

## CHAPTER 403

### BEST VALUE (BV)

#### A. INTRODUCTION

This chapter provides for the BV traffic distribution and costing methodology for shipments moving under DP3 using both the DPS and Transportation Operational Personal Property System (TOPS).

#### B. BV METHODOLOGY

1. Shipments awarded using TOPS (Legacy System):
  - a. One-Time-Only and Special Solicitation BV is defined as the SDDC procured low-cost rate on file.
  - b. Nontemporary Storage (NTS) BV is defined as shipments awarded IAW with Chapter 406 (NTS low cost on file).
  - c. Direct Procurement Method (DPM) BV is defined as shipments awarded IAW Chapter 404 (DPM-FAR Contract).
2. Shipments awarded using DPS:
  - a. DP3 BV for shipment markets dHHG, iHHG and iUB using DPS consists of separate but consistent mathematical calculations to measure performance and rates in domestic and international traffic. All calculations use quantifiable TSP data and member/employee surveys. The methodology includes the ability to modify the BV performance and Rate Score (RS) weightings without the need to change the mathematics associated with the sub-processes.
  - b. Shipments (vice tonnage) are distributed using the Best Value Score (BVS), which includes a Performance Score (PS), 70 percent of the BVS; and a (RS, 30 percent of the BVS. A PS is developed for each TSP within each shipment market.

#### C. BVS

1. The DP3 uses BV to Distribute Traffic to TSPs. The BV methodology includes a PS based on their CSS (50 percent of the BVS) and a Claims Score (CS) (20 percent of the BVS), and a RS which is based on the TSP's rate filed (30 percent of the BVS).
2. Calculating the PS:
  - a. The PS is calculated for each market (dHHG, iHHG and iUB). The PS is comprised of CSS (50 percent) and the CS (20 percent).
  - b. The CSS is the primary source of data used to determine the performance portion of each TSP's BVS. The CSS provides the DOD and TSPs with direct feedback about the moving experience. Each customer moving under the DOD program must be counseled on the importance of completing the CSS in DPS upon delivery of each shipment. The survey consists of questions designed to measure the performance of the TSP and also questions designed to obtain feedback about the services provided by the local TO or PPSO. Feedback regarding the performance of the TO/PPSO service satisfaction is not included in the TSP performance. All questions regarding origin and destination TSP performance are weighted equally (each are 12 percent of total) except the overall satisfaction question which is weighted at 40 percent of the total score.

**NOTE:** The portion of the survey used to determine a TSPs CSS consists of six questions designed to measure the objectives of the DP3. [Table 403-1](#) provides the six survey questions regarding TSP performance and possible responses (excellent (E); good (G); satisfactory (S); poor (P); unsatisfactory (U)).

3. [Survey Objectives:](#)

- a. Obtain customer input on TSP performance.
- b. Use the most economical method of obtaining customer input to lessen the budget impact on the Services while maintaining statistically valid results.
- c. Target all customers moving shipments to complete the survey.

4. [Survey Methods:](#)

- a. A web-based survey is used by members/employees to provide feedback on each of their delivered shipments. Members/employees must be provided secure access to the customer survey, and instructed to complete a survey for each shipment beginning seven calendar days after shipment has been marked as delivered in DPS. The DPS flags each shipment indicating delivery to the residence, which triggers the availability of the survey for the member/employee completion. DPS automatically sends a survey notification to the member/employee including an encrypted link to the survey. The survey contains validation messages to ensure: members/employees have reviewed their responses, understand the TSP's survey score (based on their responses), and notifies the member/employee that no changes can be made to the survey after the survey is submitted.
- b. All members/employees are sent their 1<sup>st</sup> e-mail reminder seven calendar days after shipments have been marked as delivered in DPS. Additional e-mail reminders are sent on the 14th and 21st calendar day after shipment delivery if the member/employee has not completed the web survey. The e-mail reminder to the member/employee contains a link to complete the survey within DPS. The member/employee is reminded of the importance of completing the survey. DPS uses the e-mail address obtained during counseling at origin, or the most recent e-mail address provided by the member/employee (i.e., while in transit or at destination).
- c. DPS indicates the shipment on which the survey is to be completed by identifying shipment unique indicators (shipment origin/destination, date of pack/pickup/delivery, TSP name, weight and type of shipment [e.g., dHHG, iHHG, or iUB, BL Number]).

5. [Survey Parameters:](#)

- a. Surveys must be completed on shipments that have been delivered to members/employees. This includes deliveries to the member's/employee's residence/office, to a member/employee-designated storage location, or to commercial storage where the member/employee inspects the shipment.
- b. Surveys should not be completed for partial deliveries until the final portion has been delivered to the member/employee. The system allows the member/employee to complete a survey on a partial delivery (e.g., member/employee leaves washing machine in storage and completes survey), however, members/employees may only complete one survey per shipment regardless of the number of partial deliveries so will be cautioned not to complete the survey until the majority of the shipment is delivered.
- c. Surveys must be completed for shipments moved within the DTS and those surveys count in determining PS.
- d. Surveys must be completed for shipments from NTS. However, these survey results will not be used by DPS in determining TSP PSs.

- e. Surveys must be completed for reshipments, but those surveys are only used to determine PSs if the TSP did not change.
  - f. Surveys are only used to calculate PSs on shipments that were picked up from origin within the preceding 24 months, and were delivered within the preceding 12 months (i.e., delivered greater than 24 months after pickup, survey not eligible for scoring; delivered greater than 12 months before attempt to complete survey, not eligible for scoring).
6. **Members/Employees Comments:** The survey contains questions designed to garner feedback about services provided by the TSP, the origin and destination TO/PPSO, and Survey Administrator (SDDC). The feedback section of the survey is optional and TSP feedback obtained from this section is not included in the TSP PS. The member/employee providing feedback may choose to remain anonymous or indicate a wish to be contacted. Members/employees options are explained below:
- a. **Option 1:** The member/employee authorizes the TSP, PPSO and/or SDDC to contact them regarding their comments. The recipient of the comments receives the member's/employee's comments via e-mail. Additionally, PPSOs and TSPs receive the BL number, e-mail addresses and phone numbers on file.
  - b. **Option 2:** The member/employee does not authorize the TSP, PPSO and/or SDDC to contact them regarding their comments. The recipient of the comments receives the member's/employee's comments via e-mail. Additionally, PPSO receives the member's/employee's name and BL number. TSP only receives the BL number. DPS indicates to PPSOs and TSPs that they cannot contact the member/employee regarding their comments.
  - c. **Option 3:** The member/employee wishes to remain anonymous. The recipient only receives the member's/employee's comments via e-mail. DPS indicates to the member/employee that no action can be taken as a result of the comments provided.
7. **Survey Format and Point Values:** Point values are assigned to the survey indicating the number of points corresponding to each adjectival rating (unsatisfactory, poor, satisfactory, good, or excellent). These adjectival ratings have assigned point values which result in a survey score. Only the scores associated with the TSP are used in calculating TSP PS.
8. **Statistical Validity and Scoring of Surveys:**
- The survey methodology used meets recognized statistical standards for obtaining a statistically valid number of surveys for each TSP and category.
- a. A statistically valid number of surveys are required to determine each TSP's PS. If a statistically valid number of surveys are achieved, all surveys completed via the web, e-mail, or by telephone interview, must be used by DPS in computing each TSP's PS. A random sampling of completed surveys is not used; rather each and every eligible survey completed is used to calculate TSP PS.
  - b. At the end of each performance period DPS calculates a PS for each TSP based on each of the survey markets (dHHG, iHHG and iUB) using a rolling 12-months of data. First DPS calculates the total number of shipments delivered to a residence by each TSP over the past 12 months in each shipment survey market. DPS then calculates the number of surveys completed over the past 12 months based on data in DPS at the end of each performance period (See applicable solicitation/tender).
  - c. DPS calculates the statistically valid number of surveys required for each TSP in each shipment market, and determines if a valid number was achieved. [Table 403-2](#) outlines the minimum number of surveys needed to achieve statistically valid results, based on the

- number of shipments delivered to a residence. When DPS determines the minimum number of surveys required to calculate a PS, it uses the “Required Number of Surveys” number indicated in [Table 403-2](#), or 10 percent of the total “Number of Shipments Delivered” for the past 12 months, whichever is greater. This increases the confidence level in the number of surveys needed for TSPs that move a large number of shipments, thus mitigating possible complaints.
- d. The risk of non-response bias with CSS is significantly less than with other surveys because any potential non-response bias affects all TSPs similarly. The CSS is less susceptible to non-response bias than a typical survey because it seeks to provide relative rankings rather than population estimates. The measures of statistical validity built into the CSS provides statistical rigor and confidence in the CSS as a method for providing a relative ranking of TSPs based on performance.
  - e. The results of the CSS helps the DOD achieve a dual goal of:
    - (1) More frequently selecting TSPs that provide better service, and
    - (2) Motivating TSPs to improve their service performance.
  - f. [Table 403-2](#) outlines the minimum number of surveys needed to achieve statistically valid results, based on the number of shipments delivered to the residence. All TSPs regardless of the number of shipments delivered will be required to have a minimum number of 20 CSS scores in the computation of their BVS. If the TSP does not have the required 20 scores, that TSP will receive supplemental scores equal to the mean CSS score for that particular market (dHHG, iHHG, or iUB) in order to reach the required 20 minimum surveys requirement.

Examples:

- (1) TSP X doing business in the dHHG market receives three surveys on nine shipments delivered. 17 CSS scores at the dHHG market mean will be added to TSP X’s three surveys in order to compute TSP X’s dHHG score.
  - (2) TSP Y doing business in the iHHG market receives 41 surveys on 75 shipments delivered. TSP Y’s iHHG CSS score is computed using the 41 surveys that TSP Y received.
- g. When DPS determines the minimum number of surveys required to calculate a PS, it uses the “Required Number of Surveys” number indicated in [Table 403-2](#), or 10 percent of the total “Number of Shipments Delivered” for the past 12 months, whichever is greater. This increases the confidence level in the number of surveys needed for TSPs that move a large number of shipments, thus mitigating bias. The table uses a 90 percent Confidence Level with a five percent Expected Error Rate and four percent Precision. [Table 403-2](#) was developed based on input from the United States Army Audit Agency.
9. **Calculating the CSS:** The time frame used to calculate the CSS is the current 12 months of survey scores based on the "survey completed date." Survey scores for shipments picked up from origin more than 24 months before survey completion, or delivered more than 12 months before survey completion, are not included.

**NOTE:** Individual CSS scores are based on the customer’s personal satisfaction with the quality of the packing crew, the timeliness of pickup and delivery, and the quality of the destination service. It is understood that the CSS is a subjective metric that, by definition, cannot be appealed or disputed.

10. **TSP PS Information:** Each TSP will have access to all of its PS (i.e., CSS and CS via DPS). A TSP may review its PS and status at the end of each performance period (See applicable solicitation/tender) in DPS. A TSP may view its BVS ranking among TSPs based on its BV score (i.e., 14th of 121 TSPs). All performance data must be contained in DPS and available to PPSOs, Military Services, and TSPs.
11. **Survey Data Visibility and Retention:**
  - a. DPS provides TSPs with secure access to view their survey data, including their raw PSs. TSPs cannot view information, including scores, for other TSPs, nor can they view information regarding customers who have or have not completed surveys. DPS provides the Services and PPSOs with secure access to view survey data. This access is limited to surveys and data elements.
  - b. Survey data is collected and maintained in DPS. DPS maintains at least 13 months of survey data. Survey data maintained by DPS is archived as described in the technical requirements for DPS. The DOD provides TSPs access to limited survey data for their delivered shipments in order to identify areas of weakness or superior service. TSPs should use this data to improve their business processes.
12. **CS:**
  - a. The CS is the second source of data used to determine the performance portion of each TSP's BVS. A member/employee must be counseled to complete any required claims in DPS. The CS is computed by market (e.g., dHHG, iHHG, and iUB). The CS is calculated on a 100-point scale, and makes up 20 percent of the BVS. [Table 403-3](#) describes the measures and metrics that determine the CS:
  - b. To calculate the CS at the end of each evaluation period, the performance of a TSP in each of the areas below is measured.
13. **Points are Awarded Based on how well a TSP Performed in each Area.** The “Customer Satisfaction with the TSP’s handling of the Claims Process Prior to Payment” award is based on the average score of the Claims CSS completed. “Days to Dispose of a Claim” is different from the other measures as it considers in large part the performance of peers. The awards for the remaining measures are based on the TSP’s performance as compared to standards. Quick claims are not included in the CS and are not tracked in DPS. The details of calculating the CS are outlined in the following section.

**NOTE:** At program startup, SDDC will collect claims data until sufficient claims metrics are available to include the CS in the TSPs PS computation. Until sufficient data/metrics are available the PS will be developed.
14. **Number of Days the TSP needed to “Dispose” of Claim:** The number of days from claim filing in DPS to disposal of the claim. The date of disposal varies depending on the method used to dispose of the claim. There are only four ways to dispose of a claim or “stop the clock” within this metric. Two are actions that may be taken only by the TSP and two by the claimant. Offers may be sent back and forth between the TSP and the claimant and particular items may be designated as “agreed to” during the negotiating process, but a claim is not disposed of until one of the below actions is taken.

15. TSP Actions:

- a. Denial: The TSP may, at any time prior to settlement or transfer, deny a claim in full. After the TSP sends a denial, it may not be modified or withdrawn. In such cases, the disposal date is the date the denial is sent in DPS.
- b. Final Offer: The TSP may, at any time prior to settlement or transfer, designate an offer to the claimant as final. After the TSP sends a final offer, it may not be modified or withdrawn. In such cases, the disposal date is the date the final offer is sent in DPS.

16. Claimant Actions:

- a. Settle in Full: A claimant may elect to accept the latest offer of a TSP as full and final settlement of all items claimed. When this occurs all items in the claim are considered settled for the amount specified, even if that amount is \$0 or the item is otherwise denied.
- b. Transfer to the Services: For FRV eligibility, see 400NG/International Tender rules for details. At any time, a claimant may elect to transfer a claim to the Services. In this case, the disposal date is the date claimant sends the transfer in DPS. There are two types of Transfers.
  - (1) Transfer of the Entire Claim: At any time the claimant may choose to transfer the entire claim to the claimant's Service. In such cases, the entire claim must be forwarded, including those items where agreement between the claimant and the TSP was annotated.
  - (2) Transfer of Impasse Items: At any time the claimant may choose to accept the TSP's offer on particular items (where agreement was annotated) and transfer the remaining items to their Service. In such cases, the agreed to items are paid, repaired, or replaced by the TSP as agreed and the impasse items are addressed by the Services.

17. Disposition Date: There is one disposition date for any claim. In the case where 2 actions noted above occur, the disposition date is the date of the first event. For example, if a TSP sends a final offer to the claimant and the claimant later accepts the offer as settlement in full, it is the first event (dispatch of the final offer) that stops the clock. Data is based on all claims disposed within the previous 12 months by market (dHHG, iHHG, iUB). The CS is calculated using rolling 12-months of data, which is the same time period used in calculating the PS. The data source is the date filed by the member/employee and date disposed fields from DPS.

18. Universe: All claims disposed within the previous 12 months by market (dHHG, iHHG, iUB). The CS is calculated using rolling 12-months of data, which is the same time period used in calculating the PSs.

19. Data Source: Date Filed by the member/employee and Date Disposed fields from DPS as indicated by the scenario above.

20. Calculation:

- a. For each TSP determine average days to dispose of claim by the following steps:
  - (1) Subtract Date Filed from Date Disposed to determine Days to Disposal for all claims disposed during the previous 12 months.
  - (2) Determine the average of the values calculated in step (1) above. This value is the metric for Time to Dispose of Claim for that TSP.
  - (3) If a claim is settled on the same day it is filed, the time to dispose is computed as one day.

- (4) A TSP with zero claims disposed receives the full 15 points.  
Table 403-4 shows the metric calculation process for a nominal TSP. This TSP disposed of 20 claims during the previous 12 months.
- (5) Subtract Date Filed from Date Disposed to determine Days to Disposal for all claims disposed during the previous 12 months:
- (6) Determine the average of the values calculated in step (1) above. This value is the metric for Time to Dispose of Claim for that TSP:

$$\text{Sum} = 883$$

$$\text{Average} = 883/20 = 44.15 \text{ days}$$

The metric value for this TSP is 44.15 days.

Points Assignment: The Time to Disposal (TtD) measure is worth 15 possible points and calculated using the following equation:

$$TtD = \left[ 1 - \left( \frac{TSP_{Avg} - BestAvg}{Std - BestAvg} \right) \right] * 15$$

TSPAvg = Average Days to Disposal for a given TSP

BestAvg = The TSP with the Lowest Average Days to Disposal. Only those TSPs who have claims settled will be considered when determining the TSP that has the “Best Avg.”

Std = Minimum acceptable performance level, 60 days for Claims Disposal.

Assume a market with any number of TSPs with the top performer taking on average 20 days to dispose of a claim and the lowest-ranked performer taking on average 45 days to dispose of a claim.

For the top-ranked performer the TtD score is:

$$TtD = \left[ 1 - \left( \frac{20 - 20}{60 - 20} \right) \right] * 15 = \left[ 1 - \left( \frac{0}{40} \right) \right] * 15 = [1 - 0] * 15 = 1 * 15 = 15 \text{ points}$$

For the lowest-ranked performer:

$$TtD = \left[ 1 - \left( \frac{45 - 20}{60 - 20} \right) \right] * 15 = \left[ 1 - \left( \frac{25}{40} \right) \right] * 15 = [1 - 0.625] * 15 = 0.375 * 15 = 5.63 \text{ points}$$

For the nominal TSP with an average value of 44.15 days, the award is:

$$TtD = \left[ 1 - \left( \frac{44.15 - 20}{60 - 20} \right) \right] * 15 = \left[ 1 - \left( \frac{24.15}{40} \right) \right] * 15 = [1 - 0.60375] * 15 = 0.39625 * 15 = 5.94 \text{ points}$$

A TSP meeting the minimum standard (the requirement to settle claims within 60 days) earns zero points:

$$TtD = \left[ 1 - \left( \frac{60 - 20}{60 - 20} \right) \right] * 15 = \left[ 1 - \left( \frac{40}{40} \right) \right] * 15 = [1 - 1] * 15 = 0 * 15 = 0 \text{ points}$$

A TSP not meeting the minimum standard (i.e., an average in excess of 60 days) earns a zero point score.

21. Late Payment:

- a. Late Payments from the TSP to the Member/Employee: After the member/employee and TSP agree on the claim settlement amount, the percentage of members/employees responding negatively via a web survey to an e-mail asking them if they received a claims settlement within 30 days from the date when the TSP and member/employee agreed on a dollar amount. This metric tracks payments only for all claims settled (i.e., issued checks) during the previous 12 months except for those settled within the last 30 days by market (dHHG, iHHG, iUB). Repairs or replacements are not tracked in this metric. Data is based on the number of “No” responses to e-mail question on claims settlement receipt of payment for total number of claims settled during the previous 12 months. Data comes from DPS. (Non-responses or member/employees without e-mail addresses are treated as positive responses [i.e., check received within 30 days]). DPS automatically sends the question thirty days after the date the member/employee and TSP agreed upon a dollar amount. The e-mail indicates the date the payment should have been received by the member/employee.
- b. Universe: All claims settled during the previous 12 months except for those settled within the last 30 days by market (dHHG, iHHG, iUB).
- c. Data Source: Number of “No” responses to e-mail question on claims settlement receipt of payment for total number of claims settled during the previous 12 months. Data comes from DPS. (Non-responses or member/employees without e-mail addresses are treated as positive responses [i.e., payment received within 30 days]). DPS automatically sends the question 30 days after the date the member/employee and TSP agreed upon a dollar amount. The e-mail indicates the date the payment should have been received by the member/employee.
- d. Calculation: For each TSP, determine the percent of respondents reporting late or non-receipt of claims settlement by the following steps:
  - (1) Determine the number of members/employees answering “No” to a question asking if they received a claims settlement within thirty days of claims settlement.
  - (2) Determine the total number of claims settled within the previous 12 months where the date is greater than 30 days prior to last date of the performance period (See the applicable solicitation/tender).
  - (3) Divide the results of step (1) above by the results of step (2) above and multiply by 100 to determine the reported percent of claim settlement checks not received within 30 days.
- e. Settled Claims not Paid within 30 Days: This metric measures the number of settled claims not paid within 30 days. The example below shows the calculation process for a nominal TSP.
  - (1) Determine the number of member/employees answering “No” to a question asking if they received a claims settlement within thirty days of claims settlement. This TSP had four members/employees report that they had not received a payment within 30 days of settlement. (Non-responses are treated as positive responses.)
  - (2) Determine the total number of claims settled within the previous 12 months (data from DPS) where the settlement date is greater than 30 days prior to last date of the performance period (See the applicable solicitation/tender). This TSP settled 100 claims meeting the above criteria.

- (3) Divide the results of step (1) above by the results of step (2) above and multiply by 100 to determine the reported percent of claim settlements not received within 30 days.

$$\frac{4}{100} * 100 = 4\%$$

The metric value for this TSP for Late Payment is four percent.

- f. **Points Assignment:** The Late Payment measure is worth 15 possible points and awarded based on the TSP's performance against the standard of zero percent late payments. Award points are based on [Table 403-5](#).
  - (1) A TSP with zero percent reported late payments earns the full award points. A TSP with greater than three percent reported late payments earns no points. The example TSP with four percent late payments earns zero points.

22. **Percentage of Over-Aged Claims:**

- a. **Percentage of Over-Aged Claims (the Percentage of claims not disposed within 60 days):** All claims by market (dHHG, iUB, iHHG), disposed during the previous 12 months, and all open claims that have been open longer than 60 days. All data is derived from DPS and includes the date submitted and date disposed fields for all claims disposed during previous 12 months as well as date submitted and performance period end date (See the applicable solicitation/tender) for all open claims. The term disposal does not include actual completed repairs or actual payment. "Disposal" is derived from the following criteria.
- b. **Universe:** All claims by market (dHHG, iUB, iHHG), disposed during the previous 12 months, and all open claims that have been open longer than 60 days. "Disposal" is derived from the following criteria: Two are actions that may be taken only by the TSP and 2 by the claimant. Offers may be sent back and forth between the TSP and the claimant and particular items may be designated as "agreed to" during the negotiating process, but a claim is not disposed of until one of the below actions is taken.
- c. **TSP Actions:**
  - (1) **Denial:** The TSP may, at any time prior to settlement or transfer, deny a claim in full. Once the TSP sends a Denial, it may not be modified or withdrawn. In such cases, the disposal date is the date the Denial is sent in DPS.
  - (2) **Final Offer:** The TSP may, at any time prior to settlement or transfer, designate an offer to the claimant as final. Once the TSP sends a Final Offer, it may not be modified or withdrawn. In such cases, the disposal date is the date the Final Offer is sent in DPS.
- d. **Claimant Actions:**
  - (1) **Settle in Full:** A claimant may elect to accept the latest offer of a TSP as full and final settlement of all items claimed. When this occurs, all items in the claim are considered settled for the amount specified, even if that amount is \$0 or the item is otherwise denied.
  - (2) **Transfer to the Services:** At any time, a claimant may elect to transfer a claim to the Services. In this case, the disposal date is the date claimant sends the transfer in DPS. There are two types of Transfers.
    - (a) **Transfer of the Entire Claim:** At any time the claimant may choose to transfer the entire claim to their respective Service. In such cases, the entire claim must be forwarded, including those items where agreement between the claimant and the TSP was annotated.

- (b) **Transfer of Impasse Items**: At any time the claimant may choose to accept the TSP's offer on particular items (where agreement was annotated) and transfer the remaining items to their Service. In such cases, the agreed to items must be paid, repaired, or replaced by the TSP as agreed and the impasse items must be addressed by the Services

**NOTE**: There can be only one disposition date for any claim. In the case where two actions noted above occur, the disposition date is the date of the first event. For example, if a TSP sends a Final Offer to the claimant and the claimant later accepts the offer as settlement in full, it is the first event (dispatch of the final offer) that stops the clock.

(3) **Data Source**:

Date Submitted and Date Disposed fields for all claims disposed during the previous 12 months as well as Date Submitted and Performance Period End Date (See the applicable solicitation/tender) for all open claims. All data is derived from DPS. The term disposal does not include actual completed repairs or actual payment.

(4) **Calculation**:

- (a) For each TSP, determine the percent of claims not disposed within 60 days by the following steps:
- 1 For claims disposed during the previous 12 months, subtract Date Filed from Date Disposed and identify those claims with Days to Dispose greater than 60.
  - 2 For all claims that were open at the end of the performance period (See the applicable solicitation/tender), subtract Date Filed from the last day of the performance period and identify those claims open greater than 60 days.
  - 3 Determine the total number of claims disposed of during the previous 12 months and the total number of claims open at the end of the performance period (See the applicable solicitation/tender).
  - 4 Add the results of steps (1) and (2) above and divide that amount by the results of step (3) above.
  - 5 Multiply the results of step (4) above by 100 to determine the percent of claims not disposed of within 60 days.
- (b) This metric measures the percent of claims not meeting disposal standards.
- 1 For claims disposed during the previous 12 months, subtract Date Filed from Date Disposed and identify those claims with Days to Dispose greater than 60.  
This TSP had two claims that required more than 60 days to dispose. [Table 403-6](#) shows the calculation process.
  - 2 [Table 403-7](#) shows the calculation process for all claims that were open at the end of the performance period (See the applicable solicitation/tender), subtract Date Filed from the last day of the performance period and identify those claims open greater than 60 days.  
This TSP had one claim that was open at the end of the performance period (See the applicable solicitation/tender) and had been open for greater than 60 days.

- 3 Determine the total number of claims disposed of during the previous 12 months and the total number of claims open at the end of the performance period (See the applicable solicitation/tender).

This TSP disposed of 20 claims during the previous 12 months, and had 15 claims open at the end of the performance period (See the applicable solicitation/tender) for a total of 35 claims.

- 4 Add the results of steps (1) and (2) above and divide that amount by the results of step (3) above:

$$\frac{(2+1)}{35} = 0.0857$$

- 5 Multiply the results of step (4) above by 100 to determine the percent of claims not disposed within 60 days:

$$0.0857 * 100 = 8.57 \text{ percent}$$

The metric value for this TSP for Percent of Over-Aged Claims is 8.57 percent.

- (5) **Points Assignment:** The Percent of Overage Claims measure is worth 15 possible points and awarded based on the TSP's performance against the standard of zero percent over-aged claims. Award points are indicated on [Table 403-8](#).

A TSP with zero percent over-aged claims earns the full award points. A TSP with greater than 10 percent over-aged claims earns no points. The example TSP with 8.5 percent late payments earns 2.73 points.

e. **Success in Diverting Claims from MCO:**

- (1) **The Number of Claims (When all or a Portion of the Claim has Been) Transferred to a MCO.** DPS tracks all claims transferred to the MCO.
- (2) **Universe:** All claims submitted in DPS during the previous 12 months by market (dHHG, iUB, iHHG).
- (3) **Data Source:** DPS tracks all claims that were transferred to the MCO.
- (4) **Calculation:** Determine percent of claims submitted to a MCO by the following steps:
  - (a) Determine the number of claims transferred to a MCO in DPS over the previous 12 months.
  - (b) Determine the total number of claims submitted over the previous 12 months.
  - (c) Divide the results of step (a) above by the results of step (b) above and multiply by 100. The result is the percent of claims submitted to the MCO.

[Table 403-9](#) shows the calculation process for a nominal TSP.

- (d) Determine the number of all claims sent to the MCO in DPS over the previous 12 months.

This TSP had five claims sent to the MCO.

- (e) Determine the total number of claims submitted over the previous 12 months. This TSP had 100 claims submitted in the last 12 months.

- (f) Divide the results of step (a) above by the results of step (b) above and multiply by 100. The result is the percent of claims submitted to the MCO.

$$(5/100)*100 = \text{five percent}$$

This TSP had five percent of claims submitted to the MCO. The metric value for Success in Diverting Claims from Services for this TSP is five percent

- (5) **Points Assignment:** The Success in Diverting Claims from the Military Claims Services measure is worth 15 possible points and awarded based on the TSP's performance against the standard of zero claims diverted. Award points are based on [Table 403-9](#).

A TSP with zero percent claims to the MCO earns the full award points. A TSP with greater than 25 percent claims to the MCO earns no points. The example TSP with five percent claims to the MCO earns 12.27 points.

f. **Customer Satisfaction with Claims Process:**

This measurement captures and incorporates in the CS portion of the BVS, customer satisfaction results with the TSP's handling of the claims process prior to payment. The measurement of "how satisfied" member/employees are with each TSP's handling of claims prior to payment. Each member/employee that either completes a claims settlement form or claims transfer form must respond to the following question before that claim can be submitted for payment or before the claim can be transferred to the military claims service: "How satisfied were you with the performance of the TSP during the claims process?" Data comes from DPS on all claims settled or transferred during the previous 12 months by market (dHHG, iUB, iHHG).

**NOTE:** Member/employees completing the claims settlement form or transferring a claim to the MCO are required to answer this question in order to complete the settlement/transfer process.

- (1) **Universe:** All claims settled or transferred during the previous 12 months by market (dHHG, iUB, iHHG).

- (2) **Data Source:** All data comes from DPS.

- (3) **Calculation:** This metric measures overall member/employee satisfaction with the claims process. For each TSP determine the following: Each individual survey score, each TSP's average survey score (raw score), and each TSP's weighted survey score. The point value for each possible survey response is outlined in [Table 403-10](#).

For each TSP sum all survey scores, divide by the total number of applicable surveys, and then multiply by the weighted value of this metric. An example for a nominal TSP is provided in [Table 403-11](#).

- (4) **Points Assignment:** DPS calculates the score for each survey completed for each TSP. Then DPS calculates a raw survey score by summing the survey scores for each TSP and then dividing that sum by the total number of surveys. The resultant average survey score is the raw score. DPS then determines the weighted survey score by multiplying the raw score by 0.4, as this metric is valued at 40 percent of the total CS. The example in [Table 403-11](#) shows the calculation process for a nominal TSP.

g. CS:

- (1) The CS is the sum of the values awarded for each of the five metrics. [Table 403-12](#), shows the calculation for the nominal TSP covered above.
- (2) As the CS is 20 percent of the BVS, this CS contributes 9.74 points towards that TSP's BVS.
- (3) A TSP with zero claims would earn a CS of 100 and contribute the full 20 points towards that TSP's BVS.

h. Calculating the RS:

The RS is 30 percent of the total BVS. While the PS is calculated based on the shipment market, the TSP's RS is calculated for each and every rate filed, based on channel and COS. The domestic program rates are based on the 400NG for both Interstate and Intrastate moves. The international program has iHHG rates for shipment codes 4, 5, 6, and T, and iUB rates for shipment codes 7, 8, and J. RSs are established for every COS in every channel for all markets.

The methods for determining the RS for the domestic and international programs are different. In the domestic program, a TSP's rate is determined by the discounts provided off of the 400NG rates. In the international program, the SFR filed determines a TSP's rate. The rate scoring methods are explained below.

(1) Domestic:

The domestic RSs provided by TSPs are based on two discounts off the 400NG rates. TSPs must submit their domestic discount rates annually, by channel (e.g., state to region). One discount must be submitted for transportation services that include line-haul transportation charges, and accessorial services, except third party service. This is termed domestic Transportation Related Charges (dTRC). The second discount must be submitted for SIT and SIT related services. This is termed domestic SIT Related Charges (dSRC). The discount for dTRC is weighted at 80 percent of the total RS. The discount for all dSRC is weighted at 20 percent of the total RS. These discounts are compared to all other TSPs discounts, and then combined to establish a RS for each TSP by channel. Peak and non-peak seasonal adjustments are incorporated into the 400NG. As a result, it is not necessary to submit separate peak and non-peak discounts for the future program. The 400NG identifies the peak timeframe between 15 May – 30 September.

The following is a description of the RS construction process for the domestic program:

- (a) Domestic: RS construction process for the domestic program: All TSPs submit discounted bids by channels in the form of a percentage (xxx.xx percent) for the dTRC and the dSRC. DPS finds the largest discount among the dTRC bids; DPS also finds the largest discount among the dSRC bids.

(b) Computing Domestic RSs:

dTRC (Equation 1)

$$dR1 = 100 \times \left[ \left( \frac{\text{domestic Transportation Related Charges (dTRC)}_{\text{transportation provider}}}{\text{Largest dTRC Discount (TL)}_{\text{all transportation providers}}} \right) \times 0.8 \right].$$

dSRC (Equation 2)

$$dR2 = 100 \times \left[ \left( \frac{\text{domestic SIT Related Charges (dSRC)}_{\text{transportation provider}}}{\text{Largest dSRC Discount (SL)}_{\text{all transportation providers}}} \right) \times 0.2 \right]$$

Domestic RS (Equation 3)

$$dRS = (dR1 + dR2)$$

Final RS per TSP = (TSP's dRS (Raw) x 30)/(TSP with highest dRS)

For example Final RS for TSP 1 = (95.11 x 30)/(96.00) = 29.72

[Table 403-13](#) illustrates how the domestic RSs are computed.

(2) International:

The international RSs for TSPs are based on two SFRs provided by the TSPs once annually, by channel, by COS. The first SFR is for peak season, and applies for the period of 15 May to 30 September. The second SFR is for non-peak season, and applies for the period of 1 October to 14 May. The SFRs provided by each TSP are compared to all the other SFRs submitted by channel, by COS to establish the RS for each TSP.

The SFRs for peak and non-peak season are not combined to establish the TSP's RS. Each peak and non-peak rate is compared to all other SFRs filed for the same rate period.

Accessorial rates are not considered in determining a TSP's RS in the international program. All TSPs must bill accessorials based on the rates provided in the most recent international tender published by SDDC.

The following is the description of the RS construction process for the international program

All TSPs submit SFRs bid by COS and channel combination in the format of \$xxx.xx/cwt for all international Transportation Related Charges (iTRC). DPS finds the lowest SFR (LR), and the highest SFR (HR) in each COS and channel combination. DPS applies the following equation to each acceptable bid to determine the RS portion of the BVS.

(a) Computing International RSs (Equation 4):

$$iR1 = 100 - \left[ 100 \times \left( \frac{\text{iTRC}_{\text{transportation provider}} - \text{LR}_{\text{all transportation providers}}}{\text{HR}_{\text{all transportation providers}} - \text{LR}_{\text{all transportation providers}}} \right) \right]$$

International RS = iR1 (Equation 5)

[Table 403-14](#) illustrates how the international RSs are computed.

i. BVS Computation:

The BVS is the weighted total of the PS and RS. It is the means to rank individual TSPs. The BVS places qualified TSPs into traffic distribution groupings called quartiles. This in turn can provide TSPs with an indication of the level of traffic by channel that a TSP can potentially receive throughout the year.

The BVS brings together the TSP's service market PSs and CSs with its channel specific RS to arrive at the BVS for the given channel. The methodology ensures that all TSPs have a BVS between 0 and 100.

The following is a description of the BVS construction process.

Performance has a relative weight of 0.7 (which includes customer satisfaction weighted at 0.5, and claims weighted at 0.2), and rate have a relative score of 0.3. The BVS is the result of the weighted PS (CSS and CS), plus the weighted RS. Since the scores are scaled from 0 to 100, the resultant BVS results in a score that is between 0 and 100.

$$\text{BVS} = \text{PS} + \text{RS}$$

**PS** = Customer Satisfaction Survey Score (CSSS) weighted at 0.5 + CS weighted at 0.2

**RS** = RS weighted at 0.3

For example, perfect price and perfect quality would result in a score of 100 as follows:

$$\begin{aligned}\text{BVS} &= [\text{CSSS} = (100) \times 0.5 + \text{CS} = (100) \times 0.2] + [\text{RS} = (100) \times 0.3] \\ &= [50 + 20] + 30 \\ &= 70 + 30 = 100\end{aligned}$$

Similarly, a CSSS of 70, a CS of 66, and a RS of 80, would equal a BVS of 72.2.

$$\text{PS} = (70) \times 0.5 + (66) \times 0.2 = 35 + 13.2 = 48.2$$

$$\text{RS} = (80) \times 0.3 = 24$$

$$\text{BVS} = 48.2 + 24 = 72.2$$

j. [TSP Appeal of Scored BVS Factors](#):

The scored performance factors are entered into DPS by the customer and TSP as follows: 1) CSS score is generated based on customer feedback, 2) RS is generated by the TSP's annual rate filing, 3) CS is generated based on actions by both the customer and the TSP in DPS, comprising the claims settlement process.

This BVS score, which is based on objective information supplied by DPS as a result of data interface with the customer and TSP into DPS, is thus an accurate score and is not subject to the standard appeals process delineated above for suspensions or other punitive action.

Any BVS components completed on an individual shipment contributes to a TSP's overall BVS, which is calculated following the conclusion of each performance period (See applicable solicitation/tender). Emphasis is placed on the fact that comprehensive BVS scores calculated at the end of each performance period may not be appealed and are not reviewed by SDDC.

**NOTE:** The implication of a TSP not meeting the MPS at the conclusion of each performance period is discussed in [Paragraph C.23](#). Questions pertaining to TSP appeals of punitive action secondary to violations of non scored factors are addressed in Chapter 405.

- (1) [SDDC Review of Scored Factors \(BVS Scores\)](#): SDDC recognizes there may be instances in which an unusual circumstance or a computer error may require review (by SDDC) of a TSP's BVS and its components (CS, CSS, and RS) for an individual shipment.

**NOTE:** Comprehensive BVS scores calculated at the end of each period may not be appealed and are not be reviewed by SDDC (See Paragraph C. 21. j.(2) below for more detail).

Although BVS scores are not subject to the standard appeals process delineated above for suspensions or other punitive action, TSP's may request a review of a BVS components of a shipment(s) if the shipment belongs to any of the categories mentioned in Paragraph C. 21. j.(2) below under "exceptions." SDDC does not review BVS

components for shipments unless they qualify as an exception, as determined in these business rules and by SDDC.

Unlike appeals of punitive action taken secondary to a violation of a non-scored element, requests to review a scored element (BVS score) must be submitted directly to SDDC. TSPs must bring any shipments that are in the eligible categories to SDDC's attention no later than 15 days following the calculation of the BVS subcomponent (i.e., CS, CSS, RS) for the shipment in question. Failure to identify a BVS subcomponent score for possible review before the deadline negates the review. For example, if the CS is generated before the CSS score, the 15 day deadline for identifying the request for CS score review begins prior to the 15 day deadline clock for requesting a review of the CSS score. The 15 day deadline applies individually to each BVS subcomponent. TSPs should present an individual shipment's BVS subcomponent for review immediately, and only if they believe the individual shipment is eligible for review as a possible exception by SDDC. All possible exceptions must be provided to SDDC individually, by BVS component, for review.

If SDDC acknowledges the eligibility of a shipment's BVS component score for review, SDDC must provide a decision to the requesting TSP no later than 45 days from the acknowledgement of eligibility. The TSP must be notified of the decision electronically or via DPS.

SDDC must review all of the facts and SDDC's decision may result in the complete removal (not adjustment) of a CS or CSS, or in the adjustment of a RS, as decided by SDDC. SDDC may decide to remove or adjust any single component or combination of components that comprise a BVS score based on the factors discussed in Paragraph C. 21. j.(2) below, or it may determine that the BVS component score is correct. If a component of a BVS score is removed from an individual shipment, the non removed component scores are used to calculate a TSP's final BVS for a given performance period. If removal of a component score(s) results in the loss of statistical validity for a TSP's 12 month CSS score, SDDC must apply the principles discussed in [Paragraph C.8](#) to help the TSP achieve statistical validity. SDDC's decision is final.

- (2) [Exceptions to Prohibition of Scored Element \(BVS\) Review](#): The occurrence of a situation listed below in no way guarantees that SDDC's decision must be rendered in the TSP's favor. Even when SDDC agrees to review a TSP's request, SDDC reserves the right to render a decision based on the circumstances specific to the individual BVS component and shipment, if accepted for review. The following non exhaustive list includes situations where SDDC may accept a TSP's request to review a BVS component score of an individual shipment(s).
- (a) CSS scores counted prior to the inception of the appropriate phase of the DP3 (i.e., NTS and DPM shipments prior to Phase III).
  - (b) Scores for shipments that convert to a member's/employee's expense, shipments moved under local contracts (e.g., delivery out of SIT after conversion to customer expense), PPM, or shipments moved under POV contracts.
  - (c) BVS component scores (CSS, Claims, Rate) assigned to the wrong shipment, market, or channel due to a computer or mathematical error.
  - (d) Delays in the DTS when sufficiently documented.
  - (e) Compelling evidence that loss and/or damage was sustained while in the hands of the DTS.

- (f) Natural Disasters (i.e., blizzards, hurricanes, typhoons, public authority, or negligence of the DOD customer, and/or DOD customer's agent).
- (g) Hostile or warlike action in the time of peace or war.
- (h) Insurrection, rebellion, revolution, civil war, usurped power, or action taken by Government authority in hindering, combating, or defending against such occurrence.
- (i) Strikes, lockouts, labor disturbances, riots, civil commotion, acts of person or persons taking part in such occurrences or disorders.
- (j) Inherent vice of the article or infestation by mollusks, arachnids, crustaceans, parasites or other types of pests, fumigation or decontamination when determined by the government to not be the fault of the TSP.
- (k) Documented vessel breakdown at sea resulting in damage to a shipment.
- (l) Custom delays not the fault of, or caused by, the TSP.

k. SDDC Review of Performance Period BVS Scores:

Comprehensive BVS scores calculated at the end of each performance period (See applicable solicitation/tender) may not be appealed and are not reviewed by SDDC. The exception to this is if it pertains to an error with an appeal or review that was previously granted to a TSP by SDDC and which was subsequently incorrectly calculated by DPS. It is the responsibility of the TSP to identify all scored components associated with a shipment for review by SDDC. Absent this identification, a BVS component must be counted towards a TSP's BVS score for that performance period. If a review of a BVS component score on a shipment(s) is still being undertaken by SDDC at the conclusion of a performance period(s), those BVS component(s) scores must not be counted at the time. After SDDC makes a decision on the review of individual BVS component scores, the component scores must be counted as having occurred during the performance period in which the decision was rendered by SDDC. More specifically, SDDC's decision counts towards the TSP's latest BVS score as the BVS data occurred in the past 12 months.

23. Annual MPS and Participation in the DP3: Prior to each new performance period TSPs with PSs lower than the established MPS are considered ineligible for that new performance period. In addition, at the end of the last performance period of the year, DOD approved TSPs with a PS less than the newly established MPS are not allowed to file rates in any channels in that market for the upcoming annual rate cycle. These TSPs cannot participate in the program, in that market, for one full year, but are allowed to come back into the program in that market as "New Entrants" in the following year's rate filing provided they meet all of the DOD's qualification requirements. Within DPS, new entrants are classified as both new TSPs requesting initial approval, and TSPs requesting re-qualification after prior approval has been revoked. TSPs not qualifying to file rates the previous year due to not meeting the MPS are allowed to participate in rate filing after one year of ineligibility using the previous year's PS. However, if the MPS bar for the next rate filing period is higher than the TSP's PS from the previous year, they are only allowed to file rates and come in to the program as new entrants (see new entrants Paragraph C.24). If the MPS bar for the next rate filing period is higher than the TSP's PS for two years in any four year period, they must be removed from the DOD program for a minimum of two consecutive years.

24. **New Entrants PS:** Within the DPS, new entrants are classified as both new TSPs requesting initial approval, and TSPs requesting re-qualification after prior approval has been revoked. In addition, any TSP not filing rates for three consecutive rate cycles must have its approval revoked, thereby precluding participation in future rate cycles. Any TSP whose approval is revoked in this manner must reapply during a qualification open season as a new entrant to participate again.
- a. **New Entrants Conversion of PS:**
- (1) After a new entrant receives shipments in that market and achieves a statistically valid number of surveys, each new entrant receives an actual CSS which replaces (either partially or fully) the “Administrative PS.” The other portion of the new PS that may replace the Administrative PS is the CS. After a new entrant has participated in the DP3 for 12 months, the CS accounts for 20 percent of the PS and the CSS accounts for 50 percent of the PS. In all cases, the rates submitted by each new entrant establish its RS (30 percent of BVS) per market and per channel. New entrants qualified to participate in the DOD program are allowed to participate in any or all channels for the markets in which they qualify.
  - (2) In the event a new entrant does not receive a statistically valid number of CSSs to obtain an actual CSS score, an SDDC CSR may contact noncompliant members/employees and complete the survey by entering the customer’s responses into DPS. If statistical validity cannot be obtained, supplemental survey scores, based on the Mean for the market, will be added to achieve statistical validity. If the TSP has participated in the program for 12 months, any claims during the previous 12 months result in a new CS. The new CS is combined with the CSS score and the TSP receives a new PS which replaces its administrative PS. SDDC may conduct CSR surveys or assist the TSP in attaining statistical validity utilizing supplemental surveys. This methodology allows TSPs to receive credit for surveys completed and ensures that TSP performance is taken into consideration and BVS methodology retained.

**Table 403-1. Customer Satisfaction Survey**

Customer Satisfaction Survey Response Weighing	Percent to Total Score
Evaluate services provided at origin such as the quality of packing, labeling and organizing: (E = 12, G = 9, S = 6, P = 3, U = 0)	12 percent
Evaluate services provided at origin such as care, courtesy, and attitude of the loading crew: (E = 12, G = 9, S = 6, P = 3, U = 0)	12 percent
Evaluate how satisfied you were with the timeliness of the pickup of your personal property by the Transportation Service Provider: (E = 12, G = 9, S = 6, P = 3, U = 0)	12 percent
Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading, and unpacking: (E = 12, G = 9, S = 6, P = 3, U = 0)	12 percent
Evaluate how satisfied you were with the timeliness of the delivery of your personal property by the Transportation Service Provider (mover)?: (E = 12, G = 9, S = 6, P = 3, U = 0)	12 percent
Evaluate your overall satisfaction with the moving company’s timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact through delivery, to include any follow up?: (E = 40, G = 30, S = 20, P = 10, U = 0)	40 percent
<b>Total</b>	<b>100 percent</b>

**Table 403-2. Minimum Survey Requirements**

Number of Shipments Delivered	Required Number of Surveys	Number of Shipments Delivered	Required Number of Surveys	Number of Shipments Delivered	Required Number of Surveys
1	20	37-38	26	133-139	51
2	20	39-40	27	140-147	52
3	20	41-42	28	148-155	53
4	20	43-45	29	156-165	54
5	20	46-47	30	166-175	55
6	20	48-50	31	176-184	56
7	20	51-53	32	185-196	57
8	20	54-56	33	197-208	58
9-10	20	57-58	34	209-222	59
11	20	59-62	35	223-237	60
12	20	63-65	36	238-253	61
13-14	20	66-68	37	254-271	62
15	20	69-72	38	272-292	63
16	20	73-75	39	293-314	64
17-18	20	76-79	40	315-340	65
19	20	80-83	41	341-370	66
20-21	20	84-88	42	371-403	67
22-23	20	89-92	43	404-443	68
24	20	93-97	44	444-489	69
25-26	20	98-102	45	490-544	70
27-28	21	103-107	46	545-611	71
29-30	22	108-113	47	612-694	72
31-32	23	114-119	48	695-734	73
33-34	24	120-125	49	> 735	10 percent of shipments
35-36	25	126-132	50		

**Table 403-3. Claims Score**

Section	Measure	Definition	Metric	Value	Percent of BVS
A	Average Days to Dispose of Claim	Days from Filing to Disposal of the Claim	Average Days	15 points	three percent
B	Late Payment	Percent reporting payment not received within 30 days	Percent Late	15 points	three percent
C	Percentage of Over-Aged Claims	Percent of claims "Not Disposed" within 60 Days	Percent Over-aged	15 points	three percent
D	Success in Diverting Claims from Services	Percent of Total Claims Submitted to MCO	Percent Not Diverted	15 points	three percent
E	Customer Satisfaction with TSP's handling of the Claims Process Prior to Payment	Measure of "how satisfied" members/employees are with each TSP's handling of claims prior to payment.	Average Satisfaction Score	40 points	eight percent
<b>Total CS</b>				<b>100 Points</b>	<b>20 percent</b>

**Table 403-4. Metric Calculation Process**

	Date Claim was Disposed	Days to Disposal
15-May	1-July	47
17-May	1-July	45
19-May	1-July	43
15-June	5-July	20
23-May	5-July	43
25-May	5-July	41
27-May	5-July	39
29-May	5-July	37
17-June	22-July	35
2-June	5-July	33
25-June	16-July	21
6-June	16-July	40
20-February	16-July	146
10-June	22-July	42
12-June	22-July	40
14-June	23-July	39
15-April	24-July	100
18-June	2-July	14
20-June	30-July	40
22-June	10-July	18

**Table 403-5. Late Payment Award Points**

Percent Late Payment	Award
0	15
> 0 - < 0.5	12.86
> = 0.5 - < 1.0	10.71
> = 1.0 - < 1.5	8.57
> = 1.5 - < 2.0	6.43
> = 2.0 - < 2.5	4.29
> = 2.5 - < 3.0	2.14
> 3.0	0

**Table 403-6. Example of Claim Disposal Greater Than 60 Days**

Date Filed	Date Disposed	Days to Disposal
15 April	24 July	100
20 February	16 July	146

**Table 403-7. Example of Open Claim Disposal Time at End of Performance Period (See the Applicable Solicitation/Tender)**

Date Filed	Performance Period End	Days to Disposal
25 May	31 July	67

**Table 403-8. Points Assignment**

Percent Over-Aged Claims	Award
0 Percent	15
> 0 Percent or = 1 Percent	13.64
> 1 Percent or = 2 Percent	12.27
> 2 Percent or = 3 Percent	10.91
> 3 Percent or = 4 Percent	9.55
> 4 Percent or = 5 Percent	8.18
> 5 Percent or = 6 Percent	6.82
> 6 Percent or = 7 Percent	5.45
> 7 Percent or = 8 Percent	4.09
> 8 Percent or = 9 Percent	2.73
> 9 Percent or = 10 Percent	1.36
> 10 Percent	0

**Table 403-9. Success in Diverting Claims**

Percent Claims to Services	Award
0 Percent	15
>0 Percent or = 2.5 Percent	13.64
> 2.5 Percent or = 5 Percent	12.27
> 5 Percent or = 7.5 Percent	10.91
> 7.5 Percent or = 10 Percent	9.55
>10 Percent or = 12.5 Percent	8.18
>12.5 Percent or = 15 Percent	6.82
>15 Percent or = 17.5 Percent	5.45
> 17.5 Percent or = 20 Percent	4.09
>20 Percent or = 22.5 Percent	2.73
> 22.5 Percent or = 25 Percent	1.36
>25 Percent	0

**Table 403-10. Survey Response Score**

Excellent	Good	Satisfactory	Poor	Unsatisfactory
100 points	75 points	50 points	25 points	Zero points

**Table 403-11. Total Surveys Score**

TSP SCAC	Applicable Surveys = those that were transferred or disposed	
	Survey	Score
AAAA	Cust 1	75
	Cust 2	100
	Cust 3	50
	Cust 4	25
	Cust 5	100
	Cust 6	75
	Cust 7	75
	Cust 8	50
	Cust 9	75
Survey Totals	9	625
Raw Score	= 625\9	69.44
Weighted Survey Score	= 69.440.4	27.78

**Table 403-12. Total Claims Score**

Measure	Points
Time to Dispose of Claim	5.94
Time to Payment	
Percent of Over Aged Claims	2.73
Success in Diverting Claims from Services	12.27
Customer Satisfaction with Claims Process	27.78

**Table 403-13. Domestic Rate Example**

	dTRC	dSRC	dR1	dR2	dRS RAW	RS
TSP 1	70%	65%	77.78	17.33	95.11	29.72
TSP 2	65%	70%	72.22	18.67	90.89	28.40
TSP 3	65%	65%	72.22	17.33	89.56	27.99
TSP 4	55%	70%	61.11	18.67	79.78	24.93
TSP 5	66^	75%	73.33	20.00	93.33	29.17
TSP 6	72%	60%	80.00	16.00	96.00	30.00
TSP 7	53%	45%	58.89	12.00	70.89	22.15
<b>HIGHEST</b>	<b>72%</b>	<b>75%</b>			<b>96.00</b>	

**Table 403-14. International Rates Example**

	SFR	IRS RAW	RS
TSP 1	\$85	95.97	28.68
TSP 2	\$96	79.41	23.82
Tsp 3	\$86	94.12	28.24
Tsp 4	\$82	100.00	30.00
Tsp 5	\$115	51.47	15.44
Tsp 6	\$125	36.76	11.03
Tsp 7	\$150	0.00	0.00
<b>LOWERS</b>	<b>\$82</b>		

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