Employee Relocation Resource Center

Centralized Household Goods Traffic Management Program (CHAMP)

2015 Rate Filing Documents

Extended Storage

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August 26, 2015

This Request for Offers (RFO) transmits the issuance of the 2015-2016 Filing Cycle Special Instructions for the filing of rates in the General Service Administration's (GSA's) Extended Storage Tender of Service (XTOS), specific to the Filing Cycle for the period November 1, 2015 through October 31, 2016.

Performance Bond: All TSPs approved to provide service under the XTOS are required as part of its rate submission to furnish a new performance bond in the amount of **$20,000**, in accordance with Section 1-4 of this RFO, or a Certification of Continuation of Bond. The performance bond/Certification of Continuation MUST clearly identify that the bond is in force for the period November 1, 2015, through October 31, 2016, or later. A performance bond or Certification of Continuation of Bond currently on file does not satisfy this requirement. Electronic copies will only be accepted with the condition that the hard copy will be provided via regular mail. **Performance bonds/Certifications of Continuation must be submitted prior to the transmission of rate offers as the system will not validate submitted rate offers without a valid bond on file.** The effective dates of performance bonds &/or Certifications of Continuation certificates must be 11/1/2015 – 10/31/2016. A performance bond on file for the GSA Centralized Household Goods Traffic Management Program (CHAMP) International program does not satisfy this requirement. A complete separate bond is required for the XTOS.

Industrial Funding Fee: The Industrial Funding Fee (IFF) will be 2.50% of the net shipment charges billable to the Government, to include the following services: packing, drayage, handling in charges, and first month of extended storage. IFF payments remitted to GSA will be based on the packing date for which service was performed.

Fuel Surcharge: All fuel charges must be incorporated into the pricing structure for each shipment, within a 50 mile radius. Anything outside of the 50 miles must be approved by the ordering agency. Additional charges for fuel outside of a 50 mile radius are allowed.

Taxpayer Identification Number (TIN): GSA will no longer be accepting TINs upon the submission of rate records. For those TSPs submitting rate offers via the Formatting Instructions provided in Section 6, please insert 9 spaces (space bar) in positions 63-71 as identified in Section 6-2.1 Header Record.

Mileage Application: Effective November 1, 2015, Web Based Version 29 of ALK Technologies, Inc. will apply.

Rate Offers from 2014-2015 Filing: All rate offers in the Transportation Management Services Solutions (TMSS) system will automatically expire on October 31, 2015. If a TSP does not want to make any changes to their currently filed rate offers, but wants it to become effective again on November 1, 2015, the TSP must go in to TMSS and "carry over" its rates as identified below. Please note: a new performance bond or continuation certificate for a current bond must be on file before carrying over XTOS rates. An error will be generated from the system if a bond is not updated before selecting the rates to be carried over. If a TSP does not "carry over" existing rates or does not upload new rate offers during the initial filing window, any rate offers currently in TMSS will be deleted from TMSS effective November 1, 2015. Rate offers effective during the supplemental filing period of May 1, 2016 do not require a change; however, TSPs have the option to modify existing rates or add rates during the supplemental filing window. TSPs have the option to file new rates for extended storage during the initial filing window. During a supplemental filing window, TSPs may add, change, or remove existing rates.

TSPs have three (3) different options when filing rate offers:

1. Utilize the rate filing capabilities in TMSS. When using this method to add new rates, please select **interstate** for the filing.

- TSPs must have access to the "HHG Rate Filing" module within TMSS. A firm's TMSS Group Administrator can give access to this module. Once the "HHG Rate Filing" module has been accessed, a continuation of existing rates button will be displayed as a pop-up screen. The

message will prompt the TSP to either accept or reject all rate offers to be carried over to the next rate filing cycle;

- If a TSP accepts the continuance of rate offers, TMSS will display a statement that all rates will be copied over during the nightly batch process. TMSS will also display a message to the TSP identifying the number of records that were carried over;
- If a TSP wishes to change an existing rate or add a new rate after submitting the request to carry over all current rates, the TSP may go into the "HHG Rate Filing" module the **following day** and do so; and
- If a TSP rejects the continuance of rate offers, the rate filing module screens will be displayed so that the TSP may begin the rate filing process.

2. Utilize the Format and Electronic Submission instructions found in Sections 6 and 7 of this RFO.

3. Utilize the services of a Rate Filing Service Provider (RFSP).

Viewing XTOS Rates in TMSS HHG Query: When performing a HHG Query in TMSS on extended storage shipments, select the drop down list under "Type" and select "Non-Alternating". From the next drop down list, select EXSTG (for basic extended storage) or CCNTL (for climate controlled storage).

When viewing the query results, rates for origin services are displayed on the first screen. Access to delivery rates are displayed upon selecting the "Click Here for Delivery Rates" button on the first query screen.

Viewing XTOS Rates in TMSS HHG Report: The headers within the HHG Report module are stored file names from the database. Therefore, please make a note of the following mapping when you review the rates for extended storage under SRO codes EXSTG or CCNTL.

- Auto 1 Rates for Packing/Loading/Drayage
- Auto 2 Rates for Warehouse Handling
- Auto 3 Monthly Storage Rates
- SIT Rates for Delivery Within 50 Miles
- Acc Svcs Rates for Delivery Handling Out

Reporting XTOS Shipments: The reporting mechanism is contained within TMSS, so a TSP must log in to the system to file a report. Complete instructions for submitting and editing XTOS reports are located in the XTOS Section 20. Negative reports are not required.

To access the reporting module for extended storage shipments, log in to TMSS and select the link TSP XTOS Reporting. Input the items below into the data entry fields:

- SCAC: Select the SCAC. For Rate Filing Service Providers, a list of SCACs will be available to select from.
- Stor Loc (i.e. Storage location): From the drop down list, select the state where the shipment is stored.
- Reference #: Enter a TSP reference number for the shipment. Can be up to 15 numbers which identify the XTOS shipment.
- Weight: Enter the weight of the shipment, up to 5 digits.
- Dt of packing: Select the date of packing from the pop-up calendar. If packing continued into additional days, enter the last day.
- Dt into Ext Stor: Select the date the shipment went into extended storage.
- Stor Typ – From the drop down list, select either Extended or Climate Controlled Storage
- Rpt Yr/Qtr: From the drop down list, select the appropriate calendar year and quarter in which the shipment is being reported. This field is based on the packing date, for determining the proper calendar year/quarter.

- Amt Invoiced: Enter the total amount invoiced to the agency for the XTOS shipment during the quarter. (include decimal points, i.e. 530.75)
- Agy FAIC: Enter the agency's new 10 digit FAIC code.
- Emp Last Name: Enter the employee's last name, up to 45 characters.

Once all information is entered, click on the "Create" button. This will submit your entry for reporting the XTOS shipment.

Failure to Submit Reports

Failure to submit XTOS reports in two consecutive quarters and/or three of four quarters will result in the placement of a TSP's XTOS rates in a temporary non-use status in TMSS, the withdrawal of a TSP's XTOS rates in the Transportation Management Services Solution (TMSS) database and/or possible subsequent revocation of its approval to participate in the CHAMP XTOS Program. Notification to TSPs that are delinquent with XTOS report submissions will be contacted via e-mail. Please note the main point of contact on file in TMSS will receive the notification. (XTOS Section 20 F)

Exceptions to the Centralized Household Goods Traffic Management Program's (CHAMP's) General RFO dated August 29, 2013: As part of this RFO and the XTOS, the following exceptions should be taken to the General RFO, to avoid confusion between the two programs:

- 2-6.5.5.2. SIT in Excess of 150 Days.
- 2-7.7. Length of Storage-in-Transit.
- 2-7.16. Non-Temporary Storage.

Any questions or comments may be directed to Kim Chancellor at (816) 823-3650 or via e-mail at Kim.Chancellor@gsa.gov

Sincerely,

/s/ Kim J. Chancellor

Kim J. Chancellor
Traffic Management Specialist
Center for Transportation Management (QMCCB)

SECTION 1
SPECIAL INSTRUCTIONS

1-1. General.

The following 2015-2016 Filing Cycle Special Instructions of the General Services Administration's (GSA's) 2015-2016 Extended Storage Tender of Service (XTOS) Request for Offers (RFO), are provided in addition to the instructions set out in the XTOS dated August 2015.

1-1.1. Application of the Extended Storage Tender of Service.

Except as otherwise provided herein, all provisions of the XTOS apply to this rate solicitation unless otherwise identified herein.

1-1.2. Effective Period.

Except as otherwise provided herein, rate offers made in response to this RFO and Special Instructions will be for the period November 1, 2015 through October 31, 2016, unless specified.

1-1.3. Electronic Transmission.

All submissions of rate offers must be accomplished via the Internet utilizing the "HHG Rate Filing" module within the Transportation Management Services Solution (TMSS) system. When using the "HHG Rate Filing" module, Transportation Service Providers (TSPs) can either utilize the rate filing screens to create/add/delete rate offers or they can "upload" manually created rate offers.

1-1.4. Filing Period.

1-1.4.1. Initial Filing.

Only TSPs approved to participate in the CHAMP may submit rate offers in accordance with this RFO and Special Instructions. Rate offers are due by 10:00 P.M. Central Standard Time (CST), October 5, 2015 and will be reviewed and processed in accordance with Section 1-2 of this RFO and Special Instructions.

1-1.4.2. Supplemental Filings.

The Supplemental Filing allows the TSP to review and process any changes to its originally accepted offer and/or for the submission of new and late rate offers. Supplemental rate offers must be submitted in accordance with this RFO and Special Instructions and are due by 10:00 P.M. CST, March 14, 2016 and will be reviewed and processed in accordance with Section 1-2 of this RFO and Special Instructions.

1-1.5. Re-Filings of Filing Deficiencies.

1-1.5.1. Non-Rate Related Technical Deficiencies.

TSP rate offers received between August 26, 2015 and October 5, 2015 or February 1, 2016 and March 14, 2016 which do not meet documentation requirements as stated in Section 1-4 of this RFO and Special Instructions will be considered unacceptable, rate offers will not be included in the database, and the TSP or Rate Filing Service Provider (RFSP) will be notified by e-mail in accordance with Section 1-3 of this RFO and Special Instructions for correction. Corrected documentation must be re-submitted by 10:00 P.M. CST on the rate filing closing date of October 5, 2015 or March 14, 2016. In those instances where corrections are not received by 10:00 P.M. CST on the rate filing closing date of October 5, 2015 or March 14, 2016, rate offers will be considered unacceptable and TSPs will not be allowed to re-file until the next Supplemental Filing period or until a new RFO is distributed, whichever comes first. All corrected rate offers received by 10:00 P.M. CST on the rate filing closing date of October 5, 2015 or March 14, 2016 will be entered into the database in accordance with Section 1-2 of this RFO and Special Instructions.

1-1.5.2. Rate Filing Deficiencies.

TSP rate offers received between August 26, 2015 and October 5, 2015 or February 1, 2016 and March 14, 2016 which do not meet the rate filing requirements as stated in this RFO and Special Instructions will be considered unacceptable, rate offers will not be included in the database, and the TSP or RFSP will be notified by e-mail in accordance with Section 1-3 of this RFO and Special Instructions for clarification

and/or correction of rate offers. Corrections of deficiencies must be resubmitted by 10:00 P.M. CST on the rate filing closing date of October 5, 2015 or March 14, 2016. In those instances where corrections are not received by 10:00 P.M. CST on the rate filing closing dates, rate offers will be considered unacceptable and the TSP will not be allowed to re-file until the next Supplemental Filing period or until a new RFO is distributed, whichever comes first. All corrected rate offers received by 10:00 P.M. CST on the closing dates will be entered into the database in accordance with Section 1-2 of this RFO and Special Instructions. Electronic rate offers and error corrections will be accepted into the system, pending any errors, through the closing time of 10:00 P.M. CST on October 5, 2015 or March 14, 2016. A TSP or RFSP which submits a file at 10:00 P.M. CST on the closing day of October 5, 2015 or March 14, 2016 will not have an opportunity to correct any errors detected in that file after the closing time.

1-1.5.3. Rate Filing Service Provider (RFSP).

If a TSP's rate offer is submitted in accordance with this RFO by a RFSP, the RFSP will be notified of the deficiencies and suspect rate offers and not the TSP. The RFSP will be notified by e-mail in accordance with Section 1-3 of this RFO and Special Instructions for correction. Corrected rate offers must be resubmitted by 10:00 P.M. CST on the rate filing closing date of October 5, 2015 or March 14, 2016. In those instances where corrections are not received by 10:00 P.M. CST on the rate filing closing date of October 5, 2015 or March 14, 2016, rate offers will be considered unacceptable and TSPs will not be allowed to re-file until the next Supplemental Filing period or until a new RFO is distributed, whichever comes first. All corrected rate offers received by 10:00 P.M. CST on the rate filing closing date of October 5, 2015 or March 14, 2016 will be entered into the database in accordance with Section 1-2 of this RFO and Special Instructions.

1-1.6. Letter of Intent Certification.

By the submission of a rate offer to GSA in accordance with this RFO and Special Instructions, the submitting TSP certifies that: "I have read and will comply with all the provisions contained in this RFO and Special Instructions dated August 26, 2015, as well as any supplements, changes, and/or reissues thereto and the GSA Extended Storage Tender of Service (XTOS) dated August 29, 2014, as well as any supplements, changes, and/or reissues thereto and subsequent amendments. I further certify that the company for which rate offers have been submitted meets the requirements of Section 1-4 of this RFO and Special Instructions."

1-2. Schedule of Accepted Effective Dates.

	INITIAL FILINGS	NEW FILINGS	SUPPLEMENTAL FILINGS
Date Received By	8-26-2015 thru 10-5-2016	8-26-2015 thru 10-5-15	2-1-16 thru 3-14-16
Computer Entry Date	11-01-2015 or before	11-01-2015 or before	5-01-2016 or before
Accepted/Effective Date	11-01-2015	11-01-2015	5-01-2016

1-3. TSP Notifications.

1-3.1. Extended Storage Shipments, Basic.

For rate offers submitted via the "Upload Rate File" function of TMSS, the submitting TSP or RFSP will receive a summary from GSA stating the total number of rate offers processed, number of rate offers rejected, and the number of rate offers accepted. This notification will be by e-mail.

1-3.2. Extended Storage Shipments, Climate Controlled.

For rate offers submitted via the "Upload Rate File" function of TMSS, the submitting TSP or RFSP will receive a summary from GSA stating the total number of rate offers processed, number of rate offers rejected, and the number of rate offers accepted. This notification will be by e-mail.

1-4. Documentation Requirements.

The following documentation is required to be on file with the PMO prior to the acceptance of a TSPs rate offer:

1-4.1. TSPs Providing Extended Storage Services.

1-4.1.1. Trading Partner Agreement.

All TSPs approved to provide Extended Storage Services are required as part of its filing to have on file with the Program Management Office (PMO), identified in Section 1-6 of the RFO and Special Instructions, a signed Trading Partner Agreement (TPA). A TPA CURRENTLY ON FILE SATISFIES THIS REQUIREMENT.

1-4.1.2. Performance Bond.

All TSPs approved to provide Extended Storage Services are required as part of its filing to furnish a new performance bond in the amount of $20,000.00. The performance bond MUST clearly identify that the bond is in force for the period November 1, 2015 through October 31, 2016, or later. A Certification of Continuation of Bond is acceptable. A PERFORMANCE BOND OR CERTIFICATION OF CONTINUATION OF BOND CURRENTLY ON FILE **DOES NOT** SATISFY THIS REQUIREMENT AND COPIES WILL NOT BE ACCEPTED.

1-4.1.2.1. Addendum to the Performance Bond.

All TSPs approved to provide Extended Storage Services are required as part of its filing to furnish a performance bond to the PMO in the amount of $20,000.00. By the submission of a rate offer to the GSA in accordance with this request, the TSP certifies that it will comply with the following performance bond specifications: THE CONDITIONS OF THIS OBLIGATION ARE SUCH, that the Principal will enter into an Authorization for Extended Storage document with the Government from time-to-time during the effective period of this bond, for furnishing supplies or services to the Government, that the Government is represented by the department or agencies shown above, and that, based upon the Principal's desires, all such contracts will be covered by one bond, instead of by a separate performance for each contract. This performance bond serves to protect the Government in the event the carrier to whom the actual authorization is issued fails to effect delivery of the shipment set forth on the bill of lading. By this performance bond, the Surety(ies) underwrites and assumes the Principal's liability to the Government for excess reprocurement costs when, due to the Principal's failure to complete delivery of a shipment, the Federal civilian agency named in the bill of lading deems it necessary to reprocure transportation services from an alternate carrier. The Government shall be sole beneficiary of this bond in the event the Principal defaults and is unable to perform for whatever reason, including that of filing a petition in bankruptcy or an involuntary bankruptcy. THIS BOND WILL BE CONTINUOUS, and may be canceled at any time by the Surety(ies) upon thirty (30) days written notice to the General Services Administration, Transportation Management Branch (QMCCB), 1500 East Bannister Road, Building 6, Kansas City, Missouri 64131, representing the Government. Termination under this provision shall not effect or relieve the Surety(ies) of any obligation or liability that may have occurred prior to such termination. The time for commencing collection of monies owed the Government arising under the carrier's contracts with the Government is determined by: Title 28, United States Code, Section 2416; Title 31, United States Code, Section 3716; Title 31, United States Code, Section 3726; and Title 49, United States Code, Section 11706. IN WITNESS WHEREOF, the Principal and Surety(ies) have executed this performance bond and have affixed their seals on the date set forth above. NOTE 1: The word "contracts" as used herein means agreements for transportation and services as provided in applicable authorizations, initial orders, and bills of lading, associated tenders of service, rate tenders and tariffs, and the General Services Administration, Extended Storage Tender of Service Rate Solicitation.
NOTE 2: The word "services" as used herein means all transportation and related services required to be performed in accordance with the applicable contract as defined above.

1-4.2. Submission To.

All required documents must be submitted as originals with original signatures to the address specified in Section 1-6 of this RFO and Special Instructions. Electronic copies may be submitted via e-mail, with originals to follow via regular mail.

1-4.3. Place of Receipt.

Receipt of documentation requirements by any other office of the General Services Administration or by a RFSP shall not be construed as receipt by the office specified in Section 1-6 of this RFO and Special Instructions.

1-4.4. Time of Submission.

The TPA and Performance Bond must be submitted in accordance with Section 1-4 of this RFO and Special Instructions. These provisions will apply with respect to deficiencies in any of these documents.

1-5. TSP Certification Statement.

TSP certification of eligibility for the award of contracts for transportation.
(A) By submission of a rate offer electronically, the submitting TSP certifies that:
(1) Neither the TSP, nor any of its subsidiaries, officers, directors, principal owners, or principal employees is currently suspended, debarred, or in receipt of a notice of proposed debarment from any Federal agency as a result of civil judgment or criminal conviction or for any cause from GSA, or has been placed in temporary nonuse status by GSA for the routes covered by this tender as of the date that this rate tender is offered.
(2) The TSP is not a corporation, partnership, sole proprietorship or any other business entity which has been formed or organized following the suspension or debarment of, a subsidiary, officer, director, principal owner, or principal employee thereof (or from such an entity formed after receipt of a notice of proposed debarment).
(B) The following definitions are applicable to this certification:
(1) A subsidiary is a business entity whose management decisions are influenced by the TSP through legal or equitable ownership of a controlling interest in the firm's stock, assets, or otherwise.
(2) A principal owner is an individual or company, which owns a controlling interest in the TSP's stock, or an individual who can control, or substantially influence, the TSP's management, through the ownership interest of family members of close associates.
(3) A principal employee is a person(s) acting in a managerial or supervisory capacity (including consultants and business advisors) who is able to direct, or substantially influence, the carrier's performance of its obligations under is contracts for transportation with the Federal Government.
(C) The knowledge of the person who executes this certification is not required to exceed the knowledge which that person can reasonably be expected to possess, following inquiry, regarding the suspended or debarred status of the parties defined in (B) above.
(D) THE TSP HAS A CONTINUING OBLIGATION TO INFORM THE GSA OFFICE TO WHICH THIS RATE TENDER IS SUBMITTED OF ANY CHANGE IN CIRCUMSTANCES WHICH RESULTS IN ITS INELIGIBILITY FOR THE RECEIPT OF CONTRACTS FOR TRANSPORTATION.
(E) An erroneous certification of eligibility or failure to notify the GSA transportation zone office receiving this tender of a change in eligibility may result in a recommendation for administrative action against the carrier. Additionally, false statements to an agency of the Federal Government are subject to criminal prosecution pursuant to 18 USC 1001, as well as possible civil penalties.

1-6. Program Management Office (PMO) Contact.

General Services Administration
Relocation Services Branch (QMCCB)
2300 Main Street
7th Floor NE
Kansas City, MO 64108-2416

Kim Chancellor, Kim.Chancellor@gsa.gov
(816) 823-3650 - Direct

SECTION 2
REQUEST FOR OFFERS

2-1. Application of Extended Storage Tender of Service.

This RFO and any resulting offer is subject to the provisions of the Extended Storage Tender of Service (XTOS), supplements thereto and reissues thereof.

2-2. Filing Possibilities.

2-2.1. Filing Instructions.

Instructions for the submission of rate offers are set out in Sections 6 and 7.

2-2.2. Scope of Rates or Charges.

TSPs submitting offers pursuant to this RFO may file offers that apply to all Federal agencies that use full valuation at $6. TSPs participating in the XTOS must use their existing scope of operations as currently approved for in CHAMP. Offers submitted may be for the TSP's full scope of operation or any part thereof. Offers will be accepted on an individual state basis.

2-2.3. Extended Storage, Basic.

TSPs submitting offers pursuant to this RFO may file offers that apply to the basic extended storage of personal property, including HHGs, over 150 days for domestic shipments and over 180 days for international shipments, and within an approved warehouse.

2-2.4. Extended Storage, Climate Controlled.

TSPs submitting offers pursuant to this RFO may file offers that apply to climate controlled storage of personal property, where the humidity levels and temperature are regulated. Storage must be greater than 150 days for domestic shipments and over 180 days for international shipments, and within an approved warehouse.

2-2.5. Extended Storage Locations.

Pursuant to this Request for Offers, and the XTOS, all extended storage shipments will be stored within domestic areas identified in CHAMP, excluding Canada. Section 5-2 of this RFO identifies those specific locations.

2-3. Rates and Charges

2-3.1. Extended Storage, Basic.

The amount stated in the submitting TSP's rate offer for the extended storage of household goods shipment represents charges applicable to the following services:

(1) <u>Packing, Loading, and Drayage</u>:
Charges shall be computed on the basis of the net weight of the lot including necessary cartons, packaging, packaging materials, crates for mirrors, pictures, table tops, etc. Fuel shall be included within the cost of these services if mileage is within 50 miles from origin to warehouse.

a. Packing and protection required by and incident to drayage, marking, disassembly of required items, tagging and inventory for storage (including flat wardrobes).
b. Pickup at location, loading, weighing, drayage to warehouse and unloading onto warehouse platform.
c. Accessorial services (ATC charges, appliance servicing, bulky charges, stair carries, long carries)

Rates should be submitted based on hundredweight (CTW) for combined services identified above.

(2) <u>Warehouse Handling</u>:

a. Warehouse Handling In – handling in, labor and equipment required to place in storage from warehouse platform, wrapping for storage which is an addition to that required for drayage to warehouse, and preservation of items for and during the storage period.

b. Warehouse Handling Out – handling out, labor and equipment required to remove property from the storage warehouse and prepare it for delivery to destination.

Rates should be submitted based on hundredweight (CTW) as a one-time charge for services identified.

(3) Storage:
Monthly storage charges shall be billed and paid in accordance with the instructions from the ordering agency, per computations as set forth below:

Storage rates should be submitted based on hundredweight (CTW) per month of storage.

(4) Special Services:
Charges for special services (examples below), should be itemized on the invoice, upon authorization by the ordering agency.

a. Upright wardrobes with a minimum 18-inch bar (cost each).
b. Inventory of high value items (cost per inventoried carton).
c. Special Crating
d. 3rd party servicing
e. Shuttle service

(5) Delivery Out of Extended Storage:
Charges for delivery out of the extended storage warehouse will be categorized in two ways, as identified below.

a. Delivery within a 50 mile radius: Rates shall be submitted based on hundredweight (CTW), inclusive of unloading and unpacking.
b. Delivery over 50 miles: General rates filed by the TSP will be used for delivery over 50 miles, excluding the cost of max-pack and replacing the 11.91% for estimated accessorials with a 5% estimate. Rates **do not** need to be resubmitted under the XTOS for delivery rates identified in this paragraph (b) to apply.

2-3.2. Extended Storage, Climate Control.

The amount stated in the submitting TSP's rate offer for the extended storage of household goods under a climate controlled environment, where the humidity levels and temperature are regulated, represents charges applicable to the following services:

(1) Packing, Loading, and Drayage:
Charges shall be computed on the basis of the net weight of the lot including necessary cartons, packaging, packaging materials, crates for mirrors, pictures, table tops, etc. Fuel shall be included within the cost of these services if mileage is within 50 miles from origin to warehouse.

a. Packing and protection required by and incident to drayage, marking, disassembly of required items, tagging and inventory for storage (including flat wardrobes).
b. Pickup at location, loading, weighing, drayage to warehouse and unloading onto warehouse platform.
c. Accessorial services (ATC charges, appliance servicing, bulky charges, stair carries, long carries)

Rates should be submitted based on hundredweight (CTW) for combined services identified above.

(2) Warehouse Handling:

a. Warehouse Handling In - handling in, labor and equipment required to place in storage from warehouse platform, wrapping for storage which is an addition to that required for drayage to warehouse, and preservation of items for and during the storage period.
b. Warehouse Handling Out – handling out, labor and equipment required to remove property from the storage warehouse and prepare it for delivery to destination.

Rates should be submitted based on hundredweight (CTW) as a one-time charge for services identified.

(3) Storage:
Monthly storage charges shall be billed and paid in accordance with the instructions from the ordering agency, per computations as set forth below:

Storage rates should be submitted based on hundredweight (CTW) per month of storage.

(4) Special Services:
Charges for special services (examples below), should be itemized on the invoice, upon authorization by the ordering agency.
a. Upright wardrobes with a minimum 18-inch bar (cost each).
b. Inventory of high value items (cost per inventoried carton).
c. Special Crating
d. 3rd party servicing
e. Shuttle service

(5) Delivery Out of Extended Storage:
Charges for delivery out of the extended storage warehouse will be categorized in two ways, as identified below.

a. Delivery within a 50 mile radius: Rates shall be submitted based on hundredweight (CTW), inclusive of unloading and unpacking.
b. Delivery over 50 miles: General rates filed by the TSP will be used for delivery over 50 miles, excluding the cost of max-pack and replacing the 11.91% for estimated accessorials with a 5% estimate. Rates **do not** need to be resubmitted under the XTOS for delivery rates identified in this paragraph (b) to apply.

2-4 Released Value

2-4.1. Extended Storage

2-4.1.1. General.

2-4.1.2. Extended Storage Shipments, Basic and Climate Controlled.

Unless otherwise noted in the XTOS, all extended storage shipments are released at full value.

2-4.1.3. Application of Tariff or Bureau Issued GSA-01.

Item 190 of GSA-01 or any comparable item in an otherwise applicable intrastate tariff, will not apply.

2-4.1.4. Cost included in TSP's offer.

The cost of released value as defined in this provision will be included in the TSP's offer. Except as provided in Sections 2-4.2.2.1. TSP may not charge a Federal agency for full replacement value.

2-4.2. Extended Storage

2-4.2.1. Transportation and Storage.

All extended storage shipments moving pursuant to the XTOS, unless as otherwise noted in this RFO or XTOS, are released at the base value of $6.00 times the net weight of the shipment in pounds applicable to shipments both while in transit and extended storage.

2-4.2.2. Employee's Increase in Base Valuation.

The employee has the right to increase the value in excess of the base valuation established by this provision and in accordance with the following.

2-4.2.2.1. Shipments of Extended Storage In Transit.

In the event that the employee declares a value greater than the base valuation, a Full Value Protection Service Shipment Charge of $0.85 per $100 will apply on that portion of the valuation declared in excess of shipments released value of $6.00 times the weight.

2-4.2.2.2. Shipments of Extended Storage In Storage.

In the event that the employee declares a value greater than the base valuation, a Full Value Protection Service Storage Liability Charge of $0.18 per $100 will apply on that portion of the valuation declared in excess of shipments released value of $6.00 times the weight.

2-5. GSA Industrial Funding Fee (IFF)

2-5.1. Amount of Charge.

The GSA IFF will be 2.50% of the net billable charges to the Government and must be paid in accordance with the provisions identified in Item 1-2 of the Extended Storage Tender of Service (XTOS).

2-5.1.1. Included in IFF.

The IFF is due on the total net transportation charges billable to the government and includes fees for the following services: packing/loading/drayage, warehouse handling in charges, and first month of storage.

2-5.1.2. Cost Included in TSPs Offer.

The cost of GSA IFF must be included in the TSP's rate offer.

2-5.2. Payment of Charge.

The TSP will remit the IFF to GSA on a calendar year quarter basis in accordance with the terms of the XTOS. IFF payments remitted to GSA will be based on the packing date for which service was performed. Calculation of the IFF should be rounded out two decimal points. (example: .345 rounded to .35; .322 rounded to .32)

2-5.3. Verification of IFF.

To ensure that the IFF is correctly applied to the calendar year quarter for which submission is received, the check or attached documentation must identify the quarter (i.e.1stqtr14), or include with the IFF submission a copy of the shipment detail containing such information.

2-5.4. Failure to Submit IFF.

Failure to submit the IFF due GSA for household goods extended storage shipments handled, will result in immediate placement of the TSP in temporary non-use status pending revocation of the TSP's approval.

2-5.5. Consolidation of IFF.

IFF for extended storage shipments under the XTOS, and shipments handled under the HTOS, current RFO, may be consolidated. Upon submission, the type of services must be identified on the check register or an accompanying document. <u>It must be clear what services are represented by the IFF amount.</u>

2-6. Excessive Distance Carry.

Notwithstanding any other provisions of the Item 160 of the GSA-01, any reference to a distance of less than 100 feet will be construed as 100 feet.

2-7. Crating Services.

Regardless of possible use of a third party service for crating, crating services will be quoted, billed and paid as provided in the GSA-01. In the event that a third party is used to provide crating services and the charges are in excess of those provided in the GSA-01, the RTO has the authority to waive and negotiate the excess crating charges in whole or in part, based on the circumstances of the use of third party services.

2-8. Weight Variance.

In the event the actual shipment weight is greater than 115% of the premove survey weight, the TSP must notify the RTO or its designated representative prior to billing the Federal Agency of the original weighing and be prepared to justify the difference. In the event the TSP fails to notify the RTO or third party representative, the TSP stipulates that the agreed weight of the shipment will be 115% of the premove survey weight. In the event the TSP fails to adequately justify the difference between the actual and premove survey weights, the TSP stipulates that the agreed weight of the shipment will be 115% of the premove survey weight. The agreed weight shall take precedence over the actual weight for the assessment of transportation, accessorial, and extended storage charges when based on weight. The Federal Agency has the authority to waive this provision.

2.8.1. Verification of Weight Variance.

In order to apply the weight variance rule, a copy of the pre-move survey is required to be included with the billing voucher and other documents.

2-9. Claim Settlement Penalty.

In the event that the TSP fails to settle a claim within 30 days after receipt due to TSP's failure, the TSP will pay a $30.00 per day penalty to the Federal agency. The total penalty shall not exceed $300.00. The RTO has the authority to waive the penalty in whole or in part based on circumstances of the delay.

2-10. Extension of Offer by the Government.

The Government reserves the right to extend the expiration date of all or part of the rate offers accepted in accordance with the RFO for up to ninety (90) calendar days.

2-11. Termination for Convenience of the Government.

The Government, by written notice, may terminate all or part of the rate offer(s) accepted in accordance with the RFO, in whole or in part, when it is in the Government's best interest. If a rate offer(s) is terminated, the Government shall be liable only for payment for services rendered before the effective date of the termination.

SECTION 3
RESERVED

SECTION 4
ACCEPTANCE

4-1. Acceptance.

4-1.1. Domestic Extended Storage.

Accepted rate offers will be listed on the General Services Administration's (GSA's) cost comparisons in the Transportation Management Services Solution (TMSS) system for Federal Agency use.

4-2. Cost Comparison Listing.

4-2.1. Display.

All Transportation Service Providers (TSPs) will be listed on the cost comparison in TMSS in random order.

SECTION 5
FILING CODES AND ABBREVIATIONS

5-1. Agency Specific Codes.

Listed below are the extended storage types and location codes for which the General Services Administration (GSA) is requesting rate offers. The following codes will be used when completing electronic rate transmission record requirements that apply to extended storage shipments, as specified in Section 6 of this Request for Offers (RFO) and Special Instructions.

Code	Application	Type
EXSTG	**Basic Extended Storage**	**Non-Alternating**
CCNTL	**Climate Controlled Extended Storage**	**Non-Alternating**

5-2. Domestic Service Areas.

The following codes will be used when completing electronic rate transmission record requirements as defined in Section 6 of this RFO and Special Instructions.

5-2.1. State Identification Codes.

Service Area Pair Definitions	Code
Anchorage, AK	AN00
Alabama	AL00
Arizona	AZ00
Arkansas	AR00
California	CA00
Colorado	CO00
Connecticut	CT00
Cordova, AK	CV00
Delaware	DE00
District of Columbia	DC00
Fairbanks, AK	FB00
Florida	FL00
Georgia	GA00
Idaho	ID00
Illinois	IL00
Indiana	IN00
Iowa	IA00
Juneau, AK	JN00
Kansas	KS00
Kentucky	KY00
Louisiana	LA00
Ketchikan, AK	KN00
Kodiak, AK	KD00
Maine	ME00
Maryland	MD00
Massachusetts	MA00

Michigan	MI00
Minnesota	MN00
Mississippi	MS00
Missouri	MO00
Montana	MT00
Nebraska	NE00
Nevada	NV00
New Hampshire	NH00
New Jersey	NJ00
New Mexico	NM00
New York	NY00
North Carolina	NC00
North Dakota	ND00
Ohio	OH00
Oklahoma	OK00
Oregon	OR00
Pennsylvania	PA00
Petersburg, AK	PB00
Rhode Island	RI00
Sitka, AK	SA00
South Carolina	SC00
South Dakota	SD00
Tennessee	TN00
Texas	TX00
Utah	UT00
Vermont	VT00
Virginia	VA00
Washington	WA00
West Virginia	WV00
Wisconsin	WI00
Wrangell, AK	WG00
Wyoming	WY00

SECTION 6
FORMAT REQUIREMENTS

6-1. Format Requirements.

TSPs or RFSPs submitting rate offers in response to this RFO and Special Instructions, MUST submit their rate offers electronically via one of the methods identified in the Cover Letter of this RFO. TSPs or RFSPs “Uploading” rate offers and not using the TMSS rate filing screens for the creation/addition/deletion of rates offers, must adhere to the following format requirements set out in Section 6-2 below. A TSP or RFSP must have access to the “HHG Rate Filing” module in TMSS before they can create and/or upload rate offers. A TSP or RFSP must contact their Group Administrator for access to the rate filing module if they do not already have access within TMSS. TSPs and RFSPs may use the TMSS help screens for additional assistance with rate filing. Submissions received from TSPs or RFSPs not conforming to format requirements will not be accepted by TMSS and the TSP or RFSP will be notified as set out in Section 1-1.5.

Important Notes on Rate Filing Process:
1. All TSPs must obtain access to TMSS in order to keep their contact information current by updating such information online in TMSS.

2. Record type 'H1' is mandatory and all TSPs must file this record.
3. Record type 'H2' is an optional record and should be filed only by a Rate Filing Service Provider [RFSP]. The information provided in this record will be used by TMSS for notifying any file processing related issues to the RFSP. The TSP will not receive any notifications if the rates are being filed by an RFSP.
4. The rate record has two additional fields a) Facsimile Number and b) Email Address. The email field is mandatory and all TSPs must file this record. Fax numbers are optional, but preferred. The email address provided in the rate record will be used subsequently by TMSS for booking notification. The email is expected to be associated with the booking office at the route level. If no such email can be provided at the route level a corporate level email should be provided in this record.
5. When the rate file preparation is complete, it MUST be saved as an unformatted ASCII (Text Only) flat file (e.g. no tab characters, etc.) before attempting to transfer the file.

6-2. Header Records.

6-2.1. Header Record.

Record Field	Maximum Positions	Positions	Contents
Record ID	2	1-2	H1
SCAC	4	3-6	4 Digit Standard Carrier Alpha Code
Separator	1	7-7	\ [backslash]
TSP Name	45	8-52	Name of the carrier
Separator	1	53-53	\ [backslash]
Effective Date--YYYYMMDD	8	54-61	**Initial Filing, New Filings**: must be 20151101 **Late Filings, Supplemental Filings**: 20160501
Separator	1	62-62	\ [backslash]
Taxpayer Identification Number	9	63-71	Enter all spaces. TIN/EIN is no longer required.
Separator	1	72-72	\ [backslash]
DUNS Number	9	73-81	Data Universal Numbering system, assigned by Dun & Bradstreet to the TSP. Do not use hyphen. Example: 123456789 If not entering a DUNS, use 9 spaces (space bar)
Separator	1	82	\ [backslash]
DUNS Extension	4	83-86	Do not use hyphen. DUNS extension cannot be completed if DUNS was not entered. Example: 1234 If not entering a DUNS extension, use 4 spaces (space bar)
Separator	1	87	\ [backslash]
TSP's Government Representative	45	88-132	Name of TSP's authorized official. If the name of the authorized official is longer than the allotted positions, abbreviate or use initials of first and/or middle name plus full last name.

6-2.2. Header Information of Rate Filing Service Provider (RFSP): Optional Record, required only when RFSP is filing rates on behalf of TSP.

Record Field	Maximum Positions	Positions	Contents
Record ID	2	1-2	H2
RFSP Code	4	3-6	4 Digit Code Assigned by GSA
Separator	1	7-7	\ [backslash]
RFSP's Name	45	8-52	Name of RFSP filing on behalf of the TSP
Separator	1	53-53	\ [backslash]
RFSP's Phone	12	54-65	Phone number of the RFSP. This number will be used to

Number			contact the RFSP for any rate filing related issues
Separator	1	66-66	\ [backslash]
RFSP's Fax Number	12	67-78	Fax number of the RFSP. This number will be used to contact the RFSP for any rate filing related issues
Separator	1	79-79	\ [backslash]
RFSP's Email Address	45	80-124	Email address of Rate Filing Service Provider. This email address will be used to send the JUpload file transmission and confirmation

6-2.3. Example.

H1ABCD\YOUNG MOVING AND STORAGE \20151101\ \12345DUNS\1234\KAnderson
H2HHGB\RATE FILING SERVICES, INC \888-555-1234\888-555-6789\JohnDoe@RFSI.COM
Note: If all positions are not utilized, spaces (use space bar) are required in the header record(s) identified in RFO Sections 6-2.1. and 6-2.2. If an entry is longer that the maximum number of positions, it will be automatically truncated to the maximum number of positions available.

6-3. Rate Record

Record Field	Maximum Positions	Positions	Contents
Tender Identifier	2	1-2	Enter 11 for Extended Storage
Separator	1	3	Use a comma (,)
TSP Tender Number **NOTE**: A separate Tender Number should be assigned to identify each type of Tender Identifier, above.	4	4-7	TSP assigned offer number. May be numeric, alphabetic, or a combination. Must contain at least one character. If the other positions are not used, enter spaces (USE SPACE BAR).
Separator	1	8	Use a comma (,)
Agency ID	5	9-13	Enter EXSTG for Basic Extended Storage Enter CCNTL for Climate Controlled Storage
Separator	1	14	Use a comma (,)
Origin	4	15-18	***Domestic*** Use state codes as identified in Section 5-2.
Separator	1	19	Use a comma (,)
Reserved	4	20-23	**Zero Fill (0000)**
Separator	1	24	Use a comma (,)
Reserved	4	25-28	**Zero Fill (0000)**
Separator	1	29	Use a comma (,)
Packing, Loading, & Drayage per Hundredweight (CWT)	6	30-35	Price per services all inclusive. Example 005030 ($50.30), 010000 ($100) Do not enter decimal points.
Separator	1	36	Use a comma (,)
Warehouse Handling-In Charge per Hundredweight (CWT)	6	37-42	Price per service, based on one time charge. Example 000550 ($5.50), 002560 ($25.60) Do not enter decimal points.
Separator	1	43	Use a comma (,)
Monthly Storage Charge per Hundredweight (CWT)	6	44-49	Price per monthly rate of extended storage. Example 000775 ($7.75), 003050 ($30.50) Do not enter decimal points.
Separator	1	50	Use a comma (,)
Local delivery within 50 miles from warehouse	4	51-54	Enter a price per hundred pounds incorporating local delivery, unpacking, and other delivery services identified in the RFO/XTOS.

Record Field	Maximum Positions	Positions	Contents
			Example: 0550 ($5.50 per 100 lbs.); 4700 ($47.00 per 100 lbs.) Do not enter decimal points.
Separator	1	55	Use a comma (,)
Warehouse Handling-Out in connection with Delivery Charge per Hundredweight (CWT)	4	56-59	Price per service, based on one time charge. Example 0550 ($5.50), 2560 ($25.60) Do not enter decimal points.
Separator	1	60	Use a comma (,)
Not Applicable	4	61-64	**Zero Fill (0000)**
Separator	1	65	Use a comma (,)
Phone Number NOTE: When using an "800" number, remember that in some areas the number is not accessible in certain locations.	12	66-77	Phone number that requesting customer agency should utilize in order to book the extended storage shipment for this particular from/to rate application.
Separator	1	78	Use a comma (,)
Facsimile Number	12	79-90	Facsimile Number that requesting customer agency may utilize to contact TSP.
Separator	1	91	Use a comma (,)
Email Address	45	92-136	Email address that requesting customer agency must utilize in order to book the extended storage shipment for this particular from/to rate application. This email is expected to be associated with the booking office at the route level. If no such email can be provided at the route level a corporate level email must be provided in this record.

6-3.1. Examples.

11,1234,EXSTG,CA00,0000,0000,000050,000005,000007,0550,0500,0000,703-555-1234,703-555-1234,JDOE@XYZ.COM
11,1234,CCNTL,MD00,0000,0000,000070,000025,000030,0600,0700,0000,703-555-1234,703-555-1234,JDOE@XYZ.COM

SECTION 7
ELECTRONIC SUBMISSION

7-1. Rate Tender Transmission.

The below information applies only to rate submissions using the Rate File Upload module within the TMSS Rate Filing Module.

7-1.1. Electronic Transmission.

All electronic rate transmissions submitted in accordance with this request MUST be accomplished via the Internet utilizing the JUpload function within the TMSS Rate Filing module or via the rate filing capabilities of TMSS. Non electronic submissions will not be considered.

7-1.2. Format Requirements.

Format requirements, as set out in this RFO Section 6 must be strictly adhered to. Submissions received from TSPs or TSPs Rate Filing Service Providers not conforming to format requirements will be found unacceptable.

7-1.3. File Preparation.

In order to transfer the file via the JUpload, the file must be saved and transmitted as an unformatted ASCII (TEXT ONLY) flat file (i.e. no tab characters, etc.). The file must not have a top, bottom, right, or left margin.
Note: The type of software you will be utilizing will determine what must be done to prepare the file for transmission.

7-1.3.1. File Naming Convention.

Implementation of the Transportation Management Services Solution (TMSS) has created the need for the development of a File Naming Convention. This File Naming Convention applies to any initial, new, late, or supplemental rate offer(s) transmitted in accordance with the RFO.

FILE NAME	MAXIMUM POSITIONS	POSITIONS	CONTENTS
Prefix	3	1-3	Must be HHG
TSP's SCAC	4	1-4	***RFSP***: If transmitting rates on behalf of a TSP, enter **TSP's** SCAC. Do not append any characters if the SCAC assigned to you is less than four (4) positions.
Rate File Number	3	5-8	A running serial number starting with 001
Extension			File Extensions will NOT be supported.

Example of file names:

File name where assigned SCAC has four positions: HHGABCD001 where 'ABCD' is the SCAC
The TSP can send one or more files for rate filing. The TSP can send one or more rate types in a single file. It is strongly recommended that the number of files be kept to a minimum by combining multiple rate types. Irrespective of the number of files transmitted a 3-digit file number is required.

Examples of multiple filenames for a SCAC:
TSP transmitting only one file: File Name: HHGABCD001
TSP transmitting two files:First File Name: HHGABCD001, Second File Name: HHGABCD002
TSP transmitting three files: First File Name: HHGABCD001, Second File Name: HHGABCD002, Third File Name: HHGABCD003.

The File Naming Convention identified above MUST be strictly adhered to. If your firm submits multiple rate files on the same day, files named the same will be overwritten; therefore, it is extremely important that files submitted on the same day have different names. Failure to do so will result in the rate offer(s) not being picked up from the TSP or TSPs Rate Filing Service Provider Upload directory and/or automatic rejection of the rate offer(s). TSPs will not receive Email or Fax notifications for transmitting files with non-standard file names.

7-1.4. ACCESSING JUpload Module.

In order to access the JUpload Module, your TMSS Group Administrator must first designate who will have access to this module and grant them access via TMSS. The administrator can do this by selecting the Account Information link from the main screen. This takes them to the Account Info-Update Profile screen, where they can select the User List. They will then be able to select the applicable user(s) and check the "Allow Upload" toggle button from the available menu. They will also need to ensure that the "Rate File" toggle button is also checked. Once access has been granted and the rate filing window has been opened, the specified user(s) will have the UpLoad Rate File Link available from the Review/Edit HHG Rates screen within the HHG Rate Filing Module.

A. When your rates are ready for submission, the User will click on the Upload Rate File Link. At that point, the module will load and bring you to a login screen to authenticate to the server. Java is required to allow for proper loading of the module. If Java is not currently installed on the system, the user will be given a link that will take them to a site for a free download.

B. At the login screen, you will be asked to input a User Name & Password. This User Name and Password is the same as you used for annual rate submissions via FTP. This is not the same User Name and Password you use to log into TMSS. If you do not know your User Name and Password, please contact the PMO in Kansas City.

C. Once you have logged in, the easiest way to get acclimated with the module is to view the Help File. This will walk you through the complete file upload process.

7-1.4.1. UPLOAD DIRECTORY ACCESS.

Once you have uploaded the file using the File Upload Module, you may verify that your firm's file was successfully transmitted. If the file doesn't appear in your firm's directory, you will need to "Upload" the file again. This will only assist you in verifying that your firm's rate offer file was transferred successfully and WILL NOT verify that the contents of your firm's rate offer file have been formatted correctly.

A. To access your JUpload directory, click on the File Download link from the main menu. A pop up window will appear requesting a User Name and Password. Enter the same User Name and Password that you used to access the File Upload Module. You will then be taken to a directory tree. Scroll down to find your firm's folder, which will be identified by its Standard Carrier Alpha Code (SCAC). You will then be able access your folder and verify that the file(s) are present.

7-1.5. Confirming Rate Transmission.

Every day during the rate filing window at 10:00am, 2:00pm, 6:00pm, and 10:00pm CST, an automated process will search the rate files uploaded that day.

An e-mail confirmation acknowledging the receipt and processing of the file will be sent to the TSPs e-mail address OR the RFSP's email address if an RFSP has filed on behalf of the TSP. The e-mail will contain the number of records processed and the number of errors encountered. In order to receive timely notifications on the outcome of file processing it is essential that a correct e-mail address be kept on file. Error files will be generated and placed in the firm's directory and will be named as HHGSCAC999ERR where SCAC is the SCAC of the TSP (Not the RFSP), 999 is the original file number assigned by the TSP or RFSP. TSPs and RFSPs will not have an opportunity to correct any errors detected in a file submitted during the 10:00pm CST validation on the closing date ***of October 5, 2015 or March 14, 2016***. You need to connect to your directory via the File Download Module, using the instructions referenced in 7-1.4.1 (A) to download the error file(s) if any. TSPs and RSVPs will receive notification of rate filing deficiencies in accordance with RFO Section 1-1.5.2.

General Services Administration

Basic Transportation Trading Partner Agreement

Applicability: Check the box below which represents the activity of your firm under this Trading Partner Agreement:

☐ Freight Common Carrier (All paragraphs, except Paragraph 4, of this agreement will apply and are binding.)

☐ Household Goods Common Carrier (All paragraphs, except Paragraphs 3 and 5G, of this agreement will apply and are binding.)

☐ Freight Forwarder (All paragraphs, except Paragraph 4, of this agreement will apply and are binding.)

☐ Household Goods Freight Forwarder (All paragraphs, except Paragraphs 3 and 5G, of this agreement will apply and are binding.)

☐ Freight Broker (All paragraphs, except Paragraphs 4 and 5G, of this agreement will apply and are binding.)

☐ Freight Shipper Agent/Intermodal Marketing Company (All paragraphs, except Paragraphs 4 and 5G, of this agreement will apply and are binding.)

☐ Rate Filing Service Provider (All paragraphs, except Paragraph 5G, of this agreement will apply and are binding.)

1. Introduction.

This agreement prescribes the general procedures and policies to be followed when Electronic Commerce (EC) is used for transmitting and receiving requests for offers, rate tenders, or other business information in lieu of creating one or more paper documents normally associated

3. Freight Reference.

This agreement, in addition to the terms and conditions stated in Paragraph 5, is subject to the terms and conditions of the following documents:

- *GSA Freight Traffic Management Program Standard Tender of Service.*
- *Optional Form 280*
- *GSA Freight Traffic Management Program Request for Offers*

4. Household Goods Reference.

This agreement, in addition to the terms and conditions stated in Paragraph 5, is subject to the terms and conditions of the following documents:

- *GSA Centralized Household Goods Traffic Management Program Extended Storage Tender of Service.*
- *Optional Form 280*
- *GSA Centralized Household Goods Traffic Management Program Extended Storage Request for Offers*

5. Terms and Conditions.

A) GSA will place electronic documents in a publicly accessible website and when warranted in the directory of a confirmed trading partner (trading partner/<SCAC>), hereinafter referred to as *directory*. It will receive documents from confirmed trading partners in each confirmed trading partner's directory via TMSS. *Receipt by the trading partner is considered to occur when the document is placed in either the public directory or the trading partner's directory, as the case may be.*

B) GSA will bear the costs of maintaining the GSA TMSS server and the costs of placing documents issued by GSA in the appropriate directory on the GSA TMSS server, and the costs of managing documents put on the GSA TMSS server by its trading partners. The agency's trading partners are responsible for all costs associated with getting documents from or putting documents on the

with conducting business with the General Services Administration.

The General Services Administration (GSA or the agency) will transmit and receive using the TMSS database such transaction sets (documents) as it chooses and as established by the governing tender of service or the request for offers. These transaction sets will be transmitted to those firms, organizations, agencies, or other entities (trading partners) recognized by GSA that agree to accept such documents and to be bound by the terms and conditions contained in those documents, this agreement, and any applicable tender of service.

2. Purpose.

This agreement is to ensure that all EC obligations are legally binding on all trading partners. Further, the use of any electronic equivalent of a standard business document referenced in Paragraphs 3 and 4 will be deemed an acceptable business practice and that no trading partner will challenge the admissibility of the electronic information in evidence, except in circumstances in which an analogous paper document could be challenged. Where participant is used in this agreement it will mean carrier/forwarder as applicable.

G) If a participant uses a broker, shipper agent/Intermodal Marketing Company, or filing service to file its rates with GSA, documents submitted on behalf of the participant will be accepted as though submitted by the participant and GSA. The use of a broker, shipper agent/Intermodal Marketing Company, or filing service does not relieve the participant of any of its rights or obligations under the terms of this agreement, including the maintenance of a valid trading partner agreement with GSA.

6. Force Majeure.

None of the parties in this agreement will be liable for failure to properly conduct EC in the event of war, accident, riot, fire, flood, epidemic, power outage, labor dispute, act of God, act of public enemy, malfunction or inappropriate design of hardware or software, or any other cause beyond such party's control. If standard business cannot be conducted by EC, GSA will, at its discretion, return to a paper based system.

7. Effective Date.

The effective date of this agreement will be the latest of the date(s) shown on the signature page of this document.

GSA TMSS server.

C) When the transmissions are submission or rate tenders, the submitting firm must have first met all applicable approval requirements set out in the applicable, governing Tender of Service.

D) GSA will be responsible for the accuracy of documents issued by it and placed in the GSA TMSS server directory. GSA will not be responsible for errors occurring in documents put on the GSA TMSS server, nor will GSA be responsible for errors occurring in documents gotten from the GSA TMSS server.

E) GSA will not be responsible for any damages incurred by a trading partner as a result of missing or delayed transmissions when the problem is not with or caused by GSA or the agency's server.

F) Any document placed in a directory maintained on the GSA TMSS server is to be considered a valid and authentic document backed by the same guarantees of legitimacy as are found in a paper transaction. Likewise, any document from a trading partner put into a directory on the GSA TMSS server will be considered a valid and authentic document backed by the same guarantees of legitimacy as are found in a paper transaction.

8. Agreement Review.

The agreement will be effective on a continuing basis, except as provided in Paragraph 9, below; provided, however, that GSA may from time to time make such changes to the agreement as are necessary, and the trading partner may request review of the agreement at any time.

9. Termination.

A) If GSA terminates a participant's participation in the GSA Freight Traffic Management Program and/or the GSA Centralized Household Goods Traffic Management Program, this agreement will be considered terminated as of the date notice is given to a firm of its participation termination.

B) If a participant terminated its participation in the GSA Freight Traffic Management Program and/or the GSA Centralized Household Goods Traffic Management Program, this agreement will be considered terminated as of the date notice of such termination is received by the GSA.

C) Except as provided above, this agreement may be terminated by either GSA or its trading partner, effective 30 days after receipt of written notice by either party. Termination will have no effect on transactions occurring before the effective date of termination.

10. Whole Agreement.

This agreement and all addenda constitute the entire agreement between the parties. No changes in terms and conditions of this agreement will be effective unless approved and signed by both parties. At the inception of this agreement, Addendum/Addenda (is) (are) not applicable. As the parties develop and implement

additional EC capabilities, addenda may be incorporated into this agreement. Each addendum will be signed and dated by both parties. The latest date contained on the signature page will be the effective date of the addenda. The addendum will be appended to this agreement.

Representing the Carrier	Representing the General Services
Name and Signature	Name and Signature Manager, Centralized Household Goods Traffic Management Program (CHAMP)
Title	Title Employee Relocation Resource Center (ERRC)
Firm	Firm 1500 East Bannister Road, Bldg. 6
Street Address	Street Address Kansas City, MO 64131
City, State, Zip	City, State, Zip 816-823-3646
Telephone	Telephone 816-823-3656
Fax	Fax
Internet E-mail	Internet E-mail
Electronic Commerce Contact	Electronic Commerce Contact 816-823-3646
Telephone	Telephone 816-823-3656
Fax	Fax

Internet E-mail	Internet E-mail
Date	Date

Trading Partner Agreement Number	

(TO BE COMPLETED BY GSA)

U.S. General Services Administration
Extended Storage
Tender of Service
(GSA XTOS)

Centralized Household Goods Traffic
Management Program (CHAMP)

August 2015 Edition

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Section 1

A. Charges & Services

1. Extended Storage

Extended Storage, also referred to as Non-Temporary Storage (NTS), is only provided under the scope of services for CHAMP, as identified in the Extended Storage Tender of Service (XTOS). Extended storage applies to domestic shipments in storage over 150 days and international shipments in storage over 180 days. If authorized, portions of a shipment may be drayed at one or more places of origin, destination or en route. This service must receive authorization from the Ordering agency as additional charges may apply.

a. Types of Storage

Submitted offers for the movement of HHG into extended storage must offer a price per 100 lbs. suitable upon incorporating the services identified.

Two levels of service are requested: basic extended storage and climate controlled extended storage.

Basic Extended Storage is the storage of personal property, including HHGs, within an approved warehouse.

Climate Controlled Extended Storage is defined as storage of personal property where the humidity levels & temperature are regulated.

Charges under the initial service order and all supplemental orders shall be computed at the rates listed on the TMSS query screen for extended storage. Pricing for the services under this XTOS will be based on the date services are ordered under the initial service order, unless otherwise noted by the Ordering agency.

B. Schedules of Services and Rates

1. Packing, Loading & Drayage

Charges shall be combined for packing, pickup, loading and drayage, and computed on the basis of the net weight of the lot including necessary cartons, packaging, packaging materials, crates for mirrors, pictures, table tops, etc. Fuel (for distances within 50 miles) and accessorial services shall be included within the cost of these services.

Packing and protection required by and incident to drayage, marking, disassembly of required items, tagging and inventorying for storage (includes flat wardrobes).

Drayage includes pickup at location, loading, weighing, drayage to warehouse and unloading onto warehouse platform

2. Warehouse Handling In

Includes handling in, labor and equipment required to place in storage from warehouse platform, wrapping for storage which is an addition to that required for drayage to TSP's warehouse and preservation of items for and during the storage period. Charges for warehouse handling will be computed as a one- time charge.

3. **Storage**

Monthly storage charges shall be billed and paid in accordance with the instructions from the Ordering agency, per computations as set forth below.

b. Storage charges are payable for a calendar month, except one-half month's storage charge shall be paid on lots received for storage on or after the 16th day of a month and lots released from storage on or before the 15th day of a month.

c. In the event a partial removal of a lot is made or destruction or loss occurs on or before the 15th day of a month, the TSP shall be paid one-half month's storage for the beginning weight and one-half month's storage for the remaining weight for that month. If the partial removal is made, or destruction or loss occurs, on or after the 16th day of the month, the TSP shall be paid a full month storage for the weight recorded at the beginning of the month. Charges for the succeeding month(s) shall be computed on the weight remaining in storage. Handling-out and handling-in charges shall be in addition to the storage charges.

4. **Special Service**

Special services will be itemized upon billing to the Federal agency. Special services include, but are not limited to upright wardrobes with minimum 18-inch bar (Cost each), inventory of high value items (cost per inventoried carton), special crating charges, 3rd party services, and shuttle service.

5. **Delivery**

Delivery will include loading at TSP's warehouse platform and drayage to destination, unloading, including the re-assembly of items disassembled for storage, recording overage, shortage or damage, as appropriate, accessorials and unpacking and placing in designated rooms in accordance with specifications. Delivery and handling out shall be ordered via a Bill of Lading through the direction of the Ordering agency.

a. Charges for warehouse handling out during delivery will encompass services of handling out, labor and equipment required to remove property from the storage warehouse and prepare it for delivery to destination. Charges for warehouse handling out will be computed as a one-time charge, on the basis of per hundredweight of the shipment.

b. Charges for delivery out of extended storage will encompass Section 3 of the GSA-01, for locations exceeding 50 miles from warehouse. Locations will be based on final delivery point and will be consistent with the rates currently on file for the delivery date.

c. For shipments delivered out locally, within 50 miles of the warehouse, charges will include services for delivery out (including warehouse handling), fuel, accessorials and unpacking, and will be on the basis of per hunderweight.

d. Delivery out of extended storage must be handled by a CHAMP TSP. In the event a different TSP (meaning different from the TSP that packed and drayed the shipment), delivers out of extended storage, the delivering TSP must perform and complete a delivery inspection form, citing any differences to condition of the goods. In the event there is loss/damage, the inspection report shall be used to assist with determining liability on the shipment.

6. **Unpacking**

Unpacking is defined as unpacking of all crates, cartons and boxes. Removing from owner's residence all empty containers, packing materials and other debris accumulated incident to and at the time of unpacking.

C. Excess Weight and Special Handling Charges

1. The Government shall not be liable for storage or service charges in connection with that portion of a lot which is in excess of weight limitations imposed by law or regulation or in connection with lots remaining in storage after the expiration of the period of entitlement of a customer to storage at Government expense. Charges shall be handled in accordance with instructions from the Ordering agency.

2. The TSP shall provide such special handling and additional protection as the customer may request. However, the charge therefore shall be a matter of independent agreement with the customer, and the Government shall not be liable therefore.

Section 2

A. GSA Industrial Funding Fee (IFF)

1. **Amount of Charge**

The IFF is due on the total net transportation charges billable to the government and includes fees for the following services: packing, loading, drayage, accessorial charges, handling in charges, and first month of extended storage. The amount of the IFF will be 2.5% for all shipments under this XTOS.

2. **Cost Included in TSP's Offer**

The cost of the GSA IFF must be included in the TSP's offer.

3. **Remittance of GSA IFF**

The GSA IFF will be remitted to GSA on the basis of shipments packed, identified in the XTOS Shipment Report Section 20 of this XTOS. The remittance must be transmitted by check.

a. Consolidation of IFF
IFF for extended storage shipments under the XTOS, and shipments handled under the HTOS, current RFO, may be consolidated. Upon submission, the type of services must be identified on the check register or an accompanying document. It must be clear what services are represented by the IFF.

b. Remittance by Check
Checks shall be made payable to GSA-GL474.1[SCAC]. The check register/memo line must identify the quarter (i.e. 1stqtr14) and the order number or include with the IFF submission a copy of the extended storage detail containing such information.

Checks must be mailed to:
General Services Administration
Miscellaneous Receipts for Non-Federal Claims
P.O. Box 979009
St. Louis, MO 63197-9009

Express delivery (i.e. FedEx, UPS, Airborne, etc.) should be sent to:
US Bank
Attention: Government Lockbox 979009
Mail Code #SL -MOC1GL
1005 Convention Plaza
St. Louis, MO 63101-9009

Section 3

A. Orders, Invoices and Payments

1. Orders for Extended Storage

Orders for Extended storage shipments may be requested on the Authorization for Extended Storage form (see Appendix A), or other suitable form supported and accepted by the Federal agency.

Federal agencies may contact a provider electronically, or via telephone, to schedule an extended storage shipment.

2. Timing of Invoices

Due to the nature of extended storage shipments, Federal agencies will determine and communicate to the TSP the time frame to invoice for its services. The first invoice, however, shall not be submitted greater than one year from the date services began.

3. Payment

The Federal agencies ordering extended storage services will establish their own procedures for the submission of TSP invoices. This may include requiring the use of electronic commerce systems that include fees paid by the TSP, or using the SF-1113 Public Voucher for Transportation Services. The TSP shall be responsible for complying with the agencies payment procedures.

4. Supporting Documentation

The Authorization for Extended Storage, or other suitable form used to order services, shall be submitted to the billing office specified on the order. Required supporting documentation may include, but is not limited to:

- Copy of the premove survey
- Weight tickets
- Authorizations for approval of additional services
- Advanced charges
- Miscellaneous charges
- DD Form 619, 619-1, or other comparable commercial form
- Original Bill of Lading

5. Application of Prompt Payment Act

The Prompt Payment Act, 31 USC 3901, et seq., applies to shipments transported under this XTOS.

Section 4

A. Pre-move Survey

1. On-site and telephonic surveys

a. TSP must perform an onsite pre-move survey on extended storage lots within a fifty (50) mile radius of the warehouse facility designated for storage.
b. For lots exceeding fifty (50) miles of the warehouse facility designated for storage, a telephonic pre-move survey may be conducted only with the authorization of the ordering Agency.

2. Conducting the Survey

Appointments shall be made with the employee or their authorized agent, and, if changes need to be made, timely communication is required. The survey will determine items to be shipped, approximate weight, and materials needed to pack and move the shipment into extended storage. All major items of

furniture, appliances and equipment should be noted. Special packing materials needed for fragile items, flat screen televisions, front load washers and dryers or other special materials shall be noted. The scheduled dates for packing and pick-up will be determined at this time. Upon completion of the survey, the employee or their agent will be provided a signed copy of the pre-move survey including the TSP's estimated weight and other documentation.

3. **Personnel**

Personnel will be qualified to perform the assigned duties in the handling of personal property. They will be clean, neat and courteous. They will also be required to wear shirts in good repair with company logos. If at any time, they appear to be under the influence of drugs or alcohol, use abusive language, are disrespectful to government personnel either verbally or in writing, or otherwise improperly perform according to provisions herein, the Ordering agency may request to replace such personnel. No parolees, convicts, or prison labor permitted.

Section 5

A. Pickup and Delivery

1. **Establishing Pick-up Date**

TSPs will be provided at least five (5) business days advance notice of the pickup date requirement. Under unusual circumstances, TSPs may agree, but are not obligated, to accept pick-ups on less than five (5) business days notice. When shipments are accepted with less notice, the TSP is obligated to the agreed pick-up date. If prearranged time of pickup cannot be met, the TSP is obligated to notify the customer & agency immediately.

Extended storage shipments shall be packed and moved from origin location to storage warehouse. Any additional drayage of items under this section must be authorized. All items of service ordered shall be subject to and payable on the basis of a minimum weight of 500 pounds net.

2. **Attempt by TSP to Pick-up or Deliver Shipment**

When the TSP attempts pickup at residence on the date specified on the Initial Order for Extended Storage, and the customer/customer's representative is not available at the residence, the TSP, upon approval of the Ordering agency, shall be paid the drayage rate on a 500 pound shipment (minimum weight).

When the TSP attempts delivery at residence on the date specified on the Initial Order for Extended Storage, and the customer is unable to accept the shipment at residence, and the TSP returns the shipment to its warehouse, the TSP, upon approval of the Ordering agency, shall be paid the handling and delivery rate on actual weight.

Section 6

A. Withdrawal of Property

1. **Removal from Shipping Containers Prohibited**

The contents of containerized shipments shall not be removed from the containers when placed into extended storage.

2. **Identification of Items to be Withdrawn**

Items for withdrawal from extended storage should be indicated by the employee or their authorized agent at the time of packing whenever possible. When the shipment has already been packed, inventory item numbers will be furnished by the employee to the Ordering agency who shall provide the information to the TSP.

3. **Items That May be Withdrawn**

Only complete cartons or item numbers on the inventory may be withdrawn. Individual cartons shall not be opened.

4. **Ordering Partial Withdrawal**

Partial withdrawal shall only be ordered by the Ordering agency who shall certify this order on the DD Form 619-1 or other comparable commercial form

5. **Weight of Partial Withdrawal**

The TSP is responsible for obtaining the weight of the portion withdrawn.

6. **Billing for Partial Withdrawal**

TSP shall bill for the partial withdrawal of property as directed by the Ordering agency.

Where partial removal of a lot is less than 100 pounds, no adjustment will be made in the remaining storage weight.

Section 7

A. Firearms

1. **Security**

All firearms shall be protected from loss and damage during drayage and storage. It shall be identified on the inventory and stored with the bulk of the lot unless a separate secured stored area has been previously approved by the Ordering agency.

As a means of verifying that the firearm(s) were placed into storage in accordance with the XTOS, a TSP company official shall verify by sight that the firearm(s) were received at the warehouse and placed in storage. The official shall submit written certification to the Ordering agency listing the firearm(s) by make, model and serial number within 72 hours of shipment arriving at the warehouse indicating the firearm(s) were received at the warehouse and placed into storage, and maintain written certification of such in the customer's folder.

2. **Action on missing firearm(s)**

Upon discovery of a missing firearm, the TSP shall immediately notify the Ordering agency of the occurrence. TSPs may be placed in an ineligible status by the Ordering agency for each incident. If there are repeated occurrences of this nature, this may be cause for permanent disqualification against the TSP, such as temporary non-use, suspension, or removal from CHAMP. All firearms shall be inventoried as separate articles on the inventory showing the make, model, serial number, and caliber or gauge.
The TSP shall be responsible for ensuring that firearms are protected from loss, properly marked and stored in the center of the vault or bulk of the lot unless the Ordering agency has previously approved a separate secured storage area in writing.

Section 8

A. Destination

1. Unpacking

The TSP shall perform unpacking services as indicated on the Bill of Lading or order, and services shall be completed at the customer's residence between the hours of 8 am – 5 pm local time, unless prior approval is received. Approval for services which will be billed require approval of the Ordering agency. On a one-time basis, all boxes, cartons, and/or crates will be unpacked and the contents will be placed in

a room designated by the property owner, e.g., kitchenware in the kitchen, unpacked and placed on kitchen counters, tables, or other flat surfaces. The unpacking will be performed at the time the property is delivered to residence unless specifically waived in writing by the customer at the time of delivery. The waiver will be held in the TSP's file for further reference. When unpacking services are ordered, they shall consist of the following:

a. Unpacking all containers and placement of the contents in the room designated by the employee. Unpacking also consists of placing items in cabinets, cupboards, or on shelving in the kitchen when convenient and consistent with the safety of the items and proximity of the area desired by the employee. This does not include arranging articles in a manner desired by the employee.

b. Removing from the customer's premises all empty containers, packing materials, and other debris accumulated incident to unpacking unless otherwise specifically requested in writing by the customer.

c. Customer is authorized to retain all cartons and containers and may elect to surrender all or a portion of cartons and containers to the TSP at delivery. Debris removal of such cartons and containers for up to 30 days after delivery must be approved by the Ordering agency.

2. Debris Removal

(a) Debris removal is performed in conjunction with unpacking service and a debris removal charge will NOT APPLY for the cartons unpacked by the TSP at time of delivery.

(b) Debris removal charges apply when the Ordering agency requests the TSP perform debris removal service of unpacked cartons subsequent to the date of delivery and the service is performed. Charges for debris removal are considered labor charges in the prevailing GSA-01, and are based on the location of services.

Section 9

A. Conversion from SIT to Extended Storage

Conversion from storage in transit (SIT) to extended storage may occur after the Agency storage authorization has expired. This will apply only if the Government is paying for the extended storage service. In no instance will the rates applicable to extended storage apply to employee paid extended storage.

B. Expiration of Extended Storage

When the Ordering agency determines that the customer is no longer entitled to storage of personal property at Government expense, the Ordering agency shall provide the TSP, in writing, a 30 day notification of such determination, for each lot as identified on the Initial Order for Extended Storage. A copy of this notification is provided to the customer. The Ordering agency shall also provide the TSP with the owner's permanent mailing address. At the expiration of the entitlement period, the Ordering agency shall deliver to the customer the ORIGINAL copy of the warehouse receipt and/or combination inventory-warehouse receipt for the personal property and the TSP shall thereafter recognize the customer as the depositor of the personal property and look to the customer for payment of such future charges not payable by the Government.

1. Delivery should occur on or before the expiration date, to avoid a lapse in liability. In the event a shipment is not delivered on or before the expiration date of extended storage, the Ordering agency must be notified promptly, and the employee shall be liable to the warehouse for the additional days goods are stored. The amount shall be prorated at full valuation coverage.

2. Charges and payments after the Government expiration period will be negotiated between the customer and the TSP/warehouse. Collection of monies due shall be an agreement between the customer and the TSP.

3. The Government shall be liable only for payment of charges resulting from the performance of services, furnishing of materials or facilities, as ordered by the Ordering agency.

4. The Government shall not be liable for storage or service charges in connection with that portion of a lot which is in excess of weight limitations imposed by law or regulation or in connection with lots remaining in storage after the expiration of the period of entitlement of a customer to storage at Government expense.

Section 10

A. Packing, Preservation, Pickup and Preparation for Drayage and/or Storage

1. **Packing**

All packing shall be performed in a manner requiring the least cubic measurement, producing packages that will withstand normal movement and storage without damage to containers or contents and at a minimum of weight. Further, the number and weight of containers shall not be greater than necessary to accomplish efficient movement or storage. All containers must be properly sealed and/or secured.

a. All finished surfaces whether wood, metal, or other material likely to be damaged shall be so protected as to prevent scratching and marring.
b. The use of damp, wet, or unclean materials is prohibited.
c. Care shall be exercised to prevent loss or damage of personal property during packing, and the TSP shall properly and amply protect property by utilizing proper protective measures and by stowing effects in a manner not likely to cause damage.
d. For movement or storage, all fiber drums or dish packs shall be properly and clearly marked to indicate "TOP", "THIS END UP", or similar markings, and shall be so handled and placed.
e. In the absence of any general or specific requirements or contract provisions, the services shall be performed in accordance with the best commercial practices.

Unless a specific item is contained within its own section of this document, packing requirements should remain consistent with standard industry practices. Items that do not require packing / crating may be moved in a loose condition & prepared for storage at the warehouse. This should be indicated on the inventory form.

2. **Disposition of Containers and Packing Materials.**

All containers, cartons, and filler material required for packing and protection incident to movement shall remain with each lot until unpacking is performed at destination residence.

3. **Preservation of Items for Storage**

Care shall be exercised to prevent loss or damage of personal property in process of packing, and the TSP shall properly and amply protect property by utilizing proper protective measures and by stowing effects in a manner not likely to cause damage. Insecticides or repellents shall be used to provide constant protection for all materials made wholly or partially of wool and other materials subject to insect damage.

a. Rugs, rug pads and carpets, in addition to an application of insecticides or repellents when appropriate, shall be placed in individual dust-free cylinders or bags/covers of proper length or individually wrapped in 60 pound Kraft-type wrapping paper and secured with tape or twine. However, when rugs, rug pads, or carpets are stored in cold storage rooms, or in fumigated rug rooms that are sealed against entrance of dust and escape of fumigants, wrapping is not required. Rolled rugs, pads and carpets shall be stored in rug tubes which shall be so constructed that items shall not be bent. Rugs, pads or carpets shall not be folded for drayage or storage. Rust-free wire tags or other suitable identification labels not injurious to the fabric indicating the lot number, item number and owner's name shall be affixed to the rug and the outside container or wrapping. The warehouse location of rugs, rug pads and carpets shall be recorded as prescribed in Section 11 paragraph D (3).

   All rugs, rug pads and carpets shall be properly rolled (not folded) and protected at residence whenever necessary to provide safe transportation. All rugs, rug pads and carpets will be placed in individual dust-free cylinders, bags/covers of proper length or individually wrapped in 60 pound kraft-type wrapping paper and secured with tape or twine. All rugs and carpets will be stored in tubes in a horizontal position without folding or crushing any portion of the rug, carpet, or pad. If rack storage is used, rugs cannot be stacked more than two high and no items can be stacked on top of rugs.

b. Upholstered furniture, in addition to the application of insecticides or repellents when appropriate, shall be placed in individual containers or covered by prefabricated covers of paper or plastic, or individually wrapped in 60 pound Kraft-type paper and secured with tape, twine or equivalent, or shrink wrap materials. When clear plastic coverings are used, care shall be taken to prevent fading or bleaching of materials. When such articles are stored in fumigated rooms or in individual containers that are sealed against entrance of dust and escape of fumigants, wrapping is not required. Items will be identified as required in provision of Section 11 paragraph D (3).

c. Items, other than those listed above, susceptible to insect damage shall be stored in suitable, sealed containers, protected with insecticides or repellents.

d. Pianos and organs shall be stored separately whether "open" or pallet storage is employed by the TSP. Such instruments shall be shrouded in 60 pound Kraft-type paper, or in cloth; insecticides or repellents shall be placed near the felts. Care shall be taken to store such instruments in areas of the warehouse where changes in humidity and temperature are at a minimum. When fumigated piano storage rooms that are sealed against the entrance of dust and escape of fumigants are used, the above specifications shall not apply. Identification will be in compliance with Section 11 paragraph D (3).

e. The TSP shall be responsible for ensuring that all chemicals used for repelling insects or vermin do not have a harmful effect on any of the stored property.

f. The TSP shall take all necessary measure for prevention of mold or mildew and shall maintain periodic inspections as frequently as necessary to prevent damage to personal property in storage.

g. Warehouse will not show evidence of insect and/or rodent infestation.

h. Motorcycles shall be placed upright, fully covered, and wrapped in a protective material with nothing touching or pressing on it and may be stored in a separate area of the warehouse. Identification will be in compliance with Section 11 paragraph D (3).

i. Lawn mowers and other power driven equipment shall be stored in an upright position at the base of the shipment. If stored in a separate area of the warehouse, identification will be in compliance with Section 11 paragraph D (3).

B. Charges for Crating Services

Crating services will be quoted, billed and paid as provided in the GSA-01 tariff or in the prevailing Request for Offers (RFO). If a third party is used to provide crating services and the charges are in excess of those provided in the GSA-01 tariff or the RFO, as identified, the office that issued the Initial Order for Extended Storage, or the RTO has the authority to waive or negotiate the excess crating charges, in whole or in part, based on the circumstances of the use of third party services.

C. Protection of Residence Floors & Protection for Buildings

A substantial cover for flooring and carpeting in the employee's residence will be provided during packing, loading and delivery to prevent scratching, gouging, marring or soiling the floor or carpet of the residence. The TSP shall furnish padding or other protective material for the interior of the buildings, including elevators, for the duration of the move under this XTOS.

D. Appliance Servicing

1. Each appliance prepared at origin residence shall be prepared to safely withstand drayage, handling-in, extended storage, and drayage to destination residence. Servicing shall apply to major household appliances which have free-moving parts, mechanisms, attachments, or accessories, the movement of which, if not properly serviced, would either damage the appliance or render it inoperative. Such servicing shall be in accordance with recommendations of the equipment's manufacturer. Examples of such appliances are washing machines, dryers, ironers, refrigerators, sewing machines, stereo systems, and other similar major appliance items. Servicing includes securing all loose and moving parts of washing machines (to include front load washers), ironers, sewing machines, and similar items; securing the chassis of radio and hi-fi/stereo sets; and fastening motors.

   When property is drayed to residence, servicing includes loosening chassis and similar functions necessary to place the appliance in an operating condition. Servicing does not include repairing the mechanical parts of the appliance at origin or when delivered to residence. Any and all servicing shall be the TSP's responsibility, whether such servicing is accomplished by TSP or by a third party servicing activity approved by the agency.

2. The TSP is not authorized to remove or install television antennas; air conditioners; handle plumbing, electrical, or carpenter services, etc. When an appliance has been serviced at origin, such appliance shall be tagged, labeled, or clearly marked to indicate what must be done to replace the item in working condition at destination. In the event that servicing is not required, as per manufacturer's recommendation, a tag or label shall be affixed to indicate "no servicing required".

3. Nothing shall be packed in washers, dryers, refrigerators, freezers, stoves, or other major appliances except such items as electrical cords, connecting hoses and similar items which are required as an integral part of the appliance in its normal operation. The TSP shall take necessary measures to protect the interior parts of refrigerators, deep freezers, and similar items to prevent damage by mold or mildew during the storage period.

E. Special Servicing

Articles of an unusual nature may require special servicing for safe transportation and storage. The approval for servicing these articles will be negotiated between the Ordering agency and the TSP prior to

performance. When it is determined by the Ordering agency that these articles require special handling which the TSP is unable to perform, the Ordering agency may authorize the TSP to utilize a professional third party and/or an hourly rate may be used as a basis for the performance of such services. Authorization and payment for the required services will be shown on the Initial Order for Extended Storage. The agreed upon services and cost of these services will be noted on the TSP's invoice. The TSP's invoice will include the third party's paid billing as the substantiation of costs.

F. Special Requirements

1. Books

Books shall be placed in cartons or boxes. All books of similar size shall be packed vertically together in rows. Pads of solid or corrugated fiberboard shall be inserted between rows and packed tightly, wedged with pads or paper if necessary to fill out the carton or box and to prevent chafing. Books normally shall be packed not more than two rows high in a container.

2. Chinaware, Glassware, Crockery, Lamps, Clocks, Jardinieres, Statuary, Vases, and Bric-a-Brac

Use of a clean packing material or other modern method of packing (cell wrap, cell pack, or cells and dividers), is required for the packing of glassware, china-ware, bric-a-brac, table lamp bases, and other similar fragile items. Wrapping and materials used shall be in accordance with the best commercial practices for the items being packed. Items shall be wrapped separately, except groups of flat items may be wrapped in bundles if properly divided and cushioned. The heaviest items shall be placed in the bottom of the containers. Fiber drums, dish packs, and other containers shall be packed as compactly as possible. Padding shall be pressed gently but firmly around each item and as many pieces shall be put in a container as safely possible. Any surface or edge of an article that is fragile must be protected with cushioning. Stemware shall be packed in containers bottom side up, and bundles of plates and dishes shall be placed in containers on edge.

3. Electrical or Electronic Equipment - Audio/Video Equipment, Microwaves, Fans, Heaters, Portable Stoves, Sunlamps, Vibrators, and Similar Minor Appliances

When necessary to protect electrical equipment for safe transportation or storage, such equipment shall be completely wrapped in kraft-type paper or unicellular polypropylene foam and packed in a carton with enough padding to provide insulation necessary to prevent contact between articles of one article with another and to eliminate movement of any one article in the container. When packing is not necessary, the items shall be properly wrapped or padded for protection.

4. Kitchenware

All kitchenware shall be packed and padded into containers. The heavier items shall be kept to the bottom of the container.

5. Linens, Draperies, Clothing and Like Items

Linens, towels, bedding, draperies, and other items of this type shall be packed into cartons which shall be completely sealed at residence. Clothing shall not be stored in closet bags. Flat wardrobe cartons shall be furnished for clothing unless the PPSO authorizes the use of upright wardrobes. When upright wardrobes are used, no articles other than clothing on hangers shall be packed therein. Hangers must be removed from clothing packed in flat wardrobes.

6. Mirrors, Pictures, Paintings, Glass or Marble Table Tops, and Similar Fragile Items

These articles shall be wrapped, properly cushioned, and packed in a crate or container (glass or mirror pack, dish pack) specifically designed for that purpose. When it is determined that crating is required, the TSP must obtain approval of the Ordering agency before performing such services. No more than four articles shall be packed in any one crate or container. Specifications for packing mirrors are applicable to glass tops, glass faced pictures, and paintings. Such items shall be stored on edge. Marble table tops shall be packed separately. Small pictures, mirrors, and other items of this type shall be packed carefully into cartons, and cushioned to prevent shifting or damage.

7. **Lampshades, Ornaments, Toys, Etc**

All lampshades, ornaments, small toys, and other items easily crushed shall be wrapped and placed in cartons and shall be insulated from carton walls and from other items. Lampshades shall be wrapped individually with clean paper (not newspaper), or new unicellular polypropylene foam, placed in cartons, and cushioned to prevent shifting or damages.

8. **Silverware**

Silverware shall be packed in cartons of proper size to fit articles being packed without loss of space. Each item shall be wrapped with non-tarnish tissue paper (without sulphur) and appropriate pads shall be used to insulate and secure pieces in place. Cream pitchers, sugar bowls, and similar items shall be wrapped and cushioned in corrugated fiber cartons prior to being packed. Any items containing salt shall be emptied.

9. **Mattresses**

All mattresses, except those in hide-a-beds and/or sofa beds (see paragraph 10 below), regardless of size or construction, including box springs, must be placed in cartons of appropriate sizes and completely sealed at residence. All cartons used, including those improvised on site, shall be new and have a minimum bursting strength of 200 pounds per square inch. Foam rubber and cotton mattresses shall be stored horizontally and not under pressure from other items.

10. **Upholstered Furniture**

Upholstered furniture, to include wicker and wood frame with cushions, shall be placed right side up on all legs, on racks in special rooms or areas or in suitable containers so that nothing touches or presses against the upholstery. Mattresses shall not be removed from hide-a-beds and/or sofa beds which close in such a manner as to offer adequate protection; otherwise, they shall be removed and stored in accordance with paragraph 9 above, and the inventory annotated accordingly. Removable cushions shall be stored with the master pieces.

11. **Rugs**

All rugs, rug pads and carpets shall be properly rolled (not folded) and protected at residence whenever necessary to provide safe transportation. All rugs, rug pads and carpets will be placed in individual dust-free cylinders, bags/covers of proper length or individually wrapped in 60 pound kraft-type wrapping paper and secured with tape or twine. All rugs and carpets will be stored in tubes in a horizontal position without folding or crushing any portion of the rug, carpet, or pad. If rack storage is used, rugs cannot be stacked more than two high and no items can be stacked on top of rugs.

12. **Phonograph Records, Transcription Tapes, Video Cassettes, Computer Diskettes and Compact Disks**

These items shall be packed and stored in such a manner that the records, tapes, cassettes and disks are standing vertically and protected so as to prevent physical damage.

G. Handling Requirements and Preparation of Articles

1. Articles having surfaces subject to damage by scratching, marring, or chafing shall be wrapped, at the time of loading, in furniture pads, covers, or other acceptable wrappers which are part of the regular equipment.

2. All nuts, bolts, and screws removed from personal property in preparation for drayage or storage shall be placed in a suitable bag, properly labeled and securely attached to the article from which removed. Component parts of a master item, removed for any reason, shall be securely wrapped into package form, identified as to contents, numbered and cross-referenced on the inventory to the master item from which removed.

3. All articles shall be removed from chests of drawers, bureaus, clothes hampers, etc., and packed in appropriate containers prior to drayage. However, for lots identified as pending overseas movement, light non-breakable items may be packed in dressers, bureaus, and similar items. Articles/items which are packed in dressers and chests must be light in nature, non-breakable and of a character not normally susceptible to pilferage. Further, the chest/dresser must be of a reasonably sturdy construction to accept the additional weight packed therein without undue stress being placed on the chest/dresser which may cause damage. When articles are determined to meet the above criteria and packing within a chest/dresser is acceptable, the packed articles must be wrapped/cushioned to prevent shifting and movement during transit. As minimum unprinted newsprint or other acceptable cushioning materials will be placed over the articles remaining in the chest/dresser and all void areas will be filled. Additionally, when articles remain in chests and dressers, the Household Goods Descriptive Inventory and/or warehouse receipt will be annotated to clearly and accurately describe the contents. The inventory will be further identified as TSP packed.

H. Professional Books, Papers, and Equipment

Professional books, papers, and equipment shall be identified by the customer and packed separately from personal property. These items must be clearly identified, listed separately from other personal property on inventories and packing lists, and the containers must be weighed separately from the rest of the storage lots and the total weight of these items properly annotated on the appropriate documents. When actual weight of professional books, papers, and equipment cannot be obtained, the Ordering agency may authorize the use of a constructive weight of 40 pounds per cubic foot and the TSP shall annotate the inventory to indicate constructive weight.

I. Expensive and Valuable Items

When items are declared by the customer to be expensive and valuable and the customer determines the services as provided for herein are not adequate, special handling shall be provided at the request of the customer and additional charges, if any, for such special handling shall be at the expense of the customer. If the customer requests insurance coverage, the TSP shall inform the customer how such coverage may be obtained.

J. Impractical Operations

1. Nothing in this section requires the TSP to perform any linehaul service or any pick-up or delivery service or any other service from, to, or at any point or location where, through no fault or neglect of the TSP, the furnishing of such services is impractical because:

    a. The conditions of roads, streets, driveways, alleys or approaches thereto would subject operations to unreasonable risk of loss or damage to life or property;
    b. Loading or unloading facilities are inadequate;
    c. Any force majeure, insurrections riot, civil disturbance, strike, picketing, or other labor disturbance would -
        1. Subject operations to unreasonable risk of loss or damage to life or property;
        2. Unreasonably jeopardize the ability of the TSP to render drayage or any other service from or to or at other points or locations;
    d. Local, state or Federal restrictions, regulations, or laws prohibit performance of such services.

When service is impracticable for reasons stated in this rule, and service can be completed through the employment of a third party, the Ordering agency may order such service.

2. Upon written request and approval from the Ordering agency, the TSP will use or engage smaller equipment than its normal road haul equipment or provide extra labor for the purpose of transferring the shipment between the origin or destination address and the nearest point of approach by the TSP's road equipment. Charges for the auxiliary service will cover labor and additional vehicle (if used).

3. If the owner does not accept the shipment or any part thereof at the nearest point of safe approach by TSP's road equipment to the destination address, the TSP may place the shipment, or any part thereof that was not delivered, into storage. The responsible Ordering agency must be informed of such action prior to placement in warehouse.

4. Charges to cover the drayage of shipment, or part thereof, from point where it was originally tendered to warehouse location will be computed on the basis of the weight of the shipment or that part of the shipment stored in warehouse to include delivery out.

K. Removal or Placement of Property from or to Inaccessible Locations

The owner is responsible for removal or placement of property from or to attics, basements, and other locations, and to make property available to the TSP where the location of property and goods to be shipped or delivered:

(1) Is not accessible by a permanent stairway (does not include ladders of any type);
(2) Is not adequately lighted;
(3) Does not have a flat continuous floor

Section 11

A. Storage Area and Facilities

It is the TSP's responsibility to ensure the warehouse it uses for extended storage shipments maintains liability insurance consistent with commercial practices, or uses an approved DOD or DOS certified warehouse. The TSP shall ensure extended storage locations adhere to the following requirements:

1. The facilities or warehouses used by the TSP for extended storage shipments shall be commercial facilities or warehouses used by the TSP or its agent in the normal course of business for receipt and storage of household goods. The use of trailers, vans, public warehouses, and self-storage units is prohibited.

2. Storage facilities or warehouses must not be in or near a flood plain area.

3. Shipments shall not be placed at a location in excess of fifty (50) miles from the origin municipality and shall be at the TSP's nearest available facility, unless approved by the ordering agency.

4. Storage facilities or warehouses used by the TSP must be contained within domestic areas, including Alaska. No international extended storage is authorized under the terms of the XTOS.

    a. Areas assigned for preparation and storage of personal property shall be such as to prevent pilferage or damage by sunlight, heat, water or fire. Personal property shall be stored in areas that are dry, clean, free from dust, vermin and rodents, have adequate fire protection, and be accessible for routine inspection.

    b. Minimum clearance above stacks, width of aisles, accessibility of fire aisles, distribution of fire extinguishers, etc., shall be in accordance with existing local ordinances, the National Fire Protection Association codes, recommendations and standards and other nationally recognized codes and standards, whichever is more rigorous.

c. Care shall be taken to ensure that personal property is not exposed to hazardous materials or operations inside or outside the warehouse. Flammables/combustibles will be kept in closed metal containers when stored in the warehouse. Ammunitions are not authorized to be stored with any shipments. All combustible material outside the facility must be stored a minimum of 20 feet from the building, i.e., vaults, containers, trailers and vehicles. Severe hazards, as determined by the Ordering agency, may require further movement and/or a safety certification by the servicing fire department. Local conditions that prevent 20 feet clearance will also require a fire safety certification from appropriate local authorities. Containers (vaults) that have been packed by customers without inspection or inventory by the TSP so as to ensure that hazardous materials are not present, shall not be stored within facilities approved under this XTOS. TSPs will document their inspection, with a date, signature and shipment information. This information will be available for the Ordering agency to review to ensure compliance.

d. "No Smoking" signs shall be conspicuously posted in all storage areas and smoking restrictions shall be rigidly enforced. Smoking is prohibited during all phases of the storage program. This includes in the warehouse, around warehouse door areas, during the loading or unloading of vans and at any time that smoking would endanger the personal property.

e. Waste or refuse shall be kept in metal containers with tight-fitting metal lids.

f. Docks, aisles, driveways, and entrances shall be kept free of storage and equipment not being currently handled or operated.

g. Heating, electrical, plumbing and other systems shall be in good working order, maintained in sound condition and meet all requirements of local ordinances or nationally recognized codes. Extension cords shall not be used in the warehouse, except a heavy duty cord may be used to operate hand held power equipment/machines while in use.

h. The operation and/or garaging of all power equipment within the warehouse, with the exception of forklifts, pallet jacks, sweepers, or other items specifically authorized by the Ordering agency or the cognizant fire department, is prohibited. Warehouses must be operated in accordance with nationally recognized codes and standards (American Insurance Association, National Fire Protection Association, American Standards Association, etc.). In addition, local codes and standards will be adhered to. Gas pumps and other fuel storage shall meet all provisions of the local ordinances and nationally recognized codes and standards, whichever are more rigorous. Electrical storage batteries shall not be recharged in the warehouse unless proper procedure, in accordance with all local and national fire codes and standards, has been taken to prevent explosion from the gas generated.

i. Automatic sprinkler systems require inspection by a licensed or qualified sprinkler maintenance contractor on a quarterly basis, within a 90-day period in accordance with National Fire Protection Association, etc. A licensed contractor shall be required where state or local authorities license such contractors. Fire detection and reporting systems require inspection of the electronic monitor by a licensed or qualified contractor on a monthly basis, within a 30-day period.

j. Fire extinguishers shall be inspected and serviced at a minimum annually, and properly mounted in accordance with applicable fire codes. All gas or electric warehouse handling equipment must be equipped with the proper type fire extinguisher.

B. Use of a Facility for the TSP's Convenience

Nearest Available Facility Rule

Should the TSP use a more distant facility instead of its nearest facility for its own convenience, storage charges will be based on the nearest available DoD or DOS approved facility. The nearest available

approved storage facility is defined as that TSP's facility which has DoD and/or DOS approval, has space for the shipment, and is accepting Federal civilian non-DoD traffic from the TSP.

C. Storage Facilities

1. The TSP shall complete pickup and drayage services ordered on the date specified on the Initial Order for Extended Storage for such services and shall proceed in compliance with provisions of the XTOS. The TSP shall begin performance of handling-in services upon arrival of the property at the warehouse, to include placing the property within the facility, and shall complete placing the property within the facility no later than three (3) working days following the date of pickup. Items waiting for the completion of handling-in services will be protected at all times. When the TSP chooses to allow the personal property to remain on the truck until the next working day it will be held liable for any loss or damage occurring during this time without regard to cause. The TSP shall have three (3) working days from the date of pickup to complete the remaining handling-in services. The TSP shall begin performance of handling-out services as ordered; however, the TSP shall be given advance notice of at least five (5) working days.

2. The TSP shall treat each lot placed in storage as a separate entity for the purpose of separation, identification, and delivery and shall otherwise comply with all applicable laws and regulations with respect to separate identification.

3. The TSP shall furnish to the Ordering agency within seven (7) working days after receipt of each lot of personal property the applicable weight certificates, with an original copy and one copy of a nonnegotiable warehouse receipt for each lot stored. The warehouse receipt shall, in addition to the information required by applicable law, contain the following: (1) customer's name; (2) customer's mailing address as provided in the service order; (3) order number/service order; (4) inventory description of household goods; (5) net weight determined; (6) location of warehouse, as shown on the inventory form; (7) lot number; (8) notation of any overage, shortage, or damage; (9) liability in accordance with this XTOS; and (10) first and last inventory item numbers and total number of inventory items. The use of a legible combination inventory-warehouse receipt form is acceptable if the form contains all the information required by applicable laws. When storage or other services are at Government expense, the provisions of the service order shall govern in the event of any inconsistency between the service order and XTOS compared to the warehouse receipt. For this purpose, the term "inconsistency" is extended to include any provision of a warehouse receipt which is in addition to, or in excess of, the provisions of a service order or this XTOS.

4. In the event that, after coming into the custody of the TSP, personal property is stolen, lost and/or damaged during attempted theft, lost and/or damaged as a result of fire (including water damage incident to a fire), flood, earthquake, tornado, or any other similar type of occurrence, or if the property is subject to the probability of loss and/or damage so that without preventative measures being taken, loss and/or damage is likely to result, the TSP shall immediately notify the Ordering agency by the quickest means of communication, and the TSP shall take immediate action to protect the property from further loss and/or damage. The Ordering agency shall immediately conduct an investigation into the circumstances surrounding the incident to determine the responsibility for the incident and/or release of such responsibility on the part of the TSP. The Ordering agency reserves the right to award/not award any business during the period of the investigation.

a. The TSP shall immediately, at its own expense, proceed to unpack all affected containers, boxes, cartons, etc. The TSP shall take such steps as are necessary to properly dry items which are wet or damp. The TSP shall submit within ten (10) working days, or such longer period as the Ordering agency may authorize, in writing, a report, at no cost to the Government, of the loss and/or damage to each item or article listed on the inventory or warehouse receipt. In addition, the TSP shall, as directed by the Ordering agency, accomplish dry cleaning, laundering, oiling finished surfaces with appropriate furniture oil, and other similar preventative measures, and repack and restack the items for continued storage. Reimbursement, if authorized by the Ordering agency, to the TSP for work done in conjunction with avoiding or mitigating damages due to disasters covered by this provision shall not exceed actual costs and shall include no direct or indirect element of profit to the TSP. The TSP shall maintain a complete record of all labor and material (by lot) used in carrying out these duties and responsibilities. In no event will the Government be financially responsible for any costs included in TSP's insurance coverage for which the insurance carrier assumes the responsibility for payment.

b. Costs incurred by the TSP incident to the performance of the services directed by the Ordering agency shall be borne initially by the Government subject to a final decision by the Ordering agency, of the TSP's liability. The TSP shall not dispose of any damaged items or articles except with the written approval of the Ordering agency.

c. No action taken by the Ordering agency under this provision shall in any way constitute a waiver of the liability imposed hereof upon the TSP who shall continue to be liable in accordance with the provisions thereof as if no action had been taken under this provision, nor shall it be deemed to constitute a waiver of any other liability imposed by law or by any of the other provisions of this XTOS.

d. In any other cases of shortage or damage to personal property while in its possession, custody, or control, the TSP shall, without additional cost to the Government, furnish to the Ordering agency a complete report of the incident within five (5) working days, following the detection and/or occurrence.

5. Whenever a change in business organization or corporate structure (e.g., stock sale/transfer, name change, officer change, or sale) is anticipated or planned, the TSP shall notify the Program Management Office (PMO) in Kansas City, and the Ordering agency immediately, but in no event later than 30 days prior to effecting the change. The TSP agrees to notify the PMO and the Ordering agency, in writing, immediately when changes (e.g., bankruptcies, foreclosures, warehouse seizures, levies, search warrants, etc.) occur which may affect performance.

6. The TSP shall not release personal property from storage during the storage period except upon the written authorization of the Ordering agency.

7. The TSP shall ensure that each warehouse used for these extended storage shipments contains warehousemen's legal liability insurance or is an approved DOD or DOS certified warehouse. A copy of the Certificate of Insurance must be furnished to the Ordering agency upon its request. The Certificate of Insurance must identify coverage of personal property stored at the extended storage warehouse in addition to the items listed below. Omission of requirements contained within this paragraph may result in a TSP's extended storage rates being removed from the TMSS database.

a. Warehouse must maintain coverage in force for property accepted by the TSP under authorization for any Government agency;
b. Maintain valuation coverage in minimum limits of $6.00 per pound at each location.
c. Provide a 30-day advance written notice to the Ordering agency in the event of cancellation or any material change and/or reduction in the coverage. Upon cancellation of the present insurance policy, the TSP and/or warehouse must provide evidence of continuing insurance to the Ordering agency at least 10 days prior to the cancellation date of present policy;
d. Maintain deductibles in any policy which are applicable on an occurrence basis and which do not exceed $100.
e. Maintain Warehousemen's Legal Liability Insurance with an underwriter who maintains a policyholder's rating of "A" or better in the current issue of Best's Insurance Guide. An underwriter to meet the required criteria may execute a Reinsurance Assumption Endorsement.

8. The TSP shall store personal property only in facilities approved by the Ordering agency. The TSP must provide the following storage facility information:

   a. Location (Street Address, City, State, Zip Code)
   b. Fire Class
   c. Weight Limit
   d. Warehouse NO/Code

   Note: At no time shall the total weight stored exceed the weight in pounds authorized for each location for government storage lots. In order to ensure that limits indicated for each location are not exceeded, a record will be maintained for each location reflecting the number of lots and total weight of lots stored by the Government.

9. In cases where an insurance carrier of the customer, or TSP, assumes responsibility for the cost or makes payment to the TSP for any or all of the preventative measures, the expenses of which are to be borne by the Government, the TSP shall, as soon as practicable, notify the Ordering agency thereof. Where payment has already been made by the Government, the TSP shall, in accordance with the direction of the Ordering agency, reimburse the Government to the extent that the insurance carrier has made payment.

10. The TSP shall, without additional expense to the Government, be responsible for obtaining any necessary operating authority, licenses and permits prior to entering into a binding agreement and for complying with all laws, ordinances, statutes and regulations in connection with the furnishing of the services herein.

D. Locator System and Lot Identification

The warehouse shall maintain an up-to-date locator system which will permit the prompt identification and location of each lot and individual items required to be stored separately.

1. An acceptable system requires the following minimum control data for the pallet/box locator sheet: Owner's Name, Lot Number, Date in and Type of Storage, Pallet/Box Number and Location. All pallets/boxes must have an assigned, distinctive number.

2. It is recommended the warehouse maintain a numbering system for control of items by inventory number within each pallet/box.

3. Segregated items, such as rugs, rug pads, upholstered pieces, pianos, organs, oversized items, lawn mowers, garden tractors, tillers, bicycles, TV antennas, satellite dishes, ladders, tires, motorcycles, boats, will have an identity tag reflecting the owner's name, lot number, and item number. This tag will be fastened to the item by rustproof wire, string, or plastic.

4. The master locator sheet, reflecting all information on the pallet/box locator sheet and in addition, Service Order Number, each Pallet/Box Number and its location and a list of segregated items and location, will be kept in the office jacket file. A duplicate copy of the master locator sheet will be kept in either the warehouseman's files, if physically maintained in the warehouse, or affixed to a pallet/stack if warehouse files are not maintained. The TSP must also receive a duplicate copy.

E. Warehouse Security

The warehouse shall have established protective procedures for the facility to ensure the adequate safeguards have been taken to preclude unauthorized access. Particular attention shall be given to doors, exterior door hinges, windows, skylights, roof vents, cupolas, metal side panels, etc., to ensure that they do not permit simple entry on the part of unauthorized persons. Specific procedures are to include:

1. Warehouse employees within their area of responsibility must be counseled on the importance of security and shall be made aware of specific security procedures established by the warehouse for each storage facility.

2. Movement of outsiders within a warehouse shall be closely controlled and monitored by the warehouseman and/or its employees.

3. Two keyed locking mechanisms are required on all warehouse access doors, with keys issued to authorized employees only. An electronic detection system, approved by the Ordering agency, may be substituted for one of the required locking mechanisms. Electrically operated overhead doors must also be secured with two locking devices or an electronic detection system and one keyed locking mechanism.

4. Access walk-in doors, warehouse doors and warehouse/office windows which would permit warehouse entry by breaking glass panes, requires installation of heavy metal mesh or bars, or installation of an approved electronic detection system.

5. The doors on all closed vans will be secured with heavy duty (case hardened) padlocks or surface key locks.

Section 12

A. Inspection of Transportation

1. The Government has the right to inspect and test the TSP's services, facilities, and equipment at all reasonable times. The TSP shall furnish Government representatives with free access and reasonable facilities and assistance required to accomplish their inspections and tests.

2. The TSP is required to provide and maintain an inspection system acceptable to the Government covering the services under the XTOS. Complete records of all inspections are to be maintained and made available to the Government during the performance of services.

B. Inspection of Facilities and Operations

The Ordering agency and the PMO will have the right to review and inspect the facilities and operations of any TSP. The inspections will determine if the equipment, facilities, operations and personnel are adequate and capable of performing the services required by the Government. The inspections will validate that TSP operations have been performed in accordance with the provisions of this XTOS and the requirements of the Federal ordering office. The authorized representatives may inspect the TSP's facilities and operations at the TSP's main facility, at the residence of the employee, or at the warehouse or any other facility of the TSP during regular office hours and at any time that work is in progress.

C. Inspection of Shipping Containers

The warehouseman has the right/authority to inspect contents of all containers. In the event the contents of a containerized shipment contains illegal or items liable to damage the shipment, the warehouseman shall advise the Federal agency, and seek authorization to remove such items from the containers when placed into extended storage.

D. Corrective Action

When authorized representatives determine that facilities, equipment, or services do not meet the terms, conditions, or specifications prescribed by this XTOS, the provider shall cooperate fully to promptly correct the deficiencies by taking appropriate action at no additional cost to the Government.
The provider must notify the ordering agency Government representative in writing within 15 calendar days, indicating deficiencies have been corrected. If a shipment must be relocated to a new warehouse, the TSP and Ordering agency may negotiate charges based on the relocation of property.

Section 13

A. Inventory

1. In conjunction with the customer, the TSP shall prepare an accurate, legible inventory (an original and two (2) copies) listing of all items received, including contents of cartons in general terms such as dishes, linens, etc., bearing the signature of the customer and the TSP, both certifying to the correctness of the inventory. The listing of articles shall be specific to include make, model, color, and serial number when these are visible on the outside of the item. If a serial number is not available, annotate inventory with "No Serial Number". Such words as "household goods/personal property" or other general descriptive terms shall not be used. The "Exception Symbols," and "Location Symbols," as shown on the Household Goods Descriptive Inventory must be used to describe the conditions, such as marred, scratched, soiled, worn, torn, gouged, and the like. Ditto marks and other types of lines, arrows, etc. shall not be used.

2. All Professional Books, Papers, & Equipment will be identified as such on the inventory, together with the cube and weight of the container; a line entry for each container (e.g., carton, 6 cubic ft., 150 lbs.). All PBP&E items identified by the employee will be separated from other items of the shipment. When it is impossible or impractical to weigh the PBP&E, a constructive weight, based on 40 pounds per cubic foot, will be used.

3. The listing of upholstered furniture and rugs shall be specific as to color, description (striped, floral, etc.), and number of cushions or approximate rug size. All washers, dryers, major electrical appliances and audio-visual equipment will include make, model, and serial number. All firearms shall be inventoried as separate articles on the inventory showing the make, model, serial number, and caliber or gauge. Motorcycles shall be inventoried as one article, listing its serial number, make, model, year, and mileage when easily available and open to view on the exterior of the item. A standard commercial form must be used to annotate descriptive information and condition of the motorcycle.

4. The TSP must use a standard commercial inventory form to meet the inventory requirements.

5. The inventory shall show: (1) TSP's name and mailing address; (2) destination completed to identify and locate the warehouse(s) in which the lot is stored; (3) customer's name; (4) pickup address; (5) service order number; (6) lot number; (7) page number and number of pages; and (8) total number of items covered by the inventory.

6. A legible copy of the completed inventory shall be furnished to the customer at the time of pickup. The original shall be furnished to the Ordering agency and a legible copy retained by the TSP. When a combination inventory-warehouse receipt is used, the original and one copy will be furnished to the Ordering agency and the TSP shall retain a legible copy. In the event that, upon checking the lot into the warehouse, items are discovered which were omitted from the inventory at residence, they shall be added to the original and annotated as additional items not shown on the copy furnished at time of pickup.

7. When the storage TSP handles a lot out for Carriage, the TSP will furnish the Carriage driver with a legible copy of the extended storage inventory and will, in conjunction with the Carriage driver, check each item out of the storage lot in accordance with such inventory. If, at the time each item is checked out, there is a difference in the condition of the items from that listed on the extended storage inventory, the Carriage driver will prepare an exception sheet noting any shortage/overage, or differing conditions, cross referenced to the original TSP's inventory. If no new damage or loss is discovered, an exception sheet will be prepared stating "no differences noted", signed and dated by the warehouseman and driver. When the Carriage driver elects to make a new inventory, any differences as to shortage/overage or conditions, not listed on the original inventory, will be shown on an exception sheet as described above. In the event the opinion of the Carriage driver and the TSP's representative differ as to shortage/overage or condition, both opinions will be listed on the exception sheet and separately identified as to source. Both the TSP for Carriage and the TSP's representative will sign and date the exception sheet, each retaining a legible copy for their files. Such exception sheet will remain an internal industry document. In the event a claim is filed, the TSP for Carriage and/or TSP will furnish legible copies of the exception sheet to the concerned claims parties. The TSP shall also furnish a legible copy of the Exception Sheet to the Ordering agency when requested.

B. High Value Items

Unless specifically authorized by the ordering agency, the inventory prepared in accordance with this section will not contain a listing of high risk items.

For those items separated and identified as expensive and valuable items by the customer or the customer's agent, and authorized by the Ordering agency, a detailed inventory will be prepared by the TSP and certified by the customer or the customer's agent. This special high value inventory will become an addendum to the total inventory bearing the signature of the TSP or the TSP's representative. Items contained on this inventory must be stored in a secure area. The listing of expensive and valuable items in cartons will be in specific terms such as: "8 silver forks, 8 silver spoons, 1 silver ladle."

High value items are limited to silverware and silver service sets, crystal, figurines, furs, objects of art, computer software programs, manuscripts, comic books, baseball cards, and other collectable items or rare documents that have a value in excess of $100 per pound.

Items under this paragraph which require specialized storage not offered under the terms of this XTOS will be at the owner's expense.

Section 14

Weight Procedures

A. Vehicle Specifications

Closed furniture vans will be used when draying personal property for extended storage. The interiors thereof shall be clean, dry, and free from vermin, acid, paint, grease, and all other substances injurious to the articles packed, and shall be provided with a sufficient quantity of clean pads, covers, and other protective equipment to ensure safe delivery of the personal property. The tailgate of vans shall not be

used for hauling of personal property unless specifically authorized in advance by the Ordering agency. When tailgate loading is authorized, the load shall not extend beyond the surface of the tailgate or above the top exterior surface of the vehicle and must be adequately protected against damage. If approved by the Ordering agency, pallet-van packing may be used in lieu of closed vans provided protection is afforded against inclement weather and pilferage. Upon approval, containers moving by flat-bed equipment in local pickup or delivery service will be covered with a waterproof tarpaulin or other material providing equal protection, when local weather conditions dictate. This waterproof tarpaulin will cover the cargo on the top and sides down to the vehicle bed and all surfaces of the overhang. In any event, such protective covering will be available in local pickup or delivery services. All equipment shall be in safe mechanical condition.

B. Determination of Weight

TSPs will determine the weight of each extended storage shipment prior to assessing any charges dependent on the shipment weight. The weight shall be obtained on a scale approved by the appropriate regulatory authority for use in determining the weight of HHG shipments except as otherwise provided in this section.

C. Weighing Procedure for HHG

Except as otherwise provided in this section, the weight of each shipment will be obtained by determining the difference between:

- The tare weight of the vehicle on which the shipment is to be loaded prior to the loading and the gross weight of the same vehicle after the shipment is loaded, or

- The gross weight of the vehicle with the shipment loaded and the tare weight of the same vehicle after the shipment is unloaded.

Shipments may be weighed on a certified platform or warehouse scale prior to loading for transportation or after unloading.

TSPs may use platform scales to obtain tare and gross weight of containerized shipments.

If no certified scale (U.S. Government or State) is available at origin or any point enroute, or at destination, a constructive weight of 7 pounds per cubic foot, of properly loaded van space, may be used, upon pre-approval by the ordering agency.

1. **If the shipment weighs in excess of the employee's authorized allowance, the agency will notify the TSP when it may move the shipment. This time will not be counted against the allowable transit time, and payment will be authorized for any additional storage.**

D. Items Included in Weight

At the time of either weighing, the vehicle will have installed or loaded all pads, dollies, hand trucks, ramps and other equipment required in the transportation of each shipment. Neither the driver nor any other person shall be on the vehicle at the time of either weighing. TSPs will bill for the net weight of a HHG shipment described on the Initial Order for Extended Storage. The net weight will consist of actual goods plus special wooden crates (when approved by the agency), cartons, barrels, fiber drum and wardrobes used to pack linens, books, bedding, mattresses, lampshades, draperies, glassware, chinaware, bric-a-brac, table lamp bases, kitchenware and other fragile articles and the necessary wrapping, packing and filler material incident thereto. The net weight will include a separate weight for designated Professional Books, Papers and Equipment (PBP&E). Nothing else will be included in the net weight.

E. Net Weight of Containerized Shipments

In determining net weight on containerized shipments, TSPs will include in the tare weight all padding material, e.g., paper pads, cloth blankets or any wrapping material used as a substitute for cloth blankets, and blocking and bracing material used for a TSP's convenience to protect and secure a shipment.

F. Fuel Tanks on Vehicle

The fuel tanks on the TSP's vehicle will be full at the time of each weighing. If the tare weighing is the first weighing performed, no fuel may be added to the vehicle's tank until after the gross weight is obtained.

G. Detaching Equipment

The trailer of a tractor-trailer vehicle combination may be detached from the tractor and the trailer weighed separately at each weighing, providing the length of the scale platform is adequate to accommodate and support the entire trailer at one time.

H. Multiple Shipments

In the case of multiple shipments or partial loads on the same vehicle, the vehicle will be weighed under the same procedures for the initial tare weight. As each shipment is loaded, a gross weight ticket will be obtained. The gross weight for the previous shipment will subsequently become the tare weight for the next shipment.

I. Weight Tickets

The TSP shall obtain a separate weight ticket for each weighing required under this item except one weight ticket may be used to record both weights when both weights are obtained on the same scale. Every weight ticket shall be signed by the person performing the weighing and must contain the following minimum information:

- The complete name and location of the scale
- The date of each weighing
- Identification of the weight entries thereon as being the tare, gross or net weight
- The company or TSP identification of the vehicle
- The name of the employee of the HHG as it appears on the Initial Order for Extended Storage
- The TSP shipment registration or tender number.

The original weight ticket or tickets relating to the determination of the weight of a shipment shall be retained by the TSP as part of the file on the shipment. All invoices presented to collect any shipment charges dependent on the weight transported shall be accompanied by true copies of all weight tickets obtained in the determination of the shipment weight.

J. Weight Variance

In the event the actual shipment weight is greater than 115% of the pre-move survey weight, the TSP shall notify the RTO prior to billing the Federal agency. This notification will include the actual weight and pre-move survey weights. The TSP shall be prepared to justify the difference.

In the event the TSP fails to notify the RTO, the TSP stipulates that the constructive weight of the shipment shall be 115% of the pre-move survey weight. In the event the TSP fails to adequately justify the difference between the actual and pre-move survey weights, the TSP stipulates that the constructive weight of the shipment shall be 115% of the pre-move survey weight. The agreed constructive weight shall take precedence over the actual weight for the assessment of extended storage charges when based on weight. The RTO has the authority to waive this provision.

A copy of the pre-move survey shall accompany the billing voucher and associated documents when the weight variance rule is applied.

K. Reweighing of Shipments

The TSP, upon request of the shipper or his representative, prior to final delivery of the shipment (and when approved by the agency) shall reweigh the shipment. Reweighing of the shipment shall be performed on a scale different from the one on which the original weighing occurred.

1. **Right to Observe Reweigh**

The Government or its representative, or any other person responsible for payment of the charges has the right to observe the reweighing of a shipment. The TSP shall advise the Ordering agency, or any other person entitled to observe a reweighing, of the time and specific location where the reweigh will be performed and shall give that person a reasonable opportunity to be present.

2. **Applicable Weight When Reweigh Performed**

When a shipment is reweighed in accordance with this XTOS, charges will be based on the lower of the two net scale weights. In the event the reweigh information is not available at the time of the TSP's initial submission of its invoice, the TSP may either present a supplemental billing adjusting the transportation charges or adjust supplemental billings to reflect the reweigh weight.

3. **Charges for Reweigh**

The TSP may bill the Government for the cost of the reweigh scale charge but an original copy of the scale charge invoice shall be included with the billing. No reweigh service charge will apply.

Section 15

Liability for Care of Property

A. TSP Liability for Loss or Damage

TSPs providing extended storage services, pursuant to the provisions of this XTOS, shall offer full replacement value protection for each shipment. This includes all services encompassed with an extended storage shipment furnished by a TSP for which the TSP assumes liability for loss and damage. This will not exceed the full replacement value of the items transported.

B. Increase in Basic Released Value

Should the employee elect to specify a released value different from that specified on the Initial Order for Extended Storage, after the Initial Order for Extended Storage has been issued but prior to the date of pick-up, the TSP should have the employee contact the RTO and request an amendment to the original Initial Order for Extended Storage indicating the desired valuation.

C. Exceptions to TSP Liability

Overall Exceptions
The TSP is not responsible for loss or damage caused by:

- Acts of God, public authority or negligence of the employee and/or employee's agent
- Hostile or warlike action in the time of peace or war, including action in hindering, combating or defending against an actual, impending or expected attack, including by any government or sovereign power (de jure or defacto), or by an authority maintaining forces or by an agent of any such government, power, authority or forces

- Any weapon of war employing atomic fission or radioactive force whether in time of peace or war, including contamination attributable to effects of radioactive or fissionable materials
- Insurrection, rebellion, revolution, civil war, usurped power or action taken by governmental authority in hindering, combating, or defending against such occurrence, seizure or destruction under quarantine or customs regulations, confiscation by order of any government or public authority, or risks of contraband or illegal transportation or trade
- Strikes, lockouts, labor disturbances, riots, civil commotion, acts of person or persons taking part in such occurrence or disorder
- Inherent vice of the article or infestations by mollusks, arachnids, crustaceans, parasites or other types of pests, fumigation or decontamination when not the fault of the TSP
- The TSP shall not be liable for pre-existing damage
- The TSP shall not be liable for intangible property, securities, or for the sentimental value of an item

The burden of proof shall be on the TSP to show that the immediate cause of the loss or damage was one or more of the exceptions listed above which relieved it of liability.

The exclusions listed above will not apply if the TSP's own negligence significantly contributed to the loss. However, if the TSP, after giving written notice to the appropriate government transportation office, or electronic or written notice to the owner, identified a potential risk of loss or damage to the shipment from one or more of the above causes, and is instructed by the government or the owner to proceed with such storage and/or delivery, notwithstanding such risk, the TSP shall not be liable for the loss attributed to the risk.

D. Government Custody

Except as provided below with respect to concealed loss or damage, the TSP shall not be liable for loss or damage when the TSP can reasonably establish that such loss or damage occurred while the shipment was in the effective custody and control of the Government.

E. Extent of TSP's Liability

Liability for Non-Vehicular Personal Property
Except when loss or damage arises out of causes beyond the control and without the fault or negligence of the TSP, the TSP shall be liable to the United States Government or the employee for the loss of or damage to any article in an amount not to exceed the released value of any article over which the TSP has control or custody. Custody on the part of the TSP shall be considered to begin at the time performance of service commences and shall continue until services are completed. This includes, but is not limited to, all times while the property is being:

- Packed
- Picked up
- Loaded
- Transported/Drayed
- Stored
- Unloaded
- Unpacked
- Delivered
- Serviced by a third person hired by the TSP to perform the servicing.

F. Non-Vehicular Property Loss and Damage

Subject to the general provisions stated above and in the event personal non-vehicular property is lost or damaged, the measure of damages for a shipment to be delivered within the United States, including Alaska, shall be repair or replacement not to exceed the replacement value of the property at the point of

destination in the United States, including the cost of transportation and delivery of the property, to the employee at the destination residence. Replacement value must be based on replacement of the property with property of comparable kind and quality.

G. Duty to Mitigate Loss

If a loss or damage occurs to a shipment from one of the excluded causes listed in Exclusions from Liability, above, the TSP may still be liable for additional damage that results from its failure to take reasonable steps to mitigate the extent of the loss. For example, if a shipment is damaged by water from a flood or hurricane, the TSP, as soon as practical, should attempt to clean and dry the items, rather than allow further damage (e.g., rust, warping, or mildew), to develop from prolonged exposure to dampness. In some cases, the responsible transportation office may direct the TSP to undertake specific mitigation work, or may authorize payment for mitigation work, subject to later determination of whether the government or the TSP will be liable for the cost. The cost of any such mitigation efforts that are not paid for by the government will be deducted from the TSP's maximum liability for loss or damage.

H. Time Frames for Filing of Claims

The TSP will not be liable for loss or damage unless the owner files a timely claim directly with the TSP or with the Ordering agency within the timeframes specified below.

The specific timeline and steps for filing a claim are as follows:

1. At Delivery: Owner and TSP will review and sign the Notice of Loss/Damage/AT Delivery form, or comparable commercial industry form, provided by the TSP if there is any Loss or Damage evident at the time of delivery.

2. Within 75 days of Delivery: Owner may submit the Notice of Loss and Damage AFTER Delivery form, or comparable commercial industry form, provided by the TSP. Owner may also file a written or electronic claim with the TSP to be eligible for FRV.

    a. Burden of Proof When Notice is Given - If the employee provides written notification of the discovered loss or damage within seventy-five (75) calendar days after delivery, the TSP shall bear the burden of proving that it did not cause the loss or damage. If a claim for concealed loss or damage is filed more than seventy-five (75) calendar days after delivery and the TSP received notice of all or some of the loss or damage within that period, the TSP shall bear the burden of proving that it did not cause the loss or damage for which it received notice.

    b. Burden of Proof When Notice Is Not Given - If the employee files a claim for concealed loss or damage and the TSP did not receive notice of any of the loss or damage within the seventy-five (75) calendar day period, the employee will bear the burden of proving that the TSP caused the loss or damage.

3. If a claim is not completely settled after 30 days, owners may transfer the claim to the appropriate Ordering agency.

4. Concurrent with CHAMP and the Federal Management Regulations 102-118.460. Time Limits on Actions Taken by the Federal Government Against TSPs: Agencies have the right to file loss and damage claims up to 6 years from delivery. If the claim is filed after 75 days from delivery but before 6 years from delivery, the burden of proof is on the owner/agency to verify that the loss/damage occurred while in the TSP's possession.

I. Liability for Repair/Replacement

On claims where the TSP is liable, the TSP liability is as follows:

From date of delivery to 75 days after delivery -

1. For items that are damaged but not destroyed, the TSP will, at its option, either repair the items to the extent necessary to restore them to their original condition when received by the TSP, or pay the owner for the cost of such repairs.

2. For most items that are destroyed (i.e., the repair cost exceeds replacement cost) or lost, the TSP will, at its option, either replace the lost or destroyed item with a new item, or pay the undepreciated replacement cost of a new item. New items should, to the greatest extent possible, be from the same manufacturer and should be the same make and model as the item that was lost or destroyed. If the TSP cannot find a new item that is the same as the item that was lost or destroyed, it may replace the item with one of comparable qualities and features. However, for lost or destroyed items that are parts of sets, such as a silver service, crystal glasses, or china, the TSP may replace the lost item with a like item that matches the rest of the set. Likewise, some items, such as collectable figures (e.g., Hummel and Lladro), collectable plates, collectable dolls, baseball cards, antiques, comic books, coin and stamp collections, and objects of art, cannot be properly replaced with new items because it's value is based, in part, on the fact that it is no longer made and is no longer available for purchase as new items. For this type of item, the TSP may replace the lost or destroyed item with the same or comparable item or pay the replacement cost of the item.

3. Replacement cost is based on the replacement cost at destination. It includes any shipping charges and sales tax. However, the TSP is not required to pay shipping charges and/or sales tax in excess of $10 on a claim until it receives proof that the charges and taxes were actually paid.

4. The government will have the normal six years specified in Title 28, United States Code, Section 2415, to resolve the claim or file suit.

J. Liability for High Value Items

1. The TSP's legal liability for loss or damage to high risk items shall be the same as for any other property lost or damaged. Unless covered by a high risk program established in accordance with Section 13.B, a TSP's liability for high risk items shall in no way be limited to a value less than that established under the terms of the level of service stated on the authorization or Bill of Lading.

2. A high risk program limiting a TSP's liability for loss of or damage to high risk items may only be established with the approval of the RTO and be evidenced by a written agreement setting out the terms and conditions established by the shipping Federal agency. The mere issuance of a BL to a TSP with a pre-existing high risk program is not sufficient to incorporate the terms of such high risk program into the Government's contract of carriage.

K. Liability for Real Property Damage and Inconvenience

The TSP shall be liable for any damage sustained to the premises or real property of the employee caused by the TSP, its agents or employees.

Payments by the TSP to an owner for inconvenience claims will not be deducted from the TSP's maximum liability for loss or damage, but are a separate liability.

L. Full Replacement Value (FRV) Liability

When the owner files a claim with the TSP within 75 days of delivery, the TSP is liable for the Full Replacement Value (FRV) of any lost or destroyed items subject to the limits of liability stated above.

When FRV applies to a shipment that includes an item such as motorcycle, the TSP's maximum liability for the vehicle(s) shall be the value stated in the current issue of the N.A.D.A.'s Official Used Car Guide for such vehicle(s), adjusted for mileage and other factors considered in the guide. However, if either the owner or the TSP has obtained an appraisal of the item from a qualified appraiser, settlement will be based on the appraised value rather than the book value.

For personal watercraft, pianos, organs, firearms, objects of art, all-terrain vehicles, and snowmobiles, the TSP may replace the item with a comparable used item or pay the fair market value replacement cost, because these are large, expensive items that are not part of the typical shipment and have an active, widespread secondary market.

Replacement cost is based on the replacement cost at destination. It includes any shipping charges and sales tax. However, the TSP is not required to pay shipping charges and/or sales tax in excess of $10 on a claim until it receives proof that the charges and taxes were actually paid.

M. Liability for Delay

The TSP shall be liable for the inconvenience and extra expense caused to the employee and to the Government if the employee is required to obtain temporary quarters due to the TSP's failure to pick-up or deliver the household goods shipment in accordance with the instructions provided by the RTO, the employee, or his authorized representative. Equipment failure, actions by other TSPs or agents, and illness or error by persons in its employ or in the employ of its agents, among others, are considered within the control of the TSP and may not be used as a basis for denying a claim for damages due to delay.

N. Liability for Prohibited Items

When a TSP undertakes the shipment of items prohibited by law or regulatory bodies which are injurious or contaminating to the shipment, the TSP shall be liable for loss or damage resulting from its failure to decline such items.

O. Liability for Missing Articles

If the missing articles are not found within thirty (30) calendar days from the date of shipment delivery, items shall be presumed lost by the TSP and payment to the employee will be made upon the filing of a claim without dispute.

In the event the missing articles are located subsequent to claims action by the employee or the Government, the TSP shall hold the articles at the point of location, notify the RTO, and await disposition instructions. When articles/items are returned to the employee, any claims which have been paid in favor of the employee shall be readjusted in the TSP's favor.

P. Employee Failure to Verify Inventory

The TSP shall not deny liability for property loss or damage solely on the basis that the Government, the employee, or the employee's authorized representative failed to verify the origin or destination inventories. This provision does not apply to high value/high risk items.

Q. Claims for Loss of or Damage to Personal Property

Claims for loss of or damage to personal property stored pursuant to this XTOS must be filed with the TSP by the shipping Federal agency, provided, however, that with the approval of the shipping Federal agency, the employee or his/her authorized representative may file the claim on behalf of the employee and the Government.

R. Claims for Damage to Real Property

Claims for damage to real property belonging to the employee at the time of shipment or subsequent thereto must be filed with the TSP by the shipping Federal agency, provided, however, that with the approval of the shipping Federal agency, the employee or his/her authorized representative may file the claim on behalf of the employee and the Government.

S. Inconvenience Claims

Inconvenience claims may be filed with the TSP by either the employee or the Government.
When the claim is filed by the employee, the TSP shall be liable for the reasonable costs incurred by the employee in excess of those reimbursed to the employee by the Government.

When the claim is filed by the Government, the TSP shall be liable for the reimbursement made by the Government to the employee for the temporary quarters obtained by the employee.

T. Inventory Correctness

When a claim is asserted for loss of an article, either contained in a carton or as a stand-alone item, and it is not specified on the inventory, the item shall be construed as present and the TSP shall not contest a claim for the missing item, unless the TSP can establish that the inventory was a complete listing of all items in the shipment and that the article was not received by the TSP.

Section 16

A. Claims Settlement

The TSP shall acknowledge a claim in writing within ten (10) calendar days and shall make every attempt to settle the claim within thirty (30) calendar days of receipt.

B. Settling Property Loss or Damage Claims

The TSP shall satisfy a claim by repairing or replacing the property lost or damaged to the extent of TSP liability with materials of like kind, quality, and condition at time of acceptance by the TSP. Repair or replacement will also be construed to include payment of cash.

In the event that estimates of repair costs are obtained by the employee, either on his/her own or at the request of the TSP, the estimator's cost to furnish such estimates shall be reimbursable to the employee. However, if the terms of the estimate provide that the cost of the estimate will be deducted from the cost of repairs when repairs are completed, the TSP's liability will not exceed the cost of repairs.

C. Delays in Settlement

If the claim cannot be processed and disposed of within thirty (30) calendar days after receipt thereof, an additional thirty (30) calendar day period will be available for settlement of the claim. The TSP shall, at that time, advise the claimant and the agency in writing or electronically of the status of the claim and the reason for the delay in making final disposition. The TSP shall retain a copy of such advice to the claimant in its claim file.

D. Claim Settlement Penalty

If the TSP does not settle the claim within thirty (30) calendar days after receipt, the TSP shall pay a $25.00 per day penalty to the Ordering Agency. The total penalty shall not exceed $250.00. The agency RTO can waive the penalty in whole or part depending on the circumstances.

E. TSP Failure to Settle

Failure to make settlement within the initial thirty (30) calendar day period (or the maximum sixty (60) calendar day period if proper notice is given) shall be construed as a refusal by the TSP to settle the claim. If a TSP fails to settle a claim in the time allowed or to its legal liability as determined and to the satisfaction of the employee, the Federal agency paying the costs of the shipment, Ordering Officer and RTO are authorized to make a determination of TSP liability for:

- Equitable adjustment for incomplete or non-performance of services
- Loss of or damage to real and personal property.

In making these decisions, the RTO should interview the TSP and the employee or authorized Representative and review the TSP's settlement offer (if any), and all supporting documentation. Upon review, the RTO will determine the propriety of the settlement or, when appropriate, direct the TSP to resettle in the amount or amounts determined to be proper by the RTO.

No claim shall be denied due solely to TSP's lack of opportunity to inspect property prior to repair when the nature of the damaged item, such as a refrigerator, washer, dryer, or television, required immediate repair.

Section 17

Setoff

Failure to make settlement within the initial thirty (30) calendar day period, or the maximum sixty (60) calendar day period shall be construed as a refusal by the TSP to settle the claim and as an admission of its liability to the full extent of the law and this XTOS.

If the TSP refuses to settle a claim, the agency RTO or Program Manager can initiate action to collect the money due from the amount owed the TSP.

Section 18

Government Liability

The United States Government (or other US Government agencies assuming effective custody) will be liable to the TSP for damage to or loss or destruction of liftvans/vaults due to negligence of the Government, reasonable wear and tear excepted.

Section 19

Limitation of Action - Claims for Property Loss or Damage

The time frame for the filing of claims for property loss and damage shall be in accordance with the laws of the United States of America, the terms and conditions of the XTOS, and the applicable Initial Order for Extended Storage.

Section 20

Management Reports

Upon request, the TSP shall provide reliable, automated management reports to each participating agency. These reports may be used to support billing to the agency and must present detailed transaction data to include at a minimum, name of employee, length of time the property is in storage, itemized services provided, etc. Agencies may establish different format and data requirements.

A. Reports to the Program Management Office (PMO) - Extended Storage Shipment Report

The TSP shall furnish to the Program Management Office (PMO) a quarterly report of shipments billed to the Federal Agencies during the previous quarter on shipments handled under the XTOS.

- The report should contain a listing of all Centralized Household Goods Traffic Management Program (CHAMP) extended storage (XTOS) shipments. For purposes of this report, use the shipment packing date for including shipments within this report.

- The Shipment Report shall be submitted within sixty (60) calendar days after the end of each calendar quarter.

- All shipment reports for the XTOS shall be filed in TMSS. No negative reports are required.

- If a report needs to be corrected, the TSP is authorized to remove the incorrect information and submit a corrected report. Methods for submission and correction are identified in Paragraphs C and D below.

B. Electronic Filing Only

Reports shall be submitted using electronic media via TMSS. Hard copy (i.e., paper) reports will not be accepted. In those instances where hard copy reports are submitted to the PMO, it will be considered the same as a failure to submit.

C. Instructions for Submission

To file an extended storage shipment report, begin by logging into TMSS with a valid User ID.
Click on the new module located in the left margin labeled: TSP XTOS Reporting

On the next screen, input the items below into the data entry fields:

- SCAC: Select the SCAC. For Rate Filing Service Providers, a list of SCACs will be available to select from.
- Stor Loc (i.e. Storage location): From the drop down list, select the state where the shipment is stored.
- Reference #: Enter a TSP reference number for the shipment. Can be up to 15 numbers which identify the XTOS shipment.
- Weight: Enter the weight of the shipment, up to 5 digits.
- Dt of packing: Select the date of packing from the pop-up calendar. If packing continued into additional days, enter the last day.
- Dt into Ext Stor: Select the date the shipment went into extended storage.
- Stor Typ – From the drop down list, select either Extended or Climate Controlled Storage
- Rpt Yr/Qtr: From the drop down list, select the appropriate calendar year and quarter in which the shipment is being reported. This field is based on the packing date, for determining the proper calendar year/quarter.
- Amt Invoiced: Enter the total amount invoiced to the agency for the XTOS shipment during the quarter. (include decimal points, i.e. 530.75)
- Agy FAIC: Enter the agency's new 10 digit FAIC code.
- Emp Last Name: Enter the employee's last name, up to 45 characters.

Once all information is entered, click on the "Create" button. This will submit your entry for reporting the XTOS shipment.

D. Viewing and Editing Reports

For Rate Filing Service Providers, select the SCAC that you would like to view/edit. Once the SCAC is selected, the list of XTOS reports filed under the selected SCAC will appear in the bottom window.

Select the report by clicking on the employee's last name, which is underlined. The information within the report will populate the data entry fields. Make any edits to the report within the data fields. Once edits have been made, click on the "Update" button.

E. Definitions of Other XTOS Reporting Selections

- List: The option "List" will list all XTOS records entered by the TSP based on the selection made (such as Storage Location State, Date of Packing, etc).
- Create: The option "Create" will add a brand new XTOS transaction entry into the TMSS system. Once this selection is made the information will be stored in the TMSS database.
- Update: The option "Update" will enable the user to pull the transaction (listed in the lower window) into the data entry field line to make modifications to a previously submitted report.
- Delete: The "Delete" option will enable the user to remove the transaction once it has been selected and appears in the data entry line.
- Generate/Download: The red button labeled "Generate" will allow the user to prepare a downloadable file based on the information contained within the data entry fields. After "Generating" the file, the 'Download" button will appear. After selecting "Download", the results of the generated report will be downloaded into a format compliant with Excel.

F. Failure to Submit Reports

Failure to submit XTOS reports in two consecutive quarters and/or three of four quarters will result in the placement of a TSP's XTOS rates in a temporary non-use status in TMSS, the withdrawal of a TSP's XTOS rates in the Transportation Management Services Solution (TMSS) database and/or possible subsequent revocation of its approval to participate in the CHAMP XTOS Program. Notification to TSPs that are delinquent with XTOS report submissions will be contacted via e-mail. Please note the main point of contact on file in TMSS will receive the notification.