

## Less Than Truckload (LTL) Trucking Services Specifications

### Brief Description

The Department of General Services is requesting Less Than Truckload (LTL) Trucking Services to ship items safely and efficiently to customers across Tennessee and the United States. The State shall only accept bids from certified LTL Freight Carriers.

### Definitions:

1. Commercial Driver's License (CDL) – A driver's license required to operate large, heavy, or placarded hazardous material vehicles in the United States in commerce.
2. Detention Pay - The pay a truck driver receives while they wait on a customer to load/unload their truck for an extended amount of time.
3. Hazardous Materials - A hazardous material is any item or agent (biological, chemical, radiological, and/or physical), which has the potential to cause harm to humans, animals, or the environment, either by itself or through interaction with other factors.
4. Less Than Truckload (LTL) – The transportation of an amount of freight sized between individual parcels and full truckloads.
5. Liftgate - A liftgate is a special hydraulic platform fitted on the back of a truck that can raise or lower a shipment to and from the ground.
6. Limited Access - Occurs when a driver does extra work to make a delivery. For example, enduring security inspections or processes at the location to complete the delivery.
7. Notification - Occurs when the Contractor needs to notify a consignee before making the delivery.
8. Reclassification and Reweigh – Occurs when details of the order are incorrect or are not provided, resulting in the Contractor needing to rework the order.
9. Reconsignment - Occurs when an address change has to occur once the shipment has been picked up by the Contractor.
10. Remote Delivery - Occurs when a delivery must be made far from a carrier's usual pickup or delivery path.
11. Signature - Requiring someone at the delivery site to sign for the shipment to complete a delivery.
12. Sort and Segregation: Occurs when a pallet will not clear an entrance and the Contractor is required to break down the pallet to deliver the product inside the building.

### The Contractor shall follow all requirements listed below:

#### 1. Shipping criteria:

- a. Freight is less than truckload – The majority of shipments will be intrastate with the potential for deliveries outside of Tennessee. From January 2023 through December 2023, 4 out of 326 shipments were delivered outside of Tennessee.

- b. Contractor shall ensure all drivers have a current Commercial Driver's License (CDL) if the vehicle they are driving requires it and shall provide proof of License at the request of the State.
- c. 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 primarily to government entities with the potential for exceptions to commercial deliveries. No additional commercial or residential charges shall be applicable. From January 2023 through December 2023, 310 of 326 shipments went to locations outside of Davidson County.
- d. Contractor shall provide services for pick-ups outside of Davidson County for delivery to the State from any zip code area of Tennessee, both metropolitan and rural. All pick-ups will be from government entities and shall be considered so for billing purposes (no additional commercial or residential charges).
- e. The Contractor shall provide servicing for freight of all kinds freight class (FAK) which shall encompass all shipments.
- f. Contractor shall utilize the most efficient pick-up and delivery service possible; however, pickup and delivery shall be made within forty-eight (48) hours of possession of the shipment by the Contractor.
- g. Contractor shall be available to pick up outgoing shipments from a variety of locations. The majority of all outgoing shipments from Davidson County shall be picked up at Document Solutions Distribution Center, 6500 Centennial Blvd., Nashville, TN 37243. Pick-ups outside of Davidson County shall be returned to Document Solution Distribution Center, 6500 Centennial Blvd., Nashville, TN 37243. From January 2023 through December 2023, 321 of 326 shipments were picked up at 6500 Centennial Blvd., Nashville.
- h. Pick-ups outside of Davidson County shall be arranged via a call tag to the Contractor from the State and billed prepaid at contract rates. Bulk shipments shall be shrink-wrapped on a skid. Skids shall be taken to the Contractor's terminal and weighed in order to assess charges. A second verification weight will be done by the State upon receipt from the Contractor.
- i. Skids shall not be stacked. Orders shall remain wrapped as shipped/received. Shrink wrap may only be broken if necessary to complete delivery to customer and only done with the permission of the State. In this event, orders must be kept separate.
- j. A rate website or 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 Contractor. Rates shall be available within minutes of request.
- k. This Contractor shall provide the following accessorial requirements when needed:
  - 1. Liftgate
  - 2. Sort and Segregation
  - 3. Notification
  - 4. Limited Access
  - 5. Reclassification and Reweigh
  - 6. Signature
  - 7. Reconsignment

## 8. Remote Delivery

### 2. Contractor requirements:

- a. The Contractor shall pick up/deliver shipments during normal State building hours, Monday through Friday between 8:00 a.m. and 3:30 p.m. local time of the pick-up/delivery site.
- b. In the event the shipment is undeliverable, or a pickup cannot be accomplished, the Contractor 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. Contact information to be provided upon award.
- c. Service shall 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, Juneteenth, Labor Day, Columbus Day or the Day after Thanksgiving, Veterans' Day, Thanksgiving Day, Christmas Day, and any other days so determined by the State.
- d. The Contractor shall 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 shall be supplied to be used for pick-ups and should be marked prepaid. Pro numbers shall be provided to the State for use with blank bills of lading for pickups. The State contract number shall also be preprinted on both sets of freight bills.
- e. The Contractor 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.
- f. Outgoing shipments shall 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 rerouted 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.
- g. Pick-ups shall 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.
- h. Any pickup from or delivery to a floor above entry level is considered to be an "inside" service.
- i. Carrier personnel shall wear a badge identifying them as an employee of the Contractor. 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 Contractor complaint to the State Central Procurement Office. The State may, at any time during the Contract period, require the removal of any Contractor personnel from work covered by this Contract. Upon request by the State to remove Contractor personnel, the Contractor shall remove that person and they shall immediately cease work under this Contract.

The decision of the State on these matters shall not be subject to appeal. Personnel shall follow all posted regulations for entering into government facilities.

- j. Drivers are not authorized to, and therefore should not, discuss billing issues with the customers.
- k. The Contractor shall have an interactive, online, real time tracking system, by contract execution, which allows the State to track the status of any shipment at any time.
  - i. Verbal tracking information must be obtainable within two (2) hours after the first inquiry by the State.
  - ii. Written proof of delivery must be available within eight (8) hours of delivery and include the signature of the recipient. The Contractor must provide a toll-free telephone number by which a knowledgeable representative may be contacted for tracking information if desired.
- l. The Contractor 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. Contractor 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 Contractor. Should damage occur in shipments being retrieved for delivery to the State, all damaged boxes must be returned to the State.
- m. The Contractor 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 Contractor.

**3. Billing terms:**

- a. Accessorial Charge – The Contractor shall include any necessary accessorial charges in the mileage rate.
- b. Fuel Surcharge – Evidence of fuel cost at the time of shipping and fuel surcharge calculations shall be documented on each invoice.
- c. Detention Pay – The Contractor shall be allowed to bill for Detention Pay if they remain at the pick-up site for 2 or more hours.

**4. Hazardous materials:**

- a. The Contractor shall 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.
- b. 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 shall be made on the bill of lading when hazardous chemicals are present along with the identifying number.

**5. Shipping Expectations:**

To provide an idea of what may be expected, the following is a shipping history from January 1, 2023, through December 31, 2023.

- a. Scheduled pickups per week – 2 to 3

- b. Average pallets per pickup – 4.6
- c. Average weight – 1,424 lbs.
- d. Average miles – 175 miles
- e. Number of Shipments - 326

**6. Contract line items**

- a. Trucking Services - Freight Hauling Department of General Services Warehouse Administration 6500 Centennial Boulevard Nashville, TN 37207 Ship to as per individual order. Delivery charge is based on 'per mile.'
- b. Percent % Fuel surcharge percentage (Note: Cannot be greater than 30%)
- c. Detention Pay – per hour rate.