

SDDC Advisory 14-0019

FROM: HQ SDDC AMSSD-PP, Scott AFB, IL

TO: All DOD Approved Transportation Service Providers (TSPs), Military Service Headquarters Representatives, and Worldwide Personal Property Shipping Offices (PPSOs)

SUBJ: UPDATE TO DEFENSE PERSONAL PROPERTY PROGRAM (DP3) BEST VALUE SCORE (BVS) CALCULATION

REF: SDDC email notification, subject "Defense Personal Property Program Update" dated 02 July 2013

1. SDDC would like to remind TSPs to review the reference, as it communicates changes to the performance score (PS) element within the BVS scoring methodology.
2. Currently, a TSP's BVS combines a 70-percent performance score—50 percent Customer Satisfaction Score (CSS) and 20 percent Claims Score (CS)—with a 30-percent Rates Score (RS). SDDC is removing the CS element from the overall PS calculation, which will increase the CSS' value from 50 to 70 percent and reflect a more complete best value score for TSPs. This change will become effective with the 2014 Rate Cycle (15 MAY 2014 to 14 MAY 2015), and will remain in place until the Defense Personal Property System (DPS) integrates CS calculations into the BVS scoring methodology.
3. Questions should be sent to the Quality Assurance Team at army.sddc.safb.ppperf@mail.mil.
4. This message is approved for release by Ms. Jill Smith, Chief, Business Processes and Systems Integration Division, HQ SDDC.