



## **Appendix V.C.1**

# **Non-Temporary Storage (NTS) Transportation Service Provider (TSP) Qualifications**

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## **INTRODUCTION**

These instructions are intended to provide TSPs guidance on the minimum requirements necessary to qualify to perform Non-Temporary Storage (NTS) services within the Defense Personal Property Program (DP3). Within the Defense Personal Property System (DPS), new entrants are defined to include both new TSPs requesting initial approval and TSPs requesting re-qualification after prior approval has been revoked.

### **1. Qualification Background**

All required documentation in the TSP application to qualify shall be submitted by the President/CEO, who shall verify, sign and submit all documentary evidence necessary for qualification. All qualification forms must be submitted via DPS in accordance with the required timeframes. A TSP's qualification file that is not properly maintained or, contemporaneously revised, may constitute grounds for revocation of DoD approval in DP3. All forms must be successfully submitted through DPS before the TSP's request for approval for qualification will be reviewed and processed.

TSP Qualifications for NTS are reviewed and approved/disapproved by the Regional Storage Management Office (RSMO). TSPs seeking to participate in the NTS portion of DP3 must be approved by a RSMO before they can file rates. Qualifications involve satisfying the Tender of Service (TOS), TPPS agreement and applicable certifications. The cost of providing financial statements, , Certificate of Warehouseman's Legal Liability, and other approval documentation is the responsibility of the TSP and is considered as a part of doing business with the Government. Other requirements concerning warehouse facility are fully set forth below in Section 2.2.

It is recommended that all participants read the NTS TSP Handbook at: <http://www.sddc.army.mil/> to become familiar with the NTS Program.

The RSMO reserves the right to revoke a TSP's approval at its discretion. Additional TSP qualification information can be found on the SDDC website at: <http://www.sddc.army.mil/>

### **2. Qualifications Requirements**

#### **2.1 Mandatory for All TSPs**

##### **2.1.1 Standard Carrier Alpha Code (SCAC)**

TSPs must obtain and maintain their unique valid four-character alpha code from the National Motor Freight Traffic Association (NMFTA), 1001 North Fairfax Street, Suite 600, Alexandria, Virginia 22314, at phone (703) 838-1831. Each TSP doing business, such as a motor carrier, freight forwarder, broker, warehouseman, or local mover, must have its own SCAC. The SCAC is required on all correspondence to the government for identification purposes. NMFTA charges an annual fee to maintain SCACs. Failure to

maintain a valid SCAC will result in removal from the program.

NTS TSPs that have multiple TOSs will have their SCAC codes differentiated by a designator code incorporated in the SCAC code.

### **2.1.2 Third Party Payment System**

All TSPs wishing to perform transportation and/or storage related services for the DoD must have and maintain a trading partner agreement with the Third Party Payment System (TPPS) Provider and be TPPS certified for the electronic payment of commercial transportation services prior to applying for approval. TPPS is the payment and transaction system for all TSPs handling DoD personal property. Failure to execute and maintain this agreement and certification will result in approval being denied for New Entrants or removal from the program for existing TSPs.

### **2.1.3 Central Contractor Registration (CCR)**

All NTS TSPs doing business with DoD must be registered in the CCR database. Consideration of NTS TSPs for participation in SDDC procurements of transportation and storage services, future solicitations, awards, and payments is based on CCR registration. TSPs should register via the internet at <http://www.ccr.gov/>. NTS TSPs are required to update information annually. CCR customer service is available through the CCR Customer Service Center at (888) 227-2423 or (269) 961-5757.

### **2.1.4 Electronic Transportation Acquisition Registration**

**Authentication General.** An Electronic Transportation Acquisition (ETA) account is required for TSPs seeking qualification approval. All TSP qualifications information submitted will require authentication using ETA system. Prior to requesting an ETA account, TSPs must have a Dun & Bradstreet (DUNS) number. This number is a unique nine-digit sequence recognized as the universal standard for identifying businesses worldwide. For more information on DUNS numbers, visit [http://www.dnb.com/US/duns\\_update/](http://www.dnb.com/US/duns_update/).

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

- Transportation Service Provider (TSP)
- TSP Representative/Business Partner/Agent
- Regional Storage Management Office (RSMO)
  - Insurance Representative (Insurance Company)
  - Bond Representative (Surety Company)
  - Financial Representative (CPA [Certified Public Accountant])

**Trusted Agents.** The Trusted Agent serves as the single point of contact for the ETA Administrator in the processing of password requests. The Trusted Agent is an individual within the service provider's company who has the confidence of the President and who can easily be contacted by the ETA Administrator. The ETA Administrator will contact the appropriate Trusted Agent for access approval. Each company will designate their Trusted Agent within their ETA UserID/password request and on their respective

Electronic Tender of Service Signature Sheet (ETOSSS).

In the Trusted Agent data field in the Key Personnel section of the ETOSSS, the Trusted Agent's first name, last name, telephone number and e-mail address must be entered in the appropriate data fields. The ETA Administrator will only contact the alternate Trusted Agent, if designated, when the primary cannot be reached or fails to respond.

### **2.1.5 Digital Identity Certificate Requirement**

**The implementation date for digital certificate is currently on hold.** Commercial users (TSP, Insurance Representative for the Warehouseman's and Liability Insurance, and Financial Representative for the submission of financials) are required to obtain a digital certificate from one of the External Certificate Authority vendors to access ETA. At minimum, TSPs will be required to purchase the "identity" certificate. Some vendors offer "encryption" certificates for use with email, but these are not required for use with ETA.

After the implementation date, commercial users will not be able to access DoD systems without the digital certificate. Each ETA user-ID may have only one unique certificate associated with it. The TSP will be directed as to how it can link its certificate to its ETA user-ID (i.e. TSP) on the ETA home page.

DoD recommends that companies purchase and begin to use the new digital capability before it becomes mandatory. Questions referring to ETA should be directed to the ETA administrator by clicking on the "Contact ETA" link at the website <https://eta.sddc.army.mil>. The most up to date information on digital certificate requirements is also available at this site.

The qualification process requires TSPs, their Bond Representative, Insurance Representative, and Financial Representative, to use a digital identity certificate from one of these two companies :

- a. Operational Research Consultants (ORC), <http://eca.org.com>
- b. VeriSign, <http://www.verisign.com/enterprise/government/ieca-DoD.html>

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

### **2.1.6 Qualification Timeline**

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

- Indication of remaining required documents
- Indication of updated documents that have not been submitted.

DPS shall update the status of the forms to notify the TSP when all of the base qualification forms (outlined in section 2.1.7) have been successfully submitted.

When a request to perform NTS has been initiated (by indication on the ETOSSS form), the system requires that the completed package be submitted within 60 calendar days. After the 60-day period has elapsed, TSPs may reapply as a completely new applicant submitting new forms.

After successful submission and validation of the base qualification forms, the TSP's Qualification package will appear in the RSMO's work queue. Only information about TSPs specific to the appropriate RSMOs will be displayed. RSMOs' areas of responsibility can be found at: <http://www.sddc.army.mil/>

DPS monitors a submission for qualifications and sends emails messages to the TSP address specified on the ETOSSS. DPS alerts the TSP of the 60-day application deadline via emails thirty (30) days and fifteen (15) days prior to the end of the submission period.

TSPs not meeting the qualification requirements have seven (7) calendar days from the date of notification via the TSP's work queue, email or telephone to correct deficiencies. If deficiencies have not been corrected in DPS after seven (7) days, the TSP will not be approved and DPS will send a notification to the appropriate RSMO. Rejection or acceptance notification is indicated in DPS and forwarded via email to the TSPs. TSPs that receive a notice of rejection, may re-apply.

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

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

### **2.1.7 NTS TSP Submission Requirements for Web Forms and Electronically Submitted Documentation**

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

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

The following web forms must be submitted in DPS for NTS services only:

- a. Electronic Tender of Service Signature Sheet (ETOSSS) submitted by the TSP;
- b. Certificate of Warehousemen's Legal Liability Insurance (submitted by the TSP's Insurance Representative) for NTS;
- c. Certificate of Independent Pricing (CIP) submitted by the TSP;
- d. Financial Data/Statements for the current year plus the previous two (2) years must be submitted by the TSP's independent Financial Representative or CPA, who should certify that the statements truly and fully set forth the financial condition of the TSP;
- e. Certificate of Responsibility (COR) submitted by the TSP.
- f. Certificate & Articles of Incorporation, or Articles of Organization & Fictitious Name Statement (optional, issued by the State)
- g. Partnership agreement (only if business is formed as a Partnership)

DPS verifies whether the NTS TSP has a current CIP on file. Rate filing is not permitted if a current CIP or a COR are not on file. DPS migrates historical data from legacy systems on existing NTS TSPs for applicable users to access.

**Additional Requirements:** TSPs must submit the following documents as electronic attachments in DPS for DoD storage facilities/warehouses approvals. The following documentation is required for the storage facility/ warehouse pre-award survey process:

- a. Digital pictures of front, back, left and right sides of building(s) (digital email to DPS or physical)
- b. Warehouse layout diagram signed by the Fire Department Representative
- c. Insurance Service Office (ISO) verification of rate credit
- d. Lease or proof of ownership, or Deed and current property tax receipt
- e. Fire Department letter MT Form 207B (signed by Fire Marshall)
- f. Fire system and burglar system maintenance contract (not required for international)
- g. Certification of firewall required if multi tenant building
- h. Flood Plain Letter
- i. Emergency Telephone data (MT Form 327)
- j. Local/City map
- k. Evidence of insect/rodent control either self administered or provided by a reputable outside firm

TSPs must submit the following documents via fax to the appropriate RSMO. RSMO contact information can be found at: <http://www.sddc.army.mil/>

- a. Wage Determination Form/Worksheet
- b. Proof of State or Country (for OCONUS) Regulatory Compliance – for intra and/or interstate operating authority (depending on the AOR) in the name of the TOS applicant (if required for the region of operations). The *only* operating authority acceptable to meet this requirement is State Permit or Articles of Incorporation.
- c. Key Personnel Resumes or References

d. Proof of Company Experience

When all requirements are submitted in DPS, the TSP applicant file will appear in the RSMO work queue for validation. Receipt of appropriate hard copy documents is acknowledged in DPS by the RSMO when accepted for qualification. TSPs will be provided a password to electronically access their documents for required updates.

The qualifications information is available only to TSPs, RSMOs and SDDC headquarters through a secured website. TSPs only have access to their own accounts.

**2.1.7.1 Electronic Tender of Service Signature Sheet Requirement (ETOSSS)**

**President**

DPS shall provide an ETOSSS form that requires the following information:

- Official company name
- Company mailing address
- Company telephone number and corporate email address
- Points of contact

The TSP's President must certify that:

1. The information in the ETOSSS application is true and correct; and
2. The TSP agrees to provide service as set forth in the TOS.

The ETOSSS also contains:

1. A checklist that the TSP meets all minimum qualification requirements;
2. Type of service the TSP is performing (Interstate/Intrastate, NTS, and Deployment Storage);
3. Standard Carrier Alpha Code;
4. Employer's IRS identification number;
5. TSP's name;
6. Physical and mailing address, fax numbers, telephone numbers, email address; shareholder/partner information;
7. Officials authorized to submit electronic forms;
8. Key Personnel;
9. Small Business Certification; and
10. President's Certification Statement.

Each TSP must identify and maintain a company telephone number, facsimile number, and an e-mail address.

**Key Personnel**

TSPs must identify the following company officials: CEO, CFO, President, Vice President, Treasurer, Secretary, Operations Manager, Dispatcher, Director and Trusted Agent(s). TSPs must have two key personnel involved in the management of the company (excluding the Treasurer and Secretary) that have at least three (3) years of

experience in the movement of personal property shipments. Experience from employment with an international freight forwarder, van line, agent, or relocation move management company are some examples of acceptable forms of occupational training for purposes of meeting this requirement. SDDC reserves the right to request proof of three years of experience for each of the key personnel in transporting personal property (i.e. a resume, references, etc.).

### **Small Business Certification**

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

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

#### **2.1.7.2 Certificate of Warehouseman's Legal Liability Insurance**

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

#### **2.1.7.3 Certificate of Independent Pricing**

The Certificate of Independent Pricing (CIP) must be submitted by or on behalf of the President or Chief Executive Officer. By submission of this document, the President/Chief Executive is certifying agreement to the information submitted.

#### **2.1.7.4 Financial Data/Statements/Ratios**

TSPs must meet specific requirements at the time of application and maintain acceptable financial ratios while participating in the program. TSPs applying for qualifications for the first time, must submit the previous two (2) years and current fiscal year financial data DPS will calculate ratios using the TSP entered financial data.

### **Annual Financial Data/Statement Requirements.**

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

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

**Failure to Submit Documents or Maintain Acceptable Ratios:**

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

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

**General.**

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

These statements must include all referenced footnotes and the audit or review report. Requested reports must be provided to the requesting official within five (5) workdays. TSPs not responding within this time period may be removed from the program.

Each TSP must meet and maintain the required minimum ratios, as detailed below.

**Definition of Accounting Terms and Ratios.** The following definitions apply to the filing of financial data and statements. TSPs should consult their accountant to answer questions on definitions or how to best present financial data.

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

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

#### **2.1.7.5 Certificate of Responsibility**

This certificate must be submitted on behalf of the higher ranking of the TSP's President or Chief Executive Officer. By submission of this document, the President/CEO certifies agreement to the information submitted.

#### **2.1.7.6 Federal and State Regulatory Compliance**

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

#### **2.1.7.7 Operating Authority**

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

#### **2.1.7.8 Additional TSP Capabilities**

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

- Cancellation notices (insurance cancellations)
- Change of ownership Novation Agreements
- Change of Company Name Notification
- Transfer Agreements (from one TOS to another TOS)
  - Transfer of shipments from one TOS to another at no charge to the government at the same rate as the transferring NTS TSP agreed to
  - Attachment to TOS modification signed by all parties

#### **2.1.7.9 Novation Agreements**

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

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

### 2.1.8 Changes in Required Administrative TSP Information

All DoD approved TSPs are required to notify their respective RSMO within thirty (30) calendar days of a change of ownership, a change of corporate name, or change of key personnel.

- a. **Change of Ownership:** When a company changes ownership, a Novation agreement must be submitted electronically through DPS to the RSMOs. Approval is based on a review of the sales agreement and evidence to show that the new TSP complies with all qualification requirements. The new asset owner (transferee) must assume all obligations of the transferor. In addition, the seller/transferor (i.e. former owner) guarantees the performance of the agreement by signing the Seller/Transferor Certification electronically via DPS and submitting to the RSMO.
- b. **Change of Name:** When a TSP changes its name, they must submit electronically a change of name notification through DPS.
- c. **Change of SCAC:** If a TSP obtains a new SCAC, the new SCAC is not entered into the database or recognized, until all documents required to be submitted via DPS under the new SCAC are approved.
- d. **Change of Key Personnel:** When a TSP changes key personnel they must submit an updated ETOSSS web form to include the Trusted Agent(s). If the authorized negotiator leaves the company or that position, new Certificates of Independent Pricing and Responsibility must be certified and submitted by or on behalf of the higher ranking of the new President or Chief Executive Officer.
- e. **NTS TSP Withdrawal:** When an NTS TSP voluntarily requests removal from participation in the program, the RSMO will take appropriate actions to disqualify the NTS TSP, which may include the removal of existing shipments in the NTS TSP's facilities.

### 2.2 Warehouse Inspections

The RSMOs are responsible for both pre-award and routine inspections of storage facilities under their jurisdiction used for the storage of DoD-sponsored personal property shipments. DPS triggers electronic notification in the RSMOs work queue upon receipt of a TSPs entry into the Warehouse Inspection Qualification Module. DPS will create a number when each new DoD approved facility is approved.

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

DPS shall provide a list of inspection trips as follows:

- Last completed date over one year old;
- Last completed date of 9 – 12 months ago;
- Last completed date of 6 – 9 months ago.

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

- City and state location;
- If the facility is for NTS or SIT (or both);
- Name of last RSMO inspector
- Date the last inspection was performed;
- Inspection results summary (e.g., 6 deficiencies, C grade);
- Explanation of each deficiency;
- Number of NTS shipments the facility currently holds and total weight of these shipments.

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

The RSMO has the ability to view and download all past warehouse inspection results on a laptop computer. The RSMO will have the ability to save the warehouse inspection results locally and upload this information into DPS at a later time.

Warehouses shall be highlighted if it is:

- a SIT facility with 25 or less shipments with a current inspection grade of B or better and has an inspection date over one year ;
- an SIT facility with 25 or more shipments with a current inspection grade of B or better and has an inspection date over 6 months
- an NTS facility and the inspection date over 6 months

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

DPS allows the RSMO to enter, update, save and store DD Form 1811, *Pre-Award Inspection* information. The DD Form 1811 information is sent to the appropriate TSP work queue for certification. With the DD Form 1811 information in DPS, the RSMO approves or disapproves warehouse pre-award inspections for NTS and SIT TSPs. Results of the pre-award and routine inspections will be entered into DPS by the RSMO for inclusion into the qualifications module and Performance Score.

DPS provides the RSMO user the capability to record information for warehouse inspections on the DD Form 1812, *Warehouse Inspection Report*. DPS allows the RSMO to enter deficiencies noted on the DD Form 1812web form.

The designated warehouse inspector will use the same guidelines to inspect and rate the facility in accordance with the DTR, Appendix E. The inspector will evaluate all areas defined on the DD Form 1812 to ensure that the facility complies with the requirements of the TOS and the stored property has the adequate levels of protection in a safe environment. The inspector will notify the TSP of warehouse discrepancies and required corrective actions prior to departing the warehouse.

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

If the TSP does not indicate their disagreement with the results of the inspection within the 24 hour period, DPS will assume that the TSP agrees with the warehouse inspection score (WIS) entered in DPS by the RSMO inspector. DPS will then use the WIS to calculate the TSP's BVS. If the TSP indicated a disagreement with the results of the inspection, DPS will send notification to the RSMO work queue for resolution. Once resolution is reached, the WIS indicated on that inspection will be used in the TSP's BVS. For additional information on BVS, refer to Attachment V.F.1.

The results of an inspection determine the eligibility of a warehouse. If a warehouse is found to be ineligible, the RSMOS will place the TSP in an ineligible status in DPS. New NTS lots will not be awarded to the TSP in an ineligible status, but ineligible TSPs will be allowed to file NTS rates during rate filing. Once corrective action has been submitted in DPS by the TSP and accepted by the RSMO, the warehouse facilities will be returned to eligible status (non-grayed out).

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

After the inspection, the TSP is notified via an email to their corporate office and is provided the opportunity to take corrective action(s) for inspection deficiencies noted. The TSP can review the DD Form 1812 Form for the details of the inspection.

The TSP shall enter corrective action information into DPS for each deficiency noted for review by the RSMO and PPSO. The information is placed in the appropriate corrective action queue.

TSPs can access information captured on the DD Form 1812 and respond to each deficiency. The TSP response to each deficiency is stored in DPS separately from the DD Form 1812. The TSP can enter free-form text regarding correction information for

each deficiency. RSMOs can request additional corrective actions based on the TSP response to deficiencies.

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

If a warehouse is ineligible, DPS marks the facility as ineligible for future shipment storage until the TSP provides the RSMO with corrective action. The TSP will be required to annotate corrections made for each deficiency in DPS and submit the corrections to the corrective action queue.

The RSMO can review the corrective action queue. Queue notification will be based on the RSMO that conducted the original inspection. The submissions will be marked to indicate if the submission is corrective actions for minor/major deficiencies or corrective actions for an ineligible facility or NTS TSP.

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

Ineligibility of DoD-approved warehouse will not impact the line-haul TSP, however, line-haul TSPs will not be allowed to use the facility unless it is reinstated. At the discretion and direction of the responsible RSMO, shipments may be relocated to an approved warehouse at NTS TSP expense when the warehouse is disqualified.

### **2.3 Additional Qualification Requirements for New Entrants.**

As previously stated, new TSPs applying for qualification must have a SCAC code. The TSPs must have three (3) years of government and/or commercial experience in the storage and or movement of personal property. If the state is deregulated in which the TSP has obtained the three years of government and or commercial personal property movement experience, the date on the TSP's Articles of Incorporation is used to determine the TSP's experience requirement. The TSP may be requested to provide additional proof of three (3) year personal property experience, e.g., bills of lading, commercial invoices, etc., for proof of personal property movement.

Once the TSP has completed the stated requirements and their information has been approved in DPS, DPS will add the new entrant TSP into the RSMO Warehouse Inspection queue for the completion of a *Pre-Award Inspection*. The TSP is not fully qualified for the program until both the *Pre-Award Inspection and Warehouse Inspection Report* are completed and a WIS for the TSP is entered into DPS. *Pre-Award Inspections* and the *Warehouse Inspection Report* are defined in section 2.2 Warehouse Inspections.

### **2.4 Disqualified TSPs**

The TSP's file must remain in the database for ten (10) years after the effective date of the disqualification. Disqualified TSPs reapplying for qualification, will receive a new performance score. Reasons for disqualification are addressed in V.Q.1 NTS Quality Assurance, Section D.

## **2.5 Ineligible TSPs**

DPS provides on-screen notification to all PPSOs and RSMOs when a TSP is placed in ineligible status and provides a list of all ineligible TSPs.

When a TSP is notified of a pending action related to their ability to receive shipments (removal due to no-compliant financials), the appropriate RSMO is also notified via their DPS work queue.

Reasons for ineligibility are addressed in the "Definitions" and "Warehouse Inspections" sections of this chapter and in Chapter 4, Shipment Management.

## **2.6 TSP Appeals**

TSPs may request reconsideration from the RSMO for being qualified. All requests must state specific reasons why the TSP believes that it should be approved to participate in the DoD Personal Property Program.

## **2.7 TSP Subcontractors**

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

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

## **3. Definitions**

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

**Continental United States (CONUS):** All 48 contiguous states and the District of Columbia.

**Defense Personal Property System (DPS):** DPS is a web-based system, centralized, integrated system and is the one-stop source for managing personal property moves. It provides 24-hour access to personal property shipment information throughout the entire moving process and includes such as enhancements as Customer Satisfaction Survey (CSS), Transportation Service Provider (TSP) Rate Filing, Shipment Management and the TSP qualifications process.

**Digital (Identity) Certificate:** A digital identity certificate is the digital equivalent of an

ID card. Using digital identity certificates provides a tighter security environment.

**Disqualification:** Disqualification action may be taken for specific incidents of unsatisfactory service or failure to perform, or a record or trend of unsatisfactory service or failure to perform in accordance with the terms of negotiated agreements, tariffs, tenders of service, governing SDDC rules publications, or other similar arrangements

**EDI:** Electronic Data Interchange is the computer-to-computer exchange of business data, using standards jointly developed by standards groups such as American National Standards Institute (ANSI) or Electronic Data Interchange Agency.

**ETA:** Electronic Transportation Acquisition is a system that provides a single point of entry to the transportation community through the use of the Worldwide Web. The Military Surface Deployment and Distribution Command (SDDC) ETA system provides access to SDDC transportation systems as well as links to other transportation sites. The ETA system is divided into four major transportation categories: Freight/Cargo, Passenger, Personal Property, and General Services.

**ETOSSS:** The Electronic Tender of Service Signature Sheet; completion of this form certifies that you have read the Tender of Service found at <http://www.ustranscom.mil> and agree to provide service in accordance with the provisions contained therein. The TSP is responsible for submitting a new ETOSSS when changes occur concerning one or more of the following: company name, address, telephone number, e-mail address, company officers, etc.

**Financial Statements:** The presentation of financial data, including accompanying notes derived from accounting records and intended to communicate an entity's economic resources or obligations at a point in time, or the changes therein for a period of time, in accordance with a comprehensive basis of accounting.

**Key Personnel:** Two managing officers of a company (excluding Treasurer and Secretary) who must have at least three (3) years experience transporting Personal Property.

**Ineligible Status:** Temporary suspension, generally an operational or administrative problem, cannot receive new shipments. Typically for a thirty (30) day period, but can be more or less.

**Nonuse Status:** "Permanent" ineligibility; replaces Federal Acquisition Regulations (FAR) "Stop Notice;" no new shipments offered; a TSP can elect to go into Non-Use and must request removal through elective Non-Use from the RSMO (Letter, fax, etc., from corporate official). While in Non-Use, financials or other documents may have lapsed so RSMO may need to catch up on documentation if the TSP reapplies for eligibility.

**Operating Authority:** An authorization issued by DOT or individual state regulatory body for a commercial TSP to perform transportation service.

**References:** The TSP must submit employee experience and company experience references upon request from SDDC. Experience from employment with an international freight forwarder, van line or agent is considered an acceptable form of occupational training for purposes of meeting this requirement. Company experience can be measured by either copies of Government Bills of Ladings, invoices etc.

**Small Business Certification:** Criteria for eligibility as a small business for the purpose of transportation service acquisition. Self-certification is required on the ETOSSS to determine whether a company is a small business. This information is used for statistical purposes only.

**Standard Carrier Alpha Code (SCAC):** A four-digit alpha code that is assigned to each TSP by the National Motor Freight Traffic Association to identify that TSP in the various procedures and documents used in the DoD personal Property Shipment and Storage Program.

**Tender of Service (TOS):** The basic document which specifies the terms and conditions of participation in the DoD personal property program. The Household Goods, Unaccompanied Baggage, and Non-Temp Storage Tender of Service is provided in the DTR, Part IV.

**Transportation Service Provider (TSP):** As used herein, Transportation Service Provider is any party, person, agent or carrier that provides freight/personal property transportation and related services to an agency, including Motor Carrier, Freight Forwarder and Broker.

**TPPS Provider (TPPS) Trading Partner Agreement (TPA):** The binding agreement setting forth terms and conditions governing the sending or receiving of electronic data between TSPs and TPPS Provider.

**Warehouseman' Legal Liability Insurance :** Insurance required by a TSP to cover compensation for loss and/or damage to all property belonging to shippers or consignees and coming into the possession of the TSP in connection with its transportation service performed for the account of the Department of Defense, regardless of whether the motor vehicles, terminals, warehouses, and other facilities used in connection with the transportation of such property are specifically described in the policy or not.

**Web Forms (forms):** Includes data captured in DPS for population of any and all TSP Qualifications forms/documents.

#### **4. Recommended Publications and Websites**

- Defense Transportation Regulation (Part IV) Personal Property:  
[http://www.transcom.mil/j5/pt/dtr\\_part\\_iv.cfm](http://www.transcom.mil/j5/pt/dtr_part_iv.cfm)  
Tender of Service (TOS): [http://www.transcom.mil/j5/pt/dtr\\_part\\_iv.cfm](http://www.transcom.mil/j5/pt/dtr_part_iv.cfm)
- Multi-Service Publications for DoD Personal Property Shipment and Storage Program: <http://www.transcom.mil/j5/pt/dtrpart4/dtr-part-4-app-k.pdf>
- Transit Times for Domestic Household Goods Shipments Including Alaska: <http://www.transcom.mil/j5/pt/dtrpart4/dtr-part-4-app-l.pdf>
- Transit Times for International through Government Bill of Lading and Direct Procurement Method Household Goods Shipments between the Continental United States, Hawaii, and Overseas:  
<http://www.transcom.mil/j5/pt/dtrpart4/dtr-part-4-app-m.pdf>
- Transit Times for International through Government Bill of Lading and Direct Procurement Method (DPM) Unaccompanied Baggage Shipments between the Continental United States, Hawaii, and Overseas:

- <http://www.transcom.mil/j5/pt/dtrpart4/dtr-part-4-app-n.pdf>
- International Personal Property Rate Solicitation:  
<http://www.sddc.army.mil/>
- Domestic Personal Property Rate Solicitation:  
<http://www.sddc.army.mil/>
- Department of the Treasury (Circular no. 570)  
<http://www.fms.treas.gov/c570/c570.html>
- Dun & Bradstreet (DUNS) number: [http://www.dnb.com/US/duns\\_update](http://www.dnb.com/US/duns_update)
- How to Do Business in DoD's Non-Temp Storage Program  
<http://www.sddc.army.mil/>

## 5. Contact Information

For NTS qualification questions please contact the appropriate RSMO. Contact information can be found on the SDDC Personal Property website at <http://www.sddc.army.mil/>

Questions referring to ETA and Digital Certificate should be directed to the ETA administrator by clicking on the "Contact ETA" link found at web address <https://eta.sddc.army.mil>

You can also review the "How To Do Business with the Department of Defense Personal Property Program" and the "NTS Handbook" on the SDDC website:  
<http://www.sddc.army.mil/>