

CHAPTER A-403

BEST VALUE (BV)

A. INTRODUCTION

This chapter provides BV traffic distribution and costing methodologies for Defense Personal Property Program (DP3) shipments moving within the Defense Personal Property System (DPS).

B. BV METHODOLOGY

1. Shipments awarded using TOPS:
 - a. Non-temporary Storage (NTS) BV is defined as shipments awarded in accordance with (IAW) Chapter A-406 (NTS low cost on file).
 - b. Direct Procurement Method (DPM) BV is defined as shipments awarded IAW Chapter A-404 (DPM-Federal Acquisition Regulation contracts).
2. Shipments awarded using DPS:
 - a. DP3 BV for shipment markets domestic household goods (dHHG), international household goods (iHHG), and unaccompanied baggage (UB) consists of separate but consistent mathematical calculations to measure performance and rates in domestic and international markets. All calculations use quantifiable Transportation Service Provider (TSP) data and a Customer Satisfaction Survey (CSS). The methodology allows for modifying the BV Performance Score (PS) and Rate Score (RS) weights without changing the calculations associated with the sub-processes.
 - b. One-Time-Only (OTO) BV and Special Solicitation BV are defined as the United States Transportation Command (USTRANSCOM) -procured, low-cost rate. OTO shipment distribution is individually solicited and awarded based on the lowest total cost (Single Factor Rate [SFR], Boat Flat Rate, or the two combined) IAW the applicable rate cycle International Rate Solicitation (e.g., I-25 ch5).
 - c. Shipments (vice tonnage) are distributed based on a TSP's Best Value Score (BVS), which includes the PS and RS.

C. BVS

1. A TSP's BVS is calculated using the TSP's PS and RS. The BV methodology includes a PS based on a TSP's CSS score and an RS, which is based on the TSP's filed rate.
2. Calculating the PS:
 - a. A TSP has a separate PS calculated for each market in which it does business (dHHG, iHHG, and UB). The PS is 70 percent of the CSS score completed for each market.
 - b. The CSS is the primary source of data used to determine the performance portion of each TSP's BVS. The CSS provides the Department of Defense (DoD) and TSPs with direct feedback about the moving experience. Each customer moving under the DoD program must be counseled on the importance of completing the CSS. The CSS will be completed after each stage of the shipment movement (i.e., counseling, origin/delivery, and claims (when applicable) of each shipment. The survey consists of questions designed to measure TSP and Government performance. All questions regarding a TSP's origin and destination performance are weighted equally (each question contributes 12 percent to the total CSS score), except for the overall satisfaction question, which is weighted at 40 percent of the

total CSS score. Questions regarding the government's performance or TSP Claims do not affect the TSP's CSS score.

NOTE: A 5-point Likert scale is being utilized; however, the portion of the survey used to determine a TSP's CSS score consists of six questions related to a customer's move designed to measure the objectives of the DP3. Evaluation factors are Excellent (E); Good (G); Satisfactory (S); Poor (P); or Unsatisfactory (U). Refer to [Table A-403-1](#) for a breakdown of factor scoring.

3. [Survey Objectives:](#)

- a. Solicit and capture relevant customer feedback on TSP and Government performance.
- b. Use the most economical method of obtaining customer feedback to reduce budgetary burdens on Services/Agencies.
- c. Target all customers moving shipments to complete the survey.

4. [Survey Methods:](#)

- a. Customers will receive a notification (i.e., Multimedia Message Service [MMS] text message or email) from the Customer Satisfaction Survey Contractor (CSS-C) to provide feedback on each stage of their shipment (i.e., counseling, origin/destination services, and claims submitted and/or transferred to the Military Claims Office [MCO]). The customers are provided notification and access to the survey and instructed to complete a survey for each shipment. Once a DPS shipment changes to the appropriate stage and as deemed appropriate to ensure accurate and sufficient responses from customers, an order is sent to the CSS-C and within 12 hours a notification is sent to the customer for completion of the next portion of the survey. The survey contains validation messages to ensure customers rate their responses and review the survey score calculations based on their responses. The survey also warns customers that survey changes cannot be made after the survey has been submitted.
- b. All customers are sent their first MMS and/or e-mail notification within 12 hours of the CSS-C receiving an order to survey. Additional MMS and/or e-mail reminders are sent as deemed appropriate to ensure sufficient responses from customers. In order to minimize survey fatigue, ensure surveys are actionable and relevant to providers, and to encourage focus on service at the curb, USTRANSCOM will cease accepting each survey no later than 90 days from the initial notification.
- c. CSS-C indicates the shipment on which the survey is to be completed by identifying shipment-unique indicators (e.g., shipment origin/destination services, date of pack/pickup/delivery, TSP name, weight and type of shipment [i.e., dHHG, iHHG, or UB], and bill of lading [BL] number).

5. [Survey Parameters:](#)

- a. Surveys must be completed at all stages of each shipment awarded in DPS in order to be counted. This includes pickups/deliveries to the customer's residence/office, to a customer-designated storage location, or to/from commercial storage where the customers inspect the shipment.
- b. Surveys will not be sent for partial deliveries until the final portion has been delivered to the customer. The customer must complete all 3 surveys accounting for all TSP questions to complete one survey and may only complete one survey per shipment regardless of the number of partial deliveries. Customers will not receive surveys until the complete shipment has been delivered.
- c. Surveys will be sent for shipments moved within the Defense Transportation System (DTS), as those surveys count towards determining a TSP's PS.

- d. Surveys may be completed for NTS shipments but are not counted towards a TSP's PS, nor are they counted towards the number of delivered shipments count for statistical validity purposes.
 - e. Surveys must be completed for re-shipments, but those surveys are only used to determine the PS if the TSP did not change.
 - f. Surveys are only used to calculate the PS on shipments that were picked up from origin within the preceding 24 months and delivered within the preceding 12 months (i.e., delivered greater than 24 months after pickup, survey not eligible for scoring; delivered greater than 12 months before attempt to complete survey, not eligible for scoring).
6. Customers Comments: The survey contains questions designed to garner feedback about services provided by the TSP and the Government. The feedback section of the survey is optional and TSP feedback obtained from this section is not included in the TSP's PS.
7. Survey Format and Point Values: Surveys use a 5-point Likert scale comprised of smiley faces however, there is a point value assigned to the survey corresponding to each rating (in the 5-point Likert scale. These ratings have assigned point values that result in a survey score. Only the scores associated with the TSP are used in calculating the TSP PS.
8. Statistical Validity and Scoring of Surveys:

The survey methodology used meets recognized statistical standards for obtaining a statistically valid number of surveys for each TSP and category.

- a. A statistically valid number of surveys are required to determine each TSP's PS. If a statistically valid number of surveys are achieved, all the surveys completed via MMS and e-mail must be used by DPS in computing each TSP's PS. A random sampling of completed surveys is not used; rather, each and every eligible survey completed is used to calculate the TSP PS.
- b. At the end of each performance period, DPS calculates a PS for each TSP based on each of the survey markets (dHHG, iHHG, and UB) using a rolling 12 months of data. First, DPS calculates the total number of shipments delivered to a residence by each TSP over the past 12 months in each shipment survey market. DPS then calculates the number of surveys completed over the past 12 months based on data in DPS at the end of each performance period (see [Table A-403-4](#)).
- c. DPS calculates the statistically valid number of surveys required for each TSP in each shipment market and determines whether a valid number was achieved. [Table A-403-2](#) outlines the minimum number of surveys needed to achieve statistically valid results, based on the number of shipments delivered to a residence. When DPS determines the minimum number of surveys required to calculate a PS, it uses the "Required Number of Surveys" number indicated in [Table A-403-2](#) or 10 percent of the total "Number of Shipments Delivered" for the past 12 months, whichever is greater. This increases the confidence level in the number of surveys needed for TSPs that move a large number of shipments, thus mitigating possible complaints.
- d. The risk of non-response bias with the CSS is significantly less than with other surveys because any potential non-response bias affects all TSPs similarly. The CSS is less susceptible to non-response bias than a typical survey because it seeks to provide relative rankings rather than population estimates. The measures of statistical validity built into the CSS provides statistical rigor and confidence in the CSS as a method for providing a relative ranking of TSPs based on performance.

- e. The results of the CSS help the DoD achieve a dual goal of:
 - (1) More frequently selecting TSPs that provide better service and
 - (2) Motivating TSPs to improve their service performances.
- f. [Table A-403-2](#) outlines the minimum number of surveys needed to achieve statistically valid results, based on the number of shipments delivered to the residence. All TSPs, regardless of the number of shipments delivered, will be required to have a minimum of 20 CSS scores in the computation of their BVSS. If the TSP does not have the required 20 scores, that TSP will receive supplemental scores equal to the mean CSS score for that particular market (dHHG, iHHG, or UB) in order to reach the required 20 minimum surveys.

Examples:

- (1) TSP X doing business in the dHHG market receives three surveys on nine shipments delivered. To compute TSP X's dHHG score, 17 CSS scores at the dHHG market mean are added to TSP X's three surveys.
 - (2) TSP Y doing business in the iHHG market receives 41 surveys on 75 shipments delivered. TSP Y's iHHG CSS score is computed using the 41 surveys that TSP Y received.
 - (3) TSP Z doing business in UB market receives no surveys on 10 shipments delivered. TSP Z's UB CSS is computed using a previous CSS score that the TSP Z has received.
- g. When DPS determines the minimum number of surveys required to calculate a PS, it uses the "Required Number of Surveys" number indicated in [Table A-403-2](#) or 10 percent of the total "Number of Shipments Delivered" for the past 12 months, whichever is greater. This increases the confidence level in the number of surveys needed for TSPs that move a large number of shipments, thus mitigating bias. The table uses a 90 percent Confidence Level with a five percent Expected Error Rate and four percent Precision. [Table A-403-2](#) was developed based on input from the United States Army Audit Agency.
9. [Lack of Statistically Valid Survey Results:](#)
- a. TSP-Moved Shipments. If a TSP delivered shipments during the evaluation period but has not received completed CSS information, nor does the TSP have a statistically valid number of surveys completed, the previous PS carries over. A TSP may reach statistical validity by having a Help Desk telephone surveyor to contact noncompliant customers and attempt to complete the survey by entering customer responses into DPS.
 - b. TSP Did Not Move Shipments. If a TSP was not offered any shipments during the evaluation period, nor did they receive completed CSS information, the previous PS carries over.
- NOTE:** TSP may continue to receive mean scores until they achieve statistical validity.
10. [Calculating the CSS:](#) The time frame used to calculate the CSS is the current 12 months of survey scores based on the "survey completed date." Survey scores for shipments picked up from origin more than 24 months before survey completion, or delivered more than 12 months before survey completion, are not included.
- NOTE:** Individual CSS scores are based on the customer's personal satisfaction with the quality of the packing crew, the timeliness of pickup and delivery, and the quality of the destination service. It is understood that the CSS is a subjective metric that, by definition, cannot be appealed or disputed.

11. TSP PS Information: Each TSP will have access to of its PSs (i.e., CSS via DPS). A TSP may review its PS and status at the end of each performance period (see applicable solicitation/tender) in DPS. A TSP may view its BVS ranking among TSPs based on its BV score (i.e., 14th of 121 TSPs). Performance data is contained in DPS and available to the Services and TSPs.
12. Survey Data Visibility and Retention:
 - a. DPS provides TSPs with secure access to view their survey data, including their raw PSs. TSPs cannot view information, including scores, for other TSPs, nor can they view information regarding customers who have or have not completed surveys. DPS provides the Services and PPSOs with secure access to view survey data. This access is limited to surveys and data elements.
 - b. Survey data is collected and maintained in DPS. Survey data maintained by DPS is archived as described in the technical requirements for DPS. The DoD provides TSPs access to limited survey data for their delivered shipments in order to identify areas of weakness or superior service. TSPs should use this data to improve their business processes.
13. Calculating the RS:
 - a. The RS is 30 percent of the total BVS. While the PS is calculated based on the shipment market, the TSP's RS is calculated for each, and every rate filed based on channel and Code of Service (COS). The domestic program rates are based on the 400NG for both Interstate and Intrastate moves. The international program has iHHG rates for shipment codes 4, 5, 6, and T, and UB rates for shipment codes 7, 8, and J. RSs are established for every COS in every channel for all markets.
 - b. The methods for determining the RS for the domestic and international programs are different. In the domestic program, a TSP's rate is determined by the discounts provided off of the 400NG rates. In the international program, the SFR filed determines a TSP's rate. The rate scoring methods are explained below.
 - (1) Domestic:

The domestic RSs provided by TSPs are based on two discounts off the 400NG rates. TSPs must submit their domestic discount rates annually, by channel (e.g., state to region). One discount must be submitted for transportation services that include line-haul transportation charges and accessorial services, except third-party service. This is termed domestic Transportation Related Charges (dTRC). The second discount must be submitted for Storage-In-Transit (SIT) and SIT-related services. This is termed domestic SIT Related Charges (dSRC). The discount for dTRC is weighted at 80 percent of the total RS. The discount for all dSRC is weighted at 20 percent of the total RS. These discounts are compared to all other TSPs discounts and then combined to establish a RS for each TSP by channel. Peak and non-peak seasonal adjustments are incorporated into the 400NG. As a result, it is not necessary to submit separate peak and non-peak discounts for the future program. The 400NG identifies the peak time frame as between 15 May and 30 September.

The following is a description of the RS construction process for the domestic program:

 - (a) Domestic: RS construction process for the domestic program: All TSPs submit discounted bids by channels in the form of a percentage (xxx.xx percent) for the dTRC and the dSRC. DPS finds the largest discount among both the dTRC and the dSRC bids.

(b) Computing Domestic RSs:

dTRC (Equation 1)

$$dR1 = 100 \times \left[\left(\frac{\text{domestic Transportation Related Charges (dTRC)}_{\text{transportation provider}}}{\text{Largest dTRC Discount (TL)}_{\text{all transportation providers}}} \right) \times 0.8 \right]$$

dSRC (Equation 2)

$$dR2 = 100 \times \left[\left(\frac{\text{domestic SIT Related Charges (dSRC)}_{\text{transportation provider}}}{\text{Largest dSRC Discount (SL)}_{\text{all transportation providers}}} \right) \times 0.2 \right]$$

Domestic RS (Equation 3)

$$dRS = (dR1 + dR2)$$

Final RS per TSP = (TSP's dRS (Raw) x 30)/(TSP with highest dRS)

For example Final RS for TSP 1 = (95.11 x 30)/(96.00) = 29.72

[Table A-403-4](#) illustrates how the domestic RSs are computed.

(2) International:

The international RSs for TSPs are based on two SFRs provided by the TSPs once annually, by channel, by COS. The first SFR is for peak season, and applies for the period of 15 May to 30 September. The second SFR is for non-peak season, and applies for the period of 1 October to 14 May. The SFRs provided by each TSP are compared to all the other SFRs submitted by channel, by COS to establish the RS for each TSP.

The SFRs for peak and non-peak season are not combined to establish the TSP's RS. Each peak and non-peak rate is compared to all other SFRs filed for the same rate period.

Accessorial rates are not considered in determining a TSP's RS in the international program. All TSPs must bill accessorials based on the rates provided in the most recent international tender published by USTRANSCOM.

The following is the description of the RS construction process for the international program

All TSPs submit SFRs bid by COS and channel combination in the format of \$xxx.xx/cwt for all international Transportation Related Charges (iTRC). DPS finds the lowest SFR Lowest Range (LR) and the highest SFR Highest Range (HR) in each COS and channel combination. DPS applies the following equation to each acceptable bid to determine the RS portion of the BVS.

(a) Computing International RSs (Equation 4):

$$iR1 = 100 - \left[100 \times \left(\frac{\text{iTRC}_{\text{transportation provider}} - \text{LR}_{\text{all transportation providers}}}{\text{HR}_{\text{all transportation providers}} - \text{LR}_{\text{all transportation providers}}} \right) \right]$$

International RS = iR1 (Equation 5)

[Table A-403-5](#) illustrates how the international RSs are computed.

14. BVS Computation:

The BVS is the weighted total of the PS and RS. It is the means to rank individual TSPs. The BVS places qualified TSPs into traffic distribution groupings called quartiles. This in turn can

provide TSPs with an indication of the level of traffic by channel that a TSP can potentially receive throughout the year.

The BVS brings together the TSP's service market PSs with its channel specific RS to arrive at the BVS for the given channel. The methodology ensures that all TSPs have a BVS between 0 and 100.

The following is a description of the BVS construction process:

Performance has a relative weight of 0.7 of the CSS and rates have a relative score of 0.3. The BVS is the result of the weighted PS plus the weighted RS. Since the scores are scaled from 0 to 100, the resultant BVS results in a score that is between 0 and 100.

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

PS = CSS score weighted at 0.7

RS = RS weighted at 0.3

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

$$\begin{aligned}\text{BVS} &= [\text{CSS score} = (100) \times 0.7] + [\text{RS} = (100) \times 0.3] \\ &= 70 + 30 = 100\end{aligned}$$

Similarly, a CSS score of 70 and a RS of 80 would equal a BVS of 73.

$$\text{PS} = (70) \times 0.7 = 49$$

$$\text{RS} = (80) \times 0.3 = 24$$

$$\text{BVS} = 49 + 24 = 73$$

a. **TSP Appeal of Scored BVS Factors:**

The scored performance factors are entered into DPS by the customer and TSP as follows: (1) the CSS score is generated based on customer input and (2) the RS is generated by the TSP's annual rate filing.

This BVS score, which is based on objective information supplied by DPS as a result of data interface with the customer and TSP into DPS, is thus an accurate score and is not subject to the standard appeals process delineated below for suspensions or other administrative action.

Any BVS components completed on an individual shipment contributes to a TSP's overall BVS, which is calculated following the conclusion of each performance period (See applicable solicitation/tender). Emphasis is placed on the fact that comprehensive BVS scores calculated at the end of each performance period may not be appealed and are not reviewed by USTRANSCOM.

NOTE: The implication of a TSP not meeting the Minimum Performance Score (MPS) at the conclusion of each performance period is discussed in [Paragraph C.15](#). Questions pertaining to TSP appeals of administrative action secondary to violations of non scored factors are addressed in Chapter A-405.

- (1) **USTRANSCOM Review of Scored Factors (BVS Scores):** USTRANSCOM recognizes there may be instances in which an unusual circumstance or a computer error may require review (by USTRANSCOM) of a TSP's BVS and its components (CSS and RS) for an individual shipment.

NOTE: Comprehensive BVS scores calculated at the end of each period may not be appealed and are not reviewed by USTRANSCOM (see item [\(2\)](#) below for more detail).

- (a) Although BVS scores are not subject to the standard appeals process delineated above for suspensions or other administrative action, TSPs may request a review of BVS components of a shipment(s) if the shipment belongs to any of the categories mentioned in item (2) below under “exceptions.” USTRANSCOM does not review BVS components for shipments unless they qualify as an exception, as determined in these business rules and by USTRANSCOM.
 - (b) Unlike appeals of administrative action taken secondary to a violation of a non-scored element, requests to review a scored element (BVS score) must be submitted directly to USTRANSCOM. TSPs must bring any shipments that are in the eligible categories to USTRANSCOM within the timeframe provided in the Recalculation of CSS Score Advisory for the shipment in question. Failure to identify a BVS subcomponent score for possible review before the deadline negates the review. TSPs should present an individual shipment’s BVS subcomponent for review immediately, and only if they believe the individual shipment is eligible for review as a possible exception by USTRANSCOM. All possible exceptions must be provided to USTRANSCOM individually, by BVS component, for review.
 - (c) When an appeal is submitted, USTRANSCOM will confirm receipt within 2 GBDs and provide a decision to the requesting TSP no later than 15 days from the acknowledgement of eligibility. The TSP must be notified of the decision electronically.
 - (d) USTRANSCOM must review all of the facts, and USTRANSCOM’s decision may result in the complete removal (not adjustment) of a CSS or in the adjustment of a RS, as decided by USTRANSCOM. USTRANSCOM may decide to remove or adjust any single component or combination of components that comprise a BVS score based on the factors discussed in item (2) below, or it may determine that the BVS component score is correct. If a component of a BVS score is removed from an individual shipment, the non-removed component scores are used to calculate a TSP’s final BVS for a given performance period. If removal of a component score(s) results in the loss of statistical validity for a TSP’s 12 month CSS score, USTRANSCOM must apply the principles discussed in [Paragraph C.8](#) to help the TSP achieve statistical validity. USTRANSCOM’s decision is final.
- (2) [Exceptions to Prohibition of Scored Element \(BVS\) Review](#): The occurrence of any of the following situations in no way guarantees that USTRANSCOM’s decision must be rendered in the TSP’s favor. Even when USTRANSCOM agrees to review a TSP’s request, USTRANSCOM reserves the right to render a decision based on the circumstances specific to the individual BVS component and shipment, if accepted for review. The following non-exhaustive list includes situations where USTRANSCOM may accept a TSP’s request to review a BVS component score of an individual shipment(s):
- (a) CSS scores counted prior to the inception of the appropriate phase of the DP3 (i.e., NTS and DPM shipments prior to Phase III)
 - (b) Scores for shipments that convert to a customer’s expense, shipments moved under local contracts (e.g., delivery out of SIT after conversion to customer expense), PPM, or shipments moved under POV contracts
 - (c) BVS component scores (CSS, RSS) assigned to the wrong shipment, market, or channel because of a computer or mathematical error
 - (d) Delays in the DTS when sufficiently documented

- (e) Compelling evidence that loss and/or damage was sustained while in the hands of the DTS
- (f) Natural disasters (i.e., blizzards, hurricanes, typhoons, public authority, or negligence of the DoD customer, and/or DoD customer's agent)
- (g) Hostile or warlike action in the time of peace or war
- (h) Insurrection, rebellion, revolution, civil war, usurped power, or action taken by Government authority in hindering, combating, or defending against such occurrence
- (i) Strikes, lockouts, labor disturbances, riots, civil commotion, or acts of person or persons taking part in such occurrences or disorders
- (j) Inherent vice of the article or infestation by mollusks, arachnids, crustaceans, parasites or other types of pests resulting in fumigation or decontamination when determined by the government to not be the fault of the TSP
- (k) Documented vessel breakdown at sea resulting in damage to a shipment
- (l) Custom delays not the fault of, or caused by, the TSP.

b. USTRANSCOM Review of Performance Period BVS Scores:

Comprehensive BVS scores calculated at the end of each performance period (See applicable solicitation/tender) may not be appealed and are not reviewed by USTRANSCOM. The exception to this is if it pertains to an error with an appeal or review that was previously granted to a TSP by USTRANSCOM and which was subsequently incorrectly calculated by DPS. It is the responsibility of the TSP to identify all scored components associated with a shipment for review by USTRANSCOM. Absent this identification, a BVS component must be counted towards a TSP's BVS score for that performance period. If a review of a BVS component score on a shipment(s) is still being undertaken by USTRANSCOM at the conclusion of a performance period(s), those BVS component(s) scores must not be counted at the time. After USTRANSCOM makes a decision on the review of individual BVS component scores, the component scores must be counted as having occurred during the performance period in which the decision was rendered by USTRANSCOM. More specifically, USTRANSCOM's decision counts towards the TSP's latest BVS score as the BVS data occurred in the past 12 months.

15. Annual MPS and Participation in the DP3: Prior to each new performance period, TSPs with PSs lower than the established MPS are considered ineligible for that new performance period. DoD-approved TSPs with a PS less than the newly established MPS are not eligible to be awarded shipments in any performance period, unless their performance scores rise above the MPS. Within DPS, new entrants are classified as both new TSPs requesting initial approval, and TSPs requesting requalification after prior approval has been revoked.
16. New Entrants PS: Within the DPS, new entrants are classified as both new TSPs requesting initial approval, and TSPs requesting requalification after prior approval has been revoked. In addition, any TSP not filing rates for two consecutive rate cycles must have its approval revoked, thereby precluding participation in future rate cycles. Any TSP whose approval is revoked in this manner must reapply during a qualification open season as a new entrant to participate again.
- a. New Entrants Conversion of PS:
- (1) After a new entrant receives shipments in that market and achieves a statistically valid number of surveys, each new entrant receives an actual CSS which replaces (either partially or fully) the "Administrative PS." In all cases, the rates submitted by each new

entrant establish its RS (30 percent of BVS) per market and per channel. New entrants qualified to participate in the DoD program are allowed to participate in any or all channels for the markets in which they qualify.

- (2) In the event a new entrant does not receive a statistically valid number of CSSs to obtain an actual CSS score, a supplemental survey scores, based on the mean for that market, will be added to achieve statistical validity. This methodology allows TSPs to receive credit for surveys completed and ensures that TSP performance is taken into consideration and BVS methodology retained.

Table A-403-1. Customer Satisfaction Survey

| Customer Satisfaction Survey Response Weighing | Percent to Total Score |
|---|------------------------|
| Question 1:-(E = 12, G = 9, S = 6, P = 3, U = 0) | 12 percent |
| Question 2: (E = 12, G = 9, S = 6, P = 3, U = 0) | 12 percent |
| Question 3: (E = 12, G = 9, S = 6, P = 3, U = 0) | 12 percent |
| Question 4: (E = 12, G = 9, S = 6, P = 3, U = 0) | 12 percent |
| Question 5: (E = 12, G = 9, S = 6, P = 3, U = 0) | 12 percent |
| Question 6: (E = 40, G = 30, S = 20, P = 10, U = 0) | 40 percent |
| Total | 100 percent |

Table A-403-2. Minimum Survey Requirements

| Number of Shipments Delivered | Required Number of Surveys | Number of Shipments Delivered | Required Number of Surveys | Number of Shipments Delivered | Required Number of Surveys |
|-------------------------------|----------------------------|-------------------------------|----------------------------|-------------------------------|----------------------------|
| 1 | 20 | 37-38 | 26 | 133-139 | 51 |
| 2 | 20 | 39-40 | 27 | 140-147 | 52 |
| 3 | 20 | 41-42 | 28 | 148-155 | 53 |
| 4 | 20 | 43-45 | 29 | 156-165 | 54 |
| 5 | 20 | 46-47 | 30 | 166-175 | 55 |
| 6 | 20 | 48-50 | 31 | 176-184 | 56 |
| 7 | 20 | 51-53 | 32 | 185-196 | 57 |
| 8 | 20 | 54-56 | 33 | 197-208 | 58 |
| 9-10 | 20 | 57-58 | 34 | 209-222 | 59 |
| 11 | 20 | 59-62 | 35 | 223-237 | 60 |
| 12 | 20 | 63-65 | 36 | 238-253 | 61 |
| 13-14 | 20 | 66-68 | 37 | 254-271 | 62 |
| 15 | 20 | 69-72 | 38 | 272-292 | 63 |
| 16 | 20 | 73-75 | 39 | 293-314 | 64 |
| 17-18 | 20 | 76-79 | 40 | 315-340 | 65 |
| 19 | 20 | 80-83 | 41 | 341-370 | 66 |
| 20-21 | 20 | 84-88 | 42 | 371-403 | 67 |
| 22-23 | 20 | 89-92 | 43 | 404-443 | 68 |
| 24 | 20 | 93-97 | 44 | 444-489 | 69 |
| 25-26 | 20 | 98-102 | 45 | 490-544 | 70 |
| 27-28 | 21 | 103-107 | 46 | 545-611 | 71 |
| 29-30 | 22 | 108-113 | 47 | 612-694 | 72 |
| 31-32 | 23 | 114-119 | 48 | 695-734 | 73 |
| 33-34 | 24 | 120-125 | 49 | > 735 | 10 percent of shipments |
| 35-36 | 25 | 126-132 | 50 | | |

NOTE: Refer to [Para C.8.f](#) for TSPs not receiving the minimum number of 20 surveys.

Table A-403-3. Total Surveys Score

| TSP SCAC | Applicable Surveys = those that were transferred or disposed | |
|-----------------------|--|------------|
| | Survey | Score |
| AAAA | Cust 1 | 75 |
| | Cust 2 | 100 |
| | Cust 3 | 50 |
| | Cust 4 | 25 |
| | Cust 5 | 100 |
| | Cust 6 | 75 |
| | Cust 7 | 75 |
| | Cust 8 | 50 |
| | Cust 9 | 75 |
| Survey Totals | | 9 |
| Raw Score | | = 625\9 |
| Weighted Survey Score | | 69.44 * .7 |
| | | 48.6 |

Table A-403-4. Domestic Rate Example

| | dTRC | dSRC | dR1 | dR2 | DRS RAW | RS |
|---------|------|------|-------|-------|---------|-------|
| TSP 1 | 70% | 65% | 77.78 | 17.33 | 95.11 | 29.72 |
| TSP 2 | 65% | 70% | 72.22 | 18.67 | 90.89 | 28.40 |
| TSP 3 | 65% | 65% | 72.22 | 17.33 | 89.56 | 27.99 |
| TSP 4 | 55% | 70% | 61.11 | 18.67 | 79.78 | 24.93 |
| TSP 5 | 66^ | 75% | 73.33 | 20.00 | 93.33 | 29.17 |
| TSP 6 | 72% | 60% | 80.00 | 16.00 | 96.00 | 30.00 |
| TSP 7 | 53% | 45% | 58.89 | 12.00 | 70.89 | 22.15 |
| HIGHEST | 72% | 75% | | | 96.00 | |

Table A-403-5. International Rates Example

| | SFR | IRS RAW | RS |
|---------------|-------------|---------|-------|
| TSP 1 | \$85 | 95.97 | 28.68 |
| TSP 2 | \$96 | 79.41 | 23.82 |
| Tsp 3 | \$86 | 94.12 | 28.24 |
| Tsp 4 | \$82 | 100.00 | 30.00 |
| Tsp 5 | \$115 | 51.47 | 15.44 |
| Tsp 6 | \$125 | 36.76 | 11.03 |
| Tsp 7 | \$150 | 0.00 | 0.00 |
| LOWERS | \$82 | | |

Table A-403-6. DPS Data Pull Periods/Performance Periods

| Data Pull Time Frame | Appeal/BVS/TDL Build Period | Performance Period |
|-----------------------|-----------------------------|-----------------------|
| 1 November–31 October | November– December | 1 January–14 May |
| 1 January–31 December | January–March | 15 May–31 July |
| 1 June–31 May | June–July | 1 August–30 September |
| 1 August–31 July | August–September | 1 October–31 December |

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