

## 2 Application and Participation

### 2.1 Overview

Participation in the GSA Centralized Household Goods Traffic Management Program (CHAMP), for both domestic and international Household Goods (HHG) shipments, is open to any household goods carrier or freight forwarder holding appropriate authority (e.g., certificates, licenses, or permits) from the U.S. Department of Transportation, Federal Maritime Commission, or State regulatory authority.

This section describes how an eligible firm may apply for acceptance as a Transportation Service Provider (TSP) for CHAMP. It also describes the conditions for continuing in CHAMP, including restructuring of the approved scope of operations.

A firm may apply to participate in CHAMP at any time, subject to the restrictions set out in Section 2.2, below.

### 2.2 Restrictions on Applications for Approval

Previous CHAMP TSPs, whether terminated by GSA or voluntarily withdrawn from the program, may apply for approval subject to the restrictions in the following table:

<b>If:</b>	<b>Then the firm:</b>	<b>When?</b>
The firm was terminated by GSA	May apply for approval.	One calendar year after termination
The firm voluntarily withdrew	May apply for approval.	Immediately

See also Section 2.5 below for further information on the approval process for previously approved TSPs.

### 2.3 Application and Approval Process

TSPs who apply to participate in CHAMP are stringently evaluated and assessed. TSPs qualify on financial stability, business experience, quality assurance, and knowledge of the Household Goods Tender of Service (HTOS). TSPs shall submit a complete approval application package. This approval package is reviewed by the Program Management Office (PMO). If accepted, the TSP will then be approved to participate in CHAMP.

To become an approved CHAMP TSP, go to the GSA [Household Goods Transportation](#) website. Find the HHG TSP Approval Requirements under Transportation Service Provider Information. (Household Goods Transportation > Transportation Service Provider Info > Household Goods TSP Info)

- Download the Household Goods Application Instructions
- Download the Domestic Application, if applicable
- Download the International Application, if applicable.

Note that a TSP may apply for domestic approval only, international approval only or both. If a TSP seeks both domestic and international approval both applications shall be submitted. Refer to the downloaded Household Goods Application Instructions for complete details.

To complete an application, the following items shall be provided to the PMO:

- E-mail/attachment containing Domestic and/or International Application(s)
- Completed Carrier Request to Participate and Agreement (see Appendix C – Forms)
- Completed Trading Partner Agreement (see Appendix C Forms)
- Standard Carrier Alpha Code (SCAC) Certification Letter.

Complete and submit the application and documentation as required in the instruction document and this section. An application is not complete until all of the listed items are submitted and any questions from the PMO are satisfactorily answered. Failure to respond to PMO requests for additional information by the suspense date established in the request will delay consideration and may result in termination of the application without action.

GSA will notify applicants of their approval or rejection within sixty (60) calendar days of receipt by GSA of their completed package.

## **2.4 New Applicants**

This section includes additional information about the terms and conditions governing an application for CHAMP. They amplify and extend the information in the Household Goods Application Instructions.

Unless otherwise provided, the term applicant shall mean the applicant firm.

### **2.4.1 Applicant Information**

Information concerning the applicant includes name, postal address, electronic mail address, telephone and facsimile numbers, corporate office, operating authorities, and other forwarders with which the applicant does business. The applicant shall indicate whether or not it is under the financial or administrative control of any other household goods carrier or forwarder, and state the name of the carrier or forwarder controlling the applicant. The applicant will provide a

list of HHG carriers and forwarders which are under its common financial or administrative control.

## **2.4.2 Agreement to Abide By the HTOS**

The applicant shall submit an original signed copy of the “Request to Participate and Agreement to Abide by the Terms and Conditions of the General Service Administration's Centralized Household Goods Traffic Management Program” (see Appendix C – Forms). By this, the applicant agrees that it and its agents shall abide by the terms and conditions of the CHAMP HTOS. If the applicant is applying for both Domestic and International Programs, only one signed original document is required.

## **2.4.3 Authority and Licenses**

### **2.4.3.1 Applicant**

The applicant shall submit any applicable ownership requirement established by law for the type of services in which it engages.

The applicant shall hold all necessary operating authorities, permits and business licenses issued in its name, from appropriate regulatory bodies, for the transportation of personal property, and will provide copies of each authority, permit or business license to the PMO upon demand.

If the firm is exempt from such regulatory certification by operation of law or order of an appropriate regulatory body, it shall so state and be bound by applicable tariff and legal requirements and the provisions of this HTOS.

### **2.4.3.2 Applicant's Agents**

The applicant shall ensure that its agents also meet any applicable ownership requirements established by law for the type of services in which it engages.

The applicant shall certify that each agent it will use holds all necessary operating authorities, permits, business licenses issued in its name, from appropriate regulatory bodies, for the provision of agent services as defined in this HTOS and will provide copies of each authority, permit or business license to the PMO upon demand.

If an agent is exempt from such regulatory certification by operation of law or order of an appropriate regulatory body, it shall so state and be bound by applicable tariff and legal requirements and the provisions of this HTOS.

Note: Each Agency using CHAMP has the right to establish its own agent approval process in addition to the CHAMP application and approval process. Each Federal agency requiring agent approval is responsible for establishing its own application submission requirements, approval standards, approval processing and issuance.

#### **2.4.4 TSP-Agent Agreement**

The applicant shall certify that each agent it will use to provide agent services is party to a valid written agency agreement between itself and the applicant. This agreement shall be in effect at the time of application or will be at the time of use, if approved. The agency agreement shall, at a minimum, contain the language set out in Section 3, setting out the terms and conditions of the agent's representation of the TSP, the services to be provided, the terms and method of payment for services rendered, the quality control standards expected by the firm and the method of quality measurement, and the terms under which the agreement may be terminated.

#### **2.4.5 Standard Carrier Alpha Code (SCAC) Designation**

An applicant shall have a valid SCAC as issued by the National Motor Freight Association, Washington, DC. An applicant's request will not be processed without the SCAC.

#### **2.4.6 Trading Partner Agreement**

The applicant shall complete and sign the Trading Partner Agreement (TPA) form (see Appendix C - Forms) and send the hard copy back with all other required documentation. If applying for both the Domestic and International Programs, only one TPA needs to be submitted. An applicant's request will not be processed without the TPA.

#### **2.4.7 Cargo Insurance**

The applicant shall maintain cargo liability insurance during the term of this agreement. At a minimum, this insurance will be in the amount of \$65,000 for any one shipment per (transporting) vehicle and \$150,000 for any one disaster causing loss or damage to the contents of two or more shipments per (transporting) vehicle or property otherwise located. The insurance policy shall not contain any provision excluding liability for loss and/or damage for which the firm is responsible under the terms of this HTOS.

The cargo liability insurance certificate shall provide that notice of termination or cancellation be furnished to the PMO thirty (30) calendar days prior to such termination or cancellation.

## **2.4.8 Performance Bond -- International Only**

If the applicant is applying for approval to handle international shipments, the firm shall maintain a performance bond during the term of this agreement. The amount of the bond shall be for the greater of \$75,000 or 2.5% of the firm's (principal) gross annual revenue derived from CHAMP GBL shipments the preceding calendar year. The bond shall be executed by a surety company appearing on the list contained in the [Department of Treasury Circular 570, "Surety Companies Acceptable on Federal Bonds."](#)

The bond is continuous until canceled by the TSP or surety company. In the event a bond is canceled, it shall be replaced by the close of business on the date of cancellation in order to maintain approval.

Use Standard Form (SF) 25 for this purpose (See Appendix C – Forms). The performance bond must be delivered to the PMO no later than the due date for the filing of rates in the Filing Cycle following applicant's approval. The performance bond shall be renewed annually in conjunction with rate filing as directed in the RFO.

## **2.4.9 Experience**

The applicant shall conduct and maintain operations consistent with standard industry practices and this HTOS so that an acceptable level of service shall continue to be provided.

The applicant shall certify that each agent it will use conducts and maintains operations consistent with standard industry practices and this HTOS so that an acceptable level of service shall continue to be provided.

## **2.4.10 Scope of Operation**

The applicant shall submit information about their current and proposed scope of operation. For its current scope of operation, the applicant shall provide the actual number of shipments handled between each serviced service-area pair during the past five (5) years.

## **2.4.11 HTOS Questionnaire**

The applicant shall complete the HTOS questionnaire which is designed to familiarize the applicant with the requirements of the HTOS and is contained in the application package on the web (See Section 2.3). GSA reserves the right to require that the HTOS Questionnaire be resubmitted when the applicant has failed to complete a substantial number of the questions correctly.

### **2.4.12 Quality Control Program**

The applicant will furnish information regarding its published internal quality control program covering the functions of traffic management (routing, tracing, and billing), packing, packaging, containerization, employee training, supervision, and, if appropriate, agent supervision. This will include quality goals and objectives with measurable performance standards, measurement techniques, and actions based on those standards.

The applicant will furnish information on how its quality control program is applied to its agents and how it is monitored. In addition, the applicant will describe how its program relates to, and reinforces the quality control program of, its agents.

Valid certification under ISO 9000 or ISO 9001 may be submitted as evidence of an acceptable Quality Control Program in both the applicant's and its agents' organizations.

### **2.4.13 Financial Responsibility**

The applicant shall demonstrate its financial responsibility, working capital, and other financial, technical, and management resources.

### **2.4.14 Agent Facilities**

The applicant's agents shall have the following:

- 2,000 cubic feet of storage space available for the use of the applicant
- Two vehicles, one of which shall be a weather-tight van of at least 1,000 cubic feet capacity and one open bed vehicle with a minimum length of 16 feet each
- One mobile lifting device (e.g., forklift) with a minimum lifting capacity of 4,000 pounds.

## **2.5 *Previously Approved Firms***

If the applicant has been terminated or has voluntarily withdrawn from CHAMP participation, reapplication is governed by the rules in Section 2.2. The application shall be supported by statements from all federal agencies that had previously used that firm for household goods transportation services. The statements of support shall be in the form and format specified by GSA.

## **2.6 *Additional Information***

GSA reserves the right to request additional or supplemental information when the information contained in the application is insufficient for a proper evaluation. Unless requested by GSA, additional or supplemental information will not be accepted.

## 2.7 *False Statements*

A firm shall submit an application in its own name for approval as a TSP. A firm that on its own behalf or on behalf of an agent (a) falsifies, conceals, or covers up by any trick, scheme, or device a material fact; (b) makes any false, fictitious or fraudulent statement or representation; or (c) makes or uses any false writing or document knowing the same to contain any false, fictitious or fraudulent statement or entry on any part of the application or on any document furnished pursuant to this HTOS is punishable by fines, imprisonment, or both (U.S. Code, Title 18, Section 1001).

## 2.8 *Evaluation of Application*

The request for approval will be evaluated in accordance with the criteria set forth below

HTOS Section and Application Item	Evaluation Factors
2.4.1 Applicant Information	GSA will evaluate the impact of applicant's disclosed relationships and common financial and administrative control on CHAMP
2.4.2 Agreement to Abide By the HTOS	The certification will be reviewed to determine that the applicant has agreed to abide by the Terms and Conditions of the General Services Administration's Centralized Household Goods Traffic Management Program.
2.4.3 Authority and Licenses	GSA will verify that the applicant has appropriate and sufficient authority and licenses to conduct the proposed scope of operations.
2.4.4 TSP-Agent Agreement	GSA will evaluate to ensure they meet the requirements of Section 2.4.4.
2.4.5 SCAC Designation	GSA will verify that the National Motor Freight Association, Washington, DC, has issued the SCAC.
2.4.6 Trading Partner Agreement	Submitted complete.
2.4.7 Cargo Insurance	If requested, applicant will provide documentation from primary underwriter.
2.4.8 Performance Bond -- International	If approved for the international program, the performance bond must be delivered to the PMO no later than the due date for the filing of rates in the Filing Cycle following applicant's approval. The performance bond shall be renewed annually in conjunction with rate filing as directed in the RFO.

HTOS Section and Application Item	Evaluation Factors
2.4.9 Experience	<p>GSA will evaluate the applicant's responses in terms of whether the applicant has demonstrated actual or potential ability to perform in accordance with HTOS, performance consistent with that of firms or agents, as appropriate, already participating in the program and performance that will meet the levels of quality expected of approved program TSPs.</p> <p>GSA will determine how well the applicant has managed and handled its corporate account businesses.</p>
2.4.10 Scope of Operation	<p>GSA will evaluate the applicant's responses in terms of whether the applicant has demonstrated actual and potential ability to perform in accordance with the HTOS, performance consistent with that of applicant's already participating in the program, and performance that will meet the levels of quality expected of approved TSPs.</p>
2.4.11 HTOS Questionnaire	<p>GSA will evaluate the responses to the questionnaire in terms of whether the applicant has an understanding of the HTOS sufficient to performance that will meet the levels of quality expected of approved program TSPs.</p>
2.4.12 Quality Control Program	<p>GSA will determine whether the applicant's internal quality control program has been formally published, contains quality goals and objectives with measurable performance standards, measurement techniques and actions based on those standards, and is sufficient to ensure that the applicant's operations, employees, and agents, if appropriate, are familiar with and will be held accountable for the achievement of the program's goals and objectives. GSA will also determine that the interface of quality control programs between the applicant and each of its designated agents is such that the quality goals and objectives and the performance standards are relatively consistent and will result in a unified approach to the quality of service delivery.</p> <p>If ISO 9000/ISO 9001 certification is submitted, each submitted certification will be reviewed to determine its legitimacy and applicability, and that the required periodic audits have been performed.</p>
2.4.13 Financial Responsibility	<p>GSA will evaluate this information to determine whether the applicant has sufficient financial capacity to provide service.</p>
2.4.14 Agent Facilities	<p>GSA will evaluate applicant's information to see if sufficient facilities are available to handle proposed scope of operations.</p>

HTOS Section and Application Item	Evaluation Factors
2.5 Previously Approved Firms Statements of Support	GSA will evaluate the federal support for the applicant to determine whether the applicant's recommencement of operations or its initiation of operations is supported by at least 75% of its former federal, non-DOD customers.

## **2.9 Approval**

A firm will be approved when the PMO's evaluation determines that the applicant possesses sufficient qualifications, experience, facilities, quality control processes, and financial capacity to participate in CHAMP. The approval of a firm shall include a limitation on the scope of that firm's operations within the program. The limitation shall be determined in accordance with the following criteria.

### **2.9.1 New TSPs**

New TSPs are those applicants approved as CHAMP TSPs who have never been approved before. The designation "new" will apply until November of the calendar year following the year in which approval was granted. For example, an applicant approved in 2010 will be considered a new firm until November, 2011. GSA will limit the new TSP's scope of operation to that consistent with the applicant's experience, resources, quality control processes and financial responsibility.

### **2.9.2 Applicants Whose Prior Approval Has Been Terminated**

A TSP who was previously terminated by GSA and has subsequently successfully reapplied shall be granted a scope of operation not exceeding that previously approved. GSA may determine that a lesser scope is consistent with the applicant's experience, resources, quality control processes, financial responsibility and prior performance in the program.

### **2.9.3 Applicants Who Have Voluntarily Withdrawn**

A TSP who voluntarily withdrew from CHAMP and has subsequently successfully reapplied shall be granted a scope of operation not exceeding that previously approved. GSA may determine that a lesser scope is consistent with the applicant's experience, resources, quality control processes, financial responsibility and prior performance in the program.

### **2.9.4 Advertising of TSP Approval**

Except in those instances where the TSP uses information or data publicly available, the TSP shall not refer to GSA approval to participate in the program or participation in the program in commercial advertising in such a manner as to state or imply that the services provided are

endorsed or preferred by the Federal Government or are considered by the Government to be superior to other services.

## ***2.10 Rejection of Application to Participate***

An applicant may be rejected for the following reasons:

- An applicant's failure to file information by due dates established by the PMO
- An applicant not meeting the financial qualification standards
- An applicant not meeting the business and operational responsibility standards such that a scope of operation cannot be established.

## ***2.11 Continued Participation***

Once an applicant has been approved to participate, continued participation depends upon:

- The TSP showing a willingness and ability to meet the transportation requirements of the United States Government and the HTOS
- The TSP's maintenance of financial responsibility, working capital, and other financial, technical, quality control processes, and management resources necessary to continue to perform
- The TSP's Continuation of Insurance. If at any time the TSP's certification statement of cargo liability insurance is not provided to the PMO in accordance with the RFO, the TSP's participation in the program will be immediately terminated
- The TSP's continuation of Performance Bond. If at any time the TSP's performance bond for the International Program is canceled and not replaced with an acceptable new bond, the TSP's participation in the program will be immediately terminated
- The TSP's continuation of ISO 9000/9001 Certification. In the event that a TSP's approval is predicated in part on ISO 9000/9001 certification and that certification lapses or is terminated by the certification registrar, the TSP's approval will become conditional until it has completed all parts of the application that were waived because of the ISO 9000/9001 certification. However, should the TSP not meet the evaluation standards approval will be terminated.
- The TSP is prohibited from any assignment of rights. In the event a TSP exercises any right under a currently existing agreement or enters into agreements with parties not subject to its control which in any way infringe, controvert, or otherwise subordinate or

prevent the TSP from deciding unilaterally whether it will or will not submit a claim or file suit against the Government or pay a claim by the Government after the original bill for services performed under this HTOS, the TSP's approval will be immediately terminated. An exception is the assignment of payment of the TSP's original bills to a bank for collection.

## **2.12 Scope of Operation Adjustments**

Adjustments to a TSP's scope of operations are made based on the TSP's Customer Satisfaction Index (CSI) derived from The Household Goods Carrier Evaluation Report, [GSA Form 3080](#). This is described in Section 7.

### **2.12.1 Adjustment When the CSI Is Greater Than 105**

A CSI greater than 105.00 indicates better than average customer satisfaction. A TSP with a CSI greater than 105.00 may increase its scope of operation by an amount equal to the difference between its CSI and 100.00. For example, a CSI of 109.83 would permit a 9.83% increase in the number of service area pairs (SAP) in the approved scope of operation. See the following computations example.

Note: In these computations all percentages relating to the number of SAPs are rounded up to the next greater whole number (e.g., 0.29 is rounded up to 1.)

Sample Scope of Operations Adjustment When The CSI Is Greater Than 105
Program Average = 100.00
TSP CSI = 109.83 / Current # of SAPs approved = 3
Step 1:
$109.83 - 100.00 = 9.83$
Step 2:
Move the decimal two places to the left: 9.83 to .0983 to obtain percent increase
Step 3:
$3 \times .0983 = .29$ or an increase of 1 SAP

### **2.12.2 Adjustment When the CSI is between 95 and 105**

A CSI between 95.00 and 105.00 indicates average customer satisfaction. A TSP with a CSI between 95.00 and 105.00 may not change its scope of operation.

### 2.12.3 Adjustment When the CSI Is Less Than 95

A CSI less than 95 indicates below average customer satisfaction. A TSP with a CSI less than 95.00 will have its scope of operation decreased by an amount equal to the difference between its CSI and 100.00.

#### 2.12.3.1 Reduction of A Multi-Service Area Pair Scope

When a TSP has a multi-service area scope, the TSP will be required to reduce its scope of operation by an amount equal to the difference between its CSI and 100.00. For example, a CSI of 88.23 would require an 11.77% decrease in the number of service area pairs (SAP) in the approved scope of operation. See the following computations:

Sample Scope of Operations Adjustment When the CSI is Less Than 95
Program Average = 100.00
TSP CSI = 88.23 / Current # of SAPs approved = 115
Step 1: $100.0 - 88.23 = 11.77$
Step 2:
Move the decimal two places to the left: 11.77 to .1177 to obtain decrease
Step 3:
$115 \times .1177 = 13.54$ or decrease of 14 SAPs

#### 2.12.3.2 Reduction When the TSP Has a Small Scope of Operations

When a TSP's CSI is less than 95.00 and the scope of operation adjustment would result in a complete elimination of the TSP's scope of operations (i.e., zero service area pairs), the scope will not be changed for the filing cycle during which the Customer Satisfaction Index will be effective. This is subject to the following provisions:

- The TSP's approval will be changed to conditional for the filing cycle during which the Customer Satisfaction Index will be effective
- If the TSP's Customer Satisfaction Index for the subsequent customer satisfaction rating period is 95.00 or greater or the TSP is unindexed for the subsequent customer satisfaction rating period, the conditional approval will be terminated
- In the event the TSP's Customer Satisfaction Index for the subsequent customer satisfaction rating period remains less than 95.00, the TSP's approval will be terminated.

#### **2.12.4 Adjustment When There Is No CSI**

The lack of a CSI indicates that GSA has been unable to establish the quality of the TSP's performance. An unindexed TSP may not change its scope of operation.

#### **2.12.5 Adjustments Based On Factors Other Than the CSI**

For TSPs that have filed rates since their approval, the approved scope of operation below may be adjusted upon written request by the TSP. This excludes new TSPs. Any approved adjustment will be effective as determined by the PMO. The following sections describe the other factors that may be considered.

##### **2.12.5.1 Adjustment Based On an Increase in Operating Authority**

If a TSP's operating authority increases, no adjustment in the assigned scope of operation will be made unless the TSP's current published Customer Satisfaction Index is greater than 105.00. However, GSA reserves the right to require the TSP to submit current information in accordance with the requirements set out in Section 2.5, and to increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

##### **2.12.5.2 Adjustment Due To Mergers and Acquisitions**

If a TSP's operating authority increases because of a merger or acquisition, no adjustment in the assigned scope of operation will be made unless the TSP's current published Customer Satisfaction Index is greater than 105.00. However, GSA reserves the right to require the TSP to submit current information in accordance with the requirements set out in Section 2.5, and to increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

##### **2.12.5.3 Adjustments Based On Reorganization Plans**

When a TSP files a petition for reorganization under the laws of the United States or a foreign country, the TSP shall notify the PMO immediately. TSP's approval to participate in the program will be reviewed. If a TSP's plan for reorganization is approved under the laws of the United States, GSA will require the submission of current information in accordance with the requirements set out in Section 2.5, and increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

If the TSP fails to notify the PMO of its filing for reorganization its approval to participate in CHAMP will be terminated.

#### 2.12.5.4 Adjustment Based On Financial Capacity

GSA reserves the right to require a TSP to submit current financial information and increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

#### 2.12.5.5 Adjustment Based On Redesignation of Principal Operating Company

A TSP's scope of operation will not be adjusted due to the redesignation of the principal operating company by the parent company.

#### 2.12.5.6 Adjustment Based On TSP Name Change

An approved TSP may change its name upon submission of a copy of its approval by the U.S. Department of Transportation or appropriate regulatory authority to the PMO. Such documentation shall clearly demonstrate a change of name. No adjustments in the assigned scope of operation will be made. However, GSA reserves the right to require the TSP to submit current information in accordance with the requirements set out in Section 2.5 above, and to increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

#### 2.12.5.7 Adjustment When More than One of the Factors Applies

When more than one of the factors cited in Sections 2.12.5.1 through 2.12.5.6 applies (e.g., an approved reorganization coupled with a name change), GSA reserves the right to determine the factor under the terms of which any adjustment action will be taken.

### ***2.13 Restructuring of Scope of Operation***

#### **2.13.1 Restructuring Due to Bankruptcy**

A TSP filing a petition for bankruptcy under the laws of the United States or a foreign country shall notify the PMO immediately. When a TSP files a petition for bankruptcy, the TSP's approval to participate will be immediately suspended pending outcome of the bankruptcy proceedings. In the event the TSP fails to notify the PMO of its filing its approval to participate in CHAMP will be terminated.

Upon approval of a reorganization plan by the responsible Bankruptcy Court of the United States, a TSP is required to submit a plan for restructuring of its scope of operation and the information required in Section 2.5.

## **2.13.2 Restructuring Based On Changes in Traffic Patterns**

Over a period of time and for various reasons, a TSP's predominant and long-term traffic patterns may change. Such changes may result in the CHAMP approved scope of operation no longer matching the traffic patterns of the TSP.

Accordingly and notwithstanding any of the provisions set out in Section 2.5, a TSP may request in writing a restructuring of its scope of operation. Restructuring the scope of operations consists of replacing SAPs. The restructuring will not result in an increase in the scope of operations.

### **2.13.2.1 Timing of Request**

No earlier than five (5) years after the year in which the TSP was approved to participate in the program and in five (5) year increments thereafter, a TSP may request a review of its scope of operations. For example, a TSP approved in calendar year 2006 may request a review of its scope of operation in calendar year 2011 and thereafter in calendar years 2016, 2021, and so on.

### **2.13.2.2 Procedure**

When a TSP has determined that it wants to exercise its right to request a restructuring, the TSP shall notify the PMO in writing of its intent to file a request for restructuring under the terms of this HTOS. Upon receipt of such notice, the PMO will transmit to the TSP the instructions for the submission of its requests. The TSP shall then file the formal request in the anniversary year. A formal request to restructure, as opposed to the notice of intent to request restructuring, received in other than the anniversary year will be rejected.

### **2.13.2.3 General Content of Instructions**

Generally, the TSP shall be required to submit the information identified in Section 2.5 together with sufficient traffic flow statistics and such other information as may be needed to support a conclusion that a substantial, long-term change in traffic patterns different from the approved scope of operation has occurred.

### **2.13.2.4 Action on the Request**

GSA reserves the right to restructure, decrease, or not change the TSP's scope of operation based on the evaluation of the information submitted with the request to restructure.

### **2.13.3 Needs of the Program**

GSA reserves the right to increase or restructure a TSP's scope of operation without regard to the TSP's Customer Satisfaction Index when the needs of the program require such increase or restructuring.

### **2.14 *Updating Approval Information***

Whenever an approved TSP makes substantive changes in its organization or operation as described in its approval application, the TSP shall advise the PMO in writing of such changes.

### **2.15 *TSP Withdrawal from CHAMP***

A TSP may terminate its participation in the program at any time at its discretion. A TSP withdrawing its approval to participate in CHAMP shall notify the PMO in writing.

### **2.16 *Constructive Withdrawal***

A TSP may be withdrawn from participation in the program if it does not file rates in two (2) consecutive years.