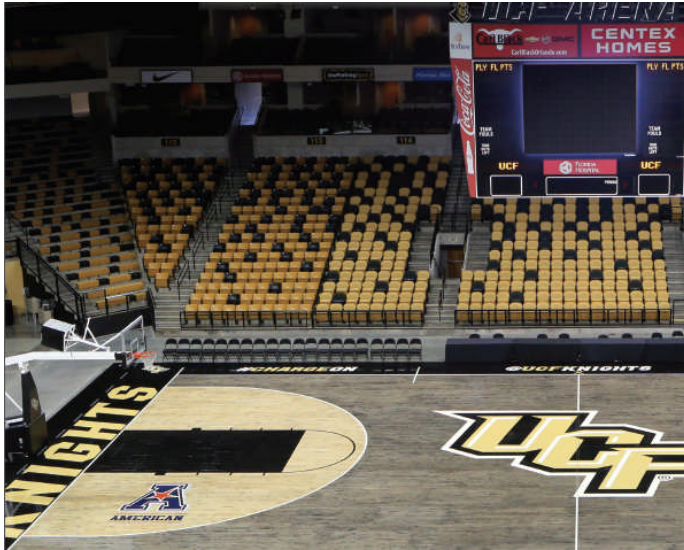
For the first phase of the move, UPS and the museum had to overcome several challenges in order to successfully prepare and transport the collection. The biggest concern was physically getting all of the specimens, which were housed at an old artillery bunker from World War II on a remote island off of the coast of Boston Harbor, onto the trucks which would take them to their new home. “Initially, we planned to transport the collection on a tractor trailer, but since there was no lift gate or loading dock at the facility, we had to come up with another plan,” said Samson. “Rather than using a tractor trailer, we used multiple smaller vehicles to get the job done.”

“When making a move like this happen, we want to be sure that the materials are loaded with care and transported safely,” said Freeman. ***“UPS brought to the table the ability to bring in trucks with lift gates which were critical in loading the 500-plus pound skulls up onto the back of the truck. We’re not transportation experts. We’re biologists loading our precious specimens, and we want to be sure they arrive quickly and safely.”***

Additional challenges that needed to be overcome involved time and space. “Time was ticking, and if the museum didn’t move quickly enough, the collection would no longer be available for their use,” said Cassie Dyer, Director of Enterprise Accounts for Government Sales at UPS. “There was a high likelihood the collection would have been given to another university and we weren’t going to let that happen.”

As for space, the trucks needed to store and transport three refrigerated freezer systems, multiple whale skulls and ribs that measured 14 to 17 feet long, a seven-foot long whale jaw, and thousands of marine and terrestrial animals including elephants, Humpback whales, the largest collection of Minke whales in existence, hippopotamuses, giraffes, birds, and fishes, among many others. The UPS Express Critical team consulted and worked hand-in-hand with the museum staff to make sure everything was packed and stored in the proper fashion, ensuring that all of the fragile and one-of-a-kind pieces made their way to Athens, GA safely and intact.

UNIVERSITY OF CENTRAL FLORIDA



SITUATION

University of Central Florida football season tickets were being lost in the mail or returned undeliverable. Fans were unhappy. Reprocessing costs soared. And school spirit was down.

LOGISTICS SOLUTIONS

UPS Express® services, along with Quantum View Notify® and UPS My Choice®, gave UCF total visibility into their shipping, improved communications with season ticket holders and virtually eliminated shipping hassles.

When more than a few UCF football season tickets got lost in the mail, were left at outdated addresses or came back undeliverable, Terry Cooksey, Director of Ticket Operations, knew it was time for a change. “It was a rather unpleasant experience,” recalled Cooksey, who inherited the old regular mail system when he arrived just before football season. Costs climbed due to reprinting and re-mailing, and the school’s brand suffered. IMG College, UCF’s marketing partner and a UPS customer, introduced UCF to UPS, forging the way for UPS to help the university map an all-new logistics strategy.

A REMARKABLE IMPROVEMENT

When UCF switched to UPS for shipping tickets, parking passes and other critical documents, they enjoyed an all-new level of reliability, tracking visibility and communication with fans. Using Quantum View Notify, UCF let season ticket holders know their tickets were in transit or delivered. “There was a remarkable improvement in delivery,” said Cooksey. “With tracking and notifications alone, we eliminated 99% of our delivery issues.” Season ticket holders also took advantage of UPS My Choice to reroute incoming deliveries to another address if they weren’t going to be home. “We were really surprised at how much fans were using that service,” said Cooksey. “It’s been relatively quiet around the office now.”

THE AMPLIFICATION EFFECT

UPS also helped UCF develop co-branded UPS Next Day Air® envelopes. “Branding is very important to UCF,” notes Cindy Chace, UPS Director of Sales/Government Sector, who manages the strategic relationships with both UCF and IMG. “We call it The Amplification Effect,” says Zack Lassiter, UCF’s senior associate athletics director. “The envelopes are great for our brand and our fans. When we first started using them, people took pictures of themselves or their kids with their envelopes and tickets.” UPS also added branded drop boxes near the athletics facilities. “We’re always looking for opportunities and efficiencies,” says Chace, whose team meets regularly with UCF and IMG.

OPERATION BLACKTOP. DELIVERED

In addition, UCF had designed and ordered a unique basketball floor – simulating playground blacktop – to introduce when they entered the new American Athletic Conference. Dave Bouteiller, general manager, IMG College, recalled that UPS had delivered the 2013 men’s college basketball championship floor to New Orleans, and asked if UPS could deliver UCF’s new floor the same way.

UPS Freight® managed all the logistics of transporting the 42,000-pound court from the manufacturer to Orlando. As the tractor trailer neared campus, it was met by a UPS package car and police escort that delivered the unusual shipment to the CFE Arena. Even though it was nowhere near basketball season, the event made local and national news. Proving again that whether it’s a simple package or a one-of-a-kind delivery, logistics are always in season.



Colleges and universities are the hub of change, the center of what’s next. UPS is positioned to assist in every operational aspect along the way. We are providing additional detail in the three videos that follow featuring Tammie Hinds, Managing Director — State Government Enterprise Accounts.

[College Logistics 101](#)

[Logistics Changes the Game](#)

12. Provide a list of your top five governmental or educational customers (entity name is optional), including entity type, the state the entity is located in, scope of the projects, size of transactions, and dollar volumes from the past three years.

State	2016 Estimated	2015	2014
STATE OF NEW YORK	\$19.6M	\$18.7M	\$19.0M
COMMONWEALTH OF PENNSYLVANIA	\$11.8M	\$11.2M	\$12.1M
STATE OF CALIFORNIA	\$11.1M	\$10.2M	\$9.4M
STATE OF FLORIDA	\$5.1M	\$5.1M	\$5.0M
COMMONWEALTH OF MASSACHUSETTS	\$4.8M	\$4.7M	\$4.9M

The states listed above had projects which utilized various UPS advantages and solutions in order to meet the needs of their constituency.

These include:

Visibility- Quantum View Manage - Easily monitor the status of all UPS shipments from the time the shipment is initiated until final delivery. Retain shipment information after delivery so you are able to review your recent history of UPS shipments.

Shipping processes- UPS CampusShip®- Is Ideal for Decentralized User Environments. Enables you to identify users choosing inefficient shipping modes, creating opportunities for targeted retraining. Displays actual shipping costs during processing to help manage costs. Supports multiple shippers within a single government building, multiple users across a campus, and decentralized offices at different locations.

Reduced congestion at pick-up- One driver pick-up and delivery for ground, air, and international packages. This is better utilization of your time and personnel and safer, creates a more efficient dock or shipping room environment. This reduces vehicles going to one location and therefore is favorable to the environment.

Specialized services - Newborn screening enhanced services combine shipping and visibility services with a branded letter to improve newborn blood sample testing across the country.

13. Indicate separately what percentages of your sales are to the government and education sectors in the past three years.

For the past three (3) years, UPS's government sales business accounts for less than 1% of UPS's total annual revenue.

UPS has aggressive plans and growth goals to support the government and education sectors. This includes a heavy focus on K-12 and higher education. If awarded, UPS is willing to share growth projections and plans. UPS has aligned resources and management to support the customers and growth in this sector.

14. List any state or cooperative purchasing contracts that you hold. What is the annual sales volume for each of these contracts over the past three years.

UPS participates in the National Joint Powers Alliance® (NJPA) valued at approximately \$42M annually and NASPO ValuePoint Cooperative Purchasing Program valued at \$28.4M annually.

UPS sees the value in cooperatives and is currently engaged with other select cooperatives which have members in various areas of government and education while offering insight into services needed. For example, UPS successfully reached an agreement with the National Association of Colleges and Universities Mailing Services (NACUMS) to offer their members a customized NJPA agreement that now both private and public higher education institutions can benefit from. This is an example of UPS's strategy to connect other organizations with NJPA and build a 3 way partnership which benefits members.

Contract Name	Estimated 2016 Revenue	2015 Revenue	2014 Revenue
NASBO - WSCA	\$28.4M	\$25.8M	\$22.6M
NJPA	\$42.0M	\$12.6M	\$5.0M

15. List any GSA contracts that you hold. What is the annual sales volume for each of these contracts over the past three years

Contract Name	Estimated 2016 Revenue	2015 Revenue	2014 Revenue
Multiple Award Schedule Contract # GS-23F-0282L, Domestic Delivery Service BPA number GS-33F-BA016	\$147M	\$147M	\$147M

Proposer's Ability to Sell and Deliver Service Nationwide

Provide an answer to all questions directly below each question (do not leave blank, mark NA if not applicable) and address all requests made in this RFP. Please supply any applicable supporting information and documentation you feel appropriate in addition to answers entered to the Word document. All information must be typed, organized, and easily understood by evaluators.

16. Describe your company's capability to meet NJPA Member's needs across the country. Your response should address at least the following areas.

Please include details, such as the locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employers (or employees of a third party), and any overlap between the sales and service functions.

a. Sales force.

UPS is more prepared than ever to demonstrate its capability to meet the needs of NJPA members. Regarding the salesforce, UPS has invested a great amount of resources to ensure the individuals that lead our salesforce are highly capable and experienced. It's the job of the UPS salesforce to deliver insight and value rather than sales pitches to NJPA members. Tammie Hinds, Managing Director of UPS Government sector, brings 32 years of sales experience in the government sector. With that amount of experience in this industry, Tammie is considered an expert by many and brings a wealth of commercial insight, driving solutions to benefit NJPA members. Tammie's core team consists of seven Account Directors with an average of 25 years of experience and Myles Alfonso as a Corporate Growth and Strategy Manager. As a Growth Manager with almost 26 years of logistics experience, Myles plays a vital role in the success of the team through the identification of industry opportunities and trends that create value for the government and education sectors. Myles is also the primary contact for the NJPA staff and an internal champion for NJPA members at UPS.

Tammie's government team is complimented by over 2,000 direct sales and over 1,000 sales support people. The sales force is supported by sales training and resources which help provide insight when working with commonwealths, states, agencies, local governments, higher education, and non-profits.

UPS recognizes that one of the best sources of inspiration for solutions is our customers. UPS is always listening and learning from our customers and developing solutions that benefit all. Examples include UPS's response to Newborn Screening and logistics solutions on university campuses.

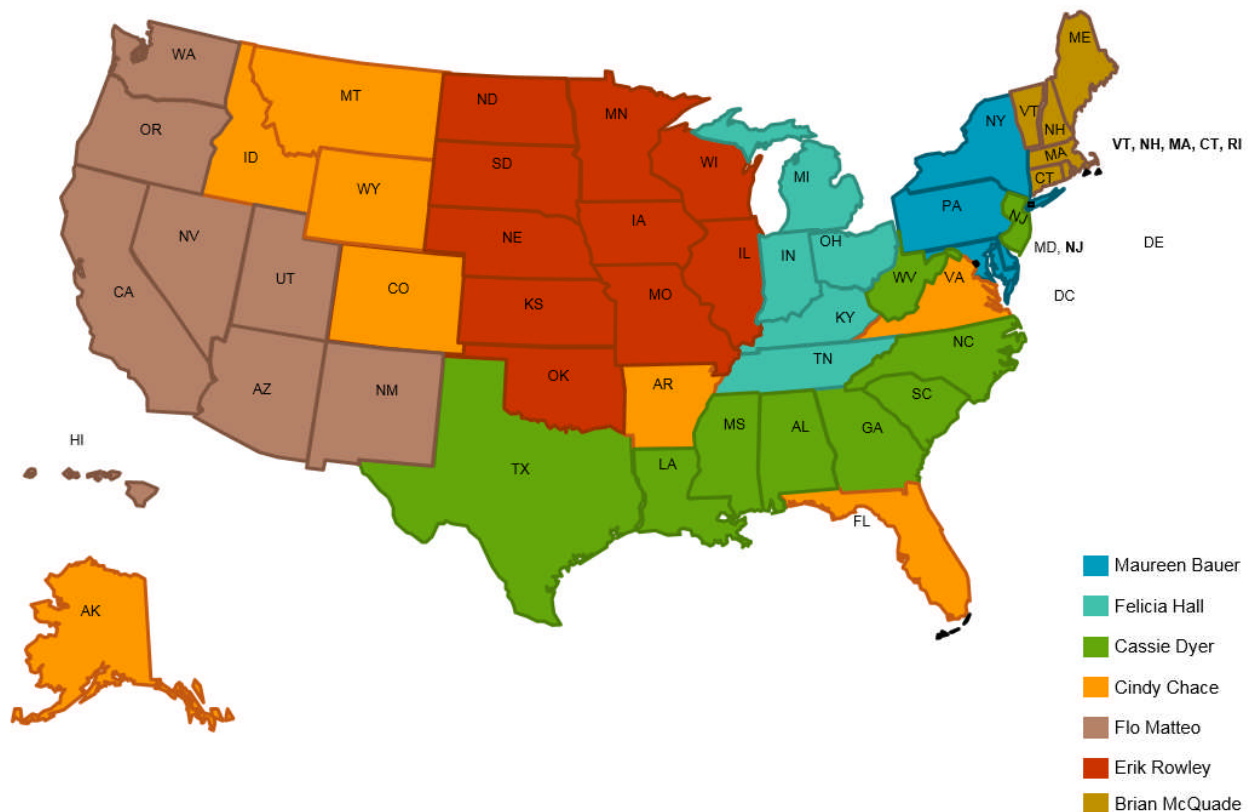
The UPS sales force is also supported by industry experts and specialist with expertise in international shipping, hazardous materials, laboratory specimens, healthcare, emergency response services, mail services, warehousing, and logistics and distribution services.

UPS is positioned to provide nationwide commercial insight and provide NJPA members with services and support.

Core NJPA Sales Team:

UPS Account Management Team	
Name	Title
Tammie Hinds	Managing Director Enterprise Accounts - Government
Myles Alfonso	Corporate Government Growth and Strategy Manager – NJPA Contract Administrator
Raymond Vasinko	Solutions Development Manager
Flo Matteo	Director of Enterprise Accounts
Maureen Baer	Director of Enterprise Accounts
Felicia Hall	Director of Enterprise Accounts
Brian McQuade	Director of Enterprise Accounts
Eric Rowley	Director of Enterprise Accounts
Cindy Chace	Director of Enterprise Accounts
Cassie Dyer	Director of Enterprise Accounts
Nancy Parmer	UPS Sustainability Manager – Government
Bryan Cazan	UPS Mail Innovations Sales Manager

UPS State Government Sales Alignment – 2016 EAM Territories



b. Dealer network or other distribution methods.

For additional drop off services (as mentioned in Form P Question 21) as well as other business services, The UPS Store would be available to meet the needs of NJPA members.

With more than 4,500+ locations, The UPS Store network comprises the nation's largest franchise system of retail shipping, postal, print and business service centers. The UPS Store locations in the U.S. are independently owned and operated by licensed franchisees of The UPS Store, Inc., a subsidiary of UPS.

As mentioned in Form A, question #2:

UPS and The UPS Store is pleased to announce an unprecedented program for NJPA members!

60 days after the award of this agreement, The UPS Store will provide substantial discounts on business services that includes an online portal to upload and request printing and binding services. These services support "smart government" and provide alternatives to investing in equipment that is underutilized or when printing is needed while traveling.

c. Service force

UPS has 1,800 operating centers in the U.S. with over 362,000 employees and 104,926 vehicles. There are over 24,000 UPS Access Point™ locations.

There is an average of 69.4 million daily tracking requests.

UPS provides service support that is one click away:

<https://www.ups.com/content/us/en/resources/help-center.html>

UPS Help Center

We're here to help make your life easier.
You're busy, and shipping's just a part of what you do. That's why we work hard to get you what you need when you need it.

Solve a Problem
Missing a package? Inclement weather? We're committed to helping you solve your problem as quickly as we can.

Plan Ahead
Planning ahead can help reduce costs and stress, and ensure your packages arrive on time.

Solve a Problem > Common Questions

Issues and Delays

- » **Can I pick up my package from a UPS facility instead of waiting for delivery?**
If your package is in transit but you'd prefer to pick it up, you'll have to place a "hold for pickup" request first. You can do this online using your UPS My Choice® membership, or you can speak with one of our customer service representatives. Then you may pick up your package after you receive confirmation that it has been processed. Contact UPS.
- » **How can I find out when I'm going to receive my package?**
Enter your tracking number into the Tracking tool to see what day your package is due to arrive. Our drivers typically deliver between 9:00 a.m. and 7:00 p.m. Choose Request Status Updates from Tracking to receive email or text notifications.

Search Support

Select a topic: [dropdown]
Enter a keyword, phrase, or question: [search bar]

UPS Live Chat
Chat Live with Customer Service

17. Describe in detail the process and procedure of your customer service program, if applicable. Please include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.

To ensure the quality of our service, UPS has assigned an operational excellence manager to every UPS region and district throughout the U.S., as well as internationally. These individuals are responsible for monitoring performance indices such as time-in-transit, shipment integrity, tracking data accuracy, as well as damage and claim occurrences. Operational excellence managers are responsible for identifying problem areas and then working with our operational groups to resolve and eliminate problems. We hold them accountable for generating improvements in all of the indices that they track. Customer-focused service results have improved year-to-year in part due to the involvement of the Operational Excellence staff.

Total Quality Management

We have instilled the UPS approach to total quality management within all levels of management and non-management through a program called “Think like a Customer.” This philosophy applies to both internal and external customers. Every UPS employee is the customer of the preceding operation, so every employee’s goal is to “Think like a Customer” and to ensure that the quality of his or her work meets the expectations of the next operation. By generating this behavior throughout the distribution chain, we assure the satisfaction of the ultimate customer.

Balanced Scorecard

UPS uses a variety of internal indices that measure the quality of our work. The main internal control is the balanced scorecard. This is a comprehensive measurement system used to monitor overall company performance in four perspectives: customer, people, financial and internal business. We select specific, measured elements for all organizational levels and functions.

The following is a list of some of UPS’s measured indices on the scorecard:

- Delivery claim frequency
- Origin damages
- On-time delivery (index)
- Origin scan frequency (scans in UPS facility after we have made the pickup)
- Delivery scan frequency (service provider scan)
- Total time-in-transit
- Next Day Air time-in-transit
- End to end service
- International time-in-transit
- Part time employee turnover
- Volume plan versus actual
- Expense plan versus actual
- Profitability
- Operation productivity

Based on the results of these metrics and assessments, UPS operational excellence managers work with our operations group to isolate and correct any recognized issues in our system.

Consolidated Service Center Quality Control Group

The Consolidated Service Center Quality Control Group works with our phone center operations and is the control element for phone center service levels. Their responsibilities include:

Call Monitoring – This group has an active schedule of call monitoring to help evaluate the overall effectiveness of our customer service representatives.

Transaction Assessment – This procedure provides constant feedback about documented customer transactions. We return documentation with errors to the Consolidated Service Center sites to allow management an opportunity to follow up on inaccurate information.

Data Integrity Reports – These reports provide a monthly assessment on the quality of information captured and released in our operations.

Service Recovery Program

Our Service Recovery Program is a quarterly sampling that uses the UPS Customer Concerns Resolution Survey (CCRS). We use the results to provide a top-down comparison from corporate to region to individual district level. This is vital for making quality gains in customer satisfaction.

Customer Satisfaction Program

The UPS Customer Satisfaction Index (CSI) facilitates the continuous monitoring and measurement of customer satisfaction, relationship, loyalty, and value. The CSI measures customer satisfaction for UPS and two major domestic competitors – FedEx and the U.S. Postal Service (USPS).

We use CSI results to define specific actions to improve our service to our customers. More than 45 key elements are grouped into 13 major categories, all defined by the “voice of the customer.” Our customers decide which key attributes make up the elements that best determine customer satisfaction.

Each year, an independent service collects more than 2,000 customer interviews upon which we base our CSI results. We closely track and monitor these results and can further categorize the thirteen major categories into three key areas of customer perception. These areas are:

- Core Services – delivery and pick up reliability, visibility of shipments and technology solutions
- Personnel – account representatives, drivers and customer service representatives
- Price and Value – competitive rates, quality services at reasonable prices and flexibility

Measured Performance

Besides the traditional on-time performance measure of delivery by service level and customer, we measure customer satisfaction and our “Think like a Customer” effectiveness through the Customer Satisfaction Index (CSI). The CSI asks shippers to rate UPS and competitors on service attributes such as:

- Meeting their scheduled delivery day and time
- Consistently delivering packages in good condition
- Providing quality services at reasonable prices
- Accepting responsibility and ownership for issues or problems
- Providing real-time detailed visibility information from pickup through delivery

We track employee satisfaction using the UPS Employee Relations Index (ERI). The ERI contains the opinions of all workgroups. Each supervisory group can review their performance as related to their individual employees.

Production Quality Check Points

Quality checkpoints are determined through goals set forth by point of arrival (POA) metrics. POA metrics allow for strategic corporate-wide goals, which we align with overall vision and competitive position so individual employee actions are focused on attaining or exceeding those targets. We developed POA metrics so we can accomplish corporate goals by taking bite-sized challenges, realizing that we cannot reach our targets overnight.

18. Identify any geographic areas of the United States or NJPA Member sectors (i.e., government, education, not-for-profit) that you will NOT be fully serving through the proposed contract. Please explain. For example, does your company have only a regional presence, or do other cooperative purchasing contracts limit your ability to promote another contract?

UPS has no restrictions based on geography or sectors and can serve all NJPA members. UPS serves more than 220 countries and territories and every address in North America and Europe. UPS serves 1.6 million pick-up and 8.4 million delivery customers daily.

19. Define any specific contract requirements or restrictions that would apply to our Members in Hawaii and Alaska and in US Territories.

Members in Hawaii and Alaska will benefit from the UPS NJPA agreement without additional contract requirements from UPS. Hawaii and Alaska government may have additional contract restrictions and requirements where NJPA could provide guidance. Puerto Rico has core services. Service is available for other territories, where members are based, and will necessitate additional contract requirements.

Marketing Plan

Provide an answer to all questions directly below each question (do not leave blank, mark NA if not applicable) and address all requests made in this RFP. Please supply any applicable supporting information and documentation you feel appropriate in addition to answers entered to the Word document. All information must be typed, organized, and easily understood by evaluators.

20. If you are awarded a contract, how will you train your sales management, dealer network, and direct sales teams (whichever apply) to ensure maximum impact? Please include how you will communicate your NJPA pricing and other contract detail to your sales force nationally.

As mentioned in question 3 in this section:

“UPS is excited about the opportunity to be awarded a contract and has plan for action and expand the partnership with NJPA and NJPA members.

Immediately upon hearing of the award, we will schedule a joint kick-off meeting either at NJPA’s offices in Staples, MN, at UPS’s Corporate Headquarters, or both!

The purpose of the kick-off is to ensure that we work together to finalize an agreement and outline plans that will benefit NJPA members in the upcoming years.

We will share ideas for an effective marketing and communication plan. We will also work together to finalize a working calendar that includes in-person quarterly reviews, reporting, events, and training. UPS will benefit from NJPA’s experience in government and how to best serve NJPA members.

UPS will also support a press release and external and internal communications.”

To support NJPA initiatives across the UPS enterprise, a core UPS Corporate Growth team has been developed and is dedicated to maximizing support for new and existing NJPA members. This team is responsible for providing nationwide training and insight related to NJPA benefits to internal UPS employees. This team will also support customers when needed.

The UPS Corporate Growth Team for NJPA consists of corporate sales, marketing, and support staff. Additionally, there will be regional and field marketing liaisons who fully understand the NJPA offering and the member’s benefits; in addition, they will be able to provide training and support locally.

The UPS Marketing contact for each state (UPS NJPA State Liaison) is familiar with the NJPA offering, serves to answer internal and customers’ questions and are trainers for local sales and marketing groups

Upon announcement of an award, a series of training the trainer sessions will kick off throughout the U.S. This will ensure that UPS people will be made aware of the new agreement and will be able to support new and existing NJPA members.

21. Describe your marketing strategy for promoting this contract opportunity. Please include representative samples of your marketing materials in electronic format.

UPS comprehends that effective services and value-rich solutions must be supported by a well thought out Marketing Plan in which effective awareness and marketing communications, dedicated individuals to support members, and competitive prices will be included and play key roles in its success.

AWARENESS AND COMMUNICATIONS

Awareness and communications, throughout any business facet, are essential in operating with a high level of efficiency and effectiveness. Good ideas often fall short due to ineffective communication. UPS's marketing plan focus both on internal and customer communications.

1. UPS Internal Communication

- Upon announcement of an award, UPS will conduct a series of internal kick-off events and training sessions to fully explain the agreement and the value desired by NJPA and its members. NJPA representatives are welcomed and encouraged to participate in these meetings.
 - Corporate kick-off meeting and planning session with UPS stakeholders and NJPA leadership.
 - Nationwide announcement to all sales, marketing, and customer service people.
 - Training for the local trainers.
 - Nationwide briefings and training in local operating areas
 - Training of over 350 customer facing UPS solution experts on the value of the NJPA agreement.
 - Ongoing communication throughout the year.
 - UPSers participation in NJPA "Get to Know" gatherings.
 - UPSers participate in monthly NJPA webinars.

2. UPS External Communication

- UPS Directors of Enterprise Accounts will schedule reviews with CPOs or their designee within 15 days of the award.
- UPS will send written communication to member states detailing the award and desire to support their unique needs.
- UPS will support NJPA in a press release.
- UPS will promote the agreement on the State Government industry solutions page of www.ups.com. This site also contains links that enables a member to begin using UPS services. Link: [UPS State and Local Government](#)
- Maintain custom email address for members – njpa@ups.com

We're here to help you make "extra" a little easier to find.

Whether it's extra time, extra money, or an extra pair of hands, resources are getting strained. We can help you reduce some of that stress—while also helping you get more done, in a more timely way.

Our experts are ready to help you take a look across your supply chain and find ways to create value. Such a high-level view lets you more easily see where to consolidate and where to compartmentalize. You'll see where to save minutes and where you should invest hours. And you'll see how one person—your UPS driver—can be more efficient than several people making pickups and deliveries throughout the day.



Proven Capabilities

As budget constraints grow tighter and the pressures of accountability increase, you're tasked with doing more with less.

Our services, technologies, and logistics expertise are all based around the idea of optimization. Whether you're looking to save time, cut costs, or improve processes, we can help.

[Learn More](#)

[Shipping Services](#)

[Technology Solutions](#)

[Sustainability](#)

[Humanitarian and Disaster Relief](#)

Real Stories



[Meet: The University of Central Florida](#)

Game on: increased visibility and UPS Express services helped UCF deliver for their fans, and strengthen their brand.

Colleges and Universities



[The Art and Science of Efficiency](#)

See specific solutions for your state colleges and universities.



[Watch and Learn: One Whale of a Move](#)

With an unprecedented move of fragile bones, the Georgia Museum of Natural History at UGA needed a flexible logistics strategy.

[Read More About the UGA Move»](#)

Get Started



Ask us about your state rates or talk to us about opening an account.

[E-mail Us for More Information](#)

- Tradeshows and events are also another powerful communication vehicle to interact with members. UPS will attend trades shows and conferences to promote the NJPA agreement. These events include: **NIGP** - National Institute of Government Purchasing, **ASBO** - Association of School Business Officials, **AASA**- National Conference on Education, **NACUMS** – National Association of Colleges and Universities Mail Services and **NASPO** - National Association of State Procurement Officials. UPS would consider substituting or adding additional events with consideration to the needs of NJPA members. UPS will also participate in the annual **NJPA H2O** conference.
- UPS develops informative case studies of best practices that will be shared with CPO's and agencies. These case studies support the desire for CPOs to be kept current on industry innovations and trends.
- UPS publish articles in quarterly NJPA newsletter.
- Marketing communications will be directed towards K-12, higher education, counties, and state government through associations and key information media.

DEDICATED PEOPLE

UPS will ensure that NJPA members benefit from customer facing solution experts that are trained to support state government and dependent agencies; this is a strength of UPS. We value the opportunity to support NJPA members and recognize that training and equipping our solutions experts with industry specific knowledge and tools to support the agreement is essential in UPS's success.

- Each State or Commonwealth will be assigned an Director of Enterprise Accounts. Not only are they adept in optimizing logistics, each one is trained on essential government procurement and compliance guidelines.
- The Director of Enterprise Accounts are supported by an account team of over 350 Enterprise Account Managers trained to position the value of the NJPA agreement. UPS connects its sales representatives via a "Contract Implementation" technology tool that provides the appropriate UPS solution experts with information and direction regarding the implementation of the NJPA award or the specific instructions of the CPO.
- UPS Directors of Enterprise Accounts and Enterprise Account Managers will evaluate participation in selected annual statewide leadership events or annual expositions of state procurement. This will contribute to the development of a professional relationship over the course of the agreement.
- NJPA Members can call 1-800-742-5877 (1-800-PICK-UPS®) and the telephone representative will be able to direct NJPA members to the appropriate support or process to get signed up.
- UPS will establish a dedicated NJPA email account for member inquiries. Members will have the option of utilizing this email address or emailing the UPS NJPA contract manager directly. This email address will be

UPS has developed and will continue to develop case studies of solutions which benefit NJPA members. Printed materials will include the NJPA mark and contract number to show that these solutions are a part of the value added agreement.

UPS is in the process of developing a signup portal on UPS.com that will allow new and existing account holders to join the NJPA agreement. The process will include the NJPA member number. Continued auditing will be required to ensure membership and compliance.

UPS will request a modification on the NJPA website to ensure a link is available directing members to the UPS.com signup web page.

Central to the growth and support of NJPA members, UPS will develop strategic partnerships with associations and affinity group utilizing NJPA as the procurement instrument. UPS believes this is an effective way support NJPA membership clusters. Some of these groups include healthcare, higher education, K-12 education, and counties.

UPS will position the NJPA Cooperative agreement when procurement officials are looking for alternatives to self-procurement. The NJPA Cooperative agreement offers tremendous value as well as adheres to the appropriate procurement governance.

UPS SERVICES AND SOLUTIONS TO BE MARKETED

UPS services and solutions can be tailored to meet the needs of each commonwealth, state and agency. UPS possesses a global, highly trained network of local solution experts in each community, who offer flexible pick-up, delivery and logistic services tailored for each client. The large presence within each State or Commonwealth allows shipments to be picked up and delivered with short transit times. UPS has an integrated network; therefore, the same UPS driver can pick-up and deliver ground, air, and international shipments. The network is vast and enables connectivity within the same city and throughout the U.S. or the world.

UPS understands that government agencies are always looking for ways to improve efficiencies for its residents. Agencies and CPOs desire vendors who share best practices from both industry and government. UPS has developed solutions to support:

- Integration of technology to provide outbound and inbound visibility, ease of shipping, and simplified accounting reconciliation. (*Number 1 in Top 100 Award for Package Network Visibility Tool- CIO 2016*)
- Disaster relief and planning
 - Preposition inventory vs. vendor staging
- Responsiveness to the needs of the Department of Health
 - Newborn Screening
 - Water testing
 - Zika testing
 - Biologic testing
- Distribution of high-value and sensitive shipments
 - Evidence
 - Electronic tapes
- Inbound optimization
- Warehouse planning and optimization
- Hazardous materials transportation
- International shipping
- Cost management
- Business Services needed for extended locations or while traveling
 - i.e. printing, copying, faxing, and packaging

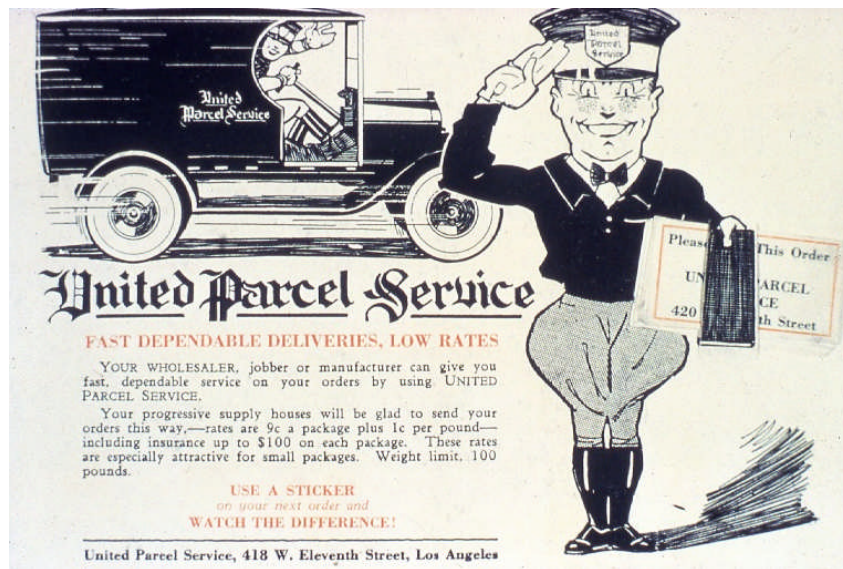
- Mail services
- Support in moving fleet vehicles or heavy equipment

While States and Commonwealths have logistics challenges, UPS is here to offer support and expertise across all modes of the supply chain: international, truckload, security, brokerage, hazardous materials, mail, air freight, next flight out, and technology solutions. UPS has experts across all of these areas to augment the capabilities of the UPS Enterprise Account Director, CPOs, and their staff as logistic challenges arise.

22. Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.

Over the years, UPS has grown with our customers and have adapted to their needs, including their need to be informed. UPS uses a suite of social media outlets to ensure we reach our customers 24/7 using their communication vehicle of choice.

THEN



NOW...



As an NJPA service provider, moreover, as a single source provider to NJPA members, UPS is well versed in reaching our customers. UPS can support the main digital media outlets list above. We can partner to provide news/event feeds into the NJPA Facebook page. We can keep NJPA members informed via Twitter & LinkedIn. We can also demonstrate UPS capabilities and keep NJPA members informed via YouTube.


UPS is pleased to announce that upon an award, UPS will begin creating and then publish a video (similar to the ones posted below) talking about the UPS NJPA agreement and how to sign up!

Select the links below to view a sample of UPS YouTube videos.


1. [How UPS Works](#)

UPS United Problem Solvers™

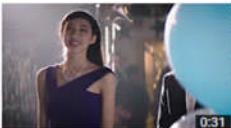
Bring us your problems. Your challenges. Your daydreams. Your scribbles. Your just about anything. Because we're not just in the shipping business. We're in the problem-solving business. We're more than...




Not feeling that prom dress? Return it. See how UPS Returns® helps Zoe find the ...
UPS
4 months ago • 3,211,728 views
Who are you going with? What are you wearing? Should you match? As prom season rolls around these are th...




Need it overnight? Watch how UPS Next Day Air® Early saves Andrew's family camping tri...
UPS
4 months ago • 2,977,865 views
The bags are packed, the car radio's blaring, and now it's just Andrew, the crew, and a couple hundred miles...




Not feeling that prom dress? Return it. See how UPS Returns® helps Zoe find the ...
UPS
4 months ago • 2,818,907 views
Who are you going with? What are you wearing? Should you match? As prom season rolls around these are th...



Need it overnight? Watch how UPS Next Day Air® Early saves Andrew's family camping tri...
UPS
4 months ago • 1,778,270 views
The bags are packed, the car radio's blaring, and now it's just Andrew, the crew, and a couple hundred miles...



Not feeling that prom dress? Return it. See how UPS Returns® helps Zoe find the ...
UPS
4 months ago • 1,879,878 views
Who are you going with? What are you wearing? Should you match? As prom season rolls around these are th...




Birthday ruined? Watch how UPS My Choice™ helps Sophie save a birthday ...
UPS
5 months ago • 3,220,083 views
Every parent knows planning the perfect birthday party is hard. So when Mother Nature throws Sophie a ...

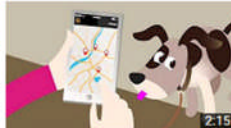
2. [How To Track a Package with UPS](#)

UPS Help Center


Whether you need to get customer orders out the door or ship gifts to loved ones, watch our helpful videos to learn how to properly prepare a shipment, handle returns, and more.




How to Track a Package with UPS
UPS
10,214 views • 1 year ago




UPS My Choice. Your choice, our service
UPS
6,585 views • 10 months ago



UPS Access Point™ - Helping Make Your Life Easier.
UPS
347,391 views • 11 months ago




How to Keep Your Packages Safe with UPS
UPS
1,129 views • 1 year ago

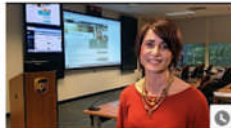


The UPS Drop Box
UPS
4,257 views • 9 months ago


Tips From a UPS Expert [Play all](#)




Understanding Weather Delays with Jason from UPS
UPS
5,379 views • 1 year ago




Can't Find a "Delivered" Package? Stephanie from UPS can help.
UPS
68,890 views • 1 year ago



Delivery Attempt - Signature Required with Christa from UPS
UPS
5,082 views • 8 months ago




Order Processed, Ready for Pickup with Jason from UPS
UPS
27,011 views • 1 year ago




UPS My Choice - Manage Home Deliveries with Christa from UPS
UPS
4,380 views • 1 year ago

3. Access Points Customer Testimonial Video


UPS Access Point™




UPS Access Point™ - Helping Make Your Life Easier.
UPS
347,391 views • 11 months ago




Why use UPS Access Point?
UPS
686 views • 10 months ago



UPS Access Point™ - UPS Canada
UPS
1,473 views • 1 year ago




Détailants Point d'accès UPSMC au Canada
UPS
320 views • 1 year ago




UPS Access Point™ Polska
UPS
1,304 views • 1 year ago

4. UPS My Choice

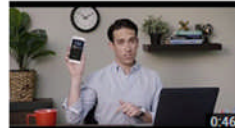
UPS My Choice
Home Delivery on Your Schedule




Access Points Customer Testimonial Video
UPS
494 views • 1 month ago



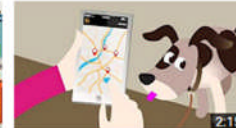
UPS My Choice® Premium: Packages delivered around you...
UPS
1,259 views • 11 months ago



UPS My Choice®: Flexibility for your deliveries
UPS
3,457 views • 11 months ago




UPS Access Point™ - Helping Make Your Life Easier.
UPS
6,935 views • 1 year ago




UPS My Choice. Your choice, our service
UPS
6,585 views • 10 months ago

5. Driver Training Camp


Your Wishes Delivered
Behind every wish, there's someone working hard to make it come true. These individuals and organizations are fueled by a common passion to change the world, one good deed at a time. Are you o...




Your Wishes Delivered: Driver Training Camp
UPS
290,044 views • 8 months ago




Your Wishes Delivered: Mr Brown's Books
UPS
261,054 views • 9 months ago



Your Wishes Delivered: Handmade gifts of hope
UPS
102,315 views • 8 months ago



Your Wishes Delivered: Honoring the Families of Heroes
UPS
41,525 views • 7 months ago



Your Wishes Delivered: Making Holiday Wishes Come True
UPS
7,836 views • 7 months ago

23. In your view, what is NJPA's role in promoting contracts arising out of this RFP?
How will you integrate an NJPA-awarded contract into your sales process?

- NJPA to provide continued guidance to ensure that the vendor relationship is one of service to the membership
- NJPA provide insight of the best way to support and serve the members
- NJPA support the establishment of goals and plans to support NJPA members
- NJPA and UPS will have in-person quarterly reviews to review progress towards goals and adjust plans as needed to support NJPA members
- NJPA to help understand unique laws for various states, local governments and education
- Provide venues to jointly present services to members
- NJPA to provide connectivity with other NJPA vendors to share ideas and support each other; with the end goal to serve the members
- Integration of NJPA into the sales process is happening today as evident by the resources and staffing that are dedicated to the sales process. UPS provides dedicated staff level sponsorship, a UPS Growth Manager and a sales team with experience, leadership, and goals aligned with maximizing the value of the NJPA award
- UPS will incorporate NJPA into the sales process country wide when the opportunity exist. NJPA cooperative agreements are effective solutions for all state and local government groups, education, and non-profits
- Customer facing materials will include the NJPA service mark and NJPA awarded contract number

24. Are your products or services available through an e-procurement ordering process?
If so, describe your e-procurement system and how governmental and educational customers have used it.

UPS shipping services can be integrated into e-procurement processes using several different approaches, depending on needs and procurement system capabilities. The following are a few examples of how UPS services can be used in an e-procurement environment. Keep in mind that during implementation, the UPS team will work to develop the best solution for NJPA members.

1. UPS CampusShip® – Create a link from the procurement marketplace to the UPS CampusShip web based shipping solution. By logging-in using e-procurement credentials, cost codes can be linked to users and the shipping charges can be matched with the UPS bill to the proper cost code. Access can be controlled and managed through global administration.

2. iShip® – By using NJPA Member’s Single Sign On (SSO) credentials, iShip can control access for users through the procurement portal without any special administration. Users SSO credentials permit UPS shipping and the costs codes can be validated to ensure funding is available. UPS Billing information can then be used to accurately chargeback to member’s financial system.
3. UPS Ready® – Select from an approved list of UPS Ready Program providers who integrate UPS technology into business applications and software solutions. The UPS Ready Program offers you the following benefits:
 - Access to UPS's shipping and visibility services hassle-free with an easy to use out-of-the-box integration experience
 - Streamlined business operations and fast integration of new services
 - Peace of mind knowing that 3rd party UPS Ready solutions meet UPS standards
4. UPS Developers Kit® – A toolkit of API’s allow NJPA Members to integrate UPS Shipping, Rating, Tracking and Visibility capabilities into procurement processes as deeply as desired.

UPS Developer Kit Application Programming Interfaces (APIs):

- Address Validation API - Catch errors before they cause problems
- Address Validation Street Level API - Double-check addresses and eliminate common mistakes with help from UPS and the United States Postal Service®
- Gemini APIs - Streamline your air freight shipping process
- Locator API and Plug-in - Make shipping easier for your customers and help them find convenient drop-off locations
- Paperless Document API - Upload documents and link to your international shipments
- Pickup API - Offer customers the option to schedule their own shipment pickup
- Quantum View API - Access inbound and outbound shipping manifests and set up status alerts
- Rating API - Let customers decide which shipping service best fits their budget and level of urgency
- Shipping API - Deliver UPS shipping functionality directly into your website or enterprise system

- UPS Signature Tracking API - Get fast, secure proof of delivery and keep your business moving
- Time in Transit API - Give customers insight into shipment and delivery timelines
- Tracking API - Create a better customer experience--allow your customers to track packages on your website with the order number you provide
- UPS TradeAbility API - Keep your international packages and pallets moving: get up-to-date trade compliance information with the click of a button

Value-Added Attributes

25. Describe any product, equipment, maintenance, or operator training programs that you offer to NJPA Members. Please include details, such as whether training is standard or optional, who provides training, and any costs that apply.

UPS is proud to announce the development of a new web portal that allows new NJPA members to set-up an account on-line at www.ups.com. This capability further strengthens the partnership between UPS and NJPA members.

An example of what the site will look like:

The screenshot displays the UPS website's header with navigation links: My UPS, Shipping, Tracking, Freight, Locations, Support, and UPS Solutions. Below the header is a banner image featuring the UPS logo and a person pushing a cart with boxes. The main content area is titled "NJPA Members Can Save Up To 78% off UPS Rates" and lists several savings: up to 78% on UPS Next Day Air, up to 74% on UPS 2nd Day Air, up to 60% on UPS Ground, and up to 59% on Worldwide Express Saver. To the right of this list is a sign-up section titled "YES, SIGN ME UP! NJPA ID (Required)" with a text input field and two buttons: "I need a UPS Account" and "I have an existing UPS Account". Below the sign-up section is a footer area with links for "Contact UPS" (Browse Online Support, E-mail UPS, Live Chat, Call Customer Service), "Support" (Get Started, Register, Open a Shipping Account, Change Your Delivery), "Solutions for" (Healthcare, Small Business, High Tech, More...), and "Other UPS Sites" (Select a website). Social media icons for Facebook, Twitter, YouTube, and LinkedIn are also present.

Below: the UPS Store offer as mentioned in Form A, Question #2



UPS and The UPS Store is pleased to announce an unprecedented program for NJPA members!

60 days after the award of this agreement, The UPS Store will provide a substantial discount of 20% on business services to NJPA members. *(This discount is more than the UPS Employee discount)*

Business services include:

- Printing
- Copying
- Faxing
- Laminating and Binding
- Mailbox Services
- Packaging Materials
- Packaging Services
- Office Products
- Computer Time Rental (where available)

The UPS Store will also setup an online portal to upload and request printing and binding services. These services support “smart government” and provide alternatives to investing in equipment that is underutilized or when printing is needed while traveling.

With more than 4,500+ locations, The UPS Store network comprises the nation’s largest franchise system of retail shipping, postal, print and business service centers. The UPS Store locations in the U.S. are independently owned and operated by licensed franchisees of The UPS Store, Inc., a subsidiary of UPS.

TRAINING AND SUPPORT

NJPA Members have access to several UPS supplied shipping and visibility solutions that enable them to save time and improve their business processes. As a part of implementation, the UPS team will guide users to the appropriate UPS solutions and, where necessary, provide the required training.

While most of UPS technology solutions are intuitive and easy to use, the following are some examples of how training for core UPS solutions may be administered:

- **Online** – UPS.com is a great resource for learning how to use UPS services and tools. The UPS Resource Center provides industry specific help for NJPA Members.

The screenshot displays the UPS Resource Center interface. On the left, under 'Questions Answered', it states: 'We're here to help you find what you need quickly, so you can spend less time shipping and more time focused on what you love: your business.' Below this is a 'Learn More' link and a list of topics: 'Shipping Tips and Tools', 'Tracking and Billing Help', 'Real Stories, Real Solutions', and 'Special Offers and Discounts'. At the bottom of this section are links to 'Call Us' and 'E-mail Us'. On the right, under 'Industry Insights', there are three featured articles: 'Pain in the (Supply) Chain' (Healthcare executives), 'Change in the (Supply) Chain' (High Tech decision-makers), and 'UPS Pulse of the Online Shopper™' (Online retailers). A blue button at the bottom right of the 'Industry Insights' section reads 'Find Industry-specific Solutions'.

- **Live Chat/Phone/email Support**– In the event the answer you are seeking is not located online, NJPA Members can contact dedicated support to assist. Options include Live Chat, phone support or email support. Tutorials and other information is also located on the UPS channel on YouTube at: <https://www.youtube.com/user/ups/featured>
- **Hands On** – UPS WorldShip software can be integrated with important business systems to streamline shipping and label printing. The UPS team can provide on-site, hands on training to ensure users can easily get the full benefit of this robust shipping solution.
- **Webinars** – For large distributed user groups, CampusShip is a web based shipping solution that allows centralized control to permit access to create labels. Webinars can be used to train large groups during organized training sessions.
- Optional fee based training opportunities do become available to UPS customers
Example: UPS Hazardous Materials/Dangerous Goods Seminar
- UPS offers seminars for preparing shipments according to IATA and 49 CFR
 - Educating your employees on proper handling and shipping of hazardous materials ensures the safety of your workers and increases the efficiency of

your business. For this reason, the UPS Dangerous Goods Seminar has proven to be a successful and valuable service to customers.

- Professional dangerous goods instructors at the seminar provide you with necessary regulatory information to ensure that your business complies with the latest government regulations pertaining to shipping procedures and employee training.
- For more information, dates and locations, and to register, call our reservation hotline at 800.634.5656 or visit upshazmatseminars.com.
- Private in-house seminars are available:
 - Seminars can take place at your facility, eliminating your travel expenses
 - Same curriculum as our public seminars
 - Can be tailored to your needs and your products
 - For additional information on In-House seminars, e-mail e1ohmdaa@ups.com or call 800-554-9964

26. Describe any technological advances that your proposed products or services offer.

UPS is proud of its technology investments to create user-friendly shipping, e-commerce, logistics management and visibility tools for our customers while supporting UPS's ongoing efforts to increase operational efficiencies. UPS leads the industry with technology solutions that benefit UPS customers and UPS operations. Below are some examples of UPS customer and operational advancements.

UPS CUSTOMER TECHNOLOGY

UPS has many advanced technology offerings for automating shipping, tracking, web development tools and access point locating tools, to name a few. What is important to NJPA Members is that as a part of implementation, the experienced UPS team has guided current users to the appropriate UPS solutions for the task at hand. New contract users will also be guided in the same professional manner.

Below is a select list of UPS Technology Solutions.

UPS TECHNOLOGY SOLUTIONS	
UPS Internet Shipping on ups.com	Our global, Internet-based shipping application enables customers to prepare and send international and domestic small package and freight shipments using a UPS account number or credit card. The ideal choice for occasional shipping needs, UPS Internet Shipping provides fast, efficient shipping and tracking from any computer with Internet access.
UPS CampusShip®	This Web-based shipping system enables multiple users within an organization to process international and domestic small package and freight shipments and perform other shipping- related tasks from any computer with Internet access. Employees in different locations can easily process and prepare shipping labels from their desktops, while administrators can keep tabs on the entire process with centralized control and visibility.
WorldShip®	Our powerful software is designed for centralized, high-volume shipping environments such as a shipping room or warehouse. Customers can quickly and accurately process international and domestic small package and freight shipments right from their desktop. WorldShip can process packages as a stand- alone system, or work with enterprise systems to exchange shipment and order-entry information.
UPS Quantum View®	UPS Quantum View® - is a web-based service that provides shipment content information, status updates and event alerts for inbound and outbound packages. To

UPS TECHNOLOGY SOLUTIONS

UPS Quantum View® (cont.)

better meet the needs of customers, UPS has developed three applications under the Quantum View umbrella which can be mixed to tailor the needs of its users.

- **UPS Quantum View® Manage** is a web-based application that allows customers to view shipment information for multiple accounts without a tracking number. Users can create customized views of shipment history for outbound and 3rd party billed shipments (inbound is available using LIDS-Locations ID's or UPS addressing matching solution) and can receive e-mail shipment status and/or download selected shipment data.
- **UPS Quantum View® Data** delivers proactive critical package status updates via data files over the Internet for a customer's or a supplier's inbound and/or outbound packages. Data files are delivered via the web in .csv, .txt. or XML formats and are easy to integrate into internal software applications or databases. This service targets large customers who want to integrate this data into their own ERP, CRM or other systems.
- **UPS Quantum View® Notify** delivers proactive critical package status updates via e-mail. This service targets our customers who want UPS to proactively notify interested parties about critical package status updates for some or all of their packages.

UPS OPERATIONAL TECHNOLOGY

Each business day, UPS drivers deliver between 125 and 175 packages. The number of route combinations a driver can make is far greater than the number of nanoseconds the earth has existed. To ensure UPS drivers use the most optimized delivery routes in regard to distance, fuel and time, UPS developed On-Road Integrated Optimization and Navigation (ORION).

Arguably the world's largest operations research project, ORION uses expansive fleet telematics and advanced algorithms to gather and calculate countless amounts of data to provide UPS drivers with optimized routes. The technology helps UPS drivers determine the optimal way to deliver and pick-up packages within a set of stops defined by start time, commit time, pick-up windows and special customer needs. The system relies on online map data, customized by UPS, to calculate miles and travel time to plan the most cost-effective routes.

The ORION program is the result of a long-term operational technology investment and commitment by UPS that will be more than a decade in the making from the initial development of the algorithm to full deployment to nearly all 55,000 routes in the North American market by 2017. 2013 marked the first major ORION deployment by a team of 500 dedicated resources to rollout ORION to 10,000 UPS routes. As results are exceeding expectations, in 2014, UPS made the decision to increase the ORION team to 700 in order to speed deployment to 45% of US routes by the end of the year.

While implementing solutions to gather the necessary data, UPS was developing a complex algorithm that could quickly solve complex routing problems. The resulting algorithm includes about 1,000 pages of code and turns the captured data into instruction to optimize driver's routes.

An Infrastructure for Orion

Today, ORION can solve an individual route in seconds and is constantly running in the background evaluating routes before drivers even leave the facility. This level of route evaluation conducted through the ORION program requires extensive hardware and architectural provisions. Running on a bank of servers, ORION is constantly evaluating the best way for a route to run based on real-time information. While most of America is sleeping, ORION is solving tens of thousands route optimizations per minute.

In addition to architectural enhancements, the drivers' Delivery Information Acquisition Device (DIAD) is enhanced to serve as the tool for communicating optimized routes to drivers while on the road.

Results with Orion

With 10,000 routes optimized with ORION, UPS saves more than 1.5 million gallons of fuel and reduces carbon dioxide emissions by 14,000 metric tons. Initial results show miles reduced with each route using ORION and a reduction of just one mile per driver per day over one year can save UPS up to \$50 million.

ORION also benefits customers as it will enable more personalized services, even on peak business days. This includes the UPS My Choice® service, which allows consumers to have online and mobile access to see their incoming UPS home deliveries, and enables them to actively choose delivery preferences, reroute shipments and adjust delivery locations and dates as needed. Currently, millions of customers take advantage of the UPS My Choice service, and ORION technologies will continue to make possible even more personalized services, with international on the future roadmap.

27. Describe any “green” initiatives that relate to your company or to your products or services, and include a list of the certifying agency for each.

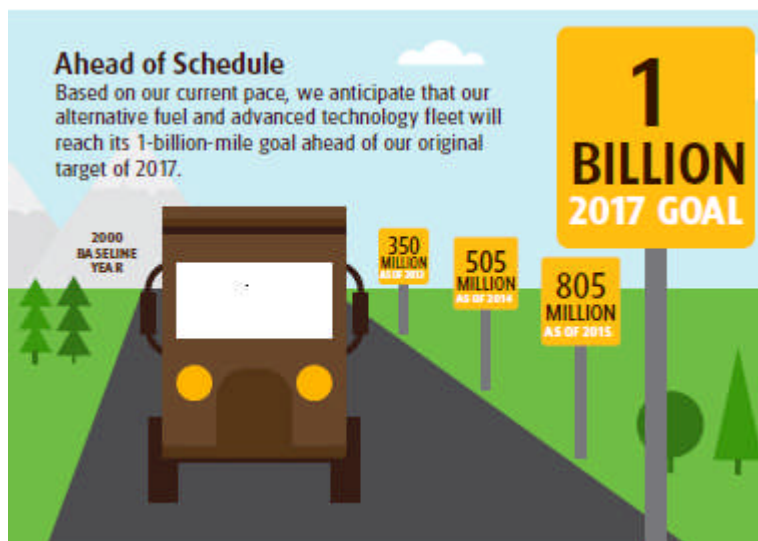
UPS maintains our leadership in sustainability initiatives and reporting. We have been consistently recognized for our global efforts. Notably, we earned a perfect score of 100 in the CDP Climate Disclosure Leadership Index’s Global 500. This is the fourth consecutive year in which we have scored among the highest marks for voluntary carbon disclosure.

UPS was selected as a constituent of the Dow Jones Sustainability World Index for the second consecutive year and was included on the North America Index for the 10th consecutive year.

During 2014, we logged 154 million more miles in our alternative fuel and advanced technology vehicles, surpassing the 500 million mile mark in our journey to drive 1 billion miles in this fleet by the end of 2017. These efforts enabled us to avoid 25 million gallons, or 5.4 percent, of our total conventional gasoline and diesel use in 2014.

UPS have accelerated our investments in our alternative fuel and advanced technology fleet; we increased the total number of vehicles by 61 percent over 2013, including more than 1,100 natural gas vehicles. Although these vehicles require a greater initial capital outlay, they cost less to operate than conventional trucks and give us more fuel flexibility overall. Through the end of 2014, we have invested in 23 LNG and CNG fueling operations across 10 states.

UPS’S ALTERNATIVE FUEL/TECHNOLOGY FLEET



UPS has the nation’s largest private fleet of alternative fuel/technology vehicles in the sector, gaining operational experience with every imaginable type of alternative fuel technology, including the novel hydraulic hybrid.

UPS was the first in our industry to use:

- Electric vehicles (1935)

- Propane vehicles (1970s)
- Compressed Natural Gas (CNG) vehicles (1985)
- Hybrid Electric Vehicles (HEV) (2001)
- Liquefied Natural Gas (LNG) tractors (2002)
- Successfully tested hydrogen vehicle (2003)
- Hydraulic hybrid vehicle (2005); first in the industry to purchase and deploy (2008)

Please reference our dynamic video by selecting the following link: [Taking the Alternative Route to 1 Billion Fuel-Efficient Miles.](#)



As fuel prices begin to reflect carbon emissions and new technology and economies of scale emerge, UPS will further expand its use of alternative fuel vehicles.

UPS'S UNMATCHED FLEXIBLE GROUND NETWORK

Our ability to shift to the most energy efficient mode of transport in segments of our expedited premium/air services (air is 6 to 8 times more energy intensive than truck) in U.S. small package alone allows us to save the emissions equivalent to every UPS owned package car in the world (including the U.S. domestic fleet). In fact, it is beyond what we already save with the use of the rail. Our extensive use of rail in the U.S. and the extraordinary network & intermodal-shift capabilities are complemented by the most efficient & noise compliant airline in the sector; the only customized fleet; an operating model that gives us the ability to deliver and pickup all premium and ground packages with one vehicle and one driver; state of the art Package Flow Technology that gives us unprecedented sortation, loading, and routing capabilities (no left hand turns); and precision in delivery through the use of seasoned teamster service providers to deliver our services throughout the U.S. It is hard to match UPS's flexible ground network necessary to effectively make such intermodal shifts while achieving timely delivery.

UPS FUEL-EFFICIENT AND NOISE COMPLIANT AIRLINE

UPS is one of the most fuel-efficient airline in the sector. Since becoming an airline in 1988, UPS has led the sector in the fundamentals that minimize CO₂ lbs. per available-ton-miles. UPS Airline currently operates at 1.42 lbs. of CO₂ per available ton mile (ATM – calculated in nautical miles). Our goal is to operate a global UPS air

fleet with a 20% improvement in CO₂ lbs. per ATM from 2005 levels by 2020 (ATM calculated in nautical miles).

UPS's early actions started over 20 years ago. In 1987 we were the first in the sector to begin to upgrade from a 727 fleet to a 30+% more fuel efficient 757 fleet. As a result of this initiative we have saved over a billion gallons of fuel and 11 million tons of CO₂ between 1995 & 2008 alone. Additional significant airline improvements include:

- In 1995, UPS was the only airline in the sector that re-engined 727-100 aircraft (20% improvement in fuel efficiency / 50 million gallons of fuel savings). UPS retired the last 727-100 aircraft in 2008
- All 727-200 aircraft in the UPS fleet have been replaced by more fuel efficient aircraft, the last 727-200 was retired in 2004
- In 2008 we retired our last of the 747- 200's with upgraded 747- 400's which are 20% more efficient

UPS is committed to protecting our environment through sustainable business practices. We integrate sustainability across the board with management leadership, comprehensive strategies, and practical action. We will continue to seek innovative ways UPS can make a positive impact on our environment through sustainability. We also hope to partner with our customers in achieving their sustainability goals for their operations.

UPS SUSTAINABLE SERVICES

We are part of our customers' supply chain. As they try to measure and manage the impact of that supply chain, it's useful for them to understand the greenhouse gas (GHG) emissions associated with it. Using our Carbon Impact Analysis, we calculate GHG emissions from shipping activities for our corporate customers. We then use the findings to offer supply chain optimization techniques that help reduce their GHG impact and improve logistics efficiency.

Validated Carbon Neutral Shipping

We provide customers with an easy, low-cost way to offset the GHG emissions associated with shipping a document, package, or freight. Customers can contract with us for automatic GHG neutral shipping, or select a carbon neutral option each time they set up a shipment. Our carbon calculation methodology and processes are certified by The CarbonNeutral Company and verified by SGS.

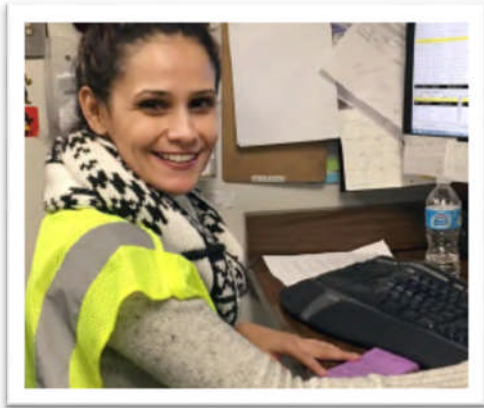
Sustainable Packaging Solutions

- **UPS Package Design and Test Lab** – The UPS Package Design and Test Lab offers UPS customers advice on minimizing the environmental impact of their own packaging. Because UPS works with all modes of transport and virtually all types of shipments, the lab has abundant experience to offer on everything from choosing environmentally friendly materials for packages, packing material and closures to shipping practices that minimize damage that lead to re-shipping.

- **Eco Responsible Packaging Program** – UPS established the Eco Responsible Packaging Program for our customers who are committed to sustainable packaging. If you're already effectively addressing packaging sustainability, you will benefit from having a venue for communicating those efforts to your customers. Companies participating in this program allow UPS to conduct an evaluation of packaging processes. These companies must meet criteria in three areas—damage prevention, right sizing, and materials content—to participate in our program. Once you qualify, you can be licensed to affix the UPS Eco Responsible Packaging Program logo on your packages. Customers will recognize your efforts at making your shipping more sustainable before they even open your package. The Eco Responsible Packaging Program has been verified by Société Générale de Surveillance (SGS), an inspection, testing and verification company, and our program is praised by the Sustainable Packaging Coalition and BSR, a global business network and consultancy focused on sustainability.
- **Reusable UPS Express Envelopes** – In 1998, we were the first in our industry to introduce a reusable express envelope. This came as we accepted a challenge from the Environmental Defense Fund to lead the industry by improving the environmental profile of our express packaging. As a result, we redesigned our express packaging to eliminate bleached paper and increase the use of post-consumer recycled content—changes that not only reduced paper usage, but also reduced the amount of energy used in the manufacturing process by 12 percent. When customers use the envelope a second time, waste is reduced by half.



28. Describe any Women or Minority Business Entity (WMBE) or Small Business Entity (SBE) accreditations that your company or hub partners have obtained.



“We provide access and equal opportunity to diverse suppliers and promote and develop these suppliers within and outside our organization. We are committed to ensuring that our Supplier Diversity Process strengthens the small, minority-owned, woman-owned and other diverse businesses that drive economic development in the communities we serve.”

-UPS Supplier Diversity Mission Statement

At UPS, diversity and inclusion benefit the economic sustainability of our business by helping us to better understand and meet customer needs, as well as strengthening our workplace environment so that employees can be more successful. We want to be a model for how diversity and inclusion can create business and societal value.

SUPPLIER DIVERSITY INVOLVEMENT IN THE COMMUNITY

UPS is an active member in many diverse organizations and federal agencies around the country including, but not limited to the following organizations:

- National Minority Supplier Development Council
- Women Business Enterprise National Council
- Native American Business Alliance
- National Association of Women Business Owners
- National Gay & Lesbian Chamber of Commerce
- National Veteran-Owned Business Organization
- The U.S. Hispanic Chamber of Commerce
- The U.S. Pan Asian Chamber of Commerce
- The National Urban League

SUPPLIER DIVERSITY RECOGNITION

Our commitment to supporting, strengthening and enhancing diverse suppliers has resulted in the following notable awards:

- Corporation of the Year - National Minority Supplier Development Council
- America's Top Corporations for Women's Business Enterprises - Women Business Enterprise National Council

- Corporation of the Year - Georgia Minority Supplier Development Council
- Corporation of the Year – GIACC
- Corporation of the Year - Kentucky Minority Supplier Development Council
- Corporation of the Year - Georgia Indo Asian Chamber of Commerce
- Executive of the Year – Georgia Minority Supplier Development Council
- America’s Top 50 Organizations for Multicultural Business Opportunities – Diversity Business
- Corporation of the Year - Georgia Hispanic Chamber of Commerce
- 40 Best Companies for Diversity – Black Enterprise Magazine
- Top 50 Companies for Diversity – Hispanic Business Magazine
- Top Corporation – National Association of Women Business Owners
- Corporation of the Year – Georgia Asian American Chamber of Commerce
- Corporation of the Year – Native American Business Alliance
- Best Corporations for Veteran-Owned Businesses – National Veteran-Owned Business Association
- Top 10 Corporations for Veterans – National Veteran-Owned Business Association
- Corporation of the Year – Business Consortium Fund

MAKING AN IMPACT



U.S. veterans are an ongoing focus of our recruitment efforts. In 2015, we launched a new website and free mobile app to help U.S. veterans and transitioning service members find civilian careers. The UPS Veteran Career Gateway and the UPS Military Transition App provide a powerful set of tools and a vast library of information for the entire job search process at UPS and beyond. The free resources include an interactive map of

available UPS positions, a direct link to the application process, and a unique Military Skills Translator — a job-matching tool that suggests specific UPS job openings based on a veteran's military occupation. For jobs outside UPS, the website and app offer articles and videos with advice on networking, making the most of job fairs, using discharge papers to improve resumes, interviewing, and more. Links to job boards, fairs, and training programs are also available.

In 2015, we also launched the Veterans Management Training Program, designed and developed by our Corporate Leadership and Talent Development team. The three-month program is a recruitment and placement effort for transitioning military officers interested in leveraging their leadership experience in the private sector. We piloted the program in Seattle with five service members embedded in UPS operations, observing and shadowing frontline management as they performed their job responsibilities. Four of the five participants were hired at the conclusion of the 12-week program. We plan to expand the program in 2016 to additional locations, increase the number of cohorts, and implement enhancements to make it sustainable over the long term.

As part of the White House's Joining Forces program, UPS is committed to hiring 50,000 veterans by the end of 2018 and supporting veterans and Veteran Service Organizations with 50,000 employee-volunteer hours. Since making this pledge in 2013, we have hired over 45,700 veterans, more than 15,700 of whom joined the company in 2015.

*U.S. military personnel are known for their leadership skills. UPS has put these abilities to great use over the years. **George Casey, one of the company's founders, was a U.S. Navy veteran of World War I.** Since then, three UPS CEOs also have served in the military.*

UPS plans to hire 50,000 veterans and serve 50,000 employee volunteer hours by the end of 2018 as part of the Obama Administration's Joining Forces Initiative. UPS continues to rely on former and current members of the military to bring their valuable skills and experience to our company and our communities. Through our employment initiatives, as well as business and charitable support, UPS works to support the men and women who have served and who continue to serve our country.

29. What unique attributes does your company, your products, or your services offer to NJPA Members? What makes your proposed solutions unique in your industry as it applies to NJPA members?

UPS DIFFERENTIATORS

1. EXPERIENCE

UPS is uniquely qualified to continue to meet the small package delivery service needs of the state governments and their entities. The UPS team that supports the NJPA Contract is experienced with serving government related entities and has successfully marketed the previous contract. This past performance and the over 250 combined years of delivering value to UPS customers by our team makes UPS the unrivaled source for shipping small packages.

Our experienced sales professionals have implemented the current NJPA contract for thousands of state agencies, political subdivisions and educational institutions across the country. Many of the same team members will be in place to successfully market and implement the new award. This continuity and experience sets UPS apart.

As mentioned in Form A question #16 of this RFP response, a key differentiator is the UPS people assigned to supporting NJPA members.

“UPS is more prepared than ever to demonstrate its capability to meet the needs of NJPA members. Regarding the salesforce, UPS has invested a great amount of resources to ensure the individuals that lead are salesforce are highly capable and experienced. It’s the job of the UPS salesforce to deliver insight and value rather than sales pitches to NJPA members. Tammie Hinds, Managing Director of UPS’s Government sector, brings 32 years of sales experience in the government sector. With that amount of experience in this industry, Tammie is considered an expert by many and brings a wealth of commercial insight, driving solutions to benefit NJPA members. Tammie’s core team consist of seven Account Directors with an average of 25 years of experience and Myles Alfonso as a Corporate Growth and Strategy Manager. As a Manager with almost 26 years of logistics experience, Myles plays a vital role in the success of the team through the identification of industry opportunities and trends that create value for the government and education sectors. Myles is also the primary contact for the NJPA staff and an internal champion for NJPA members at UPS.

Tammie’s government team is complimented by over 2,000 direct sales and over 1,000 sales support people. The sales force is supported by sales training and resources which help provide insight when working with commonwealths, states, agencies, local governments, higher education, and non-profits.

UPS recognizes that one of the best sources of inspiration for solutions is our customers. UPS is always listening and learning from our customers

and developing solutions that benefit all. Examples include UPS's response to Newborn Screening and logistics solutions on university campuses.

The UPS sales force is also supported by industry experts and specialists with expertise in international shipping, hazardous materials, laboratory specimens, healthcare, emergency response services, mail services, warehousing, and logistics and distribution services.

UPS is positioned to provide nationwide commercial insight and provide NJPA members with services and support.”

UPS has the capability and experience to develop customized shipping and logistics solutions for state government agencies and entities with specialized requirements, and we provide value added technology solutions that assist our customers in managing their overall transportation spend.

For example, UPS Customer Solutions has completed mode optimization studies that have provided roadmaps for saving 10-20% on small package shipping. Shippers tend to use premium level services unnecessarily when ground service can meet their delivery day requirements. UPS's One Driver Advantage makes it easy to ship ground or air with the same driver, making it possible to implement a mode optimization program.

Additionally, agencies can utilize UPS shipping systems that allow their administrators to limit usage of certain services to specific individuals, and we provide a billing analysis tool that helps shippers highlight problem areas (such as over usage of air services, accessorials, etc.) and reduce unnecessary expenses.

Selected UPS provided services and solutions that have provided labor and cost savings.

Metric	Results (Annualized)
Estimated 2016 Fee to NJPA	\$431,072
UPS WorldShip	Current Labor Savings*: \$1,820,048 Current Equipment Cost Savings*: \$1,392,300
UPS CampusShip®	Current Savings*: \$536,170
ShipAPI	Current Savings: *\$386,650

WorldShip savings: 2,373,976 pkgs. * 2 min / 60 min * \$23.00 = \$1,820,048

*CampusShip savings: 699,352 pkgs * 2 min / 60 min * \$23.00 = \$536,170

*ShipAPI Solutions savings: 358,252 pkgs * 5 min / 60 min * \$23.00 = \$686,650

UPS has been at the forefront of transportation and logistics breakthroughs for over 100 years, and we are a great American success story. We look forward to continuing our mutually beneficial partnership which truly provides the best value to NJPA, its member agencies and to the taxpayers. Our experienced Enterprise Account Team is dedicated to marketing the NJPA contract and leveraging our supply chain expertise to maximize the value to participating members. Our mission will continue the legacy of ensuring that our services are easy and convenient for State Government affiliated shippers to use. UPS is ready to meet NJPA objectives and make certain your customers receive best-in-class service.

State agencies that have tapped into the UPS State Government team and their “can do” attitude have made progress in many areas that are vitally important. For example, state newborn screening programs throughout the U.S. have been working to reduce the time it takes to get testing results completed. Newborn screening works best with an organized, consistent process. Many state labs received samples from hospitals, clinics and midwives through the mail, by internal courier systems and carriers. The inconsistent shipping proved a challenge.

The solution was to customize a new screening sample delivery process. Professionals submitting specimens can now rely on UPS Next Day Air® service, with labels printed quickly and easily through the UPS CampusShip® system. Tracking and visibility tools provide real-time status of every sample. The process improved shipment visibility and streamlined the user experience. Every package from every hospital and midwife can be located and if there’s a delay, response time can be accelerated.



Newborn babies in Minnesota benefit from a whole new kind of delivery

Minnesota Department of Health



UPS Response to NJPA
Express Courier, Overnight, Ground Delivery Logistics

Overview

The Minnesota Department of Health (MDH), working with UPS, reinvented its process for delivering newborn screening samples from all over the state to its St. Paul testing lab.

Challenge

Minnesota faced challenges with the delivery practices of hospitals, clinics and midwives independently sending screening samples. Improved consistency and visibility could help to reduce the risk of errors in a process important to the health of newborns.

Solution

UPS customized a new screening sample delivery process. Professionals submitting specimens now rely on UPS Next Day Air® service, with labels printed quickly and easily through the UPS CampusShip® system. Tracking and visibility tools provide real-time status of every sample.


Result

MDH reports improvements in key areas:

- Faster time in transit for specimen shipments
- Better visibility for specimen shipments through 24/7 tracking solutions
- Online integration and dedicated sample pickups for newborn screening affiliate accounts
- Supplies and materials quickly provided to newborn screening affiliates
- No cost to the shipper

UPS support is not limited to state agencies. We are very active with colleges and universities as well. UPS understands the art and science of colleges and universities, from the big picture to the small details. We provide educational institutions with access to one of the world's largest integrated delivery networks, as well as our proven technology and best practices. Our objective is to help campus operations run smoothly.

CASE STUDY
UNIVERSITY OF CENTRAL FLORIDA
THE SECOND-LARGEST UNIVERSITY IN THE U.S.
ORLANDO, FLORIDA



SITUATION
University of Central Florida football season tickets were being lost in the mail or returned undeliverable. Fans were unhappy. Reprocessing costs soared. And school spirit was down.

LOGISTICS SOLUTIONS
UPS Express® services, along with Quantum View Notify® and UPS My Choice®, gave UCF total visibility into their shipping. Improved communications with season ticket holders and virtually eliminated shipping hassles.

ADDED VALUE
UPS also collaborated with the UCF Athletic Department to offer co-branded UPS Next Day Air® envelopes and campus drop boxes that amplified the athletics brand for alumni and students alike.

AND MORE
UPS Freight® teamed up with UCF for Operation Blacktop, delivering the university's new basketball court to the CFE Arena in true Knights style, amidst a fanfare of local and national media.

CUSTOMER SOLUTIONS

UPS Customer Solutions is responsible for understanding NJPA participants supply chain strategies and leveraging UPS's strengths to help meet their goals in the areas of:

Supply Chain Optimization

Technology

Warehouse Optimization

Engineering

Business Process Redesign

Sustainability

UPS can assist in bringing quantified value & meeting strategic goals, objectives and initiatives.

UPS CUSTOMER SOLUTIONS	
Carbon Impact Analysis	As NJPA members try to measure and manage the carbon impact of their supply chain, it's useful for them to understand the greenhouse gas (GHG) emissions associated with it. Using our Carbon Impact Analysis, we calculate GHG emissions from shipping activities. We then use the findings to offer supply chain optimization techniques that help reduce their GHG impact and improve logistics efficiency.
Mode Optimization	Numerous states and universities have benefitted from a thorough analysis of shipping decisions being made by agencies and departments. Aside from reducing carbon impact, savings identified have consistently ranged from 10 – 20% and have been as high as \$1.2M for one university.
Warehouse Optimization	State Lottery operations have improved throughput by 33% by leveraging UPS strengths in analyzing processes and creating advanced warehouse layouts.
UPS Trackpad®	Monitor received packages from the dock to the desk. When NJPA Members integrate a Trackpad solution into their central receiving operations they expand the UPS technology footprint all the way to employees' desks where final delivery takes place.
UPS ConnectShip®	ConnectShip, a UPS subsidiary, offers users a way to integrate and centrally manage their organization's shipping decisions. Products within ConnectShip are designed to meet the specific needs of organizations in a range of shipping environments.
UPS i-Ship®	iShip is a software as a service model with several different shipping solutions that support UPS shipping. Universities leverage its capabilities of managing access through Single Sign On (SSO) and validating cost codes for department bill back. Customer solutions can assist NJPA members with determining if this shipping solution is a good fit.
Inbound Logistics	With preplanning, NJPA members can take control and proactively manage inbound shipping and transportation spend, rather than leaving it up to each vendor. UPS can serve as a trusted partner to help with inbound shipping and transportation, allowing increase in efficiencies while cutting costs.

NOTE: Some Customer Solutions Offerings may be priced outside of rate structure

30. Identify your ability and willingness to provide your products and services to NJPA member agencies in Canada.

UPS has the service and substantial operations to support NJPA members in Canada. UPS provides reliable, on time guaranteed delivery to business and residential addresses throughout Canada. There are more than 1,200 points of access within Canada (The UPS Store® locations, UPS Drop Boxes, authorized shipping outlets, customer centers and UPS Access Point® locations)

UPS Canada employees more than 12,000 employees and has over 2,800 vehicles (39% of the power fleet run on low-emission propane) and 60 facilities or 2.3 million sq. ft. of space.

UPS will make arrangements for NJPA Canada members to gain access to sales support, logistic solutions and competitive rates.

Printed Name: **Myles Alfonso**

Signature: *Myles P. Alfonso*

Date: September 12, 2016

Proposer Information

Company Name: UPS
Address: 55 Glenlake Parkway
City/State/Zip: Atlanta, GA 30328-3474
www.ups.com
Contact: Myles P. Alfonso
Phone: 404 828-6000
Fax: 678-746-6645
Toll-Free Number: 1-800-742-5877
E-mail: state@ups.com
Website Address: www.ups.com

Company Personnel Contacts

Authorized signer for your organization

Name: Myles P. Alfonso, Corporate Growth and Strategy Manager
Email: malfonso@ups.com
Phone: 678-746-6868

The person identified here must have proper signing authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer.

Who prepared your RFP response?

Name: Myles P. Alfonso
Title: Corporate Growth and Strategy Manager
Email: malfonso@ups.com
Phone: 678-746-6868

Who is your company's primary contact person for this proposal?

Name: Myles P. Alfonso
Title: Corporate Growth and Strategy Manager
Email: malfonso@ups.com
Phone: 678-746-6868

Other Important Contact Information

Name: Tammie Hinds
Title: Managing Director - Enterprise Accounts - Government
Email: thinds@ups.com
Phone: 202-675-4226

Name: Phil Thomison
Title: Vice President - Enterprise Accounts
Email: pthomison@ups.com
Phone: 858-597-8598

Name: Gerard Gibbons
Title: President - Enterprise Accounts
Email: ggibbons@ups.com
Phone: 404-828-4506

Exceptions to Proposal, Terms, Conditions, and Solutions Request

Company Name: United Parcel Service, Inc.

Any exceptions to the terms, conditions, specifications, or proposal forms contained in this RFP must be noted in writing and included with the Proposer's response. The Proposer acknowledges that the exceptions listed may or may not be accepted by NJPA or included in the final contract. NJPA will make reasonable efforts to accommodate the listed exceptions and may clarify the exceptions in the appropriate section below.

Section/Page	Term, Condition, or Specification	Exception	NJPA Accepts
No Exceptions	No Exceptions	No Exceptions	

Proposer's Signature: *Myles P. Alfonso*

Date: 9/12/2016

Payment Terms and Financing Options

1. What are your payment terms (e.g., net 10, net 30)?

Net 30 days to NJPA Members

2. This question does not apply to this contract category.

No response needed.

3. Briefly describe your proposed order process. Please include enough detail to support your ability to report quarterly sales to NJPA. For example, indicate whether your dealer network is included in your response and whether each dealer (or some other entity) will process the NJPA Members' purchase orders.

NJPA members are channeled through a centralized sign-up process with several points of access. Each member will need to either sign a Participating Agreement or acknowledge terms and conditions on a new web-based sign up process.

There are several points of entry in order to learn more about the NJPA agreement and sign-up (order process).

They include:

- New web sign up process on UPS.com
- Direct contact via phone or email to the UPS NJPA Contract manager Myles P. Alfonso, 678-746-6868 or malfonso@ups.com
- Posted email on future sales collateral and publications – njpa@ups.com
- New UPS web form hosted on NJPAcoop.org
- 1-888-Pick-UPS will provide instructions

Reporting: Quarterly sales reports will be provided 30 upon the close of the quarter. Sales report detail is naturally available since incentives are linked to UPS account numbers. An additional step will be made to ensure NJPA member numbers are matched to the UPS account numbers.

A routine reporting structure has been put in place to ensure timely reporting.

4. Do you accept the P-card procurement and payment process? If so, is there any additional cost to NJPA Members for using this process?

Services can be utilized using, P-Cards (purchasing cards) which are treated similar to credit cards. Credit cards can be used in three ways:

- Via the UPS Billing Center
- Through UPS CampusShip or UPS InternetShip at time of shipment processing
- Through an auto-payment enrollment with UPS billing department

Warranty

5. This question does not apply to this contract category. The warranty points available in the evaluation process (see Form G) will be awarded uniformly so as not to adversely affect the 1,000-point scoring system.

No response needed.

6. This question does not apply to this contract category. The warranty points available in the evaluation process (see Form G) will be awarded uniformly so as not to adversely affect the 1,000-point scoring system.

No response needed.

Pricing, Delivery, Audits, and Administrative Fee

7. Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the NJPA discounted price) on all of the items that you want NJPA to consider as part of your RFP response. Provide a SKU for each item in your proposal. (Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract. See the body of the RFP and the Price and Product Change Request Form for more detail.)

Detailed “ceiling based” rate charts are attached. Rate charts apply to both Government and Non-Government NJPA members. UPS does consider the individual shipping characteristics of its customers as a basis to consider additional incentives or solutions beyond the general NJPA service offering. UPS will follow the Price and Product change request process in the event of a change in price or products.

8. Please quantify the discount range presented in this response. For example, indicate that the pricing in your response represents is a 50% percent discount from the MSRP or your published list.

UPS is pleased to announce a single rate chart for both government and non-government NJPA members!

UPS is pleased to announce additional incentives that are estimated to reduce member's costs by an additional -11%!*

Both government and non-government NJPA members will utilize the same competitively priced rate structure. The previous rate structure had separate rates for government and non-government NJPA members. Detailed "ceiling based" are attached. Rate charts apply to both government and non-Government NJPA members. While the effective discount depends on a member's shipping characteristics. Below is a general overview of the type of incentives listed:

Service	Estimated Incentive
UPS Next Day Air - Commercial Package – Prepaid	-78.6%
UPS 2nd Day Air - Commercial Package – Prepaid	-74.8%
UPS Ground - Commercial Package - Prepaid	-60.7%
UPS Worldwide Express Saver - Export - Package - Prepaid	-59.9%

**Effective incentives are based on member's unique shipping characteristics*

9. The pricing offered in this proposal is

- ☐ a. the same as the Proposer typically offers to an individual municipality, university, or school district.
- ☐ b. the same as the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.
- ☐ c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.
- ☒ d. other than what the Proposer typically offers (please describe).

NOTE: Pricing offered to UPS customers is based on individual characteristics of each customer. UPS prefers not to describe incentives as they relate to other organizations as characteristics may vary. This supports NJPA concept of ceiling based pricing. UPS offers very competitive rates to NJPA customers. UPS will consider additional incentives based on a member's shipping characteristics. This consideration ensures that UPS is competitive among the industry in not only with rates but value added solutions.

10. Describe any quantity or volume discounts or rebate programs that you offer.

Please see Form P Question #17 regarding fee for NJPA.

UPS does consider the individual shipping characteristics of its customers as a basis to consider additional incentives or solutions beyond the general NJPA service offering. Based on contract terms with individual states, commonwealths, or other entities, UPS may offer rebates and/or administrative fees.

UPS will follow the Price and Product change request process in the event of a change in price or products.

11. Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "nonstandard options". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.

One-time spot quotes or custom quotes will be required for customized services or non-standard items. All requests will come through the assigned UPS sales person and reviewed with the Corporate Growth Strategy Manager, Myles Alfonso.

12. Identify any total cost of acquisition costs that are **NOT** included in the pricing submitted with your response. This cost includes all additional charges that are not directly identified as freight or shipping charges. For example, list costs for items like installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.

There are no additional acquisition cost required to utilize the cores services of this proposal.

13. *This question does not apply to this contract category.*

No response needed.

14. *This question does not apply to this contract category.*

No response needed.

15. Describe any unique distribution and/or delivery methods or options offered in your proposal.

There are several unique delivery solutions that solve problems for NJPA members and should be mentioned:

Unique Options or Services	Description
UPS Next Day Air Early AM	Guaranteed overnight, first of day service, as early as 8:00 A.M., to the 48 contiguous U.S. states and limited addresses in Anchorage, Alaska.
UPS Express Critical Secure	Secure transportation and distribution of highly confidential or high value goods and commodities. Including sensitive documents and evidence.
Autogistics	UPS Autogistics offers vehicle transportation services for automotive and industrial equipment. Modes under management include drive away, haul away, power only, rail and ocean.
UPS Mail Innovations	UPS Mail Innovations offers an efficient, cost-effective method for sending flats, BPM, and lightweight parcels to global addresses. Leveraging the power of our unique, integrated distribution network, we can pick up your domestic and international mail, sort, post, manifest and then expedite the secured mail containers to the destination postal service for last mile delivery by the in country postal administration.
The UPS Store – Business Services	The UPS Store is one-stop-shop for print-related services. Printing or copying, binding or laminating, when you need to get the job done right, visit The UPS Store. NJPA members can easily upload, customize, preview and submit projects from any computer. Then, simply stop by to pick them up.

The UPS Store – Business Services (cont.)	Some members utilize this as their primary printing services, while others can use for special projects or when traveling.
UPS Customized Branded Letter and Labels	Popular among Colleges and Universities, it provides a way to strengthen your brand using customized UPS Express envelopes. We put your distinctive imagery and logo right on the custom envelopes, delivering a "wow" factor with every overnight shipment. <i>Fees may apply to the branded letter.</i>



UPS Branded Letter

As mentioned in Form A, Question #2 of this RFP response:



UPS and The UPS Store is pleased to announce an unprecedented program for NJPA members!

60 days after the award of this agreement, The UPS Store will provide a substantial discount of 20% on business services to NJPA members. *(This discount is more than the UPS Employee discount)*

Business services include:

- Printing
- Copying
- Faxing
- Laminating and Binding
- Mailbox Services
- Packaging Materials
- Packaging Services
- Office Products
- Computer Time Rental (where available)

The UPS Store will also setup an online portal to upload and request printing and binding services. These services support “smart government” and provide alternatives to investing in equipment that is underutilized or when printing is needed while traveling.

With more than 4,500+ locations, The UPS Store network comprises the nation’s largest franchise system of retail shipping, postal, print and business service centers. The UPS Store locations in the U.S. are independently owned and operated by licensed franchisees of The UPS Store, Inc., a subsidiary of UPS.

16. Please specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with NJPA. This process includes ensuring that NJPA Members obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to NJPA.

Each customer that is added to any NJPA agreement is also added to a database that is used to for reporting and to remit the appropriate fee. An account must be on an NJPA agreement in order to receive pricing and the terms and conditions of the UPS NJPA agreement. Monthly audits are conducted to ensure that accounts on any NJPA agreements are included in the database. An audit process also includes validation of NJPA membership for all new starts. A detailed sales report and the proper administrative fee will be provided to NJPA each quarter.

17. Identify a proposed administrative fee that you will pay to NJPA for facilitating, managing, and promoting the NJPA Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See RFP Section 6.29 and following for details.)

UPS is pleased to announce a 0.5% increase in the administrative fee earned by NJPA!

NJPA will receive an administrative fee based on 2.0% of the net Transportation Charges (excluding "Additional Charges") based on eligible revenues tendered to UPS. The additional incentive shall be subject to the applicable shipment Minimum Net Charges, as defined in this or other agreements. For the purpose of calculating this additional incentive, the minimum net charge shall be either the lowest zone one (1) pound rate as defined by service in each attached custom rate chart or the minimum net charge by service as stated in the contract. The incentives will be administered on a contract quarterly basis. Within forty-five (45) days after the end of the period, UPS will issue a single check to NJPA representing the total amount of the fee earned, if any.

Industry-Specific Questions

18. Describe your maximum weight and dimensions for shipping.

UPS has established specific weight and size limits for the packages that one sends with all UPS services. The restrictions below only pertain to individual packages. There are no limits to the total weight of your shipment or the total number of packages in your shipment. Shipments larger than the limits listed below will require the use of our UPS Freight services or UPS Worldwide Express FreightSM.

- Packages can be up to 150 lbs.
- Packages can be up to 165 inches in length and girth combined.
- Packages can be up to 108 inches in length.
- Packages with a large size-to-weight ratio require special pricing and dimensional weight calculations.
- UPS also offers other services outside the limits of “small package” (i.e. UPS has moved whales, airplane engines, armored military vehicles and the Terracotta Soldiers exhibit)

19. Does your company offer Shipment-Based Pricing for domestic delivery? For example, if a member had multiple small packages being shipped at one time to one destination, do you offer the option to consider that as one shipment rather than many small shipments? If so, please describe this program in detail along with any pertinent requirements to qualify for this program.

Yes, UPS Hundredweight Service for domestic U.S. shipments and all International Export and Import services are included.

UPS Hundredweight Service® provides guaranteed, reliable, cost-effective delivery for non-palletized, multiple-package shipments sent to a single address on the same day. Available with UPS Next Day Air®, UPS Next Day Air Saver®, UPS 2nd Day Air A.M.®, UPS 2nd Day Air®, UPS 3 Day Select® and UPS Ground. Ideal for scheduled pickup customers with frequent shipments of more than 100 pounds. Total shipment billable weight of 200 pounds or more for each UPS 3 Day Select® or UPS Ground shipment. Total shipment billable weight of 100 pounds or more for each UPS Next Day Air®, UPS Next Day Air Saver®, UPS 2nd Day Air A.M.® or UPS 2nd Day Air® shipment. For customers using free WorldShip software, the system will automatically calculate the most favorable rate for hundred weight verse single piece shipments.

Special incentives and reduced minimums are included in the proposed NJPA rate chart. There are no special requirements required for NJPA customers to benefit from this program.

International Export and Import services are treated as a shipment rather than individual transactions.

20. Describe in detail, any programs, initiatives, corporate philosophies, or core values that you feel set your company apart in your industry in terms of your corporate citizenship within the communities you serve. Specifically,

Our philanthropy and community involvement help UPS fulfill its responsibility as a good corporate citizen. The UPS Foundation grants funds to nonprofit organizations involved in work that is aligned to the strengths of the company and where we can combine dollars, assets, intellectual capital, and the volunteer spirit of our people. The UPS Foundation and its Board of Trustees determine the focus areas for this funding.

— UPS Corporate Policy

For the comprehensive overview of UPS corporate citizenship, please go to:
<https://sustainability.ups.com/>

THE LOGISTICS OF CARING

UPS founder Jim Casey established The UPS Foundation in 1951 with a mission to help build stronger and more resilient communities around the world. And that's exactly what we've been doing for more than 60 years now.

To us, giving means more than writing a check. It means combining employees' skill, passion and time with our logistics expertise, transportation assets and charitable donations* to make a measurable difference in society. In 2014, we invested nearly 1.9 million volunteer hours and more than \$100 million dollars into our global communities.

As our communities continue to grow and evolve, so do we. The Foundation's current philanthropic approach focuses on four areas that represent the purpose of our mission and reflect UPS's corporate values and expertise.

Local Grants Program

The UPS Foundation allocates local funding for each of UPS's regions, districts, and business units around the world so our employees can determine which organizations will best address the unique needs of their communities. For an organization to be eligible, UPS volunteers must log a minimum of 50 group hours of community service logged into the Neighbor to Neighbor System, aligned with The UPS Foundation's four focus areas, and be nominated by UPS's local Community Involvement Committee.

Corporate Grants Program

The UPS Foundation provides funding to nonprofits around the world. In 2015, The UPS Foundation awarded a \$1.2 million grant to the Points of Light Foundation, the world's largest organization dedicated to volunteer leadership services. The funds will go toward volunteer-based solutions to increase disaster preparedness and the capacity to respond to disasters, spur the international growth of volunteerism, engage veterans in volunteer service, provide service to veterans, and strengthen nonprofits to more effectively engage volunteers.

Some of the Points of Light funding has helped increase volunteer support during the ongoing European Refugee Crisis. In addition to the philanthropic support, UPS employees have been among the volunteers who resolutely offered aid to the refugees. Over 500 volunteer hours were contributed by UPSers in Germany and Belgium alone to help migrants searching for refuge. Austria, France, Greece, and Sweden were also sites of major UPS volunteer activity. UPS volunteers created warehouses for organizing relief items; constructed accommodation shelters for refugees; delivered donations and relief supplies; assembled and distributed bagged lunches; and participated in fundraiser events in support of the migrants.

The 20 Million by 2020 Pledge

To reinforce our commitment to making a real difference in the world through volunteering, in 2014 UPS pledged to complete 20 million hours of global volunteerism and community service by the end of 2020. By achieving this goal, UPS's total volunteer hours will increase more than 12% and non-profits will receive assistance valued at more than \$460 million. Thanks to the dedication of UPS employees, UPS has surpassed the halfway mark towards our 2020 goal.

Jim Casey Community Service Award

The Jim Casey Community Service Award is the highest honor that can be bestowed on any UPS employee. To learn more about our Jim Casey Service Award winners, [click here](#).

- a. [Describe any of your philanthropic donations or investments that benefit our members.](#)

Volunteer Efforts

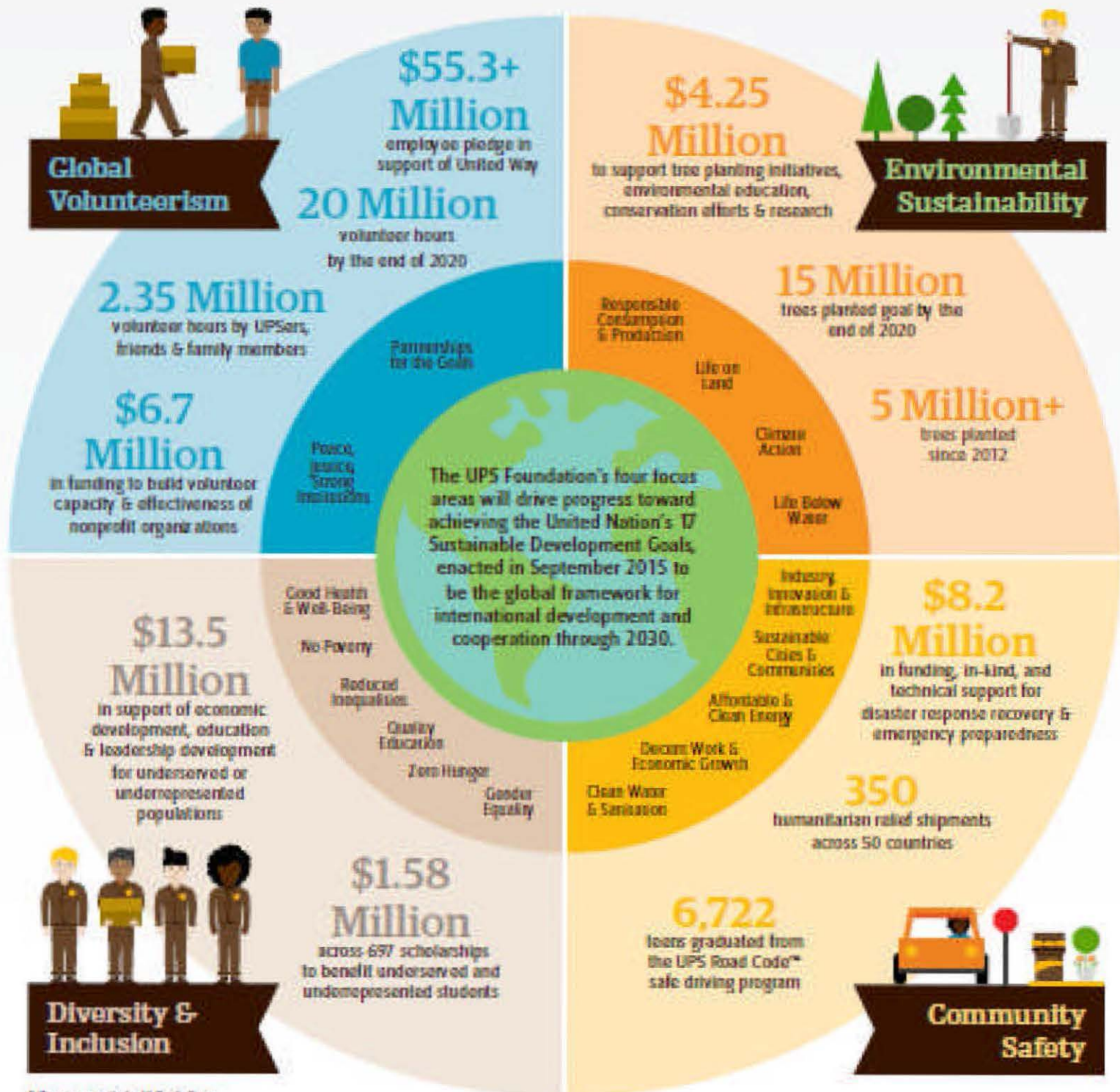
We're more than UPS employees. We are your neighbors. We live and work in your community, and we are dedicated to volunteering time, sharing knowledge and donating funds to make it better. At UPS, there's a culture that supports community service, helping us harness our collective effort in ways that make a real difference around the globe. That's why we recently pledged to complete 20 million hours of global volunteerism and community service by the end of 2020.

Throughout 2015, UPSers, with their friends and family, donated 2.35 million hours of volunteer service. More than three hundred thousand of those hours were recorded in October as part of our Global Volunteer Month—a time when UPS promotes organized opportunities for employees to help reach specific goals. Community service also plays an integral role in our immersive Community Internship Program and The UPS Foundation Local Grants Program.

In 2015, UPS provided U.S. \$10 million in support of community safety initiatives to improve disaster response, recovery, and emergency preparedness through enhanced technology infrastructure and road safety. The following infographic provides an overview of how UPS makes a difference in communities across the globe.

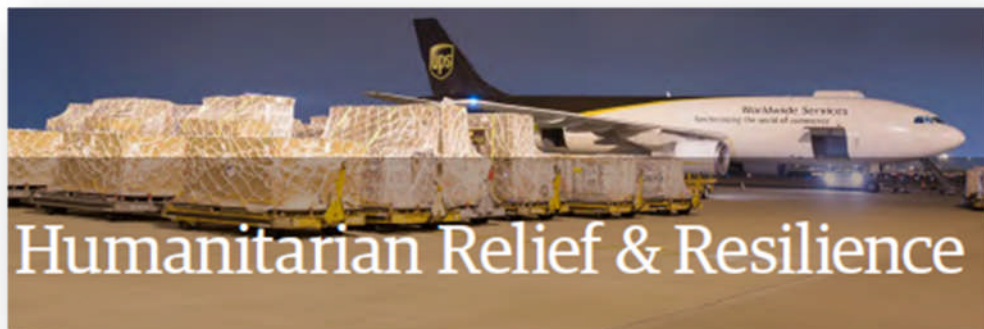


How The UPS Foundation Made a Difference in 2015



b. Describe any humanitarian projects that your company has been recently (or is currently) involved in.

We help communities become more resilient primarily through the work and support of The UPS Foundation, which receives all of its financial resources from UPS. The UPS Foundation has four focus areas: Diversity and Inclusion, Global Volunteerism, Community Safety, and Environmental Sustainability — all of which contribute to the overall resilience and long-term well-being of a community. In fact, these focus areas are in alignment with many of the Sustainable Development Goals launched by the United Nations member states in 2015.



In 2015, UPS's humanitarian efforts were focused on:

- Strengthening partnerships with leading humanitarian relief organizations
- Leveraging the skills and technical expertise of UPS employees to build communities' capacity for disaster preparedness and recovery
- Increasing collaboration among government agencies, NGOs, and the private sector to create more resilient communities

We partner with leading humanitarian relief organizations to collectively address global challenges to community resilience. Getting the right products to the right people at the right time in the aftermath of disasters is one such challenge. Grants to organizations including Good360, the United Nations High Commissioner for Refugees (UNHCR), UNICEF, National Voluntary Organizations Active in Disaster (NVOAD), and the World Food Programme (WFP) support improvements in back-end processes and tracking during humanitarian relief efforts. Ongoing support for disaster relief efforts also includes grants to the American Red Cross, Cooperative for Assistance and Relief Everywhere (CARE), MedShare, the Salvation Army, and other organizations that provide food, shelter, and other essential needs.

Improving emergency preparedness is another global challenge. The UPS Foundation provides funding for initiatives such as the American Red Cross Home Fire Prevention Campaign, which has resulted in the installation of more than 215,000 free smoke alarms in nearly 2,600 communities. The UPS Foundation is also playing a key role in strengthening the vaccine supply chain

capacity of African ministries of health through a continuing partnership with the Global Alliance for Vaccines and Immunization (Gavi). Our partnership is helping Gavi work toward immunizing 300 million children in the world's poorest countries between 2016 and 2020. Gavi estimates that this program will save 5-6 million lives.

Going the Distance to Get 375,000 Doses of Flu Vaccine to Laos



Flu vaccines bring better health, but what if getting a vaccine wasn't as easy as going to your local pharmacy? In Laos, flu vaccines aren't available as part of routine health programs, but some waves of the virus originate in Southeast Asia. Not only could a vaccine help prevent cases of respiratory disease in Laos--it could potentially help prevent influenza strains from spreading to other places.

When Walgreens donated flu vaccine doses totaling more than \$9 million to the Laos Ministry of Health, there was no simple way to get this cargo to the people who needed it. Our teams saw the need and were excited by the challenge: Moving temperature-sensitive pharmaceuticals through five countries, each with their own climate and customs regulations, on a tight timeline.

For dynamic details of our flu vaccine delivery, please select the following link:
[UPS Delivers Flu Vaccine to Laos](#)



UPS and the United Way

Honored by United Way as a Corporate Champion of Change, for using company assets and engaging employees in creative ways to drive lasting change around the world.

The partnership between United Way and UPS goes back 33 years. Together with generous contributions from their employees, UPS became the first company to raise \$1 billion in contributions to United Way, targeting improvements in education and financial stability.

In Boston, UPS support has helped the United Way of Massachusetts Bay and Merrimack Valley provide financial stability coaching and services to thousands

of people. Since 2010, 25,881 people have gotten jobs and another 4,390 have advanced in employment thanks to new job skills and opportunities.

That's one reason The United Way recognized UPS as an Outstanding Strategic Partner, celebrating its leadership, long-term commitment, volunteering and employee engagement. Another one of UPS' high-profile efforts is its annual eBay auction, leveraging its sports and entertainment connections to support community solutions.

In 2014, UPS employees pledged a record of \$63.7 million. In 2015, UPS was recognized for its employee engagement among companies with more than 50,000 U.S. employees. UPS encourages community service on the part of its employees, who log nearly 2 million service hours annually. Employees have pledged to give 20 million hours of volunteer service by 2020.

21. Describe in detail (number and types) your access points to tender shipments into your system.

In addition to our 91,000 drivers, UPS offers customers a wide range of access points through drop boxes, retail outlets, and customer centers. Customers can find local access points by calling 1-800-PICK-UPS or accessing the UPS Drop-Off Locator online at UPS.com®. UPS offers approximately 154,000 access points

http://www.ups.com/dropoff?loc=en_US

- 1,000 UPS Customer Centers
- 17,000 Authorized Shipping Outlets
- 38,000+ UPS Drop Boxes
- 4,500+ The UPS Store locations. The UPS Stores are retail outlets that offer Government consumers and small businesses a wide range of products and services in one convenient location. Other services include:
 - Convenient drop off sites for customers on the go, with the ability to have shipments delivered to the store to be held for pick-up
 - Document and Mailbox Services
 - Packing Services & Packaging Supplies
 - Notary Service



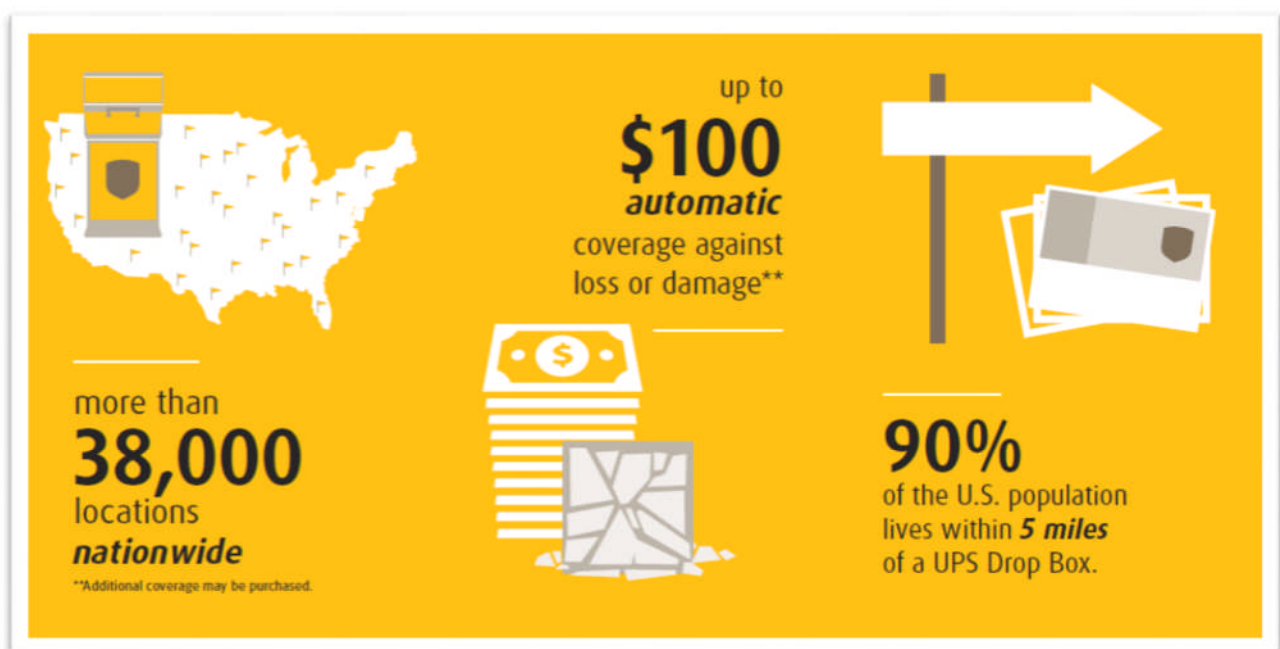
UPS DROP BOXES

UPS® Drop Boxes accept all service levels, and many have late pickups to accommodate the busy schedules of NJPA members. UPS® Drop Boxes are within easy reach whenever its needed— 24 hours a day, seven days a week. Benefit to NJPA members include:

- *Convenience* — Most locations allow for drop off at curbside or inside office buildings
- *Pick-up indicator* — A handy indicator tells you if the daily pickup has been made
- *Supplies* — Drop boxes are stocked with what you need to label and ship letters and packages.
- *Returns* — Return shipments, including ground packages, are accepted
- *Protection* — Shipments are automatically covered against loss or damage up to \$100; if needed, additional coverage may be purchased
- *Late pickups* — Specific times for the location nearest you can be found on www.ups.com

UPS Drop Box shipments are scanned at pickup, making true end to-end visibility possible when combined with these solutions:

- *Quantum View®* — A suite of visibility services with proactive email updates, available at no cost to U.S.-based UPS accounts.
- *UPS® Tracking* — Check shipment status at ups.com, via the UPS Mobile™ app or by calling 1-800-PICK-UPS®.



All UPS Drop Box locations accept all of the domestic and international services listed below:

DOMESTIC

- **UPS Next Day Air® Early A.M.®** - By 8:00, 8:30 or 9:00 a.m. the next business day to most U.S. cities, depending on destination
- **UPS Next Day Air®** - By 10:30 a.m., noon or end of next business day to all 50 states and Puerto Rico, depending on destination
- **UPS Next Day Air® Saver** - By 3:00 or 4:30 p.m. the next business day to commercial destinations, end of day to residential
- **UPS 2nd Day Air A.M.®** - By 10:30 a.m. or noon the second business day to metro commercial destinations
- **UPS 2nd Day Air®** - By end of the second business day to all 50 states and Puerto Rico
- **UPS 3 Day Select®** - By end of the third business day to the 48 contiguous states
- **UPS® Ground** - Day-definite delivery to all 50 states and Puerto Rico

INTERNATIONAL

- **UPS Worldwide Express Plus®** - By 9:00 a.m. to more than 25 countries and territories in 1-3 business days, depending on destination
- **UPS Worldwide Express®** - By 10:30 a.m. or noon to more than 65 countries and territories in 1-3 business days, depending on destination
- **UPS Worldwide Saver®** - By end of business day to more than 220 countries and territories in 1-3 business days, depending on destination
- **UPS Worldwide Expedited®** - Day-definite service to more than 220 countries and territories in 2-5 business days, depending on destination
- **UPS® Standard** - By end of day to Canada within 2-6 business days, and to Mexico within 4-8 business days

ACCESS POINTS

UPS Access Point™ locations are convenient places – such as The UPS Store® and other local businesses – that offer easy package drop-off or pick up. With longer operating hours, customers may stop by their local UPS Access Point location at a time that fits their busy schedules. UPS has approximately 8,200 locations in the U.S.

Locating a UPS Access point is quick and easy at: <https://www.ups.com/dropoff>

United States
New User | Log-In | Changing Languages | Contact UPS | The UPS Store

My UPS
Shipping
Tracking
Freight
Locations
Support
UPS Solutions
Search

Find Locations
Looking for your package? Enter tracking or InfoNotice number Track

Near:
Use my current location
United States
Narrow your search
Find a drop off location
Pay for a UPS shipping label
Help with packaging my shipment
See All Options
Clear Filters
Find

TIP: A UPS driver can accept your package if it already has a UPS label.

Find UPS Locations on the go with SMS.
Learn More

22. Describe in detail how your company handles the following shipping situations, and whether there are additional charges, fees, or penalties associated with them:

a. Saturday pick-up and delivery

Saturday Pickup is available for all UPS domestic overnight and two-day air services in most locations in the U.S. (Except for Hawaii). These shipments receive the same delivery commitments as shipments picked up on Friday. Saturday pickup fees are waived for government customers. Saturday Delivery is available for all UPS domestic overnight and two-day air (including return services) shipments.

b. Address corrections

If UPS cannot deliver a shipment as addressed, we will research to secure the correct address and complete delivery of the package. If UPS cannot identify a correct address and we are unsuccessful in our attempts to reach the consignee, the package will be returned to the shipper. While UPS will charge an address correction fee when such research is required, a fee will not be assessed when our drivers are able to correct addresses while on their route.

c. **Pick-up, special handling, and delivery of hazardous and biological materials and dangerous goods**

UPS will bring two key benefits for NJPA customers when we transport HAZMAT, dangerous goods or firearms on their behalf. The first is safe and efficient transport. The second is compliance. We have highly trained staff that facilitate the shipping of this class of goods.

UPS provides pickup, special handling, and delivery of hazardous material and dangerous goods. UPS currently transports hazardous materials within and between the U.S. and Puerto Rico for Government Agencies. UPS will handle all shipments containing hazardous material or dangerous goods in accordance with the requirements as outlined in the applicable governing regulations, including but not limited to Title 49 of the Code of Federal Regulations (49 CFR) and all applicable state and local regulations for the interstate and intrastate surface movement of shipments containing hazardous material or dangerous goods under this service.

As this is a matter of considerable importance, we invite you to visit our online guide for shipping HAZMAT ground and air at the following address: <http://www.ups.com/content/us/en/resources/ship/hazardous/index.html?WT.svl=SubNav>.

d. **Pick-up, special handling, and delivery of firearms**

UPS transports firearms for the government. We also transport firearms between all licensed importers, manufacturers, dealers, and collectors (as defined in the U.S. Gun Control Act of 1968), law enforcement agencies of the U.S. or state or department agencies, as long as such shipment complies with all applicable federal, state, and local laws.

e. **Return of undeliverable/refused shipments**

Domestic packages that cannot be delivered will be returned to the shipper at the shipper's expense. Undeliverable packages shipped via UPS Air Services and UPS 3 Day Select® will be subject to a return charge based on the applicable UPS 3 Day Select® contract rate. Those originally shipped via UPS® Ground will be subject to a return charge based on the applicable UPS Ground® contract rate. The UPS Service Guarantee does not apply to undeliverable packages returned to the shipper.

f. **Return label generation**

Government agencies can utilize UPS Returns® Services for the return of letters and packages. Returns can be made via UPS Next Day Air®, UPS 2nd Day Air®, UPS 3 Day Select® and UPS® Ground services. Labels can be printed, mailed or sent electronically to the consignee via all UPS shipping systems and authorized vendors. Returns are available for shipments within the 50 states. No additional pickup charge will be assessed for pickup of return service packages if the return service package does not require an unscheduled pickup.

g. Other accessorial delivery services

Delivery Adjustments - If UPS is unable to deliver a package as addressed, we will make reasonable efforts to obtain a correct address. If we are successful, UPS will attempt delivery and the shipper will be provided the corrected address on their weekly invoice. An additional charge will be assessed for the address correction. If the delivery is not completed, the package will be held for a future date pending an update from the shipper or receiver. If a timely response is not provided, UPS will return the package to the shipper as undeliverable. The shipper will be responsible for the return transportation charge.

Special Pick-up/Delivery - UPS currently maintains mutual agreements with government agencies in regards to pick-up and/or delivery locations, establishing regular pickups, consolidation of delivery points, the installation of UPS Drop Boxes, and any other similar operational procedures in order to more efficiently and effectively service the agency accounts. Our UPS Account Managers will work with the COR to help ensure the optimal solution is provided.

Hold for Pick-up - As an additional value-added solution, UPS can deliver your package to the UPS Customer Center of your choice. We will notify the recipient when the package is ready for pickup. Packages are generally available by 8:30 a.m. on the scheduled day of delivery. This feature offers technicians, agents and teleworkers earlier access to their packages. All eligible packages not picked up within five business days will be returned to consignor.

Missing or Invalid Account Numbers - Domestic packages that cannot be delivered will be returned to the shipper at the shipper's expense. Undeliverable packages shipped via UPS Air Services and UPS 3 Day Select® will be subject to a return charge based on the applicable UPS 3 Day Select® contract rate. Those originally shipped via UPS® Ground will be subject to a return charge based on the applicable UPS Ground® contract rate. The UPS Service Guarantee does not apply to undeliverable packages returned to the shipper.

UPS® Drop Boxes - UPS is the only nationwide carrier to accept all service levels 24 hours per day in its drop boxes. The maximum acceptable size for each drop box package is 16"x13"x3". During the implementation process, UPS Account Managers consult with the COR to determine the most convenient locations for UPS Drop Boxes. As a whole UPS has 38,500 drop boxes located throughout the U.S. The nearest drop box can be located by calling 1-800-PICK-UPS® or accessing



the UPS Drop-Off Locator online at UPS.com®. Drop boxes installed in federal buildings can be marked as private and are not made known to the public.

UPS Access Point™ Locations - In addition to our 91,000 drivers, UPS offers customers a wide range of access points through drop boxes, retail outlets, and customer centers. Customers can find local access points by calling 1-800-PICK-UPS or accessing the UPS Drop-Off Locator online at UPS.com®. UPS offers approximately 154,000 access points
http://www.ups.com/dropoff?loc=en_US

- 1,000 UPS Customer Centers
- 17,000 Authorized Shipping Outlets
- 38,000+ UPS Drop Boxes
- 4,500+ The UPS Store locations. The UPS Stores are retail outlets that offer Government consumers and small businesses a wide range of products and services in one convenient location. Other services include:
 - Convenient drop off site for customers on the go, with the ability to have shipments delivered to the store to be held for pick-up
 - Document and Mailbox Services
 - Packing Services & Packaging Supplies
 - Notary Service

23. To further expand on question #27 of Form A (Green Initiatives), please answer in detail the following questions (unless already specifically addressed in your answer to question #27 in Form A):

a. When did your company start sustainability reporting?

UPS began sustainability reporting in 2003.

UPS has recently released its 2015 Sustainability Report: 'Committed to More', which is the company's 14th annual sustainability report. UPS has been reporting since 2003, using 2002 data, and was the first in the sector to issue a sustainability report. Each of our reports has followed the GRI Sustainability Reporting Guidelines, from G2 to G4 - Comprehensive option, with each year increasing disclosure and transparency. Our 2015 report is also the company's third year following the Global Reporting Initiatives (GRI) G4 Guidelines (Comprehensive option), and our second with a full GRI Content Index Check. In addition, we have submitted to CDP on climate change since 2003, CDP Supply Chain since 2010, CDP Water since 2012, and CDP Forests since 2015. We have also submitted to DJSI (Dow Jones Sustainability Indices) since 2002.

b. Describe the advances that have been made since inception.

We began our sustainability reporting process in 2002 (reporting year) under the GRI G2 framework, and over the years we have increased our disclosure and transparency to meet GRI's most stringent and comprehensive reporting guidelines. Some major advances in our sustainability reporting include:

- We purchased and deployed enterprise software to manage our sustainability performance more robustly.
- We expanded our greenhouse gas inventory to include all business units globally and included scopes 1, 2 and 3 as per the WRI GHG Protocol.
- We updated and expanded our Key Performance Indicators (KPIs) and set new goals.
- We set a long-term, industry-leading, verifiable goal for airline emission reductions.
- We initiated third-party validation of our sustainability reporting and for our greenhouse gas inventory.

In 2009, the entire sustainability report was prepared and assured by an external third party to meet the GRI application level 'B+'. Since the 2009 report, Deloitte and Touche LLP has continued to provide limited assurance of our entire report each year.

In 2010, we provided a detailed Statement of Global Greenhouse Gas Emissions, which we engaged Deloitte & Touche LLP to conduct an examination, in accordance with attestation standards established by the American Institute of Certified Public Accountants, to provide a reasonable level of assurance, and SGS to provide verification of our 2010 GHG inventory in accordance with ISO 14064-3:2006 as meeting the requirements of ISO 14064-1:2006. Since the 2010 report, UPS has continued to disclose a detailed Statement of Greenhouse Gas Emissions verified and assured to the most stringent level of assurance.

In 2011, we provided more transparency and disclosures in order to meet the more stringent and comprehensive GRI application level of an 'A+'. UPS also worked with the non-profit organization BSR to evaluate 61 significant sustainability issues and developed a global materiality matrix based on "Importance to Stakeholders" and "Influence on Business Success." These issues generally fell into the following broad categories: community impact, emissions/fuel/carbon, employee impact, environmental impact (emissions, facilities, noise, fleets, waste, and water), ethics and governance, global social and economic trends, human rights, privacy and security, products and services for customers, and supplier practices. A materiality matrix was first provided in our 2011 Report. We have presented a materiality matrix in each subsequent report, which included a global update in 2013.

In 2015, we advanced our commitment to sustainability reporting by conducting materiality assessments in four areas of the world where we have significant and growing operations: the Indian Subcontinent, Middle East, and Africa; Canada; Europe; and Asia-Pacific. These assessments involved desktop research, as well as interviews with internal and external stakeholders in each region. Our goal was to identify, analyze, and prioritize issues in each region in order to inform our sustainability strategy and reporting at both regional and global levels. The findings of the regional assessments, along with findings from a recent materiality assessment in Mexico, will inform our global materiality assessment in 2016 and provide the basis for our 2016 Sustainability Report.

c. [Detail your company's approach to sustainability and trends over the past 10 years.](#)

Our approach has been based on corporate materiality, stakeholder engagement, and sustainability governance. Materiality is a critical input into our corporate sustainability strategy because it ensures that we provide our stakeholders with the sustainability information most relevant to them and our business. To determine this, we conduct a global materiality assessment on a regular basis. This process occurred most recently in 2013, and we continue to use the assessment as a framework for our 2015 Corporate Sustainability Report. We worked with BSR (formerly Business for Social Responsibility) on internal and external outreach that:

- Evaluated approximately 30 international sustainability frameworks and standards, ratings and rankings assessments, and other information, either developed by or representing the interests of important stakeholder groups.
- Conducted structured interviews with representatives from five stakeholder groups in the United States, Europe, China, and Brazil, with specific expertise in high-priority or emerging sustainability issues for UPS.
- Reviewed the outcomes of stakeholder engagement efforts around the world on sustainability issues. Relevant results from these engagements were shared with BSR during the formal materiality process.
- Interviewed six members of our Management Committee, which has direct responsibility for executing all company strategy. We also interviewed senior UPS managers around the world to better understand their points of view on issues relevant to their respective regions.
- Gathered feedback from dozens of regulators and other government agencies; communities; nongovernmental organizations (NGOs), including social and environmental activists; academics; and engaged investors.

We consider stakeholder engagement an essential aspect of corporate governance for many reasons. We are one of the world's largest private employers; we serve millions of customers in more than 220 countries and territories; and millions of investors include our UPS stock shares in their portfolios either directly or via mutual funds. Regular dialogue with employees, customers, investors, community leaders, universities, public officials, suppliers, and third-party providers through formal and informal channels is essential to conducting our business, as well as developing and implementing our sustainability strategies. Because of our long history, we have been engaged with many of these stakeholders for decades. Furthermore, we have a long-standing philosophy of "constructive dissatisfaction." We are always looking for ways to help our customers, employees, and stakeholders do more. This has taught us that good ideas can come from anywhere. That is why we have ongoing dialogue with a broad array of stakeholders — even those who may be critical of us. We stay in regular contact with stakeholders on emerging sustainability issues and trends, and periodically receive inquiries and requests for engagement from stakeholder groups. We are also open to initiating new stakeholder engagement activities to help inform our strategy. In 2015, we convened a cross-functional group of internal stakeholders who have responsibility for our material issues to help develop a framework to focus current engagements and identify new opportunities. This work will continue in 2016 and we will develop a more formalized process to guide our stakeholder engagement strategy.

UPS appointed its first Chief Sustainability Officer in 2011. This senior executive regularly reports to the Board regarding sustainability strategies, priorities, goals, and performance. We have two governance bodies dedicated to sustainability at UPS, both of which support the Management Committee and Board of Directors. The Sustainability Directors Committee has primary strategy-setting responsibility for sustainability at UPS. It comprises representatives from most major corporate functions, as well as representatives from each of our international regions and UPS Airlines. The Directors Committee, chaired by the Chief Sustainability Officer, brings critical issues and decisions to our Sustainability Steering Committee, which includes members of the UPS Management Committee and other senior executives. The chairperson of the Sustainability Steering Committee is the Senior Vice President of Global Engineering and Sustainability, who is also a member of the Management Committee.

d. Describe how your company reports results from its sustainability initiatives.

Key Performance Indicators (KPIs) have been established to monitor performance of our major sustainability initiatives. Annual results can be found in our Corporate Sustainability Report (our 2015 Report highlights these on pages 10 and 11 under Goals & Progress). This was the third year in which we presented 13 Key Performance Indicators (KPIs) aligned to key issues covered in our GRI G4 comprehensive reporting. More information about each can be found in this Report. Three additional KPIs that measure

water consumption, reportable spills, and penalties as a percentage of total environmental inspections (none of which corresponds to a material aspect) may be found in the Supplemental Sustainability Data document at www.ups.com/sustainabilityreport. For most KPIs, we use generally accepted or industry-standard metrics and measurement protocols. We provide both absolute and normalized results, depending on the KPI. Most of our environmental KPIs correspond to GRI performance indicators. In many cases, we provide global enterprise data as well as breakouts for our largest source. Ten of the KPIs presented in this Report have goals, and we are generally satisfied with our progress toward them. For three of the KPIs, we have already met or exceeded our goal for two or more years.

e. Does your company's reporting follow the G4 framework established by the Global Reporting Initiative (GRI)? What type: Core or Comprehensive?

Yes, the UPS 2015 Corporate Sustainability Report is organized and presented in accordance with the G4 framework established by the Global Reporting Initiative (GRI). This Report (third consecutive) is in accordance with the option Comprehensive of the GRI G4 Guidelines. In 2013, UPS was one of the first companies in the United States to report in accordance with the GRI G4 Guidelines, Comprehensive option.

Printed Name: **Myles P. Alfonso**

Signature: *Myles P. Alfonso*

Date: September 12, 2016

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The Contractor agrees that the Contract shall be governed by the following terms and conditions.

1. **CONTRACTOR'S OBLIGATIONS.** The Contractor shall fully and timely provide all Deliverables described in the Solicitation and in the Contractor's Offer in strict accordance with the terms, covenants, and conditions of the Contract and all applicable Federal, State, and local laws, rules, and regulations.
2. **EFFECTIVE DATE/TERM.** Unless otherwise specified in the Solicitation, this Contract shall be effective as of the date the contract is signed by the City and shall continue in effect until all obligations are performed in accordance with the Contract. Notwithstanding any other effective date contained in this agreement, the rates established under this agreement will be effective no later than two weeks after the date Contractor receives a fully executed contract with all required approvals from the City or as of the effective date, whichever is later.
3. **PLACE AND CONDITION OF WORK:** The City shall provide the Contractor access to the sites where the Contractor is to perform the pick-up and delivery services as required in order for the Contractor to perform the services in a timely and efficient manner, in accordance with and subject to the applicable security laws, rules, and regulations. The Contractor acknowledges that it has satisfied itself as to the nature of the City's service requirements and specifications. The Contractor hereby releases and holds the City harmless from and against any liability or claim arising from: (i) any Contractor employee injury; (ii) occurring in the course of employment; that is (iii) covered or governed in any way under the Workers Compensation laws of the State of Texas.
4. **WORKFORCE**
 - A. The Contractor shall employ only orderly and competent workers, skilled in the performance of the services which they will perform under the Contract.
 - B. The Contractor, its employees, subcontractors, and subcontractor's employees may not while engaged in participating or responding to a solicitation or while in the course and scope of delivering goods or services under a City of Austin contract or on the City's property.
 - i. use or possess a firearm, including a concealed handgun that is licensed under state law, except as required by the terms of the contract; or
 - ii. use or possess alcoholic or other intoxicating beverages, illegal drugs or controlled substances, nor may such workers be intoxicated, or under the influence of alcohol or drugs, on the job.
 - C. If the City or the City's representative notifies the Contractor in writing that any worker is incompetent, disorderly or disobedient, has knowingly or repeatedly violated safety regulations, has possessed any firearms while performing services for the City, or has possessed or was under the influence of alcohol or drugs on the job while performing services for the City, the Contractor shall immediately suspend such worker from performing Contract services to the extent permitted under any applicable Collective Bargaining Agreement, and may not assign such worker to further Contract services without the City's prior written consent until completing an internal investigation.
5. **COMPLIANCE WITH HEALTH, SAFETY, AND ENVIRONMENTAL REGULATIONS:** The Contractor, its Subcontractors, and their respective employees, shall comply fully with all applicable federal, state, and local health, safety, and environmental laws, ordinances, rules and regulations in the performance of the services, including but not limited to those promulgated by the City and by the Occupational Safety and Health Administration (OSHA). In case of conflict, the most stringent applicable safety requirement shall govern. The Contractor shall indemnify and hold the City harmless from and against all claims, demands, suits, actions, judgments, fines, penalties and liability of every kind arising from the breach of the Contractor's obligations under this paragraph.
6. **INVOICES:**
 - A. **Proper Invoices must include a unique invoice number, the Contractor will provide reference fields for the user to input the purchase order or delivery order number and the master agreement number if**

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applicable, the Department's Name, and the name of the point of contact for the Department. The input from the reference fields will appear on the invoices. Invoices shall be itemized. Unless otherwise instructed in writing, the City may rely on the remittance address specified on the Contractor's invoice.

- B. Federal excise taxes, State taxes, or City sales taxes must not be included in the invoiced amount. The City will furnish a tax exemption certificate upon request.

7. **PAYMENT:**

- A. All proper invoices received by the City will be paid within thirty (30) calendar days of the City's receipt of the Deliverables or of the invoice, whichever is later.
- B. **If payment is not timely made, (per paragraph A), interest shall accrue on the unpaid balance at the lesser of the rate specified in Texas Government Code Section 2251.025 or the maximum lawful rate; except, if payment is not timely made for a reason for which the City may withhold payment hereunder, interest shall not accrue until ten (10) calendar days after the grounds for withholding payment have been resolved.**
- C. Notice is hereby given of Article VIII, Section 1 of the Austin City Charter which prohibits the payment of any money to any person, firm or corporation who is in arrears to the City for taxes, and of §2-8-3 of the Austin City Code concerning the right of the City to offset indebtedness owed the City. As "debt" is an undefined term in the code, under this contract it will be limited to taxes that are both unpaid and overdue.
- D. Payment will be made by check unless the parties mutually agree to payment by credit card or electronic transfer of funds. The Contractor agrees that there shall be no additional charges, surcharges, or penalties to the City for payments made by credit card or electronic funds transfer, provided that the City agrees to pay within seven (7) calendar days of the City's receipt of the Deliverables or of the invoice, whichever is later, if credit cards are used.
- E. The awarding or continuation of this contract is dependent upon the availability of funding. The City's payment obligations are payable only and solely from funds Appropriated and available for this contract. The absence of Appropriated or other lawfully available funds shall render the Contract null and void to the extent funds are not Appropriated or available and any Deliverables delivered but unpaid shall be returned to the Contractor. The City shall provide the Contractor written notice of the failure of the City to make an adequate Appropriation for any fiscal year to pay the amounts due under the Contract, or the reduction of any Appropriation to an amount insufficient to permit the City to pay its obligations under the Contract. In the event of non or inadequate appropriation of funds, there will be no penalty nor removal fees charged to the City. If, however, City orders services without funds appropriated, the City will make a good faith effort to pay UPS at the agreed-upon rates for such services rendered prior to the notice of non-Appropriation of funds. To the extent that the City notifies Contractor that no appropriated funds are available to pay Contractor for services, Contractor shall have the right, but not the obligation, to suspend all services to City without it constituting a default of the Contract.

8. **FINAL PAYMENT AND CLOSE-OUT:**

The making and acceptance of final payment will constitute:

- i. a waiver of all claims by the City against the Contractor, except claims (1) which have been previously asserted in writing and not yet settled, (2) arising from failure of the Contractor to comply with the Contract or the terms of any warranty specified herein, (3) arising from the Contractor's continuing obligations under the Contract, including but not limited to indemnity and warranty obligations, or (4) arising under the City's right to audit; and
- ii. a waiver of all claims performed and invoiced by the Contractor against the City other than those previously asserted in writing and not yet settled.

9. **AUDITS and RECORDS:**

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- A. The Contractor agrees that the representatives of the Office of the City Auditor or other authorized representatives of the City shall—upon reasonable advance written notice— have access to, and the right to audit, examine, or reproduce, any and all records of the Contractor arising from the performance under this Contract. The Contractor shall retain all such records for a period of three (3) years after final payment of each invoice under the contract on a rolling basis. Nothing in this section shall obligate Contractor to violate any privacy law or any contract between Contractor and any other party.
- B. Records Retention:
- i. Contractor is subject to City Code chapter 2-11 (Records Management), and as it may subsequently be amended. For purposes of this subsection, a Record means all books, accounts, reports, files, and other data recorded or created by a Contractor in fulfillment of the Contract whether in digital or physical format, except a record specifically relating to the Contractor's internal administration.
 - ii. The Contractor shall deliver the Records, within reason, to the City at no cost when requested by the City.
 - iii. The Contractor shall retain all Records as set forth in Subsection A of Section 9, Audits and Records or until all audit and litigation matters that the City has brought to the attention of the Contractor are resolved, whichever is longer.
10. **WARRANTY-PRICE:** The Contractor certifies that the prices in the Offer have been arrived at independently without consultation, communication, or agreement for the purpose of restricting competition, as to any matter relating to such fees with any other firm or with any competitor.
11. **WARRANTY – SERVICES:** The Contractor warrants and represents that all services to be provided the City under the Contract will be fully and timely performed in a good and workmanlike manner in accordance with generally accepted industry standards and practices, the terms, conditions, and covenants of the Contract, and all applicable Federal, State and local laws, rules or regulations. To the extent that the services are not performed consistent with the service level purchased, the City's sole and exclusive remedy shall be governed by Contractor's Rate and Service Guide, which is incorporated herein.
12. **RIGHT TO ASSURANCE:** Whenever one party to the Contract in good faith has reason to question the other party's intent to perform, demand may be made to the other party for written assurance of the intent to perform. In the event that no assurance is given within the time specified after demand is made, the demanding party may treat this failure as an anticipatory repudiation of the Contract.
13. **STOP WORK NOTICE:** The City may issue an immediate Stop Work Notice in the event the Contractor is observed performing in a manner that is in violation of Federal, State, or local guidelines, or in a manner that is determined by the City to be unsafe to either life or property. Upon notification, the Contractor will make all commercially reasonable efforts to suspend service for the City until such time as the City notifies Contractor in writing of its wish to restore service. Nothing in this section shall relive City of its obligation to pay invoices for services lawfully completed and invoiced.
14. **DEFAULT:** The Contractor shall be in default under the Contract if the Contractor (a) fails to fully, timely and faithfully perform any of its material obligations under the Contract, (b) fails to provide adequate assurance of performance under Paragraph 12, (c) becomes insolvent or seeks relief under the bankruptcy laws of the United States or (d) makes a material misrepresentation in Contractor's Offer, or in any report or deliverable required to be submitted by the Contractor to the City. The Contractor shall have ten (10 days) within which to cure any default.
15. **TERMINATION FOR CAUSE:** In the event of a default by the Contractor, the City shall have the right to terminate the Contract for cause, by written notice effective ten (10) calendar days, unless otherwise specified, after the date of such notice, unless the Contractor, within such ten (10) day period, cures such default, or provides evidence sufficient to prove to the City's reasonable satisfaction that such default does not, in fact, exist. The City may place Contractor

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on probation for a specified period of time within which the Contractor must correct any non-compliance issues. Probation shall not normally be for a period of more than nine (9) months, however, it may be for a longer period, not to exceed one (1) year depending on the circumstances. If the City determines the Contractor has failed to perform satisfactorily during the probation period, the City may proceed with suspension. In the event of a default by the Contractor, the City may suspend or debar the Contractor in accordance with the "City of Austin Purchasing Office Probation, Suspension and Debarment Rules for Vendors" and remove the Contractor from the City's vendor list for up to five (5) years and any Offer submitted by the Contractor may be disqualified for up to five (5) years. In addition to any other remedy available under law or in equity, the City shall be entitled to recover all actual direct pecuniary damages incurred by the City as a result of the Contractor's default. All rights and remedies under the Contract are cumulative and are not exclusive of any other right or remedy provided by law.

16. **TERMINATION WITHOUT CAUSE:** Either party shall have the right to terminate the Contract, in whole or in part, without cause any time upon one hundred and twenty (120) calendar days' prior written notice. Upon receipt of a notice of termination from the City, the Contractor shall promptly cease all further work pursuant to the Contract, with such exceptions, if any, specified in the notice of termination. The City will provide instructions in the notice of termination whether City accounts should be cancelled and provide a list of said accounts. Any orders placed by the City after the termination date will be charged at the then current published rates. The City shall pay the Contractor, to the extent of funds Appropriated or otherwise legally available for such purposes, for all goods delivered and services performed and obligations incurred prior to the date of termination in accordance with the terms hereof. Upon receipt of a notice of termination from the Contractor, the City will advise the Contractor in writing whether the City accounts should be cancelled. Any orders placed on the City accounts after the termination date will be charged at the then current published rates.
17. **FRAUD:** Fraudulent statements by the Contractor on any Offer or in any invoice required to be submitted by the Contractor to the City shall be grounds for the termination of the Contract for cause by the City and may result in legal action.
18. **DELAYS:**
- A. UPS provides for the delay and re-direction of packages after shipment per the Rate and Service Guide. Fees for these services, if applicable, are contained in the NJPA/Sourcwell rate chart.
- B. Neither party shall be liable for any default or delay in the performance of its obligations under this Contract if, while and to the extent such default or delay is caused by acts of God, fire, riots, civil commotion, labor disruptions, sabotage, sovereign conduct, or any other cause beyond the reasonable control of such Party. In the event of default or delay in contract performance due to any of the foregoing causes, then the time for completion of the services will be extended; provided, however, in such an event, a conference will be held within three (3) business days to establish a mutually agreeable period of time reasonably necessary to overcome the effect of such failure to perform. UPS provides updates to its customers of service disruptions on its website, www.ups.com. If the City requires a conference due to service disruptions the City must request such conference in writing to the Contractor. Additional information regarding UPS processes can be found in the Rates and Service Guide.
19. **INDEMNITY:**
- A. A. Definitions:
- i. i. "Indemnified Claims" shall include any and all claims, demands, suits, causes of action, judgments and liability of every character, type or description, including all reasonable costs and expenses of litigation, mediation or other alternate dispute resolution mechanism, including attorney and other professional fees for:
- (1) (1) damage to or loss of the property of any person (including, but not limited to the City, the Contractor, their respective agents, officers, employees and subcontractors; the officers, agents, and employees of such subcontractors; and third parties); and/or

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(2) (2) death, bodily injury, illness, disease, worker's compensation, loss of services, or loss of income or wages to any person (including but not limited to the agents, officers and employees of the City, the Contractor, the Contractor's subcontractors, and third parties),

- ii. "Fault" shall include , negligence, willful misconduct, or a breach of any legally imposed strict liability standard.

B. THE CONTRACTOR SHALL DEFEND (AT THE OPTION OF THE CITY), INDEMNIFY, AND HOLD THE CITY, ITS SUCCESSORS, ASSIGNS, OFFICERS, EMPLOYEES AND ELECTED OFFICIALS HARMLESS FROM AND AGAINST ALL INDEMNIFIED CLAIMS DIRECTLY ARISING OUT OF, INCIDENT TO, CONCERNING OR RESULTING FROM THE FAULT OF THE CONTRACTOR, OR THE CONTRACTOR'S AGENTS, EMPLOYEES OR SUBCONTRACTORS, IN THE PERFORMANCE OF THE CONTRACTOR'S OBLIGATIONS UNDER THE CONTRACT. NOTHING HEREIN SHALL BE DEEMED TO LIMIT THE RIGHTS OF THE CITY OR THE CONTRACTOR (INCLUDING, BUT NOT LIMITED TO, THE RIGHT TO SEEK CONTRIBUTION) AGAINST ANY THIRD PARTY WHO MAY BE LIABLE FOR AN INDEMNIFIED CLAIM.

20. **INSURANCE:** (reference Section 0400 for specific coverage requirements). The following insurance requirement applies. (Revised March 2013).

A. General Requirements.

- i. The Contractor shall at a minimum carry insurance in the types and amounts indicated in Section 0400, Supplemental Purchase Provisions, for the duration of the Contract, including extension options and hold over periods, and during any warranty period.
- ii. The Contractor shall provide Certificates of Insurance with the coverages and endorsements required in Section 0400, Supplemental Purchase Provisions, to the City as verification of coverage prior to contract execution and within fourteen (14) calendar days after written request from the City. Failure to provide the required Certificate of Insurance may subject the Offer to disqualification from consideration for award. The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or hold over period is exercised, as verification of continuing coverage.
- iii. The Contractor shall not commence work until the required insurance is obtained and until such insurance has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.
- iv. The "other" insurance clause shall not apply to the City where the City is an additional insured shown on any policy. It is intended that policies required in the Contract, covering both the City and the Contractor, shall be considered primary coverage as applicable.
- v. If insurance policies are not written for amounts specified in Section 0400, Supplemental Purchase Provisions, the Contractor shall carry Umbrella or Excess Liability Insurance for any differences in amounts specified. If Excess Liability Insurance is provided, it shall follow the form of the primary coverage.

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- vi. The City reserves the right to review the insurance requirements set forth during the effective period of the Contract and to make reasonable adjustments to insurance coverage, limits, and exclusions when deemed necessary and prudent by the City based upon changes in statutory law, court decisions, the claims history of the industry or financial condition of the insurance company as well as the Contractor.
- vii. The Contractor shall not cause any insurance to be canceled nor permit any insurance to lapse during the term of the Contract or as required in the Contract.
- viii. The Contractor shall be responsible for premiums, deductibles and self-insured retentions, if any, stated in policies. Self-insured retentions shall be disclosed on the Certificate of Insurance.
- ix. The Contractor shall provide the City thirty (30) calendar days' written notice of erosion of the aggregate limits below occurrence limits for all applicable coverages indicated within the Contract.
- x. The insurance coverages specified in Section 0400, Supplemental Purchase Provisions, are required minimums and are not intended to limit the responsibility or liability of the Contractor.

C. Specific Coverage Requirements: Specific insurance requirements are contained in Section 0400, Supplemental Purchase Provisions

21. **CLAIMS:** If any material claim, demand, suit, or other action is asserted against the Contractor, Contractor will provide public notice through its quarterly SEC filings, which can be reviewed at www.investors.ups.com.
22. **NOTICES:** Unless otherwise specified, all notices, requests, or other communications required or appropriate to be given under the Contract shall be in writing and shall be deemed delivered upon UPS delivery confirmation, or upon recipient signature if sent by U.S. Postal Service Certified or Registered Mail, Return Receipt Requested. Notices delivered by other means shall be deemed delivered upon receipt by the addressee. Routine communications may be made by first class mail, telefax, e-mail, or other commercially accepted means. Notices to the Contractor shall be sent to the address specified in the Contractor's Offer, or at such other address as a party may notify the other in writing with a copy sent by e-mail to the primary UPS contact for this agreement. Notices to the City shall be addressed to the City at P.O. Box 1088, Austin, Texas 78767 and marked to the attention of the Contract Administrator.
23. **CONFIDENTIALITY:** In order to provide the Deliverables to the City, Contractor may require access to certain of the City's and/or its licensors' confidential information (including inventions, employee information, trade secrets, confidential know-how, confidential business information, and other information which the City or its licensors consider confidential) (collectively, "Confidential Information"). Contractor acknowledges and agrees that the Confidential Information is the valuable property of the City and/or its licensors and any unauthorized use, disclosure, dissemination, or other release of the Confidential Information will substantially injure the City and/or its licensors. The Contractor (including its employees, subcontractors, agents, or representatives) agrees that it will maintain the Confidential Information with as much care as it would apply to its own confidential information, unless the Confidential Information is required to be disclosed by law or an order of any court or other governmental authority with proper jurisdiction, provided the Contractor promptly notifies the City—where permitted—before disclosing such information so as to permit the City reasonable time to seek an appropriate protective order. The Contractor agrees to use protective measures no less stringent than the Contractor uses within its own business to protect its own most valuable information, which protective measures shall under all circumstances be at least reasonable measures to ensure the continued confidentiality of the Confidential Information.
24. Confidential Information does not include any information that: 1) Recipient rightfully has in its possession when disclosed to it, free of any obligation to Discloser to maintain its confidentiality; (2) is or becomes known to the public other than by breach of this Agreement (3) is rightfully received by Recipient from a third party free of any obligation of confidentiality; (4) in the case of UPS, is UPS transportation operations information such as vehicle routing and

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mapping information; (5) has been independently developed or acquired by Recipient; or (6) is contained in a package or on the exterior of a package, including information in plain text or bar code form on shipping labels; or (7) is subject to disclosure pursuant to the Texas Public Information Act, currently codified in Texas Government Code Chapter 552. In addition, UPS may use package level detail (as described in the UPS Tariff/Terms and Conditions of Service) that UPS receives from Customer, in accordance with the UPS Privacy Notice in effect at the time of shipping and available at www.ups.com.

25. **ADVERTISING**: The Contractor shall not advertise or publish, without the City's prior consent, the fact that the City has entered into the Contract, except to the extent required by law.
26. **NO CONTINGENT FEES**: The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure the Contract upon any agreement or understanding for commission, percentage, brokerage, or contingent fee, excepting bona fide employees of bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this warranty, the City shall have the right, in addition to any other remedy available, to cancel the Contract without liability and to deduct from any amounts owed to the Contractor, or otherwise recover, the full amount of such commission, percentage, brokerage or contingent fee.
27. **GRATUITIES**: The City may, by written notice to the Contractor, cancel the Contract without liability if it is determined by the City that gratuities were offered or given by the Contractor or any agent or representative of the Contractor to any officer or employee of the City of Austin with a view toward securing the Contract or securing favorable treatment with respect to the awarding or amending or the making of any determinations with respect to the performing of such contract. In the event the Contract is canceled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold the amount of the cost incurred by the Contractor in providing such gratuities.
28. **PROHIBITION AGAINST PERSONAL INTEREST IN CONTRACTS**: No officer, employee, independent consultant, or elected official of the City who is involved in the development, evaluation, or decision-making process of the performance of any solicitation shall have a financial interest, direct or indirect, in the Contract resulting from that solicitation. Any willful violation of this section shall constitute impropriety in office, and any officer or employee guilty thereof shall be subject to disciplinary action up to and including dismissal. Any knowing violation of this provision by the Contractor shall render the Contract voidable by the City. City acknowledges that Contractor is a publicly traded corporation and that Contractor has no reasonable means of confirming whether any of its shareholders or shareholders' family members are officers, employees, agents, or officials of the City.
29. **INDEPENDENT CONTRACTOR**: The Contract shall not be construed as creating an employer/employee relationship, a partnership, or a joint venture. The Contractor's services shall be those of an independent contractor. The Contractor agrees and understands that the Contract does not grant any rights or privileges established for employees of the City.
30. **ASSIGNMENT-DELEGATION**: The Contract shall be binding upon and inure to the benefit of the City and the Contractor and their respective successors and assigns, provided however, that no right or interest in the Contract shall be assigned and no obligation shall be delegated by the Contractor without the prior written consent of the City. Any attempted assignment or delegation by the Contractor shall be void unless made in conformity with this paragraph. The Contract is not intended to confer rights or benefits on any person, firm or entity not a party hereto; it being the intention of the parties that there be no third party beneficiaries to the Contract. Provided that nothing in this clause shall prohibit UPS from transferring or assign all or part of its rights and/or obligations to one or more of its subsidiaries or affiliates without prior written consent of the City.
31. **WAIVER**: No claim or right arising out of a breach of the Contract can be discharged in whole or in part by a waiver or renunciation of the claim or right unless the waiver or renunciation is supported by consideration and is in writing signed by the aggrieved party. No waiver by either the Contractor or the City of any one or more events of default by the other party shall operate as, or be construed to be, a permanent waiver of any rights or obligations under the Contract, or an express or implied acceptance of any other existing or future default or defaults, whether of a similar or different character.

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32. **MODIFICATIONS**: The Contract can be modified or amended only by a writing signed by both parties. No pre-printed or similar terms on any the Contractor invoice, order or other document shall have any force or effect to change the terms, covenants, and conditions of the Contract.
33. **INTERPRETATION**: The Contract is intended by the parties as a final, complete and exclusive statement of the terms of their agreement. No course of prior dealing between the parties or course of performance or usage of the trade shall be relevant to supplement or explain any term used in the Contract. Although the Contract may have been substantially drafted by one party, it is the intent of the parties that all provisions be construed in a manner to be fair to both parties, reading no provisions more strictly against one party or the other.
34. **DISPUTE RESOLUTION**:
- A. If a dispute arises out of or relates to the Contract, or the breach thereof, the parties agree to negotiate prior to prosecuting a suit for damages. However, this section does not prohibit the filing of a lawsuit to toll the running of a statute of limitations or to seek injunctive relief. Either party may make a written request for a meeting between representatives of each party within fourteen (14) calendar days after receipt of the request or such later period as agreed by the parties. Each party shall include, at a minimum, one (1) senior level individual with decision-making authority regarding the dispute. The purpose of this and any subsequent meeting is to attempt in good faith to negotiate a resolution of the dispute. If, within thirty (30) calendar days after such meeting, the parties have not succeeded in negotiating a resolution of the dispute, they will proceed directly to mediation as described below. Negotiation may be waived by a written agreement signed by both parties, in which event the parties may proceed directly to mediation as described below.
 - B. If the efforts to resolve the dispute through negotiation fail, or the parties waive the negotiation process, the parties may select, within thirty (30) calendar days, a mediator trained in mediation skills to assist with resolution of the dispute. Should they choose this option, the City and the Contractor agree to act in good faith in the selection of the mediator and to give consideration to qualified individuals nominated to act as mediator. Nothing in the Contract prevents the parties from relying on the skills of a person who is trained in the subject matter of the dispute or a contract interpretation expert. If the parties fail to agree on a mediator within thirty (30) calendar days of initiation of the mediation process, the mediator shall be selected by the Travis County Dispute Resolution Center (DRC). The parties agree to participate in mediation in good faith for up to thirty (30) calendar days from the date of the first mediation session. The City and the Contractor will share the mediator's fees equally and the parties will bear their own costs of participation such as fees for any consultants or attorneys they may utilize to represent them or otherwise assist them in the mediation.
35. **JURISDICTION AND VENUE**: The Contract is made under and shall be governed by the laws of the State of Texas. All issues arising from this Contract shall be resolved in the courts of Travis County, Texas and the parties agree to submit to the exclusive personal jurisdiction of such courts. The foregoing, however, shall not be construed or interpreted to limit or restrict the right or ability of the City to seek and secure injunctive relief from any competent authority as contemplated herein.
36. **INVALIDITY**: The invalidity, illegality, or unenforceability of any provision of the Contract shall in no way affect the validity or enforceability of any other portion or provision of the Contract. Any void provision shall be deemed severed from the Contract and the balance of the Contract shall be construed and enforced as if the Contract did not contain the particular portion or provision held to be void. If a provision is struck by a court of law, the parties further agree to reform the Contract to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken provision. The provisions of this section shall not prevent this entire Contract from being void should a provision which is the essence of the Contract be determined to be void.
37. **HOLIDAYS**: The following holidays are observed by the City:

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<u>Holiday</u>	<u>Date Observed</u>
New Year's Day	January 1
Martin Luther King, Jr.'s Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Friday after Thanksgiving	Friday after Thanksgiving
Christmas Eve	December 24
Christmas Day	December 25

If a Legal Holiday falls on Saturday, it will be observed on the preceding Friday. If a Legal Holiday falls on Sunday, it will be observed on the following Monday.

38. **SURVIVABILITY OF OBLIGATIONS:** All provisions of the Contract that impose continuing obligations on the parties, including but not limited to the warranty, indemnity, and confidentiality obligations of the parties, shall survive the expiration or termination of the Contract.
39. **NON-SUSPENSION OR DEBARMENT CERTIFICATION:** The City of Austin is prohibited from contracting with or making prime or sub-awards to parties that are suspended or debarred or whose principals are suspended or debarred from Federal, State, or City of Austin Contracts. By accepting a Contract with the City, the Vendor certifies that its firm and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
40. **EQUAL OPPORTUNITY**
Equal Employment Opportunity: No Contractor, or Contractor's agent, shall engage in any discriminatory employment practice as defined in Chapter 5-4 of the City Code. No Offer submitted to the City shall be considered, nor any Purchase Order issued, or any Contract awarded by the City unless the Offeror has executed and filed with the City Purchasing Office a current Non-Discrimination Certification.
- Americans with Disabilities Act (ADA) Compliance:** No Contractor, or Contractor's agent, shall engage in any discriminatory practice against individuals with disabilities as defined in the ADA, including but not limited to: employment, accessibility to goods and services, reasonable accommodations, and effective communications.
41. **LIMITS ON USE OF INCENTIVE RATES**
Neither this contract, nor the rates attached hereto, shall be used, marketed to or by, or transferred to or by any party other than the City and its subordinate municipal agencies and instrumentalities.

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SUPPLEMENTAL PURCHASE PROVISIONS
EXHIBIT C**

The following Supplemental Purchasing Provisions apply to this solicitation:

1. **INSURANCE:** Insurance is required for this solicitation.

A. **General Requirements:** See Section 0300, Standard Purchase Terms and Conditions, paragraph 32, entitled Insurance, for general insurance requirements.

- i. The Contractor shall provide a Certificate of Insurance as verification of coverages required below to the City at the below address prior to contract execution and within 14 calendar days after written request from the City. Failure to provide the required Certificate of Insurance may subject the Offer to disqualification from consideration for award
- ii. The Contractor shall not commence work until the required insurance is obtained and until such insurance has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.
- iii. The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or holdover period is exercised, as verification of continuing coverage.
- iv. The Certificate of Insurance, and updates, shall be mailed to the following address:

City of Austin Purchasing Office
P. O. Box 1088
Austin, Texas 78767

OR

PURInsuranceCompliance@austintexas.gov

B. **Specific Coverage Requirements:** The Contractor shall at a minimum carry insurance in the types and amounts indicated below for the duration of the Contract, including extension options and hold over periods, and during any warranty period. These insurance coverages are required minimums and are not intended to limit the responsibility or liability of the Contractor.

- i. **Worker's Compensation and Employers' Liability Insurance:** Coverage shall be consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Section 401). The minimum policy limits for Employer's Liability are \$100,000 bodily injury each accident, \$500,000 bodily injury by disease policy limit and \$100,000 bodily injury by disease each employee.
 - (1) The Contractor's policy shall apply to the State of Texas and include these endorsements in favor of the City of Austin:
 - (a) Waiver of Subrogation, Form WC420304, or equivalent coverage
 - (b) Thirty (30) days Notice of Cancellation, Form WC420601, or equivalent coverage
- ii. **Commercial General Liability Insurance:** The minimum bodily injury and property damage per occurrence are \$500,000 for coverages A (Bodily Injury and Property Damage) and B (Personal and Advertising Injury).
 - (1) The policy shall contain the following provisions:
 - (a) Contractual liability coverage for liability assumed under the Contract and all other Contracts related to the project.
 - (b) Contractor/Subcontracted Work.
 - (c) Products/Completed Operations Liability for the duration of the warranty period.
 - (d) If the project involves digging or drilling provisions must be included that provide Explosion, Collapse, and/or Underground Coverage.
 - (2) The policy shall also include these endorsements in favor of the City of Austin:
 - (a) Waiver of Subrogation, Endorsement CG 2404, or equivalent coverage

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- (b) Thirty (30) days Notice of Cancellation, Endorsement CG 0205, or equivalent coverage
 - (c) The City of Austin listed as an additional insured, Endorsement CG 2010, or equivalent coverage
 - iii. **Business Automobile Liability Insurance:** The Contractor shall provide coverage for all owned, non-owned and hired vehicles with a minimum combined single limit of \$500,000 per occurrence for bodily injury and property damage. Alternate acceptable limits are \$250,000 bodily injury per person, \$500,000 bodily injury per occurrence and at least \$100,000 property damage liability per accident.
 - (1) The policy shall include these endorsements in favor of the City of Austin:
 - (a) Waiver of Subrogation, Endorsement CA0444, or equivalent coverage
 - (b) Thirty (30) days Notice of Cancellation, Endorsement CA0244, or equivalent coverage
 - (c) The City of Austin listed as an additional insured, Endorsement CA2048, or equivalent coverage.
 - C. **Endorsements:** The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.
2. **TERM OF CONTRACT:**
- A. The Contract shall commence upon execution, unless otherwise specified, and shall remain in effect for an initial term of 39 months.
 - B. Upon written notice to the Contractor from the City's Purchasing Officer or his designee and acceptance of the Contractor, the term of this contract shall be extended on the same terms and conditions for an additional period as indicated in paragraph A above.
3. **QUANTITIES:** The quantities listed herein are estimates for the period of the Contract. The City reserves the right to purchase more or less of these quantities as may be required during the Contract term. Quantities will be as needed and specified by the City for each order. Unless specified in the solicitation, there are no minimum order quantities. If the City orders in quantities that result in the City surpassing its original not-to-exceed threshold under the Contract, the City will promptly pay all due and payable sums to Contractor for services rendered.
4. **INVOICES and PAYMENT:** (reference paragraphs 12 and 13 in Section 0300)
- A. Invoices shall contain a unique invoice number and the information required in Section 0300, paragraph 12, entitled "Invoices." Invoices received without all required information cannot be processed and will be returned to the vendor.
- Invoices shall be mailed to Department's preferred billing address as established on their account with the Contractor, or as listed on their individual purchase order (DO).
5. **CONTRACT MANAGER:** The City's Purchasing Office and City departments may elect to designate a Contract Manager. The Contract Manager will act as the contact point between the City and the Contractor during the term of the Contract.

**NON-DISCRIMINATION AND NON-RETALIATION CERTIFICATION
EXHIBIT D**

City of Austin, Texas

Equal Employment/Fair Housing Office

To: City of Austin, Texas,

I hereby certify that our firm complies with FAR 52.222-26, as a federal contractor in good standing, as reiterated below:

(c)

(1) The Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. However, it shall not be a violation of this clause for the Contractor to extend a publicly announced preference in employment to Indians living on or near an Indian reservation, in connection with employment opportunities on or near an Indian reservation, as permitted by 41 CFR 60-1.5.

(2) The Contractor shall take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. This shall include, but not be limited to --

(i) Employment;

(ii) Upgrading;

(iii) Demotion;

(v) Transfer;

(v) Recruitment or recruitment advertising;

(vi) Layoff or termination;

(vii) Rates of pay or other forms of compensation; and

(viii) Selection for training, including apprenticeship.

(3) The Contractor shall post in conspicuous places available to employees and applicants for employment the notices to be provided by the Contracting Officer that explain this clause.

(4) The Contractor shall, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

(5)

(i) The Contractor shall not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about,

discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This prohibition against discrimination does not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the Contractor's legal duty to furnish information.

(ii) The Contractor shall disseminate the prohibition on discrimination in paragraph (c)(5)(i) of this clause, using language prescribed by the Director of the Office of Federal Contract Compliance Programs (OFCCP), to employees and applicants by--

(A) Incorporation into existing employee manuals or handbooks; and

(B) Electronic posting or by posting a copy of the provision in conspicuous places available to employees and applicants for employment.

(6) The Contractor shall send, to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, the notice to be provided by the Contracting Officer advising the labor union or workers' representative of the Contractor's commitments under this clause, and post copies of the notice in conspicuous places available to employees and applicants for employment.

(7) The Contractor shall comply with Executive Order 11246, as amended, and the rules, regulations, and orders of the Secretary of Labor.

(8) The Contractor shall furnish to the contracting agency all information required by Executive Order 11246, as amended, and by the rules, regulations, and orders of the Secretary of Labor. The Contractor shall also file Standard Form 100 (EEO-1), or any successor form, as prescribed in 41 CFR part 60-1. Unless the Contractor has filed within the 12 months preceding the date of contract award, the Contractor shall, within 30 days after contract award, apply to either the regional Office of Federal Contract Compliance Programs (OFCCP) or the local office of the Equal Employment Opportunity Commission for the necessary forms.

(9) The Contractor shall permit access to its premises, during normal business hours, by the contracting agency or the (OFCCP) for the purpose of conducting on-site compliance evaluations and complaint investigations. The Contractor shall permit the Government to inspect and copy any books, accounts, records (including computerized records), and other material that may be relevant to the matter under investigation and pertinent to compliance with Executive Order 11246, as amended, and rules and regulations that implement the Executive Order.

(10) If the OFCCP determines that the Contractor is not in compliance with this clause or any rule, regulation, or order of the Secretary of Labor, this contract may be canceled, terminated, or suspended in whole or in part and the Contractor may be declared ineligible for further Government contracts, under the procedures authorized in Executive Order 11246, as amended. In addition, sanctions may be imposed and remedies invoked against the Contractor as provided in Executive Order 11246, as amended, in the rules, regulations, and orders of the Secretary of Labor, or as otherwise provided by law.

(11) The Contractor shall include the terms and conditions of this clause in every subcontract or purchase order that is not exempted by the rules, regulations, or orders of the Secretary of Labor

issued under Executive Order 11246, as amended, so that these terms and conditions will be binding upon each subcontractor or vendor.

(12) The Contractor shall take such action with respect to any subcontract or purchase order as the Director of OFCCP may direct as a means of enforcing these terms and conditions, including sanctions for noncompliance; provided, that if the Contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of any direction, the Contractor may request the United States to enter into the litigation to protect the interests of the United States.

[LINK to EEO Statement](#)

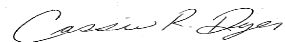
UPS also protects against discrimination related to disabilities and to protected-veteran status.

Employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor or manager if possible. If this is not suitable, employees are advised to contact another member of management or their human resources representative, or use the UPS conduct line. Regardless of the avenue chosen, investigations into allegations of unethical or illegal conduct will be conducted confidentially and professionally. No employee will be disciplined, lose a job, or be retaliated against in any way for asking questions or voicing concerns about UPS' legal or ethical obligations, when acting in good faith.

Dated this 4 day of March, 2019.

CONTRACTOR
Authorized
Signature

United Parcel Service



Title

Director, Enterprise Accounts

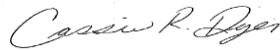
City of Austin, Texas
Section 0805
NON-SUSPENSION OR DEBARMENT CERTIFICATION
EXHIBIT E

The City of Austin is prohibited from contracting with or making prime or sub-awards to parties that are suspended or debarred or whose principals are suspended or debarred from Federal, State, or City of Austin Contracts. Covered transactions include procurement contracts for goods or services equal to or in excess of \$25,000.00 and all non-procurement transactions. This certification is required for all Vendors on all City of Austin Contracts to be awarded and all contract extensions with values equal to or in excess of \$25,000.00 or more and all non-procurement transactions.

The Offeror hereby certifies that its firm and its principals are not currently suspended or debarred from bidding on any Federal, State, or City of Austin Contracts.

Contractor's Name: United Parcel Service

Signature of Officer or
Authorized
Representative:



Date: March 4, 2019

Printed Name: Cassie Dyer

Title Director, Enterprise Accounts – State Government

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GOAL DETERMINATION REQUEST FORM

Buyer Name/Phone	Claudia Rodriquez x42959	PM Name/Phone	N/A
Sponsor/User Dept.	FSD	Sponsor Name/Phone	N/A
Solicitation No	N/A	Project Name	Citywide Shipping Services
Contract Amount	\$297,500	Ad Date (if applicable)	N/A
Procurement Type			
<input type="checkbox"/> AD – CSP <input type="checkbox"/> AD – CM@R <input type="checkbox"/> AD – Design Build <input type="checkbox"/> AD – Design Build Op Maint <input type="checkbox"/> AD – JOC <input type="checkbox"/> IFB – Construction <input type="checkbox"/> IFB – IDIQ <input type="checkbox"/> PS – Project Specific <input type="checkbox"/> PS – Rotation List <input type="checkbox"/> Nonprofessional Services <input type="checkbox"/> Commodities/Goods <input checked="" type="checkbox"/> Cooperative Agreement <input type="checkbox"/> Critical Business Need <input type="checkbox"/> Interlocal Agreement <input type="checkbox"/> Ratification <input type="checkbox"/> Sole Source*			
Provide Project Description**			
To establish a Citywide Shipping Services contract with United Parcel Services (UPS) through the Sourcewell/NJPA Cooperative Contract ##091416-UPS			
Project History: Was a solicitation previously issued; if so were goals established? Were subcontractors/subconsultants utilized? Include prior Solicitation No.			
Current MA NC140000004 is also based off a cooperative, no solicitation, no goals assigned.			
List the scopes of work (commodity codes) for this project. (Attach commodity breakdown by percentage; eCAPRIS printout acceptable)			
96286-100%,			
Claudia Rodriquez		8/13/2018	
Buyer Confirmation		Date	

* Sole Source must include Certificate of Exemption

**Project Description not required for Sole Source

FOR SMBR USE ONLY			
Date Received	8/13/2018	Date Assigned to BDC	8/13/2018
In accordance with Chapter2-9(A-D)-19 of the Austin City Code, SMBR makes the following determination:			
<input type="checkbox"/> Goals	% MBE	% WBE	
<input type="checkbox"/> Subgoals	% African American	% Hispanic	
	% Asian/Native American	% WBE	
<input type="checkbox"/> Exempt from MBE/WBE Procurement Program		<input checked="" type="checkbox"/> No Goals	

GOAL DETERMINATION REQUEST FORM

This determination is based upon the following:

- | | |
|--|---|
| <input type="checkbox"/> Insufficient availability of M/WBEs | <input type="checkbox"/> No availability of M/WBEs |
| <input type="checkbox"/> Insufficient subcontracting opportunities | <input checked="" type="checkbox"/> No subcontracting opportunities |
| <input type="checkbox"/> Sufficient availability of M/WBEs | <input type="checkbox"/> Sufficient subcontracting opportunities |
| <input type="checkbox"/> Sole Source | <input type="checkbox"/> Other |

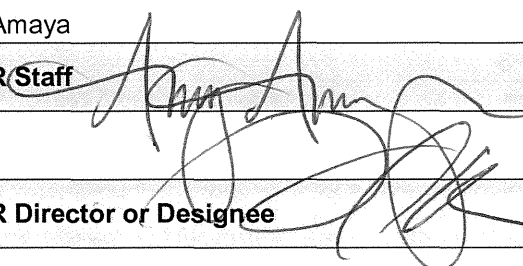
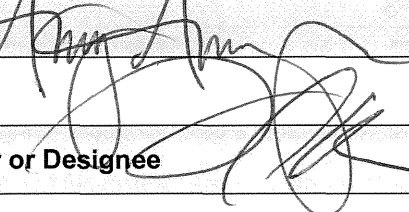
If Other was selected, provide reasoning:

MBE/WBE/DBE Availability

N/A

Subcontracting Opportunities Identified

N/A

Amy Amaya	
SMBR Staff 	Signature/ Date 8/24/2018
SMBR Director or Designee 	Date 8/24/18
Returned to/ Date:	

<i>Citywide Shipping Services Cooperative Analysis</i>	Federal Express	United Parcel Service, Inc. (UPS)
Cooperative Contract Name	TXMAS	Sourcewell/NJPA
Contract Name	Small Package (Less than 150 lbs) Overnight, Second Day, Ground Delivery Services	Shipping and Logistics: Express Courier, Overnight, Ground Delivery Logistics Services
Coop Contract Number	962-C1	#091416-UPS
Coop Contract Term Dates	08/01/2018-11/27/2021	03/20/2017 - 03/20/2022
Service Capabilities	Limited to contracted services for packages less than 150 lbs. A separate TXMAS contract generated for packages over 150 lbs with shipping broker.	Full scope of services. No package size restrictions.
Includes online portal?	Yes	Yes
Includes dedicated customer service rep?	Yes	Yes
Ground delivery ex: 20lb package out of postal zone 4	\$5.15	\$4.76
Overnight delivery ex: 20 lb package out of postal zone 4	\$30.50	\$24.69
Shipping Supplies Provided:		
Money back guarantee policy?	Yes	https://www.ups.com/assets/resources/media/en_US/terms_service_us.pdf Shipment guarantee times change based on the times of year. Pg 25
City of Austin Small Business Opportunities?	FedEx has many local small business owners in our FedEx Ground operating company. (there are many minority, women and veteran owned businesses)	See pg 71, partner with M/WBE and HUBS by partnering with suppliers. Is active member in various HUB organizations and has various awards for commitment to support small and minority business. Includes a program for US Veterans.
Sustainability Goals/Practices?	Global Citizenship Report: http://csr.fedex.com/ Sustainability info: https://about.van.fedex.com/social-responsibility/earthsmart-sustainable-practices/	Pg 67-Using fuel alternative (electric) vehicles. Reduction of carbon footprint through offset shipping options available (allows users to select a more 'green' option. Reusable envelopes
Living or Prevailing Wages?	https://about.van.fedex.com/blog/category/awards-recognition/	UPS complies with all applicable laws and regulations
Online Reporting Portal?	https://www.fedex.com/en-us/reporting-online.html	Yes, See pg 64 of attached proposal for NJPA coop
24/7 Customer Service	https://www.fedex.com/en-us/customer-support.html	Yes
Company POC	David Guanella	Felicia Michael

<i>Citywide Shipping Services Cooperative Analysis</i>	Federal Express	United Parcel Service, Inc. (UPS)
Cooperative Contract Name	TXMAS	Sourcewell/NJPA
Contract Name	Small Package (Less than 150 lbs) Overnight, Second Day, Ground Delivery Services	Shipping and Logistics: Express Courier, Overnight, Ground Delivery Logistics Services
Coop Contract Number	962-C1	#091416-UPS
Phone #	Email preferred	240-417-4773
E-mail Address	daguanella@fedex.com	fhall@ups.com
Company Website	fedex.com	ups.com
Coop Website	http://www.txsmartbuy.com/contracts/view/2106	https://www.sourcewell-mn.gov/cooperative-purchasing/091416-ups#tab-contact-information