



Defense Personal Property Program (DP3)  
Phase III Business Rules  
Federal Register Notice (FRN) (DOD-2012-OS-0097)  
Disposition of Comments

This notice provides final response to comments received in connection with the DP3 Phase III Direct Procurement Method (DPM) program.

Reference general program comments received, SDDC will continue to engage with Industry partners in discussions to facilitate additional areas for improvement to the DPM Program. These areas include shipment distribution, determining minimum daily capabilities and use of blackout dates, Government-Owned Containers (GOCs), and best value methodologies with regard to the claims score. SDDC's goal is to develop a DPM Program to gain efficiencies mutually beneficial for our DOD customers and Industry partners.

The enclosed identified changes will be updated in the applicable final business rules. Subsequent changes will be identified in the Federal Register.

[Phase III DPM FRN Response to Comments](#)

POC is Mr. Jim Teague, USTRANSCOM J4-PI, 618-220-4803 or DSN 770-4803.

**PHASE III FRN RESPONSE TO COMMENTS**

Attachment	Page	Paragraph	Comment	Proposed Resolution	Response
TOS	IV-2	4	"Changes, additions, and deletions are effective upon receipt of e-mail notification from DPS unless specifically stated otherwise." This is a problem if the changes are material in nature.	Changes need to be effective only after the DPM TSP has an opportunity to reflect any added costs in their pricing.	This area applies to administrative changes. Any changes to the TOS that has a cost impact will allow for rate adjustment and will become effective the next performance period.
TOS	IV-2	4	The term "DPM TSP" is non-sensical since the service they are providing is not primarily transportation. This verbiage could discourage potential bidders who see themselves as "agents" and not "TSPs" in the DP3 environment.	Use a term such as "DPM providers"	DPM TSP term will remain in use as it is an accepted term and used in numerous areas of Personal Property.
TOS	IV-5	701b	"DPM TSP must prepare an Exception sheet when DPM TSP and NTS TSP representatives disagree on condition of goods." Exception sheets are used to note any pre-existing damage to the items at the time of transfer. Both parties would approve the exception sheet or note discrepancies. Not sure why this is even mentioned in the description of services	If you want to mandate the use of an exception sheet, it should say "DPM TSP must prepare an Exception sheet when picking up a shipment from an NTS facility."	DPM TSP will prepare an Exception sheet when the DPM TSP and NTS TSP representatives disagree on condition of goods, and/or to annotate additional loss/damage noted at the time of transfer that was not pre-existing. Both parties will sign the Exception sheet and note discrepancies when necessary.
DPM TOS DTR -IV	IV-5	Item 701 a. & b.	Containers - Are the containers mentioned in this paragraph GOC or will all containers be provided by the TSP?	Clearly indicate if pricing should include containers and the specs required.	COCs are the preferred containers for the DPM program, GOCs will be used to the extent as they are available. Reference DPM TOS Para C.2.f.(1) COC would be included in SFR...and GOC could be built when needed. GOC will be used for all HHGs and a separate charge will apply when new containers are required. COC's (Tri-walls) will be used for UB shipments.
TOS	IV-5	703	Why does the inbound rate say "Rate per cwt net per month" and the outbound rate is "Rate per cwt per month"? Also note that Item 701 does not indicate the units for the charges.	explain why the charges are worded differently	Net will be included in the description of the outbound rate excluding UB.

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TOS	IV-6	705	With the enormous size of PPSOs due to Regionalization, one zone per PPSO for this item could be difficult to service. The form only has room for one zone on this item, unlike the other form. Drayage within a PPSO's area of performance could exceed 1,000 miles.	Limit the distances involved in these types of moves.	Rate sheets will be broken down by service areas and will not include the entire JPPSO AOR. Service areas will be developed using the local PPPO. Rate sheets are for local service areas and not the entire JPPSO AOR.
DPM TOS DTR -IV	IV-6	Description of Zones "Zone 1"	The form on this page only lists one zone.	Large AOR's will require multiple zones	Rate sheets will be broken down by service areas and will not include the entire JPPSO AOR. Service areas will be developed using the local PPPO. Rate sheets are for local service areas and not the entire JPPSO AOR.
TOS	IV-7	a	This indicates the DPM TSP must furnish all materials. Since there is no separate charge for containers, this implies that the DPM TSP will need to price their other services assuming the need to purchase containers on each move. That could be expensive.	SDDC should consider furnishing containers (GOCs) or having a separate charge that only applies when the DPM TSP needs to purchase a new container.	COCs are the preferred containers for the DPM program, GOCs will be used to the extent as they are available. Reference DPM TOS Para C.2.f.(1) COC would be included in SFR...and GOC could be built when needed. GOC will be used for all HHGs and a separate charge will apply when new containers are required. COC's (Tri-walls) will be used for UB shipments.
TOS	IV-11	c-1	This refers to "oral orders". Is DPS not being used to offer DPM shipments? (see Para. 3a)	Explain when the PPSO will go outside of DPS and orally order shipments versus using DPS.	DPM shipments will be offered via DPS. If oral orders are provided this sections states it will be followed up with official documentation - DPM TOS page 11 C(1)
TOS	IV-11	c-1	Is the "notice to commence services" different from a shipment offer in DPS?		No, they are the same. Language will be modified to differentiate these items.
TOS	IV-11	c-2	reference to 705a should be 706a		Error will be corrected.
TOS	IV-11	3	Does the 10% apply to all 3-day short notice shipments or just the ones where the PPSO manually selected the TSP? 10% of what? How is it calculated?		The 10% expedited pick up charge applies to outbound schedule one and schedule two short fuse shipments awarded within 3 business days or less. The 10% expedited pick up charge is comprised of 10% of the outbound DPM TSP charges and the local move DPM TSP charges.
DPM TOS DTR -IV	IV-11	3b	10% Expedited Pickup. How will the 10% be invoiced? What items will it apply to? Would this apply to the accepting TSP rather than only the highest BVS TSP?	Explain in more detail how the 10% expedited charge will be applied and clarify what TSP's will be eligible. Ensure the 10% shows up on the Service Order.	The 10% expedited pick up charge will be invoiced via TPPS. Items that will apply are item 701 A through C and item 705 for local moves. This will apply to the accepting DPM TSP with the highest BVS.

Attachment	Page	Paragraph	Comment	Proposed Resolution	Response
TOS	IV-12	d.2.a	Why do you need 2 copies of the third party invoice?	One copy should be sufficient, preferably in electronic form.	TOS will be modified to reflect one copy of the third party invoice is required.
TOS	IV-15	11	The last two sentences conflict with each other: "Such an Exception Sheet will remain an internal industry document. In the event a claim is filed, the DPM TSP will provide legible copies of the Exception Sheet to the claims officer."	Delete last sentence.	Language will remain as is. However, upon request legible copies of the Exception Sheet will be provided to the MCO.
DPM TOS DTR -IV	IV-15	f.	GOC - Will the government continue to provide containers for this program? SDDC issued a notice over a year ago indicating the government would no longer provide containers for DPM.	Please clarify the policy on GOC. If GOC's remain in the program, explain how a TSP will: request and be provided GOC's, request destruction, be compensated for repairs to the containers, be compensated for assembly or disassembly, out of the elements storage requirement	DPM TOS will be updated to include GOC destruction, repair, maintenance compensation guidance and GOC storage guidance.
TOS	IV-16	6	Stenciling should also include the option of labeling as is common practice in many areas.		TOS will be updated to reflect stenciling is required for all HHGs GOCs. UB containers provided by the DPM TSP are required to be labeled with the MSL.
TOS	IV-17	f	include GBL# in list of items to be marked on MSL		Reference Para f-2 GBL# is already an item required to be marked on the MSL.
DPM TOS DTR -IV	IV-20	7	DPM TSP will contact the freight carrier	Have DPS auto email the freight carrier once the weights and pieces are input. This is an added and unnecessary burden for the origin TSP. DPS should be able to handle this task	The OB DPM TSP will be required to notify the freight TSP when shipment is available for pickup.
DPM TOS DTR -IV	IV-20	7	When shipments are not picked up by the freight carrier.....DPM TSP will notify the TO not later than the next business day.	The DPM TSP is required to input the pickup date. This should serve as notice to the TO that the shipment has been picked up. The additional workload on the OB TSP to contact TO each day should not be necessary. Recommend DPS handle this task.	The DPM TSP must notify the TO when the freight carrier fails to pick up the DPM shipment on the scheduled date within the prescribed time frame.
DPM TOS DTR -IV	IV-20	9	DPM TSP will input the pickup date	If the freight TSP's pickup date is beyond the free storage period of 6 days, the system should automatically calculate storage due TSP and include this on the Service order.	The DPM TSP is required to enter the pickup date in DPS. The DPM TSP will be required to bill for storage due as opposed to auto-approval suggested.
DPM TOS DTR -IV	IV-20	h. 4	The contents of containerized shipments will not be removed from containers	This statement conflicts with the G6 claims liability which allows a TSP to open containers, remove and inspect the contents of the containers.	Language will be modified to reflect the language in attachment G-6.

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TOS	IV-20	h5	A full month's storage charges should apply when only a fraction of the month is utilized.	fix wording in this paragraph and elsewhere.	Under Phase III DPM there are 6-free storage days allowed for each shipment. After the 6th day, storage charges are payable for each subsequent 30-day period, except one-half storage charges shall be paid on shipments that remain in storage between the 1st and 15th day of the 30 day storage period.
DPM TOS DTR -IV	IV-21	8	DPM TSP is required to submit an on-hand report	The DPM TSP is required to input the date shipments arrive and depart from their warehouse, therefore, the system should know what shipments are on hand. This report should be handled by DPS	On hand report will be provided via DPS using the dates entered by the schedule one TSP.
DPM TOS DTR -IV	IV-21	K.1	This paragraph indicates that the TSP will be responsible for inputting data that should already be in the system when the shipment arrives at destination. All items listed for required input by the Destination DPM TSP should already be in the system.	The arrival date and verification of pieces received should be all required.	DPM TSP will arrive the shipment in DPS. The shipment information will populate in DPS for TSP to acknowledge arrival.
DPM TOS DTR -IV	IV-21	K.2	Third party services will be performed when authorized	Please explain the process for getting 3rd party services authorized in DPS.	DPM TSP must request third party services in DPS. Request for third party services will be approved/disapproved by the PPSO within DPS.
TOS	IV-22	L	claims provisions incorporated by reference from G6 need further review		Attachment G-6 is being reviewed in its entirety.
TOS	IV-22	3b	This Para. states "Wrapping and materials used shall be in accordance with the best commercial practices for the items being packed." but then proceeds to go on and on with additional DOD requirements which may conflict with best commercial practices.	Let the movers do our job. Don't put in so many specific requirements.	The term "commercial practices" will be removed from the DPM TOS and NTS Business Rules to keep them consistent.
DPM TOS DTR -IV	IV-23	i	Foam rubber & cotton mattresses shall be stored horizontally	Most mattresses cannot be stored horizontally in standard containers. Will the government authorize and pay for special crates for mattresses?	Requirements for mattresses to be stored horizontally will be removed.
DPM TOS DTR -IV	IV-23	K	rugs, rug pads and carpets will be shipped without folding	Many rugs exceed the length of a standard container. Will the government authorize and pay for special containers for these items?	The Government will normally authorize payment for special containers for those items that do not fit into standard HHG/UB containers.
TOS	IV-24	b	Reference to 006 should be 702		Reference will be updated to reflect 704 for inbound services.

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DPM TOS DTR -IV	IV-24	m.	Firearms- Are firearms required to be listed on the GBL on DPM shipments?	Destination TSP has no way to verify if items are missing from the shipment until delivery to residence occurs. The Destination TSP should not be held liable for missing items since they cannot check off and verify the contents of the shipment until delivering to residence.	DPS will print "Shipment contains Firearms" on the GBL when applicable. The Destination TSP has the option to inspect contents of shipment upon arrival at their expense.
DPM TOS DTR -IV	IV-24	b.	Appliance Servicing	Destination TSP has no way to verify if items have been serviced and is not responsible for servicing appliances. The Destination TSP should not be held liable for unserviced or improperly serviced items since they cannot check off and verify the contents of the shipment until delivery to residence.	Servicing includes preparing item for movement without loss/damage. If servicing at origin is accomplished (e.g., washer pack stalled, etc), the destination TSP is required to unservice "remove" at the time of delivery.
TOS	IV-25	f	completely misrepresents the purpose of a high-value inventory	Remove paragraph.	Para. will be updated for better clarity.
TOS	IV-27	6	The rules elsewhere require storage only in DOD-approved warehouses. This entire section is duplicating those requirements.	Remove section.	This section pertains to specific storage requirements and will remain in the DPM TOS.
DPM TOS DTR -IV	IV-30	G.1.	Invoices - no later than the 25th of each month. Is the 25th for services performed on or before the 25th or what is the cutoff date?	TSP will need a few days to enter data and verify invoices	The cutoff date will be for services performed by the 24th of each month.
DPM TOS DTR -IV	IV-31b(2)		No small business set aside add small business set aside to qualifications		The small business set aside requirement applies to FAR-based contracts. The DPM program is administered by Tenders of Service which are not subject to FAR-based contract requirements.
DPM TOS DTR -IV	IV-33	g.2	At their discretion, RSMO / SDDC can accept rates even if they fall out of the Competitive Rate range, as business requires	Accept all rates and let the system rack and stack accordingly. The high priced TSP would be at the end of the line for shipment offers and would only get offers during high volume periods.	TSPs must adhere to the rate filing procedures as stated in the TOS.
DPM TOS DTR -IV	IV-35	Table 3	01. CFAC compliance error	Please explain what this error is and what would trigger it.	The CFAC compliance error does not apply to TSPs filling rates in the DPM Program.
DPM TOS DTR -IV	IV-35	i.3.	blackouts - Can a TSP blackout baggage only, HHG only, Inbound only, Outbound only	Please explain the different options that will be available.	The TSP cannot black out individual section of the rate sheet they must block out the complete rates sheet.

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DPM TOS DTR -IV	IV-35	i.3.	Reserve list - This paragraph indicates that only when all TSP's are blacked out will reserve list be activated. Will PPSO, RSMO administratively pick a TSP when having difficulty booking shipments and all TSP's are not yet blacked out?	I suggest all TSP's remain on the list as active and the BVS system pick the next available as it was designed.	The reserve list is only activated when all active TSP's are blacked out. Shipment will be awarded to the DPM TSPs on the reserve list according to the normal shipment award rules.
TOS	IV-36	j2	Cancelling rates on only 15 days notice is unfair to DPM TSPs who have invested in equipment and other resources.	TSPs should be given an opportunity to present their case.	Language will be updated to state the following "SDDC reserves the right to cancel rates within 15 days when in the best interest of the Government".
TOS	IV-36	j2	The right to negotiate rates should be in an open forum to which all taps are invited. There should be no secret negotiations, so all bidders are on a level playing field.		Based on privacy concerns, RSMO will only negotiate rates with the individual TSP who submitted them.
TOS	IV-38	3	Para. B says DPM TSP can refuse any shipment. Para. C says the TSP is obligated upon receiving the shipment order, so how can they refuse it?		DPM TSP can refuse offers of shipments per Para. b, but cannot refuse shipments once DPM TSP has accepted the offer and the service order has been issued per Para. c.
DPM TOS DTR -IV	IV-38	3.c.	TSP shall be obligated to furnish the specified services.....an enforceable contract is entered into. If a Destination TSP blacks out dates after award of a shipment and the shipment arrives on a blacked out date, is the TSP obligated to accept? If the TSP is full and cannot accept, what is the penalty and how will the shipment be reassigned to a new TSP. Will the new Destination TSP receive a 10% premium for short notice booking?	Recommend the 10% premium be given to the inbound TSP when they are offered and accept delivery within 3 days.	1-The destination TSP is obligated to accept a previously booked shipment that arrives on a blacked out date. 2- If the TSP does not accept the shipment, the shipment will be terminated and PPSO will offer the shipment to the next available TSP with the highest BVS. The RSMO/SDDC may place the TSP in non-use for a shipment refusal. 3-The 10% premium will be removed and updated TOS will be published.

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DPM TOS DTR -IV	IV-39	5.a.	Attempted pickup - paid based on the rates established in the 400NG Tariff	Please list the specific location and item code within the 400NG for invoicing attempted pickup, attempted delivery, and reweigh	Attempted pick-up in not an authorized item under 400NG since it is the TSP's responsibilities to remain constant contact with the customer. Para. 5.a will be updated to reflect the above.
DPM TOS DTR -IV	IV-39	5.d.	When ordered, the TSP shall reweigh - How will this service be ordered in DPS?	All special services should be ordered in DPS and appear on the Service order	Reweighs will be ordered in DPS according to sec. 2.b.8-12 of the DPM TOS. All services requested and performed will be annotated on the service order.
DPM TOS DTR -IV	IV-39	6	Liability for care of property - Attachment G6	<p>Liability and attachment G6 should be completely reviewed as pertaining to DPM schedule I shipments. Due to the nature of transporting these shipments, multiple TSP's are involved and liability currently incorrectly falls on the last handler of the shipment regardless of logic. DPM shipments show up to the Destination DPM TSP in sealed containers. The destination TSP cannot inspect the contents until delivery to residence. The destination TSP therefore has no knowledge of or ability to determine loss or damage until delivery to residence. At this point the destination TSP is fully liable for missing and damaged items despite logic that would indicate missing items from a sealed container could not be the fault of the destination TSP if he received the containers as sealed and delivered them to residence with the seal intact. Additionally, damages would most likely not be the fault of the destination TSP simply based on the circumstances of improper packing by the origin TSP, Freight TSP at origin, ocean shipping TSP, Freight TSP again at destination and finally Destination TSP. With up to 5 TSP's involved with shipments moving great distances the conclusion that the destination TSP is responsible for damage is not logical. Under the proposed DPS claims process, the customer will now be responsible for filing their claim in DPS and determining with all of these factors who caused the damage. Recommendation, I believe a formula for liability should be devised with the help of industry. All parties should share in damage and missing items should be the responsibility of the origin TSP when seals remain intact from beginning to end. I further believe MCO may be required to be involved in DPM claims due to the nature of multiple TSP's and the complexity of the situation this creates. Liability is the single most important issue in the DPM process and no effort was given to resolving this matter.</p>	Attachment G6 is under review.

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TOS	IV-39	9	Subcontracting is very common in the HHG industry, especially with the use of independent contractor drivers.		Language will be updated to reflect the following; Subcontracting can be used only if prior written approval has been received from the Regional Program Manager.
DPM TOS DTR -IV	IV-39	10.a.	A copy of the completed Loss or Damage at Delivery Form shall be provided by the TSP to the TO -	TSP should not have to supply Loss or Damage forms to the TO. Claims will be filled in DPS and other codes of service no longer require this form to be provided.	This requirement will be removed from the TOS.
TOS	IV-40	11a	SBA hasn't used SIC codes for size standards in several years. They now use NAICS codes. The NAICS code for Packing and Crating is 488991, and the size standard is \$25.5 million.	change the standard	The new SBA standard (NAICS codes) will be incorporated into the reference.
TOS	IV-40	11c	paragraph does not appear to apply	Remove paragraph.	Para. will remain in the TOS as advised by legal.
DPM TOS DTR -IV	IV-40	d.(1)	Right to inspect - Why would Exceptions taken at time of delivery limit the right to inspect? Is delivery referring to residence or transferring shipment from the Freight TSP to the Destination DPM TSP?	suggest the TSP always has the right to inspect and that any exceptions taken at the time of delivery to residence and signed by the shipper or their representative or an inspector be considered a valid rider against the freight TSP.	Applies to delivery at residence. Provides a time limit for the TSP to inspect loss/damage. TSP must inspect items within a reasonable time after notification or they lose their right to inspection. Last handler rules apply to any rider prepared ICW delivery to residence.
DPM TOS DTR -IV	IV-40	f.	Receipt of a formal claim - Is this the date that the customer enters the claim into DPS or some other date?	Should be the date the customer enters the data into DPS	Receipt of a formal claim is the date the customer enters the claim in DPS.
DPM TOS DTR -IV	IV-40	11.a.b.	SIC 4214 \$18.5 million size standard -	I believe this size standard was adjusted to 21.5M several years ago and may now be 23.5M. Please confirm this dollar amount.	The new SBA standard (NAICS codes) will be incorporated into the reference.
DPM TOS DTR -IV	IV-41	c.4	Certify that the statements truly and fully set forth the financial condition of the DPM TSP. This language exceeds that of a review and would require an audit.	Language will be updated to reflect Review vice Audit.	Update language to reflect that Financial Representatives or CPA who review versus certify statements.
DPM TOS DTR -IV	IV-41	d.1-11	Will DPS accept these documents for multiple warehouses TSP's?	Ensure multiple warehouse data is accepted	TSPs are approved once and warehouses are approved independently. Yes, DPS will accept multiple warehouses assigned to one DPM TSP.

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TOS	IV-45	L	unearned freight language does not comply with recent court decision	Add FVP exclusion to this section.	Language will be changed to comply with recent court decision.
TOS	IV-45	L	Unearned freight language should not apply to a DPM TSP if the loss/damage occurs while the shipment is being handled by a different entity.		Business rules will be updated to reflect the recent court decision. Unearned freight provisions do not apply when FRV has been paid by the TSP for loss/damage.
DPM TOS DTR -IV	IV-45	I.(1)	Why would government not pay for services when a shipment is totally lost or destroyed. I assume this would not apply to service providers prior to the incident. For example origin TSP when a shipment was destroyed after it left their possession	Make sure service providers are not impacted by incidents after the shipment has transferred to another TSP's possession	Business rules will be updated to reflect the recent court decision. Unearned freight provisions do not apply when FRV has been paid by the TSP for loss/damage.
			What are the CFAC rules for DPM TSP's and Line Haul TSP's	DPM TSP's must separate as per the Tender of Service.	All DPM TSPs must be a separate financial entity per the TOS.
V.A			missing	The appendices jump straight to V.E, so there are 4 missing ones that we need to review.	Appendices begin at V.E.
V.B			missing		Appendices begin at V.E.
V.C			missing		Appendices begin at V.E.
V.D			missing		Appendices begin at V.E.
TOS	IV-46	2.a	Since the boxes are not "x"d, does that mean the SCA is not applicable?	If so, remove other references to SCA.	This section is required to be completed. One item will be marked with an X on each independent TOS when it is issued.
V.E.1	1	B	We have seen with the Phase II program that customers are often confused about who is responsible when there are problems with their move. With multiple handlers on DPM shipments, it will be very difficult for them to ignore the problems on one part of their move while rating the other parts.	There may be multiple handlers but the survey is designed to cover them individually. Surveys will be reviewed to ensure they are unique to pickup or delivery.	There may be multiple handlers but the surveys are designed to cover each portion individually. Page 5 of this document identifies the two CSS the customer will receive.
V.E.1	1	B.2.b	Doing separate outbound and inbound surveys will reduce responses and create survey fatigue	Combine the surveys into one There may be multiple handlers but the survey is designed to cover them individually. Surveys will be reviewed to ensure they are unique to pickup or delivery.	There may be multiple handlers but the survey is designed to cover each portion individually. Surveys will be annotated to ensure they are unique to pickup or delivery.

Attachment	Page	Paragraph	Comment	Proposed Resolution	Response
Attachment V.E.1 CSS	IV-V.E. 1-1	general comment regarding css	I believe CSS on DPM shipments will lead to confusion for the customer due to the multiple handlers involved and the result will be an inaccurate measurement of quality. A customer with a baggage and HHG's will get 4 survey's to fill out and this will lead to frustration, confusion and inaccuracy. I further believe that these additional survey requests will negatively impact Code D and International scores.	There may be multiple handlers but the survey is designed to cover them individually. Surveys will be reviewed to ensure they are unique to pickup or delivery.	There may be multiple handlers but the survey is designed to cover each portion individually. Surveys will be annotated to ensure they are unique to pickup or delivery.
Attachment V.E.1 CSS	IV-V.E. 1-2	3.b.	Will schedule I, schedule II be combined to arrive at a TSP PS? Will the rates also be combined to arrive at a single factor rate score RS?	It doesn't specify currently, although it does say DPS will use all shipments HI and HO by a TSP during the period. I would think that means there will be two different PS scores for DPM and Local moves. I honestly don't know if RS are based on combined rates or if each type of move has its own rates score.	Schedule I and II rates will not be combined. Schedule I and II will have individual performance scores.
Attachment V.E.1 CSS	IV-V.E. 1-5	5.1&2	The survey question states Outbound portion, delivery company and delivery crew. I am concerned that the wording of the questions does not clearly represent or identify the TSP. What if the customer has an inbound code D or international shipment and a baggage shipment? Outbound portion, delivery company, or delivery crew could easily be confused with another service provider. I believe the customer may rate the wrong TSP.	remove the CSS from DPM	Because the surveys specify outbound and delivery criteria customers will not be confused and rate the wrong TSP.
V.E.1	3	top Para.	reference to B.2.f should be B.4.e		Reference will be updated.

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V.E.1	3-4	e.1	wording is unclear how you add neutral scores while taking into account the earned scores; also reference to third year is confusing		Language will be modified to read: "If TSP stored NTS lots during the first year of Phase III NTS but does not have a statistically valid number of surveys completed, the Customer Satisfaction Survey Score (CSSS) will be calculated by assigning a supplemental score equal to the mean CSS score for that particular market. If a TSP does not have statistical validity at the beginning of the third year after initial Phase III NTS implementation and at performance periods following the previous PS, a supplemental survey score based on the mean of the market will be added to achieve statistical validity.
V.E.1	4	table	There are multiple errors in this table: customer 3's score changes from 70 to 80; need 20 surveys not 10; weighting should be .3 not .25;	could be other errors too; hard to keep track	The two sides of the table represent different customers and different scores.
V.E.1	5	f, g	Should be (2) and (3) and the paragraph marked (2) on the previous page should not be numbered.		F an G follow Para E on page three - Formatting and lettering are correct
V.F.1	1	2.c	Assigning 30% of the score to claims (versus 20% in Phase II) is a concern due to the difficulty in properly assigning liability on DPM claims.		The CS percentage weight is currently under review. Update to BVS methodology will be communicated with industry.
Attachment V. F.1 BVS	IV-V.F. 1-2	C.3.	Counseled on the importance of completing their claims in DPS - I assume the customer will need to choose the correct DPM TSP when filing their claim. They will need to choose correctly between origin HHG, origin baggage, destination baggage or destination HHG. I assume they can also file a claim against the Freight TSP. Is this in DPS also? How about the steam ship company? If a claim is denied because the customer entered under the wrong TSP the customer will be frustrated and the TSP will be penalized.	All DPM claims should go through the MCO so liability can be more clearly designated to the appropriate TSP. Customers will not understand the complexity of multiple TSP's involved in the shipment.	DPS will support claims with the last handler. Any disputes or transfer of liability will be handled by the MCO.

Attachment	Page	Paragraph	Comment	Proposed Resolution	Response
Attachment V. F.1 BVS	IV-V.F. 1-3	Figure V.F.1-1	Are Schedule II (local / intra area moves) included in the CSS calculation?	With shipments being spread over multiple TSP's, there will not be enough volume to generate statistically valid results, thus rendering most TSP rated at the neutral score and voiding the purpose of the exercise.	Schedule II will have its own CSS score. 100% of shipments to Quality Band I should provide sufficient CSS returns for the program.
Attachment V. F.1 BVS	IV-V.F. 1-5	5.b.	RSMO inspections twice a year or default B score - Will additional staffing be added to RSMO to meet the twice a year inspection goal? Currently RSMO does not have the staff to inspect twice a year.	Add additional staffing or use the prior 2 scores regardless of time lapse. Adding a default B score will only pull down excellent service providers and raise the score of poor providers. This will render the inspection score useless and pull all TSP's score to the middle.	No additional staffing will be required. If the TSP did not receive two warehouse inspections within a year, TSP should contact the RSMO or the SDDC designee to request an additional warehouse inspection.
Attachment V. F.1 BVS	IV-V.F. 1-5	5.b.	RSMO warehouse inspections are probably the most valuable and accurate tool for determining quality DPM TSP's	Recommendations on WIS- adjust an A rating to = 0-2 rather than 0, increase the value of a WIS to 40% and lower CSS and CS to 15% each. Take total storage volume including all government storage into account when determining the WIS rewarding high volume quality storage providers.	SDDC will consider reviewing the warehouse inspection ratings.
Attachment V. F.1 BVS	IV-V.F. 1-5	5.c.	In addition, TSP's may have multiple TOS's and multiple warehouse inspection scores. Please explain how a TSP may have multiple TOS's and scores and why the lowest scores rather than average would be used.		All deficiencies for all warehouses under a TOS are combined to give a WIS. Additionally, a TSP may have multiple TOSs for different AORs and therefore have many WISs.
Attachment V. F.1 BVS	IV-V.F. 1-16	D.1.	SFR determined by aggregating Schedule I and Schedule II - Does this mean that a TSP is required to file a rate for Schedule I and Schedule II moves in order to be a valid rate filler?	Some TSP's are only interested in Schedule II (Local Moves) and may not want to participate in Schedule I. Suggest this not be an aggregate analysis. TSP's may file low rates and black out the services they are uninterested in and raise the rate for the services they want to service. The aggregate would look good, but the cost / benefit to the government would not be favorable.	A TSP can opt to perform Schedule I (inbound and outbound) services only and it's Single Factor Rate (SFR) will be determined by aggregating the service line items listed in Schedule I Rate Sheet only. If a TSP desires to perform Schedule II services (local moves and intra area moves) only it's SFR will be determined by aggregating the service line items listed in Schedule II Rate Sheet.
V.F.1	2	4	Using a different formula for new entrants than for existing DPM TSPs (in the future years) could be unfair to DPM TSPs who have supported these customers for years.	Ensure the formula does not give new entrants an unfair advantage	The NTS Best Value Business Rules will be updated to reflect that new entrants will receive a PS based on the mean of the market.

Attachment	Page	Paragraph	Comment	Proposed Resolution	Response
V.F.1	3	b.1	This says the PS counts after two periods. Previously it was a full year before it counted. This also refers to a previous score carrying over which is no longer the case.	Need a full year of data to have a valid score, and use neutral scores rather than carrying over old scores.	Language will be updated to reflect utilizing supplemental survey scores based on the mean for the market to achieve statistical validity.
V.F.1	5	b	TSPs should not be penalized with a 75 WIS just because the inspector didn't make two inspections in a year.	Use the earned score from the other inspection.	If the TSP did not receive two warehouse inspections within a year The RSMO will provide the TSP the higher of the two previous inspection scores if all warehouse discrepancies have been corrected. Reference V.F.1 Para C.2 pg. 5 (No change to Business Rules)
V.F.1	5	c	If a TSP has multiple warehouses, the points from all are added up to assign a score? That penalizes them since grades are based on total points. Also, if they are on separate TOS's, why do you use the lowest score?	Use averages for multiple warehouses.	All deficiencies for all warehouses under a TOS are combined to give a WIS. Additionally, a TSP may have multiple TOSs for different AORs and therefore have many WISs.
V.F.1	6	6	The claims score looks much like the Phase II claims score that doesn't work and is unfair to TSPs who take a few days to evaluate the validity of claims while giving full credit only to TSPs who automatically pay all claims, warranted or not. It removes the only part of the Phase II claims score the asks whether the customer was satisfied with the way their claim was processed.		The CS computation is currently under review. Updates to BVS methodology will be communicated with industry.
V.F.1	16	D	refers to V.D.1, Chapter 2, which has not been released	show us all the business rules at once, so we can see how the different sections interact and affect each other	V.D.1 should be V.F.4 rate filling which is currently available for review.
V.F.1	16	D.1.	SFR determined by aggregating Schedule I and Schedule II - Does this mean that a TSP is required to file a rate for Schedule I and Schedule II moves in order to be a valid rate filler?	Some TSP's are only interested in Schedule II (Local Moves) and may not want to participate in Schedule I. Suggest this not be an aggregate analysis. TSP's may file low rates and black out the services they are uninterested in and raise the rate for the services they want to service. The aggregate would look good, but the cost / benefit to the government would not be favorable.	A TSP can opt to perform Schedule I (inbound and outbound) services only and it's Single Factor Rate (SFR) will be determined by aggregating the service line items listed in Schedule I Rate Sheet only. If a TSP desires to perform Schedule II services (local moves and intra area moves) only it's SFR will be determined by aggregating the service line items listed in Schedule II Rate Sheet. Therefore, TSPs are not required to file both schedule I and II rates to be a valid rate filer.

Attachment	Page	Paragraph	Comment	Proposed Resolution	Response
V.F.1	17-18	tables	These tables are different from the tables in the TOS.	Need consistent understanding of how rates will be filed.	Rate sheets that were posted in the TOS will be transferred to V.F.1
Attachment V.F.2	IV-V.F.2-4	3	The PPSO accepts or overrides ... shipment award. Why would the PPSO need to override the selection of a TSP? Who will monitor the overrides? Will the TSP that has been overridden be advised by email of this action?	Overrides may lead to operating outside the systems purpose of best value. Recommend advising the TSP that has been overridden by email of this action and reason.	PPSOs are required to justify each override. SDDC and Services are monitoring all award deviations. TSP will not be advised of the override however, they will remain at the top of the quality band.
V.F.2	1	B.1.c	"The initial ranking for the DPM TSPs will occur the day prior to the performance period." This gives the top company no time to prepare, train employees, acquire containers and necessary supplies, or otherwise be ready to perform.		New entrants must enter the program in conjunction with the annual rate filing. TSP will be able to determine their BV standing upon completion of the annual rate filing event and construction of the BV TDL. This is normally completed 30-60 days prior to the start of the initial performance period for that annual rate cycle.
V.F.2	2	3	If there are 3 TSPs, why would two of them be in the first band, and none in the third band?	One in each of the top three bands.	This section was only used as an example. If there are less than 4 DPM TSPs, there may be a few within the same top quality band as determined by BVS. BVS may also determine that there is one in each quality band (result may vary). Will review the example and adjust accordingly.
V.F.2	2	4	If there is only one DPM TSP in the top band and they are suspended, the DPM TSP in the next band will have no warning or time to prepare to receive 100% of the shipments.	Delay implementation of suspensions to give the fall-back TSPs time to prepare.	RSMO/SDDC will not delay suspensions. Shipments will be allocated through all remaining quality bands if necessary.
V.F.2	3	C.1	If the PPSO is deviating from the distribution computed by DPS, there needs to be visibility for industry to ensure this is not abused.		PPSOs are required to justify each override. SDDC and Services are monitoring all award deviations. TSP will not be advised of the override however, they will remain at the top of the quality band.
V.F.2	4	5	DPS should not send the customer email immediately if TSP has ability to refuse shipments.	Delay email to customer until TSP accepts shipment.	Customer is not sent an email until shipment is accepted.
V.F.2	4	a, b, ... , m	These paras. should be numbered 6, 7, ...		Will adjust the numbering of the Para. accordingly.

Attachment	Page	Paragraph	Comment	Proposed Resolution	Response
V.F.2	5	D.1.a	Why is short fuse different than for Phase II? No incentive here for lower-ranked TSPs to even try for these if the highest one gets it.	Use same process as with Phase II - first to accept the shipment gets it.	Language will be changed to reflect short fuse process in Phase II.
V.F.2	5	d.(b) note 2	Charge the customer. Will the TSP be responsible for collecting any charges from the customer?	Make it clear the TSP will not collect from the customer. This is for the PPSO to handle with the customer.	PPSO will initiate collection from the customer. First sentence of 2nd note will be removed.
V.F.2	5	d.(b) note 2	A TSP turning back a shipment and creating the short-fuse situation will be liable... Please define a short fuse situation. Is this the 5 business day or the 3 business day expedited pick up? Does this apply to Schedule I and Schedule II moves? Does this apply to Schedule I inbound moves when assigned TSP cannot or will not accept an assigned shipment and it has to be re-assigned to a different TSP?	Clarify the statement short fuse situation and further describe when this might occur and how the charge back will be processed.	Short fuse is defined as shipments that require pickup within 5 business days or as determined by SDDC. The 10% liability will be removed and the Business Rules will be updated to reflect the change.
V.F.2	5	d.2	Shipments that are short- notice for outbound services are unlikely to be short notice on the inbound side.	No need for special distribution rules on inbound short notice.	There is no short fuse scenario on the inbound side. For the shipment to be booked, however, an inbound DPM TSP needs to accept the shipment.
V.F.2	7	L	"If the customer has requested a direct delivery (with address), the IB DPM TSP will affect the delivery as requested." What if the customer is TDY that week?	add "make every effort to"	Change sentence to "If the customer has requested a delivery, the IB DPM TSP will make every effort to deliver as requested.
V.F.2	8	m.2	This information should not need to be entered into DPS on all reweighs, only on the ones where the customer actually wishes to witness the reweigh. This is a lot of extra work when most times the customer doesn't care where and when the reweigh will occur.		Language will be revised to indicate that Upon request by the PPSO or customer to witness a reweigh, TSP will enter date, time, and location of the reweigh in DPS.

Attachment	Page	Paragraph	Comment	Proposed Resolution	Response
V.F.2	9	b.1	Remove "be computed as a" because storage charges are in 30 day increments.		Under Phase III DPM there are 6-free storage days allowed for each shipment. After the 6th day, storage charges are payable for each subsequent 30-day period, except one-half storage charges shall be paid on shipments that remain in storage between the 1st and 15th day of the 30 day storage period.
V.F.2	10	7, c	These paragraphs are contradictory. Split shipments receive separate SIT numbers; there is only one SIT number in DPS.	Ensure DPS can accommodate SIT on split shipments.	DPS allows for separate SIT numbers on each portion.
V.F.2	10	e.1	"The SIT period starts from the date entered into SIT and ends on the date the entitlement ends (unless the entitlement is extended)." This conflicts with the normal practice on Phase II shipments where SIT continues until notice of conversion is provided in DPS.	Need to use the Phase II rules on continuing SIT until the TSP is notified of conversion in DPS.	Paragraph will be changed to reflect storage ending on the date of delivery/conversion by the PPSO.
V.F.2	11	note	Remove "out of SIT" as the shipment is no longer in SIT after conversion. Also, should add an explanation of how the delivery out of commercial storage at government expense is to be handled (normally under a local purchase order).		Language will be updated to "storage". Delivery will be accomplished on a local purchase order.
V.F.2	14	G.1	Conflicts with TOS page 38 that says TSPs can refuse shipments. If refusals are allowed, they should not lead to non-use.		Refusal and non-use in this paragraph pertain to multiple shipment refusals.
Attachment V.F.2	IV-V.F.2-4	5.a.	Manual Booking	In order to maintain the integrity and transparency of the booking process, manual bookings or overrides should be made available for public viewing.	The Services are responsible for monitoring manual bookings and will not be made public.
Attachment V.F.2	IV-V.F.2-4	5.b.	The PPSO may also charge ...TSP an administrative shipment if the TSP reject a manually booked shipment.	Will the TSP be advised by email of any charge or offer rejection input by PPSO. If there is not notice, the TSP may not be aware that were charged with a rejection or know of improper traffic distribution.	TSP will not be notified of administrative shipment. If the PPSO offers the shipment to the TSP and the TSP refuses the shipment, the TSP can assume they will be charged an administrative shipment.

Attachment	Page	Paragraph	Comment	Proposed Resolution	Response
Attachment V.F.2	IV-V.F.2-5	d. (b)	Contact the OB DPM TSP with the highest BVS and offer a 10% expedited pickup charge. This statement indicates only contacting the TSP with the highest BVS. If they do not accept the shipment and additional TSP's are contacted does the 10% expedited charge applies to any TSP that accepts the offer at that point? Will this charge appear on the service order or how will the TSP be paid? Is premium for any shipment booked with a TSP 3 days or less (Schedule I, Schedule II & Local/Intra Area)? Is the 3 days from the 1st pack date?	Clarify the statement to include any TSP that accepts a shipment 3 days or less.	Short fuse in this section is for the OB DPM TSP only. If the OB DPM TSP contacted by the PPSO does not accept, the next OB DPM TSP to accept will get the 10%. The 10% will be added to OB DPM TSP's schedule I rate items for billing purposes. Short fuse determined by 1st pack date.
Attachment V.F.2	IV-V.F.2-5	d.(b) note 2	Charge the customer. Will the TSP be responsible for collecting any charges from the customer?	Make it clear the TSP will not collect	Concur; PPSO will initiate collection from the customer. First sentence of 2nd note will be removed.
Attachment V.F.2	IV-V.F.2-5	d.(b) note 2	A TSP turning back a shipment and creating the short-fuse situation will be liable... Please define a short fuse situation. Is this the 5 business day or the 3 business day expedited pick up? Does this apply to Schedule I and Schedule II moves? Does this apply to Schedule I inbound moves when assigned TSP cannot or will not accept an assigned shipment and it has to be re-assigned to a different TSP?	Clarify the statement short fuse situation and further describe when this might occur and how the charge back will be processed.	Short fuse is defined as shipments that require pickup within 5 business days or as determined by SDDC. The 10% liability will be removed and the Business Rules will be updated to reflect the change.
Attachment V.F.2	IV-V.F.2-7	i.(2)	the OB DPM TSP will make pickup arrangements directly with the freight line-haul TSP-	DPS should auto email the Freight TSP after weight and pieces are input. DPS is already notifying the PPSO, add notification of the Freight Company. This is unnecessary workload on the DPM TSP.	The OB DPM TSP will be required to notify the freight TSP when shipment is available for pickup.

Attachment	Page	Paragraph	Comment	Proposed Resolution	Response
Attachment V.F.2	IV-V.F.2-9	D. 1. a. (3)	Partial Deliveries - How will the DPM TSP be compensated for partial deliveries? How will this be requested, approved in DPS?		Partial deliveries will be paid based on Inbound DPM TSP rates on file and the actual weight delivered. Separate weight will be needed to show how much was delivered or how much remains in storage.
Attachment V.F.2	IV-V.F.2-11	E.2.	PPSO accepts or rejects the LM DPM TSP - What are reasons for a PPSO to reject a DPS selected TSP? Will the rejected TSP be notified of this rejection and the reason for rejection?	TSP's should always be notified of any PPSO overrides, rejections so that transparency and integrity will remain in the program.	The Services are responsible for monitoring manual bookings. Reasons are listed in the business rules as customer non-preferred LM TSP, LM DPM TSP refuses shipment, or pending punitive action.
Attachment V.F.2	IV-V.F.2-12	d. Note 1	Note indicates OB DPM TSP -	This section deals with LM. The OB should be changed to LM	Paragraph will be updated.
Attachment V.F.2	IV-V.F.2-12	e.(2)	Blackouts- Can a TSP blackout by AOR and also by Zone?		Blackouts will be allowed for the service areas reflected on the rates sheet.
Attachment V.F.2	IV-V.F.2-11	E	General comment - Currently, LM can be booked in DPS as code D shipments. Will this ability be eliminated to ensure all LM shipments are booked with LM DPM TSP's?	Code D should not allow LM shipment bookings	The PPSOs will book all local moves via DPM. Code D will remain available to the PPSO in the event DPM TSPs are unable to support.
Attachment V.F.2	IV-V.F.2-17	7	Report listing all the approved DPM rates by DPM TSP and by AOR for posting on the SDDC web site... Will all DPM rates be posted for public view? Will the adjusted / refilled rates be posted also each period?		SDDC may consider publishing current rate information excluding Best Value information Adjusted/refilled rates will not be posted.
Attachment V.F.2	IV-V.F.2-18	14	Government- Owned Container (GOC) report... Will there be GOC in this program? I thought the GOC program was eliminated a few years ago.	If GOC's will continue, I suggest the functionality for tracking these containers be added to DPS. Additionally, guidance for destruction needs to be added.	GOCs will be utilized in the DPM program and guidance for GOC management will be provided in a separated document.
V.F.3	2	c	CCR has been replaced by SAM www.sam.gov		Language will be updated to reflect "System for Award Management (SAM)" and the SAM website <a href="https://www.sam.gov/portal/public/SAM/">https://www.sam.gov/portal/public/SAM/</a>

Attachment	Page	Paragraph	Comment	Proposed Resolution	Response
Attachment V.F.3	IV-V.F.3-1	C.1.a	SCAC - Will this be the same SCAC that a TSP may already have for Code D, International or the same as the current NTS SCAC or a completely new one?		TSPs can use the same SCAC for NTS and DPM markets.
V.F.3	3	e	Are digital certificates on hold again?		Digital certificates are no longer on hold. Language will be updated and guidance will be provided.
V.F.3	3	f	DPM TSPs are by definition small businesses. The qualification requirements for Phase II are very cumbersome and time-consuming for large companies, largely due to ETA and DPS. If you don't streamline these and make the entire process much easier, you will lose many potential bidders, and many DPM TSPs will struggle to complete the process in only 60 days.		The qualification requirements are standard for all TSPs participating in DP3.
V.F.3	5	add'l req's	This list of items for warehouse approval - will DPM TSPs need to re-submit these documents if the warehouse has already been approved? Will DPS have the ability to accept documents finally?		DOD warehouses will be approved in a separate qualification process. DPM TSPs will qualify independently in phase III. Business rules will be updated to reflect document acceptance.
V.F.3	6	b	There are a lot of different company officials listed here and many of these small businesses won't have that many different people. Do you really need all of those?		One person can be listed for multiple titles if necessary.
V.F.3	6	c	Small business status is for statistical purposes only? Are large businesses allowed to participate in this market now?	Remove sentence.	A business of any size may qualify to participate in the DPM Program as long as it has a DOD approved facility and capability to perform the required services.
V.F.3	9	h	Intro Para. should reflect that notification of RSMO/SDDC will be via DPS.		Language will be updated to read "Novation, name changes, changes in key personnel, etc. will be entered in DPS."

Attachment	Page	Paragraph	Comment	Proposed Resolution	Response
V.F.3	10	2	Why no mention of NTS facilities in this section?		DOD warehouses will be approved and managed separately from DPM qualifications.
V.F.3	11	no numbers	24 hours is not enough time for DPM TSP to respond to warehouse inspection report, especially over weekends or if a key employee is out that day.	number the paragraphs	24 hr response time has been removed from Business Rules.
V.F.3	12	no numbers	If a warehouse is in non-use, DPS marks the facility as non-use for future shipments - What will happen to shipments in the pipeline to a non-use facility? When a Freight TSP arrives, will he be reassigned to a new TSP?		Shipments will remain in the pipeline depending on RSMO/PPSO discretion and severity of infraction. A GBL correction notice will be issued if changes are needed.
Attachment V.F.3	IV-V.F.3-2	d.(1)c. 2	Bond Representative - Will bonding be required for DPM TSP? If Yes, What is the limit?		There is no Bond requirement for the DPM program. In the event a DPM TSP is found to be in default or chooses to close their approved facility, the Government will first try to relocate the shipments at no cost to the Government using a transfer agreement to another approved DPM TSP. If using a Transfer Agreement is not feasible, the Government reserves the right to withhold money in anticipation of the costs involved to reprocur the shipments to another DPM TSP which is a competitive bid award.
Attachment V.F.3	IV-V.F.3-5	15	Proof of company experience. Will this experience be specific to DPM?		HHG moving experience is not required to be DOD related.
Attachment V.F.3	IV-V.F.3-7	4.b.	Reserves the right to obtain services from an independent third party source to conduct financial risk analysis - Who will pay for the 3rd party analysis?	If bonding is required for DPM TSP's why would this be necessary? The Bonding company would be guaranteeing the financial condition of the TSP.	There is no Bond requirement for the DPM program. In the event a DPM TSP is found to be in default or chooses to close their approved facility, the Government will first try to relocate the shipments at no cost to the Government using a transfer agreement to another DPM approved TSP. If using a Transfer Agreement is not feasible, the Government reserves the right to withhold money in anticipation of the costs involved to allocate the shipments to another DPM TSP is a competitive bid award.
Attachment V.F.3	IV-V.F.3-7	4.b.	This analysis will compare ...with industry norms - What are industry norms? What data source will these norms be derived from?		Reference to industry norms will be removed from reference.

Attachment	Page	Paragraph	Comment	Proposed Resolution	Response
Attachment V.F.3	IV-V.F.3-7	4.a.	Reviewed financials do not state the opinion of the financial representative. Audited financials do state the opinion of the financial reviewer. Is the requirement reviewed financials or audited financials?	Recommendation- When a TSP participates in multiple markets (i.e.) International, Domestic, NTS, DPM. Have financials, bonding, insurance, flow through to all markets the TSP wished to participate in. This way all fillings would be done 1 time.	Financials are only required to be reviewed. SDDC will review combining markets during TSP qualification.
Attachment V.F.3	IV-V.F.3-10	2	Warehouse Inspections - Will RSMO's gain additional staffing to meet the inspection requirements?		No additional staffing will be required. If the TSP did not receive two warehouse inspections within a year, DPS will contact the RSMO or the SDDC designee to request an additional warehouse inspection.
Attachment V.F.3	IV-V.F.3-10	2. the third "a" on the page	A warehouse will be highlighted if it is: What does highlighted mean? A SIT facility with 25 or less- Is this SIT or DPM? SIT shipments are not graded. If this is DPM, most DPM facilities would never have 25 DPM shipments in a year due to the shipment awards being spread over multiple TSP's in this program and we no longer will have 1 DPM contractor per base.	Please clarify Highlighted and the relevance of 25 shipments to inspection needs.	The highlighted information is for RSMO/SDDC use only. It has no effect on the DPM TSP.
Attachment V.F.3	IV-V.F.3-11	c.	The RSMO of SDDC's designee will enter. Will the current computerized NTS inspection be uploaded into DPS or will this be a manual process for RSMO?		Warehouse inspection data will be uploaded in DPS.
Attachment V.F.3	IV-V.F.3-11	c. paragraph 7	non-use status in DPS - Is the non-use status limited to DPM or will this be for all storage ( SIT, NTS, code 4)		Administrative non-use will apply independently to each program. Service issues may affect all codes of service depending on severity.
Attachment V.F.3	IV-V.F.3-11	c. paragraph 8	SIT facility inspections by PPSO - do these inspections apply to the PS of a DPM TSP? Do these apply to the RSMO goal of 2 inspections per year?		PPSO inspections will be forwarded to the RSMO for review. PPSO inspections are in addition to the annual inspections by the RSMOs.
Attachment V.F.3	IV-V.F.3-11	c. paragraph 9	After the inspection, the DPM TSP is notified by e-mail -	PPSO should be required to point out any deficiencies as they inspect and fully disclose prior to departing and also provide a copy of the inspection prior to departing the facility as RSMO does.	Suggested response: We will add requirement for PPSO to identify deficiencies prior to department."

Attachment	Page	Paragraph	Comment	Proposed Resolution	Response
Attachment V.F.3	IV-V.F.3-12	third paragraph	If a warehouse is in non-use, DPS marks the facility as non-use for future shipments - What will happen to shipments in the pipeline to a non-use facility? When a Freight TSP arrives, will he be reassigned to a new TSP?		Shipments will remain in the pipeline depending on RSMO/PPSO discretion and severity of infraction. A GBL correction notice will be issued if changes are needed.
Attachment V.F.3	IV-V.F.3-13	7	DPM TSP will not contract with other persons or firms for the performance of any services ordered... Would this include contract drivers, packers, labor?	It is fairly common in our industry to use contract drivers / labor to perform services.	DPM TSPs must have assets to perform requested services. Subcontracting must be approved by the RSMO
V.F.4	all	all	Much of this repeats TOS pages 31 on.	Only put the info in one place.	Rate filling Business Rules provide procedures for rate filing. The TOS is the signed agreement between the DPM TSP and the government to perform requested services.
V.F.4	1	c.1	"A rate can only be filed once per AOR/zone." This is confusing, as the rest of the paragraph talks about four rate filings per year and two filings per cycle.		There is 1 required annual filing. DPM TSPs can adjust this rate three additional times per year. "One rate can only be filed for each AOR/zone." If the rate is rejected the TSP can resubmit at each filing.
V.F.4	2	2	Will a TSP be required to file a rate for all DPM services (Schedule I and Schedule II)? Will TSP's be required to file a rate for baggage and HHG or can they pick and choose which items to file?	Allow TSPs to focus on areas where they excel.	If a DPM TSP desires to file rates for schedule I, rates must be filed for all items included for schedule I service. TSPs have the option of submitting rates for one or both schedules.
V.F.4	6	H	If the DPM TSP's have three consecutive non competitive rate filings, they will be disqualified. Does this mean three 1st period rate filling rejections or 1st period, 2nd period, 3rd period?	SDDC will eliminate the backup capacity by doing this.	This qualification would apply if a DPM TSP has 3 consecutive non competitive rate filings for 3 consecutive performance periods
V.F.4	6	I.3	There needs to be a reasonable limit on the length of time SDDC can extend rates without a cost of living adjustment or opportunity to re-file.		SDDC understands the cost of doing business and does not anticipate extending the effective period of rates but does reserve the right in case of extenuating circumstances.

Attachment	Page	Paragraph	Comment	Proposed Resolution	Response
V.Q.1			This chapter is missing		V.Q.1 has not been assigned to a document; it is not missing and was left out intentionally.
V.Q.2	2	1.a	Are DPM TSPs also subject to "all the requirements of the DTR Part IV" including those that don't seem relevant to DPM?	remove	DPM TSPs are only responsible for DPM related DTR requirements.
V.Q.2	4	c, d	If a regular non-use is effective immediately, how is that different from immediate non-use?	Regular non-use needs to not be effective until after the TSP has been given an opportunity to appeal, and immediate non-use needs to be limited to very rare instances of very bad violations. A "communications failure" is not the same degree of violation as drug use and should not be in the same category.	Language will be modified for more clarity.
Attachment v.F.4	IV-V.F.4-4	F paragraph 2 & 3	Competitive rate ranges. Rejected rates - When a TSP is deemed to be outside of the competitive range in the first period, would these rates be reconsidered (without change) for each of the following 3 periods or would the TSP be required to adjust the rates in order to be considered for standard traffic distribution. Paragraph 3 indicates the TSP will not be allowed to submit a new rate until the next period, but as I understand the process, SDDC will review and may change the competitive range after each period, so I assume a TSP that fell outside of the range in the 1st period may be within the range in the 2nd period if it is adjusted by SDDC.	Recommendation, leave all rates in the system to be racked and stacked accordingly and the Best value process will only use higher cost TSP's as needed and will considerably reduce for RSMO as needed intervention to try to find a TSP to service shipments.	If the DPM TSP's rates are rejected in the initial annual rate filing they will not be available during that initial performance period. The DPM TSP will then have an opportunity to file rates during the 2nd filing for the 2nd performance period.
			No mention of GOC Control, rate item, or inventory control		Guidance for GOC management will be provided in a separated document.

Attachment	Page	Paragraph	Comment	Proposed Resolution	Response
			Reference to Oral Orders is confusing as it does not state when oral orders would be used for ordering services		If oral orders are provided, it will be followed up with official documentation IAW - DPM TOS page 11 C(1)
			Not clear on when 10% Bonus payment would apply for Short fuse. P/U within three days? Any thought on application to inbound?		The 10% bonus payment only applies to the Schedule I OB DPM TSP or Schedule II LM DPM TSP for pickup within three days. It does not apply to inbound.
			No example of Outsized Cargo Report, not a current requirement.		Reference to Outsized Cargo Report will be removed.
			No reference to line haul requirement on OCONUS. What is the charge to p/u or deliver to military? Not a service item by definition.		Pickup and delivery to/from military ports will normally be done by the line-haul DPM TSP and charges are paid under the GBL. The DPM rate schedule will be updated to provide additional charges for pickup/delivery at military terminals by the Schedule I DPM TSP when in close proximity to military ports.
Claims liability			Not clear on transfer to Government for OCONUS shipments? Outbound contractor transfers to military shipping terminal? Inbound contractor received from military shipping terminal?		Pickup and delivery to/from military ports will normally be done by the line-haul DPM TSP and charges are paid under the GBL. The DPM rate schedule will be updated to provide additional charges for pickup/delivery at military terminals by the Schedule I DPM TSP when in close proximity to military ports.
			Validate that both schedule 1 & 2 for OCONUS would fall under local PUC jurisdiction. If outbound or inbound shipment tendered to DPM TSP in Hawaii then PUC will have jurisdiction since the bill of lading begins		Schedule I and II will fall under local jurisdiction for Hawaii only.
			What are the CFAC rules for DPM TSPS and Line Haul TSPS?		CFAC is not applicable to the DPM and Freight Programs.
			What is deadline to respond to short fuse shipment offer?		DPM TSPs are notified of a short fuse shipment simultaneously with a response required within 24 hours. Reference DTR Ch 402 C.3.c. Delete Ref. DPM V.J.2 Para. C.5.d Note 1 pertaining to DPS checking within a minimum of 4 hrs on whether a TSP has indicated interest in the shipment.
	V.F.3 Part B 2nd paragraph?		What is DPA?		Will be corrected to read "DP3".

Attachment	Page	Paragraph	Comment	Proposed Resolution	Response
			What is the application process for the Line Haul TSP?		Freight/Line haul TSP qualification process can be obtained at <a href="http://www.sddc.army.mil/GCD/default.aspx">http://www.sddc.army.mil/GCD/default.aspx</a> and search on SDDC Freight Carrier Registration Instructions link.
			Can we designate a single facility for DPM if we have multiple facilities in one operating area? We have 5 warehouses on one same street and we currently get two different warehouse scores?		Yes, one facility can become DPM approved while the others remain SIT only approved.