

Section 4A - Move Management Services (MMS)

Statement of Work

4A-1. Performance Of Services.

The MMS provider must provide the MMS outlined in this section 4A in conjunction with HHG transportation services. The MMS provider must comply with all requirements of this HTOS including the service, delivery timeframe, billing, reporting, and liability requirements.

4A-2. Memorandum of Understanding (MOU).

The MMS provider and the agency must enter into a written MOU setting out the terms and conditions of the MMS provider responsibilities as identified in this section 4A. In instances when the agency requests bill of lading (BL) preparation and maintenance under HTOS paragraph 4A-6.5, the MOU should contain at a minimum specific instructions on the BL preparation and maintenance, including instructions to complete each portion of the BL. If requested by the MMS provider and/or the agency, the GSA PMO will review the agreement before implementation.

4A-3. Performance as Participant.

The MMS provider must file rates within its current approved scope of operations; be subject to the Customer Satisfaction Index (CSI) rating system; and must comply with the requirement to collect and pay GSA its IFF as specified in RFO Section 2-7.6.

4A-4. Commissions.

An MMS provider must not charge a commission to a participant to which it tenders a HHG shipment.

4A-5. Required Services.

4A-5.1. General.

The MMS provider must arrange, coordinate, and monitor each relocating employee's HHG move from initial notification of the move by the agency through completion of all move-related transactions required under HTOS paragraphs 4A5.1 through 4A-5.9. An HHG move within the continental United States (CONUS) is defined as a basic move consisting of one shipment of HHG and, when specifically authorized by the agency, shipment of one or more privately owned vehicles (POV). A HHG move to/from an international location is defined as a basic move consisting of one surface shipment of HHG and, when specifically authorized by the agency, one or more unaccompanied baggage shipments and shipment of one or more POV's. Multiple origins and/or destinations may be involved for both CONUS and international shipments. The MMS provider must provide the services specified in HTOS paragraphs 4A-5.2 through 4A-5.9.

4A-5.2. Participant Selection.

An agency may select the participant to transport the relocating employee's HHG or may delegate this responsibility to the MMS provider in which case the agency will furnish the MMS provider criteria to use in selecting the participant. The selected participant must be currently approved to participate in CHAMP and must have approved rates on file with GSA. The MMS provider must be capable of accessing the GSA Interagency Transportation Management System (ITMS) to obtain cost comparison information for

use in making the participant selection when delegated this responsibility by the employing agency.

4A-5.3. Shipment Booking.

The MMS provider must perform the following:

- (1) Schedule the move with the selected participant;
- (2) Order a pre-move survey;
- (3) Identify any special services needed and obtain the RTO's written authorization.. The RTO is responsible for authorizing storage-in-transit (SIT) or any special service. Special services include, but not limited to: shuttle service, special crating, third party servicing, elevator charges, long carry, and/or stair carry;
- (4) Indicate in writing all services authorized and identify those that will be paid as an entitlement of the relocating employee as well as those which the relocating employee requests, but for which the relocating employee has no entitlement and which may be advanced and charged back to the relocating employee; and
- (5) Inform the relocating employee before service performance of any service that will be advanced and charged back to the employee.

The provider may develop a generic form for the purpose of this item. Any service shown on a generic form that is not applicable to a particular shipment must be "crossed out" or marked "none" or "not applicable" before submitting the form to the RTO for written authorization/approval.

4A-5.4. Ensuring Participant Performance.

The MMS provider must ensure that transportation services are in keeping with procedures under this HTOS, notwithstanding the Origin and Destination On-Site Quality

Control procedures specified in HTOS paragraph 4A-6.7. The MMS provider also must take any action deemed necessary and appropriate to protect the interests of the agency to ensure proper participant performance, and to protect both the real and personal property of the relocating employee. When the MMS provider fails to direct performance as required which could causes the agency or relocating employee to incur damages (other than damage to HHG), the MMS provider will be liable to the agency and/or the relocating employee, as appropriate for such damages.

4A-5.5. Arranging Storage in Transit (SIT).

If an agency authorizes SIT, the MMS provider must arrange the storage under provisions of this HTOS. The MMS provider must notify the relocating employee of the authorized SIT duration and location and provide the relocating employee's SIT-provider contact information within five (5) calendar days after delivery into SIT.

4A-.5.5.1. Monitoring Shipments in SIT.

The MMS provider must monitor shipments in SIT and provide a written request for disposition instructions from the relocating employee or the agency's destination facility representative at least ten (10) working days before expiration of the authorized SIT period. The written request must inform the relocating employee of his/her personal financial responsibility for any charges incurred for storage in excess of the maximum period authorized. The MMS provider is responsible for arranging delivery of shipments from SIT.

4A-.5.5.2. SIT in Excess of 180 Days.

If storage exceeds 180 days, the MMS provider must determine the condition of the relocating employee's property at the end of the 180-day SIT period to protect the

Government's and the relocating employee's right to recover for participant-caused loss or damage. The warehouse automatically will be considered the shipment's destination upon expiration of the 180-day SIT period at which time the MMS provider's responsibility for the shipment ends. The shipment then becomes subject to the warehouse's rules, procedures, and charges, including local drayage out of storage. The relocating employee is responsible for payment of storage charges for any period of storage in excess of 180 days. If any discrepancy exists between other HTOS provisions and the provisions of this HTOS paragraph 4A-5.5.2 for purposes of SIT, the provisions of HTOS paragraph 4A-5.5.2 apply.

4A-.5.6. Completion of GSA Form 3080.

The MMS provider must furnish the relocating employee a GSA Form 3080, "Household Goods Carrier Evaluation Report" for completion of the section entitled, "Relocating Employee's Response". This form is available for downloading and printing at <http://hydra.gsa.gov/forms> (other forms-external forms-numeric by form number). The provider must instruct the relocating employee to return the evaluation form upon completion to the agency for completion of the section entitled, "BL/GBL Issuing Officer's Response." The provider also must follow up in an attempt to ensure both the relocating employee and the agency completes their respective portions of the form and return it to the PMO. If the relocating employee has not completed the appropriate section on the form within thirty (30)-days from the date of delivery of the HHG to the new residence, the provider will so advise the agency.

4A-.5.7. Service Performance Audit.

The MMS provider must conduct an independent service performance audit of transportation billings and complete a certification document certifying by line item whether billed services (including any services specifically requested by the relocating employee) were or were not necessary, properly authorized, and actually performed. The provider may develop a form for this purpose and must, if requested, have it pre-approved by the agency. This audit is unrelated to an agency's audit of the actual billing charges which also is an optional "provider" service under paragraph 4A-6.3. If prepayment audit of transportation bills is performed under procedures in HTOS paragraph 4A-6.6, the provider must furnish the service performance audit certification along with the transportation billing to the prepayment auditor for audit of the actual billing charges.

4A-5.8. Management Information Reports.

The Government requires certain management information reports that may or may not be commercially standard. If the MMS provider has a commercial report that would meet an agency's stated specific need, it may propose that the agency use that report instead of the one specified as long as it can satisfactorily demonstrate how the proposed substitution would meet the agency's needs. Reports must contain monthly, quarterly, and year-to-date totals, when appropriate. The MMS provider must provide required reports to the agency within fifteen (15) business days following the month/quarter services were performed.

4A-5.8.1. Agency Reports.

If requested by the shipping agency, the MMS Provider must furnish the following reports in the manner specified by the agency with regard to format, content, and frequency. Data elements may be revised by the ordering activity.

4A-5.8.2. Shipment Summary.

A summary of the total number of shipments handled for the specified period further broken down into the following incremental categories:

- (1) Number of shipments by agency activity;
- (2) Number of shipments by participant;
- (3) Number of interstate shipments;
- (4) Number of intrastate shipments; and
- (5) Number of shipments to an international location.

For each category the provider must show total line-haul and accessorial charges.

4A-5.8.3. Claims Summary.

A summary of the total number of loss/damage claims handled for the specified period further broken down into the following incremental categories:

- (1) Number of claims by agency activity;
- (2) Number of claims by participant;
- (3) Number of intrastate claims;
- (4) Number of interstate claims;
- (5) Number of international location claims;
- (6) Average number of days between the date of claim filing and date of issue of initial settlement offer;

- (7) Average number of days between the date of receipt of the initial settlement offer and the date of final settlement;
- (8) Average amount claimed and settled interstate;
- (9) Average amount claimed and settled intrastate; and
- (10) Average amount claimed and settled on shipments to an international location.

For each claim not settled within thirty (30) days and/or sixty (60) days as requested by the agency's RTO, an explanation for the delay must be supported by the appropriate Delay Codes identified in the HTOS Section 9.

4A-5.8.4. Counseling Contact Summary Report.

(Applies only when an agency has chosen the optional “Employee Pre-Move Counseling” service)

A summary report of counseling contacts showing relocating employee’s name, date of initial contact, and current status of the move including date(s) for the pre-move survey, packing, pickup, and actual or proposed delivery into SIT and/or residence.

4A-5.8.5. On-time Services Summary Report.

A summary report listing:

- (1) Relocating employee(s) name;
- (2) Scheduled pickup date;
- (3) Actual pickup date;
- (4) Scheduled delivery date(s) into SIT and/or residence;
- (5) Actual delivery date(s) into SIT and/or residence;
- (6) Scheduled date for delivery out of SIT;
- (7) Actual date for delivery out of SIT; and

When scheduled and actual dates are different, an explanation must be provided.

4A-5.8.6. Specially Requested Reports.

Special one-time reports furnished to the RTO when the agency requests and the PMO approves.

4A-5.9. Customer Service.

The contractor shall provide a 24-hour, toll-free telephone number to assist in tracking/tracing shipments; resolving problems that occur during any phase of the move, including quality control problems; and in filing post-delivery claims for agencies that choose that optional service.

4A-6. Optional Services

4A-6.1. General.

If specifically requested by the agency, the MMS provider must provide the following optional services specified in HTOS paragraphs 4A-6.1 through 4A-6.9.

4A-6.2. Employee pre-move counseling.

Employee pre-move counseling (as distinguished from a participant provided pre-move survey) must include information on the participant's commercial moving practices affecting all aspects of the HHG move. It also may include Government-specific information on HHG entitlements and allowances prescribed in the Federal Travel Regulation (41 CFR chapters 300-304) as well as information on any agency internal implementing regulations, including weight allowance information. Additionally, the provider must counsel the relocating employee about services the relocating employee is authorized at Government expense as well as any requested services that are not the

Government's financial responsibility and which the employing agency will charge back to the relocating employee. Some of these services are:

- (1) Extra pickup/delivery;
- (2) Temporary SIT authorized by the agency;
- (3) Non-temporary (permanent) storage (NTS);
- (4) Unauthorized items;
- (5) Assembly/ disassembly of property;
- (6) Shipment of perishable items;
- (7) Firearms and hazardous material exclusions;
- (8) Level of service coverage, options, and costs;
- (9) Reporting concealed damages, relocating employee rights and responsibilities, third-party servicing;
- (10) Packing/unpacking and crating/ uncrating;
- (11) Preparation and filing of claims;
- (12) Name and address of origin/destination storage provider; and
- (13) Local drayage out of storage.

The counseling also includes explaining the Government's role concerning Commuted Rate Schedule moves as prescribed in the Federal Travel Regulations (FTR) and limitations on the Government's financial obligation for reimbursement on such moves.

Following is an availability listing of publications that contain information important in the relocating employee's pre-move counseling process:

- (1) FTR: Available on the Internet at:

<http://policyworks.gov/org/main/mt/homepage/mtt/FTR/FTRHP.shtml>

(2) CHAMP: Available on the Internet at:

<http://r6.gsa.gov/fsstt/>

(3) Agency specific regulations/procedures: (Contact appropriate agency for availability)

4A-6.3. Prepayment Audit.

(1) MMS Provider Responsibilities. The MMS provider will conduct, or arrange to have conducted, a

prepayment audit of each transportation billing and supplemental billing for service performed under this HTOS.

(2) Certification. Any auditor (other than a GSA Prepayment Audit Schedule contractor) desiring to

perform a prepayment audit service must be certified by the GSA Audit Division (FBA) to do so. Certification may be obtained by contacting:

General Services Administration

Federal Supply Service

Audit Division (FBA)

1800 F Street, NW

Washington, DC 20405

<http://pub.fss.gsa.gov/transtrav>

(3) Procedures. The Prepayment Audit procedures under this HTOS paragraph 4A-6.3 are subject to provisions of the Federal Management Regulations (FMR) part 102-118 (41 CFR parts 102-118). Procedures stated in this HTOS paragraph 4A-6.3 reflect

requirements and may be used in addition to any other required procedures published in the FMR, in developing the MMS provider/agency MOU. The prepayment auditor must adjust billed charges as appropriate based on the service performance audit as specified in HTOS paragraph 4A-5.7 and the prepayment audit before submitting the billing invoice, along with the service performance audit certification, to the agency for payment.

(4) Adjustments. Upon instructions from the agency, the MMS provider must advise the participant

and/or the agency via a statement of differences submitted either electronically or in writing within seven (7) days of receipt of the bill of any adjustment the auditor makes.

The statement of differences must include the following:

- (a) Participant's standard alpha code (SCAC);
- (b) Participants' bill number;
- (c) Amount billed;
- (d) Amount paid
- (e) Agency name;
- (f) Participant's taxpayer identification number (TIN);
- (g) Document reference number (DRN);
- (h) Payment voucher number;
- (i) Complete tender or tariff authority, including the governing item or section number.

The MMS provider must annotate the following information on all transportation bills that have been completed:

- (a) Participant's standard carrier alpha code (SCAC);
- (b) Participants bill number;
- (c) Amount billed;
- (d) Amount paid;
- (e) Agency name;
- (f) Participant's taxpayer identification number (TIN);
- (g) Document Reference Number (DRN);
- (h) Payment voucher number;
- (i) Complete tender or tariff authority with the applicable rate authority, including the governing item or section number;
- (j) Copy of any statement of differences sent to the participant; and
- (k) The date invoice received from the participant.

(5) Appeal Procedures. The agency must establish an appeal process that directs participant appeals to an agency official or to the MMS provider with responsibility for providing adequate consideration and review of the circumstances of the claim. Review of an appeal must be completed within thirty (30) days. If the participant disputes the findings and the agency or MMS provider as appropriate, cannot resolve the dispute with the participant, all relevant documents including a complete billing history and the appropriation or fund charged should be forwarded to GSA for the rendering of a decision. Carrier claims must be submitted within three (3) years beginning the day after the latest of the following dates (except in time of war):

- (a) Accrual of the cause of action;
- (b) Payment of charges fore the transportation involved;
- (c) Subsequent refusal for over payment of those charges; or
- (d) Deduction made to a carrier claim by the Government under 31 U.S.C. 3726.

4A-6.4. Performance Standards for Service Performance Audit and Prepayment Audit-6.5.

The Government must comply with provisions of the Prompt Payment Act (31U.S.C. 3901(a)(5)). The MMS provider therefore must ensure that within seven (7) days of receiving the participant's bill, it has completed the service performance as described in HTOS paragraph 4A-5.7 and prepayment audits as described in HTOS paragraph 4A-6.3 and has the consolidated transportation/MMS billing, accompanied by the service performance audit certification, in the hands of the agency for payment. The MOU between the agency and the MMS provider must stipulate whether the agency or the MMS provider will be responsible for remitting payment to the participant. If the MMS provider is to remit payment to the participant, the agency must issue and forward the remittance by check or electronic transfer to the MMS provider in time for the agency to be deemed "in compliance" with provisions of the Prompt Payment Act. The MMS provider will not be liable for any late payment interest charge the agency may accrue on a transportation payment that is not in compliance with the Prompt Payment Act requirements.

4A-6.5. Preparation of Shipment Documentation

If an agency exercises its option to have the contractor prepare a GBL or BL, the contractor must comply with the terms and conditions set forth in FMR part 102-117 (41

CFR Part 102-117. On international shipments the MMS provider must complete, and distribute copies of, each GBL following instructions published in the GSA Federal Supply Service Guide, "How to Prepare and Process U.S. Government Bills of Lading" (National Stock Number 7610-00-682-6740, 41 CFR 101-41.305-1 and 2). The provider must furnish a legible memorandum copy of all GBL's or a legible copy of all BL's prepared and distributed to the RTO before the shipment pickup date.

4A-6.6. Data Communications Capabilities.

The MMS provider must:

- (1) Provide on-line electronic access to all database information pertaining to task orders and applicable shipment records;
- (2) Provide the RTO or designee and the GSA PMO in Kansas City, Missouri, on-line access to all database information pertaining to task orders and shipment records for all accounts established under the terms of this HTOS;
- (3) Establish sufficient safeguards to prevent unauthorized access to the database information;
- (4) Make the electronic access available through an asynchronous modem with a baud rate of at least 2400; and
- (5) Furnish clear documentation setting out procedures for access to and use of the database.

4A-6.6.1. Data Elements.

The database must contain, but is not limited to, the following elements: (1) task order information; and (2) shipment information sufficient to generate the reports specified in HTOS paragraph 4A-5. The shipment database must be maintained in a separate

directory with separate shipment records for each relocating employee move. Shipment files must not be commingled with data maintained for shipments not subject to this HTOS. Each shipment record must contain all information required for that particular shipment, including any claims filed by the participant, status of the claim, etc. using a continuous computer terminal screen, if necessary. Performance data documenting how the move was handled must be collected independently and maintained in this file. The provider must provide the facility for the RTO's and the GSA PMO to extract and consolidate data such as participant performance if specific reports are required.

4A-6.6.2. Database Maintenance.

The MMS provider must update the database on a twenty (24)-hour basis, at a minimum, and provide for on-line electronic access to database elements for a period of one year from date of pickup. **After one year, only a hard copy of the records is required to be maintained for six (6) years after the date of action, as specified under the United States Code Title 28 Section 2415.**

(Paragraph 4A-6.6.2. revised (see bold) effective October 1, 2004).

4A-6.7. On-site Quality Control Service.

If a an agency requests, the MMS provider must arrange for quality control personnel to provide on-site inspection service at the origin/destination residence at pickup/delivery.

Inspection services include, but are not limited to:

- (1) Verification of correct inventory coding;
- (2) Use of proper packing materials;
- (3) Appropriate article servicing;

- (4) Equipment and personnel suitability; and
- (5) Satisfactory performance of unpacking.

The actual cost of any on-site quality control service requested is negotiable between the MMS provider and the agency. The agreed upon price must be stated in a written document and retained by both parties. The document will be construed as a one-time only amendment to the provider's rate filing. A copy of the written document must be included with the MMS provider's voucher. The provider may engage a third party to perform these services provided they are representatives or employees of a HHG carrier, forwarder, or an agent thereof.

4A-6.8. Quality Assurance Plan.

If requested by the agency, the MMS provider must provide the agency a quality assurance plan to assist in ensuring quality service and must designate quality assurance personnel to execute the plan.

4A-6.9. Claims Preparation, Filing, and Settlement Assistance.

If the relocating employee or agency requests, the MMS provider must provide timely loss/damage claim preparation/filing assistance, including follow-up assistance for any subsequently discovered loss or damage. The provider must review and negotiate any settlement offer that is inconsistent with the participant's liability or HTOS provisions, and in the case of an impasse must refer the complete file to the agency. The MMS provider also must counsel the employee about potential consequences of signing any full and unconditional release on any offer of settlement before all claims resulting from a particular move have been resolved.