

Statement of Work for SIN 653-7 – Move Management Services

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SIN Description

Federal agencies spent more than \$15,000,000 for move management services during Fiscal Year 2018. This SIN is for comprehensive move management services and may include: entitlement and pre-move counseling; Transportation Service Provider (TSP) selection; ordering TSP services; cost estimates; coordination of the transportation and storage of goods; quality control and service performance audit; claims preparation, filing, and settlement; prepayment audits; submission of invoices to GSA postpayment audit division; TSP payment; move management reports.

Schedule 48 SIN	NAICS
653-7	484210 – Household Goods Moving

Note: Employee Relocation Services-Move Management Services is open to all sources.

The recent addition of the Environmental Protection Agency's SmartWay Transport Partnership to Schedule 48 vendors identifies energy-efficient contractors, suppliers, and vendors available to federal agencies for transportation service needs.



Transport Partnership Logos inform the transportation services industry and federal agency customers that our vendors are sustainable in support of Executive Order 13514-Federal Leadership in Environmental, Energy, and Economic Performance. Our federal agency customers will also be able to use this qualification to show how they are complying with the Executive Order 13514.

Relocation services programs include vendors who offer environmentally sustainable transportation options designed through partnering with the Environmental Protection Agency (EPA) SmartWay Program. The individual performance rankings of these providers may be accessed through the SmartWay program at <http://www.epa.gov/smartway/forpartners/performance.htm>.

If you are registered as a SmartWay carrier, logistics, or shipper partner, you are encouraged to indicate that on your proposal. Your status may be verified by accessing the SmartWay listing on the EPA website at <http://www.epa.gov/smartway/forpartners/performance.htm>.

Note that while SmartWay certification is encouraged, it is not a requirement for vendors to become SmartWay certified in order to be approved under this SIN.

Vendors who are not registered as SmartWay Partners but who are interested in the SmartWay Transport Partnership must go to the Environmental Protection Agency's website for additional information on how to join: <http://www.epa.gov/smartway/>

Note: The SmartWay certification is optional.

Services Outside the Scope of Contract and Contract Interpretation

If the Contractor customarily provides other relocation services to the relocating employee not at the

expense of the Government, the Contractor may advise the Government employee of these services and their cost. The Contractor must inform the employee that such services are outside the scope of this contract, that the employee is solely obligated for the expenses, that the Government in no way endorses their use, and that the Government has not determined the prices charged to be fair and reasonable. The Government will not be billed for these services. All services are to be provided in accordance with the [Federal Travel Regulation \(FTR\)](#), JTR, and/or policies and regulations applicable to the Government agency.

Any interpretation of the agency task order shall first be referred to the Agency Move Coordinator for the ordering Agency. If unresolved, the issues shall then be referred to the **Agency** Contracting Officer. Any issues pertaining to interpretation of the GSA Schedule contract shall be referred to the GSA Contracting Officer.

Quality Control

For all services and SINS, the Contractor shall maintain a system of quality control and correction of inferior performance that provides:

- Prompt response to Employee service requests, questions and concerns. In particular, the Government requires that the Contractor demonstrate a high level of concern for and understanding of the relocating Employee's personal concerns, time schedule and desire for personalized assistance (e.g., appraisal appeal/reevaluation process) and coordinate the various services selected for the Employee.
- Prompt notification to the Government of problems, failure to meet required timeframes, other contract requirements and other concerns or suggestions that will enhance service and/or reduce cost.

Services Outside the Scope of Contract

If the Contractor customarily provides other relocation services to the transferee not at the expense of the Government, the Contractor may advise the Government Employee of these services and costs. The Contractor must inform the Employee that such services are outside the scope of the ordering agency's BPA or task order; that the Employee is solely obligated for the expenses, that the Government does not endorse the use of those services and that the Government has not determined the prices charged to be fair and reasonable. The Government will not be billed for these services.

Industrial Funding Fee

The current Industrial Funding Fee (IFF) is 0.75% as identified in clause 552.238-74.

Scope & Complexity

The Contractor shall:

- provide a full range of services, that industry normally accords to commercial customers, to satisfy ordering agencies' employee relocation requirements;
- be capable of providing services for ordering agencies with multiple organizational levels and geographic locations nationwide and/or worldwide as specified in the Contractor's proposal; and
- be capable of handling multiple task orders simultaneously.

Interpretation of Task Orders

Any interpretation of the agency task order shall first be referred to the Agency Move Coordinator (AMC)

at the agency level. If unresolved, the issues shall then be referred to the agency contracting officer. Issues that remain open pertaining to policies should be escalated by the ordering agency to the Employee Relocation Resource Center (ERRC) Program Management Office at GSA.

Data Communications Capabilities

Contractor shall provide a capability for electronic transmission of relocation service authorizations, on-line access to Contractor's database and electronic message transmission. Access to the Contractor's database is limited to viewing relocation services of the acquiring agency. No data will be allowed to be manipulated at any time. The Contractor shall establish sufficient safeguards to prevent unauthorized access. The Contractor's database must contain, but not necessarily be limited to, property information and information sufficient to generate the required reports. The on-line system must allow the exchange of information between the agency and the Contractor (i.e., on-line authorization, on-line inquiry and on-line message system). Agencies must have access to all information regarding the relocation services provided to employees, including, but not limited to, conversations/counseling sessions between the Contractor and the employee, and on-line billing information.

Correspondence

The Contracting Officer may require the Contractor to provide copies of all correspondence and documentation regarding the relocation of any federal employee obtaining services under this contract. Any such copies will be provided to the Government at no cost. The agency may request such correspondence and documentation with respect to any relocated employee of the agency who obtained services under this contract.

Definitions

Authorization: Shall mean when an agency informs the Contractor in writing or electronically that an Employee is eligible to receive contracted services.

Bill of Lading (BL): An accountable shipping document used for the acquisition of authorized transportation and related services from commercial TSPs for the movement of GSA sponsored household goods shipments. Sometimes referred to as a commercial bill of lading, but includes a Government bill of lading (GBL). Bill of Lading also means the document used as a receipt of goods, a contract of carriage, and documentary evidence of title. See Federal Management Regulations, Code of Federal Regulations (CFR) [41 CFR 102-117 Transportation Management](#), [41 CFR 102-118 Transportation Payment and Audit](#) and the [U.S. Government Freight Transportation Handbook](#) for GBL terms and conditions applicable to Federal Government shipments.

Centralized Household Goods Traffic Management Program (CHAMP): GSA's tender-based personal property shipment and storage program for transportation of household goods, unaccompanied air baggage, and privately owned vehicle(s).

Contracting Officer (CO): Shall mean an individual at GSA authorized and warranted to issue this contract and to make subsequent modification(s). The GSA CO has the authority to make final determinations on matters of dispute regarding the statement of work of this contract.

Contractor: Shall mean a third party provider of relocation services where services are purchased by the government under the terms of this SOW.

Domestic Move: The movement of a relocated Government employee's household goods between points in the United States (U.S.) (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U.S. (including the District of Columbia and Alaska but excluding Hawaii) and points in Canada.

Employee: Shall mean an eligible Federal civilian or an active duty service member of the Department of Defense.

Employee's Immediate Family: Shall mean the definition as stated in the Federal Travel Regulations 300-3.1.

Extended Storage: Service for long-term storage, other than storage-in-transit, of personal property at the Owner's or Government's expense. Also known as permanent storage or non-temporary storage.

Federal Management Regulation (FMR) Subchapter D Part 102-117: Transportation Management, addresses shipping freight and household goods worldwide. Household goods are not Government property, but are employees' personal property entrusted to the Government for shipment.

Federal Management Regulation (FMR) Subchapter D Part 102-118: Transportation Payment and Audit interprets statutes and other policies that assure that payment and payment mechanisms for agency transportation services are uniform and appropriate. This part communicates the policies to agencies and Transportation Service Providers (TSPs).

Federal Travel Regulation: Shall mean the Federal Travel Regulation (FTR) (41 CFR Chapters 300-304) that governs travel and transportation allowances for Federal civilian employees. Chapter 302 of the FTR governs relocation allowances and is available for review on the Internet at www.gsa.gov/ftr.

GSA Tariff: The GSA tariff (aka GSA500A) serves as the principal domestic tariff that governs the transportation of household goods (HHG), personal effects, property and other similarly defined articles between points in the United States (U.S.) (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U.S. (including District of Columbia and Alaska but excluding Hawaii) and points in Canada for the account of the U.S. Government – GSA – in accordance with the terms and conditions of GSA's Centralized Household Goods Traffic Management Program (CHAMP). This tariff is published and maintained by GSA.

Household Goods Tender of Service (HTOS): The HTOS specifies the Centralized Household Goods Traffic Management Program's (CHAMP's) standards for transportation, additional services, and storage-in-transit of the personal effects and property of federal employees relocating to another duty station. It establishes documentation and reporting requirements and defines duties, rights, and responsibilities of the CHAMP Transportation Service Provider, the government agency procuring services, the relocating employee, and GSA. It provides guidance for the resolution of problems.

Industrial Funding Fee (IFF): Shall mean GSA's contracting and management fee that is built into the supplier's price for the move management services contracted under this Schedule. The Contractor is responsible for paying the 0.75% IFF to GSA which is a percentage of the move management fee. The CHAMP TSP is responsible for paying the applicable CHAMP IFF on the transportation charges and reporting the shipment through the CHAMP TMSS system.

International Move: The door-to-door container movement of HHG in liftvans between CONUS (including Alaska and Canada) and an international country or off-shore location, or between two international countries or off-shore locations in liftvans. A TSP provides complete through service from origin residence to destination residence by surface or ocean means.

Joint Travel Regulation (JTR): Rules that govern travel and transportation allowances for Department of Defense (DoD) military members and civilian employees. You can find the JTR at <http://www.defensetravel.dod.mil/>.

Move: Shall mean, in the context of relocation, the activities associated with the shipment and storage of an employee's personal property.

Move Management Services: Shall mean the end-to-end process of coordinating the transportation and storage of a relocating employee's personal property which may include the services defined in this Statement of Work.

OCONUS: See International.

Personal Property: Shall mean the employee's personal property which may consist of one or all of the following: household goods (HHG); 2) unaccompanied air baggage (UAB); and 3) privately owned vehicles (POV).

Privately Owned Vehicle (POV): Any motor vehicle owned by, or on a long-term lease (twelve (12) or more months), an employee or that employee's dependent for the primary purpose of providing personal transportation. Refer to the Federal Travel Regulation (FTR 41 CFR Part 302) for complete details).

Relocation Services Company (Contractor): Shall mean the Contractor under SIN 653-7 that manages the transportation of household goods for Federal relocating employees. The Relocation Services Company is also known as; Relocation Management Company, Home Purchase Company, Third-Party Relocation Company, Relocation Services Contractor or Move Manager. For the purpose of this SOW, the Relocation Services Company shall be referred to as Contractor.

Request for Offers (RFO): The RFO specifies the rules and restrictions for TSP's participating in the Centralized Household Goods Traffic Management Program (CHAMP) to provide rate quotes.

Shipment: A single load of household goods, Unaccompanied Air Baggage or a Privately Owned Vehicle consigned to a TSP for movement from origin to destination on a single set of shipment documents.

Storage-In-Transit (SIT): Storage-In-Transit (SIT) shall mean the temporary storage of a HHG shipment placed in a warehouse facility, other than extended storage of a HHG shipment incident to final delivery.

Transportation Management Services Solution (TMSS): Shall mean GSA's web-based system that allows Federal agencies to manage transportation from the time they book a shipment until payment is made. TMSS can perform the following tasks: acquire cost comparisons, book shipments and related services, generate bills of lading, track and trace services requested, view proof of delivery, pay for transportation, resolve billing disputes, file and settle loss and damage claims, and perform pre- and post-pay audits.

Transportation Services Provider (TSP): This term refers to a household goods carrier or forwarder and means a firm engaged in the transportation, for compensation or hire, of used household goods by means of motor vehicles being used in the transportation. TSPs possess the appropriate Federal and State operating authorities for the routes they serve. This term includes all of the TSP's agents and carriers it employs to perform the required services. TSPs must be approved in CHAMP and refers to the firm approved to file rates.

Unaccompanied Air Baggage (UAB): The necessary personal items that are taken to an owner's new duty station before his/her shipment of household goods arrives. The determination of items considered as UAB is at the discretion of each agency. Where gross weight of a UAB shipment exceeds its volume weight, the TSP must charge for gross weight.

Work/Business Days: Shall mean Monday thru Friday, exclusive of Federal holidays, also referred to as business days.

Pricing

Move management services are the only services performed under this SIN. Transportation and storage of employees' household goods is required to be provided through GSA's Centralized Household Goods Traffic Management Program (CHAMP). Pricing for this SIN accordingly must not include pricing associated with services provided under CHAMP. The fee for move management service is a fixed fee payable by the Contracting Agency to the Contractor. Contractor catalog pricing is inclusive of the full slate of services listed. Agencies are encouraged to negotiate the Contractor move management fee based upon volume and services required. The Contractor shall not charge the agency more than its Schedule catalog fee.

CHAMP uses a tender procurement method under authority provided in 40 U.S. Code § 501. Contractors must fully understand CHAMP's terms, conditions, and requirements. This includes the Request for Offers (RFO) rules and restrictions for providing rate quotes; the Household Goods Tender of Service (HTOS) requirements for domestic shipments and the rate basis and requirements for international shipments; the GSA500A Tariff rate basis for domestic shipments; and the scope of packing and shipping services. The Schedule Contractor must monitor CHAMP Transportation Service Provider (TSP) services to ensure consistency with the terms and conditions of CHAMP.

CHAMP pricing and processes are designed to incorporate best pricing and transparency for agencies. The Contractor may not accept a commission paid by the TSP. Requiring payment of a commission in exchange for using the TSP is strictly prohibited. The Contractor may not require the TSP to pay any fees or costs outside of the terms and conditions of CHAMP.

Costs associated with the transportation and storage of household goods are transacted through CHAMP (not the Schedule) and billed to the agency by the TSP and are based upon the General Transportation Rates (G Rates). The G rates may be either the general program G rates or rates filed specifically for an Agency for which GSA has established an Agency Specific alternating or non-alternating Standing Route Order (SRO). The rates are available to agencies in GSA's Transportation Management Services Solution (TMSS) system. In TMSS, these Agency-Specific SRO rates are identified by a 5-position alpha code and an asterisk (*) in addition to the G on the TMSS query screen. The transportation and storage rates charged by the TSP must be those filed in TMSS for the particular traffic lane.

The order will be placed with the TSP directly from the agency, or the agency may delegate this responsibility to the Contractor. Agencies may delegate management of the invoicing and payment process to the contractor and request a consolidated bill that includes both the move management fee and transportation charges. See Specific Requirements below for more detail.

General Requirements

The Contractor shall:

- Ensure that its firm and staff maintain any generally required professional certification, accreditation, license, bond, and proficiency relative to their area of expertise. The Contractor shall retain documentation of such records. The Government will not pay for expenses to meet this requirement.
- Ensure that its firm is fully versed in the Federal Travel Regulation (FTR), 41 CFR Chapters 300-304, Joint Federal Travel Regulation (JFTR), and any agency-specific regulations (both DoD and civilian). The Contractor shall also be familiar with the Surface Transportation Board, the Centralized Household Goods Traffic Management Program (CHAMP) Domestic Household Goods Government Rate Tender (GSA-500A or applicable tariff at time of contract), the CHAMP Household Goods Tender of Service (HTOS), and the provisions in the prevailing CHAMP Household Goods Request for Offers (RFO), the Federal Management Regulation (FMR) Part 102-117 and 102-118, and the "U.S. Government Freight Transportation— Handbook".
- Service level agreements may be proposed at the task order level to the extent the terms of

such agreements do not conflict with the terms and conditions of this Schedule (see paragraphs, Order of Precedence, of Clause 52.212-4) and can be used in conjunction with the paragraph C.43, I-FSS-60,

- **PERFORMANCE INCENTIVES.** Service level agreements may also be negotiated with ordering agencies. An informational copy of service level agreements shall be provided directly to the GSA Contracting Officer and copied to: onthego@gsa.gov within 5 business days of execution.

Reporting Requirements

The Contractor shall:

- 1) Provide all reports (web based, electronically, hardcopy, or as requested) on contract usage that it offers commercially.
- 2) Include all transactional information paid by all forms of payment, including but not limited to the Government Purchase Card, in all reports under its contract. Contractor shall identify commercial reports that are available to enhance an agency's ability to
- 3) Provide Government agencies with standard commercial and custom reports as requested. The manage its employee relocation program. Reports should be available on a monthly, quarterly and yearly basis, and have the ability to roll up data at an aggregate level for the agency.
- 4) **Frequency.** Reports are due quarterly in accordance with the following schedule.

Service Provided Between	Services Report Due to GSA By
January 1 and March 31	April 30
April 1 and June 30	July 30
July 1 and September 30	October 30
October 1 and December 31	January 30

5) Submission Instructions.

- The information shall be provided in an electronic commercial format readable in Microsoft Excel 2010.
- The report shall be:
 - a. Uploaded into the Sales Reporting Portal (SRP) <https://srp.fas.gsa.gov/> as an **attachment** to the contractor's quarterly IFF and sales reporting. **AND**
 - b. E-mailed to relocation.programs@gsa.gov

The Email Subject Line must read: **Quarterly Employee Relocation Services Report, by Agency**

The Email content must include:

- GSA Contract Number;
- Company's Name; and
- The Special Item Number (SIN)

Required Data Fields.

The Contractor shall use the reporting template provided by the GSA Program Office (ERRC). This expenditure report shall support the IFF reported for the quarter. The Move Management Activity Report must include the following data fields:

- a) Agency Identifier Code (Numeric code assigned to an agency/bureau, provided by GSA)
- b) Agency Acronym
- c) Transaction File Number
- d) TSP Name
- e) TSP SCAC
- f) CHAMP Bill of Lading Identifier
- g) Origin Zip for all USA states and territories or country name
- h) Destination Zip for all USA States and Territories or country name
- i) Shipment weight
- j) Delivery Date
- k) Service (HHG, POV, SIT, EXT, UAB, MMF)
- l) Charge for Service

6) Failure to Submit Reports. The failure to submit a report in two (2) consecutive quarters and or three (3) of four (4) quarters may result in negative evaluation when considering performance rating for renewing options and may result in termination of the Contract. Contractors with contracts on file for this SIN **are required to submit a report even if no services were provided during the quarter.**

7) Fraudulent Use: The Contractor shall provide the GSA Contracting Officer a quarterly report listing any suspected fraudulent use of the Transportation, Delivery, and Relocation Solutions Schedule 48 by authorized or unauthorized users (e.g. using the TDRS schedule for personal use vs. official government purposes). Contractors may report suspected fraudulent use to the GSA Contracting Officer at any time.

The Contractor shall include such information that would identify the possible fraud that occurred. The information, if applicable, should include the name of the agency, account number if applicable, name and address of account, point of contact and phone number for the account, billing and payment information, the reason why it suspects fraudulent use, and any action taken by the Contractor. The Contractor shall provide any other additional relevant information.

8) Surveys on Quality Control: For all services and SINS, the Contractor shall maintain a system of quality control and correction of inferior performance that provides:

- Prompt response to employee service requests, questions, and concerns. In particular, the Government requires that the Contractor demonstrate a high level of concern for and understanding of, the relocating employee's personal concerns, time schedule, and desire for personalized assistance) and coordinate the various services selected for the employee.
- Prompt notification to the Government of problems, failure to meet required timeframes, other contract requirements, and other concerns or suggestions that will enhance service and/or reduce cost
- A quality assurance plan to assist in assuring quality service and designated quality assurance personnel to execute the plan, at the request of the ordering agency.
- **A system for evaluating customer satisfaction.** The Contractor shall survey agency coordinators to determine the satisfaction level of the services provided. The Contractor shall provide results of the surveys quarterly to relocation.programs@gsa.gov.
- **Survey E-Mails.**

The Email Subject Line must read: **Employee Relocation – Customer Satisfaction Surveys**

The Email content must include:

- GSA Contract Number;
- Company's Name; and
- The Special Item Number (SIN)

Survey Reports Due to GSA
April 30
July 30
October 30
January 30

Specific Requirements

The Contractor shall provide, in compliance with Government regulations and procedures, all labor, materials, supervision, and resources to provide management of household goods shipment (domestic and international), boats, and mobile homes services from initial notification of move through completion of all move-related transactions.

Services available under this SIN may include the following services that may be procured by the agency in the BPA or task order:

- Entitlement and Pre-Move Counseling
- Transportation Service Provider (TSP) Selection
- Ordering TSP Services
- Cost Estimates
- Coordination of the Transportation and Storage of Goods
- Quality Control and Service Performance Audit
- Claims Preparation, Filing, and Settlement
- Prepayment Audits
- Submission of Invoices to GSA Postpayment Audit Division
- TSP Payment
- Move Management Reports

NOTE: In task orders or BPA's, agencies must specify the specific services and identify agency requirements for each service.

Move Management Services

- **Entitlement and Pre-Move Counseling.** Entitlement counseling may include discussion of personal property authorizations/entitlements, agency specific policy and industry practices affecting the move. The Contractor is encouraged to have a web-site in addition to a toll free number that the employee and agency can access for information, communication, and shipment status and to download forms which may be necessary in the process. In the BPA or task order, the agency should detail any specific requirements and service expectations.
- **Transportation Service Provider (TSP) Selection.** Selection of a CHAMP TSP shall be subject to the requirements set forth in [41 CFR 102-117](#). It is the responsibility of the ordering agency to determine the TSP selection process, and the agency may delegate responsibility for TSP selection to the Contractor. Ordering activities are required to use the CHAMP TSP that provides the overall best value to the agency (see [41 CFR 102-117.100](#) & [41 CFR 102-117.105](#)). The Contractor will use the CHAMP rate filing system, the Transportation Management Services Solution (TMSS), to determine the best value for the agency. If the agency has identified a core group of CHAMP TSPs from which to choose then the Contractor will make the selection from that group based upon the criteria identified by the agency. Only under unique and special circumstances may the Contractor request a One-Time-Only (OTO)

rate from a CHAMP TSP following the requirements described in CHAMP and any agency-specific requirements. Agencies must provide prior approval for use of OTO rates. If a TSP is approved for a traffic lane and did not file rates for that lane, they may not provide an OTO. To offer an OTO under CHAMP, a TSP must be approved for the applicable program, i.e., domestic or international. In the BPA or task order, the agency should detail any specific requirements and service expectations.

- **Ordering TSP Services.** The agency may issue the order for transportation and storage services directly to the TSP or may delegate responsibility to the Contractor. This service must be performed according to the requirements set forth in [41 CFR 102-117](#), [41 CFR 102-118](#), [U.S. Government Freight Transportation Handbook](#) and any CHAMP requirements. This may not be procured as a stand-alone service but may be included with other move management services. In the BPA or task order, the agency should detail any specific requirements and service expectations.
- **Cost Estimates.** The Contractor is responsible for obtaining a cost estimate from the CHAMP TSP according to CHAMP requirements. The Contractor must advise the agency of any changes that occur throughout the process that impact the initial estimate. If the employee requests services that are not the Government's financial responsibility, the Contractor shall notify the agency and employee and receive written agreement from the employee. The TSP must be paid for services rendered and under no scenario will be asked to collect excess costs from the employee. The Government shall assume no liability for the debt made by the employee. In the BPA or task order, the agency should detail any specific requirements and service expectations.
- **Coordination of the Transportation and Storage of Goods.** The Contractor is responsible for monitoring shipments throughout the process and ensuring services performed are authorized. This may include a web-based, mobile system to provide shipment visibility. The Contractor shall ensure that the household goods are picked up and delivered on the agreed-upon dates established by the Contractor, CHAMP TSP, and the employee. In the BPA or task order, the agency should detail any specific requirements and service expectations.
- **Quality Control and Service Performance Audit.** The CHAMP Form 3080 and Customer Satisfaction Index is the evaluation program for TSP performance. The TSP is responsible for initiating the Form 3080 through TMSS. The agency may delegate responsibility for monitoring the employee responses in TMSS and/or assisting the agency in evaluating the TSP. Contractor responsibilities include: ensuring the TSP initiated the Form 3080 to every transferring employee upon completion of the move; reviewing responses, resolving issues, and escalating to the agency as needed. The Contractor must conduct an independent service performance review of transportation billings and have each billing certified by line item to determine whether billed services (including any services specifically requested by the employee) were or were not necessary, properly authorized, and/or actually performed. This review is unrelated to an agency's audit of the actual billing charges. The Contractor shall furnish the certification along with the transportation billing to the prepayment auditor for audit of the actual transportation charges. In the BPA or task order, the agency should detail any specific requirements and service expectations.
- **Claims Preparation, Filing, and Settlement Assistance.** The agency may authorize the Contractor to assist the employee in preparing, filing, and negotiating claims according to the terms and conditions of CHAMP. The Contractor shall assist the employee with negotiating a settlement offer, consistent with the TSP's liability, and in the case of an impasse must refer the complete file to the ordering agency. In the BPA or task order, the agency should detail any specific requirements and service expectations.
- **Prepayment Audit.** Prepayment audits are the responsibility of the contracting agency. Prepayment audit plans are established by the agency and approved by the GSA Transportation Audits Division. Services must meet all requirements set forth in the Federal Management Regulation (FMR) Part 102-118 and satisfy the requirements of the agency's prepayment audit plan and reporting requirements. It is incumbent upon the agency to ensure

its prepayment audit plan is free of any conflicts of interest. In the BPA or task order, the agency should detail any specific requirements and service expectations.

- **Submission of Invoices to GSA's Postpayment Audit Division.** The Contractor must prepare and submit to the GSA Audits Division all required documentation to satisfy the postpayment audit requirements identified in 41 CFR 102-118 and the U. S. Government Freight Transportation Handbook. Documentation must be submitted either electronically or via Compact Disk (CD). The Contractor may contact GSA Audits Division with any questions regarding the postpayment audit submission requirements. In the BPA or task order, the agency should detail any specific requirements and service expectations.
- **TSP Payment.** The agency can pay the TSP directly or the agency may request that the Contractor pay the TSP for services and provide a consolidated invoice to the agency that includes the transportation/storage charges and a separate line item charge for the move management services. The TSP invoice and all documentation will be provided to the agency as supporting documentation for the consolidated invoice. The Government is required to comply with provisions of the Prompt Payment Act (31 U.S.C. 3901(a)(5)), and the CHAMP TSP must be paid within this timeline. If the agency pays the CHAMP TSP directly, then the Contractor must ensure that within 7 working days of receiving the TSP's bill, it has completed the service performance and prepayment audits and has the consolidated transportation/move management billing, accompanied by the service performance audit certification, in the hands of the ordering agency for payment. The Contractor shall not be liable for any late payment interest charge the agency may accrue on a transportation payment that does not meet the foregoing date requirement. If the agency is delegating responsibility for payment to the CHAMP TSP, then the Contractor must meet the requirements of the Prompt Payment Act and is responsible for any interest charges due to the TSP. In the BPA or task order, the agency should detail any specific requirements and service expectations.
- **Move Management Reports.** The ordering agency shall determine the reports required and at what intervals. Reporting for GSA ERRC and Contracting is described under Reports section of this SOW. Within the BPA or task order, the agency should detail any specific requirements and service expectations.