



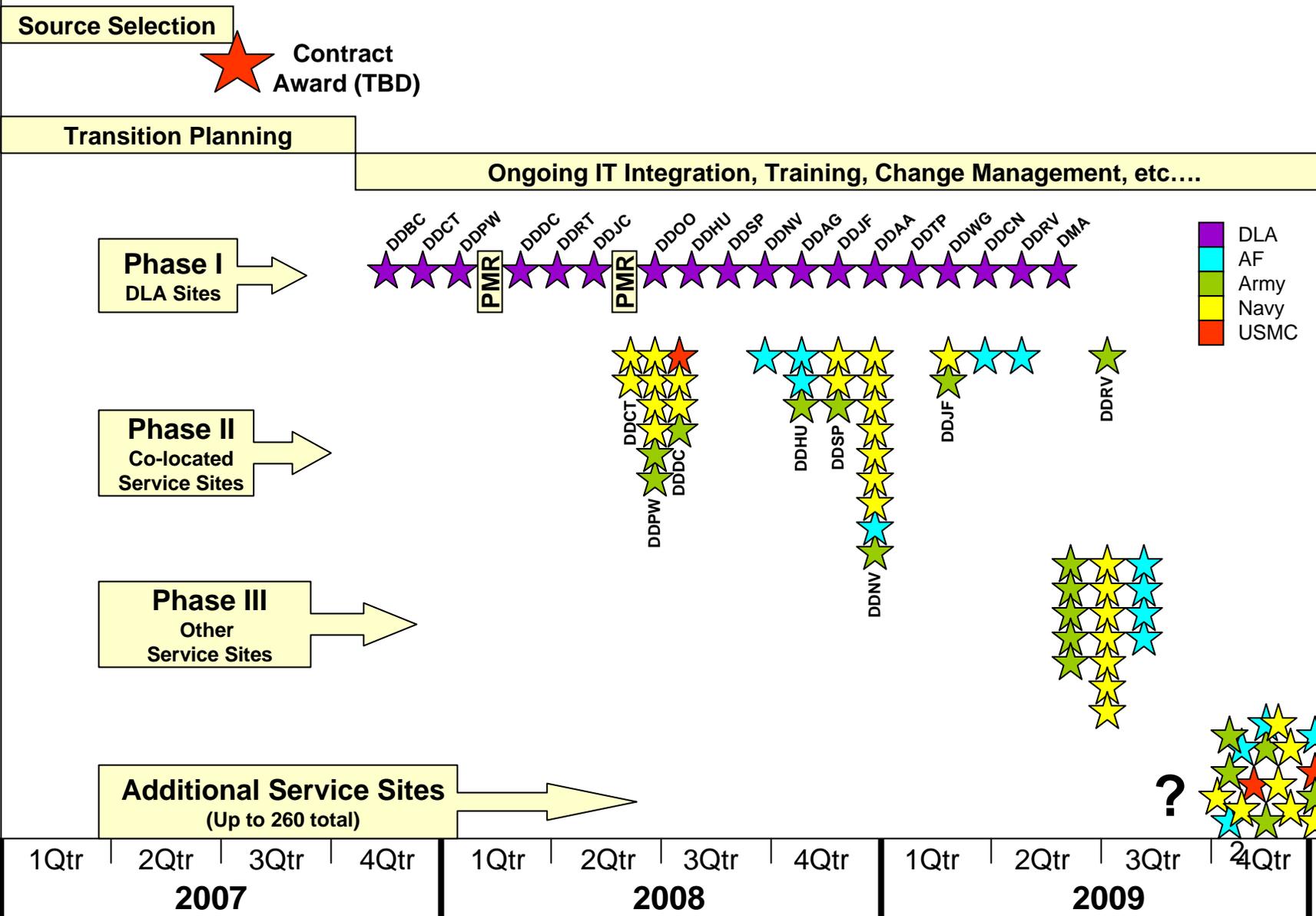
DTCI Transition Conference

Welcome!



Schedule Overview

DTCI Program Schedule





Agenda (27 March)

- **0830 – Welcome and Introductions**
- **0845 – Contract Status/Update**
 - PWS Functional Changes and GBL Issue
- **0900 – Billing Payment and Audit Plan**
 - Meet Me Number: 1(618)256-0705 or DSN 576-0705
- **0945 – Break**
- **1000 – Claims Management**
- **1100 – Lunch**
- **1230 – Contracting Officer Representatives (COR), Metrics, QASP**
- **1400 – Break**
- **1415 – COR, Metrics, QASP (cont)**
- **1515 – IT Update**
 - Meet Me Number: 1(618)256-0703 or DSN 576-0703
- **1600 – Adjourn**



Agenda (28 March)

- **0800 – Implementation Plan/Site Roll-out Schedules (TPT)**
 - Additional Sites
 - Meet me number: (618)256-0702
- **0830 – Training Plan/Issues (TPT)**
- **0900 – Change Management (TPT)**
- **0930 – Break**
- **0945 – Service/Agency Issues (Service Reps)**
- **1045 – Wrap-up/Action Items (TPT)**
- **1115 – Adjourn**



Contract Status and PWS Functional Changes



Contract Status

- **Amendment 0004 to HTC711-06-R-0001 Released:**
 - Issued: 23 March 2007
 - Posted to FedBizOpps: 23 March 2007
 - Effective Date: 26 March 2007
 - PWS Changes Included
 - Period of Performance Revised to Reflect Projected Contract Award Date: 1 August 2007
- **Oral Discussions Scheduled Next**
- **Revised Proposals Due: 30 April 2007**
- **Evaluations of Revised Proposals to Follow**
 - Additional Discussions/Amendments/Revisions Possible Prior to Final Proposal Revisions and Award Decision



PWS Functional Changes

Change in Requirements

- PWS Table 6 - Within **four hours** of receiving the 219 transportation request from GEX, the coordinator shall respond with an ASC X12 220 transportation response, containing the carrier and equipment details, and a not-to-exceed (NTE) rate for the shipment.
- PWS para 1.3.9 - The contractor's carrier shall make on-time pick up of the shipment defined as "**within 8 operational hours** of the request" unless a specific time is established during the implementation planning at each shipping location...
- Over dimensional/overweight permitted loads shall be picked up **within 6 operational hours** from receipt of permit.
- PWS para 1.4.5.11 – The contractor shall provide permanent on-site staffing at DDSP, DDDC, DDJC, DDNV, and DDRT. The contractor shall provide temporary on-site staffing at all locations during implementation of Phase I. They shall remain in place a minimum of **60 days** after site implementation unless otherwise agreed upon.



PWS Functional Changes (Cont.)

Change in Requirements

- PWS Table 7 – on-time pickup - **96% for years 1 and 2 and 97% for years 3 through 7**. The percentage of shipments (individual TCN) picked up on time (defined as within 8 operational hours of the request unless a specific time is requested by the shipper) or as promised in the case of a special request or unique move. For scheduled trucks, pickup times shall be specifically agreed to during site implementation and will vary by site.
- PWS Table 7 – On-time delivery - **96% for years 1 and 2 and 97% for years 3 through 7**. The percentage of shipments (individual TCNs) delivered by the Mandatory Delivery Date (MDD) required by the shippers request unless otherwise specified (for example: scheduled truck service with specified delivery window or expedited service outside of normal delivery cycle.)



Bill of Lading

COMMERCIAL BILL OF LADING			DATE ISSUED 12-MAY-2006	B/L NO. SQFL600103 - Memo Copy		
COORDINATOR			SCAC OVNT	CARRIER ACCOUNT NO.		
DESTINATION (Name, address, and ZIP code) FB2823 TRAFFIC MANAGEMENT OFFICE 96 TRANS/LGTT 201 BISCAYNE RD B.613 EGLIN AFB, FL 32542-5000			SPLC (Dest.) 494750240	ORIGIN (Name, address and ZIP code) FN4499 HQ 754 ELSG/LRT 200 E. MOORE DRIVE MAFB-GUNTER ANNEX, AL 36114 SPLC (Orig.) 475625750		
CONSIGNEE (Name, address and ZIP code of installation) FB2823 TRAFFIC MANAGEMENT OFFICE 96 TRANS/LGTT 201 BISCAYNE RD B.613 EGLIN AFB, FL 32542-5000			GBLOC (Cons.) CTFL	SHIPPER (Name, address and ZIP code) FN4499 HQ 754 ELSG/LRT 200 E. MOORE DRIVE MAFB-GUNTER ANNEX, AL 36114		
APPROPRIATION CHARGEABLE SEE DESCRIPTION OF ARTICLES			BILL CHARGES TO (Dept/agency, bureau/office mailing address and ZIP code) USBANK 1010 SOUTH SEVENTH STREET MINNEAPOLIS, MN 55415 Prepaid AGENCY LOC CODE USBANK			
VIA (Route shipment when advantageous to the Government) CARRIER						
MARKS AND ANNOTATIONS DDD = 2006-05-21						
NORMAL DELIVERY HOURS ARE FROM 0700 - 1500 MON - FRI MICAP/999 IGA SHIPMENTS AFTER NORMAL DUTY HOURS, CALL AC 862-3791/92 TO CONTACT TMO STANDBY PERSONNEL						
TOTAL PKGS.		DESCRIPTION OF ARTICLES (Use carrier's classification or tariff description if possible; otherwise use clear nontechnical description)	WEIGHT * (Pounds only)	FOR USE OF BILLING CARRIER ONLY		
NO	KIND			HM	Services	Rate
		CLASSIFICATION ITEM NO D-999912(0) RELEASE VALUE: \$2.50 MILEAGE: N/A TOTALS B/L: PCS: 2 CUBE: 17 WT: 150 This CBL consists of 3 page(s) and has no stop offs. SEE CONTINUATION PAGE(S) FOR ITEM DETAILS	150			
TARIFF/SPECIAL RATE AUTHORITY OVNT60001111				PICKUP SERVICE FURNISHED <input checked="" type="checkbox"/> VEHICLE FULLY LOADED <input type="checkbox"/>	SHIPPER'S INITIALS	ROUTE ORDER/RELEASE NUMBER





Questions?



Please contact us at (618)622-2212 or via email at ustc-dtcipmo@ustranscom.mil



Billing-Payment-Audit Plan Update



Billing-Payment-Audit Plan Update

- **Billing-Payment-Audit Plan (BPAP) Draft Status:**
 - Formal USTRANSCOM Staffing Completed 6 March 2007
 - Included DTCl PMO; J-8; J-5; JA (Legal); TCAQ (Contracting)
 - Draft Plan Version 1.0 Scheduled to be Released for External Stakeholder Review by 6 April 2007
 - To Include Services (through DTCl Service Leads); SDDC; DLA; DDC; DFAS (PowerTrack PM); DCAA; DCMA; OADUSD (Transportation Policy)



Billing-Payment-Audit Plan Update

- **Transition/Change Management Issues**
 - GSA Pre-Payment Audit Plan Approval Required
 - DCAA Post-Payment Audit Support due to DTIC Cost Reimbursement Provisions (& Potential CAS Coverage)
 - DCMA Purchasing System Review Required
 - PowerTrack “Audit Exception” Rules for DTIC NTE Rates
 - Transportation Office “Certifying Official” Monthly Summary Invoice Certification Process in PowerTrack: DTIC NTE Rates
 - Post-Payment Audit Coordination between GSA and DCAA
 - GSA: Post-Payment Audit Process as is Done Today
 - DCAA: FAR Part 31 Allowable Cost Audits Routine Business but Little Precedent in the Transportation Payment Arena
 - Potential Contract Disputes: Dispute Authority Process Differs between GSA and DoD for FAR Based Transportation Payments



Questions?



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Claims Management



Claims Process Today

- Two step process
 - Electronic submission of TDR in ETA/GFM
 - Hard copy (w/supporting documents) to DOD Claims office
 - DFAS determines validity of claim
 - DFAS files direct with carrier
 - If carrier agrees, it pays the US Treasury



Claims Process Tomorrow

- TDR working group actions
 - SDDC Discrepancy Identification System (DIS) under development
 - Modifies the current TDR submission process
 - Initial release expected CY07
 - DTR under revision
 - Release expected by end of CY07



Claims Process IAW PWS

- Coordinator will:
 - Provide a web-based tool for claims management
 - Claims submission/tracking/reporting
 - Follow DTR guidance for processing
 - Facilitate resolution of claims with carriers
 - Incentives for resolving within 120 and 180 days
- Government (Shipper) will:
 - Deliver claims and supporting documentation to coordinator
 - IAW DTR guidance
 - Determine final resolution of claim – approve/deny



Working Issues

- Determine coordinator capabilities
 - IT linkages between Coordinator's web tool and DIS/GFM
 - Transportation Discrepancy Report format
 - Electronic capability vs manual entry
- Integrating PWS requirements with DTR guidance
 - Determine DTR changes, if any, are required to support DTCl
- Determine process changes
 - Minimize multiple processes
 - Goal is one entry – Government or Coordinator system





Questions?



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Contracting Officer's
Representative (COR)
Quality Assurance and
Surveillance Plan (QASP)
and
DTCI Metrics Collection Plan



What We're Going to Cover

- **DTCI COR Responsibilities**
- **QASP Enforcement**
 - What is the purpose of the QASP?
 - What method will we use to enforce the QASP?
 - Who enforces the QASP?
- **Metrics Collection**
 - How we will evaluate and measure contractor performance?





DTCI COR Construct

- **Contractor Responsibility:** Carry out obligations under the DTCI contract by:
 - Controlling the Quality of Service
 - Maintaining substantiating evidence (irrefutable documentation)
 - Furnishing such information to the government as required
- **Government Responsibility:** Ensure the execution of contract deliverables are met to the satisfaction of the government in accordance with the DTCI PWS
- **Levels of COR – DTCI Approach and Level of Accountability**
 - DTCI PMO CO will assign a DTCI PMO COR
 - Service/Agency COR
 - Performance Monitor/Ordering Officer/Transportation Officer or designated representative at each site
- **Guidance for Contract Execution**
 - PWS
 - QASP
 - Award Fee Plan
 - Award Term Option Plan
- **Comments and Summary**



QASP Enforcement: Purpose and Method

- **Purpose**
 - Ensure contractor compliance with contract
 - Withhold payment for non-performance
 - Contractor understands performance objectives
 - Implement PWS
 - Government responsibilities
 - Ensures DTCL reaches stated goals
- **Method**
 - Performance objectives
 - Performance thresholds
 - Reductions
 - Performance Objective Percentage (POP)

96 – 97 % On-Time Pick Up

96 – 97 % On-Time Delivery

99% System Availability

Small Business Subcontracting Goals

Insight vs. Oversight



Performance Objective Percentage

- **On-Time Delivery Performance Objective – 40%**
- **On-Time Pickup Performance Objective – 20%**
 - Government QA Rep compare DTICI data with contractor data on a quarterly bases
- **System Availability Performance Objective – 20%**
 - Government QA perform quarterly inspections of contractor systems
 - Independent monitoring
- **All Other Requirements Contained in the PWS– 20%**





QASP Enforcement: Roles

- **Enforcement Roles**
 - Contractor
 - DTCI PMO COR
 - Service/Agency COR
 - Performance Monitor/Ordering Officer



QASP Enforcement: Contractor's Role

- Management and quality control actions to meet terms of contract
- Compliance with IAW FAR 46.105
- Compile performance data; conduct trend analysis; suggest process improvements
- Conduct Program Management Reviews (PMR)
- Provide performance assessment



QASP Enforcement: DTCI PMO Role

- Review/analyze Service/Agency data reports
- Perform validation of contractor's information
- Review service exception reports from contractor
 - Contact affected site for verification
 - Evaluate/adjudicate results
- Consolidate data from all sites to compute actual performance level
- Prepare/consolidate briefing slides
- Distribute data to stakeholders
- Present results at PMR



QASP Enforcement: DTCI PMO Role (cont.)

- Provide input to CO regarding Award Fee Review Board
- DTCI CO will:
 - Validate Small Business utilization
 - Evaluate/determine contractor's overall level of performance
 - Make recommendations to the Award Fee Review Board (AFRB)
 - Execute AFRB decisions to award or withhold funds



QASP Enforcement: Service/Agency HQs Role

- Consolidate site reports
 - Evaluate/identify trends
 - Forward consolidated reports to PMO – Quarterly
 - Identify/submit process improvement issues
 - Attend DTCI Process Improvement Team meetings
 - Attend PMRs



QASP Enforcement: Performance Monitor/Ordering Officer

- Capture shipment data from shipper system
 - Analyze/compare contractor's shipment data
 - Annotate KPI performance
 - On-time pick-up
 - On-time delivery
 - Loss and damage
 - System availability
 - Small business
- Compile performance results
- Forward data results to Service/Agency HQs

Process begins upon site activation with first DTCL shipment



QASP Metrics Plan

- MITRE support under contract
 - Evaluate DTCL performance requirements
 - Robust metrics plan
 - Prepare PWS for Metrics Services contract
- Contractors Web Based Tool
 - Used to report, manage, and track changes, complaints, or comments
- Exception reporting tool
 - Customer's report on contractor performance





Questions?



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DTCI Information Technology (IT) Integration Team Transition Planning Brief



Key Milestones

- *SPRING 2007*
 - Implementation of DSS EDI Logic completed
- *SUMMER 2007*
 - Contract award (projected)
- *LATE SUMMER/EARLY FALL 2007*
 - Review of Security Policy and System/Security Architecture Documentation
 - Interim Authority to Test (IATT) or Interim Authority to Operate (ATO) granted
 - Completion of DSS changes
 - Site preparation for DDC Barstow
 - Integration testing with DSS, GTN, GEX, Coordinator and PowerTrack
 - Training at DDC Barstow
 - Site preparation at DDC Corpus Christi
 - Completion of GFM CRM developmental changes

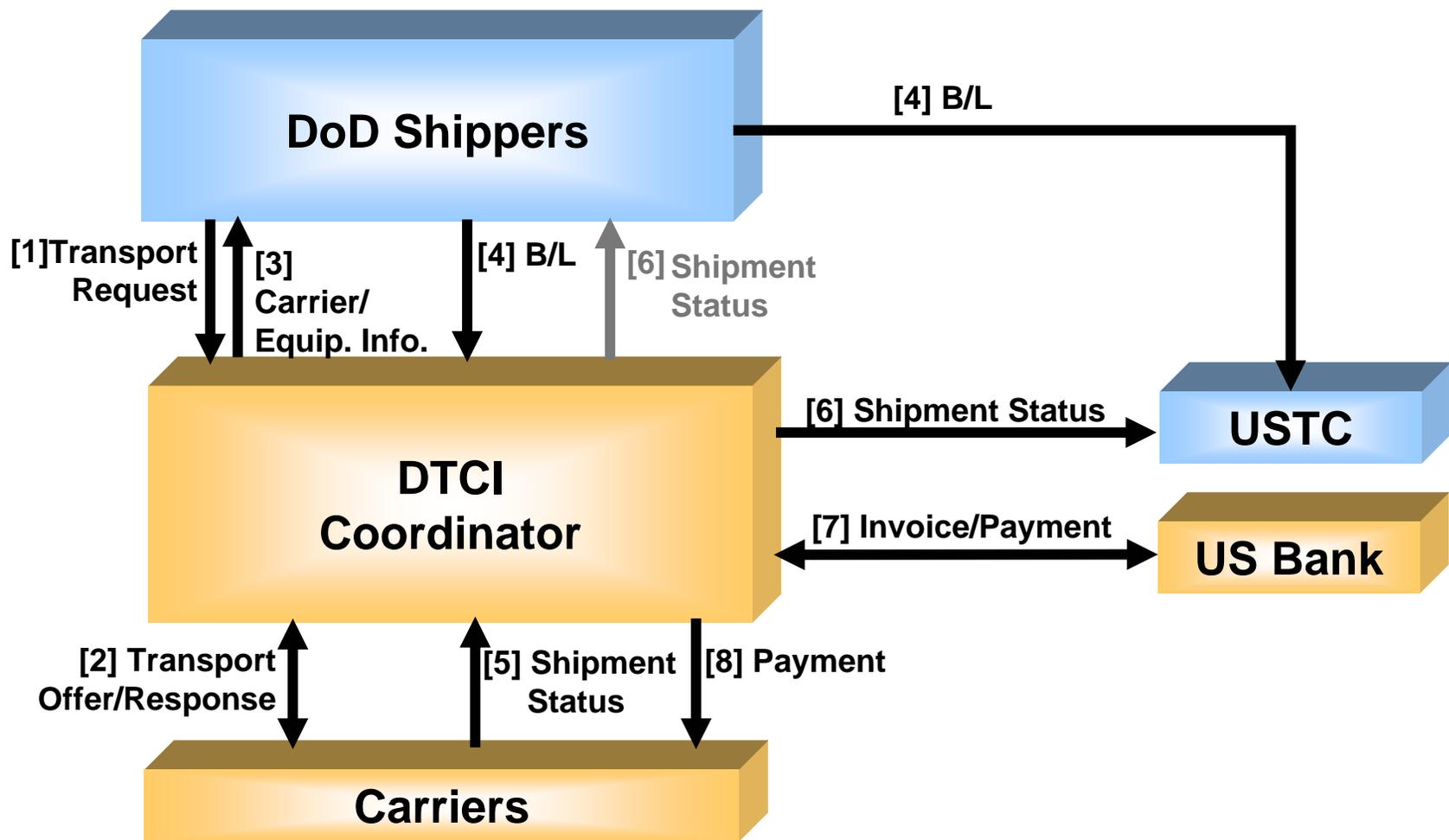


Key Milestones (cont.)

- *LATE FALL 2007*
 - IOC with first DLA shipper site (Barstow, CA); additional sites (Corpus Christi and Puget Sound) occur monthly through early winter 2007
 - Integration testing with GFM, GTN, GEX, Coordinator and PowerTrack
 - Completion of CMOS ROM developmental changes
- *EARLY WINTER 2007/2008*
 - Integration testing with CMOS, GTN, GEX, Coordinator and PowerTrack
 - Program management review of first three sites
 - Authority to Operate (IATO) granted (180 days after IATO Accreditation Decision, up to 360 days if necessary)

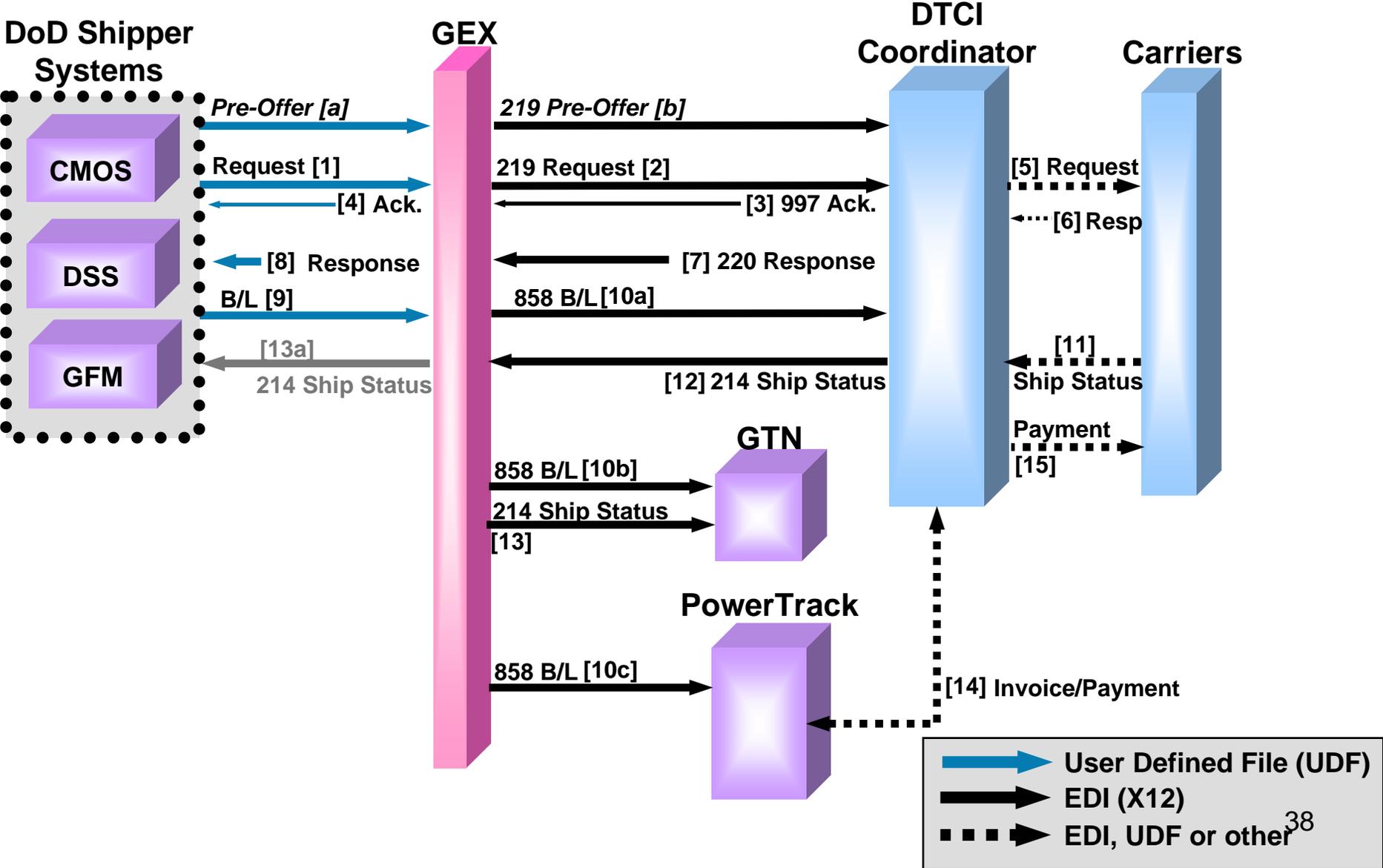


DTCI Business Model





DTCI Technical Architecture





System Interfaces Summary

System	Description	Interface Role
<ul style="list-style-type: none"> • Distribution Standard System (DSS) • Cargo Movement Operations System (CMOS) • Global Freight Management (GFM) 	DLA and service shipper systems	<ul style="list-style-type: none"> • Generate transportation service requests • Receive transportation service responses • Generate bills of lading
Global Exchange (GEX)	DoD VAN platform operated by Defense Information Systems Agency and Defense Automatic Addressing System Center	<ul style="list-style-type: none"> • Translate flat file formats into EDI (and vice versa) • Transaction routing between DoD and coordinator systems
Global Transportation Network (GTN)	USTRANSCOM in-transit visibility system	<ul style="list-style-type: none"> • Receive bills of lading • Receive shipment status messages
PowerTrack	US Bank third party payment system	<ul style="list-style-type: none"> • Receive bills of lading • Receive invoices from coordinator • Pay coordinator
Coordinator system	DTCI coordinator's transportation management system	<ul style="list-style-type: none"> • Receive transportation requests • Shipment optimization and consolidation planning • Interface with carriers for transportation arrangements and shipment status • Generate transportation service responses • Generate shipment status messages • Capture and maintain performance metrics
Carrier system	Carrier's transportation management system	<ul style="list-style-type: none"> • Exchange transportation arrangements, shipment status, and invoicing data with coordinator • <i>No direct interface with DoD systems</i>



DTCI Contract Award

- **Currently projected for Summer 2007**
 - Summary of post-contract award activities follows (30 day increments)



Post Contract Award Activities

- 30 Day
 - **Joint Test Plan finalized**
 - **Information Assurance (IA) DIACAP**
 - **GFM updates**
- 60 Day
 - **Begin site briefings, conduct IT site checklists, and prepare for onsite training**
 - **DSS Update**
 - **Information Assurance (IA)/DIACAP**
 - **GFM Update**
- 90 Day
 - **Train**
 - **Initial Operations Capability**
 - **GFM Update**



Post Contract Award Activities

- 120 Days
 - Train users at DDC Corpus Christi, preparation work for DDC Puget Sound
- 180 Days
 - Information Assurance (IA)/DIACAP
 - Program management review of first three Phase 1 sites
 - CMOS updates



Upcoming Issues

- Agency/Service IT systems
 - GFM to CMOS conversion at Army sites
- Coordinator's website



Questions?



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Agenda (28 March)

- **0800 – Implementation Plan/Site Roll-out Schedules (TPT)**
 - Additional Sites
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Implementation Plan & Site Roll-Out Schedules

(Transition Planning Team)



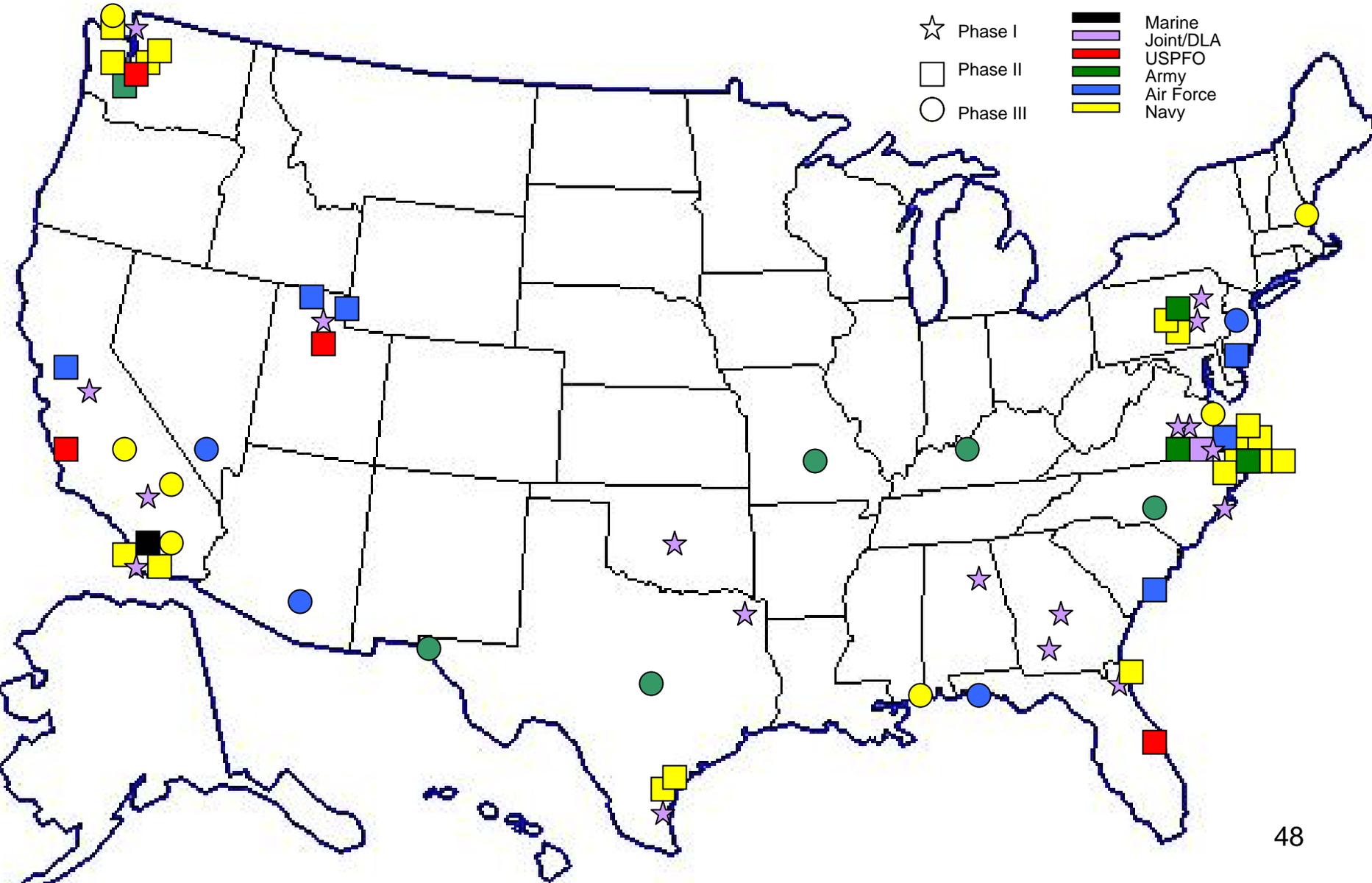
Implementation Schedule

- **Phase I**
 - 18 Distribution Centers (DLA/DDC)
 - 2 PMRs
 - 1st PMR after first three sites go live
 - 2nd PMR after second three sites go live
- **Phase II**
 - 33 Collocated Sites
- **Phase III**
 - 16 Service Sites



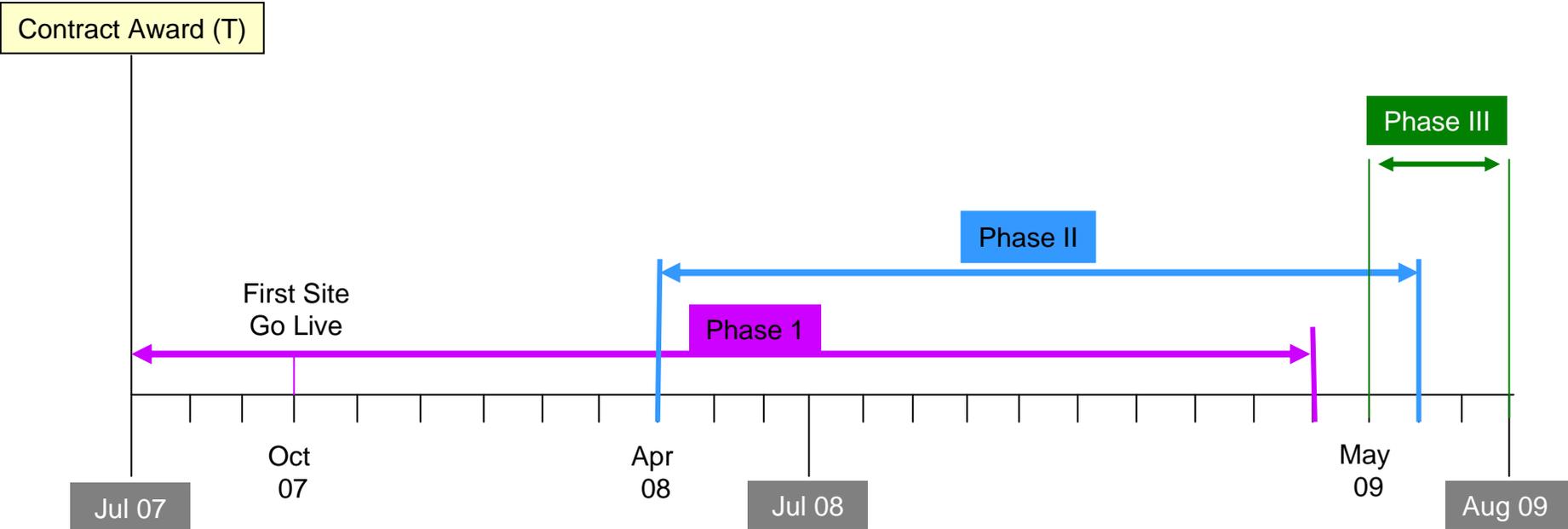


DTCI Site Activation





Phased Approach



Phase I = 18 DDC Sites
Phase II = 33 Collocated Service Sites
Phase III = 16 Service Sites



Additional Sites

- **Way Ahead**

- Main focus is on Phase I – III
- USA, USN, & USAF submitted additional site requests with priorities
 - 51 additional sites total
- DTCI-PMO will evaluate approx. Dec '07
 - Estimate impact on savings/optimization potential, etc.
 - DTCI-PMO will work with coordinator on cost/schedule
- Garner agreement with Services and plan to contract approx. Fall '08
 - Implementation most likely in a Phase IV type approach immediately following Phase III



Additional Sites (Army)

- **USA Add-on Sites:**

- Fort Benning, GA
- Sierra Army Depot, CA
- Fort Stewart, GA
- 841 USA Transportation Bn, Charleston, SC
- Fort Campbell, KY
- Fort Polk, LA
- Letterkenny Army Depot, PA
- Fort Riley, KS
- Blue Grass Army Depot, Richmond, KY
- Fort Gillem/Fort McPherson, GA
- Fort Carson, CO



Additional Sites (Navy)

- **USN Add-on Sites:**

- Naval Station Newport, RI
- SUPSHIP CONV Repair, Bath, ME
- NAS Brunswick, ME
- Fleet Hospital Supply Office, Williamsburg, VA
- NSWC Crane, IN
- SPAWAR SYSCEN N Charleston, SC
- TRIDENT REFIT FAC, Kings Bay, GA
- NAS Patuxent River, MD
- NAWAIRWPNSTN Point Magu, CA
- NAV CONSTRUCTION BN CEN, Port Hueneme, CA
- NSB New London, Groton, CT
- NAS Fallon, NV
- NAV AIR ENGR STA, Lakehurst, NJ
- NAVSHIPSYSENGSTAT NAVSURFWARCEN, Philadelphia, PA



Additional Sites (Navy cont.)

- **USN Add-on Sites (cont.)**

- NAV CONSTRUCTION BN CD, Gulfport, MS
- NAS JRB Ft Worth, TX
- NAVSURFWARCEN, Panama City, FL
- FISC NORF DET WASHINGTON, Andrews AFB, MD
- NAVSURWPNCEN Dahlgren, VA
- NAS Pensacola, FL
- SUPSHIP, Pascagoula, MS
- NWSC CARDEROCK DIV, West Bethesda, MD
- NAV VERTICAL LAUNCH SYS SUPPORT FACILITY, Ventura, CA
- FISC NORFOLK DET EARLE, Leonardo, NJ
- NAVAL STATION GREAT LAKES, Great Lakes, IL
- FISC JAX DET CHARLESTON DET, Goose Creek, SC
- NAS KEY WEST, Key West, FL
- NAS JRB NEW ORLEANS, Belle Chase, LA
- NSWC PT HUENEME-LOUISVILLE DET, Louisville, KY



Additional Sites (Navy cont.)

- **USN Add-on Sites (Cont.)**
 - SUPSHIP CONV REPAIR, Groton, CT
 - NAS Meridian, MS
 - NAV AIR FAC, El Centro, CA
 - NAVSURFWARCEN DIV, Port Hueneme, CA
 - NAV SPT ACTY New Orleans, LA
 - NSA MEMPHIS, Millington, TN
 - NAV RESEARCH LAB, Washington DC
 - NAVAL ACADEMY, Annapolis, MD

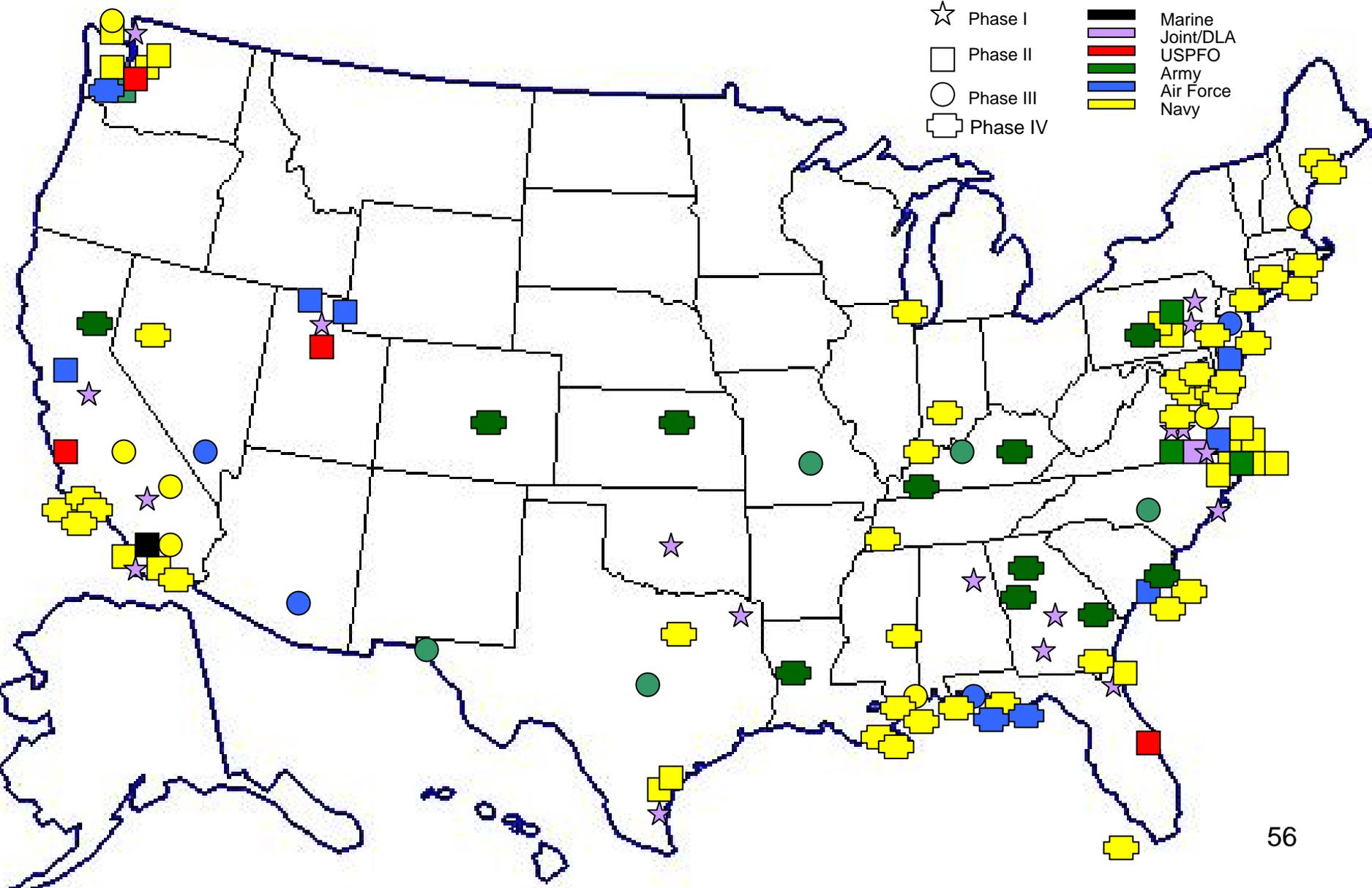


Additional Sites (USAF)

- **USAF Add-on sites:**
 - McChord AFB, WA
 - Tyndall AFB, FL
 - Hurlburt Field, FL

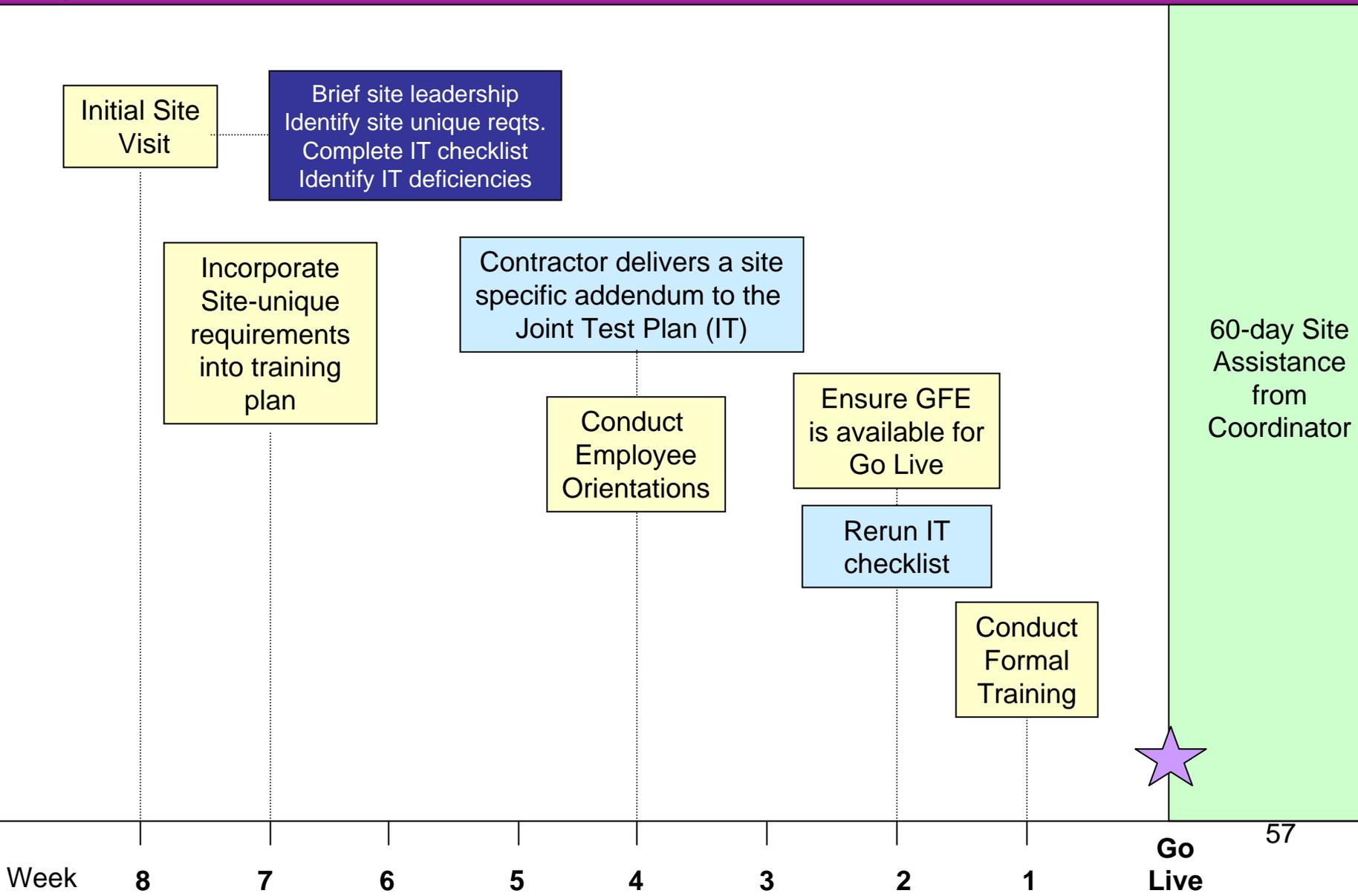


DTCI Site Activation



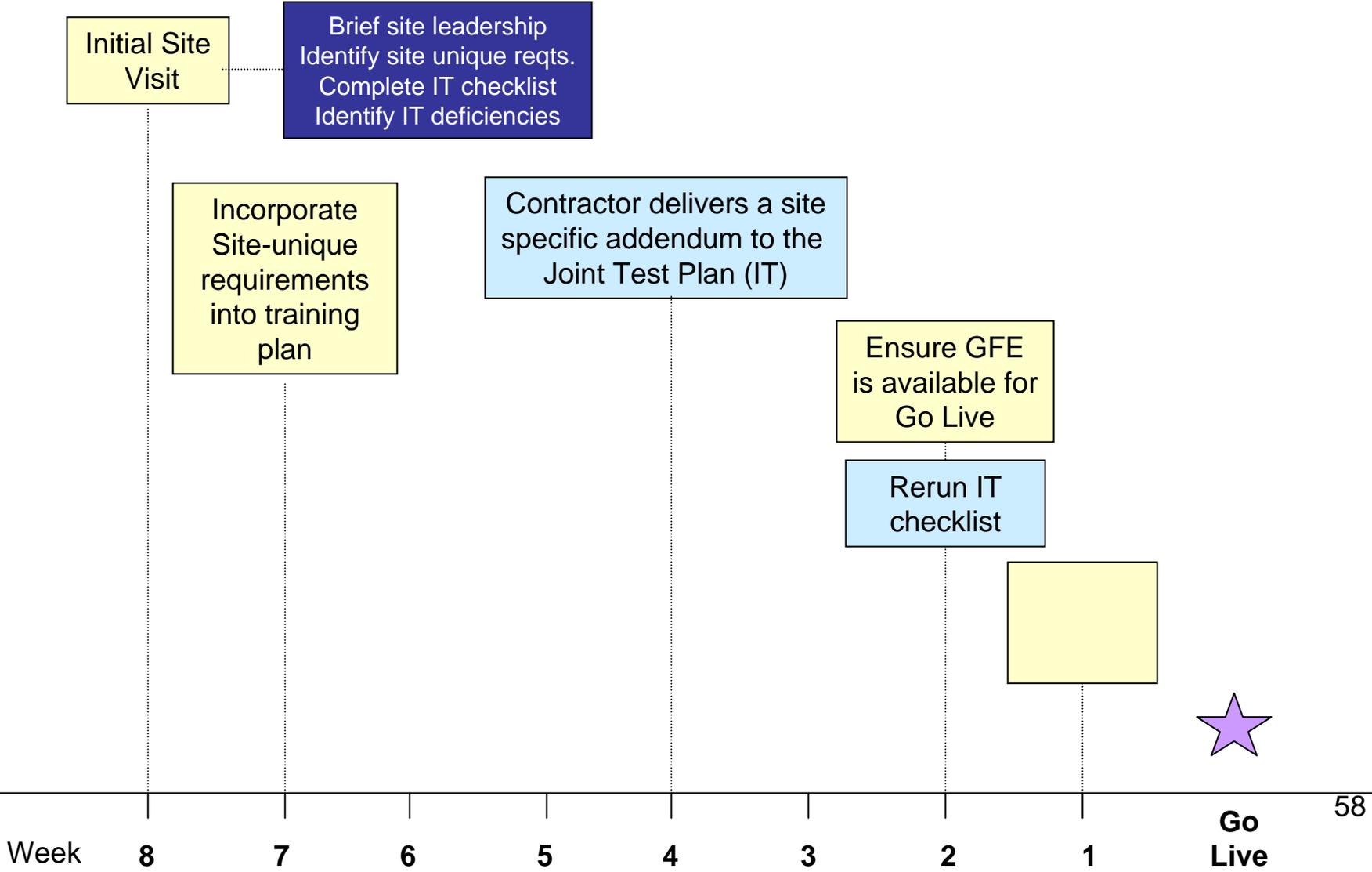


Notional DDC Site Standup Schedule





Notional Service Site Standup Schedule





Plan of Actions & Milestones

I&RS	Implementation & Roll-out Schedule	Start	End	Office OPR					Action
I&RS-1	Barstow (DDBC)								
	Receive planographs and site plans	09/01/06	09/08/06	DDC					
	Conduct first working group VTC with DDBC	09/22/06	09/22/06	DDC					
	Conduct second working group VTC with DDBC	09/29/06	09/29/06	DDC					
	Conduct third working group VTC with DDBC	10/12/06	10/12/06	DDC					
	Conduct fourth working group VTC with DDBC	03/02/07	03/02/07	DDC					
	Receive POC list (includes DDBC and Coordinator)	08/07/06	08/07/06						
	Initial Visit w/contractor.	08/13/07	08/17/07	PMO/DDC					
	<i>Brief Site Leadership</i>								
	<i>Identify Site-unique training requirements</i>								
	<i>Complete IT checklist</i>								
	<i>Identify IT deficiencies</i>								



Plan of Actions & Milestones

I&RS	Implementation & Roll-out Schedule	Start	End	Office OPR					Action
	Incorporate site-unique requirements into training plan	08/20/07	08/24/07	PMO/DDC Coordinator					
	Verify no changes to Center's Operational Hours	09/22/07	09/22/07	DDC					
	Conduct employee orientations	09/17/07	09/21/07	DDC					
	<i>Coordinate site training requirements</i>			PMO/DDC					
	Rerun IT Checklist. Prep site for training	10/09/07	10/12/07	PMO-IT/TPT					
	Ensure GFE is available for go live	10/01/07	10/05/07	PMO/DDC					
	Conduct Implementation training	10/08/07	10/14/07	PMO/DDC Coordinator					
	Go live...	10/15/07							



Training



Training

- **Contractor Requirements**

- Draft training plan due to PMO 30 days after contract award. Should include:
 - Roles and responsibilities
 - Training focused on their systems, operations, reports
 - Incorporate CBT and distance learning as part of training approach
- PMO has 14 days to review draft
- Final Plan due within 7 days of receipt of PMO comments
- Training conducted NET 4 weeks and NLT 1 week prior to go live
 - Phase I training conducted on-site
 - Phase II & III training conducted on-site or regionally



Government Training

- Transition Team developed the following training template to focus government training requirements:

What is being trained?	Who is the trainer?	Target Audience	Purpose of Training
1. Coordinator's systems (freight management system, loss and damage reporting, metrics, etc.), operations (i.e., call center familiarization) and reports. <ol style="list-style-type: none"> Coordinators website Coordinators on line tracking tool Metrics tools/on line reports Ops center contact info (web and phone) Loss and damage Customer satisfaction reports Discrepancy reports 	Coordinator	TOs, DTICI-PMO staff, Service Reps	Ensure Govt. employees are knowledgeable on 3PL system requirements, and day-to-day operational issues.
2. Government shipper system changes.	Service/Agency IT Experts	TOs	Ensure shippers are cognizant of any system change that might require different information, screen shots, manual entry of DTICI specific data.
3. Exception code reporting and monitoring	A&P	Coordinator, TOs, DTICI-PMO staff	Ensure coordinator understands the process and exceptions codes for notifying shippers. To ensure TOs are aware of codes and to ensure there is a process in place to report these codes back to the appropriate TO staffs, PMO staff etc...
4. Collection and audit of metrics data per PWS/QASP requirements.	A&P	TOs, A&P Staff	Ensure TOs understand the importance of their inputs to the A&P staff and ensure A&P has a system in place to retrieve metrics and process them accordingly.
5. Discrepancy (TDR) reporting procedures.	A&P	TOs, Coordinator, A&P Staff	Ensure shippers, coordinator and PMO staff understand TDR procedures for DTICI cargo



Government Training (cont.)

<p>6. Matching/validating PowerTrack information/e-bill processes.</p>	<p>A&P</p>	<p>TOs, HQ staffs</p>	<p>Ensure customers understand the NTE rate structure and have the necessary tools/knowledge to audit bills</p>
<p>7. Contracting Officer Representative (COR) training</p> <ul style="list-style-type: none"> a. Contractor submittals (review/approve) b. Provide communications and assistance to the coordinator and CO c. Problem resolution d. Monthly reporting e. QAE evaluation/documentation and reporting of contractor performance f. Contract discrepancy reporting g. Compilation, consolidation of reports from sites (Service/Agency) h. Recurring performance concerns i. Identification/reporting of contractual failures to PMO j. Ethics/standard of conduct k. Contractor corrective actions/tracking 	<p>AQ</p>	<p>TOs, HQ Staffs</p>	<p>Ensure individuals selected for COR positions are adequately trained to perform their COR duties</p>
<p>8. DTCI – 101</p> <ul style="list-style-type: none"> a. Contract Requirements b. DTCI overview 	<p>DTC I- PMO</p>	<p>TOs, Coordinator, HQ staffs</p>	<p>Ensure all entities have knowledge of contract requirements in order to perform/support/evaluate performance.</p>



Questions?



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Change Management



Why Change Management?

- SE prototype findings:
 - “There was no real plan with a transition team that included DoD and contractor personnel.” “...there was inadequate identification of transition problems or issues.”
 - “Lack of trust by DoD personnel was an important issue that could not be overcome to ensure an adequate test.”
- DoD logistics tends to be years behind commercial best practices...



Change Management Progress and Opportunities

- PM Briefs to stakeholders
- Site Visits –
 - Conducted – Dover AFB, NAS Oceana, Norfolk Shipyard, Langley AFB, Ft Eustis, NOLSC, McChord AFB, Ft Lewis, FISC Bremerton, Camp Murray
 - Pending – Ft Rucker, Ft Benning, Ft Bragg, Eglin AFB, Hurlburt Fld, Tyndall AFB
- VTCs
 - Barstow (4), Corpus (3), Puget Sound (2)
- Products –
 - Posters, Tri-fold, Voice over briefing on CD, video (in the works)
- Weekly Updates from PM to all stakeholders
- Website
- Bi-weekly Transition Team telecons between DTCl-PMO, DDC, and SDDC
- Bi-weekly Service telecons



Site Visits

- Boots on the ground to walk the turf!
- Early capture of site unique requirements
- Spreading the word



- Meet the shippers!
- Develop FAQs for website





Questions?



Please contact us at (618)622-2212 or via email at ustc-dtcipmo@ustranscom.mil