

ATTACHMENT V.A.2

DIRECT PROCUREMENT METHOD (DPM) TRANSPORTATION SERVICE PROVIDER (TSP) QUALIFICATIONS (CONTINENTAL UNITED STATES [CONUS] AND OUTSIDE CONUS [OCONUS])

A. INTRODUCTION

These instructions are intended to provide DPM TSPs with guidance on the minimum requirements necessary to qualify to perform DPM Schedule I and Schedule II services within the Defense Personal Property Program (DP3). Within the Defense Personal Property System (DPS), new entrants are defined to include both new DPM TSPs requesting initial approval and DPM TSPs requesting requalification after prior approval has been revoked.

B. QUALIFICATION BACKGROUND

The president/Chief Executive Officer (CEO), partner, or sole proprietor will submit all the required documentation in the DPM TSP application to qualify and will verify, sign, and submit all the documentary evidence necessary for qualification. All qualification forms must be submitted via DPS In Accordance With (IAW) the required time frames. A DPM TSP's qualification file that is not properly maintained or, contemporaneously revised, may constitute grounds for revocation of Department of Defense (DOD) and United States (US) Coast Guard (USCG) approval in DPM. All forms must be successfully submitted through DPS before the DPM TSP's request for approval for qualification will be reviewed and processed.

A Regional Storage Management Office (RSMO) or the Military Surface Deployment and Distribution Command (SDDC) reviews and approves/disapproves DPM TSP qualifications. DPM TSPs seeking to participate in the DPM portion of DP3 must be approved by a RSMO or SDDC before they can file rates. Qualifications involve satisfying the DPM Tender of Service (TOS), Third Party Payment System (TPPS) agreement, and applicable certifications. The cost of providing financial statements, Certificates of Cargo Insurance, and other approval documentation is the responsibility of the DPM TSP and is considered as a part of doing business with the Government. Other requirements concerning warehouse facility are fully set forth in [Paragraph C.2](#).

The RSMO or SDDC reserves the right to revoke a DPM TSP's approval at its discretion. Additional DPM TSP qualification information can be found on the SDDC Web site at <http://www.sddc.army.mil/PP/default.aspx?RootFolder=%2FPP%2FDefense%20Personal%20Property%20Program%20DP3%2FTransportation%20Service%20Providers%20%28TSP%29&FolderCTID=0x012000EB692AED156D7646BAE4843B44C9177E&View={31391EFE-2C6D-40A2-8B21-D1F3D204C943}>.

C. QUALIFICATIONS REQUIREMENTS

1. Mandatory for All DPM TSPs:

a. Standard Carrier Alpha Code (SCAC):

DPM TSPs must obtain and maintain their unique valid four-character alpha code from the National Motor Freight Traffic Association (NMFTA). Each DPM TSP doing business, such as a motor carrier, freight forwarder, broker, warehouseman, or local mover, must have its own SCAC. The SCAC is required on all correspondence to the Government for identification purposes. NMFTA charges an annual fee to maintain SCACs. Failure to maintain a valid SCAC will result in removal from the program.

DPM TSPs that have multiple TOSs will have their SCACs differentiated by a designator code incorporated in the SCAC by the RSMO or SDDC.

b. TPPS:

All DPM TSPs wishing to perform transportation- and/or storage-related services for the DOD and USCG must have and maintain a trading partner agreement with the TPPS provider and be TPPS certified for the electronic payment of commercial transportation services prior to applying for approval. TPPS is the payment and transaction system for all DPM TSPs handling DOD and USCG personal property. Failure to execute and maintain this agreement and certification will result in approval being denied for new entrants or removal from the program for existing DPM TSPs.

c. Central Contractor Registration (CCR):

All DPM TSPs doing business with the DOD and USCG must be registered in the CCR database. Consideration of DPM TSPs for participation in SDDC procurements of transportation and storage services, future solicitations, awards, and payments is based on CCR registration. DPM TSPs must register via the Internet at <http://www.ccr.gov/> **(*) Non-DOD Web site**. DPM TSPs are required to update information annually.

d. Electronic Transportation Acquisition (ETA) Registration:

- (1) Authentication General. An ETA account is required for DPM TSPs seeking qualification approval. All DPM TSP qualifications information submitted will require authentication using the ETA system. Prior to requesting an ETA account, DPM TSPs must have a Dun & Bradstreet (DUNS) number. This number is a unique nine-digit sequence recognized as the universal standard for identifying businesses worldwide. For more information on DUNS numbers, visit <http://fedgov.dnb.com/webform> **(*)**.

Refer to <https://eta.sddc.army.mil> to register for an ETA account. The following roles are available for selection on the ETA registration page:

- (a) TSP
- (b) TSP Representative/Business Partner/Agent
- (c) RSMO or SDDC
 - 1 Insurance Representative (Insurance Company)
 - 2 Bond Representative (Surety Company)
 - 3 Financial Representative (Certified Public Accountant [CPA]).

- (2) Trusted Agents. The trusted agent serves as the single point of contact for the ETA administrator in the processing of password requests. The trusted agent is an individual within the service provider's company who has the confidence of the president and who can easily be contacted by the ETA administrator. The ETA administrator will contact the trusted agent for access approval. Each company will designate its trusted agent within their ETA user ID/password request.

Electronic Tender of Service Signature Sheet (ETOSSS). In the Trusted Agent data field in the Key Personnel section of the ETOSSS, the trusted agent's first name, last name, telephone number, and Electronic Mail (e-mail) address must be entered in the data fields. The ETA administrator will only contact the alternate trusted agent, if designated, when the primary cannot be reached or fails to respond.

e. Digital Identity Certificate Requirement:

Commercial users (DPM TSPs, insurance representatives for the warehouseman's and liability insurance, and financial representatives for the submission of financials) are required to obtain a digital certificate from one of the External Certificate Authority vendors to access ETA. At a minimum, DPM TSPs will be required to purchase the "identity" certificate. Some vendors offer "encryption" certificates for use with e-mail, but these are not required for use with ETA.

Commercial users will not be able to access DOD and USCG systems without the digital certificate. Each ETA user ID may have only one unique certificate associated with it. The DPM TSP will be directed as to how it can link its certificate to its ETA user Identification (ID) (i.e., TSP) on the ETA home page. Questions referring to ETA should be directed to the ETA at the Web site <https://eta.sddc.army.mil>.

The qualification process requires DPM TSPs and their bond representatives, insurance representatives, and financial representatives to use a digital identity certificate from one of the following ECA vendors:

- (1) Operational Research Consultants (ORC), <http://eca.orc.com/> (*)
- (2) VeriSign, <http://www.verisign.com/dod-interopability/index.html> (*)
- (3) IdenTrust Inc, <http://www.identrust.com/certificates/index.html> (*)

A digital identity certificate is the digital equivalent of an ID card. For DOD and USCG military, civilians, and authorized contractors, digital identity certificates will be located on a Common Access Card (CAC). For DPM TSPs, it will be a file that resides on the user's Personal Computer (PC). When a user accesses ETA, the system will check the user's PC for a digital identity certificate. If the PC has one, it will verify the user information and allow the user to access the system(s) for which he/she has been approved. Using digital identity certificates provides a tighter security environment than user identifications and passwords.

f. Qualification Timeline:

DPS will monitor a DPM TSP's Qualification package and provide status information in the Documentation Status view to include:

- (1) Indication of the remaining required documents
- (2) Indication of updated documents that have not been submitted.

DPS will update the status of the forms to notify the DPM TSP when all of the base qualification forms (outlined in [Paragraph C.1.g](#)) have been successfully submitted.

When qualifying for DPM services has been initiated (by indication on the ETOSSS form), the system requires that the completed package be submitted within 60 calendar days. After the 60-day period has elapsed and the qualification requirements have not been met, DPM TSPs may reapply as a completely new applicant submitting new forms.

After successful submission and validation of the base qualification forms, the DPM TSP's Qualification package will appear in the RSMO's or SDDC's work queue. Only information about DPM TSPs specific to the RSMOs or SDDC will be displayed.

DPS monitors a submission for qualifications and sends e-mails to the DPM TSP address specified on the ETOSSS. DPS alerts the DPM TSP of the 60-day application deadline via e-mails 30 days and 15 days prior to the end of the submission period.

DPM TSPs not meeting the qualification requirements have seven calendar days from the date of notification via the DPM TSP's work queue, e-mail, or telephone to correct deficiencies. If deficiencies have not been corrected in DPS after seven days, the DPM TSP will not be approved and DPS will send a notification to the RSMO or SDDC. Rejection or acceptance notification is indicated in DPS and forwarded via e-mail to the DPM TSPs. DPM TSPs that receive a notice of rejection may re-apply.

The RSMO or SDDC may consider extenuating or mitigating circumstances showing that the DPM TSP was not responsible for failing to meet the deadline. The RSMO or SDDC reserves the right to revoke a DPM TSP's approval at the Government's discretion.

A DPM TSP's request for approval to perform DPM services may be submitted in DPS at any time. After the DPM TSP submits the ETOSSS, DPS allows the DPM TSP to submit information through the DPS system.

g. DPM TSP Submission Requirements for Web Forms and Electronically Submitted Documentation:

Web forms include data captured in DPS for population of DPM TSP Qualifications forms and documents. DPS requires all users to access the DPM TSP Qualifications Web forms through ETA.

DPS provides a single entry point for qualifications that allows DPM TSP users to identify which service(s) they intend to provide. DPM TSPs seeking DPM approval must submit the following Web forms and documents electronically within the time frame specified for the 60-day application period. DPS requires that all fields are populated on all Web-based qualification documents.

The following Web forms must be submitted in DPS for DPM services only:

- (1) ETOSSS submitted by the DPM TSP
- (2) Certificate of Cargo Insurance (submitted by the DPM TSP's insurance representative) for DPM
- (3) Certificate of Independent Pricing (CIP) submitted by the DPM TSP
- (4) Financial data/statements for the current year plus the previous two years, which must be submitted by the DPM TSP's independent financial representative or CPA, who must certify that the statements truly and fully set forth the financial condition of the DPM TSP
- (5) Certificate of Responsibility (COR) submitted by the DPM TSP
- (6) Certificate and Articles of Incorporation or Articles of Organization and Fictitious Name Statement (optional; issued by the state)
- (7) Partnership agreement (only if business is formed as a partnership).

DPS verifies whether the DPM TSP has a current CIP on file. Rate filing is not permitted if a current CIP or a COR are not on file.

Additional Requirements: DPM TSPs must submit the following required documents for the DOD and USCG storage facility/warehouse pre-award survey process as electronic attachments:

- (1) Digital pictures of the front, back, left, and right sides of the building(s).
- (2) Warehouse layout diagram signed by the fire department representative.

- (3) Insurance Service Office verification of rate credit.
- (4) Lease or proof of ownership, or deed and current property tax receipt.
- (5) Fire department letter MT Form 207B (signed by the fire marshal).
- (6) Fire system and burglar system maintenance contract (not required for international).
- (7) Certification of firewall required if it is a multi-tenant building.
- (8) Flood Plain Letter.
- (9) Emergency Telephone data (MT Form 327).
- (10) Local/city map.
- (11) Evidence of insect/rodent control either self administered or provided by a reputable outside firm.
- (12) Wage Determination Form/Worksheet.
- (13) Proof of state or country regulatory compliance for the intra- and/or interstate operating authority in the name of the TOS applicant (if required for the region of operations).
The only operating authority acceptable to meet this requirement is state permit or Articles of Incorporation.
- (14) Key personnel résumés or references.
- (15) Proof of company experience.

When all requirements are submitted in DPS, the DPM TSP applicant file will appear in the RSMO or SDDC work queue for validation. Receipt of the uploaded documents is acknowledged in DPS by the RSMO or SDDC when accepted for qualification. DPM TSPs will be able to electronically access their documents for required updates using their DPS user roles.

The following qualifications information is available only to DPM TSPs, RSMO, and SDDC headquarters through a secured Web site. DPM TSPs only have access to their own accounts.

- (1) ETOSSS:
 - (a) President, Partner, or Sole Proprietor:
 - 1 DPS will provide an ETOSSS form that requires the following information:
 - a Official company name
 - b Company mailing address
 - c Company telephone number and company e-mail address
 - d Points of contact.
 - 2 The DPM TSP's president, partner, or sole proprietor must certify that:
 - a The information in the ETOSSS application is true and correct
 - b The DPM TSP agrees to provide service as set forth in the TOS.

- 3 The ETOSSS also contains:
 - a A checklist that the DPM TSP meets all the minimum qualification requirements.
 - b The type of service the DPM TSP is performing (DPM Schedule I [Inbound and Outbound] or Schedule II [Local Moves] or both).
 - c The SCAC.
 - d The employer's Internal Revenue Service identification number.
 - e The DPM TSP's name.
 - f The physical and mailing address, fax numbers, telephone numbers, e-mail address, and shareholder/partner information.
 - g The officials authorized to submit electronic forms.
 - h The key personnel.
 - i Small Business Certification.
 - j The president's, partner's, or sole proprietor's Certification Statement.
- 4 Each DPM TSP must identify and maintain a company telephone number, facsimile number, and an e-mail address.

(b) Key Personnel:

DPM TSPs must identify the following company officials: CEO, Chief Financial Officer, president, vice president, treasurer, secretary, partners, sole proprietors, operations manager, dispatcher, director, and trusted agent(s). DPM TSPs must have two key personnel involved in the management of the company (excluding the treasurer and secretary) that have at least three years of experience in the movement of personal property shipments. Experience from employment with an international freight forwarder, van line, agent, non-temporary storage TSP, or relocation move management company are some examples of acceptable forms of occupational training for the purposes of meeting this requirement. SDDC reserves the right to request proof of three years of experience for each of the key personnel in transporting personal property (e.g., a résumé and references).

(c) Small Business Certification:

DPM TSPs are required to self-certify whether they are a Small Business entity. This information is used for statistical purposes only. The ETOSSS contains a link that gives the criteria for being a Small Business.

DPM TSPs are required to submit an updated ETOSSS as administrative changes occur.

(2) Certificate of Cargo Insurance:

DPM TSPs must meet specific requirements at the time of application and continuously maintain acceptable insurance coverage while participating in the program. DPM TSPs applying for qualifications for the first time must have their insurance representatives submit their insurance information.

(3) Certificate of Independent Pricing:

The CIP must be submitted by or on behalf of the president or CEO, partner, or sole proprietor as applicable by business type. By submission of this document, the president/CEO, partner, or sole proprietor is certifying agreement to the information submitted.

(4) Financial Data/Statements/Ratios:

DPM TSPs must meet specific requirements at the time of application and maintain acceptable financial ratios while participating in the program. DPM TSPs applying for qualifications for the first time must submit financial data for the previous two years and the current fiscal year. DPS will calculate the ratios using the DPM TSP-entered financial data.

(a) Annual Financial Data/Statement Requirements:

DPM TSPs must have their financial representative provide data annually from reviewed financial information. Financial information must be certified as correct to the best of financial representative's knowledge.

Financial information must be prepared according to generally accepted accounting principles using the accrual basis of accounting. Financial information must be submitted within 150 calendar days of 31 December. If a company closes its books on a fiscal year basis (other than 31 December), then the DPM TSP should submit financial information within 150 calendar days of that date. DPM TSPs desiring to change their report dates must coordinate with the RSMO or SDDC. Requests to change reporting periods must be received no later than 90 days before the intended start of the proposed reporting period. The RSMO or SDDC will approve or reject the requested change no later than 30 days prior to the start of the proposed reporting period.

(b) Failure to Submit Documents or Maintain Acceptable Ratios:

If the DPM TSP annual financial information is not received within the 150 calendar days, the DPM TSP's approval may be revoked. Additionally, the RSMO or SDDC reserves the right to obtain services from an independent third-party source to conduct financial risk analysis of the DPM TSP's financial submissions. This analysis will compare the DPM TSP with the industry norms and may be used to assist in the determination of financial risk to the government.

DPM TSPs must meet and maintain a quick ratio of 1 to 1 or greater and a positive debt-to-equity ratio of 4 to 1 or less. DPM TSPs must submit data via the Financial Statement Web form. If an approved DPM TSP falls below the minimum financial requirement, its approval may be revoked.

(c) General:

The RSMO or SDDC retains the right to request a hard copy of the DPM TSP's full financial statements. If the RSMO or SDDC requests a hard copy of the financial statement, the DPM TSP may submit a single document containing several companies' separate financial information, as long as the financial information is reported in each individual company's name and reflects that company's account information.

These statements must include all referenced footnotes and the audit or review report. Requested reports must be provided to the requesting official within five

workdays. DPM TSPs not responding within this time period may be removed from the program.

Each DPM TSP must meet and maintain the required minimum ratios, as detailed item (d) below.

(d) Definition of Accounting Terms and Ratios:

The following definitions apply to the filing of financial data and statements. DPM TSPs should consult their accountants to answer questions on definitions or how to best present financial data.

1 Quick Ratio (1 to 1 or Greater). Cash plus trade receivables divided by current liabilities. Industry's uniqueness is recognized in that many transportation-related costs are incurred and paid by the DPM TSP after the shipment is picked up and before it is delivered. This lag time may cause a mismatch between revenues and expenses. If the expenses are included in the financial statements and identified separately as prepaid transportation expenses or unbilled receivables, they will be considered in the quick ratio analysis. Amounts due from stockholders, affiliated companies, or related parties are not recognized as current assets for the purpose of computing the quick ratio. Accordingly, the quick ratio is computed by adding cash, cash equivalents, and trade receivables to determine quick assets and dividing by current liabilities. Since amounts due from stockholders, related parties, and affiliates are excluded from this computation, similar amounts payable to these classes of accounts will be subtracted from current liabilities before computing the quick ratio.

2 Debt-to-Equity Ratio (4 to 1 or Less). Total liabilities divided by the DPM TSP's equity. A negative debt ratio is unacceptable.

(5) COR:

This certificate must be submitted on behalf of the highest ranking of the DPM TSP's president or CEO, partner, or sole proprietor. By submission of this document, the president/CEO, partner, or sole proprietor certifies agreement to the information submitted.

(6) Federal and State Regulatory Compliance:

DPM TSPs are required to comply with all the applicable federal, state, and local requirements for the movement and storage of personal property. The DPM TSP must maintain valid household goods operating authority at all times. If the authority becomes invalid, approval will be revoked.

(7) Operating Authority:

DPS will require the DPM TSPs to identify the counties, cities, and/or states for which they have operating authority. It is also the DPM TSPs' responsibility to identify the deregulated counties, cities, and/or states in which they operate.

(8) Additional DPM TSP Capabilities:

DPS provides the capability for DPM TSP applicants to submit the following Web forms:

- (a) Cancellation notices (insurance cancellations)
- (b) Change of Ownership Novation Agreements

- (c) Change of Company Name Notification.
- (d) Transfer Agreements (from one DPM TOS to another DPM TOS).

Transfer of shipments from one DPM TOS to another at no charge to the Government at the same rate as the transferring DPM TSP agreed to in the DPM TOS modification signed by all parties.

(9) Novation Agreements:

Novation agreements can be a transfer or lease of assets to a different DPM TSP. Once a DPM TSP notifies the Government via DPS of a novation action, DPS generates a checklist similar to the checklist previously used by RSMOs or SDDC and sends it to the selling DPM TSP and the buying DPM TSP with a control number to be tracked by the RSMO or SDDC. If the buyer has not registered/qualified in DPS, they would be instructed to do so. Once documents are accepted and legal review has been completed, the RSMO or SDDC confirms the transfer of the TOS in DPS. After completion of the novation, the buying DPM TSP would be recognized as the holder of all the existing shipments in DPS.

DPS will create the control number in a format such as W05001, where the W is the first letter of the RSMO region (with W, C, N, and S for West, Central, North, and South respectively) or SDDC (with P for Pacific and E for Europe), the 05 is the last two digits of the fiscal year, and the 001 is assigned to the first control number in the region and fiscal year (each subsequent number will be higher by 1 than the previous).

h. Changes in Required Administrative DPM TSP Information:

All DOD- and USCG-approved DPM TSPs are required to notify their respective RSMO or SDDC within 30 calendar days of a change of ownership, change of corporate name, or change of key personnel.

- (1) Change of Ownership: When a company changes ownership, a novation agreement must be submitted electronically through DPS to the RSMOs or SDDC. Approval is based on a review of the sales agreement and evidence to show that the new DPM TSP complies with all qualification requirements. The new asset owner (transferee) must assume all the obligations of the transferor. In addition, the seller/transferor (i.e., former owner) guarantees the performance of the agreement by signing the Seller/Transferor Certification electronically via DPS and submitting it to the RSMO or SDDC.
- (2) Change of Name: When changing its name, a DPM TSP must submit electronically a change of name notification through DPS.
- (3) Change of SCAC: If a DPM TSP obtains a new SCAC, the new SCAC is not entered into the database or recognized until all the documents required to be submitted via DPS under the new SCAC are approved.
- (4) Change of Key Personnel: When changing key personnel, a DPM TSP must submit an updated ETOSSS Web form to include the names of the trusted agent(s). If the authorized negotiator leaves the company or that position, new Certificates of Independent Pricing and Responsibility must be certified and submitted by or on behalf of the highest ranking of the new president or CEO, partner, or sole proprietor.
- (5) DPM TSP Withdrawal: When a DPM TSP voluntarily requests removal from participation in the program, the RSMO or SDDC will take actions to disqualify the DPM TSP, which may include the removal of existing shipments in the DPM TSP's facilities.

2. Warehouse Inspections:

The RSMOs or SDDC's designee are responsible for both pre-award and routine inspections of storage facilities under their jurisdictions used for the storage of DOD- and USCG-sponsored personal property shipments. DPS triggers electronic notification in the RSMO's or SDDC's work queue upon receipt of a DPM TSP's entry into the Warehouse Inspection Qualification Module. DPS will create a number when each new DOD- and USCG-approved facility is approved.

DPS allows the RSMOs or SDDC to assign and update a geographic identifier (e.g., a trip number) to the warehouse facilities. DPS maintains the date of the last inspection completed and planned trip week for each trip number, which can be updated by the RSMO or SDDC users.

DPS will provide a list of inspection trips as follows:

- a. Last completed date over one year old.
- b. Last completed date of 9 to 12 months ago.
- c. Last completed date of 6 to 9 months ago.

For each trip, DPS will provide a list of all the warehouse facilities managed by the RSMO or SDDC associated with the inspection trip. For each warehouse, DPS will display:

- a. The city and state location
- b. Whether the facility is for DPM or Storage-In-Transit (SIT) (or both)
- c. The name of the last RSMO or SDDC inspector
- d. The date the last inspection was performed
- e. An inspection results summary (e.g., six deficiencies, C grade)
- f. An explanation of each deficiency
- g. The number of DPM shipments the facility currently holds and total weight of these shipments.

This list can be sorted by inspection date, city, state, and country. This list can also be filtered by approved warehouses or all warehouses in the system, including those that are beginning the DPM TSP qualification process.

The RSMO or SDDC's designee has the ability to view and download all past warehouse inspection results on a laptop computer, save the warehouse inspection results locally, and upload this information into DPS at a later time.

A warehouse will be highlighted if it is:

- a. A SIT facility with 25 or less shipments with a current inspection grade of B or better and an inspection date over one year.
- b. A SIT facility with 25 or more shipments with a current inspection grade of B or better and an inspection date over six months.
- c. A DPM facility with an inspection date over six months

For warehouses that are both DPM and SIT facilities, the DPM highlighted criteria will apply.

DPS allows the RSMO or SDDC's designee to enter, update, save, and store DD Form 1811, Pre-Award Inspection Information, [Figure V.A.2-1](#). The DD Form 1811 information is sent to the DPM TSP work queue for certification. With the DD Form 1811 information in DPS, the RSMO

or SDDC approves or disapproves warehouse pre-award inspections for DPM and SIT TSPs. The RSMO or SDDC's designee will enter the results of the pre-award and routine inspections into DPS for inclusion into the qualifications module and Performance Score.

DPS provides the capability to record information for warehouse inspections on the DD Form 1812, Warehouse Inspection Report, [Figure V.A.2-2](#). DPS allows the RSMO or SDDC's designee to enter deficiencies noted on the DD Form 1812 Web form.

The designated warehouse inspector uses the guidelines to inspect and rate the facility IAW the DTR, Appendix E. The inspector evaluates all the areas defined on the DD Form 1812 to ensure the facility complies with the requirements of the DPM TOS and the stored property has the adequate levels of protection in a safe environment. The inspector notifies the DPM TSP of warehouse discrepancies and required corrective actions prior to departing the warehouse.

The RSMO or SDDC's designee inspector provides a copy of the inspection (DD Form 1812) to the DPM TSP prior to departing the warehouse facility. The RSMO or SDDC's designee inspector enters a Warehouse Inspection Score (WIS) of A, B, C, D, or E into DPS on the DD Form 1812. Once the form is entered in DPS, a message is sent to the DPM TSP work queue. DPM TSPs are required to review the inspection report in DPS no later than 24 hours after receipt of the inspection form in the DPM TSP's work queue. DPM TSPs will indicate in DPS whether the DPM TSP agrees or disagrees with the inspector's findings.

If the DPM TSP does not indicate disagreement with the results of the inspection within the 24-hour period, DPS assumes the DPM TSP agrees with the WIS entered in DPS by the RSMO or SDDC's designee inspector. DPS then uses the WIS to calculate the DPM TSP's Best Value Score (BVS). If the DPM TSP indicated a disagreement with the results of the inspection, DPS sends notification to the RSMO or SDDC work queue for resolution. Once resolution is reached, the WIS indicated on that inspection is used in the DPM TSP's BVS. For additional information on BVS, refer to Attachment V.F.2.

The results of an inspection determine the eligibility of a warehouse. If a warehouse is found to be in non-use, the RSMOs or SDDC will place the DPM TSP in a non-use status in DPS. New DPM shipments will not be awarded to the TSP in non-use status, but non-use DPM TSPs will be allowed to file DPM rates during rate filing. Once corrective action has been submitted in DPS by the DPM TSP and accepted by the RSMO or SDDC, the warehouse facilities will be returned to active status.

If a CONUS PPSO enters the DPM warehouse inspection information into DPS, the DD Form 1812 Web form is sent via DPS to the RSMO or SDDC queue for approval. SIT facility inspections independently performed by the PPSO do not require approval from the RSMO or SDDC.

After the inspection, the DPM TSP is notified via an e-mail and is provided the opportunity to take corrective action(s) for inspection deficiencies noted. The DPM TSP can review the DD Form 1812 for the details of the inspection.

The DPM TSP will enter corrective action information into DPS for each deficiency noted for review by the RSMO, SDDC, or PPSO. The information is placed in the corrective action queue.

DPM TSPs can access information captured on the DD Form 1812 and respond to each deficiency. The DPM TSP response to each deficiency is stored in DPS separately from the DD Form 1812. The DPM TSP can enter free-form text regarding correction information for each deficiency. RSMOs or SDDC can request additional corrective actions based on the DPM TSP response to deficiencies.

DPS monitors the DPM TSP pre-award inspection deficiencies and notifies the RSMO or SDDC if no DPM TSP responses have been submitted in 60 days. DPS identifies warehouse inspection corrective action submissions required by a specific date as late if they were not submitted by that date.

If a warehouse is in non-use, DPS marks the facility as non-use for future shipments until the DPM TSP provides the RSMO or SDDC with corrective action. The DPM TSP will be required to annotate corrections made for each deficiency in DPS and submit the corrections to the corrective action queue.

The RSMO or SDDC can review the corrective action queue. Queue notification will be based on the RSMO or SDDC that conducted the original inspection. The submissions will be marked to indicate whether it is for corrective actions of minor/major deficiencies or corrective actions of a non-use facility or DPM TSP.

The RSMO or SDDC can store warehouse qualification supporting documentation to the historical archive, which can be viewed by the submitting DPM TSP and RSMO or SDDC.

At the discretion and direction of the responsible RSMO or SDDC, shipments may be relocated to an approved warehouse at DPM TSP's expense when the warehouse is inactive.

3. [Additional Qualification Requirements for New Entrants:](#)

As previously stated, new DPM TSPs applying for qualification must have a valid SCAC code. The DPM TSPs must have three years of government and/or commercial experience in the storage and or movement of personal property. If the state in which the DPM TSP has obtained the three years of government and or commercial personal property movement experience is deregulated, the date on the DPM TSP's Articles of Incorporation is used to determine the DPM TSP's experience requirement. The DPM TSP may be requested to provide additional proof of three years of personal property experience (e.g., bills of lading and commercial invoices) for proof of personal property movement.

Once the DPM TSP has completed the stated requirements and its information has been approved in DPS, DPS adds the new entrant DPM TSP into the RSMO or SDDC Warehouse Inspection queue for the completion of a Pre-Award Inspection. The DPM TSP is not fully qualified for the program until both the Pre-Award Inspection and Warehouse Inspection Report are completed and a WIS for the DPM TSP is entered into DPS.

4. [Disqualified DPM TSPs:](#)

The TSP's file must remain in the database for 10 years after the effective date of being placed in inactive status. Inactive TSPs reapplying for qualification will receive a new performance score.

5. [Non-Use DPM TSPs:](#)

DPS provides on-screen notification to all the Personal Property Shipping Offices and RSMOs or SDDC when a DPM TSP is placed in non-use status and provides a list of all non-use DPM TSPs.

When a DPM TSP is notified of a pending action related to its ability to receive shipments (removal because of no-compliant financials), the RSMO or SDDC is also notified via its DPS work queue.

6. [DPM TSP Appeals:](#)

DPM TSPs may request reconsideration from the RSMO or SDDC for being qualified. All requests must state specific reasons why the DPM TSP believes it should be approved to participate in the DOD and USCG Personal Property Program.

7. DPM TSP Subcontractors:

IAW Part I, H-9, of the DPM TOS, the DPM TSP will not contract with other persons or firms for the performance of any service ordered, unless prior written approval has been received from the RSMO or SDDC.

DPM TSPs subcontractors are expected to resolve their commercial problems and disputes independently of SDDC. SDDC will not interfere in the commercial contractual relationships of DPM TSPs, their vendors, and their subcontractors.

D. DEFINITIONS

The following definitions are provided to give you a basic understanding of the terms used:

1. Certificate of Cargo Insurance: Insurance required by a DPM TSP to cover compensation for loss and/or damage to all property belonging to shippers or consignees and coming into the possession of the DPM TSP in connection with its transportation service performed for the account of the Department of Defense, regardless of whether the motor vehicles, terminals, warehouses, and other facilities used in connection with the transportation of such property are specifically described in the policy or not.
2. Continental United States (CONUS): All 48 contiguous states and the District of Columbia.
3. Defense Personal Property System (DPS): DPS is a Web-based system, centralized, integrated system and is the one-stop source for managing personal property moves. It provides 24-hour access to personal property shipment information throughout the entire moving process and includes enhancements such as Customer Satisfaction Survey (CSS), DPM Transportation Service Provider (TSP) Rate Filing, Shipment Management, and the DPM TSP qualifications process.
4. Digital (Identity) Certificate: A digital identity certificate is the digital equivalent of an ID card. Using digital identity certificates provides a tighter security environment.
5. EDI: Electronic Data Interchange is the computer-to-computer exchange of business data, using standards jointly developed by standards groups such as American National Standards Institute (ANSI) or Electronic Data Interchange Agency.
6. ETA: Electronic Transportation Acquisition is a system that provides a single point of entry to the transportation community through the use of the Worldwide Web. The Military Surface Deployment and Distribution Command (SDDC) ETA system provides access to SDDC transportation systems as well as links to other transportation sites. The ETA system is divided into four major transportation categories: Freight/Cargo, Passenger, Personal Property, and General Services.
7. ETOSSS: The Electronic Tender of Service Signature Sheet; completion of this form certifies that you have read the Tender of Service found at <http://www.ustranscom.mil> and agree to provide service in accordance with the provisions contained therein. The DPM TSP is responsible for submitting a new ETOSSS when changes occur concerning one or more of the following: company name, address, telephone number, e-mail address, and company officers.
8. Financial Statements: The presentation of financial data, including accompanying notes derived from accounting records and intended to communicate an entity's economic resources or obligations at a point in time, or the changes therein for a period of time, in accordance with a comprehensive basis of accounting.
9. Inactive: Inactive action may be taken for specific incidents of unsatisfactory service or failure to perform, or a record or trend of unsatisfactory service or failure to perform in accordance with the

terms of negotiated agreements, tariffs, tenders of service, governing SDDC rules publications, or other similar arrangements

10. **Key Personnel**: Two managing officers of a company (excluding the treasurer and secretary) who must have at least three years experience transporting personal property.
11. **Non-use Status**: The act of temporarily suspending a DPM TSP from all or specified parts of DOD and U.S. Coast Guard transportation programs. Non-use action may be taken immediately after receipt of information indicating there is a threat to the safety or security of government shipments (in transit or storage) and where a DPM TSP fails to meet the requirements necessary to be an approved participant in SDDC transportation programs. When a DPM TSP disputes the accuracy of the information on which non-use is based, a TRB hearing will normally be held within 30 days after the DPM TSP is placed in non-use.
12. **Operating Authority**: An authorization issued by the Department of Transportation (DOT) or an individual state regulatory body for a commercial TSP to perform transportation service.
13. **References**: The DPM TSP must submit employee experience and company experience references upon request from SDDC. Experience from employment with an international freight forwarder, van line, or agent is considered an acceptable form of occupational training for purposes of meeting this requirement. Company experience can be measured by copies of Government Bills of Ladings, invoices, or other such documentation.
14. **Small Business Certification**: Criteria for eligibility as a small business for the purpose of transportation service acquisition. Self-certification is required on the ETOSSS to determine whether a company is a small business. This information is used for statistical purposes only.
15. **SCAC**: A four-digit alpha code that is assigned to each DPM TSP by the National Motor Freight Traffic Association to identify that DPM TSP in the various procedures and documents used in the DOD and USCG Personal Property Shipment and Storage Program.
16. **TOS**: The basic document that specifies the terms and conditions of participation in the DOD and U. Coast Guard personal property program. The Household Goods, Unaccompanied Baggage, Direct Procurement Method, and Non-Temp Storage Tender of Service is provided in the DTR, Part IV.
17. **TSP**: As used herein, Transportation Service Provider is any party, person, agent, or carrier that provides freight/personal property transportation and related services to an agency, including motor carrier, freight forwarder, and broker.
18. **TPPS Provider (TPPS) Trading Partner Agreement (TPA)**: The binding agreement setting forth terms and conditions governing the sending or receiving of electronic data between DPM TSPs and TPPS providers.
19. **Web Forms (forms)**: Includes data captured in DPS for the population of any and all DPM TSP Qualifications forms/documents.

E. RECOMMENDED PUBLICATIONS AND WEB SITES

1. Defense Transportation Regulation (Part IV) Personal Property:
<http://www.transcom.mil/dtr/part-iv/>
2. Tender of Service (TOS): www.transcom.mil/dtr/part-iv/dtr-part-4-app-b.pdf
3. [400NG Domestic Solicitation](#):
4. [International Tender](#):
5. Dun & Bradstreet: <http://www.dandb.com/duns-file/> (*)

F. CONTACT INFORMATION

For DPM qualification questions please contact the RSMO or SDDC. Contact information can be found on the SDDC Personal Property Web site at <http://www.sddc.army.mil>.

Questions referring to ETA and digital certificates should be directed to the ETA administrator by clicking on the “Contact ETA” link found at Web address <https://eta.sddc.army.mil>.

You can also review the “How To Do Business with the Department of Defense Personal Property Program” on the SDDC Web site at <http://www.sddc.army.mil>.

PRE-AWARD SURVEY OF CONTRACTOR'S/CARRIER'S FACILITIES AND EQUIPMENT				DATE (Yr/Mo/Day)	
INSTRUCTIONS: THIS SELF EXPLANATORY FORM IS TO BE COMPLETED IN DUPLICATE FOR EACH WAREHOUSE OR SPECIFIC AREA THEREOF IN WHICH HOUSEHOLD GOODS ARE TO BE STORED. THE ORIGINAL TO BE RETAINED BY THE RESPONSIBLE ACTIVITY, DUPLICATE TO THE CONTRACTOR/CARRIER.					
NAME AND ADDRESS OF FIRM (Include ZIP code)		SCAC	CONSTRUCTION OF BUILDING		
			WALLS		
			ROOF		
NAME OF OPERATING EXECUTIVE		FLOOR(S)	NUMBER OF FLOORS		
PHONE (Include AREA CODE.) BUSINESS: HOME:		BASEMENT			
ADDRESS OF STORAGE LOCATION (Include ZIP CODE.)		GIVE NARRATIVE DESCRIPTION OF BUILDING (Use reverse for diagram of storage area, if desired.)			
WAREHOUSE NUMBER	AREA (Floor, Fire Division, etc.)				
WAREHOUSE LICENSE NO.	OPERATING AUTHORITY				
OPEN FOR BUSINESS (Hours and days of week.)					
PICK-UP AND DELIVERY EQUIPMENT					
NUMBER OF TRUCKS	TYPE OF TRUCKS		TOTAL STORAGE SPACE (Square feet.)		
			OWNERSHIP OF BUILDING		
			<input type="checkbox"/> OWNED <input type="checkbox"/> LEASED (If leased complete the following and attach a copy of lease.)		
			LEASE EXPIRES _____ PHONE _____		
			NAME AND ADDRESS OF OWNER (Include ZIP CODE.)		
FIRE PROTECTION					
FIRE CONTENTS RATE (Based upon 80 percent co-insurance per \$100 per year.)					
DOD FIRE CLASSIFICATION CODE	WEIGHT LIMITATIONS (LBS.)		(CHECK "YES" OR "NO" AS APPROPRIATE)		
				CATEGORY OF BUSINESS	YES NO
NUMBER OF MILES TO NEAREST FIRE DEPARTMENT:		MINORITY BUSINESS ENTERPRISE			
NEAREST FIRE HYDRANT		NUMBER OF FEET FROM BUILDING:		SMALL BUSINESS CONCERN	
		POUNDS OF PRESSURE:		FIRE EXTINGUISHERS	
		<input type="checkbox"/> ADEQUATE <input type="checkbox"/> INADEQUATE		IS THERE A SUFFICIENT NUMBER?	
DESCRIBE FIRE PROTECTION SYSTEM				ARE THEY THE PROPER TYPE?	
				ARE THEY REGULARLY INSPECTED AND MAINTAINED?	
FREQUENCY OF TEST/INSPECTION:					
MAINTENANCE CONTRACT WITH		FIRE FIGHTING PLAN			
		IS A FIRE FIGHTING PLAN POSTED?			
		ARE ALL EMPLOYEES FAMILIAR WITH THE PLAN?			
CLIMATE PROTECTION					
		IS BUILDING PROTECTED FROM EXTREME COLD?			
		IS BUILDING PROTECTED FROM EXTREME HEAT?			
		IS BUILDING PROTECTED FROM EXTREME HUMIDITY?			
		IS VENTILATION ADEQUATE?			
SCALES					
TYPE AVAILABLE		DISTANCE FROM BUILDING (MILES)		ARE UTILITIES AND OTHER SYSTEMS SERVICED AT LEAST ANNUALLY?	
CERTIFIED	YES NO	CAPACITY		MATERIAL HANDLING EQUIPMENT	
				IS THE EQUIPMENT PROPERLY MAINTAINED?	
STORAGE METHODS (Give brief description)					
SMOKING					
RUGS		ARE "NO SMOKING" SIGNS POSTED?			
		IS "NO SMOKING" POLICY ENFORCED?			
HOUSEKEEPING					
UPHOLSTERED FURNITURE		IS BUILDING AND OUTSIDE AREA NEATLY KEPT AND FREE FROM HAZARDOUS MATERIALS?			
PIANOS		ARE COMBUSTIBLE WASTE MATERIALS STORED AT LEAST 50 FEET AWAY FROM FACILITY?			
SECURITY					
FIREARMS SECURITY		IS BUILDING EQUIPPED WITH BURGLAR ALARM?			
		IS A WATCHMAN ON DUTY?			
OTHER PROPERTY		DO POLICE PATROL THE AREA?			
		ARE DOORS AND WINDOWS ADEQUATELY PROTECTED?			
		IS SEPARATION FROM JOINT OPERATION OCCUPANT, IF ANY, ADEQUATE? (See "Hazardous Operation" below.)			
HAZARDOUS OPERATIONS (Describe operations in or near building which may be hazardous to stored property.)					
TYPE OF PROGRAM FIRM HAS FOR RODENT AND/OR INSECT CONTROL		FLOODING			
		IS BUILDING SUBJECT TO FLOODING?			
I certify that I have inspected the above described facility and find that, to the best of my knowledge, the information herein is true and correct.		SIGNATURE (Inspecting Officer)		DATE (Yr/Mo/Day)	
		SIGNATURE (Warehouseman)		DATE (Yr/Mo/Day)	
		SIGNATURE (Contracting Officer/Trans. Officer)		DATE (Yr/Mo/Day)	
I certify that I have reviewed this survey and <input type="checkbox"/> APPROVE, <input type="checkbox"/> REJECT the facility for storage of household goods.					

DD Form 1811, JUN 79 EDITION 1 AUG 73 IS OBSOLETE.

Figure V.A.2-1. DD Form 1811, Pre-Award Survey of Contractor's/Carrier's Facilities and Equipment

WAREHOUSE INSPECTION REPORT <i>(Read Instructions on back before completing form.)</i>		1. (X as applicable)		2. DATE OF INSPECTION (YYYYMMDD)		
		BOTH BOA AND SIT				
3. CONTRACTOR/CARRIER		4a. ADDRESS OF WAREHOUSE		b. FIRE SYSTEM/CLASS		
a. NAME		SS/1	USS/2	D & R/3	FCR/4	c. LOTS
b. ADDRESS (Include ZIP Code)						d. WEIGHT
5. CONTRACT REFERENCE NUMBER		6. STATUS (X)		7. CURRENT CONTRACT OR TENDER OF SERVICE ON FILE (X)		
		ACTIVE		YES NO		
8. PRE AND POST STORAGE SERVICES		10. (Continued)		11. FIRE PREVENTION AND HOUSEKEEPING		
<ul style="list-style-type: none"> <input type="checkbox"/> a. Unauthorized equipment in use <input type="checkbox"/> b. Unauthorized cartons and packaging used <input type="checkbox"/> c. Improper packing/sealing/marking of cartons <input type="checkbox"/> d. Pickup service not accomplished on time <input type="checkbox"/> e. Improper loading/unloading of van or pallet <input type="checkbox"/> f. Disassembled parts not packaged/inventoried <input type="checkbox"/> g. Inventory stickers on finished surfaces <input type="checkbox"/> h. Improper appliance servicing/labeling <input type="checkbox"/> i. Smoking observed at residence <input type="checkbox"/> j. Employees on duty not efficient/neat <input type="checkbox"/> k. Origin premises not left in good order <input type="checkbox"/> l. Designation services improperly performed <input type="checkbox"/> m. Deviations to service order <input type="checkbox"/> n. Delivery service not accomplished on time 		<ul style="list-style-type: none"> <input type="checkbox"/> l. Improper piano/organ storage <input type="checkbox"/> m. Improper storage of mattresses <input type="checkbox"/> n. Segregated pieces not properly identified <input type="checkbox"/> o. Improper packing of mirrors/glass table tops <input type="checkbox"/> p. Inadequate protection against mold/mildew <input type="checkbox"/> q. Aisles being used to process goods in/out <input type="checkbox"/> r. Previous discrepancies not corrected* 		<ul style="list-style-type: none"> <input type="checkbox"/> a. Electric/heat/water systems require repair <input type="checkbox"/> b. Evidence of smoking in warehouse* <input type="checkbox"/> c. Unauthorized items stored* <input type="checkbox"/> d. Improper aisle and/or stacking clearance <input type="checkbox"/> e. No fire system inspection* <input type="checkbox"/> f. No fire extinguisher inspection _____ <input type="checkbox"/> g. No extinguishers on warehouse equipment <input type="checkbox"/> h. Trash/debris in storage area <input type="checkbox"/> i. Fire doors inoperable/in need of repair <input type="checkbox"/> j. No fire plan posted <input type="checkbox"/> k. Space heaters/extension cords being used <input type="checkbox"/> l. Gas and oil not drained from motorized items <input type="checkbox"/> m. Hazards noted within 50 feet of warehouse* <input type="checkbox"/> n. Flammables/combustibles found in warehouse* 		
9. ADMINISTRATION		10. STORAGE METHODS AND OPERATION		12. WAREHOUSE PRACTICES		
<ul style="list-style-type: none"> <input type="checkbox"/> a. Incorrect inventory preparation <input type="checkbox"/> b. No separate weight ticket and certificate/PB and E/WT <input type="checkbox"/> c. Incorrect warehouse receipt preparation <input type="checkbox"/> d. Ineffective locator system* <input type="checkbox"/> e. Contract supporting paperwork needed 		<ul style="list-style-type: none"> <input type="checkbox"/> a. Consigned lots not stored within 5 days* <input type="checkbox"/> b. Improper storage, stacks/pallets <input type="checkbox"/> c. Finished surfaces not protected by pads/wrap <input type="checkbox"/> d. Lots and separated pieces not elevated 2 inches <input type="checkbox"/> e. Lots stored against exterior walls <input type="checkbox"/> f. Lawnmovers not stored at base level of lot <input type="checkbox"/> g. Improper firearms control <input type="checkbox"/> h. Loose stack storage over 10 feet* <input type="checkbox"/> i. PBO contents not identified on inventory <input type="checkbox"/> j. Improper storage of upholstered pieces* <input type="checkbox"/> k. Improper storage of rugs/pads* 		<ul style="list-style-type: none"> <input type="checkbox"/> a. Inadequate security* <input type="checkbox"/> b. Inadequate loading/unloading area <input type="checkbox"/> c. Structural deficiencies (doors/floors/roof/walls/windows) <input type="checkbox"/> d. Inadequate protection from sun/dust/heat/cold/moisture <input type="checkbox"/> e. Lack of insect/rodent control _____ <input type="checkbox"/> f. Vehicles parked in storage area <input type="checkbox"/> g. Commingled storage with undesirable commodities <input type="checkbox"/> h. Multiple occupancy* <input type="checkbox"/> i. Weight stored in excess of authorized limit* 		
13. DEFICIENCIES OBSERVED/ACTIONS TAKEN BASED ON QUALITY CONTROL RATING RAW SCORE						
<ul style="list-style-type: none"> <input type="checkbox"/> a. No deficiencies observed <input type="checkbox"/> b. Corrective action without report is required as soon as possible <input type="checkbox"/> c. Corrective action, confirmed in writing, is required by (YYYYMMDD) _____ <input type="checkbox"/> d. You are _____ for further business as of _____ <input type="checkbox"/> e. You are continued ineligible for further initial service orders. 		A: 0	B: 1 - 8	C: 9 - 16	D: 17 & OVER	
14. DOCUMENT FILES CHECKED			15. LOT NUMBERS CHECKED			
15. CONTRACTOR/CARRIER REPRESENTATIVE			17. SIGNATURE OF DEPARTMENT OF DEFENSE INSPECTOR			
a. SIGNATURE		b. TITLE				

DD FORM 1812, SEP 1998 (EG) PREVIOUS EDITION IS OBSOLETE.
 COPY DESIGNATION: COPY 1 - RSMO/ITO FILE COPY COPY 2 - CONTRACTOR/AGENT COPY COPY 3 - ITO/RSMO INFO COPY

Figure V.A.2-2. DD Form 1812, Warehouse Inspection Report

INSTRUCTIONS

This form will be prepared in TRIPLICATE. The original will be retained by the inspection agency (ITO/RSMO); duplicate copy will be furnished to the contractor/carrier's agent; and triplicate copy will be forwarded to the responsible ITO/RSMO for information purposes.

ITEMS 8 - 12: When a discrepancy exists, it will be rated by using the numbers of 1, 2, and 3, reflecting the ascending seriousness of the findings, which is prescribed in the "Guide to Severity of Deficiencies." The rating will be indicated in the block preceding the violation. Enter a reference to the Tender of Service or the Basic Ordering Agreement for each violation found in Item 18, "REMARKS". If needed, include all additional comments in Item 18. Items marked by an asterisk are applicable by the judgment of the inspector to interrupt the contract with or without the quality control rating of total assessed points.

ITEM 13: An assigned rating of A - D for administrative action corresponds to the total number of points given during the inspection. If Item c. is checked, complete the statement to show the allowed time for corrective action and reply.

18. REMARKS

DD FORM 1812 (BACK), SEP 1998

Reset

Figure V.A.2-2. DD Form 1812, Warehouse Inspection Report (Cont'd)