

Less than Truckload (LTL) Trucking Services

1. Shipping criteria

- Freight is less than truckload- intrastate
- It is incumbent on the vendor to ensure all drivers have a current commercial driver's license (CDL), if the vehicle they are driving requires it.
- The bulk of shipments from Nashville will be to locations outside of Davidson County to potentially any zip code in Tennessee, both metropolitan and rural. All deliveries will be to government entities and will be considered so for billing purposes (no additional commercial or residential charges).
- Pick-ups outside of Davidson County for delivery to the State could originate from any zip code area of Tennessee, both metropolitan and rural. All pick-ups will be from government entities and will be considered so for billing purposes (no additional commercial or residential charges.)
- The State requires servicing a freight of all kinds freight class (FAK) to encompass all shipments.
- The most advantageous pick-up and delivery service possible is requested; however, pick-up and delivery must be made within 48 hours of possession of the shipment by the vendor.
- The majority of all outgoing shipments from Davidson County will be picked up at Document Solutions Distribution Center, 6500 Centennial Blvd., Nashville, TN 37243. Pick-ups outside of Davidson County will be returned to Document Solution Distribution Center, 6500 Centennial Blvd., Nashville, TN 37243.
- Pick-ups outside of Davidson County will be arranged via a call tag to the vendor from the State and billed prepaid at contract rates. Bulk shipments will be shrink-wrapped on a skid. Skids will be taken to the vendor's terminal and weighed in order to assess charges. A second verification weight will be done by the State upon receipt from the vendor.
- Skids are not to be stacked. Orders are to remain wrapped as shipped/received. Shrink-wrap may only be broken if necessary to complete delivery to customer. In this event, orders must be kept separate.
- This contract will be a percentage off published rates. Rates must be access idle via an internet based interactive rating program that can provide on-line freight rates for any size shipment moving between any points within the state of Tennessee. The vendor will provide published rates (per hundred weight) along with the offered discount when submitting the completed solicitation.
- A rate disc/website/software which enables rates to be calculated for a shipment of any weight to or from any zip code in Tennessee shall be provided by the bidder and within seven (7) calendars from the date of request.

2. Vendor requirements:

- The vendor will pick up/deliver shipments Monday through Friday between 8:00a.m. and 3:30p.m. local time of the pick-up/delivery site.
- In the event the shipment is undeliverable or a pick up cannot be accomplished, the vendor shall make three (3) attempts to contact the State by phone for instructions on how to proceed before leaving the pick-up site or returning the delivery to the State. Orders returned to the State will be billed at no more than the original shipping rate.
- Service will be provided under this contract daily with exception of the following: Saturdays, Sundays, and the following state holidays: New Year's Day, Martin Luther King Day, Presidents' Day, Good Friday, Memorial Day, Independence Day, Labor Day, Columbus Day or the Day after Thanksgiving, Veterans' Day, Thanksgiving Day, Christmas Day, and any other days so determined by the State.
- The vendor will furnish preprinted freight bills at no additional charge. Document Solutions Distribution Center's name and address shall be pre-printed as shipper, and freight should be marked prepaid. Blank bills will be supplied to be used for pick-ups and should be marked prepaid. Pro numbers should be provided to the State for use with blank bills of lading for pick-ups. The state contract number shall also be preprinted on both sets of freight bills.
- The vendor shall have all necessary equipment to complete the job including 48-53' trailers, box trucks with lift gates, pickup trucks, dollies, pallet jacks, strapping, etc.
- Outgoing shipments will be offloaded and delivered to the designated floor and/or suite noted on the delivery label. If the delivery floor is something other than that noted on the label, it is to be considered an address change and billed as such. Deliveries that are re-routed to a street address other than that on the delivery label, but within the same city, falls within the realm of an address change and should be billed as such.
- Pick-ups will be retrieved from the indicated floor and/or suite noted in the call tag request. The assigned Bill of Lading (BOL) number will be provided at the time the call tag is requested. A copy of the BOL will be sent digitally to the State agency and will be on-site for use by the carrier upon arrival.
- Any pick up from or delivery to a floor above entry level is considered to be an "inside" service and should be billed as such.
- Carrier personnel will be required to wear a badge identifying them as an employee of the vendor. The highest professional behavior is expected by personnel, as a representative of the State of Tennessee. Profanity is unacceptable while on government property. Complaints in this area will be addressed through a vendor complaint to the state division of purchasing. Request for removal of personnel from the contract could be made. Personnel will follow all posted regulations for entering into government facilities.
- Drivers are not authorized to, and therefore should not discuss billing issues with the customers.
- The vendor is required to have an interactive, online, real time tracking system which allows the State to track the status of any shipment at any time. Verbal tracking information must be obtainable within 2 hours after the first inquiry by the State. Written proof of delivery must be available within eight (8) hours of delivery and include the signature of the recipient. The vendor must provide a toll-free telephone number by which a knowledgeable representative may be contacted for tracking information if desired.

- The bidder shall be required to submit evidence of having an interactive, on-line, real time tracking system as specified above prior to award.
- The vendor will be liable for damage and/or loss of shipment, not to exceed \$500 per package. Shipments may be insured at the discretion of the State. Vendor liability begins upon taking receipt of the shipment and terminates upon a successful delivery to the recipient. Successful is to mean undamaged, intact, and signed for by the receiving State agency. The recipient has a reasonable amount of time, not to exceed 48 hours, to report damage to the State who will then notify the vendor. Should damage occur in shipments being retrieved for delivery to the State, all damaged boxes must be returned to the State.
- The vendor is to be insured to cover loss of product and/or damage to public person or property. The State will take no responsibility for accidents caused by the vendor.

3. Billing terms:

- Billing will be submitted via email to a designated State employee weekly. Each invoice, on Contractor's letterhead, shall clearly and accurately detail invoice number, invoice date, contract number, purchase order number, and must include copies of corresponding freight tickets. Incoming and outgoing shipments must be differentiated on the invoices.

4. Hazardous materials

- In the event legal transport of hazardous materials is required, an additional handling fee may be charged. It is the shipper's responsibility to abide by the rules and regulations governing the carriage of dangerous goods and hazardous materials as defined in the current revision of title 49, code of federal regulations, parts 170-189.
- The State will label any hazardous materials with appropriate labels. Material Safety Data Sheets (MSDS) will be attached to the outside of each shipment containing hazardous materials. A notation will be made on the bill of lading when hazardous chemicals are present along with the identifying number.