

3 Responsibilities and Authorities

3.1 Program Manager Responsibilities and Authorities

The following table summarizes the responsibilities and authorities of the GSA Centralized Household Goods Traffic Management Program (CHAMP) Program Manager and the Program Management Office (PMO). In general, the Program Manager is responsible for the overall management and administration of CHAMP. The Program Manager is ultimately responsible for the effective operation of CHAMP and is the final arbitrator in disputes.

Unless otherwise specified in the table below, all provisions are applicable to domestic and international moves. Specific provisions for international are grouped at the bottom of the table.

Program Manager/Program Management Office(PMO) Responsibilities and Authorities	
Responsibility	Authority and Actions Required
Application to Participate in CHAMP	Accept or reject in writing in accordance with Section 2.
Rate Filing	Accept, reject or require correction in accordance with Section 4 and the Request for Offers (RFO).
Refer TSP to Suspension or Disbarment	In accordance with the procedures in the Federal Management Regulations (FMR) Part 102-117 (41 CFR Part 102-117).
Place TSP in Temporary Nonuse Status	Initiated without regard to other TSPs or individual performance.
Appeal of Revocation of Approval, Temporary Nonuse, Suspension, and Disbarment	Handle the appeal of revocation in accordance with Federal Acquisition Regulation (FAR) Subpart 9.407-3 (48 CFR 9.407-3) provided that any reference to temporary nonuse in the Subpart shall be construed to mean revocation of approval.
Appeal of Corrective Action	Handle the appeal of corrective action in accordance with FAR Subpart 9.407-3 (48 CFR 9.407-3) provided that any reference to temporary nonuse in the Subpart shall be construed to mean corrective action.
Appeal of Performance Report	Consider only factual items and provide TSP with written decision within thirty (30) business days of receiving the TSP's submission or presentation in accordance with this section and Section 10
Appeal of RTO Claim Decision	Review all relevant and necessary information to make a final recommendation on the dispute.

Program Manager/Program Management Office(PMO) Responsibilities and Authorities	
Responsibility	Authority and Actions Required
Review of Records by PMO or Designee	Within three (3) years or time period defined in FAR Subpart 4.7 (48 CFR 4.7) whichever expires earlier. Examination includes access to books, documents, papers and records of the TSP involving transactions related to this Household Goods Tender of Service (HTOS) or compliance with any clauses thereunder. TSP shall furnish copies of such records at no cost to the government.
Quarterly Performance Reports	PMO will provide to TSP a quarterly performance report based on GSA Forms 3080.
Annual Performance Report	PMO will publish a performance report annually based on Form 3080 and any other information the PMO deems appropriate.

Program Manager's (PMO) Responsibilities and Authorities	
International Program Only	
Responsibility	Authority
Agent Termination and TSP Nonuse	Ensure new agency agreement established within thirty (30) calendar days or TSP shall be placed in temporary nonuse.

3.2 Responsible Transportation Officer (RTO) Responsibilities and Authorities

The responsibilities and authorities of the Responsible Transportation Officer (RTO) can be performed by either a Contractor or a General Services Officer (GSO). See Appendix. The table below outlines the responsibilities and authorities of the RTO. The RTO is authorized to waive approvals and requirements of this tender based on individual shipment circumstances. Initial decisions by the RTO are final and conclusive to Transportation Service Provider (TSP) unless an appeal is made to the Program Manager/PMO.

All documentation preparation and annotation is the responsibility of the Ordering Officer unless specified elsewhere. The Ordering Officer is responsible for distributing the Bill of Lading or GBL

Unless otherwise specified in the table below, all provisions are applicable to domestic and international moves. Specific provisions for international are grouped at the bottom of the table.

(RTO) Responsibilities and Authorities	
Responsibility	Authority and Actions Required
Transportation Service Provider (TSP) Liability	Establish and authorize in writing the level of services and liability on Bill of Lading.
Expedited Service	Approve in writing.
Telephonic Pre-move Surveys	Approve in writing.
Use of Crates	Approve in writing in accordance with Section 5.
Shuttle Service	Approve in writing.
Transit Times	Approve changes in writing.
Inspection of TSP Facilities and Performance	Can perform under guidelines in Section 7.
Defective Performance	Authorized to direct TSP to correct or re-perform in accordance with Section 7.
Constructive Weight	Approve in writing in accordance with Section 5.
Indirect routing	Approve in writing. See details in this section.
Use of alternative TSP	Approve in writing. No alternatives allowed for International. See details in this section.
Diversion and Re-consignment	Approve in writing.
Temporary Nonuse TSP and/or Agent	Place TSP or agent in accordance with procedures in FMR Part 102-117 (41 CFR Part 102-117).
Refer TSP for Suspension or Disbarment	Refer TSP for suspension or disbarment in accordance with procedures in the FMR Part 102-117 (41 CFR Part 102-117).
Termination of Performance	Approve in writing whole or part of service. Termination is based on failure to complete a service, delay a service or refuse a service. Domestic items include: nonpayment of agent's fees and/or unreasonable TSP charges to agent, detention of a shipment due to dispute, missing documentation and inability to perform service in a timely manner. International items include: non-payment of charges by TSP to agents or other service providers, e.g. port agents causing shipment to be detained or delayed and missing documentation. Charges incurred by the TSP such as late delivery charges will be charged to the TSP.
Proper Tarping	Place TSP in temporary nonuse when shipments moved in linehaul without proper tarping.

(RTO) Responsibilities and Authorities	
Responsibility	Authority and Actions Required
Violation of Tender of Service	Place TSP in temporary nonuse for repeated violation of any item in HTOS or failure to perform in accordance with tariff/rate tender and/or other legal requirements.
Lack of Incomplete Corrective Action	Place TSP in immediate temporary nonuse if TSP corrective action is incomplete.
Inventory Coding	Place TSP in immediate temporary nonuse if TSP consistently uses mass coding or miscoding.
Improper Conduct	Place TSP in immediate temporary nonuse if TSP personnel are reported under influence of alcohol or drugs, use abusive language or improper conduct.
Removal of Property from Disapproved Facilities	Direct TSP to move shipment to Government approved warehouse. Cost paid by TSP. No cost to Government.
Storage-in-Transit (SIT) greater than 50 miles at Destination	Approve in writing. In excess of fifty (50) miles of destination charges for storage include: charges for storage at other TSP warehouse, and charges involving use of trailers, vans, public warehouses and self-storage units.
SIT at Origin	Approve in writing in accordance with Section 5.
Storage in Non-commercial Facilities	Approve in writing in accordance with Section 5 storage in trailers, vans, public warehouses, self-storage units or any other non-commercial facility.
Partial Withdrawal from SIT	Approve in writing prior to withdrawal and inform TSP with new billing instructions.
Removal or Placement of Property from or to Inaccessible Locations	Approve in writing prior to performance. Inaccessible is defined as: Not accessible by a permanent stairway; not adequately lighted; does not have a flat continuous floor; or does not allow a person to stand erect.
Filing of Claims incomplete or non-performance of services	File in writing with TSP for shipment adjustment costs.
Filing of Claims – Loss or Damage	File in writing with TSP unless waived by employee.
TSP Request Excusable Delay, Refusal or Failure	Decision by RTO. Situations beyond control of TSP include but are not limited to: Acts of God or the public enemy, strikes, freight embargos, and unusually severe weather. TSP shall notify Ordering Officer. Ordering Office advises RTO. If decision is that delay is inexcusable, RTO shall notify Program Manager.
Scheduling Service on Saturday, Sunday or Holidays	Approve in writing prior to performance.

(RTO) Responsibilities and Authorities	
Responsibility	Authority and Actions Required
Completion after 5:00 P.M.	RTO, employee, or their authorized representative, approve in writing the start of any service that cannot be completed by 5:00 P.M on regular business days. No liability on the part of the Government will be incurred for overtime labor or any other additional charge.
Service Beyond Scope of HTOS	Authorize in writing scope and pricing prior to performance.
Packing and Stuffing of Containers	Authorize in writing packing and stuffing prior to performance at a location other than the residence.
Use of Third Parties	Authorize in writing in accordance with Section 5.

RTO Responsibilities and Authorities	
International Program Only	
Responsibility	Authorities and Actions Required
Designation of Agency	Authorized to direct use of destination and origin agents.
Use of Foreign Flag Shipping	Approve in writing in accordance with Section 4 and the RFO.
Diversions and Reconsignment	Anything outside a 50 air mile radius of the US Embassy or Consulate or municipality shown on the Bill of Lading.
Taking Possess of Shipments When TSP put in worldwide nonuse status	Inspect local and port agent facilities for subject TSP. Terminate these shipments and arrange alternative TSP and transportation to final destination.
SIT at Destination	Authorize and approve in writing in accordance with Section 5. TSP shall use closest Department of Defense/Department of State approved storage facility. Excess charges for TSP convenience will not be allowed.
High Risk Item Programs	Establish and authorize in writing the terms and conditions of any program limiting a TSP's liability in accordance with Section 9.
Reweigh of Shipment	Authorize in writing in accordance with Section 5.
Payment of Release Fees and Setoff	Pay any charges necessary to release a shipment and initiate setoff procedures against the TSP for any overage.
Extension of Storage	Negotiate storage in excess of 180 calendar days in accordance with Section 5.

3.3 Transportation Service Provider (TSP) Table of Responsibilities and Authorities

The table below summarizes authorities and responsibilities of the Transportation Service Provider (TSP). This table is only a summary. Specific TSP responsibilities and authorities are defined throughout the HTOS, especially in Section 5, Household Goods Services, and Section 11, Reporting. The TSP and its agents share in the execution of these responsibilities. Although agents perform a vital role in this regard, the principal responsibility for these requirements is on the TSP. The TSP is always responsible for the actions of its agents.

A TSP can request a waiver of a requirement or approval for a special service. All verbal requests shall be followed up in writing.

Unless otherwise specified in the table below, all provisions are applicable to domestic and international moves. Specific provisions for international are grouped at the bottom of the table.

TSP's Responsibilities and Authorities	
Responsibility	Authority and Action Required
All Origin and Destination Services	Responsible for performing or arranging for origin, linehaul and destination services from the point of origin to final destination, as well as satisfactorily settling any and all claims. TSP is responsible for following the rules of this HTOS and TSP is responsible for the actions of its agents and subcontractors.
Selection of Agents	TSP has a choice of agents, subject to Federal agency control. (Refer to the current RFO for restrictions). TSP shall have a resident agent in each state, offshore location, country, and trust territory or US possession for which TSP submits rates. General agents can be used.
For Acts of Omission	For themselves and the acts of their agents including accessorial or terminal services.
Diligence and Reasonable Care	For themselves and their choice of agents who shall be sufficiently knowledgeable, fit, willing and able to provide services under the provisions of the HTOS.
Direct Routing (Through Shipping)	All shipments tendered are the responsibility of the TSP from origin through destination. Indirect routing or transshipping is not allowed unless waived by RTO.
Errors in shipment	If TSP ships the wrong property or ships to the wrong destination, TSP is responsible for expedited return of the property including air transportation.
Shipment Refusal	TSP shall refuse shipments for which they have no rates on file or are outside their scope of operations.

TSP's Responsibilities and Authorities	
Responsibility	Authority and Action Required
Shipment Routings	TSP shall determine optimal shipping routes.
Shipment Tracing	TSP shall trace and annotate documentation and notify RTO within thirty (30) business days. TSP shall keep records in accordance with Sections 5 and 10 including the date of the requests, time received, name of the requestor, and the date and time status provided.
SIT	Mandatory use of TSP's agent facility within fifty (50) mile radius of origin, destination or installation shown in the "Consignee Block" of the Bill of Lading. Outside the fifty (50) mile radius requires RTO approval.
Complaints and Inquiries	TSP establishes procedures for receiving and responding to complaints and inquiries from the RTO and the employee or their authorized representative. TSP shall, at a minimum, provide a published phone number and written record in the file.
Document Preparation and Annotation	Properly preparing and annotating the shipping, billing and claims settlement documents and any other documentation required by the HTOS.
Document Distribution	See Section 5.
Claims	Provide to employee all reasonable and necessary assistance in preparation and filing of claims, including the forms, assistance in filling in forms, inspection of damaged property and obtaining estimates.
Settlement	Provide to employee an item by item analysis of the settlement including denials or compromises.
Appeal Procedures	May exercise for issues involving revocation of approval, temporary nonuse, suspension and disbarment, corrective actions, performance reports and claims.
Claims for Additional Charges	Additional charges for transportation or accessorial charges shall be presented to the shipping Federal agency with full documentation and explanation.
Quality Control Program	All documentation and SOPs available upon request for review and inspection in sufficient detail of every facet of the traffic management system. For example, routing, tracing, billing, packaging, employee training and supervision and agent supervision. Standards shall be equal to or greater than those of the HTOS.
Assignment of Bills	TSP may not subrogate invoices for service rates and charges to third parties except to a bank for collection.
Equipment	Maintain in good operating condition with clean and sufficient pads, covers and protective equipment to ensure safe transit of household

TSP's Responsibilities and Authorities	
Responsibility	Authority and Action Required
	goods.
Facilities	Maintain equipment, facilities, operations and personnel adequate for performing services.
Maintenance of Records	Abide by 28 U.S.C. 2415 and 41 CFR 102-118 with regard to retention of transportation shipping documents. Electronic and physical data imaging systems (e.g., scanning or microfilm) may be used for most business purposes as long as hard copies are maintained and provided when requested. TSP is responsible for quality, indexing and retrieval of these records.
Employees	Hire and train qualified personnel. Neat appearance, in uniform, with valid company IDs. IDs shall have photo, employee name and signature. No parolees, convicts, or prison labor permitted. Remove any employee under influence of drugs or alcohol or who is abusive.
Use of Alternate TSPs	Request for alternate made by TSP to RTO in writing. Approval by the Federal Agency BL issuing officer required. Alternate shall be an approved CHAMP TSP. The TSP shall perform services to the same standards as the TSP and is bound by the requirements of the HTOS.

TSP's Responsibilities and Authorities	
International Program Only	
Responsibility	Authority and Action Required
Open Routing Exception	TSP shall not use busy ports during peak season that could delay shipments.
Personnel IDs	Photo ID with company name and logo, employee name, company address, company unique employee ID number, employment date and employee signature. Expired documentation will not be accepted.
SIT	TSP is required to use agent's facility nearest the origin, destination city or installation shown on the "Consignee Block" of the GBL regardless of fifty (50) mile radius.
Ocean Terminal Port Agent Facility Standards	Meet national/host country standards and codes with respect to the fire safety, prevention and protection requirements and storage of combustible materials. Facilities are maintained and used according to in accordance with generally accepted warehousing practices.
Property Release to Shipping Federal Agency	TSP shall release shipment if demanded by Federal agency. All property shall be clearly identified on the ocean bills of lading/manifests or other documentation for ease in tracing and action.

TSP's Responsibilities and Authorities	
International Program Only	
Responsibility	Authority and Action Required
Agents	Federal agency may designate which origin and destination agents TSP shall use.
Agent Staffing	Manned during normal working hours with booking and servicing agents. One agent employee may support up to three (3) TSPs. Two agent employees are required for four (4) or more TSPs.
Agent Agreement	Contract, in English as necessary, is required prior to effective date of accepted rates. Terms and conditions of HTOS flow down. Shall include this clause: "By acceptance of this contract/agreement/order/reimbursement schedule, I recognize that property being transported hereunder is United States Government sponsored personal property and, as such, will not be detained by my firm under any circumstances. Further, I guarantee representatives of the US Government free access to any facilities, including those of my agents, during normal working hours for their lawful purpose of inspecting and removing TSP containers in which United States Government sponsored personal property is shipped".
Agent Use	TSP upon request furnish agent list to RTO. Change of agent may be subject to Federal agency inspection and approval of PMO.
Agent Termination	Whether by Government or TSP action, upon termination TSP shall make temporary arrangements for interim destination services with another local agent.
Termination by Agent	In the case of agent's voluntary withdrawal from or termination of its agency agreement with TSP, TSP shall make immediate temporary arrangement for interim destination services.
Dispute	Any party that makes a claim shall enter a sixty (60) calendar day discussion to reach an agreeable settlement without litigation. All parties still have the right to litigation or other administrative remedies.

3.4 Employee Responsibilities and Authorities

The table below summarizes authorities and responsibilities of the employee with respect to the shipment of their Household Goods (HHG). This table is only a summary. At the time of the pre-move survey, the TSP shall provide the employee or their agent a copy of GSA's "Your

Rights and Responsibilities". This is available from the GSA [Household Goods Transportation](#) website at Agency Shipping Household Goods > Rights and Responsibilities Pamphlet.

Employee Responsibilities and Authorities	
Responsibility	Authority and Action
Limitation of Authority	Employee or designee cannot make any agreement with the TSP which shall diminish the rights or increase the obligations of the United States Government, except for reweigh service requests.
Service Dates	Employee will set specific dates with TSP for pre-move survey, packing, loading, and, if applicable, delivery from storage-in-transit, unless otherwise established by RTO.
Release of Property	Employee will release to the TSP only that property that legally belongs to, and may be shipped by, the employee.
Accessibility of HHG	Employee will make sure all property to be shipped or placed at destination shall be in accessible areas with permanent stairways, adequate lighting, a flat continuous floor, and is of sufficient height for a person to stand erect.
Disassembly and Reassembly of Property	Employee will be responsible for disassembly and reassembly of ice makers, swing sets, outdoor playground equipment, television and radio antennas, satellite dishes, storage sheds, and other similar items.
Appliance Servicing	Employee will arrange for the disconnecting or reconnecting of gas and/or electric washers/dryers, and draining of water hoses and draining/filling water beds.
Specialized Servicing	Employee will arrange for the disassembling, reassembling, or servicing of articles that require special servicing or services of a technician or craftsman such as a grandfather clock, audio, home entertainment or other electronic equipment, gas dryers, wall units/room electric/pipe organs, hot tubs, pool tables.
Excess Valuation	Prior to commencement of services, the employee is authorized to establish a level of service or declared value in excess of that established by the Government.
Adverse Weather Conditions	In cases of bad weather that could be detrimental to employee's personal property, service should be suspended until better weather unless approved in writing by employee and TSP.

Employee Responsibilities and Authorities	
Responsibility	Authority and Action
Document Preparation and Annotation	<p>Employee will:</p> <ul style="list-style-type: none"> • Verify the inventory listing and condition of items at pick-up • Verify the inventory listing and condition of items at delivery • Note loss and/or damage on delivery documents with TSP • Obtain independent third party appraisals of high-valued or antique property and give to TSP • Provide TSP list of extraordinary (unusual) value property prior to packing, loading and pick-up of HHG
Inspection and Acceptance	<p>Employee will inspect services in the absence of authorized GSA representative, the employing agency, or the RTO. The employee's report of inspection (as documented by employee's signature on the BL and a joint inspection at delivery) will be administratively final.</p>
Claims	<p>The employee may file claims with TSP for loss of or damage to property.</p>