

ATTACHMENT V.F.2

DIRECT PROCUREMENT METHOD (DPM) BEST VALUE SCORE (BVS)

A. INTRODUCTION

1. In the Defense Personal Property Program (DP3), the Best Value traffic distribution methodology assumes that Transportation Service Providers (TSP) screening and qualification are part of a separate process. The results of the screening and qualification process will provide TSPs with a Tender of Service (TOS) that qualifies them to move or store shipments in the DP3. Additionally, TSPs that file acceptable rates are eligible to receive Best Value shipment awards.
2. The Best Value traffic distribution methodology consists of separate but consistent mathematical calculations to measure performance and rates. All calculations use quantifiable data obtained from the TSP input (rates), the Defense Personal Property System (DPS), and customer surveys.

B. BEST VALUE METHODOLOGY (BVM)

1. The BVM distributes “shipments” rather than “tonnage,” using the BVS. The BVS includes a Performance Score (PS), which is worth 70 percent of the BVS, and a Rate Score (RS), which is worth 30 percent of the BVS.
2. The following is an explanation of BVS:
 - a. The heart of DP3 is the use of best value to distribute traffic to TSPs. The factors of performance and rate filing use a base of a possible 100 points each. The 70/30 weighting scheme is applied against the 100-point base. The benefit of this methodology is the ability to modify the weighting without having to adjust the calculations associated with the underlying performance or rate data.
 - b. Several TSPs participate in multiple Areas of Responsibility (AORs)/zones and have multiple TOSs. Each DPM TSP has a separate BVS for each zone in each AOR in which it participates.
 - c. The BVM for DPM includes a RS, based on the TSP’s filed rates for services and AOR/zone, and a PS. The rate score in each BVS is calculated by each zone, while the PS is calculated by each TOS. The DPM BVS consists of:
 - (1) $BVS = 70 \text{ points PS} + 30 \text{ points RS}$
 - (2) $(PS) = 30 \text{ points Customer Satisfaction Score (CSS)} + 10 \text{ points for Warehouse Inspection Score (WIS)} + 30 \text{ points Claims Score (CS)}$
3. At Phase III start-up and for the first year of the Phase III DPM program, the DPM TSP’s BVS is calculated as follows:
 - a. $BVS = 45 \text{ points for PS} + 55 \text{ points for RS}$ for the TSP’s filed rates upon entering the program. During initial start-up, the PS is made up of a default score of 35 points given to all of the TSPs plus up to 10 points based on the last Warehouse Inspection Score.
 - b. The relative weights of the PS and RS are used to calculate the start-up BVS for each TSP in each zone/AOR. Beginning one year after Phase III DPM implementation, the standard BVS methodology as defined in Paragraph B.1 is used.

4. DPM TSPs who are new entrants into the DP3 have their BVSs calculated under the following evaluation criteria:
 - a. BVS = 45 points for PS, made up of a default score of 35 points given to all of the TSPs plus up to 7.5 points based on the initial Warehouse Inspection Score (established from the DPM TSP's initial inspections; the government performs an inspection using the DD Form 1811, Pre-Award Survey of Contractor's/Carrier's Facilities and Equipment, [Figure V.F.2-5](#) and DD Form 1812, Warehouse Inspection Report, [Figure V.F.2-6](#) during pre-award) + 55 points for the RS using the TSP-filed rates. During the first year a TSP participates in the program, the TSP's PS is comprised entirely of the TSP's default score plus the WIS. The TSP receives a WIS after its initial warehouse inspection to participate in the program as defined in Appendix V.A.2, Direct Procurement Method (DPM) Transportation Service Provider (TSP) Qualifications.
 - b. The relative weights of the components of the new entry TSP's PS and RS are used to determine their weight in the TSP's BVS. Beginning one year after the TSP's entry into the program, the standard BVS methodology as defined in Paragraph [B.1](#) is used.

C. PS

1. The PS for DPM is calculated according to the following weighted evaluation criteria according to the respective weight assigned to each factor:
 - a. CSS 30 percent
 - b. WIS 10 percent
 - c. CS 30 percent.
2. The CSS is one of the primary sources of performance data used to determine the quality of the services received by the customer. It is also used as a weighted performance evaluation criterion for calculating each TSP's BVS. Each customer relocating under the DP3 is counseled on the importance of completing the CSS on the Web upon delivery of each shipment moved.
3. The WIS is also be a primary source of performance data used to determine the quality of services received by the customer, in addition to its use as a weighted performance evaluation criterion for calculating the DPM TSP's BVS. The WIS is calculated from a variety of different performance evaluation criteria subfactors: pre- and post-storage services, administration, storage methods and operation, fire prevention and housekeeping, warehouse practices, and deficiencies observed/actions taken based on the quality control rating raw score. The CS is the third performance evaluation criteria factor used as a quality performance data source to determine the overall performance score of each TSP's BVS. Customers moving under the DP3 are counseled on the importance of completing their claims in DPS in the event it is necessary to file a claim because of personal property shipment loss/damage. The CS evaluation criteria will be calculated from the following subfactors: the average number of days to dispose of claims; late settlement payments; the percentage of over-aged claims; and success in diverting claims from Military Claims Offices (MCOs). Following are more details on the three weighted evaluation criteria:
4. Customer Satisfaction Survey Score (CSSS):
 - a. Statistically Valid Number of Surveys:
 - (1) For TSPs and shipment categories with statistically valid survey results, DPS calculates the raw PS by determining the average survey score by totaling the survey scores for each TSP in each AOR/zone and dividing by the number of surveys for that TSP in each AOR/zone. The resulting average survey score is the raw PS, which contains the CSS and CS data. The weighted PS is calculated by multiplying the raw PS by the weighted

percentage for the CSS evaluation factor. [Figure V.F.2-1](#) provides an example of the CSSS calculation for TSPs in one AOR/zone.

DPM		
Inbound DPM		
Survey		Score
Cust 1		60
Cust 2		75
Cust 3		80
Cust 4		75
Cust 5		70
Outbound DPM		
Cust 1		75
Cust 2		80
Survey Totals	7	515
Raw		
Performance		=515/7
Score		=73.57 pts
Weighted		
Performance		=73.57*0.30
Score		=22.07

Figure V.F.2-1. Example of CSSS Calculations of a Single AOR/Zone

b. [Lack of Statistically Valid Survey Results](#):

- (1) [TSP Stored Shipments](#). CSS data is included in the BVS calculations after full completion of two PS periods following rollout. If a TSP handled in/out shipments during these first two performance periods but does not have a valid number of surveys completed, the CSSS is calculated by assigning a neutral score to those surveys that were not returned and calculating the actual scores from the returned surveys. If a TSP does not have statistical validity during subsequent performance periods, the previous PS carries over. The neutral or average survey score comprises all returned surveys for a TSP for the TOS. The neutral score consists of the total raw points of all the returned surveys for the TOS divided by the number of surveys. The benefit is that it allows the survey data that has been collected to be used and it does not penalize any TSP for customers that do not wish to return surveys. [Figure V.F.2-2](#) provides an example of the CSSS calculation for a TSP that does not have statistical validity.

DPM TSP		TOS Total		DPM TSP w/Admin Scores	
Shipments	Survey Score	Score (total raw points)	Number of Surveys Receiving Score	Shipments	Survey Score
Cust 1	60	100 (200)	2	Cust 1	60
Cust 2	75	95 (95)	1	Cust 2	75
Cust 3	70	90 (180)	2	Cust 3	80

	DPM TSP		TOS Total		DPM TSP w/Admin Scores	
	Shipments	Survey Score	Score (total raw points)	Number of Surveys Receiving Score	Shipments	Survey Score
	Cust 4	75	85 (510)	6	Cust 4	75
	Cust 5	70	80 (560)	7	Cust 5	70
	Cust 6	X	75 (450)	6	Cust 6	67.20
	Cust 7	X	70 (280)	4	Cust 7	67.20
	Cust 8	X	60 (300)	5	Cust 8	67.20
	Cust 9	X	35 (105)	3	Cust 9	67.20
	Cust 10	X	25 (75)	3	Cust 10	67.20
	Cust 11	X	0 (0)	5	Cust 11	X
Survey Totals	5/11	350	2755	41	10/11	696
Raw Performance Score	=350/5			=2755/41		=696/10
	=70 pts			=67.20 pts		=69.60 pts
Weighted Performance Score	=70*0.30			=67.20*0.25		=69.60*0.25
	=21			=20.16		=20.88

Figure V.F.2-2. Example of a CSSS Calculation of a Single Statistically Non-Valid DPM TSP

- (2) The column entitled “DPM TSP” shows an example of a TSP, the TSP’s handled In/Out shipments in a performance period, and the survey scores received on each shipment. At the bottom of the column are the CSSS points the TSP received based upon these figures. This TSP did not receive the minimum required number of surveys to be statistically valid and needed five more completed surveys based upon the number of storage awards provided to, and performed by, the TSP. Therefore, calculation of the neutral score is required. The next column, entitled “TOS Total” displays the total surveys at each point value for a given TOS in a given performance period (only those surveys that were returned are displayed). The second-to-last row in this column shows the average points each returned survey has earned in this TOS overall for this performance period. This score is the value that is considered the “administrative survey score.” The last column, entitled “DPM TSP w/Admin Score” shows the same example TSP receiving the neutral score for five of the surveys that were not returned in order to receive a statistically valid number of surveys. In this example, the neutral score (67.20) has only slightly changed the DPM TSPs CSSS (it dropped one tenth of a point). The benefit to this methodology is that all the data collected for a TSP is taken into account, and TSPs remain eligible for DPM awards based upon the surveys returned even if they are not statistically valid.
- (3) If a TSP does not receive any CSSS during the defined evaluation period, the previous performance score carries over.

5. Warehouse Inspection Score:

- a. The WIS is another performance factor used to determine the DPM TSP's BVS for each zone/AOR. The Regional Storage Management Offices (RSMOs) or Military Surface Deployment and Distribution Command (SDDC) designees are responsible for conducting an initial pre-award inspection, as well as routine inspections of storage facilities within their AORs. The designated warehouse inspector uses the same guidelines provided in Appendix E of the DTR, Part IV to inspect and rate the facility. The inspecting official evaluates all the areas defined on the DD Form 1811 [Figure V.F.2-5](#), and DD Form 1812, [Figure V.F.2-6](#), to ensure the facility complies with the requirements of the TOS so that stored property has adequate levels of security protection within a safe environment.
- b. The RSMOs or SDDC designees inspect each DPM TSP's facility twice a year on six-month cycles. 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. The RSMO or SDDC designee will either conduct an inspection or place a comment in the system that would initiate DPS to provide the TSP with a default "B" score. Warehouse inspections account for 10 percent of the total BVS score. The DD Form 1812, [Figure V.F.2-6](#), provides letter scores, from A to D, and the letter score is based on the number of deficiencies detected in the inspection (see Box 13 on DD Form 1812). Scores are assigned based on the findings from the inspection. In addition, a TSP must meet certain qualification criteria from DD Form 1812 to participate as a DPM TSP, regardless of WIS (these criteria are marked with an asterisk on the form). Points are given for any negative findings, and those points are then converted to letter grades as follows:

- 0 points results in an "A" rating
- 1–8 points result in a "B" rating
- 9–16 points result in a "C" rating
- Over 17 points result in a "D" rating.

The following percentage scores are then assigned to each letter score resulting from the inspection:

- A = 100 percent
- B = 75 percent
- C = 50 percent
- D = 0 percent.

NOTE: Any items with an asterisk (*) on the DD Form 1812 are qualification criteria and must be met to participate in the program. These items can change the Warehouse Inspection Score regardless of total points.

New Entry: A new entrant to the DPM program receives its initial WIS.

- c. **TSPs with Multiple Warehouses:** The WIS is calculated and applied for each TOS, not for each warehouse. Therefore, if a TSP has multiple warehouses under one TOS, the multiple warehouses are evaluated on one DD Form 1812 and the letter score for that TSP apply to each of the multiple warehouses. In addition, TSPs may have multiple TOSs and multiple warehouse inspection scores. The lowest of the TSP's warehouse scores for the AOR are calculated and weighted at 10 percent of its BVS for each zone in which the TSP elects to participate.

The RSMO or SDDC designee enters the inspection letter score for the DPM TSP into DPS. The DPM TSP receives an inspection score every six months upon completion of the semi-annual warehouse inspection. The WIS used in the calculation of the BVS is a weighted warehouse inspection performance score that is calculated as an average of all the WISs

within the last 12 months. [Table V.F.2-1](#) provides an example of the calculation of a weighted WIS for a DPM TSP under DPS for an entire year performance period:

Table V.F.2-1. Example of WIS Calculation for a DPM TSP

	Inspection	Letter Score	Number Score
	Initial Inspection	C	50
	Semi-Annual Inspection	A	100
Raw Performance Score	150/2	75	
Weighted Performance Score	75*.10	7.5 pts	

6. Claims Score:

- a. The CS is another source of data that determines a portion of the performance evaluation used to calculate each TSP’s BVS. Prompt resolution of claims on behalf of the customer is deemed a significant performance factor. Customers moving under the DP3 are counseled on the importance of completing their claims in DPS.
- b. The CS is calculated on a 100-point scale and is weighted as 30 percent of the total BVS. [Table V.F.2-2](#) describes the measures and metrics that determine the CS.

Table V.F.2-2. CS Metrics

Section	Measure	Definition	Metric	Value	Percentage of BVS
A	Average Days to Dispose of Claim	Days from filing to disposal of the Claim	Average Days	40 points	12 percent
B	Late Payment	Percentage reporting payment not received within 30 days	Percent Late	40 points	12 percent
C	Percentage of Over-Aged Claims	Percentage of claims "Not Disposed" within 60 days	Percent Over-aged	10 points	3 percent
D	Avoiding Transfer of Claims to MCO	Percentage of total claims submitted to MCO	Percent Not Diverted	10 points	3 percent
		Total Claims Score		100 points	30 percent

- c. The performances of a TSP in each of the areas in [Table V.F.2-2](#) are measured after the first program year. The CS is calculated at the end of each defined evaluation period. Scores for the CS metrics will be based upon actual performance for each specific performance criterion in [Table V.F.2-2](#). Points are awarded based on how well a TSP performed in each area.
- d. The “Customer Satisfaction with the TSP’s handling of the Claims Process Prior to Payment” award is based on the average score of the Claims CSSs completed. The Claims Performance subfactor “Average Days to Dispose of a Claim” calculates the average number of days and is different from the other measures, as it considers, in large part, the performance of peers. Awards for the remaining measures are based on the TSP’s performance.
- e. Quick claim settlements filed directly with the TSP and claims filed directly through the MCO (not transferred from DPS) are not included in the CS and are not tracked in DPS.

f. The following steps detail the four CS metrics and how to calculate the CS:

(1) Average Number of Days the TSP needed to “Dispose” of Claim:

This performance subfactor measures the number of days the TSP takes to dispose of a claim filed by the customer.

Definition: This covers the number of days from the date of the initial claim filed in DPS to the disposal of the claim. The date of the disposal of the claim depends upon the actions taken by the TSP to resolve the claim.

There are four ways to dispose of a claim or “stop the clock” within this metric. Two are actions that may be taken only by the TSP, and two are actions that may be taken only by the claimant. Offers may be sent back and forth between the TSP and the claimant, and particular items may be designated as “agreed to” during the negotiating process, but a claim is not disposed of until one of the following actions is taken:

(2) TSP Actions to Determine “Disposal” Date:

(a) Denial of a Claim in Full: The TSP may, at any time prior to settlement or transfer, deny a claim in full. Once the TSP sends a denial of a claim in full, it may not be modified or withdrawn. The disposal date is the date the denial is filed in DPS.

(b) Final Offer: The TSP may, at any time prior to settlement or transfer, designate an offer to the claimant as final. Once the TSP sends a final offer it may not be modified or withdrawn. The disposal date is the date the final offer is sent in DPS.

(3) Claimant Actions:

(a) Settle in Full: A claimant may elect to accept the latest offer of a TSP as a full and final settlement of all the items claimed. When this occurs, all the items in the claim are considered settled for the amount specified, even if that amount is \$0 or the item is otherwise denied.

(b) Transfer to the MCO: At any time the claimant may choose to transfer the entire claim to their respective MCO. In this case, the disposal date is the date the claimant sends the transfer in DPS. There are two types of transfers.

1 Transfer of the entire claim: At any time the claimant may choose to transfer the entire claim to their respective MCO. The entire claim is forwarded, including those items where agreement between the claimant and the TSP was annotated.

2 Transfer of impasse items: At any time the claimant may choose to accept the TSP’s offer on particular items (where agreement was annotated) and transfer the remaining items to their Service. The TSP pays for, repairs, or replaces the agreed-to items, depending on what was decided, and the MCO addresses the impasse items.

A claim can only have one disposition date. In the case where two of the listed actions occur, the disposition date will be the date of the first event. For example, if a TSP sends a final offer to the claimant and the claimant later accepts the offer as settlement in full, it is the first event (dispatch of the final offer) that stops the clock.

(c) Calculating the CS:

Universe: All DPM claims disposed of within the previous 12 months. The CS is calculated using a rolling 12 months of data, which is the same time period used in calculating the PS.

Data Source: The Date Filed by the customer and the Date Disposed fields from DPS.

Calculation: To determine the average number of days a TSP has to dispose of a claim:

- 1 Subtract the Date Filed from the Date Disposed to determine the Days to Disposal for all claims disposed during the previous 12 months.
- 2 Determine the average of the values calculated in step 1. This value is the metric for Time to Dispose of Claim for that TSP.
- 3 If a claim is settled on the same day it is filed, the time to dispose will be computed as 1 day.
- 4 A TSP with zero claims disposed and zero claims over-aged will receive the full 40 points.
- 5 A TSP with zero claims disposed and all claims over-aged will receive 0 points.

The following example shows the metric calculation process for a TSP. This TSP disposed of 20 claims during the previous 12 months :

- 1 Subtract the Date Filed from the Date Disposed to determine the Days to Disposal for all the claims disposed during the previous 12 months ([Table V.F.2-3](#)):

Table V.F.2-3. Sample Calculations of Days to Dispose Claims

Date Filed	Date Disposed	Days to Disposal	Date Filed	Date Disposed	Days to Disposal
15-May	1-Jul	47	25-Jun	16-Jul	21
17-May	1-Jul	45	6-Jun	16-Jul	40
19-May	1-Jul	43	20-Feb	16-Jul	146
15-Jun	5-Jul	20	10-Jun	22-Jul	42
23-May	5-Jul	43	12-Jun	22-Jul	40
25-May	5-Jul	41	14-Jun	23-Jul	39
27-May	5-Jul	39	15-Apr	24-Jul	100
29-May	5-Jul	37	18-Jun	2-Jul	14
17-Jun	22-Jul	35	20-Jun	30-Jul	40
2-Jun	5-Jul	33	22-Jun	10-Jul	18

- 2 Determine the average of the values calculated in step 1. This value is the metric for the Time to Dispose of Claim for that TSP:

$$\text{Sum} = 883.$$

$$\text{Average} = 883/20 = 44.15 \text{ days.}$$

The metric value for this TSP is 44.15 days.

Points Assignment: The Time to Disposal (TtD) measure is worth 40 possible points and calculated using the following equation:

$$\text{TtD} = \left[1 - \left\{ \frac{\text{TSP Avg} - \text{Best Avg}}{\text{Std} - \text{Best Avg}} \right\} \right] * 40$$

Equation 1: Average Days to Disposal TSP Avg = Average Days to Disposal for a given TSP Best Avg = TSP with the Lowest Average Days to Disposal. Only those TSPs that have claims settled would be considered when determining the TSP “Best Avg.”

Std = Minimum acceptable performance level, 60 days for Claims Disposal.

Assume a market with any number of TSPs with the top performer taking on average 20 days to dispose of a claim and the lowest-ranked performer taking on average 45 days to dispose of a claim.

For the top-ranked performer, the TtD score is:

$$\text{TtD} = \left[1 - \left(\frac{20 - 20}{60 - 20} \right) \right] * 40 = \left[1 - \left(\frac{0}{40} \right) \right] * 40 = [1 - 0] * 40 = 1 * 40 = 40 \text{ points}$$

For the lowest-ranked performer, the TtD score is:

$$\text{TtD} = \left[1 - \left(\frac{45 - 20}{60 - 20} \right) \right] * 40 = \left[1 - \left(\frac{25}{40} \right) \right] * 40 = [1 - 0.625] * 40 = 0.375 * 40 = 15 \text{ points}$$

For our nominal TSP, with an average value of 44.15 days, the award is:

$$\begin{aligned} \text{TtD} &= \left[1 - \left(\frac{44.15 - 20}{60 - 20} \right) \right] * 40 = \left[1 - \left(\frac{24.15}{40} \right) \right] * 40 \\ &= [1 - 0.60375] * 40 = 0.39625 * 40 = 15.85 \text{ points} \end{aligned}$$

A TSP meeting the minimum standard (the requirement to settle claims within 60 days) earns zero points:

$$\text{TtD} = \left[1 - \left(\frac{60 - 20}{60 - 20} \right) \right] * 40 = \left[1 - \left(\frac{40}{40} \right) \right] * 40 = [1 - 1] * 40 = 0 * 40 = 0 \text{ points}$$

A TSP not meeting the minimum standard (i.e., an average in excess of 60 days, will earn a zero point score).

g. Late Payment:

Purpose: To count late payments from the TSP to the customer.

Definition: After customers and TSP agree on the claim settlement amount, customers will receive a survey via Electronic Mail (e-mail). This survey measures the percentage of members responding negatively as to whether they received a claims settlement check within 30 days from the date the claim settlement amount was agreed upon. This metric tracks payments (i.e., issued checks) and does not track repaired or replacement items on a claim.

Universe: All claims settled by payment during the previous 12 months except for those settled within the last 30 days.

Data Source: The number of “No” responses to the e-mail question on the claims settlement check receipt of a payment for the total number of claims settled during the previous 12 months. The data will come from DPS. Non-responses or customers without e-mail addresses are counted as positive responses (i.e., the check was received within 30 days). DPS sends the question 30 days after the date the customer and TSP agreed upon a dollar amount. The e-mail will indicate the date the payment should have been received by the customer.

Calculation: For each TSP, the percentage of respondents reporting late or non-receipt of claims settlement checks is determined by the number of customers answering “No” to a question asking whether they received a claims settlement check within 30 days of claims settlement:

- (1) Determine the total number of claims settled within the previous 12 months where the date is greater than 30 days prior to last date of the performance period.
- (2) Divide the results of step 1 by the results of step 2 and multiply by 100 to determine the reported percentage of claim settlement checks.

This metric is used to measure the number of settled claims that the TSP did not pay within 30 days of the date of a settlement.

The following example shows the calculation process for a TSP:

- (1) Determine the number of customers answering “No” to a question asking whether they received a claims settlement check within 30 days of the claims settlement.

This TSP had four customers report that they had not received a check within 30 days of their settlements. (Non-responses are treated as positive responses.)

- (2) Determine the total number of claims settled within the previous 12 months (data from DPS) where the settlement date is greater than 30 days prior to the last date of the performance period.

This TSP settled 100 claims meeting the above criteria.

- (3) Divide the results of step 1 by the results of step 2 and multiply by 100 to determine the reported percentage of claim settlement checks not received within thirty days.

$$4/100 * 100 = 4 \text{ percent}$$

The metric value for this TSP for Late Payment is 4 percent.

Points Assignment: The Late Payment measure is worth 40 possible points and is awarded based on the TSP’s performance against the standard of zero percent late payments. Award points are based on [Table V.F.2-4](#).

Table V.F.2-4. Late Payments Scoring

Percent Late Payments	Award
0	40
> 0 - < 0.5	34.34
> = 0.5 - < 1.0	28.60
> = 1.0 - < 1.5	22.88
> = 1.5 - < 2.0	17.17
> = 2.0 - < 2.5	11.45
> = 2.5 - < 3.0	5.71
> 3.0	0

A TSP with zero percent reported late payments earns the full award points. A TSP with greater than 3 percent reported late payments earns no points. The example TSP with 4 percent late payments earns 0 points.

h. **Percentage of Over-Aged Claims:**

Purpose: To count over-aged (over 60 days) claims.

Definition: The percentage of claims not disposed within 60 days.

Universe: All non-temporary storage claims disposed during the previous 12 months and all open claims that have been open longer than 60 days. “Disposal” is derived from two actions that may be taken only by the TSP and two actions that may be taken only by the claimant. Offers may be negotiated between the TSP and the claimant, and particular items may be designated as “agreed to.” However, a claim is not disposed of until one of the following actions is taken.

(1) **TSP Actions:**

- (a) Denial: The TSP may, at any time prior to settlement or transfer, deny a claim in full. Once the TSP sends a denial it may not be modified or withdrawn. The disposal date is the date the denial is sent in DPS.
- (b) Final Offer: The TSP may, at any time prior to settlement or transfer, designate an offer to the claimant as final. Once the TSP sends a final offer it may not be modified or withdrawn. The disposal date is the date the final offer is sent in DPS.

(2) **Claimant Actions:**

- (a) Settle in Full: A claimant may elect to accept the latest offer of a TSP as full and final settlement of all the items claimed. When this occurs, all the items in the claim are considered settled for the amount specified, even if that amount is \$0 or the item is otherwise denied.
- (b) Transfer to the MCO: After at least 30 days from filing the claim in DPS, a claimant may elect to transfer a claim to the MCO. In this case, the disposal date is the date the claimant sends the transfer in DPS. The two types of transfers are.
 - 1 Transfer of the entire claim: After at least 30 days from filing the claim in DPS, the claimant may choose to transfer the entire claim to their respective

MCO. The entire claim is forwarded, including those items where agreement between the claimant and the TSP was annotated.

- 2 Transfer of impasse items: After at least 30 days from filing the claim in DPS, the claimant may choose to accept the TSP’s offer on particular items (where agreement was annotated) and transfer the remaining items to their MCO. The TSP pays for, repairs, or replaces the agreed-to items, depending on what was decided and the MCOs address the impasse items.

A claim can have only one disposition date. In the case where two actions, the disposition date will be the date of the first event. For example, if a TSP sends a final offer to the claimant and the claimant later accepts the offer as settlement in full, it is the first event (the dispatch of the final offer) that stops the clock.

Data Source: Data sources are the Date Filed and Date Disposed fields for all the claims disposed during the previous 12 months, as well as the Date Filed and Performance Period End Date fields for all open claims. All data is derived from DPS. The term disposal does not include actual completed repairs or actual payment.

Calculation: For each TSP, determine the percentage of claims not disposed within 60 days by the following steps:

- (1) For claims disposed during the previous 12 months, subtract the Date Filed from the Date Disposed and identify those claims with Days to Dispose greater than 60 days.
- (2) For all claims that were open at the end of the performance period, subtract the date filed from the last day of the performance period and identify those claims open greater than 60 days.
- (3) Determine the total number of claims disposed of during the previous 12 months and the total number of claims open at the end of the performance period.
- (4) Add the results of steps (1) and (2) and divide that amount by the results of step (3).
- (5) Multiply the results of step (4) by 100 to determine the percentage of claims not disposed of within 60 days.

This metric measures the percentage of claims not meeting disposal standards. The following is the calculation process for a nominal TSP:

- (1) For claims disposed during the previous 12 months, subtract the Date Filed from the Date Disposed and identify those claims with Days to Dispose greater than 60 days.

This TSP had two claims that required more than 60 days to dispose:

Date Filed	Date Disposed	Days to Disposal
15-Apr	24-Jul	100
20-Feb	16-Jul	146

- (2) For all the claims that were open at the end of the performance period, subtract the Date Filed from the last day of the performance period and identify those claims open more than 60 days.

This TSP had one claim that was open at the end of the performance period and had been open for more than 60 days:

Date Filed	Performance Period End	Days to Disposal
25-May	31-Jul	67

- (3) Determine the total number of claims disposed of during the previous 12 months and the total number of claims open at the end of the performance period.

This TSP disposed of 20 claims during the previous 12 months and had 15 claims open at the end of the performance period, for a total of 35 claims.

- (4) Add the results of steps (1) and (2) and divide that amount by the results of step (3):

$$(2+1)/35 = 0.0857$$

- (5) Multiply the results of step (4) by 100 to determine the percentage of claims not disposed within 60 days:

$$0.0857 * 100 = 8.57\%$$

The metric value for this TSP for Percent of Over-Aged Claims is 8.57 percent.

Points Assignment: The Percent of Overage Claims measure is worth 10 possible points and awarded based on the TSP’s performance against the standard of zero percent over-aged claims. Award points are based on [Table V.F.2-5](#).

Table V.F.2-5. Over-Aged Claims Scoring

Percent Over Aged Claims	Award
0 percent	10
>0 percent or = 1 percent	9.09
>1 percent or = 2 percent	8.18
> 2 percent or = 3 percent	7.22
> 3 percent or = 4 percent	6.30
> 4 percent or = 5 percent	5.45
> 5 percent or = 6 percent	4.54
> 6 percent or = 7 percent	3.63
> 7 percent or = 8 percent	2.73
> 8 percent or = 9 percent	1.82
> 9 percent or = 10 percent	.91
>10 percent	0

A TSP with zero percent over-aged claims earns the full award points. A TSP with greater than 10 percent over-aged claims earns no points. The example TSP with 8.5 percent late payments earns 1.82 points.

i. Avoiding Transfer of Claims to MCO:

Purpose: All claims are to be entered into DPS and first processed by the TSP. The number of claims not settled by TSPs and subsequently transferred to the MCO for settlement is tracked.

Definition: The number of claims transferred to a MCO.

Universe: All NTS claims submitted in DPS during the previous 12 months.

Data Source: DPS will track all the claims that were transferred to the MCO.

Calculation: Determine the percentage of claims submitted to MCO by the following steps:

- (1) Determine the number of claims transferred to the MCO in DPS over the previous 12 months.
- (2) Determine the total number of claims submitted over the previous 12 months.
- (3) Divide the results of step (1) by the results of step (2) and multiply by 100. The result is the percentage of claims submitted to the MCO.

The following example shows the calculation process for a TSP:

- (1) Determine the number of all the claims sent to the MCO in DPS over the previous 12 months.

This TSP had 5 claims transferred to the MCO.

- (2) Determine the total number of claims submitted over the previous 12 months. This TSP had 100 claims submitted in the last 12 months.
- (3) Divide the results of step (1) by the results of step (2) and multiply by 100. The result is the percentage of claims submitted to the MCO:

$$(5/100)*100 = 5 \text{ percent}$$

This TSP had 5 percent of claims submitted to the MCO. The metric value for Success in Diverting Claims from Services for this TSP is 5 percent.

Points Assignment: The success in avoiding claims transferred to the MCOs measure is worth 10 points and awarded based on the TSP's performance against the standard of zero claims transferred. Award points are based on [Table V.F.2-6](#).

Table V.F.2-6. Claims Transferred to Services Scoring

Percent Over Aged Claims	Award
0 percent	10
>0 percent or = 2.5 percent	9.09
>2.5 percent or = 5 percent	8.18
> 5 percent or = 7.5 percent	7.22
> 7.5 percent or = 10 percent	6.30
> 10 percent or = 12.5 percent	5.45
> 12.5 percent or = 15 percent	4.54
> 15 percent or = 17.5 percent	3.63
> 17.5 percent or = 20 percent	2.73
> 20 percent or = 22.5 percent	1.82

Percent Over Aged Claims	Award
> 22.5 percent or = 25 percent	.91
>25 percent	0

A TSP with zero percent claims to the MCO earns the full award points. A TSP with greater than 25 percent claims to the MCO earns no points. The example TSP with 5 percent claims to the MCO earns 8.18 points.

j. CS:

The CS is the sum of the values awarded for each of the four metrics. [Table V.F.2-7](#) shows the calculation for the example TSP covered above.

Table V.F.2-7. Example of Total CS

Measure	Points
Time to Dispose of Claim	15.85
Time to Payment	0
Percentage of Over-Aged Claims	1.82
Avoiding Transfer of Claims to the MCO	8.18
Raw CS	25.85
CS contribution to BVS (25.85 x 30 percent)	7.76

As the CS is 30 percent of the BVS, this CS will contribute 7.76 points towards that TSP's BVS.

A TSP with zero claims would earn a CS of 100 and contribute the full 30 points towards that TSP's BVS.

D. RATE SCORE

The RS is 30 percent of the BVS. While the PS is calculated based on the shipment market, the TSP's RS is calculated for all the rates filed.

All TSP rates are compared to other TSP rates submitted by item and zone within the AOR for the same rate period to establish the RS score for each zone.

(1) RS for DPM:

An DPM TSP's Single Factor Rate (SFR) is determined by aggregating the service line items listed in the [Schedule of Services and Rates for Schedule I – Outbound and Inbound Services, Figure V.F.2-3](#), and [Schedule of Services and Rates for Schedule II – Intra-City and Intra-Area Moves, Figure V.F.2-4](#). This aggregation is done by zone for the service line items, resulting in a RS for each zone. For more information on rates see the Appendix V.B.2, Rate Filing Procedures.

SCHEDULE OF SERVICES AND RATES FOR SCHEDULE I – OUTBOUND AND INBOUND SERVICES

Rates listed in this schedule shall be inclusive of all charges for labor, materials, vans and equipment and incidental facilities and services necessary for the performing of outbound and inbound household goods and unaccompanied baggage and related services specified in this schedule. All services to be performed under this schedule should be in accordance with requirements for services for outbound and inbound shipments.

TOS NR	MODIFICATION NR	EFFECTIVE DATE:	
ITEM 701 PACKING	a. Household Goods, (HHGs): Packing, marking, tagging inventorying, wrapping, padding and bracing in TSP's shipping containers that are properly secured and sealed for shipment. (includes flat wardrobes). (Outbound) b. Unaccompanied Baggage, (UB): Packaging, inventorying, packing in approved containers and banding. (Outbound) c. HHGs or UB from Non-Temporary Storage facility. (Outbound) d. UB packed by member. (Rate per cwt), (FRV still applies). (Outbound)	\$	
ITEM 702 SPECIAL SERVICE	a. Services ordered other than normal duty days and hours or other services authorized under the Extras Clause. (Rate per hour) (Outbound) b. Reweigh if ordered by DPS or destination PPSO. (Inbound)	\$	
ITEM 703 DRAYAGE	Drayage from residence or pickup point to TSP's warehouse or delivery to and air or sea terminal within the TOS area of performance. (Rate per cwt net). (Outbound/Inbound)	(1)\$	(2)\$
		(3)\$	(4)\$
		(5)\$	(6)\$
ITEM 704 HANDLING IN	*** Item 004 is to be used only when authorized by the Transportation Officer prior to the service being performed. See paragraph C-2c6. *** Handling in, labor and equipment required to place in warehouse for weighing and marking. (Rate per net cwt). (Outbound)	\$	
ITEM 705 STORAGE	a. Storage per clause H-4, Tender of Service. (Rate per cwt per month). (Outbound) b. Storage per clause H-4, Tender of Service. (Rate per net cwt per month). To include any and all Handling In Services (Inbound)	\$	
ITEM 706 DELIVERY	Delivery to Include loading at TSP's warehouse, drayage to destination, and unloading, including removal of HHGs from containers and placing of HHGs in rooms in accordance with specifications C-2k. . Unpacking all crates, boxes, cartons. Removing from owner's residence all empty containers, packing materials and other debris accumulated incident to unpacking. (Rate per cwt net). (Inbound)	(1)\$	(2)\$
		(3)\$	(4)\$
		(5)\$	(6)\$
SERVICE AREA:			

Description of Zones shown in Items 703 and 706 above.

Zone 1	
Zone 2	
Zone 3	
Zone 4	
Zone 5	
Zone 6	

DPM TSP CERTIFICATION STATEMENT

I hereby certify that I have valid operating authority for zones in which I have submitted rates.

TYPED NAME (LAST, FIRST, MIDDLE INITIAL)

SIGNATURE

DATE SIGNED

--	--	--

Figure V.F.2-3. Schedule of Services and Rates for Schedule I – Outbound and Inbound Services

SCHEDULE OF SERVICES AND RATES FOR SCHEDULE II – INTRA-CITY & INTRA-AREA MOVES

Rates listed in this schedule shall be inclusive of all charges for labor, materials, vans and equipment and incidental facilities and services necessary for the performing of local moves and related services as specified in this schedule. All services to be performed under this schedule should be in accordance with requirements for services for intra-city & intra-area moves..

TOS NR	MODIFICATION NR	EFFECTIVE DATE:	
TITLE	DESCRIPTION	RATE	
ITEM 701 PACKING	Packing and protection required by, and incident to drayage origin from residence, marking, tagging and inventorying for drayage to new residence. (includes upright wardrobes). (Rate per cwt net).	\$	
ITEM 702 SPECIAL SERVICE	Services ordered other than normal duty days and hours or other services as authorized under the Extras clause. (Rate per hour)	\$	
ITEM 703 DRAYAGE	Drayage to pickup point of personal property or other location designated by the shipper for final delivery to the shipper's new residence or other designated location. (Rate per cwt net).	(1)\$	(2)\$
		(3)\$	(4)\$
		(5)\$	(6)\$
ITEM 704 DELIVERY	Delivery, to include drayage to destination, unloading, including the reassembly of items disassembled for movement, recording overage, shortage or damage, as appropriate and placing in designated rooms in accordance with specifications. (Rate per cwt net).	(1)\$	(2)\$
		(3)\$	(4)\$
		(5)\$	(6)\$
ITEM 705 UNPACKING	Unpacking including all crates, & cartons. Removing from owner's residence all empty containers, packing materials and other debris accumulated incident to unpacking. (Rate per cwt net).	\$	

Description of Zones shown in Items 703 and 704 above.

Zone 1	
Zone 2	
Zone 3	
Zone 4	
Zone 5	
Zone 6	
DPM TSP CERTIFICATION STATEMENT	
I hereby certify that I have valid operating authority for zones in which I have submitted rates.	
TYPED NAME (LAST, FIRST, MIDDLE INITIAL)	SIGNATURE
	DATE SIGNED

Figure V.F.2-4. Schedule of Services and Rates for Schedule II – Intra-City & Intra-Area Moves

E. BVS COMPUTATION

The BVS is the weighted total of the PS and RS and is the means to rank individual TSPs. The BVS places qualified TSPs into quality bands. This provides TSPs with an indication of the level of traffic by AOR/zone that a TSP can potentially receive throughout the year.

The following is the logical description of the BVS construction process:

The TSP performance score will comprise 70 percent (30 percent of customer satisfaction, 10 percent of warehouse inspection, and 30 percent of claims) and rate will comprise 30 percent of the BVS. The BVS is the result of the weighted PS (CSS, WIS, and CS) plus the weighted rate score. Since the scores are scaled from 0 to 100, the resultant BVS will result in a score that is between 0 and 100.

$$\text{BVS} = \text{PS} + \text{RS}$$

$$\text{PS} = \text{CSSS weighted at 30 percent} + \text{WIS weighted at 10 percent} + \text{CS weighted at 30 percent}$$

$$\text{RS} = \text{RS weighted at 30 percent}$$

For example, perfect price and perfect quality would result in a score of 100 as follows:

$$\begin{aligned}\text{BVS} &= ([\text{CSSS} = (100) \times (0.30)] + [\text{WIS} = (100) \times (.10)] + [\text{CS} = (100) \times (0.3)]) + (\text{RS} = (100) \times (0.3)) \\ &= [30 + 10 + 30] + 30 \\ &= 70 + 30 = 100\end{aligned}$$

Similarly, a CSS Score of 70, a WIS of 75, a CS of 66, and a RS of 80 would equal a BVS of 73.45:

$$\begin{aligned}\text{PS} &= [(70) \times (0.30) + (75) \times (.10) + (66) \times (0.3)] \\ &= 21 + 7.5 + 19.8 \\ &= 48.30 \\ \text{RS} &= (80) \times (0.30) \\ &= 24 \\ \text{PS} + \text{RS} &= 72.30\end{aligned}$$

F. TSPS WITH MULTIPLE BEST VALUE SCORES (BVSS)

TSPs are not limited to one BVS. There are three main reasons a TSP may have multiple BVSSs:

(1) TSPs with more than one TOS receive a BVS for each zone within each TOS, (2) TSPs that participate in different AORs/zones receive a separate BVS for each AOR/zone, and (3) TSPs that compete in multiple zones within an AOR receive a different BVS for each zone.

Multiple TOSs: A DPM TSP with multiple TOSs receives separate WISs and, therefore, receives multiple PSs. If a TSP has more than one TOS in one AOR/zone, the BVS is calculated using an average of the PS for each TOS. The RS is calculated by specific zone.

Different AORs: A TSP may span multiple AORs. A TSP that spans multiple AORs may independently compete in any AOR for which the TSP has operating authority and file rates. The TSP is not limited to a lower number of shipments because TSPs will receive shipments in other AORs. Rather, they are treated as independent TSPs in the shipment distribution process.

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)	
				YES	NO
CATEGORY OF BUSINESS					
NUMBER OF MILES TO NEAREST FIRE DEPARTMENT:		MINORITY BUSINESS ENTERPRISE			
NEAREST FIRE HYDRANT		SMALL BUSINESS CONCERN			
NUMBER OF FEET FROM BUILDING:		FIRE EXTINGUISHERS			
POUNDS OF PRESSURE:		IS THERE A SUFFICIENT NUMBER?			
<input type="checkbox"/> ADEQUATE <input type="checkbox"/> INADEQUATE		ARE THEY THE PROPER TYPE?			
DESCRIBE FIRE PROTECTION SYSTEM		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)			
CERTIFIED		YES	NO	CAPACITY	
MATERIAL HANDLING EQUIPMENT					
IS THE EQUIPMENT PROPERLY MAINTAINED?					
STORAGE METHODS (Give brief description)					
SMOKING					
ARE "NO SMOKING" SIGNS POSTED?					
IS "NO SMOKING" POLICY ENFORCED?					
HOUSEKEEPING					
IS BUILDING AND OUTSIDE AREA NEATLY KEPT AND FREE FROM HAZARDOUS MATERIALS?					
ARE COMBUSTIBLE WASTE MATERIALS STORED AT LEAST 50 FEET AWAY FROM FACILITY?					
SECURITY					
IS BUILDING EQUIPPED WITH BURGLAR ALARM?					
IS A WATCHMAN ON DUTY?					
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)	
I certify that the conditions and policies of this warehouse are, to the best of my knowledge, as indicated above.		SIGNATURE (Warehouseman)		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.		SIGNATURE (Contracting Officer/Trans. Officer)		DATE (Yr/Mo/Day)	

DD Form 1811, JUN 79

EDITION 1 AUG 73 IS OBSOLETE.

Reset

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Figure V.F.2-5. DD Form 1811

WAREHOUSE INSPECTION REPORT <i>(Read Instructions on back before completing form.)</i>		1. (X as applicable)				2. DATE OF INSPECTION (YYYYMMDD)			
		<input type="checkbox"/> BOTH BOA AND SIT <input type="checkbox"/> RSMO <input type="checkbox"/> ITO							
3. CONTRACTOR/CARRIER		4a. ADDRESS OF WAREHOUSE		b. FIRE SYSTEM/CLASS		c. LOTS	d. WEIGHT		
a. NAME				SS/1	USS/2			D & R/3	FCR/4
b. ADDRESS (Include ZIP Code)									
5. CONTRACT REFERENCE NUMBER		6. STATUS (X)		7. CURRENT CONTRACT OR TENDER OF SERVICE ON FILE (X) <input type="checkbox"/> YES <input type="checkbox"/> NO					
		<input type="checkbox"/> ACTIVE <input type="checkbox"/> INACTIVE <input type="checkbox"/> INELIGIBLE							
8. PRE AND POST STORAGE SERVICES				10. (Continued)					
<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. Destination services improperly performed <input type="checkbox"/> m. Deviations to service order <input type="checkbox"/> n. Delivery service not accomplished on time				<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*					
9. ADMINISTRATION				11. FIRE PREVENTION AND HOUSEKEEPING					
<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				<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*					
10. STORAGE METHODS AND OPERATION				12. WAREHOUSE PRACTICES					
<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. Lawnmowers 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*				<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									
<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) _____ Send notice of corrective action to _____ <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					
16. CONTRACTOR/CARRIER REPRESENTATIVE				17. SIGNATURE OF DEPARTMENT OF DEFENSE INSPECTOR					
a. SIGNATURE		b. TITLE							

DD FORM 1812, SEP 1998

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COPY DESIGNATION:

COPY 1 - RSMO/
ITO FILE COPY

COPY 2 - CONTRACTOR/
AGENT COPY

COPY 3 - ITO/RSMO
INFO COPY

Figure V.F.2-6. DD Form 1812