

**CARRIER
PERFORMANCE/DISCREPANCY/SUSPENSION
PROCESS**

1. Carrier Performance.

1.1.1. Carrier performance, including such areas as on-time performance, breach of contract, contract discrepancies/violations, cargo backlog, and EDI214 GTN accuracy, will be monitored jointly by the CENTCOM CCDOC, AMD/ALCT, and TCAQ.

1.1.2. The CENTCOM CDDOC will be the lead office responsible for developing the Theater Express carrier performance data reports and scheduling periodic CENTCOM Theater Express conferences.

1.1.3. The Government will use past performance for each carrier in determining delivery performance. These records shall encompass only deliveries that have been completed within the last 90 days and will not consider records that were exempted due to uncontrollable factors. Discrepancies shall be annotated on completed deliveries where the required delivery timeframe has been exceeded and the delay was deemed as controllable by the carrier.

1.1.4. In addition to delivery performance, overall adherence by the carrier to the contract terms and conditions is also a performance factor that is considered when awarding future cargo awards. If a carrier violates the contract terms and conditions, a violation shall be assessed against the carrier. A violation will degrade the probability that a carrier will earn future cargo awards. Accrual of a violation will directly affect future cargo awards for 90 days after the date of the assignment of the violation.

1.1.5. The Government may periodically provide carriers with formalized feedback regarding their performance under the program. The contractor has 72 hours from receipt of the feedback to dispute any and all performance metrics for the time period assessed. Disputes raised after this timeframe may not be considered by the Government.

2. Carrier Discrepancies.

2.1.1. The discrepancy process is used only for assisting in making task order award decisions and does not limit, in any manner, or change the Government's rights to address contract performance issues in accordance with the other terms of the contract.

2.1.2. Discrepancy: Defined as an action that violates the contract terms and conditions or standard operations of the CDDOC/AMD/Aerial Port. A discrepancy may also result in the assignment of a violation and/or a suspension action against the carrier. Discrepancy resolution will normally be accomplished by the ALCT during day-to-day operations.

2.1.3. The AMD/ALCT Team Chief will determine whether a discrepancy was the result of a carrier controllable or uncontrollable circumstance.

2.1.4. Controllable discrepancies will be used for statistical computation of carrier performance and will affect the future bid submissions by a carrier for a 90 day period.

2.1.5. Uncontrollable discrepancies will be recorded for historical purposes, but will not be used in computation of carrier performance and will not affect future bid considerations by the carrier. These will be identified by the AMD/ALCT Team Chief by checking the "exempt" box in the Theater Express database.

2.1.6. There are five categories of contract discrepancies/violations.

DISCREPANCY/VIOLATION_TABLE			
Violation Category	Violation Description	Example Rationale	Recommended Bid Suspension Time (Hrs)
1	Flight Safety	An unsafe in-flight act that could reasonably lead to accident or injury	168
2	Ground Safety	An unsafe ground act that could reasonably lead to accident or injury	168
3	Security	An act that could reasonably lead to property damage or theft	168
4	Procedural	Failure to follow airfield/established procedural guidance	72
5	Breach of contract terms	Cargo delays, daily spot-bid mistakes, turn back of awarded cargo, call-sign issues, manifest issues, sequencing issues	24

3. Carrier Violations. A violation may be issued based on validated discrepancies. The violation is a mechanism to record and account for validated discrepancies during the best-value process.

3.1.1. The AMD/ALCT Team Chief, in coordination with the CENTCOM CDDOC and Contracting Officer will determine if it is necessary to assign a violation.

3.1.2. Accrual of violations will degrade the opportunity to earn future awards.

3.1.3. Accrual of violations will affect the future bid considerations of a carrier for a 90 day period from the date of assignment.

3.1.4. A violation may also be assigned in conjunction with a carrier suspension.

3.1.5. A violation may be applied in conjunction with an associated AMD number or may be applied independent of an AMD Number.

4. Carrier Bid Suspension. This process excludes a carrier from bid award consideration for a set period of time based on the discrepancy/violation.

4.1.1. The contracting officer is the only person authorized to issue bid suspension notifications.

4.1.2. The contracting officer's decision will be made after coordination with the CENTCOM CDDOC and AMD/ALCT Team Chief.

4.1.3. The contracting officer reserves the right to exclude, from bid award consideration, any contractor that has not delivered all cargo in 144-hrs or less. This bid exclusion will be for the whole program and will remain in effect until the outstanding cargo is delivered.