

SECTION 5 - PERFORMANCE REQUIREMENTS

Item 5.1 Transit Time for CONUS Motor Freight Shipments

Motor Freight shipments moving in CONUS will move according to the following transit time table.

CONUS Motor Freight Transit Time in Business Days		
Distance	TL	LTL
<= 500 miles (805 km)	1	3
501 - 1000 miles (806 - 1610 km)	2	4
1001 – 1500 miles (1611 – 2415 km)	3	5
1501 – 2000 miles (2416 – 3220 km)	4	6
2001 – 2500 miles (3221 – 4025 km)	5	7
> 2501 miles (4026 km)	6	7

Transit time for CONUS Motor Freight starts the business day after pick-up and ends on the day the shipment has been offered for delivery or delivered.

In general, transit time will **not** start on weekends and Federal holidays, and Saturday, Sunday and Federal holidays do not count in the transit time. However, specifics within a Request for Offers (RFO) or Standing Route Order (SRO) can override the transit time calculation. An example of this would be a customer stating a required delivery date (RDD) on the BOL or a statement in the RFO requiring a movement from California to Arizona (1001-1500 miles) with a two (2) day transit time versus the 3 days reflected in the table.

A delivery date that falls on a non-business day (weekend or Federal holiday) will automatically be moved to the next business day, unless the agency/organization or the customer requests and authorizes delivery on Saturdays, Sundays, or holidays (as set forth in Items 860 and 865, GSA National Rules Tender No. 100-D). TSPs are not required to deliver shipments on these days. TSPs will not be penalized if they refuse to voluntarily make Saturday, Sunday, or Federal holiday delivery. The shipment will be delivered on the next business day.

Exceptions to transit time standards:

- Required Delivery Date (RDD) on the BOL is less than the standard transit time (Expedited Service, Item 480 in the GSA National Rules Tender No. 100-D, will apply).

- Oversize, overweight, or HAZMAT shipments that have movement constraints (for example, daylight movement only).
- Shipments under FAR-based contracts for Cost Reimbursable Contractors (CRC) authorized under this STOS. If there is a conflict, the terms and conditions of the Contract supersede the standard transit times in the STOS.

Item 5.2 Transit Time for Alaska, Hawaii, and Puerto Rico Shipments

It is GSA's intention to only solicit through rates (a rate applicable for transportation all the way from point of origin on the BOL to destination on the BOL) for shipments to Alaska, Hawaii and Puerto Rico.

For all Motor Freight shipments to Alaska, Hawaii, and Puerto Rico transit time will not exceed 20 business days.

Transit time for Motor Freight shipments to Alaska, Hawaii, and Puerto Rico starts the calendar day after pick-up and ends on the day the shipment has been offered for delivery or delivered.

A delivery date that falls on a non-business day (weekend or Federal holiday) will automatically be moved to the next business day, unless the agency/organization or the customer requests and authorizes delivery on Saturdays, Sundays, or holidays (as set forth in Items 860 and 865, GSA National Rules Tender No. 100-D). TSPs are not required to deliver shipments on these days. TSPs will not be penalized if they refuse to voluntarily make Saturday, Sunday, or Federal holiday delivery. The shipment will be delivered on the next business day.

Exceptions to standard transit times:

- RDD on the BOL is less than the standard transit time (Expedited Service, Item 480 in the GSA Uniform Rules Tariff No. 200, will apply).
- Oversize, overweight, or HAZMAT shipments that have movement constraints (for example, daylight movement only).
- Shipments under FAR based contracts for Cost Reimbursable Contractors (CRC) authorized under this STOS. If there is a conflict, the terms and conditions of the contract supersede the standard transit times in the STOS.

Item 5.3 Transit Time for Shipments to Canada

Transit times for motor freight shipments to Canada will follow the guidelines for CONUS shipments in Section 5.1 above.

5.3.1 Pickup Services

TSP pickup service includes arriving on time for pickup with the type and quantity of equipment ordered by the shipper. The shipper may inspect the TSP's equipment upon arrival and, if determined unsuitable for freight loading, reject the equipment. No charges are due the TSP for equipment rejected for valid reasons. The TSP will be provided the Government's reason for rejecting the equipment.

When ordering equipment or requesting a pickup date, TSPs will receive advance notice from the ordering agency or eligible user organization. Unless an abnormal amount or type of equipment is requested, TSPs will be notified the afternoon prior to the day the equipment is needed unless other arrangements are made. However, in some circumstances, TSPs may be required to perform same day pickup service. TSPs will not be penalized if they are unable to provide this "special" same day pickup service.

Pickup service is measured from the information in TransPort Integrator, or from agency/organization shipping facility dispatcher records that show the requested time and date of pickup, and from TSP sign-in registers indicating TSP date and time of arrival.

Pickup may be delayed only if the TSP has requested and received permission to delay from the ordering official; otherwise the shipment pickup will be considered late. The ordering official must record the permitted delay in the agency/organization dispatcher records.

5.3.2 Loss or Damage Claims

Loss or damage claims attributable to the TSP's performance must be acknowledged and settled in accordance with the provisions of 49 CFR § Part 1005. In all instances, loss or damage claim settlements will be applied to the origin TSP's performance of service. Information used by agencies to file a single or aggregate claim against a TSP could include but is not limited to:

- Reports
- Records
- Historical agency/organization files

If a shipping agency/organization files an aggregate claim against an individual TSP, each item must be settled and reported on separately by the TSP. For example, the claim must have the claimed amount with the supporting documentation for each claim on the aggregate filing as if they were individual claims.

Except for shipments originated with GSA, the TSP must provide an initial report in writing to the BOL issuing officer not later than the first business day after the incident, detailing any event of major significance that produces substantial loss, damage, or delay to a shipment(s), such as theft or seizure of cargo, strikes, embargoes, fires, or other similar incidents.

For shipments originated by GSA, the TSP must attempt to report the required information not later than the first business day after the incident to the consignor and the National Customer Service Center (NCSC):

National Customer Service Center (NCSC) (6FR)
1500 East Bannister Road
Kansas City, MO 64131-3088
Phone -- 1-800-488-3111
Fax -- 816-926-6952
E-mail: NCSCcustomer.service@gsa.gov

Regardless of who originated the shipment, the TSP must follow up the initial report with a detailed written report that includes an assessment of the loss or damage, delays encountered and final disposition of the property. The required information is:

- Type of incident;
- Location of incident;
- Description of any hazardous cargo;
- BOL Number and date issued;
- BOL issuing office;
- Origin;
- Destination;
- Date shipment received by TSP;
- Required Delivery Date, if applicable;
- Date and time of incident;
- Estimated amount of loss and extent of damage
- Current status of shipment(s), including new estimated time of arrival (ETA);
and
- Location of shipment(s), if applicable.

5.3.3 Lost Freight (Astray Freight)

If freight is separated from the TSP's freight bill or bill of lading, the TSP will follow these procedures to locate the missing freight and to notify the Agency or eligible user organization.

When the TSP is able to determine the consignee, either from the markings on the freight or from the shipping documentation affixed to it, or contained within the freight, the TSP will promptly deliver the freight to the consignee.

When the consignee cannot be determined from the markings on the freight or shipping documents, but the TSP is able to determine that the property belongs to a specific Government agency or eligible user, then the TSP will contact the agency/organization for disposition instructions.

For GSA originated shipments, the TSP will contact the National Customer Service Center (NCSC) for disposition instructions.

National Customer Service Center (NCSC) (6FR)

1500 East Bannister Road

Kansas City, MO 64131-3088

Phone -- 1-800-488-3111

Fax -- 816-926-6952

E-mail: NCSCcustomer.service@gsa.gov

When specific agency/organization ownership cannot be determined for astray freight which is identifiable as Government property, the TSP will contact the nearest Government agency for disposition instructions.

5.3.4 Request for Waiver from STOS or Bill of Lading (BOL)

The BOL Issuing Officer, the agency/organization shipping facility Traffic Manager, or the agency/organization servicing office representative may, for an individual shipment, waive one or more of the requirements in this STOS or of the BOL in whole or in part because of the incompatibility of such requirements with the prevailing circumstances. An affected TSP may submit the waiver request verbally to the BOL issuing officer; however, the request must be confirmed in writing by the TSP to the BOL issuing officer within one (1) business day of the initial request.

If the BOL issuing officer or designee determines that a waiver is justified, he or she will issue a waiver in writing, by amending the BOL and distributing copies of the amendment, including a copy to the TSP, within 48 hours after receiving the TSP's request.