

APPENDIX V.F.3

INTRA-COUNTRY (ICM) TRANSPORTATION SERVICE PROVIDER (TSP) BEST VALUE SCORE (BVS)

A. OVERVIEW

This section describes the BVS methodology processes by which the Defense Personal Property Program (DP3) executes Intra-Country Moves (iCM). iCM is code of service (COS) C, under the International Household Goods (iHHG) market in the International Program.

For the Best Value (BV) traffic distribution methodology, the Transportation Service Provider (TSP) screening and qualification is part of a separate process. The results of the screening and qualification process provide TSPs that have met the regulatory requirements, are financially healthy, and are qualified to move shipments in the DP3. Additionally, TSPs meeting the Minimum Performance Score (MPS) and filing acceptable rates are eligible to receive Best Value shipment awards. For more information on MPS see Attachment U.E, Minimum Performance Score.

The DP3 BV traffic distribution methodology consists of separate but consistent mathematical calculations to measure performance and rates in domestic and international traffic. All calculations use quantifiable data obtained from TSP input, extracts from government systems (e.g., DPS) and customer surveys. The methodology includes the ability to modify the Best Value performance and Rate Score (RS) weightings without the need to change the mathematics associated with the sub-processes.

B. BEST VALUE METHODOLOGY

The Best Value methodology distributes shipments using the BVS, which includes a Performance Score (PS) which is 70 percent of the BVS; and a Rate Score (RS) the remainder 30 percent of the BVS.

C. BEST VALUE SCORE

DP3 uses Best Value to distribute traffic to TSPs. The Best Value methodology includes a Performance Score and a Rate Score.

1. Performance Score (PS). The PS for iHHG shall be calculated according to the following weighted evaluation criteria according to the respective weight assigned to each factor:
 - a. Customer Satisfaction Survey Score (CSS) 50%,
 - b. Claim Score (CS) 20%.

The CSS is one of the primary sources of performance data used to determine the quality of the services received by the customer, as well as for its use as weighted performance evaluation criteria for calculating each TSP's BVS. Each customer relocating under the DOD Program is counseled on the importance of completing the CSS on the web upon delivery of each shipment moved.

2. Rate Score (RS). RS is 30 percent of the BVS. TSP's Rate Score is calculated for each and every rate filed, based on channel and code of service.
3. Best Value Score for New Entries. Will be treated the same as TSPs lacking a statistically valid survey results.

D. CUSTOMER SATISFACTION SURVEY SCORE (CSSS)

The CSSS is calculated in two different ways having a dependence on a statistically valid number of surveys returned.

1. **Statistically Valid Number of Surveys:** For TSPs having a statistically valid survey results, DPS calculates the raw PS by determining the average survey score. If there are the required number of surveys for each TSP in each market, DPS calculates the raw PS by summing the survey scores for each TSP in each market and dividing by the number of surveys in each market. The resultant average survey score is the raw PS. DPS then determines the weighted PS by multiplying the raw PS by 0.5. DPS provides TSPs with CSS reports identifying the number of shipments delivered by the TSP and the number of surveys completed by zone. This report indicates real-time CSS scores in each market; it also provides details on each survey completed. This report is provided for TSPs to review their CSS scores and improve the move quality. [Figure V.F.3-1](#) below provides an example of how the CSS score is computed by market.

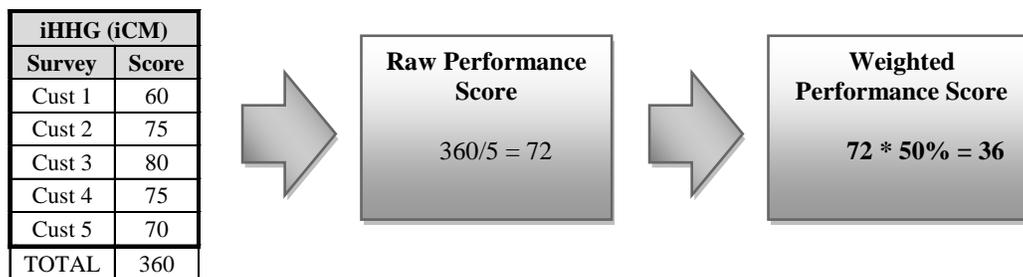


Figure V.F.3-1. Example of CSSS Calculation for a Single Market

2. **Lack of Statistically Valid Survey Results.** If a TSP moved shipments during the evaluation period but does not have a statistically valid number of surveys completed, the previous PS carries over. Alternatively, a TSP may reach statistical validity by having an SDDC Customer Service Representative contact noncompliant customers and complete the survey by entering customer’s responses into DPS. Lack of valid survey results is considered a system problem, for which the TSP is not be penalized. If a TSP was not offered any shipments during the evaluation period, the supplemental neutral scores will be utilized, which will be the mean CSS of the market.

E. CLAIMS SCORE

The CS is the second source of data used to determine the performance portion of each TSP’s BVS. A customer must be counseled to complete any required claims in DPS. The CS is computed by market. The CS is calculated on a 100-point scale, and makes up 20 percent of the BVS. To calculate the CS at the end of each evaluation period, the performance of a TSP in each of the areas below is measured.

1. Number Of Days The TSP Needed To “Dispose” Of Claim
2. Late Payment
3. Percentage Of Over-Aged Claims
4. Success In Diverting Claims From Military Claims Office (MCO)
5. Customer Satisfaction With Claims Process

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.

1. 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.
 - a. TSP Actions:
 - (1) 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.
 - (2) 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.
 - b. 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 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.
 - (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 are paid, repaired, or replaced by the TSP as agreed and the impasse items are addressed by the Services.
 - (3) Disposition Date: There is 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. Data is based on all claims disposed within the previous twelve (12) months by market. The CS is calculated using rolling twelve (12) months of data, which is the same time period used in calculating the PS. The data source is the date filed by the customer and date disposed fields from DPS.
 - (4) Universe: All claims disposed within the previous twelve (12) months by market. The CS is calculated using rolling twelve (12) months of data, which is the same time period used in calculating the Performance Scores.

- (5) Data Source: Date Filed by the customer and Date Disposed fields from DPS as indicated by the scenario above.

(a) Calculation:

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 twelve months.
2. Determine the average of the values calculated in step (a) 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 V.F.3-6 shows the metric calculation process for a nominal TSP. This TSP disposed of 20 claims during the previous twelve months.

1. Subtract Date Filed from Date Disposed to determine Days to Disposal for all claims disposed during the previous twelve months:
2. Determine the average of the values calculated in step (a) above. This value is the metric for Time to Dispose of Claim for that TSP:

Sum = 883 Average = 883/20 = 44.15 days the metric value for this TSP is 44.15 days.

(b) Points Assignment:

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

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

TSPAvg = Average Days to Disposal for a given TSP 15

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.

2. 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 Electronic Mail (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 twelve 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 twelve 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 twelve 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 twelve 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 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.

- 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 twelve months where the date is greater than 30 days prior to last date of the performance period.
 - (3) Divide the results of step (a) above by the results of step (b) above and multiply by 100 to determine the reported percent of claim settlement checks not received within thirty days.

This metric measures the number of settled claims not paid within thirty 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 thirty days of settlement. (Non-responses are treated as positive responses.)
- (2) Determine the total number of claims settled within the previous twelve months (data from DPS) where the settlement date is greater than 30 days prior to last date of the performance period. This TSP settled 100 claims meeting the above criteria.
- (3) Divide the results of step (a) above by the results of step (b) above and multiply by 100 to determine the reported percent of claim settlements not received within thirty days.

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

The metric value for this TSP for Late Payment is 4 percent.

- e. **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 V.F.3-7](#). A TSP with zero percent reported late payments earns the full award points.

A TSP with greater than 3 percent reported late payments earns no points. The example TSP with 4 percent late payments earns 0 points.

3. **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 twelve months, and all open claims that have been open longer than 60 days. All data is derived from DPS and includes the date filed and date disposed fields for all claims disposed during previous twelve months as well as date filed and performance period end date 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 twelve 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 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.

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.

- e. Data Source: Date Filed and Date Disposed fields for all claims disposed during the previous twelve months as well as Date Filed and Performance Period End Date for all open claims. All data is derived from DPS. The term disposal does not include actual completed repairs or actual payment

f. Calculation:

For each TSP, determine the percent of claims not disposed within 60 days by the following steps:

- (1) For claims disposed during the previous twelve 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, 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 twelve months and the total number of claims open at the end of the performance period.

- (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.

This metric measures the percent of claims not meeting disposal standards.

- (1) For claims disposed during the previous twelve 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 V.F.3-2](#) shows the calculation process.

- (2) [Table V.F.3-3](#) shows the calculation process for all claims that were open at the end of the performance period, 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 and had been open for greater than 60 days.

- (3) Determine the total number of claims disposed of during the previous twelve months and the total number of claims open at the end of the performance period.

This TSP disposed of 20 claims during the previous twelve months, and had 15 claims open at the end of the performance period 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:

$$0.0857 * 100 = 8.57\%$$

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

- g. [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 V.F.3-8](#).

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.

4. [Success in Diverting Claims from Military Claims Office \(MCO\)](#):

- a. [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.
- b. [Universe](#): All claims submitted in DPS during the previous twelve months by market (dHHG, iUB, iHHG).
- c. [Data Source](#): DPS tracks all claims that were transferred to the MCO.

- d. **Calculation:** Determine percent of claims submitted to a MCO by the following steps:
- (1) Determine the number of claims transferred to a MCO in DPS over the previous twelve months.
 - (2) Determine the total number of claims submitted over the previous twelve months.
 - (3) Divide the results of step (1) above by the results of step (2) above and multiply by 100. The result is the percent of claims submitted to the MCO.

[Table V.F.3-9](#) shows the calculation process for a nominal TSP:

- (1) Determine the number of all claims sent to the MCO in DPS over the previous twelve months.
This TSP had 5 claims sent to the MCO.
- (2) Determine the total number of claims submitted over the previous twelve months. This TSP had 100 claims submitted in the last twelve months.
- (3) Divide the results of step (2) above by the results of step (2) above and multiply by 100. The result is the percent of claims submitted to the MCO.

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

This TSP had 5 percent of claims submitted to the MCO. The metric value for Success in Diverting Claims from Services for this TSP is 5 percent

- e. **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 V.F.3-8](#).

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 5 percent claims to the MCO earns 12.27 points.

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

- a. **[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 twelve 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.

- b. **Universe:** All claims settled or transferred during the previous twelve months by market (dHHG, iUB, iHHG).
- c. **Data Source:** All data comes from DPS.
- d. **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 V.F.3-9](#).

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 V.F.3-11](#).

- e. **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 V.F.3-11](#) shows the calculation process for a nominal TSP.

6. **CS:**

The CS is the sum of the values awarded for each of the five metrics. [Table V.F.3-12](#) shows the calculation for the nominal TSP covered above:

As the CS is 20 percent of the BVS, this CS contributes 9.74 points towards that TSP’s BVS.

A TSP with zero claims would earn a CS of 100 and contribute the full 20 points towards that TSP’s BVS.

- a. **Claims Score Calculation:** The table below shows the metric calculation process as performed by DPS.

Table V.F.3-1. Claims Score Calculation Matrix

SECTION	MEASURE	DEFINITION	METRIC	VALUE	% OF BVS
A	Average Days to Dispose of Claim	Days from Filing to Disposal of the Claim	Average Days	15 points	3 %
B	Late Payment	Percent reporting payment not received within 30 days	% Late	15 points	3 %
C	Percentage of Over-Aged Claims	Percent of claims “Not Disposed” within 60 Days	% Over-aged	15 points	3 %
D	Success in Diverting Claims from Services	Percent of Total Claims Submitted to MCO	% Not Diverted	15 points	3 %
E	Customer Satisfaction with TSP’s handling of the Claims Process Prior to Payment	Measure of “how satisfied” customers are with each TSP’s handling of claims prior to payment.	Average Satisfaction Score	40 points	8 %
Total CS				100 Points	20%

F. RATE SCORE (RS)

The RS is 30 percent of the total BVS. While the PS is calculated based on the shipment market, the TSP’s Rate Score is calculated for each and every rate filed, based on channel and code of service. TSPs will file rates for the program they wish to participate, either domestic or international. The international program has iHHG rates for shipment codes 3, 4, 5, 6, C, and T, and iUB rates for shipment codes 7, 8, and J. RSs are established for every code of service in every channel for all markets. Both programs use the Single Factor Rate (SFR) filed to determine a TSP’s rate. The SFR filed determines a TSP’s rate. The rate scoring methods are explained below.

- 1. **Single Factor Rates.** The RSs for TSPs are based on SFRs based on two SFRs provided by the TSPs once annually, by channel, by code of service. 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 code of service 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

2. **Computing Rate Scores.** All TSPs submit SFRs bid by code of service 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 code of service and channel combination. DPS applies the following equation to each acceptable bid to determine the RS portion of the BVS.

$$iR1 = 100 - \left[100 \times \left(\frac{iTRC_{\text{transportation provider}} - LR_{\text{all transportation providers}}}{HR_{\text{all transportation providers}} - LR_{\text{all transportation providers}}} \right) \right]$$

3. **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 Traffic Distribution Lists. 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 zero and one hundred.

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 performance score (CSS and CS), plus the weighted RS. Since the scores are scaled from zero to one hundred, the resultant BVS results in a score that is between zero and one hundred.

Best Value Score = (70%) Performance Score + (30%) Rate Score

Performance Score = Customer Satisfaction Survey Score (CSSS) weighted at 50%
+ Claims Score weighted at 20%

The Rate Score weighted at 30%

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

$$\begin{aligned} 50\% * 100 &= 50 \text{ (Performance Score)} \\ +20\% * 100 &= 20 \text{ (Claims Score)} \\ +30\% * 100 &= 30 \text{ (Rate Score)} \\ = & 100 \text{ (Best Value Score)} \end{aligned}$$

Given a CSS score of 70, A Claims Score of 66, and a Rate Score of 80 the calculation would be as followed;

$$\begin{aligned} 50\% * 70 &= 35 && \text{(Performance Score)} \\ +20\% * 66 &= 13.2 && \text{(Claims Score)} \\ +30\% * 80 &= 24 && \text{(Rate Score)} \\ = & && 72.2 \text{ (Best Value Score)} \end{aligned}$$

4. Performance Periods. The performance periods over which TSPs are evaluated:

1 January to 14 May 15 May to 31 July	1 August to 30 September 1 October to 31 December
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The performance periods listed above are effective for the first year of Phase III of the DP3 program. For any updates to performance periods, see Item 220 in the International Tender.

Table V.F.3-2. 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 V.F.3-3. 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 V.F.3-4. CSS Score Example

TSP SCAC	dHHG		iHHG		iUB	
	Interstate		Code 3		Code 7	
	Survey	Score	Survey	Score	Survey	Score
AAAA	Cust 1	60	Cust 1	80	Cust 1	65
	Cust 2	75	Cust 2	75	Cust 2	75
	Cust 3	80	Cust 3	80	Cust 3	90
	Cust 4	75			Cust 4	80
	Cust 5	70	Code 4		Cust 5	85
			Cust 1	75		
	Intrastate		Cust 1	75	Code 8	
	Cust 1	75	Cust 3	65	Cust 1	75
	Cust 2	80			Cust 2	75
			Code 5		Cust 3	70
				0	Cust 4	80
			Code 6		Cust 5	75
			Cust 1	75		
			Cust 2	70	Code J	
			Cust 3	80	Cust 1	75
					Cust 2	70
			Code T			
				0		
Survey Totals	7	515	9	675	12	915
Raw CSS Score	= 515/7	73.57 pts	= 675/9	75 pts	= 915/12	76.25 pts

Table V.F.3-5. Claims Score

Section	Measure	Definition	Metric	Value	% of BVS
A	Average Days to Dispose of Claim	Days from Filing to Disposal of the Claim	Average Days	15 points	<u>3 %</u>
B	Late Payment	Percent reporting payment not received within 30 days	% Late	15 points	<u>3 %</u>
C	Percentage of Over-Aged Claims	Percent of claims "Not Disposed" within 60 Days	% Over-aged	15 points	<u>3 %</u>
D	Success in Diverting Claims from Services	Percent of Total Claims Submitted to MCO	% Not Diverted	15 points	<u>3 %</u>
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	<u>8 %</u>
		Total CS		100 Points	<u>20%</u>

Table V.F.3-6. Metric Calculation Process

Date Claim was Filed	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 V.F.3-7. Late Payment Award Points

% 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 V.F.3-8. Points Assignment

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

Table V.F.3-9. Success in Diverting Claims

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

Table V.F.3-10. Survey Response Score

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

Table V.F.3-11. 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 V.F.3-12. 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
Raw CS	48.72
CS Contribution to BVS (48.72 x 20%)	9.74

Table V.F.3-13. 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
HIGHEST	72%	75%			96.00	

Table V.F.3-14. 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
LOWERS	\$82		
HIGHEST	\$150	100.00	

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