

**Defense Personal Property Program
Non-Temporary Storage (NTS)
Tender of Service**



Managed by:

Defense Personal Property Management Office (DPMO)

United States Transportation Command

508 Scott Drive Scott AFB, IL 62225

01 July 2021

**DEPARTMENT OF DEFENSE
UNITED STATES TRANSPORTATION COMMAND**

TENDER OF SERVICE NUMBER: TOSS00-21-G-_____

**TENDER OF SERVICE FOR
STORAGE OF PERSONAL PROPERTY AND RELATED SERVICES**

ISSUING OFFICE:

DEFENSE PERSONAL PROPERTY MANAGEMENT OFFICE

UNITED STATES TRANSPORTATION COMMAND

508 SCOTT DRIVE

SCOTT AFB, IL 62225

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1. TECHNICAL PROVISIONS.

1.1. Scope.

- 1.1.1. The purpose of this Tender of Service is to establish the terms and conditions under which the NTS TSP will provide necessary supervised labor, materials, and equipment for storage of personal property and related services under orders issued by the Transportation Officer or his representative. This Tender of Service does not obligate the Government to issue any orders for any services.
- 1.1.2. The NTS TSP shall furnish all necessary supervised labor, materials, drayage, vehicle equipment and warehouse space for the storage of personal property and the performance of related services as specified in the Service Order for Personal Property (DD Form 1164), (Attachment D), issued by the Transportation Officer or his representative at the using activities.
- 1.1.3. The NTS TSP will use established quality commercial practices to provide service In Accordance With (IAW) the provisions of this Tender. If requested by the USTRANSCOM Defense Personal Property Management Office or DoD quality assurance inspectors, the NTS TSP will provide operating procedures or established company standards as needed. The USTRANSCOM Defense Personal Property Management Office will protect such information as requested as some of the data or information may be deemed proprietary.
- 1.1.4. The rights and obligations of the parties to the Tender of Service shall be subject to and governed by the provisions of the Tender of Service and the order(s) issued hereunder.
- 1.1.5. The Storage Program Manager will review the Tender of Service and supporting documents annually.
- 1.1.6. The following terms used throughout this Tender of Service have the meaning as set forth below:
 - 1.1.6.1. "Transportation Officer" means an individual of a using activity authorized to issue Service Orders for Personal Property (DD Form 1164), (Attachment C), under this Tender of Service. The individual may be the Transportation Officer or his representative so authorized.
 - 1.1.6.2. "Using activity" means an installation, base or command of a military department or a government agency which has been properly authorized to issue service orders under this Tender of Service
 - 1.1.6.3. "Personal property" or "household goods" includes furniture, appliances, clothing, baggage, all other personal effects of a similar character, professional books, paper, and equipment, and other items authorized by entitlement.
 - 1.1.6.4. "Lot" means personal property placed in storage at Government expense and covered by one service order.

- 1.1.6.5. "Storage period" means the period of time the NTS TSP has possession of the property pursuant to Government orders.
- 1.1.6.6. "Owner" or "member" means the individual in whose name the property is stored under this Tender of Service.
- 1.1.6.7. "Program" means the Department of Defense Personal Property Movement and Storage Program.
- 1.1.6.8. "Storage Program Manager" means an individual in the Storage Branch authorized to enter into and administer Tenders of Service for Non- Temporary storage of personal property and issue related determinations and findings.

1.2. General Requirements.

1.2.1. Pre-Move Survey.

1.2.2. The NTS TSP will conduct a pre-move survey (electronic or physical) on all shipments with customer's consent (email, telephonically, or software consent) and provide the government and customer weight estimates on all shipments five (5) days from accepting shipment but NLT nine (9) days prior to the first scheduled pack/pickup date, whichever is later. For shipments ordered less than nine (9) days prior to first scheduled pack/pickup date, weight estimates must be provided NLT three (3) days prior to first scheduled pack/pickup date. For shipments ordered less than three (3) days prior to the first scheduled pack/pickup date, weight estimates must be provided NLT one (1) day prior to first scheduled pack/pickup date.

1.2.3. **VEHICLE SPECIFICATIONS:** The preferred vehicle type used in draying personal property under this Tender of Service is the closed furniture van. 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 Transportation Officer. 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. Pallet-vans and flat-bed trailers may be used in lieu of closed vans provided protection is afforded against inclement weather and pilferage. All property shall be containerized or vaulted at residence when this method of movement is utilized with the exception of items outlined in PAR 1.2.6. 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. 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. Property transported via pallet-vans and/or flat-bed trailers must be unloaded and stored inside the warehouse overnight. Outdoor staging of property laden pallet-vans and/or flat-bed trailers is not authorized. All Equipment shall be in safe mechanical condition.

- 1.2.4. CONTAINERS AND MATERIALS: All containers and materials shall be in new or sound condition, adequate for the use employed, and must be dry, clean, and free from vermin, acid, paint, grease, and all other substances injurious to the articles packed. If material is not new, all marks pertaining to any previous usage shall be completely obliterated prior to reuse. New material must be used for packing mattresses, box springs, linens, bedding and clothing. Egg crates, orange crates, plastic containers (Rubbermaid or similar) and similar types of containers shall not be used. However, if items are packed by the member in plastic or similar type containers, the NTS TSP may pack these containers in an approved carton, if a carton is available that will accommodate the container. If the plastic container cannot be packed in an approved carton, the NTS TSP will empty and pack the contents into an appropriate, approved carton; then the empty plastic container will be wrapped in pads for protection.
- 1.2.4.1. BOXES: Wood or fiberboard boxes used as specified hereinafter shall be as follows: wood-cleated fiber wood, wood-cleated plywood, nailed wood, wood-cleated veneer, paper overlaid, wire bound corrugated fiber, or solid fiber boxes. Boxes may be made of lumber, plywood or solid fiber and shall be well- manufactured and free from imperfections that shall affect their utility. Size and spacing of nails shall be in accordance with the best commercial practice. All unclenched nails shall be either cement coated or chemically etched.
- 1.2.4.2. CARTONS: Cartons of solid or corrugated fiberboard may be used for packing linens, books, bedding, mattresses, lampshades, draperies, or similar articles. All cartons shall be adequate for the use employed. After packing, cartons must be closed and either glued, stapled (provided specialized stapling machines are used), or sealed by taping lengthwise at the joint on top and bottom. The sidewalls and ends of corrugated or solid fiber cartons shall have a minimum average bursting strength of 200 pounds per square inch. Cartons should be stacked in an upright position so as to minimize crushing. With the exception of mattress cartons, the inside dimensions of the carton--length, width, and depth totaled--shall not exceed 75 inches with a maximum weight limitation of 65 pounds. When determined by the Transportation Officer as necessary to assure protection, safe movement, and storage of articles, boxes, as indicated in (1) above, may be used in lieu of cartons. Cartons lacking a manufacturer's certification are not authorized for use.
- 1.2.4.3. FIBER DRUMS, DISH PACKS, AND CARTONS: Fiber drums, dish packs, or cartons with a capacity of not less than 5 cubic feet are to be used for packing glassware, chinaware, bric-a-brac, table lamp bases, and other fragile articles. When packing of fragile items has been completed and space is left in a dish pack, such space may be used for packing other light items. Corrugated containers may be used in lieu of drum-type containers. The sidewalls and ends of the containers will be of a minimum bursting strength of 350 pounds per square inch. Not more than 120 pounds of material will be packed therein. The sum of the interior horizontal, and vertical girths will be not less than 157 inches for fiber drums, or other drum- type containers. The cube of corrugated containers will be determined by actual measurements. All fiber drums, or dish packs will be securely sealed and marked "THIS END UP."

- 1.2.4.4. FILLER AND PADDING: Good quality cellulose wadding, fiberboard, corrugated fiberboard, Styrofoam, or draft-type paper shall be used as filler or for padding for general packing. Material shall be clean, dry, and free from vermin, or any substance injurious to the articles being packed.
- 1.2.4.5. WRAPPING PAPER: All wrapping paper used shall be new or clean, Kraft- type of not less than 30-pound weight except as otherwise provided herein. Each item of silverware, silver ornamentation, or brass/copper shall be completely wrapped in non-tarnish tissue paper.
- 1.2.4.6. PAPER - WAXED OR TREATED: All waxed paper used shall be new or clean manila wax or equivalent of not less than 30-pound weight. Treated paper shall be of "butcher" paper type, free from creases and folds.
- 1.2.4.7. UNICELLULAR POLYPROPYLENE FOAM: All unicellular polypropylene foam wrapping material will be new, clean and will conform to Federal Specification PPP-C-1797.
- 1.2.5. PACKING AND PREPARATION FOR DRAYAGE AND/OR STORAGE: The NTS TSP shall be required to perform all packing and crating services in accordance with the following:
 - 1.2.5.1. 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 or secured.
 - 1.2.5.2. All finished surfaces whether wood, metal, or other material likely to be damaged shall be so protected as to prevent scratching and marring.
 - 1.2.5.3. Care shall be exercised to prevent loss or damage of personal property in process of packing, and the NTS TSP shall properly and amply protect property by utilizing proper protective measures and by stowing effects in a manner not likely to cause damage.
- 1.2.6. PICKUP AND DRAYAGE: The NTS TSP is required to pick up personal property at locations designated in the service order and dray them to the NTS TSP's warehouse subject to requirements hereinafter specified. Pickup and drayage shall be completed on the date specified on the DD Form 1164 unless the Transportation Officer gives advance approval to a change in date(s). Pickup or delivery shall be completed at the member's residence or warehouse between 0800 and 1700 hours unless prior approval is received from the member or warehouseman. If the NTS TSP determines that weekend and/or holiday work is required, the servicing PPSO must authorize and customer consent is required. The NTS TSP shall complete wrapping/processing of items for storage, which is in addition to that required for drayage to the NTS TSP's warehouse, and preservation of items for and during the storage period, no later than the close of business the third (3rd) work day following the date of pickup of the property. When the prearranged time

of pickup cannot be met, it is the NTS TSP's obligation to notify the member and Transportation Officer immediately. All items shall be packed at the residence to the fullest extent possible. Items that cannot be packed should be wrapped and protected prior to departing the residence. Items that do not require packing or crating, such as kayaks, riding mowers, and extension ladders, etc., may be moved in a loose condition and prepared for storage at the warehouse.

- 1.2.7. 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, whether or not the NTS TSP performs the unpacking services.
- 1.2.8. NTS TSP PERSONNEL: The NTS TSP will deliver quality moving and storage services to customers. Shipments shall be serviced with a trained, professional workforce that treats DoD and Coast Guard families with respect; protects their home and belongings from damage; prioritizes prompt, accurate correspondence; and protects their personal information from inappropriate release.
- 1.2.9. The NTS TSP will ensure a background check is conducted, in accordance with industry standards and at their expense, on all personnel whose role involves interacting with a DoD customer.
- 1.2.10. The NTS TSP will make employment records available to the DoD upon request, to the extent allowed by law. The DoD has the right to prevent certain employees from performing due to an unfavorable background check.
- 1.2.11. The NTS TSP will ensure all persons interacting with DoD customers on and off base meet the specific requirements for local installation access as listed in DoD Manual 5200.08, Volume 3, Physical Security Program: Access to DoD Installations (see <https://www.esd.whs.mil>).
- 1.2.12. The NTS TSP will use only personnel qualified in their assigned duties in the handling of personal property. Company representatives must present a clean, professional appearance.
- 1.2.13. The NTS TSP will ensure at least one English-speaking representative is available at all times when performing packing, loading and delivery services.
- 1.2.14. The NTS TSP understands smoking (including e-cigarettes) will not be allowed in the customer's residence, or within 50 feet of the customer's personal property.
- 1.2.15. The NTS TSP will not use prison labor, and/or if any personnel appear to be under the influence of alcohol or drugs, be in possession of firearms or drugs or uses abusive language during the handling of DoD customer's property, the NTS TSP will replace said individual(s) immediately with other qualified personnel.
- 1.2.16. FORCE PROTECTION

- 1.2.16.1. The NTS TSP is responsible to comply during COVID-19 and/or future pandemics with appropriate City, State, and Federal laws/guidance during personal property movements from origin to destination. The NTS TSP is required to immediately notify of a COVID-19 and/or future pandemic positive test results to the responsible J/PPSO/PPPO of the DoD customer and all affected stakeholders to alert of potential exposure, mitigate the spread, and identify the possible need for medical attention.
- 1.2.16.2. The NTS TSP is required to certify all crew members assigned to each move have been screened; consistent with Centers for Disease Control (CDC) guidelines for COVID-19 and/or future pandemics. Prior to servicing a shipment, The NTS TSP will provide the customer a “Transportation Service Provider Certification of Health Protection Protocols Form Version 2, dated 29 April 2020. The NTS TSP will certify all crew members will adhere to all guidelines issued by USTRANSCOM.
- 1.2.16.3. The NTS TSP will comply with DoD and Center for Disease (CDC) policy guidance. If I become aware of an employee(s) or company representative who tests positive for COVID-19 at any time, the NTS TSP will immediately notify USTRANCOM and the Military Service Headquarters by phone and email using the below points of contact POCs:
- USTRANSCOM: TCJ9-OS Storage Management Office at transcom.scott.tcj9.mbx.pp-smo@mail.mil or Commercial: (618) 220-6292 or DSN 770-6292
 - HQ Army: usarmy.ria.asc.spo-personal-property@mail.mil; usarmy.belvoir.asc.mbx.jpssoma-apple@mail.mil; 1-800-762-7186
 - HQ Navy: NAVSUPHQHHGS.fct@navy.mil
 - HQ Marine Corps: usmcpersonalproperty@usmc.mil; Commercial telephone: 703-695-7765, DSN: 225-7765, Commercial telephone: 703-483-0820
 - HQ PPA Air Force: ppahq.ppec.customerservice@us.af.mil; Commercial telephone: 210-652-3357, DSN: 487-3357
 - HQ Coast Guard: hqs-dg-lst-cg-1332-travel@uscg.mil; Commercial telephone: 202-475-5393
- 1.2.16.4. The NTS TSP is required to review information on reporting confirmed cases of COVID-19 and/or future pandemics by Health Departments. CDC reporting/guidance is at <https://www.cdc.gov/coronavirus/2019-ncov/php/reporting-pui.html>.

1.3. Special Requirements.

- 1.3.1. 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.

- 1.3.2. CHINAWARE, GLASSWARE, CROCKERY, LAMPS, CLOCKS, JARDINIERES, STATUARY, VASES, AND BRIC-A-BRAC: Use of a clean packing material or other modern method (cell wrap, cell pack, or cells and dividers) of packing 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.
- 1.3.3. ELECTRONIC EQUIPMENT AND SMALL 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.
- 1.3.4. KITCHENWARE: All kitchenware shall be packed and padded into containers. The heavier items shall be kept to the bottom of the container.
- 1.3.5. 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 Transportation Officer 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.
- 1.3.6. 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 of other than the above listed items is required, the NTS TSP must obtain approval of the Transportation Officer before performing such services. Not 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.

- 1.3.7. ITEMS SUSCEPTABLE TO CRUSHING: All lampshades, Christmas ornaments, small toys, etc., 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.
- 1.3.8. 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.
- 1.3.9. MATTRESSES: All mattresses, except those in hide-a-beds and/or sofa beds (see 1.3.10. below), regardless of size or construction, including box springs, must be placed in cartons of appropriate sizes and completely sealed at residence per 1.2.3.2 above. 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, closed cell foam (Temper-Pedic type), and cotton mattresses shall be stored horizontally and not under pressure from other items.
- 1.3.10. 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 1.3.9. above, and the inventory annotated accordingly. Removable cushions shall be stored with the master pieces.
- 1.3.11. RUGS: All rugs, rug pads and carpets shall be properly rolled (not folded) and protected at residence. 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.
- 1.3.12. 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.
- 1.3.13. FIREARMS: (1) All firearms shall be protected from loss and damage during drayage and storage. NTS TSP must comply with appropriate local and state laws for the transport and storage of firearms and ensure that trigger locks are applied when required by local or state law. In order to ensure chain of custody is maintained, firearms shall be removed from safes and may not be stored in locked gun cases. Each firearm will be individually

inventoried as a single line item, showing make, model and serial number, caliber or gauge, wrapped, padded and placed with the center of the stack or pallet for storage. Hand Guns will be wrapped and packed in cartons and annotated on the inventory. Cartons containing weapons shall not have that fact indicated on the carton or outside packing. The location of the weapon will be indicated on the inventory next to the size of the carton and as part of the general contents including the required specific information relating to the weapon as required above. Firearms must be stored with the bulk of the lot unless a separate secured stored area has been previously approved by the Storage Program Manager.

1.3.14. As a means of verifying that the firearm(s) were placed into storage in accordance with the TOS and DTR, a company official shall verify by sight that the firearm(s) were received at the warehouse and placed in storage. When a shipment is containerized, this verification must occur at the residence. The official shall submit written certification to the local Personal Property Shipping Office listing the firearm(s) by make, model and serial number within 72 hours of shipment arriving at the warehouse indicating the firearm(s) and container number when applicable, were received at the warehouse and placed into storage, and maintain written certification of such in the member's folder.

1.3.14.1. Upon discovery of a missing firearm, the NTS TSP shall immediately notify the SMO of the occurrence in accordance with 1.7.6. NTS TSP's may be placed in an ineligible status by the Storage Program Manager for each incident and may be cause for permanent disqualification from the NTS program.

1.4. Handling and Operating Requirements.

1.4.1. PREPARATION OF ARTICLES:

1.4.1.1. 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 NTS TSP's regular equipment.

1.4.1.2. 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.

1.4.1.3. 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 a 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 NTS TSP packed. 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.

- 1.4.2. **APPLIANCE SERVICING:** Servicing, as used herein, consists of the following phases: (1) Preparing the appliance at origin residence, as opposed to normal wrapping and packing already provided for, so that they will safely withstand drayage, handling-in, and storage and (2) reversing the preparation when property is drayed to destination residence as per Item VII of the Schedule of Services and Rates for Personal Property, (Sec. B). 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, 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 as per Item VII of the Schedule of Services and Rates for Personal Property, 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. Examples of disconnecting or reconnecting services not authorized are: removal or installation of television antennas; removal or installation of air conditioners; or 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". Any and all servicing shall be the responsibility of the NTS TSP, whether such servicing is accomplished by the NTS TSP or by a servicing activity engaged by the NTS TSP. The NTS TSP shall also 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.
- 1.4.3. **GUMMED TAPE, LABELS, and ADHESIVES:** Gummed tape, labels, or other forms of adhesive applied to surfaces of personal property for identification or protection will damage property if left on the property for extended periods of time. In the placing of labels for identification purposes, care shall be taken to place the labels on the backs, inside or underneath portions in order to avoid damage. Adhesives applied to protect property from damages that may occur in handling and movement to storage shall be removed prior to placing the property in the storage location of the warehouse.

- 1.4.4. **MARKING:** Articles shall be properly identified at the time of pickup by affixing a numbered tag or tape to the article or packed carton/container. The member's name and the contents of cartons and containers shall be indicated with a marker using general terms such as linens, dishes, kitchen-ware, mirrors, etc. Each article, carton, or container shall be assigned a number which must correspond with the piece number indicated on the inventory. Each lot shall be separately identified by being assigned a lot number; each article, carton, or container shall have the lot number affixed thereon. The type of identification used and the method of affixing it to the article shall be such as not to damage any article so identified. All containers having breakable or fragile articles shall have the words "Glass," "Fragile," or "Handle with Care," as applicable, lettered on two opposite sides. Containers with articles to be kept upright shall have the word "UP" stenciled, hand-lettered or printed on four sides and within 6 inches of the top.
- 1.4.5. **PROFESSIONAL BOOKS, PAPERS, AND EQUIPMENT:** Professional books, papers, and equipment shall be identified by the member 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 Transportation Officer may authorize the use of a constructive weight of 7 pounds per cubic foot and the NTS TSP shall annotate the inventory to indicate constructive weight.
- 1.4.6. **ITEMS REQUIRING SPECIAL HANDLING/PACKING:** When items are declared by the member to be expensive and valuable and the member determines the services as provided for herein are not adequate, special handling shall be provided at the request of the member and additional charges, if any, for such special handling, unless approved prior by the PPSO, shall be at the expense of the member. If the member requests insurance coverage, the NTS TSP shall inform the customer additional insurance coverage may be obtained from a licensed insurance provider at their own expense.
- 1.4.7. **MEMBER-PACKED GOODS:** The NTS TSP shall inspect all member packed property to ascertain the contents, condition of the contents and that only articles authorized to be stored under this Agreement are contained therein. Furthermore, when it is determined by the NTS TSP that property requires repacking, such repacking shall be performed by the NTS TSP. Once inspected or repacked, the cartons then become NTS TSP packed and will be so noted on the descriptive inventory. If the member refuses to permit inspection or repacking, the NTS TSP shall request instructions from the Transportation Officer, prior to continuing the pickup of the item(s) in question. A record of the instructions received will be placed in the member's file.
- 1.4.8. **ORIGINAL MANUFACTURERS' CARTONS:** Any original manufacturers' carton will be inspected for proper packaging and to ensure it meets minimum carton specifications. If necessary the contents will be repacked or the carton placed into an appropriate container that meets all required carton specifications, to include size and bursting strength.

- 1.4.9. DETERMINATION OF WEIGHTS: (Gross weight, tare weight, net weight, and constructive weight).
- 1.4.9.1. The gross, tare, and net weight of each shipment will be provided by the NTS TSP, on a weight ticket obtained from a U.S. Government scale (if available), or state certified public truck scale or platform scale. All public scales must be maintained in accordance with the regulations of the state, commonwealth or district having jurisdiction over the scales. All personnel designated to operate the scales shall be licensed, or otherwise qualified as weigh masters, as required by the applicable regulatory body.
 - 1.4.9.2. Each weight ticket shall be completed in accordance with CFR 375.519 and will reflect the service member's name, rank, service order number of the shipment, location/address of scales, and signature of the qualified weigh master. No other alterations shall be made. The original of the weight ticket will be furnished to the Transportation Officer within 7 days in accordance with 1.7.3, and the NTS TSP, attached to the warehouse receipt or service order, will retain a true copy.
 - 1.4.9.3. The tare weight shall be obtained prior to the loading of any shipments, by weighing the vehicle with all pads, dollies, hand trucks, ramps, and any other equipment necessary to perform the contract. No persons shall be on (or in) the vehicle at the time of weighing. The fuel tanks on the vehicle shall be full at the time of each weighing or, in the alternative; no fuel may be added between the two weightings when tare weighing is the first weighing performed. The gross weight shall be obtained, on a separate ticket, by the same procedures, after the vehicle has been loaded. The same weight ticket may be used only if both weights are obtained at the same scale. The net weight of the lot shall be obtained by deducting the tare weight from the gross weight.
 - 1.4.9.4. 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.
 - 1.4.9.5. When no certified scale (U.S. Government or State) is available at the point of origin, the gross weight shall be obtained at the nearest certified scale (U.S. Government or State), either in the direction of the movement of the shipment, or in the direction of the next pickup or delivery. If no certified scale (U.S. Government or State) is available at origin or any point en-route, or at destination, a constructive weight of 7 pounds per cubic foot, of properly loaded van space, may be used, if approved by the Transportation Officer.
 - 1.4.9.6. When certified weight tickets are lost and otherwise unobtainable, I must request PPSO approval to utilize a constructed weight to be paid for services rendered.
 - 1.4.9.7. Any request for payment based on a constructed weight must be in writing and contain a detailed description with all related documentation of the circumstances surrounding the loss of the weight tickets, to include all efforts to obtain certified true-copies.

- 1.4.9.8. The NTS TSP is required to submit a legible inventory, signed by the customer or designated representative of all items packed and transported at government's expense. Upon PPSO approval, a constructed weight of seven (7) pounds per cubic foot per inventory line item will be utilized to determine applicable shipment charges. TSP must use the Weight Estimator located on the Move.mil page under Tools and Resources, Weight Estimator to obtain the cubed weight for items. For all items not covered in the Weight Estimator, the cube will be converted to a weight basis using seven (7) pounds per cubic foot including PBP&E.
- 1.4.9.9. A NTS TSP may substitute a certified platform scale for obtaining the net weight of a shipment. In the event the lot is containerized, a separate weight ticket for each container is required. The NTS TSP will annotate the following on the weight ticket: "Platform Scale Used".
- 1.4.9.10. Additionally, the Transportation Officer or representative shall be permitted to accompany in their own conveyance, observe, and inspect, any weighing procedures, at no additional expense to the Government.
- 1.4.9.11. When a lot has been removed from storage and weighed two or more times prior to delivery to a residence and each subsequent weight obtained is found to be at least 200 pounds less than the weight originally obtained by the NTS TSP, payment for services performed shall be based on the lowest weight. In the event the NTS TSP has been paid on a higher weight, the NTS TSP shall make reimbursement to the U.S. Government. When an inventory item is missing at destination, the NTS TSP will not be responsible for the weight variance if the item was tendered from NTS to the TSP for Carriage. Should the reweigh exceed the storage weight by 200 pounds, necessary action will be initiated by the Transportation Officer for reimbursement of payments to the NTS TSP based on the lowest weight. When a local delivery is requested, only one weight is necessary.
- 1.4.9.12. PROVISIONS FOR REWEIGHING:
 - 1.4.9.12.1. The NTS TSP agrees to reweigh a shipment upon request of the customer, origin/destination PPSO when a customer's shipment has exceeded their authorized weight entitlement. The reweigh will occur using a scale other than the scale used for obtaining the original weight, and will occur prior to delivery.
 - 1.4.9.12.2. Upon request of the PPSO or customer to witness the reweigh, the NTS TSP must provide reweigh date/time to give a reasonable opportunity for the interested parties to be present at the weighing.
 - 1.4.9.12.3. When a shipment is reweighed and the weight recorded is less than the net or gross weight secured at the initial weighing, NTS TSP will inform the PPSO. NTS TSP will provide amended invoices to the government covering periods of storage that were paid at a higher weight. NTS TSP will also provide the weight tickets to the origin PPSO within seven (7) GBDs.

- 1.4.10. **PACKING AND LOADING AT ORIGIN:** Packing and loading shall include removing from the member's premises all empty containers, packing materials, and other debris accumulated incident to packing and loading.
- 1.4.11. **DELIVERY AND UNLOADING:** The NTS TSP shall deliver the property to the destination indicated on the DD Form 1164 which includes: unloading at member's residence; reassembly of items disassembled for storage; servicing of appliances; recording overage, shortage or damage, as appropriate; and one time placing of items in designated rooms in accordance with the property owner.
- 1.4.12. **UNPACKING AT DESTINATION:** The NTS TSP shall perform unpacking services as indicated on the DD Form 1164, and services shall be completed at the member's residence between the hours of 0800 and 1700 unless prior approval is received from the member. 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 member at the time of delivery. The waiver will be held in the NTS TSP's file for further reference. When unpacking services are ordered, they shall consist of the following:
- 1.4.12.1. Unpacking all containers and placement of the contents in such a manner as to be readily available for use by the member.
- 1.4.12.2. Removing from the member's premises all empty containers, packing materials, and other debris accumulated incident to unpacking unless otherwise specifically requested in writing by the member.
- 1.4.13. **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 Transportation Officer and the NTS TSP prior to performance. Prices are expected at fair and reasonable levels, with the Government as a preferred customer. Rate comparison techniques should be used to assure the reasonableness of the lowest rate available. The agreed rate is a one-time purchase of the services needed and has no effect on subsequent required services. When it is determined by the Transportation Officer that these articles require special handling which the NTS TSP is unable to perform, the Transportation Officer may authorize the NTS TSP to utilize a professional third party. Authorization and payment for the required services will be shown on DD Form 1164 as required by Clause K-2, "Extras". The agreed upon services and cost of these services will be noted on DD Form 1164. The NTS TSP's invoice will include the third party's paid billing as the substantiation of costs.
- 1.5. **Inventory Requirements.**
- 1.5.1. In conjunction with the member or the member's authorized agent, the NTS TSP, at the time of pickup, shall prepare an accurate, legible inventory (an original and three (3) copies) listing of all items received, including contents of cartons in general terms such as

dishes, linens, etc., bearing the signature of the member or the member's representative and the NTS TSP or the NTS TSP's representative, 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 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. Special care shall be exercised to ensure that the inventory reflects the true condition of the personal property as received. Omission of condition codes indicate good condition with normal wear. General terms such as marred, scratched, soiled, worn, torn, gouged, and the like shall not be used unless they are supplemented with an actual description of the degree and location of the exception. Ditto marks and other types of lines, arrows, etc. shall not be used.

- 1.5.2. **BURDEN OF PROOF:** The NTS TSP is responsible for ensuring the inventory accurately reflects the true condition of items. This responsibility extends to acknowledging the working condition of appliances or other electronic items. The NTS TSP is responsible for coordinating with the customer to verify the working condition of appliances and other electronic items. In the absence of condition codes or other notes on the inventory, items are assumed to be in good working condition. The use of codes such as 'Mechanical Condition Unknown' on inventories is only permitted in documented instances where the customer is unable or unwilling to demonstrate the working condition of an item. The presence of codes such as 'Mechanical Condition Unknown' on an inventory does not preclude a customer from filing a claim for an item, provided the customer provides proof of working condition to support the claim (i.e. a video recording of the item functioning). Purposefully misrepresenting the condition of items on inventories will not be tolerated.
- 1.5.3. The listing of upholstered furniture and rugs shall be specific as to color, description (striped, floral, etc.), 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. DD Form 788-2, Private Vehicle Shipping Document for Motorcycle, (Attachment K) or similar form, may be used to annotate descriptive information and condition of motorcycle.
- 1.5.4. The inventory and service order for storage lots designated for overseas delivery shall be clearly marked "for overseas later." Upon ordering out of storage, a descriptive listing of inventory item numbers five, ten, and fifteen of the lot, will be listed on the DD Form 1164 and coordinated between the NTS TSP and the shipping activity to confirm the proper items/lot is being released for shipment overseas.
- 1.5.5. The Household Goods Descriptive Inventory (Attachment F), a format or a facsimile thereof containing the same information, shall be used by the NTS TSP to meet the inventory requirements contained in this provision.

- 1.5.6. Exception and location symbols used to describe the condition of the items listed on the inventory must be as shown in Attachment F.
- 1.5.7. The inventory shall show (1) NTS TSP's name and mailing address; (2) destination completed to identify and locate the warehouse(s) in which the lot is stored; (3) member's name, grade or rank, and the last 4 digits of the social security number; (4) pickup address; (5) service order number; (6) Agreement and effective modification number; (7) NTS TSP's lot number; (8) page number and number of pages; and (9) total number of items covered by the inventory.
- 1.5.8. A legible copy of the completed inventory shall be furnished to the member or the member's agent at the time of pickup. The original and one copy shall be furnished to the using activity and a legible copy retained by the NTS TSP. When a combination inventory-warehouse receipt is used, the original and one copy will be furnished to the Transportation Officer and the NTS 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.
- 1.5.9. For those items separated and identified as expensive and valuable items by the member or the member's agent, and authorized by the Transportation Officer, a detailed inventory will be prepared by the NTS TSP and certified by the member or the member's agent. This special high value inventory will become an addendum to the total inventory bearing the signature of the NTS TSP or the NTS TSP's representative. 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."
- 1.5.10. When the storage NTS TSP handles a lot out to a TSP for Carriage, the NTS TSP will furnish the TSP's for Carriage driver with two legible duplicate copies of the Non-Temporary storage inventory and will, in conjunction with the TSP's for 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 Non-Temporary storage inventory, the TSP's for Carriage driver will prepare an exception sheet noting thereon any shortage/overage, or differing conditions, cross referenced to the original NTS 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 TSP's for 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 TSP's driver and the NTS 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's for Carriage and the NTS 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 with the military activity, the TSP for Carriage and/or NTS TSP will furnish legible copies of the exception sheet to the concerned claims officer. The NTS TSP shall

also furnish a legible copy of the exception sheet to the Storage Program Manager when requested.

1.6. Storage Requirements.

1.6.1. Preparation of Items for Storage.

- 1.6.1.1. Items having painted, enameled, porcelain, polished, or finished surfaces of other kinds shall be so protected as to prevent scratching, marring, or other damages to the surfaces from other items in the lot or from dust, moisture, etc. Articles having such surfaces shall be padded and wrapped or covered with appropriate materials.
- 1.6.1.2. Articles such as garden tools, coil springs, television antennas/satellite dishes, etc., not subject to deterioration by dust need not be wrapped, but corrugated paper or other suitable material shall be used to separate these articles from finished articles in the same lot.
- 1.6.1.3. The member shall ensure that power-driven equipment has been drained of all gasoline at residence. The NTS TSP shall tag or label to verify that no gasoline is present. Oil does not require removal. The member shall remove all batteries. Lithium batteries will be removed in accordance with the manufactures instructions. When a battery remains in the piece of equipment the cables must be disconnected from the battery terminals and the cable ends must be taped (i.e. lawnmowers, jet skis, golf cart, boats etc...).
- 1.6.1.4. The member has the obligation to remove all the gasoline and the battery from a motorcycle prior to pick up for storage. Also, to lubricate the gas tank interior, carburetor, control cables, and drain the radiator system. Oil does not require removal. Keys will remain with the NTS TSP, in the member's file, to facilitate handling and movement. Upon release from storage, the key will be placed in a suitable bag and affixed to the handle bars of the motorcycle. For lots identified as pending overseas movement the battery may remain in the motorcycle. However, the member must disconnect and tape the ends of the battery cables.
- 1.6.1.5. The member has the obligation to properly prepare their computer for storage to include using the utility disk to lock down any hard drives.

1.6.2. Preservation of Items for Storage.

- 1.6.2.1. Rugs, rug pads and carpets, 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, they shall be wrapped and protected for transport. 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 by PAR 1.6.4.

- 1.6.2.2. Upholstered furniture, 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. Plastic shall not be used on leather/vinyl furniture. Items will be identified as required in PAR 1.6.4.3.
- 1.6.2.3. Items, other than those listed above, susceptible to insect damage shall be stored in suitable and sealed containers.
- 1.6.2.4. Pianos and organs shall be stored separately whether "open" or pallet storage is employed by the NTS 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 PAR 1.6.4.3.
- 1.6.2.5. The NTS 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.
- 1.6.2.6. The NTS 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.
- 1.6.2.7. Warehouse will not show evidence of insect and/or rodent infestation. The NTS TSP will have an established periodic program (monthly as a minimum), either self-administered or provided by a reputable outside firm, for the control and extermination of insects and rodents. Pest control programs will document methods of treatment. Warehouseman will keep records to confirm the existence of the program and monthly compliance.
- 1.6.2.8. 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 1.6.4.3.
- 1.6.2.9. 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 1.6.4.3.
- 1.6.2.10. Boats on trailers will be stored on the trailer. Small boats not on trailers can be stored in racks or a separate area in such a manner so as to prevent damage. All items not permanently affixed to the boats shall be removed and packed to include inventorying and tagging as appropriate. Member is obligated to, and NTS TSP shall, ensure that gas tanks are empty and the batteries removed (except that batteries in boats stored for 1

year or less may remain, provided the cables have been disconnected and ends taped). The member shall remove the drain plug and if not permanently attached to the boat, place it in a cloth bag, or equivalent and tie it to the boat. Identification will be in compliance with 1.6.4.3.

1.6.3. Storage Area.

- 1.6.3.1. 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.
- 1.6.3.2. 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.
- 1.6.3.3. 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. Ammunition is not authorized to be stored with any DoD shipments and cannot be present in a NTS approved facility at any time. 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 Storage Program Manager, 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 NTS TSP so as to ensure that hazardous materials, (as identified by the Defense Transportation Regulation (DTR) 4500.9, Part IV, Appendix I), are not present, shall not be stored within facilities approved under this Tender of Service. TSPs will document their inspection, with a date, signature and shipment information. This information will be available for SMO review to ensure compliance.
- 1.6.3.4. "No Smoking" signs shall be conspicuously posted in all storage areas and smoking restrictions shall be rigidly enforced. Smoking, to include electronic cigarettes, is prohibited within 50 feet during all phases of the storage program. This includes in the warehouse, around warehouse door areas, during the loading or unloading of vans, at the residence, and at any time that smoking would endanger the personal property.
- 1.6.3.5. Waste or refuse shall be kept in metal containers with tight fitting metal lids.
- 1.6.3.6. Docks, aisles, driveways, and entrances shall be kept free of storage and equipment not being currently handled or operated.
- 1.6.3.7. Personal property shall be stored on skids, dunnage, pallet bases, elevated platforms, or similar storage aids maintaining a minimum of at least 2 inches' clearance from the

floor to the bottom portion of the stored property. This elevation requirement shall apply after the three (3) working day handling-in period. Items waiting for the completion of handling-in services will be protected at all times. Mezzanines, decks or other permanent structures with solid flooring will also require two-inch elevation of stored property. Containers or property will not be stored in contact with exterior walls. Height of personal property properly stacked loose shall not exceed 10 feet. Trash cans, extension ladders, lawn mowers, TV antennas/dishes, swing sets and other like outdoor items are excluded from these requirements. Segregated items shall not be stored on top of movable storage containers or storage boxes.

- 1.6.3.8. 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.
- 1.6.3.9. 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 Storage Program Manager 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.
- 1.6.3.10. 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. Fully Automatic Supervised Sprinkler Systems (SSP) require an additional inspection of the water flow detection and reporting system within a 90-day period. A licensed contractor shall be required where state or local authorities license such contractors. Fire (heat and smoke) 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.
- 1.6.3.11. 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.
- 1.6.4. LOCATOR SYSTEM AND LOT IDENTIFICATION. The NTS TSP 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.
 - 1.6.4.1. An example of an acceptable locator system appears at Attachment G. An acceptable system requires the following minimum control data for the pallet/box locator sheet:

Owner's Name, Rank/Grade, Lot Number, Date in and Type of Storage, Pallet/Box Number and Location. All pallets/boxes must have an assigned, distinctive number.

- 1.6.4.2. The bottom portion of Attachment G reflects a numbering system for control of items by inventory number within each pallet/box. Use of this portion of the locator form is optional, but highly recommended.
- 1.6.4.3. 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.
- 1.6.4.4. 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.
- 1.6.5. **WAREHOUSE SECURITY:** The NTS TSP shall have established protective procedures for all facilities 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:
 - 1.6.5.1. NTS TSP's 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 NTS TSP for each storage facility.
 - 1.6.5.2. Movement of outsiders within a warehouse shall be closely controlled and monitored by the NTS TSP and/or his employees.
 - 1.6.5.3. 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 Storage Program Manager, 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.
 - 1.6.5.4. 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.
 - 1.6.5.5. The doors on all closed vans will be secured with heavy duty (case hardened) padlocks or surface key locks.
- 1.7. NTS TSP's Duties: Location of Storage Facilities.

- 1.7.1. The NTS TSP shall complete pickup and drayage services ordered hereunder on the date specified on the DD Form 1164 for such services and shall proceed in compliance with 1.2.6. The NTS TSP shall begin performance of handling-in services upon arrival of the property at the warehouse, to include placing the property within the facility. Items waiting for the completing of handling-in services will be protected at all times. Property shall not be stored or staged on outside loading docks during non-business hours or overnight for any reason. The NTS TSP is allowed no more than three (3) Government Business Days from the date of pickup to complete the remaining handling-in services. The NTS TSP shall begin performance of handling-out services as ordered; however, the NTS TSP will be given advance notice of at least five (5) Government Business Days.
- 1.7.2. The NTS TSP shall treat each lot placed in storage as a result of issuance of a DD Form 1164 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.
- 1.7.3. The NTS TSP shall furnish to the Transportation Officer within seven (7) Government Business Days after receipt of each lot of personal property the applicable weight certificates, one copy of a nonnegotiable warehouse receipt for each lot stored.
- 1.7.4. The warehouse receipt shall, in addition to the information required by applicable law, contain the following: (1) member's name, grade or rank, and the last four digits of the social security number (SSN); (2) member's mailing address as provided in the service order; (3) the number of both this Tender of Service, as modified, and the service order; (4) inventory description of household goods (see Attachment F); (5) net weight determined in accordance with 1.4.9. (6) location of warehouse, as shown on the inventory form; (7) NTS TSP's number for the lot; (8) notation of any overage, shortage, or damage; (9) liability in accordance with this Tender of Service; and (10) first and last inventory item numbers and total number of inventory items.
- 1.7.5. The use of a legible combination inventory-warehouse receipt form is acceptable if the form contains all the information required by applicable laws and this Tender of Service. When storage or other services are at Government expense, the provisions of the service order and this Agreement shall govern in the event of any inconsistency between the service order and Agreement on the one hand and the warehouse receipt on the other. 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 Tender of Service. Digital scanning and archiving of the Warehouse Receipt by the shipping offices in lieu of maintaining the original paper copy is acceptable. The scanned original will be reproduced in paper format and returned to the warehouseman when the lot is ordered released, as if it had been maintained in a paper format. Conversions to member's expense will be similarly handled. The digitally stored version will be reproduced and given to the member for their retention as the depositor of the goods in storage.
- 1.7.6. In the event that, after coming into the custody of the NTS 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 NTS TSP shall immediately notify the Storage Program Manager by the quickest means of communication, and the NTS TSP shall take immediate action to protect the property from further loss and/or damage. The Storage Program Manager 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 NTS TSP. The Storage Program Manager reserves the right to award/not award any business during the period of the investigation.

- 1.7.6.1. The NTS TSP shall immediately, at its own expense, proceed to unpack all affected containers, boxes, cartons, etc. The NTS TSP shall take such steps as are necessary to properly dry items which are wet or damp. The NTS TSP shall submit within ten (10) working days, or such longer period as the Storage Program Manager 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 duplicate, to the Transportation Officer(s), with a copy to the Storage Program Manager. In addition, the NTS TSP shall, as directed by the Transportation Officer, 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 Storage Program Manager, to the NTS 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 NTS TSP. The NTS 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 NTS TSP's insurance coverage for which his insurance carrier assumes the responsibility for payment.
- 1.7.6.2. Costs incurred by the NTS TSP incident to the performance of the services directed by the Transportation Officer shall be borne initially by the Government subject to a final decision by the Storage Program Manager of the NTS TSP's liability. The NTS TSP shall not dispose of any damaged items or articles except with the written approval of the Transportation Officer.
- 1.7.6.3. No action taken by the Storage Program Manager under this provision shall in any way constitute a waiver of the liability imposed by USTRANSCOM Claims and Liability Business Rules hereof upon the NTS 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 Tender of Service.
- 1.7.6.4. In any other cases of shortage or damage to personal property while in its possession, custody, or control, the NTS TSP shall, without additional cost to the Government, furnish to the Transportation Officer a complete report of the incident, in duplicate,

with a copy to the Storage Program Manager, within five (5) Government Business Days, following the detection and/or occurrence.

- 1.7.7. The NTS TSP agrees that while personal property remains in a warehouse under the provisions of this Tender of Service, the NTS TSP will maintain such warehouse in accordance with the Department of Defense fire protection standards and recognized national and local fire ordinances or codes, to include National Fire Protection Association recommendations and standards (DoD 4500.9R, Appendix D).
- 1.7.8. 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 NTS TSP shall notify the Storage Program Manager immediately, but in no event later than 30 days prior to effecting the change. The NTS TSP agrees to notify the Storage Program Manager, in writing, immediately when changes (e.g., bankruptcies, foreclosures, warehouse seizures, levies, search warrants, etc.) occur which may affect performance under the Tender of Service.
- 1.7.9. The NTS TSP shall not release personal property from storage during the storage period except upon the written authorization of the Transportation Officer.
- 1.7.10. The NTS TSP shall procure warehousemen's legal liability insurance and furnish to the Storage Program Manager a copy of the DD Form 2787, Certificate of Warehouseman's Legal Liability Insurance (see Attachment E) to cover personal property stored in the NTS TSP's warehouse(s). The NTS TSP shall:
 - 1.7.10.1. Maintain coverage in force for property accepted by the NTS TSP under contract for any Government agency;
 - 1.7.10.2. Maintain coverage in minimum limits of \$6.00 per pound at each location.
 - 1.7.10.3. Provide a 30-day advance written notice to the Storage Program Manager in event of cancellation or any material change and/or reduction in the coverage. Upon cancellation of the present insurance policy, the NTS TSP must provide evidence of continuing insurance to the Storage Program Manager at least 10 days prior to cancellation date of present policy;
 - 1.7.10.4. Maintain deductibles in any policy which are applicable on an occurrence basis and which do not exceed \$100.
 - 1.7.10.5. 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,
 - 1.7.10.6. Warehousemen's Legal Liability Insurance shall not contain exclusionary clauses other than the exclusions from liability specified in the DP3 Claims and Liability Business Rules.

- 1.7.11. The NTS TSP shall store personal property only in facilities approved by the Storage Program Manager and incorporated into this TOS by modification.
- 1.7.12. At no time shall the total weight stored exceed the weight in pounds authorized for each location. 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 under this and other Tenders of Service.
- 1.7.13. In cases where an insurance carrier of the member, or NTS TSP, assumes responsibility for the cost or makes payment to the NTS TSP for any or all of the preventative measures, the expenses of which are to be borne by the Government, the NTS TSP shall, as soon as practicable, notify the Storage Program Manager thereof. Where payment has already been made by the Government, the NTS TSP shall, in accordance with the direction of the Storage Program Manager, reimburse the Government to the extent that the insurance carrier has made payment.
- 1.7.14. The NTS 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 Tender of Service agreement and for complying with all laws, ordinances, statutes and regulations in connection with the furnishing of the services herein.

2. INSPECTION OF TRANSPORTATION.

- 2.1. The Government has the right to inspect and test the NTS TSP's services, facilities, and equipment at all reasonable times. The NTS TSP shall furnish Government representatives with the free access and reasonable facilities and assistance required to accomplish their inspections and tests.
- 2.2. The NTS TSP is required to provide and maintain an inspection system acceptable to the Government covering the services under the TOS. Complete records of all inspections are to be maintained and made available to the Government during the performance of this TOS.

3. PERFORMANCE PERIOD.

- 3.1. The estimated period of storage shall be set forth on service orders issued in accordance with 5.5., "Service Orders".

4. ADMINISTRATIVE DATA.

- 4.1. Indicate the address where payment should be mailed when not paid by EFT.
- 4.2. INVOICES: Government furnished data/invoices will be provided to a Third Party Payment Provider for processing. Payment for NTS services will be provided by the Third Party Provider in accordance with the Provider/TSP Agreement. Invoices shall be submitted (a) monthly with respect to handling-in and handling out and (b) quarterly with respect to storage.

5. SPECIAL REQUIREMENTS.

5.1. Rate Submission.

5.1.1. Rates will be submitted by the NTS TSP on the Schedule of Services and Rates for Personal Property found in Attachment B. Rate submissions may be filed each calendar quarter defined as 01 January thru 31 March, 01 April thru 30 June, 01 July thru 30 September, 01 October thru 31 December. Rate submissions must be received by e-mail no later than the 15th of the 2nd month of the current quarter to be effective the following quarter as follows:

5.1.1.1. Quarter 1 – Received by 15 November, effective 01 January

5.1.1.2. Quarter 2 – Received by 15 February, effective 01 April

5.1.1.3. Quarter 3 – Received by 15 May, effective 01 July

5.1.1.4. Quarter 4 – Received by 15 August, effective 01 October

5.1.2. Rates submitted and accepted will remain in effect until revised as provided herein. Revised rates will be incorporated into the TOS by modification. Each rate item is considered individually. When proposed rate changes result in prolonged negotiations, the above time frame may not be effective and may be subject to delay. The Government will process all proposed rate changes as expeditiously as possible. In order to meet administrative needs, the Storage Program Manager is obligated to accept or reject the rate change in order to allow time for input into the WHIST/TOPS program. The Government reserves the right to designate a specific due date if a mass response for changes of rates or services is anticipated.

5.1.3. NTS TSP must submit offers for all zones and on all items enumerated in the Schedule of Services and Rates for Personal Property in section 2. If there is to be no charge for an item, an entry such as "No Charge", or the letters "NC", must be made in the unit price column of the schedule. If the NTS TSP does not have operating authority for a zone listed on the schedule, an entry of "No Operating Authority" or "NOA" must be entered in the unit price column of the rate schedule. When rate schedules are filed at more than one installation, the rates for Item I - Packing, Item II - Wardrobes/Hi-Value Items, Item IV - Handling-In, Item V - Storage, Item VI - Handling-Out and Item VIII - Unpacking, must be the same for each installation. For example, the price of Item I must be identical to the price for Item I in a second rate schedule submitted for another installation.

5.1.4. NTS TSP must submit a properly completed Certificate of Independent Price Determination (Attachment E) with all rate filings.

5.1.5. The rate schedule is intended to be all inclusive. Payment for unusual service requirements may be approved by the Transportation Officer, in writing, in advance, depending on the specifics of the individual move.

- 5.1.6. The signing of this Tender of Service is a certification that the prices shown herein are no higher than the rates charged the most favored customer being furnished the services contemplated herein.
- 5.2. Containerized Rates.
 - 5.2.1. For TSPs that can and are willing to accommodate containerized shipments: containerized rates will be submitted as a special rate in accordance with the standard rate filing process.
 - 5.2.2. Shipment Preparation for Non-Temporary Storage (NTS). The contractor shall pack and load property into containers at residence.
 - 5.2.3. Containers must meet or exceed military specifications. Reference SDDC Pam 55-12, Commercial Containers for Department of Defense Household Goods Shipments.
 - 5.2.4. Containers must be free from holes or other conditions that could permit the entry of water or pests.
 - 5.2.5. NTS TSP owned or leased commercially designed shipping containers are authorized provided they meet or exceed ASTM-D6251.
 - 5.2.6. The NTS TSP will apply a tamper-evident seal which, if breached or missing, provides reasonable evidence that the container has been opened or otherwise tampered with.
 - 5.2.7. Seals will be placed at residence and seal numbers will be annotated on the inventory list. All exterior containers and boxes, including overflow and oversize boxes and rug tubes/cartons, will be sealed with accountable tamper evident seals at the member's/employee's residence, unless otherwise authorized by the customer. Sealing will be completed prior to any movement and the seal (control) numbers entered on the inventory, cross-referencing the container number. Four seals as a minimum will be used per container and tamper proof seals will secure the access overlap door and side panels.
 - 5.2.8. Power-driven equipment, motorcycles, boats, trailers, over size items, and oversized furniture may be shipped uncrated.
 - 5.2.9. Containers will be identified by customer's name, rank, and service order number. Additional markings will be added to in accordance with the warehouse locatorsystem.
 - 5.2.10. Once shipments are sealed, they shall remain closed until delivered to the customer's residence. All TSPs receiving containerized shipments for transport via Bill of Lading will complete a joint inspection of the exterior of containers for possible damages. In the event that physical damage, signs of water damage, or infestation are evident the containers shall be unsealed and a joint inspection conducted by the TSPs. The PPSO must be notified in writing with a summary of findings and new seal numbers if applicable. An exception sheet will be completed to annotate any damages, and signed by releasing and receiving TSPs.

5.2.11. Containerized rates will be considered a special rate submission separate from other rate submissions. The use of the container shall be inclusive of the containerized rates.

5.2.12. NTS TSP shall accept containerized shipments from other Transportation Service Providers when containerized rates are on file.

5.2.13. Future changes: RESERVED

5.3. Deployment Rates.

5.3.1. Deployment rates are available to service unit deployments involving multiple small shipments. Normally all shipments are serviced from the unit location in drayage zone 1, although some units will include drayage zone 2 as indicated on the applicable Unit Deployment Rate Sheet. Deployment rates are based on the actual weight of each shipment.

5.4. Using Activities: Transportation Offices.

5.4.1. The Storage Program Manager executing this Tender of Service shall notify the NTS TSP, in writing, of the names and locations of using activities authorized to issue service orders for personal property under this Tender of Service.

5.4.2. When the Transportation Officer determines that the member is no longer entitled to storage of personal property at Government expense, the Transportation Officer will use the DD Form 1164 to notify the NTS TSP of the impending expiration date to convert the lot to the customer's expense. This notification to the NTS TSP must include the service order number, date of expiration, and shipper's name and contact information, to include last known mailing address. The preferred notification method is e-mail, with delivery and read receipts as proof of notification.

5.4.3. Upon receipt of concurrence from the authorizing authority, the PPSO will forward the case file to the NTS TSP when the shipment is converted. The case file will contain orders, DD Form 1299, initial and most current DD Form 1164, Personal Property Storage Management Notification, and one SCRA certificate. The PPSO will at NO time advise the NTS TSP as to auction/disposal of the property.

5.4.4. Regardless of the time the property is in storage, as long as the order remains valid, the customer is authorized a delivery-out at Government expense IAW JTR Paragraph 0518, HHG Storage, C (Members) or 054305 (Employees), and IAW FTR Paragraph 302-8 for Coast Guard Employees. This includes HHGs/NTS shipments converted to storage at the Service member's expense. Payment for delivery services at Government expense must be made by the PPSO using normal NTS payment procedures.

5.4.5. 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 Transportation Officer.

5.4.6. Except to the extent of service order(s) issued hereunder, the Tender of Service shall not obligate Government funds in any way.

5.5. Service Orders.

5.5.1. When a using activity requires the service of a NTS TSP, the using activity Transportation Officer will notify the NTS TSP that, the NTS TSP's offer has been accepted, of the estimated weight of the personal property involved, and any other information as may be pertinent. This acceptance must be documented by written confirmation (DD Form 1164).

5.5.2. When a NTS TSP has the facilities available and capability to perform the requested services, the NTS TSP shall advise the Transportation Officer of the acceptance of the order to perform and provide a lot number. Rates in effect on the date of offer are the rates applicable and thereafter used. If the NTS TSP cannot continue its offer during a given period of time or at a specific storage facility, the NTS TSP will so notify the Transportation Officer orally. Written confirmation must be sent to the Transportation Officer and the Storage Program Manager. Selective refusal, i.e., a NTS TSP's failure to honor its offer on a selective basis indicating continuous avoidance of service orders by size or service area is a violation of this clause and may be grounds for disqualification of the Tender of Service.

5.5.3. To confirm the acceptance, the Transportation Officer shall issue a DD Form 1164, Service Order for Personal Property, incorporating the terms of the acceptance, within the time set forth in the NTS TSP's offer of services. Upon receipt of the service order, the NTS TSP shall be obligated to furnish the specified services in accordance with the provisions of said service order and this Tender of Service. An enforceable contract is entered into when the NTS TSP receives the Government service order for the specified services in accordance with the terms and conditions of this Tender of Service. Upon receipt of the initial service order (with respect to any lot of personal property), the NTS TSP shall be obligated to furnish such additional services listed in the Schedule of Services and Rates for Personal Property, or authorized under the Extras Clause, as may be ordered by supplemental service orders in effect at the time of the initial order.

5.5.4. Initial service orders shall be for a period ending on the day preceding the first day of the succeeding government fiscal year (or in the case of temporary storage, for a period ending not later than 6 months thereafter). In each case the service order shall be renewable, at the option of the Government, for 4 successive fiscal years on an annual basis (or such lesser period as the services are required) at the same rates and on the same terms as in effect under the initial service order. Renewal shall be evidenced by written notice to the NTS TSP. The date of performance of, and citation of funds for, handling-out and post-storage services shall be included in a supplemental service order. For lots remaining in storage under this Tender of Service past the 4th successive fiscal year, the active NTS TSP shall be obligated to negotiate rates not to exceed his present rates for an additional 4 successive fiscal years. For inactive Tender of Service, the Storage Program Manager, on an annual basis, will negotiate the rate.

- 5.5.5. Service order (enforceable contract) shall be provided to the customer on the first day of packing at residence. Depending on size of shipment, only one day may be required for packing/pickup at which time a service order shall be presented.
- 5.5.6. When it is known by the Transportation Officer, prior to the issuance of a service order, that a portion of the member's personal property will be withdrawn at Government expense for subsequent shipment, and the other portion will remain in storage, two separate service orders shall be issued and the transaction treated as two lots which shall require two inventories and two warehouse receipts. When this information is not known by the Transportation Officer and the member is, subsequent to storage, entitled to partial removal, a supplemental service order shall be issued for handling out of only that portion of the lot which must be handled to permit removal of the property for shipment, and handling-in for the portion which must be restored. Actual weight must be determined by weighing the articles released from storage and subtracting this weight from the original storage weight. The NTS TSP shall provide the Transportation Officer with an estimate of the total weight to be handled out prior to issuance of the service order for partial removal. The NTS TSP shall furnish to the Transportation Officer a new or revised warehouse receipt and/or combination inventory warehouse receipt, original and one copy, listing only those items remaining in storage, conforming to the provisions of 1.7.3

5.6. Charges.

- 5.6.1. Charges under initial service orders and all supplemental orders shall be computed at the rates set forth in the Schedule of Services and Rates for Personal Property in effect on the date services are ordered under the initial service order.
- 5.6.2. Monthly storage charges shall be payable in accordance with the rates set forth in the Schedule of Services and Rates for Personal Property and computations set forth below:
 - 5.6.2.1. 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.
 - 5.6.2.2. 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 NTS 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 NTS 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.)
- 5.6.3. Charges for items described in the Schedule of Services and Rates for Personal Property 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., but excluding the weight of any blocking, bracing, dunnage, pallets, pallet boxes, and other containers.

- 5.6.4. All items of service ordered shall be subject to and payable on the basis of a minimum weight of 500 pounds' net, unless waived by deployment rate modification under which the actual weight of each shipment applies.
- 5.6.5. Where partial removal of a lot is less than 100 pounds, no adjustment will be made in the remaining storage weight.
- 5.6.6. 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 member to storage at Government expense.
- 5.6.7. The NTS TSP shall provide such special handling and additional protection as the member may request. However, the charge therefore shall be a matter of independent agreement with the member, and the Government shall not be liable therefore.

5.7. Compensation.

- 5.7.1. The Government reserves the right to award the contract for transportation of any lot of personal property stored with a NTS TSP to any TSP for Carriage the Government may select. The NTS TSP shall promptly, and in accordance with the direction of the appropriate Transportation Officer, make lots available to the receiving TSP for Carriage on a properly protected loading area of the NTS TSP in a condition satisfactory to be received by such TSP for Carriage. The NTS TSP shall permit any such TSP for Carriage to inventory and load property from its facility without any charge to the receiving TSP for Carriage or the Government and will acknowledge the receiving TSP's for Carriage notation of damage or shortage by signing the receiving TSP's for Carriage exception sheet or rider, noting the damages and/or shortages, or by allowing the receiving TSP's for Carriage agent to note damages and/or shortages on the NTS TSP's inventory form. The NTS TSP is obligated to repack, at no cost to the Government, any carton refused by the TSP for Carriage due to improper packing which has been verified by the Transportation Officer, or their representative.
- 5.7.2. In the event the TSP for Carriage does not pick up the lot on the specified date, between the hours of 0800 and 1700, the NTS TSP shall notify the Transportation Officer and continue to store, protect and be responsible for the property. Appropriate compensation will be made for restoring the shipment, upon approval of the Transportation Officer. The DD Form 1164 will be amended and/or reissued to authorize the additional cost and document the TSP for Carriage failure as the cause of the additional cost. Further, the Personal Property Shipping Office (PPSO) will initiate set-off action against the TSP for Carriage on the applicable Government bill of lading through the service finance center for the extra charges attributed to the TSP for Carriage for not picking up the storage lot as scheduled. In the event a NTS TSP fails to prepare a lot (either partial or full) for pickup by the TSP for Carriage on the agreed date, the Transportation Officer will advise the Storage Program Manager. The Transportation Officer will initiate set-off action against the NTS TSP for the extra charges attributed to the NTS TSP for not preparing storage lot as ordered.

- 5.7.3. When it is desired to remove all or part of a lot from the NTS TSP's warehouse, the NTS TSP may be unable to deliver some items to the TSP for Carriage because of inability to locate them. In the event that these items are subsequently found in the warehouse by the NTS TSP, the NTS TSP shall be responsible for all shipping charges (in excess of what it would have cost the Government had the item(s) moved with the main lot) from the storage facility to the base, installation or home address where the military member is located. In the event the wrong lot or items are shipped/delivered, the NTS TSP will be responsible for shipping costs of returning the erroneous lot or items and delivering the correct lot or items. Compensation to the NTS TSP will not be over and above what it would have originally cost had the correct lot or items been delivered.
- 5.7.4. When the NTS TSP attempts pickup at residence on the date specified on the DD Form 1164, and the member/member's representative is not available at residence, the NTS TSP, upon approval of the Transportation officer, shall be paid the drayage rate (Item 3, Schedule of Services and Rates for Personal Property on a 500-pound shipment (minimum weight).
- 5.7.5. When the NTS TSP attempts delivery at residence on the date specified on the DD Form 1164, and the member is unable to accept the shipment at residence, and the NTS TSP returns the shipment to his warehouse, the NTS TSP, upon approval of the Transportation Officer, shall be paid the handling and delivery rate (Item 4 and Item 7, Schedule of Services and Rates for Personal Property on actual weight.
- 5.8. Claims and Liability for Care of Property.
 - 5.8.1. The NTS TSP agrees to follow all provisions outlined in the DP3 Claims and Liability Business Rules, with exceptions to DPS claims filing.
 - 5.8.1.1. Claims for loss and damage while in the custody of the NTS TSP will be made directly with the NTS TSP.
 - 5.8.2. Mold.
 - 5.8.2.1. The NTS TSP will follow all provisions outlined in the DP3 Claims and Liability Business Rules. The responsible TSP will submit a written after action report within 10 GBDs to USTRANSCOM for all mold shipments to include Service Order number, customer's name, the root cause of the mold and efforts taken to resolve. Once all mitigation is complete, the responsible TSP will submit a written report of all known facts and events in chronological order.
 - 5.8.3. Recording Loss and Damage
 - 5.8.3.1. The NTS TSP will record loss/damage revealed while unloading and/or unpacking. Such record will be indicated on the DP3 Notification of Loss or Damage AT DELIVERY (jointly signed by my representative and the customer or the customer's authorized agent), Attachment I, and the DP3 Notification of Loss or Damage AFTER DELIVERY, Attachment J, documents, as applicable.

- 5.8.3.2. One copy will be furnished to the customer or the customer's representative.
- 5.8.3.3. In case of missing items, tracer action will be initiated immediately and the customer will be advised in writing of the results within 30 days from the date of delivery of the shipment. Every effort will be made to locate missing articles/items before recommending the submission of a claim by the customer.
- 5.8.3.4. The NTS TSP shall, provided claims action has not been initiated, forward to the customer by expedited means located missing articles/items at no additional cost to the government or the customer. See claims business rules for complete claims guidance.
- 5.8.4. Timeline for NTS claim filing
 - 5.8.4.1. At delivery customer and NTS TSP or delivering TSP will review then sign DP3 Notification of Loss or Damage AT DELIVERY. Within 180 days after delivery customer must submit DP3 Notification of Loss or Damage AFTER DELIVERY
 - 5.8.4.2. Within 9 months of delivery customer must file a written or electronic claim for damage with the NTS TSP or delivering TSP to be eligible for FRV.
 - 5.8.4.3. The NTS TSP's failure to provide DP3 Notification of Loss or Damage AT DELIVERY and DP3 Notification of Loss or Damage AFTER DELIVERY and to have proof thereof will eliminate any requirement for notification to the NTS TSP. Written notice DP3 Notification of Loss or Damage AT DELIVERY OR DP3 Notification of Loss or Damage AFTER DELIVERY is not required by the NTS TSP in case of major incidents described by provision 1.7.6, which requires the NTS TSP to notify the Storage Program Manager and appropriate Transportation Officer of the details of fires, vandalism, and similar incidents which produce significant loss, damage or delay.
- 5.8.5. In the event the NTS TSP stores Personal Property in a facility which has not been approved by the Storage Program Manager, the NTS TSP shall be absolutely liable for all loss or damage to the property, without regard to cause. The NTS TSP will be responsible for all costs associated with the movement of the storage lots to an approved warehouse.
- 5.8.6. Disposition of Property.
 - 5.8.6.1. The NTS TSP must notify the PPSO in writing of any intent to dispose of unclaimed personal property. Personal property in storage at member's expense is protected under applicable, state, local and bailment laws. Personal property in storage at member's expense belonging to Active Duty members is protected under the Service Members Civil Relief Act (SCRA).
- 5.9. Inconvenience Claims.
 - 5.9.1. The NTS TSP shall reaffirm it is their responsibility to pick up from residence or release shipment out of storage on the agreed upon date as reflected on the Service Order. When unable to meet these requirements due to mold, pest infestation, or the inability to have

the shipment available for release, the NTS TSP must advise the customer on inconvenience claim rules.

- 5.9.2. The Inconvenience Claim process provides a simplified method for DoD customers to account for inconveniences associated with the NTS TSP's inability to meet agreed and/or required dates. . It is understood the inconvenience claim is intended to offset expenses incurred by a customer and their dependents because they are not able to use necessary items in their shipment to establish their household such as furniture and/or appliance rental, air mattresses, towels, linens, pillows, and necessary kitchen items as detailed in 5.9.6. The per diem provides my company a method to calculate a baseline amount for inconvenience claim payment by location for the customer. Customers who are not able to use necessary items in their shipment to establish their household may incur actual out-of-pocket expenses beyond the baseline amount and I will review and consider those claims in accordance with the guidance in 5.9.4. Customers should be advised to fill out and submit the DP3 Inconvenience Claim form.
- 5.9.3. The NTS TSP agrees to acknowledge an inconvenience claim filed by a customer within five (5) Government Business Days (GBDs) from the date of contact.
- 5.9.4. The NTS TSP agrees to reimburse the customer within 30 days from contact for reasonable out-of-pocket expenses that result from failure to pick up or release on the agreed date as stated on the service order or correction notice thereof. The amount applicable for meals and incidental expenses (excluding lodging) is found using the government per diem rate at (<https://www.defensetravel.dod.mil/site/perdiemCalc.cfm>).
- 5.9.5. The NTS TSP will compensate the customer for all days that result from their failure to pick up or deliver on the agreed dates and/or deliver on the agreed upon date, when the customer is available for delivery. The NTS TSP agrees the claim will be computed beginning the day after the agreed upon date as specified on the service order. The payment will include the full meals and incidental expense rates for the DoD customer at affected location and number of days at the 100% rate. The NTS TSP will advise the customer they must file a claim with the NTS TSP for payment, and will outline the process for doing so. The maximum amount due as part of an inconvenience claim payment without receipts is limited to seven (7) days. In no case will payment be for less than the 100% rate for the number of days impacted.
- 5.9.6. Should the customer claim actual out-of-pocket expenses which exceed the baseline payment amount, they will provide an itemized list of ALL expenses supported by receipts for reimbursement. This process affords DoD customers and families a method of collecting actual out-of-pocket expenses beyond the baseline amount. The customer will be authorized either the per diem amount or the actual out of pocket, expenses whichever is greater. All expenses claimed beginning the eighth (8th) day must be documented with receipts.
- 5.9.7. The NTS TSP will make every effort to resolve any disputes with the customer. In the event they are unable to resolve the dispute, they will contact the origin PPSO for

resolution. Should they disagree with the PPSO resolution, they may appeal the case to USTRANSCOM Defense Personal Property Management Office within 10 calendar days of notification from the responsible PPSO. The decision of USTRANSCOM Defense Personal Property Management Office is final and the claim must be settled within 10 days from the date of the final decision. Appeals will be sent to transcom.scott.tcj9.mbx.pp-smo@mail.mil. Reference para 5.9.10 for details on expenses beyond the per diem amount

- 5.9.8. The NTS TSP further agrees to reimburse the customer within 30 days from receipt for reasonable out-of-pocket expenses while awaiting delivery out of the facility, if not completed on customer's first requested date and scheduled delivery date is not within five (5) GBDs; (within ten (10) GBDs for shipments with a requested delivery when they are unable to deliver the shipment within the following dates whichever is later: Within seven (7) GBDs of the date the customer makes first contact requesting delivery or within two (2) GBDs of the requested delivery date when the requested date exceeds seven (7) GBDs from when the customer makes first contact requesting delivery.
- 5.9.9. The NTS TSP shall compensate the customer for all days that result from his failure to release shipment(s) on or before the agreed upon release date as stated on the service order or correction notice thereof, when the customer is available for delivery. The payment will include the full meals and incidental expense rates for the affected location of the DoD customer only at 100%. The maximum amount due as part of an inconvenience claim payment without receipts is limited to seven (7) days. In no case will payment be for less than 100% for the number of days impacted.
- 5.9.10. Claims for actual out of pocket expenses that exceed payments of the per diem baseline. Should the customer claim actual out-of-pocket expenses which exceed the baseline payment amount, they will provide an itemized list of ALL expenses supported by receipts for reimbursement. This process affords DoD customers and families a method of collecting actual out-of-pocket expenses beyond the baseline amount. The customer will be authorized either the per diem amount or the actual out-of-pocket expenses, which sum is greater. All expenses claimed beginning the eighth (8th) day must be documented with receipts.
 - 5.9.10.1. Actual out-of-pocket expenses are expenses incurred by a customer and their dependents because they are not able to use necessary items in their shipment to establish their household. Expenses that may be reimbursed when establishing a household include, but are not limited to, laundry service, furniture and/or appliance rental (to include rental of a television) air mattresses, towels, linens, pillows, and necessary kitchen items; such as pots, pans, dishes, paper plates, plastic ware.
 - 5.9.10.2. Groceries are not eligible for reimbursement. Lodging and meals are normally not part of an inconvenience claim but the government recognizes there may be unique circumstances that would require consideration. Exceptions to the minimum requirements (e.g. limited lodging and meals required due to unexpected inability to

deliver) may be considered on a case- by-case basis. I must make customers aware that in instances where lodging or meals are approved it should be reasonable and usually will only be reimbursed for a short duration.

5.9.10.3. Customers are required to document the claim fully with an itemized list of charges and accompanying receipts for charges incurred.

5.9.10.4. A request for reimbursement of alcoholic beverages is prohibited.

5.9.10.5. If the NTS TSP makes an inconvenience claim payment for durable household items such as towels, pots, and pans, etc., they may arrange to reclaim those items upon delivery of the customer's shipment.

5.9.11. The NTS TSP shall not be liable for inconvenience claims if a delay was solely caused by natural disasters; acts of the public enemy; acts of the Government; acts of the public authority; violent strikes; mob interference; or delays of shipments that were caused by the Government and negligence did not contribute to the delay.

5.9.11.1. The customer, or their designated representative, is not available for pick up or delivery (e.g. customer has not taken possession of their residence) on the agreed upon date as stated on the service order.

5.9.12. In the event of a catastrophic loss or in the event of requirement for mold remediation, inconvenience claim liability will terminate 15 days after payment is received for essential items IAW Claims and Liability Business Rules.

5.9.13. The NTS TSP will provide a quarterly report due on the 1st of each quarter, to USTRANSCOM Defense Personal Property Management Office detailing all filed inconvenience claims (including completed payments), by service order, to transcom.scott.tcj9.mbx.pp-smo@mail.mil. Negative responses are required for TSPs with no claims.

5.9.14. The NTS TSP must report on all shipments with missed pickups, late deliveries, or otherwise exceeding the allowed delivery timeframes out of NTS.

5.9.15. In the event the NTS TSP turns-back a shipment within 14 calendar days of the pickup date, they shall reimburse the customer for actual out of pocket expenses if PPSO is unable to rebook shipment with the original pickup dates and the dates must be adjusted past the original pickup date request. The NTS TSP will be responsible for actual out of pocket expenses incurred from the original pickup date thru the new pickup date

5.10. Real Property Claims.

5.10.1. The NTS TSP is responsible for damage caused by employee(s) to a customer's home or residence. An example of damage might include scratched hardwood floors, dented walls, torn grass, etc.

5.10.2. Prior to a pack-out/delivery, The NTS TSP will install floor coverings in high traffic areas of interior areas (finished) living spaces (e.g. floor coverings for entry and interior hallways). In addition, the NTS TSP will protect doorways in high traffic areas (e.g. entry doorways, etc.) prior to a pack-out/delivery. Upon arrival and before departure from residence, the NTS TSP will conduct a joint inspection (walk-around) with the customer and report real property condition and note any damages (interior and exterior) in writing to the member on the "DP3 Real Property Damage Form" located on Move.mil. The customer will be advised they must notify the responsible NTS TSP within seven (7) calendar days of the damages found during the pack/pickup/delivery and provide contact information. The customer must request a claim and seek recovery/restitution directly from the responsible NTS TSP. The NTS TSP must allow the customer to file a claim for any damages to Real Property with the TSP. The customer will be provided the "DP3 Real Property Damage Form" at pack out/pickup/delivery.

5.11. Annual Documentation Requirement.

5.11.1. The NTS TSP shall furnish all required documentation listed in Attachment H prior to the date indicated.

5.11.2. When a NTS TSP owns their own scales, the TSP is required to submit a scale calibration/certification to the Storage Branch.

5.12. Possession of this Tender of Service.

5.12.1. The NTS TSP shall possess a copy of this Tender of Service, including modifications, which will be readily available for Department of Defense inspectors. The NTS TSP is responsible for ensuring that his employees are familiar with the provisions (with modifications) of this Tender of Service.

5.13. Subcontracting.

5.13.1. The NTS TSP shall not subcontract with other persons or firms for the performance of any service ordered under this Tender of Service unless prior written approval has been received from the Storage Program Manager.

6. ELECTRONIC METHOD OF PAYMENT

6.1. Mandatory Information for Electronic Funds Transfer Payment.

6.1.1. Method of Payment. Payments by the Government under this contract, including invoice and contract financing payments, may be made by check or electronic funds transfer (EFT) at the option of the Government. If payment is made by EFT, the government may, at its option, also forward the associated payment information by electronic transfer. As used in this clause, the term "EFT" refers to the funds transfer and may also include the information transfer.

6.1.2. Mandatory submission of NTS TSP EFT information:

- 6.1.2.1. The NTS TSP is required, as a condition to any payment under this contract, to provide the Government with the information required to make payment by EFT as described in paragraphs 6.1.4.1 thru 6.1.4.5.2, unless the payment office determines that submission of the information is not required. However, until January 1, 1999, in the event the NTS TSP certifies in writing to the payment office the NTS TSP does not have an account with a financial institution or an authorized payment agent, payment shall be made by other than EFT. For any payments to be made after January 1, 1999, the NTS TSP shall provide EFT information as described in paragraph 6.1.3.
- 6.1.2.2. If the NTS TSP provides EFT information applicable to multiple contracts, the NTS TSP shall specifically state the applicability of this EFT information in terms acceptable to the payment office.
- 6.1.3. NTS TSP EFT information: Prior to submission of the first request for payment (whether for invoice or contract financing payment) under this contract, the NTS TSP shall provide the information required to make contract payment by EFT, as described in 6.1.4. directly to the Government payment office named in this contract. If more than one payment office is named for the contract, the NTS TSP shall provide a separate notice to each office. In the event that the EFT information changes, the NTS TSP shall be responsible for providing the changed information the designated payment office(s).
- 6.1.4. Required EFT information. The Government may make payment by EFT through either an Automated Clearing House (ACH) subject to the banking laws of the United States or the Federal Reserve Wire Transfer System at the Government's option. The NTS TSP shall provide the following information for both methods in a form acceptable to the designated payment office. The NTS TSP may supply this data for this or multiple contracts (see 6.1.2).
 - 6.1.4.1. The contract number to which this notice applies.
 - 6.1.4.2. The NTS TSP's name and remittance address, as stated in the contract, and account number at the NTS TSP's financial agent.
 - 6.1.4.3. The signature (manual or electronic, as appropriate), title, and telephone number of the NTS TSP official authorized to provide this information.
 - 6.1.4.4. For ACH payments only:
 - 6.1.4.4.1. Name, address, and 9-digit Routing Transit Number of the NTS TSP's financial agent.
 - 6.1.4.4.2. NTS TSP's account number and the type of account (checking, savings, or lockbox).
 - 6.1.4.5. For Federal Reserve Wire Transfer System payments only.
 - 6.1.4.5.1. Name, address, telegraphic abbreviation, and the 9-digit Routing Transit Number for the NTS TSP's financial agent.

- 6.1.4.5.2. If the NTS TSP's financial agent is not directly on-line to the Federal Reserve Wire Transfer System and, therefore, not the receiver of the wire transfer payment, the NTS TSP shall also provide the name, address, and 9-digit Routing Transit Number of the correspondent financial institution receiving the wire transfer payment.
- 6.1.5. Suspension of payment.
 - 6.1.5.1. Notwithstanding the provisions of any other paragraphs of this contract, the Government is not required to make any payment under this contract until after receipt, by the designated payment office, of the correct EFT payment information from the NTS TSP or a certificate submitted in accordance with 6.1.2. Until receipt of the correct EFT information, any invoice or contract financing request shall be deemed not to be a valid invoice or contract financing request as defined in paragraph 6.1.8.
 - 6.1.5.2. If the EFT information changes after submission of correct EFT information, the Government shall begin using the changed EFT information no later than the 30th day after its receipt to the extent payment is made by EFT. However, the NTS TSP may request that no further payments be made until the changed EFT information is implemented by the payment office. If such suspension would result in a late payment under 6.1.8, the NTS TSP's request for suspension shall extend the due date for payment by the number of days of the suspension.
- 6.1.6. NTS TSP EFT arrangements: The NTS TSP shall designate a single financial agent capable of receiving and processing the electronic funds transfer using the EFT methods described in 6.1.4. The NTS TSP shall pay all fees and charges for receipt and processing of transfers.
- 6.1.7. Liability for uncompleted or erroneous transfers:
 - 6.1.7.1. If an uncompleted or erroneous transfer occurs because the Government failed to use the NTS TSP provided EFT information in the correct manner, the Government remains responsible for:
 - 6.1.7.1.1. making a correct payment,
 - 6.1.7.1.2. paying any prompt payment penalty due and
 - 6.1.7.1.3. recovering any erroneously directed funds.
 - 6.1.7.2. If an uncompleted or erroneous transfer occurs because NTS TSP-provided EFT information was incorrect at the time of Government release of the EFT payment transaction instruction to the Federal Reserve System, and –
 - 6.1.7.2.1. If the funds are no longer under the control of the payment office, the Government is deemed to have made payment and the NTS TSP is responsible for recovery of any erroneously directed funds; or

- 6.1.7.2.2. If the funds remain under the control of the payment office, the Government retains the right to either make payment by mail or suspend the payment in accordance with paragraph 6.1.5.
- 6.1.8. EFT and prompt payment.
- 6.1.8.1. A payment shall be deemed to have been made in a timely manner in accordance with 6.1.8 of this contract if, in the EFT payment transaction instruction given to the Federal Reserve System, the date specified for settlement of the payment is on or before the prompt payment due date, provided the specified payment date is a valid date under the rules of the Federal Reserve System.
- 6.1.8.2. When payment cannot be made by EFT because of incorrect EFT information provided by the NTS TSP, no interest penalty is due after the date of the uncompleted or erroneous payment transaction, provided that notice of the defective EFT information is issued to the NTS TSP within 7 days after the Government is notified of the defective EFT information.
- 6.1.9. EFT and assignment of claims: If the NTS TSP assigns the proceeds of this contract as provided for in the Assignment of Claims, the assignee shall provide the assignee EFT information required by paragraph 6.1.4. In all respects, the requirements shall apply to the assignee as if it were the NTS TSP. EFT information which shows the ultimate recipient of the transfer to be other than the NTS TSP, in the absence of a proper assignment of claims acceptable to the Government, is incorrect EFT information within the meaning of 6.1.5.
- 6.1.10. Payment office discretion: If the NTS TSP does not wish to receive payment by EFT methods for one or more payments, the NTS TSP may submit a request to the designated payment office to refrain from requiring EFT information or using the EFT payment method. The decision to grant the request is solely that of the Government.
- 6.1.11. Change of EFT information by financial agent. The NTS TSP agrees that the NTS TSP's financial agent may notify the Government of a change to the routing transit number, NTS TSP account number, or account type. The Government shall use the changed date in accordance with 6.1.5.2. The NTS TSP agrees that the information provided by the agent is deemed to be correct information as if it were provided by the NTS TSP. The NTS TSP agrees that the agent's notice of changed EFT data is deemed to be a request by the NTS TSP in accordance with 6.1.5.2. that no further payments be made until the payment office implements the changed EFT information.
- 6.2. Wage Determination.
- 6.2.1. Federal Acquisition Regulation (FAR) Clause 52.222-47 WAGE DETERMINATION (Subparagraphs are applicable if block has an "x").
- 6.2.1.1. Wage rate determination applicable to this Agreement.

6.2.1.2. Service Contract Act (SCA) Minimum Wages and Fringe Benefits 52.222-47 (MAY 1989)

6.2.2. An SCA wage determination applicable to this work has been requested from the U.S. Department of Labor. If an SCA wage determination is not incorporated herein, the bidders/offers shall consider the economic terms of the collective bargaining agreement (CBA) between the incumbent Transportation Service Provider and the local union. If the economic terms of the collective bargaining agreement or the collective bargaining agreement itself is not attached to the solicitation, copies can be obtained from the contracting officer. Pursuant to Department of Labor Regulation, 29 CFR 4.1b and paragraph (g) of the clause at 52.222-41, Service Contract Act of 1965, as amended, the economic terms of that Agreement will apply to the contract resulting from this solicitation, notwithstanding the absence of a wage determination reflecting such terms, unless it is determined that the Agreement was not the result of arm's length negotiations or that after a hearing pursuant to section 4(c) of the Act, the economic terms of the Agreement are substantially at variance with the wages prevailing in the area.

6.3. FAR Clause 52.252-2.

6.3.1. FAR Clauses Incorporated by References (FEB 1998)

6.3.2. This Tender of Service incorporates one or more clauses by reference with the same force and effect as if they were given in full text. Upon request, the Storage Program Manager will make their full text available.

6.3.3. FAR Clause 52.222-41 Service Contract Act of 1965, as amended (July 2005).

7. CERTIFICATION/STATEMENTS.

7.1. 52.203-2 Certificate of Independent Price Determination (APR 1985).

7.1.1. The offeror certifies that:

7.1.1.1. The prices in this offer have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other offeror or competitor relating to (i) those prices, (ii) the intention to submit an offer, or (iii) the methods or factors used to calculate the prices offered;

7.1.1.2. The prices in this offer have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or competitor before bid opening (in the case of a formally advertised solicitation) or contract award (in the case of a negotiated solicitation) unless otherwise required by law; and

7.1.1.3. No attempt has been made or will be made by the offeror to induce any other concern to submit or not to submit an offer for the purpose of restricting competition.

7.1.2. Each signature on the offer is considered to be a certification by the signatory that the signatory:

- 7.1.2.1. Is the person in the offeror's organization responsible for determining the prices being offered in this bid or proposal, and that the signatory has not participated and will not participate in any action contrary to subparagraphs 7.1.1.1. through 7.1.1.3. above; or
 - 7.1.2.1.1. Has been authorized in writing to act as agent for the following principals in certifying that those principals have not participated, and will not participate in any action contrary to subparagraphs 7.1.1.1. through 7.1.1.3. above,
 - 7.1.2.1.2. (insert full name of person(s) in the offeror's organization responsible for determining the prices offered in this bid or proposal, and the title of his or her position in the offeror's organization)
 - 7.1.2.1.3. As an authorized agent, does certify that the principals named in 7.1.2.1.1. above have not participated, and will not participate, in any action contrary to subparagraphs 7.1.1.1. through 7.1.1.3 above; and
 - 7.1.2.1.4. As an agent, has not personally participated, and will not participate, in any action contrary to subparagraphs 7.1.1.1. through 7.1.1.3 above.
- 7.1.3. If the offeror deletes or modifies subparagraph 7.1.1.2. above, the offeror must furnish with its offer a signed statement setting forth in detail the circumstances of the disclosure.

8. ADDITIONAL SERVICES.

- 8.1. Except as otherwise provided in this Tender of Service, no payment for additional services shall be made unless the Transportation Officer has authorized such services and the cost in writing.

ATTACHMENT A: SIGNATURE PAGES

- A.1. This Tender of Service applies to services that the Government may require from time to time for the storage of personal property and related services. Should the Government order such services, the Government will require the Non-Temporary Storage (NTS) Transportation Service Provider (TSP) to furnish all necessary labor, material, drayage, vans, equipment, storage facilities and performance of related services, as may be specified in the Service Order for Personal Property (DD Form 1164).
- A.2. I understand that this Tender of Service and applicable Schedules of Services and Rates for Personal Property are binding.
- A.3. I will submit to the Storage Management Office, the Non-Temporary Storage Tender of Service Signature Page (NTSTOSSP) certifying that I have read and understand the terms and conditions and agree to provide service as set forth in this Tender of Service. I will retain the actual Tender of Service for my files.
- A.4. I understand that submission of this NTSTOSSP, hereafter referred to as Tender of Service, is a prerequisite to my consideration for Department of Defense (DoD) approval for participation in the Non-Temporary Storage Program; that it does not obligate the government in the distribution of shipments; and that such submission indicates that I consider myself to be qualified, willing and able to accept shipments from military activities and seek such shipments under the terms set forth herein. I will be notified of changes to the Tender of Service by e-mail. Changes, additions, and deletions are effective upon receipt of notification unless specifically stated otherwise.
- A.5. I agree to comply with all requirements of the Non-Temporary Storage Program as prescribed by United States Transportation Command (USTRANSCOM) and promulgated by the Defense Personal Property Management Office (DPMO), Storage Branch through the Tender of Service.
- A.6. I agree to comply at all times with all federal, state and local laws, executive orders, rules and regulations applicable to its performance in the Non-Temporary Storage Program.
- A.7. National Defense Authorization Act (NDAA) Section 889 for Fiscal Year (FY) 2019 Compliance. All DP3 Household Goods/Unaccompanied baggage (HHG/UB) and Non-temporary storage (NTS) TSPs must submit NDAA certification, signed by the President or CEO to USTRANSCOM. For additional information go to:
https://www.federalregister.gov/documents/2020/07/14/2020-15293/federal-acquisition-regulation-prohibition-on-contracting-with-entities-using-certain?utm_medium=email&utm_campaign=subscription+mailing+list&utm_source=federalregister.gov. Signed NDAA certification forms shall be submitted to the POCs below.
- A.8. NTS approved TSPs shall submit certifications to transcom.scott.tcj9.mbx.pp-smo@mail.mil.
- A.9. I agree to maintain an administrative file, keeping documentation up to date. This includes the NTSTOSSP, financial data, and changes in ownership, rate schedules and all qualification documents.

A.10. This Signature Page certifies that I have read and understand all the terms and conditions set forth in the NTS Tender of Service received from USTRANSCOM. I agree to accept and provide service under the terms and provisions of this Tender of Service Dated _____, and all amendments thereto.

A.11. Completion of approval documentation certifies that the foregoing statements are true and complete. Any misrepresentation or falsification may be subject to prosecution under Section 1001, Title 18, United States Code.

TENDER OF SERVICE FOR STORAGE OF PERSONAL PROPERTY AND RELATED SERVICES

IN WITNESS THEREOF, THE PARTIES HERETO HAVE EXECUTED THIS TENDER OF SERVICE AS OF THE DAY AND DATE FIRST ABOVE WRITTEN:

THE UNITED STATES OF AMERICA

WITNESS

BY _____
(SIGNATURE OF STORAGE PROGRAM MANAGER)

(TYPED NAME)

(TYPED NAME OF NTS TSP)

NOTE: In cases of corporations, witnesses are not required, but certification below must be completed. Type or print names under all signatures.

BY _____
(SIGNATURE)

(TYPED NAME)

(TITLE)

(ADDRESS)

IF SIGNED BY AN OFFICER OF THE CORPORATION:

AN OFFER SIGNED BY AN OFFICER OF THE CORPORATION MUST BE EXECUTED IN THE CORPORATION NAME AND BE ACCOMPANIED BY THE FOLLOWING CERTIFICATE EXECUTED AND SIGNED BY ANOTHER OFFICER OF THE CORPORATION UNDER ITS CORPORATE SEAL.

CERTIFICATE

I _____, CERTIFY I AM THE
_____ OF THE CORPORATION NAMED AS

OFFEROR HEREIN; THAT _____, WHO SIGNED THIS OFFER ON BEHALF OF THE OFFEROR, WAS THEN OF SAID CORPORATION; THAT SAID OFFER WAS DULY SIGNED FOR AND ON BEHALF OF SAID CORPORATION BY AUTHORITY OF ITS GOVERNING BODY, AND IS WITHIN THE SCOPE OF ITS CORPORATE POWERS.

(SIGNATURE and/or CORPORATE SEAL) _____

IF A PARTNERSHIP OR LIMITED LIABILITY COMPANY (LLC):

AN OFFER SIGNED BY A PARTNER/MEMBER MUST BE EXECUTED IN THE PARTNERSHIP/LLC NAME AND BE ACCOMPANIED BY A LISTING OF ALL OTHER PARTNERS/MEMBERS. LIST NAMES BELOW IF NOT FURNISHED ELSEWHERE ON THE FORM.

_____	_____
_____	_____
_____	_____

NTS TSP PROCESSING DATA

Tender of Service (TOS) Number:
Standard Carrier Alpha Code (SCAC):
CAGE Code:
Name of Company:
Mailing Address: City/State/Zip Code:
Commercial Telephone Number: (include area code)

**OFFICIAL(S) AUTHORIZED TO NEGOTIATE AND/OR SUBMIT CERTIFICATIONS/
DOCUMENTS RELATING TO PERFORMANCE UNDER THIS TENDER OF SERVICE**

Official Name:
Official Title:

Official Name:
Official Title:

Official Name:
Official Title:

Official Name:
Official Title:

Official Name:
Official Title:

Official Name:
Official Title:

SMALL BUSINESS CERTIFICATION STATEMENT

I certify I have read the small business criteria under which business may be considered to be a small business. Under this criteria, **I certify the company is a small business:**

Yes _____ No _____

ATTACHMENT B: SCHEDULE OF SERVICES AND RATES

B.1. Rates listed in this schedule shall be inclusive of all charges for labor, materials, vans and equipment and incidental facilities and services necessary for the performing of the storage and related services specified in this schedule. All services to be performed under this schedule should be in accordance with requirements for services for storage of personal property. All service orders are subject to a minimum weight of 500 pounds.

B.2. Services and Rates are submitted for the following:

B.2.1. TENDER of SERVICE#: _____

B.2.2. MODIFICATION#: _____

B.2.3. EFFECTIVE DATE: _____

TITLE	DESCRIPTION	RATE	
ITEM I: PACKING	Packing and protection required by and incident to drayage, marking, tagging and inventorying for storage (includes flat wardrobes). Rate per CWT.	\$	
ITEM II: SPECIAL SERVICE	a. Wardrobes: Upright wardrobes with min 18-inch bar. Rate per Each.	\$(a)	
	b. Inventory of high value items. Cost per inventoried carton.	\$(b)	
ITEM III: DRAYAGE	Pickup at location, loading, weighing, drayage to warehouse and unloading onto warehouse platform. Rate per CWT.	ZONES	
		(1)\$	(4)\$
		(2)\$	(5)\$
		(3)\$	(6)\$
ITEM IV: HANDLING IN	Handling in, labor & equipment required to place in storage from warehouse platform, wrapping for storage which is in addition to that required for drayage to NTS TSP's warehouse and preservation of items for and during the storage period. Rate per CWT.	\$	
ITEM V: STORAGE	Storage per paragraph 5.6 , TENDER OF SERVICE. Rate per CWT per month.	\$	
ITEM VI: HANDLING OUT	Handling out, labor & equipment required to remove from storage & place onto warehouse platform. Rate per CWT.	\$	
ITEM VII: DELIVERY	Delivery, to include loading at NTS 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 and placing in designated rooms in accordance with specifications. Rate per CWT.	ZONES	
		(1)\$	(4)\$
		(2)\$	(5)\$
		(3)\$	(6)\$
ITEM VIII: UNPACKING	Unpacking, including all crates, cartons. Removing from owner's residence all empty containers, packing materials and other debris accumulated incident to unpacking. Rate per CWT.	\$	

SERVICE AREA (BASE): _____

GEOGRAPHIC DESCRIPTION OF ZONES SHOWN IN ITEMS III AND VII ABOVE

Zone 1 -

Zone 2 -

Zone 3 -

Zone 4 -

Zone 5 -

Zone 6 -

NTS TRANSPORTATION SERVICE PROVIDER CERTIFICATION STATEMENT

I hereby certify I have valid operating authority for the zones in which I have submitted rates.

NAME: _____ SIGNATURE: _____

ATTACHMENT C: CERTIFICATE OF INDEPENDENT PRICE DETERMINATION (APR 1985)

The rates submitted herewith in the Schedule of Services and Rates for Personal Property, Non-Temporary Storage Tender of Service have been determined by _____, independently and without collusion with any other Transportation Service Provider.

- (a) The offeror certifies that –
 - (1) The prices in this offer have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other offeror or competitor relating to (i) those prices; (ii) the intention to submit an offer; or (iii) the methods or factors used to calculate the prices offered.
 - (2) The prices in this offer have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or competitor before bid opening (in the case of a formally advertised solicitation) or contract award (in the case of negotiated solicitation) unless otherwise required by law; and
 - (3) No attempt has been made or will be made by the offeror to induce any other concern to submit an offer for the purpose of restricting competition.
- (b) Each signature on the offer is considered to be a certification by the signatory that the signatory:
 - (1) Is the person in the offeror’s organization responsible for determining the prices being offered in this bid or proposal, and that the signatory has not participated and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above;
 - (2) Or
 - i. Has been authorized, in writing, to act as agent for the following principals in certifying that those principals have not participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above (insert full name of person(s) in the offeror’s organization responsible for determining the prices offered in this bid or proposal, and the title of his or her position in the offeror’s organization);
 - ii. As an authorized agent, does certify that the principals named in subdivision (b)(2)(i) of this provision have not participated and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above; and
 - iii. As an agent, has not personally participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above.
- (c) If the offeror deletes or modifies subparagraph (a)(2) above, the offeror must furnish with its offer a signed statement setting forth in detail the circumstances of the disclosure.

Name and Location of Company: _____

Date: _____

Title/Printed Name: _____

Signature of person who formulated the rates: _____

Signature of person who signed the NTS Tender of Service or Mod submitted herewith: _____

Given under my hand and seal of office this _____ day of _____, 20_____

Notary Public in and for _____, _____, _____
(City) (County) (State)

(Notary Signature)

ATTACHMENT D: SERVICE ORDER FOR PERSONAL PROPERTY (DD FORM 1164)

SERVICE ORDER FOR PERSONAL PROPERTY									
1. TO <i>(Transportation Service Provider)</i>					2. FROM <i>(Issuing Office)</i>				
a. NAME					a. NAME				
b. ADDRESS <i>(Street, City, State, ZIP Code)</i>					b. ADDRESS <i>(Street, City, State, ZIP Code)</i>				
3. THIS SERVICE ORDER IS ISSUED AND AN ORDER IS HEREBY PLACED WITH YOU, ACCEPTING YOUR OFFER (ORAL OR WRITTEN) FOR SERVICES ON <i>(enter date)</i> _____, SUBJECT TO THE PROVISIONS OF THE BELOW-NUMBERED TENDER OF SERVICE FOR THE FOLLOWING SERVICES:									
a. SCAC CODE		b. FEDERAL AGENCY		c. APPROPRIATION IDENTITY		d. TENDER OF SERVICE NUMBER		e. MODIFICATION NUMBER	
f. SERVICE ORDER NUMBER			g. LOT NUMBER		h. LOCATION OF PROPERTY <i>(Street, City, State, ZIP Code)</i>				
(1) OLD									
(2) NEW									
i. ESTIMATED STORAGE PERIOD		j. PICK-UP DATE <i>(YYYYMMDD)</i>		k. STORAGE EXPIRATION DATE <i>(YYYYMMDD)</i>		l. ESTIMATED WEIGHT		m. WEIGHT IN STORAGE <i>(ACTUAL)</i>	
n. OWNER									
(1) NAME <i>(Last, First, Middle Initial)</i>					(2) PERMANENT ADDRESS <i>(Street, City, State, ZIP Code)</i>				
(3) PAY GRADE			(4) SSN						
4. NEW ACCOUNTS - SERVICES ORDERED									
a. PACKING ITEM I		b. SPECIAL SERVICES			c. DRAYAGE-IN ITEM III		d. HANDLING-IN ITEM IV		e. STORAGE ITEM V
		(1) WARDROBE - ITEM IIA	(2) EXPENSIVE/VALUABLE ITEM - ITEM IIB						
RATE		NO.	RATE	NO.	RATE	ZONE	RATE	RATE	RATE
\$			\$		\$		\$	\$	\$
5. REMOVAL ACTIONS									
a. APPROPRIATION IDENTITY			b. STORAGE REMOVAL DATE <i>(YYYYMMDD)</i>			c. DELIVERY ADDRESS <i>(Street, City, State, ZIP Code)</i>			
d. SERVICES ORDERED									
(1) HANDLING IN ITEM IV	(2) HANDLING OUT ITEM VI	(3) DRAYAGE-OUT ITEM VII		(4) UNPACKING ITEM VIII	(5) WEIGHT REHANDLED	(5) WEIGHT REMOVED	(5) WEIGHT REMAINING		
RATE	RATE	ZONE	RATE	RATE					
\$	\$		\$	\$					
6. REMARKS									
7. SPECIAL INSTRUCTIONS									
a. MAIL INVOICES TO:									
b. STORAGE AUTHORITY:									
c. MAXIMUM WEIGHT CHARGEABLE TO GOVERNMENT					LBS. Weight in excess of such maximum will be charged to the owner.				
d. ESTIMATED COST OF THE SERVICES IS \$ _____ . You are not to perform any service which will result in contract costs in excess of the above sum, unless authorized in writing by the ordering officer.									
e. ACCOUNTING CLASSIFICATION:									
8. CERTIFICATION <i>(To be completed by Ordering Office)</i> Commercial storage has been determined to be more economical than government storage.									
a. TYPED NAME <i>(Last, First, Middle Initial)</i>			b. TITLE			c. SIGNATURE		d. DATE SIGNED <i>(YYYYMMDD)</i>	

DD FORM 1164, SEP 1998 (EG)
S/N 0102-LF-987-1400

PREVIOUS EDITION IS OBSOLETE.

COPY DESIGNATION: Original 2 3
 4 5 6 7

ATTACHMENT 2

ATTACHMENT E: CERTIFICATE OF INSURANCE FORMAT

CERTIFICATE OF WAREHOUSEMEN'S LEGAL LIABILITY INSURANCE <i>(DOD Directive 4500.9R)</i>		
<p>This is to certify that a policy is now in force and includes insurance for Warehousemen's Legal Liability as required for property and accepted and stored under a Tender of Service with any governmental agency under Public Law 87-649 (or any other subsequent to Public Law 245) is provided in an amount not less than \$6.00 times the number of pounds in storage at the time of loss subject to the limit(s) of liability specified below. A minimum per lot limit of liability of \$6.00 times the net weight of the lot is mandatory.</p>		
<p><i>Type all information except signature.</i></p>		
1. INSURANCE COMPANY		2. NON-TEMPORARY STORAGE (NTS) TRANSPORTATION SERVICE PROVIDER (TSP)
a. NAME		a. NAME
b. ADDRESS (Number, Street, City, State and ZIP Code)		b. ADDRESS (Number, Street, City, State and ZIP Code)
3. POLICY NUMBER		4. EFFECTIVE DATE (YYYYMMDD) (12:01 a.m. Standard Time at the place of issuance and continuing until cancelled as provided for in paragraph 5 below.
5a. ADDRESS OF WAREHOUSE		5b. LIMIT OF LIABILITY
(1)		\$
(2)		\$
(3)		\$
<p>Deductions under this policy are applied on an occurrence basis and shall not exceed \$100.00. Deductible amount: \$ _____. If the NTS TSP may be liable, the company may be liable. If the NTS TSP cannot or does not handle a claim, the company assumes responsibility to see that the claim receives prompt attention, including the determination of the NTS TSP's liability, and payment in full to the extent of that liability.</p> <p>Lack of cooperation from the NTS TSP for any reason (including NTS TSP bankruptcy) is no defense. If necessary, the company shall seek from the claimant affidavits or other supporting documentation to permit a determination of liability.</p> <p>When requested by the Storage Program Manager, the company will provide, within (30) days, a duplicate original of said policy and all endorsements thereto. The Storage Program Manager reserves the right to reject certificates of insurance from insurance companies if they fail to provide adequate protection.</p> <p>This certificate may not be cancelled without cancellation of said policy. Such cancellation or any material change may be effected by the company or the NTS TSP only by giving thirty (30) days' notice in writing to the: USTRANSCOM, ATTN: TCJ9, 508 Scott Dr., BLDG. 1900W, Rm 3032 SCOTT AFB, IL 62225</p> <p>Such notice will commence to run from the date said notice is actually received.</p> <p>Insurance and surety companies must be legally authorized to issue policies of warehousemen's legal liability insurance in each state that the NTS TSP is authorized to operate or be authorized to issue such policies in the state in which the NTS TSP has its principal place of business. The underwriter of warehousemen's legal liability insurance must have a policyholder's rating of "A" or better in Best's Insurance Guide.</p>		
ISSUING OFFICE		
6a. NAME OF INSURANCE COMPANY / UNDERWRITER / AGENT		b. ADDRESS (Number, Street, City, State, and ZIP Code)
c. TELEPHONE NUMBER (Include area code)		
7a. NAME OF AUTHORIZED INSURANCE COMPANY REPRESENTATIVE	b. SIGNATURE	c. DATE SIGNED (YYYYMMDD)

REPLACES MT form 365-R, Nov 96 WHICH IS OBSOLETE

DD FORM 2787, SEP 1998 (A&S)

ATTACHMENT G: LOCATOR SHEET FORMAT

WAREHOUSE LOCATOR SHEET				DATE: _____				
Name/Rank _____				SIT	NTS	OSL	CIV	OTHER _____
Service Order # _____		Lot # _____		Tag/Sticker Color & Lot # _____				
Issuing Activity/Company _____				Warehouse Address: _____				
_____				_____				

INVENTORY #	SEGREGATED ITEM NAME & DESCRIPTION	LOCATION IN WAREHOUSE	WIRE TAG ?

BINGO CARD APPLIES TO PALLET/VAULT/BOX # _____

0	10	20	30	40	50	60	70	80	90
1	11	21	31	41	51	61	71	81	91
2	12	22	32	42	52	62	72	82	92
3	13	23	33	43	53	63	73	83	93
4	14	24	34	44	54	64	74	84	94
5	15	25	35	45	55	65	75	85	95
6	16	26	36	46	56	66	76	86	96
7	17	27	37	47	57	67	77	87	97
8	18	28	38	48	58	68	78	88	98
9	19	29	39	49	59	69	79	89	99

PALLET/VAULT/BOX #	LOCATION IN WAREHOUSE

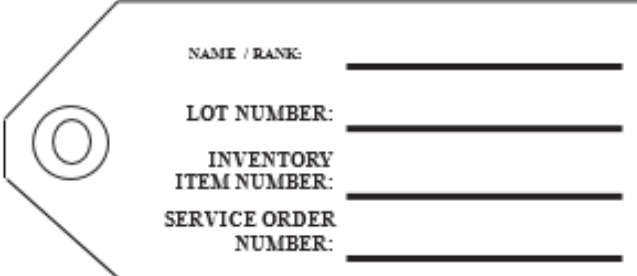
100	110	120	130	140	150	160	170	180	190
101	111	121	131	141	151	161	171	181	191
102	112	122	132	142	152	162	172	182	192
103	113	123	133	143	153	163	173	183	193
104	114	124	134	144	154	164	174	184	194
105	115	125	135	145	155	165	175	185	195
106	116	126	136	146	156	166	176	186	196
107	117	127	137	147	157	167	177	187	197
108	118	128	138	148	158	168	178	188	198
109	119	129	139	149	159	169	179	189	199

200	210	220	230	240	250	260	270	280	290
201	211	221	231	241	251	261	271	281	291
202	212	222	232	242	252	262	272	282	292
203	213	223	233	243	253	263	273	283	293
204	214	224	234	244	254	264	274	284	294
205	215	225	235	245	255	265	275	285	295
206	216	226	236	246	256	266	276	286	296
207	217	227	237	247	257	267	277	287	297
208	218	228	238	248	258	268	278	288	298
209	219	229	239	249	259	269	279	289	299

VAULTED BY: _____

300

NOTES: _____



NAME / RANK: _____

LOT NUMBER: _____

INVENTORY
ITEM NUMBER: _____

SERVICE ORDER
NUMBER: _____

ATTACHMENT H: ANNUAL REVIEW REQUIREMENTS

- H.1. As stated in paragraph 1.1.5., this Tender of Service shall be reviewed annually, as a minimum. To accomplish this review, all NTS TSPs shall furnish the following information and documents to the Defense Personal Property Management Office (DPMO), Storage Program Manager each year, no later than 1 October.
- H.1.1. A copy of the latest complete Fiscal Year (12-month) financial statement (including the Balance Sheet and the Profit and Loss Statement), certified by either an independent public accountant or an official of the firm. That it truly and fully sets forth the financial condition of the firm. The statement must be in a format consistent with generally accepted accounting principles. "Cash Basis" statements are unacceptable. Combined or consolidated financials will not be accepted.
- H.1.2. A certificate of insurance in effect (reference 1.7.10 and Attachment E). If the present certificate on file with the DPMO is accurate, a new certificate is not required.
- H.1.3. A statement as to whether or not there have been organizational changes within the firm (e.g. change of name, ownership, officers, corporate structure, etc.) during the previous 12 months, and if so, what the changes were. An authenticated copy of the minutes of each corporate meeting during which the changes were effected or approved shall be furnished with such notification, then applicable (reference 1.7.8).
- H.1.4. A copy of a lease in effect and/or evidence of ownership (e.g. tax receipt) for each storage location approved under the Tender of Service. If present lease on file with the DPMO is current, a new lease is not required. The NTS TSP and building owner (if leasing) must acknowledge in writing that holding DP3 shipments hostage is in violation of Federal Law; specifically USC TITLE 37, SECTION 453, which states in part, 'no carrier, port agent, warehouseman, freight forwarder or other person involved in the transportation of property may have a lien on, or hold, impound, or otherwise interfere with the movement of baggage and household goods being transported under this section.'
- H.1.5. A copy of the most current intrastate and interstate (if applicable) hauling authority.
Hauling authority MUST be issued in the NTS TSP's name.
- H.1.6. Proof that SCAC is current. This must be renewed and submitted annually.
- H.1.7. A copy of the current SAM registration. This must be renewed and submitted annually.
- H.1.8. NDAA SECTION 889 Certification.
- H.1.9. Weight Scale Calibration Certification

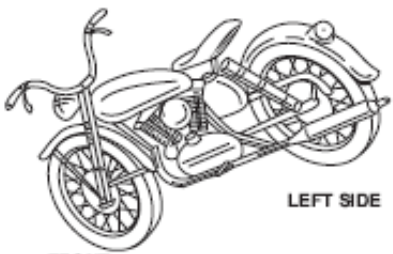

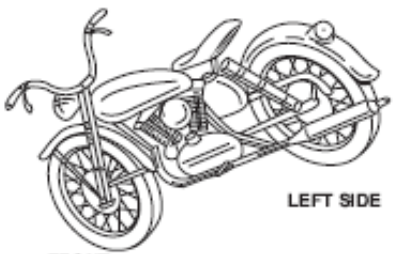

ATTACHMENT I: DP3 NOTICE OF LOSS OR DAMAGE AT DELIVERY

DEFENSE PERSONAL PROPERTY PROGRAM (DP3) NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY			
COMPLETED BY TSP:			
NAME OF OWNER	RANK/GRADE	BRANCH OF SERVICE	WEIGHT
BL NO.	TSP REFERENCE NO.	SCAC	PICK UP DATE
IS THIS A PARTIAL DELIVERY (Y or N)? _____			
PURPOSE AND GENERAL INSTRUCTIONS: <ul style="list-style-type: none"> • To provide the Transportation Service Provider (TSP) notice of loss or damage discovered AT the time of delivery. • The customer (or their designated representative) and the TSP's delivery representative must jointly complete this document. • List in the NOTED LOSS AND/OR DAMAGE section below all damage and missing items noticed before TSP's representative departs. • DO NOT leave blank. If no loss or damage is discovered at the time of delivery, write "NONE" in DESCRIPTION OF DAMAGE. • THIS DOES NOT CONSTITUTE "FILING A CLAIM". A CLAIM MUST BE FILED VIA DPS CLAIMS MODULE - https://move.mil/. <p style="text-align: center;">NOTED LOSS AND/OR DAMAGE</p> <p>If more than one page is needed, include your name, Bill of Lading No. and number the Page ____ of Page ____ on each page used.</p>			
INVENTORY NO.	ITEM	DESCRIPTION OF DAMAGE (if missing, so specify.) (Electronic items, provide brand, and model number, if applicable)	
NOTE: TSP is responsible for one-time placement of items during delivery. If requested, the TSP will unpack and remove cartons to the customer's satisfaction. Member requested unpacking and removal of cartons? YES _____ NO _____			
PLEASE READ CAREFULLY BEFORE SIGNING – THIS IS CUSTOMER'S NOTIFICATION OF LOSS AND/OR DAMAGE AT DELIVERY			
By signing below, Customer acknowledges receipt of: <ul style="list-style-type: none"> • One (1) copy of this NOTIFICATION OF LOSS OR DAMAGE <u>AT</u> DELIVERY and one (1) copy of the NOTIFICATION OF LOSS OR DAMAGE <u>AFTER</u> DELIVERY. Customer understands that he/she: <ul style="list-style-type: none"> • Will receive from the delivering TSP a "NOTIFICATION OF LOSS OR DAMAGE <u>AFTER</u> DELIVERY" document to identify loss or damage found after delivery. This notification document will provide instructions on how to file a claim on-line. • Can provide notification to the TSP within 180 days by entering the information from the AFTER Delivery document into the DPS on-line claims module or mail NOTIFICATION OF LOSS OR DAMAGE <u>AFTER</u> DELIVERY document to the TSP by certified return receipt, fax or electronic dispatch. • Will NOT be eligible for loss or damage recovery by the TSP or Government for any item not identified within 180 days after delivery. 			
Received for Delivery at: _____ Street Address: _____ City State Zip _____ Telephone Number _____ Customer Email _____ Signature of Customer Delivery Date (or his/her designated representative) _____		Name/Address of Transportation Service Provider (TSP): _____ TSP Email: _____ _____ Toll-Free Telephone Number Fax Number _____ Delivering TSP Signature Date _____	

ATTACHMENT J: DP3 NOTICE OF LOSS OR DAMAGE AFTER DELIVERY

DEFENSE PERSONAL PROPERTY PROGRAM (DP3) NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY			
COMPLETED BY TSP: _____			
NAME OF OWNER _____	RANK/GRADE _____	BRANCH OF SERVICE _____	WEIGHT _____
BL NO. _____	TSP REFERENCE NO. _____	SCAC _____	PICK UP DATE _____
IS THIS A PARTIAL DELIVERY (Y or N)? _____			
PURPOSE AND GENERAL INSTRUCTIONS:			
<ul style="list-style-type: none"> • To provide the Transportation Service Provider (TSP) notice of loss or damage discovered AT the time of delivery. • The customer (or their designated representative) and the TSP's delivery representative must jointly complete this document. • List in the NOTED LOSS AND/OR DAMAGE section below all damage and missing items noticed before TSP's representative departs. • DO NOT leave blank. If no loss or damage is discovered at the time of delivery, write "NONE" in DESCRIPTION OF DAMAGE. • THIS DOES NOT CONSTITUTE "FILING A CLAIM". A CLAIM MUST BE FILED VIA DPS CLAIMS MODULE - https://move.mil/. 			
NOTED LOSS AND/OR DAMAGE			
If more than one page is needed, include your name, Bill of Lading No. and number the Page ____ of Page ____ on each page used.			
INVENTORY NO.	ITEM	DESCRIPTION OF DAMAGE (if missing, so specify.) (Electronic items, provide brand, and model number, if applicable)	
NOTE: TSP is responsible for one-time placement of items during delivery. If requested, the TSP will unpack and remove cartons to the customer's satisfaction. Member requested unpacking and removal of cartons? YES _____ NO _____			
PLEASE READ CAREFULLY BEFORE SIGNING – THIS IS CUSTOMER'S NOTIFICATION OF LOSS AND/OR DAMAGE AT DELIVERY			
By signing below, Customer acknowledges receipt of:			
<ul style="list-style-type: none"> • One (1) copy of this NOTIFICATION OF LOSS OR DAMAGE <u>AT</u> DELIVERY and one (1) copy of the NOTIFICATION OF LOSS OR DAMAGE <u>AFTER</u> DELIVERY. 			
Customer understands that he/she:			
<ul style="list-style-type: none"> • Will receive from the delivering TSP a "NOTIFICATION OF LOSS OR DAMAGE <u>AFTER</u> DELIVERY" document to identify loss or damage found after delivery. This notification document will provide instructions on how to file a claim on-line. • Can provide notification to the TSP within 180 days by entering the information from the AFTER Delivery document into the DPS on-line claims module or mail NOTIFICATION OF LOSS OR DAMAGE <u>AFTER</u> DELIVERY document to the TSP by certified return receipt, fax or electronic dispatch. • Will NOT be eligible for loss or damage recovery by the TSP or Government for any item not identified within 180 days after delivery. 			
Received for Delivery at:		Name/Address of Transportation Service Provider (TSP):	
_____		_____	
Street Address:		TSP Email: _____	
_____		_____	
City _____	State _____	Zip _____	
Telephone Number _____		Toll-Free Telephone Number _____	
_____		Fax Number _____	
Customer Email _____		_____	
Signature of Customer _____	Delivery Date _____	Delivering TSP Signature _____	Date _____
(or his/her designated representative)			

ATTACHMENT K: PRIVATE VEHICLE SHIPPING DOCUMENT FOR MOTORCYCLE (DD FORM 788-2)

PRIVATE VEHICLE SHIPPING DOCUMENT FOR MOTORCYCLE													
TOWN DATA	1. DOC ID (1-3) TP1	2. CONTAINER NO. (2-3)	3. CONTAINER (3-10)	4. COMDEX (3-13)	5. POB (2-12)	6. POD (2-10)							
	8. TRANSPORTATION CONTROL NUMBER (20-22)	9. CONTAINER (27-30)	10. REG (24-26)	11. TRACOUNT (26-27)	12. PCEIS (28-29)	13. WEIGHT (22-26)							
	14. CUBE (27-29)	15. DOCID (1-3) TPE	16. POY YR. MAKE (3-10)	17. OWNER'S LAST NAME (24-26)	18. F & BI (27-30)	19. GRADE (24-27)							
	20. STATE (21-23)	21. LICENSE NUMBER (23-27)	22. COLOR (28-30)	23. BODY TYPE	24. VEHICLE IDENTIFICATION NUMBER								
	25. DOMESTIC/FOREIGN	26. VESSEL (Foreign Number)	27. AUTHORIZATION CHANGE PAGES, ETC.		28. DATE LOADED (YYYYMMDD)								
	29. STORAGE LOCATION		30. BILLING ADDRESS FOR NOTIFICATION PURPOSES										
30. Inspected in my presence, condition acknowledged as marked below, and conditions governing shipment on back accepted. a. DATE (YYYYMMDD) b. SIGNATURE OF OWNER OR AGENT c. NAME OF AGENT <i>Last, First, Middle (initials) (Print)</i> d. STREET ADDRESS e. CITY, STATE, AND ZIP CODE			f. USER CODE	g. INSPECTION	h. DATE (YYYYMMDD)	i. INSPECTOR'S PRINTED NAME (Last, First, Middle Initial)							
			<input checked="" type="checkbox"/>	g1 Turn in joint inspection - owner/agent & Government representative									
			<input type="checkbox"/>	g2 POE use (Optional)									
			<input type="checkbox"/>	g3 POE check in stow/condition when stuffed in container									
			<input type="checkbox"/>	g4 POE check in stow/condition when removed from container									
			<input type="checkbox"/>	g5 Release of custody by discharge stow/condition									
			<input type="checkbox"/>	g6 POE use (Optional)									
Retain this form for proof of shipment for return transport at government expense or proof of POY Import Control Program participation.													
31. AFTER INITIAL INSPECTION, RECORD ONLY MARKS EXPOSING BARE METAL AND/OR STRUCTURAL DAMAGE.													
 FRONT			 REAR										
 LEFT SIDE			 RIGHT SIDE										
32. ENTRY NUMBER (US Customs use only)													
<table border="0" style="width: 100%; font-size: small;"> <tr> <td>POV CONDITION CODES</td> <td>BE - Bent BR - Broken CH - Chipped</td> <td>CR - Cracked DE - Dent GO - Gouged</td> <td>LO - Loose MA - Mangled MK - Missing</td> <td>MR - Mismatched PF - Paint Faded RS - Rusted</td> <td>RJ - Rubbed SC - Scratched SO - Soiled</td> <td>TO - Torn WO - Body Worn</td> </tr> </table>							POV CONDITION CODES	BE - Bent BR - Broken CH - Chipped	CR - Cracked DE - Dent GO - Gouged	LO - Loose MA - Mangled MK - Missing	MR - Mismatched PF - Paint Faded RS - Rusted	RJ - Rubbed SC - Scratched SO - Soiled	TO - Torn WO - Body Worn
POV CONDITION CODES	BE - Bent BR - Broken CH - Chipped	CR - Cracked DE - Dent GO - Gouged	LO - Loose MA - Mangled MK - Missing	MR - Mismatched PF - Paint Faded RS - Rusted	RJ - Rubbed SC - Scratched SO - Soiled	TO - Torn WO - Body Worn							
33. INTERIOR CONDITION		34. ACCESSORIES		35. PROCESSING SERVICE									
a. FRONT SEATS		a. CATALYTIC CONVERTER/PARTICLES		a. ADD/DRAIN FUEL									
b. REAR SEAT		b. SIDE MIRROR		b. CONNECT/DISCONNECT BATTERY									
c. REAR MIRROR		c. WINDA		c. PACK ACCESSORIES									
d. FRONT SEAT BELTS		d. FUR BELT		d. OTHER									
e. REAR SEAT BELTS		e. FINGER SPORTS											
f. ASH TRAYS		f. FINE ICE THERMOSHER											
g. HORN/SPEAKERS		g. FIRST AID KIT											
h. DOOR PANELS		h. CIGARETTE LIGHTER											
i. APRIL PARTS		i. HAND TOOLKIT/FLASHLIGHT											
j. REAR SPEAKERS (and/or)		j. HUB CAPS											
k. CUSHION		k. JACKING WRENCH											
l. UPHOLSTERY		l. JUMPER CABLES											
m. REAR (and, if, Top)		m. LUGGAGE RACK											
n. CRANK		n. MIRROR											
o. CARPET		o. WARNING TRIANGLE/TROUBLE LIGHT											
p. CLOCK		p. SPARE TIRE											
36. DOD POV IMPORT CONTROL PROGRAM (If appropriate box) THE MOTORCYCLE DESCRIBED ABOVE:													
<input type="checkbox"/> a. Was manufactured after January 1, 1970 and does not have a manufacturer's label affixed certifying its conformance with US EPA emissions standards. The owner must post a bond with US Customs prior to vehicle release at the US Port of Entry.													
<input type="checkbox"/> b. Was manufactured after January 1, 1970 and does have a manufacturer's label affixed certifying its conformance with US EPA emissions standards.													
<input type="checkbox"/> c. Is not subject to the regulations under the Clean Air Act because it was manufactured before January 1, 1970.													
DD FORM 788-2, SEP 1998			PREVIOUS EDITION IS OBSOLETE.		Designed using Pdftron Pro, www.pdftron.com								
						Reset							

CONDITIONS GOVERNING SHIPMENT

I UNDERSTAND AND ACCEPT THE TERMS UNDER WHICH THIS VEHICLE WILL BE TRANSPORTED OVERSEAS AS SET FORTH IN EXISTING REGULATION, I.e.:-

1. That only one (1) privately-owned vehicle is being transported overseas under permanent change of station orders for the owner and/or his family as personal property, and that it is free of any legal encumbrance that would preclude its shipment and is not intended for resale. Owner must also retain a second (extra) set of keys.

2. That this vehicle contains no personal property in excess of that authorized in regulations of the Service concerned. I further understand that personal property shipped will only include those items that can fit in the container normally provided for vehicular tools and accessories.

(3) That no land transportation is authorized at Government expense except as specified in Section 12 of the Missing Persons Act, as amended, and 10 USC Section 2634-6).

(4) That failure of the owner to provide sufficient permanent type antifreeze to protect the cooling system to minus 20 degrees F (or lower if determined to be necessary by the shipping port) relieves the Government of any liability for damage due to freezing.

THIS CERTIFICATE constitutes authority for the placing in available storage chosen by the port, at the complete expense of the owner and at no cost whatsoever to the Government, the vehicle herein property of above named owner, (1) by the port of embarkation in the event that shipment of privately-owned vehicles therefrom is suspended or terminated because of a national emergency, and (2) by the port of debarkation in the event that the vehicle is not picked up by the owner or his agent within forty-five (45) days after dispatch of the notification of its arrival.

I further understand that should the vehicle be placed in such storage, the Government, therefore, would not be responsible for its release or return to the owner or agent.

37. DELIVERY RECEIPT

a. EXCEPTIONS

(1) BY OWNER

(2) VERIFICATION OR DISAGREEMENT WITH REASONS

b. TERMINAL SERVICE - PICKUP *(if applicable - if unsatisfactory specify)*

SATISFACTORY

UNSATISFACTORY

38. MISCELLANEOUS INFORMATION

39. I HEREBY ACKNOWLEDGE RECEIPT OF MY VEHICLE IN THE CONDITION IN WHICH I TURNED IT IN TO THE U.S. GOVERNMENT REPRESENTATIVE FOR TRANSSHIPMENT, EXCEPT AS NOTED ABOVE.

a. SIGNATURE OF OWNER OR AGENT

b. DATE (YY/MM/DD)

40. SIGNATURE OF VERIFYING U.S. GOVERNMENT REPRESENTATIVE

41. NAME OF PORT

ATTACHMENT L: FY-19 NATIONAL DEFENSE AUTHORIZATION ACT (NDAA) SECTION 889
CERTIFICATION FORM

FY-19 NATIONAL DEFENSE AUTHORIZATION ACT (NDAA) SECTION 889 CERTIFICATION FORM						
TSP Name:				SCAC:		
Address:			City:	State:	Date:	
Telephone:			DUNS:			Zip Code:
			CAGE CODE:			
<p>A: Certifications. The TSP certifies that—</p> <p>(1) It [] will, [] will not provide covered telecommunications equipment or services to the Government in the performance of any contract, subcontract or other contractual instrument Resulting from this tender of service. The TSP shall provide the additional disclosure information required at paragraph (d)(1) of the additional information page of this certification if the TSP responds “will” in this paragraph; and</p> <p>(2) After conducting a reasonable inquiry, for purposes of this certification, the TSP represents that—</p> <p>It [] does, [] does not use covered telecommunications equipment or services , or use any equipment, system, or service that uses covered telecommunications equipment or services. The TSP shall provide the additional disclosure information required at paragraph (d)(2) of the additional information page of this certification if the TSP responds “does” in this paragraph.</p>						
B: Signature Block.						
Name of President or CEO: _____						
Signature: _____						
NDAA First Page						