

GSA Transportation Service Providers Partnership Meeting
Crystal Mall 3 – Room C-43
December 8, 2004

Meeting Facilitator – Raymond Price, Transportation Programs Branch, Travel & Transportation Management Division

Ray opened the meeting and welcomed attendees. The purpose of this meeting is to provide a forum for Transportation Service Providers (TSPs) to discuss their concerns as they relate to the GSA freight and household good programs and the Transportation Management Services Solution (TMSS) system. This meeting is for the TSPs; therefore TSP attendees are encouraged to take an active role to elevate their issues and concerns.

Welcome – Tauna Delmonico, Director, Travel and Transportation Management Division

Tauna welcomed the group and thanked attendees for their participation and interest in GSA transportation programs.

Transportation Service Providers Survey – Angela Jones, Chief, Program Evaluation Branch, Travel & Transportation Management Division

Angela gave a PowerPoint presentation summarizing the results of an independent survey of GSA transportation service providers (TSPs). GSA will attach the presentation to the email distribution of the minutes. Following are excerpts from her brief.

Results

- Overall satisfaction score of 64 out of 100
- Seven points lower than 2003 federal government benchmark satisfaction score of 71

Key Findings

- TSP satisfaction with FMP and CHAMP is steady from last year and may be starting to improve
- T&T associates are the key underpinning of TSP satisfaction
- Potential of TMSS to provide a more satisfying experience for TSPs is beginning to be realized

Recommendations

- Maintain strong relationship and high level of customer service to TSPs
- Maximize carrier use of TMSS

- Work to improve low-scoring attributes
 - Request for Offers
 - GSA.gov
 - Tender of Service

Governmentwide Relocation Advisory Board (GRAB) & Proposed Changes to Federal Travel Regulations (FTR) Relocation Allowances – Scott Michael, American Moving & Storage Association (AMSA)

Scott shared information about GRAB.

On July 9, 2004, a Charter was filed in Congress establishing the Governmentwide Relocation Advisory Board (Board). The Board is governed by the Federal Advisory Committee Act (Public Law 92-463). The Board will review the current policies promulgated through the Federal Travel Regulation (FTR) for relocation and associated reimbursements and allowances for federal relocating employees in the continental United States (CONUS).

Through the review, the Board will recommend improvements for better management of Governmentwide relocation. The Board will also provide advice regarding best practices for a Governmentwide relocation program.

The Household Goods Subcommittee meets on January 6, 2005. Tauna Delmonico is on this working group. Feel free to submit issues and concerns to Tauna at tauna.delmonico@gsa.gov.

Following are GRAB's next meetings open to the public at the Omni Shoreham Hotel, 2500 Calvert Street, NW (at Connecticut Avenue), Washington, DC 20008, phone (202)234-0700. GSA encourages Household Goods TSPs to attend these meetings:

- January 26, 2005
- February 16, 2005
- March 23, 2005
- May 25, 2005

As a result of a Best Practices Working Group study and recommendations, the Office of Governmentwide Policy (OGP) issued proposed changes to the FTR. This particular working group was made up of TSPs and government agencies. GSA will attach highlights of the proposed changes at the end of these minutes. GSA will also attach the November 23, 2004 Federal Register notice to these minutes via email distribution. Comments are due by January 24, 2005. Contact Ed Davis, OGP, with questions about the FTR or Federal Register notice. Ed can be reached at 202-208-7638 or ed.davis@gsa.gov.

Move Management Services – Paul Sando, Chief, Transportation Acquisition Branch, and Ree Momb, Contracting Officer, Transportation Acquisition Branch, Contracting Division

Paul Sando and Ree Momb shared information about the Move Management Services Multiple Award Schedule Statement of Work (SOW). The following excerpts are from the Governmentwide Employee Relocation Services Schedule. An answer/question format is used to highlight the discussion. For a copy of the SOW, click on or copy the following link into your Internet Browser:

http://216.33.118.202/EPSTData/GSA/Synopses/22631/FBGT-GG-040001-B/1_EmployeeRelocation.doc.

SOW C.2.14. MOVE MANAGEMENT SERVICES

Question: How is the carrier or TSP selection made?

Answer: The ordering agency may select the carrier or household goods forwarder/broker (hereinafter included in the term “carrier”) to move the relocating employee's household goods or may delegate this responsibility to the contractor. When the ordering agency delegates this responsibility, the contractor shall select the carrier based on the criteria agreed to with the ordering agency. (SOW C.2.14. 2)

Question: How is a CHAMP carrier selected?

Answer: The ordering agencies for administrative convenience may add CHAMP services to a schedule order. A carrier that participates in CHAMP and has approved rates on file with GSA must be the first resource for moving a Federal civilian, non-DoD employees' household goods. Ordering agencies shall consider CHAMP on either a case-by-case or an overall basis. When a CHAMP carrier and rate is selected, provisions of the Household Goods Tender of Service (HTOS) and the current RFO (Request for Offer) will apply. (SOW C.2.14. 2a)

Question: Can an agency use a commercial vendor?

Answer: The contractor may offer, and an agency may select on a case-by-case or an overall basis, use of a commercial carrier with which the contractor has a commercial arrangement, provided the arrangement results in the best value to the agency. (SOW C.2.14. 2c)

Question: How is the carrier or TSP evaluated in the Schedules program?

Answer: The contractor shall submit its carrier evaluation plan as part of this proposal. It must evaluate the carrier's performance in terms of meeting required delivery dates, professionalism of personnel, ability to provide

timely reports and information. An evaluation plan for the contractors move management staff is also required to be submitted for approval by the Government. If a CHAMP carrier and rate are used, the contractor must furnish the relocating employee a GSA Form 3080, Household Goods Evaluation Report, and ensure the employee and ordering agency complete their respective portions of the form and return it to GSA as instructed in the CHAMP HTOS. If a DOD carrier and rate are used, the contractor must furnish the relocating employee the customer satisfaction survey in use by MTMC [now called SDDC] at that time. (SOW C.2.14. 8)

Mary Anne Sykes indicated that the relocation vendor has the responsibility to evaluate the carrier or TSP that performs the transportation portion of the relocation.

Question: Are relocation contractors required to submit reports?

Answer: Yes, the relocation contractor is responsible for submitting Management Information Reports and GSA Program Management Reports. (SOW C.2.14. 10 a. & b.)

In addition, the Ordering Agency may request the following:

- Monthly Move Analysis Report
- Claims Summary Report
- Counseling Contact Summary Report
- On-time Services Summary Report
- Customer Satisfaction Survey Summary
- Specially Requested Reports

Question: The CHAMP uses the Carrier Evaluation Report, Form 3080 for measuring customer satisfaction (CS). How is CS measured with Schedules?

Answer: The contractor submits a Customer Satisfaction Survey summary report. This report is a summary of the numbers of employees surveyed and moved during the previous month and the satisfaction levels for contractor and carrier services. (SOW C.2.14. 10b.5)

Question: When an agency uses a GSA Schedule to relocate an employee and uses a relocation move manager to coordinate transport of the household goods, who is the contract between?

Answer: The contract is between the agency and the relocation move manager on GSA Schedule awarded the order, not between the agency and the TSP.

GSA is reviewing the Move Management Services Statement of Work under the Schedule to determine if and how the process can be clarified.

The following excerpt is from the SOW at C.2.14 Move Management Services:

2. Carrier/forwarder/broker selection. The ordering agency may select the carrier or household goods forwarder/broker (hereinafter included in the term "carrier") to move the relocating employee's household goods or may delegate this responsibility to the contractor. When the ordering agency delegates this responsibility, the contractor shall select the carrier based on the criteria agreed to with the ordering agency.

a. CHAMP. The ordering agencies for administrative convenience may add CHAMP services to a schedule order. A carrier that participates in CHAMP and has approved rates on file with GSA must be the first resource for moving a Federal civilian, non-DoD employees' household goods. Ordering agencies shall consider CHAMP on either a case-by-case or an overall basis. When a CHAMP carrier and rate is selected, provisions of the Household Goods Tender of Service (HTOS) and the current RFO (Request For Offer) will apply.

b. GSA Transportation Management Services Solution (TMSS). When the ordering agency asks the contractor to select a carrier on a case-by-case basis, the contractor must access GSA's TMSS to obtain cost comparison information for us in selecting the carrier to transport the shipment. TMSS need not be accessed for each move when the ordering agency has made an up-front decision to use the provider's commercial arrangement(s) for all its moves.

c. Use of Contractor's Commercial Arrangement. The contractor may offer, and an agency may select on a case-by-case or an overall basis, use of a commercial carrier with which the contractor has a commercial arrangement, provided the arrangement results in the best value to the agency.

d. Commissions. A commission may be charged for commercial services under the multiple award schedule, provided the commission is disclosed and does not influence the carrier that is recommended/selected. For informational purposes, payment of a commission is prohibited when a CHAMP carrier and rate are used.

Question: More and more agencies have gone to third party service providers. What is GSA doing to ensure that CHAMP will remain a viable program? How can we improve the customer satisfaction index to measure TSP performance more accurately?

Answer: GRAB is grappling with similar questions and where we are going with government household goods/relocation services. We need to look at this realistically – where do we go with CHAMP in the future? More agencies are choosing one service provider to meet their needs. GSA cannot mandate use of CHAMP under the Schedule. The nature of GSA's Multiple Award Schedules is based on commercial best practices. CHAMP is a good program and we would do a disservice to agencies if we did away with it. We need to see if we can hold on to CHAMP until the pendulum swings back. The Kansas City Program Management Office is reviewing the customer satisfaction index, 3080 feedback, and TSP performance measurement.

Transportation Audits Process – Jim Fitzgerald, Director, Transportation Audits

Jim explained the reason he sent TSPs a letter requesting copies of Schedule and Tender rates was to help his office assist post payment auditors in determining the correct prices. Jim needs TSPs to send his office both CHAMP and Schedule contact rates. The group felt that auditors should use the move managers' rates filed in TMSS or the Schedule. But Jim said the process of identifying the correct rates is still confusing.

Jim discussed the issue of missing documentation in the world of paper processing. Paper is handled several times; a missing weight ticket could be a big problem.

98% of government transactions are processed electronically, mostly because of DOD's use of PowerTrack.

EDI Interface – Scott Michael, AMSA

AMSA has plans to standardize EDI transactions for household goods transportation service providers similar to what the American Trucking Association has done for freight TSPs. Scott's understanding is that the files for rates and billing come in at the same format. He thinks there should be a way to standardize EDI transaction formats for CHAMP and believes we're already there.

Events

The next GSA/AMSA Household Goods and Freight Forum is set for February 23 – 25, 2005 at the downtown Marriott in Philadelphia, Pennsylvania. For more information and to register, go to www.promover.org => Upcoming Events.

Next GSA/TSP Partnership Meetings

Scott Michael suggested GSA look into March 18 and September 21, 2005 to follow the Surface Deployment and Distribution Command (SDDC) two-day bi-annual meetings with household goods TSPs. GSA had a scheduling conflict on September 21, 2005.

The next two GSA/TSP Partnership Meetings are scheduled at Crystal Mall 3, Room C-43 in Arlington, VA from 9:00 a.m. until 12:00 p.m.

- Friday, March 18, 2005 (day after SDDC's meeting with HHG TSPs)
- Wednesday, October 26, 2005

Meeting Participants

No.	Name	Organization
1.	David Pinto	Alexander's Atlas
2.	Steve Richard	Allegiant
3.	Scott Michael	AMSA
4.	Stephen Hollingsworth	Atlas World Group
5.	Rita Montilla	Berger Moving & Storage
6.	Rocky Loewner	FEMA
7.	Don Casey	GSA Mid-Atlantic Region
8.	John Wheeler	GSA Mid-Atlantic Region
9.	Lisa Hawvermale	GSA Mid-Atlantic Region
10.	Robert Watkins	GSA Program & Education Branch
11.	Angela Jones	GSA Program Evaluation Branch
12.	Paul Sando	GSA Transportation Acquisition Branch
13.	Ree Momb	GSA Transportation Acquisition Branch
14.	Deborah Crockett	GSA Transportation Audits Division
15.	Jim Fitzgerald	GSA Transportation Audits Division
16.	Blaine Jacobs	GSA Transportation Programs Branch
17.	Mary Anne Sykes	GSA Transportation Programs Branch
18.	Raymond Price	GSA Transportation Programs Branch
19.	Tauna Delmonico	GSA Travel & Transportation Management Division
20.	Rob Nease	Interstate
21.	Greg Calvert	Kloke Mayflower
22.	Harry Geib	Overnite Transportation
23.	Bill Paxton	Paxton Van Lines
24.	John Ryan	Remax
25.	Carl Seaton	Seaton Van Lines
26.	Peggy Wilken	Stevens Van Lines
27.	Colleen Allen	Stonepath Logistics
28.	Rex Brouillard	Stonepath Logistics
29.	Charles Kohl	United Van Lines

Proposed changes to the Federal Travel Regulation; Relocation Allowances
(Comments due before January 24, 2005)

Reduces the length of time to complete a relocation from two years to one year;

Reduces the length of time for relocation extensions from two years to one year;

Requires disclosure statements so that the Government will not pay for relocation expenses that are paid by another Government or private source;

Defines relocation programs, relocation payment systems, and relocation management reporting systems;

Reduces the mileage rate for relocation to be in line with the Internal Revenue Service (IRS) relocation reimbursement rates;

Amends section 302-5.11 to reduce the maximum allowable number of days for a househunting trip from 10 to 8 calendar days, to be in line with industry practices;

Establish a threshold for determining which mode of transportation (POV or common carrier) should be authorized for more cost efficient househunting trips;

Encourage the use of lump sum payments because of the administrative efficiency as well as the potential for cost savings;

Requires employees who select lump sum TQSE reimbursement to certify that TQSE expenses will be incurred, and that payment to the employee of TQSE lump will be made prior to occupancy of temporary quarters (TQ);

Clarifies that the definition of 18,000 pounds net weight of household goods does not include packing materials;

Includes an agency option for unaccompanied air baggage (UAB) as a part of the household goods allowance;

Clarifies where HHG may be temporarily stored;

Revises and redesignates section 302-7.9 limiting the maximum number of days of temporary storage of household goods to a total of 150 and requiring that the number of days allowed parallel the number of days allowed for TQSE;

Reduces the initial temporary storage period from 90 to 60 days;

Ensures that agencies are not domestically transporting POV's when the cost of transportation is more than the value of the POV;

Limits the number of POV's that may be transported at Government expense to two;

Ensures that agencies are not transporting a POV to a post of duty when the cost of transportation is more than the value of the POV and limits agency shipment of a POV to 600 miles or more;

Amends section 302-11.2 to follow guidelines in Internal Revenue Service Publication 521 Moving Expenses for relocation by requiring the commute to new job location via commonly traveled routes from the old residence increase by at least 50 miles;

Reduces the time limit for submitting claims for residence transactions from two years to one year;

Reduce the time limit for extensions to submit claims for residence transactions from two years to one year;

Clarifies that reimbursement of residence transaction expenses is limited to amounts customarily charged where the residences are located;