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# USTRANSCOM

UNITED STATES TRANSPORTATION COMMAND



*Welcome!*

Defense Personal Property – Global Household Goods Contract (GHC) Program Update

Defense Personal Property Management Office, USTC/J9

1 Nov 23



# AGENDA (1 NOV/1515-1615 EST)

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Topic	Lead Briefer(s)
Opening / Remarks	Lt Col Honeycutt
FAR Based Contract Primer	Lt Col Honeycutt
Phase In Plan <ul style="list-style-type: none"><li>- By timeline and locations</li><li>- Sort Tool</li></ul>	Lt Col Honeycutt Ms. Aysu Cesmbasi
How HomeSafe Will Be Evaluated <ul style="list-style-type: none"><li>- MilMove (primary tool for QAEs)</li><li>- KPIs</li></ul>	Mr. Dan Schuster/Lt Col Honeycutt
Customer Satisfaction Survey – How Industry Will Be Evaluated <ul style="list-style-type: none"><li>- Industry partners evaluated for the portion of the move they service</li><li>- Drivers, packers, overall communication, etc.</li></ul>	Mr. Daniel Martinez
Educating/qualifying the DOD workforce	Dr. André Kok
General Customer Communication About GHC	Dr. André Kok
Customer Communication at Phase In Locations (installation level outreach)	Dr. André Kok
Q&A	Ms. Melissa Jordan



# FAR BACKGROUND

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- Federal Acquisition Regulations (FAR):
  - primary regulation for use by all executive agencies in their acquisition of supplies and services
  - contains standard solicitation *provisions*
  - contains contract *clauses* that govern performance and administration of contracts
  - promotes uniformity among all executive agencies



# GHC CONTRACT TYPE

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- Single Award, Fixed-Price with an Economic Price Adjustment (EPA), Indefinite Delivery, Indefinite Quantity (IDIQ) Contract
  - One Contractor
  - Fixed prices based on the Performance Work Statement and all attachments
  - Prices adjusted annually using the EPA detailed in the contract
  - Estimated quantities included in the contract, but actual number of shipments will vary



# GHC CONTRACT SPECIFICS

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- Service Contract Act applies
  - Dept of Labor responsible for enforcement and interpretation
- Small Business Subcontracting Requirements
- Performance Work Statement
- Performance Requirements (Service Delivery Summary)
  - On-time performance, claims resolution, customer satisfaction, etc.
- Requirements Changes Require Bilateral Agreement
- Privity of Contract only with the Prime Contractor (HomeSafe)



# GHC TRANSITION TIMELINE

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2023

2024

Oct

Nov

Dec

Jan

Feb

Mar

Apr

May

Jun

Jul

Aug

← Systems Testing →  
Next Testing Iteration:  
(T) 13-17 Nov

Conditions Based Phase-In of Domestic HHGs & PPMs

2024 Peak Moving Season

## Phase-In Targets at Initial Locations

	Dec	Jan	Feb	Mar	Apr
% of Total Volume	2.2%	2.6%	3.5%	2.7%	2.3%
2022 Historical Shipment Data	227	228	296	275	222
GHC Shipment Goals	~75-200	~200-300	~300-400	~300-400	~400-500

- Decision point on volume will be made mid-Feb 2024, prior to peak season.

- Conditions Based Phase-In of International HHGs Starting Sep '24

- GHC Shipment Goals are the approximate number of shipments we will look to award to HomeSafe
- These moves will take place at previously identified locations
- We will continue with shipments at the initial locations until MilMove and HomeSafe Connect functionality supports adding additional volume and locations

*\*PREDECISIONAL, SUBJECT TO CHANGE\**



# GHC INITIAL LOCATIONS

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Zip 3s	Service Area	Name	Service	GBLOC	City	State	Postal Code
921	077	PPPO San Diego - USN	USN	LKNQ	San Diego	CA	92140
921	077	JPPSO - South West (LKNQ) - USN	USN	LKNQ	San Diego	CA	92136
235	816	CPPSO Norfolk (BGNC) - USN	USN	BGNC	Norfolk	VA	23510
237	816	PPPO Base Portsmouth - USCG	USCG	BGNC	Portsmouth	VA	23707
984	840	JPPSO - North West (JEAT) - USA	USA	JEAT	JB Lewis-McChord	WA	98433
984	840	PPPO JB Lewis-McChord (Fort Lewis) - USA	USA	JEAT	JB Lewis-McChord	WA	98433
984	840	PPPO McChord Field - USA	USA	JEAT	JB Lewis-McChord	WA	98438
285	576	PPSO DMO Camp Lejeune - USMC	USMC	CNNQ	Camp Lejeune	NC	28547
920	076	PPSO DMO Camp Pendleton - USMC	USMC	USMC	Camp Pendleton	CA	92055
983	840	PPPO NAVSUP FLC Puget Sound - USN	USN	JEAT	Silverdale	WA	98315
982	832	PPPO NAVSUP FLC PS Everett - USN	USN	JEAT	Everett	WA	98207
982	832	PPPO NAVSUP FLC PS Whidbey Island - USN	USN	JEAT	Oak Harbor	WA	98278

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## *GHC Sort Tool*

*Ms. Aysu Cesmebasi, TCJ9-ID  
Defense Personal Property System*



# **SORT PAGE & TOOL PURPOSE**

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**Allows the Department to deliver key capabilities:**

- 1) A method to meet customers where they enter the Defense Personal Property Program**
- 2) A GHC sort tool that supports a “Conditions-based phase-in” scaling (MilMove and HomeSafe Connect readiness, training, etc.) - controls volume and scope; eventually scale up to implement all domestic & international**

**Customers eligible for movement under the Global Household Goods Contract (GHC) will be redirected to the appropriate location (MilMove or Homesafe Connect) by way of updating the DPS Landing Page (<https://dps.move.mil/cust/standard/user/home.xhtml>)**

*Goal: Support the transition to GHC for HHG users*



# SORT PAGE IMPLEMENTATION

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## Current Page DPS Landing Page

Welcome to DPS Landing Page

### Outages

In order to provide a predictable maintenance schedule to DPS users worldwide, the DPS PMO will be taking the DPS application offline starting at 1900 Central Time on Friday nights. The application will return to service once maintenance activities are completed. The specific times of scheduled maintenance will be identified in the DPS Advisory messages released by the TCJ9 prior to any activity.

### Notices

If you are a customer moving during Peak Season 15 May - 30 Sep, please request your move in DPS as soon as possible after receiving your PCS orders. Once your shipment has been awarded it will be reflected in DPS and the moving company should contact you within three calendar days of shipment award, and confirm an agreed upon pickup date inside the 7-day spread (in writing).

Effective Nov 1, 2021 - Move.mil has closed and all online moving support can now be found via the new Moving Your Personal Property Landing Page on MilitaryOneSource.mil. Make sure to bookmark or save the link to your favorites for easy access. <https://www.militaryonesource.mil/personalproperty>.

We realize our customers have various browsers, operating systems, and devices available to them. In order to have the best experience when interacting with DPS, Chrome is the preferred browser using a laptop or desktop device. Customers can use Other Browsers or Devices, however, certain aspects of the application may encounter issues. The program is working to provide maximum browser flexibility.

### Application Notices

For system questions or support, please contact the System Response Center (SRC) via 1-800-462-2176 or [usarmy.scott.sddc.mbx:g6-src-dps-hd@army.mil](mailto:usarmy.scott.sddc.mbx:g6-src-dps-hd@army.mil). For OCONUS users, please contact your local operator for DSN dialing instructions.

### DPS Login Options

#### Customer

(I need to ship Personal Property)

Register as a Customer

Log in with Certificate

Log in with User Id

Forgot Password?

#### Supporting Role

(DOD Personnel in the DP3 Enterprise and TSPs)

Register in a Supporting Role

Log in with Certificate

Log in with YubiKey

Log in to ETOPS with Certificate

### PII Disclaimer

This system contains information which must be protected IAW AR 340-21, The Army Privacy Program; Department of Defense (DoD) Directive 5400.11, DoD Privacy Program; The Privacy Act of 1974 as amended applies, and it is Controlled Unclassified Information (CUI). It must be protected or privacy act information removed prior to further disclosure.



# SORT PAGE IMPLEMENTATION

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## New Transition Page

Supporting Role half of page disappears after initial customer selects Radio button

DPS Login Options

### Customer

(I need to ship Personal Property)

This is for a:

- New Shipment
- Shipment already in DPS
- Shipment already in MilMove
- Shipment already in HomeSafe Connect

Next

### Supporting Role

(DOD Personnel in the DP3 Enterprise and TSPs)

Register in a Supporting Role

Log in with Certificate

Log in with YubiKey

Log in to ETOPS with Certificate

PII Disclaimer



# SORT PAGE IMPLEMENTATION

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## OCONUS shipment sort to DPS

Any “No”  
response here will  
send customer to  
DPS when they  
click “Next”

### DPS Login Options

#### Customer

(I need to ship Personal Property)

Enter your requested pickup date

21 Aug 2023



Is your shipment being picked up in a CONUS location?

Yes  No

Is your shipment being delivered in a CONUS location?

Yes  No

[< Previous](#)

[Next >](#)



# REMAINING UNSUPPORTED SHIPMENT TYPES

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- Order of questions is critical- Questions appear one at a time
- Any “Yes” response\* sends customer to DPS \*except the first question
- Page only shows next question if customer is still eligible for MilMove
- Questions will be removed as MilMove capability increases

Order	Question	Route Logic
1	Do you have <b>a delivery address</b> or plan to have a door to door move without a need for storage in transit?	No sends to DPS
2	Do you anticipate you will require <b>a new crate built</b> (larger than 44 inches in length, width or height) for this move?	Yes sends to DPS
3	Are you requesting placement <b>into non-temporary storage</b> ?	Yes sends to DPS
4	Are you requesting <b>release</b> of a shipment that was previously placed into <b>non-temporary storage</b> ?	Yes sends to DPS
5	Is this shipment a <b>safety move</b> (personal safety or victim protection)?	Yes sends to DPS
6	Is this shipment for a <b>deceased service</b> member or employee, or a <b>wounded warrior</b> ?	Yes sends to DPS
7	Do you anticipate having <b>more than 2 pickups locations</b> (Office, residence) or more than 2 delivery locations (Office, residence)?	Yes sends to DPS
8	Is this shipment for a <b>boat over 14 ft</b> ?	Yes sends to DPS
9	Is this shipment for a <b>mobile home</b> ?	Yes sends to DPS



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## *MilMove / GHC Implementation*

*Dan Schuster  
MilMove Branch*



# MILMOVE OVERVIEW

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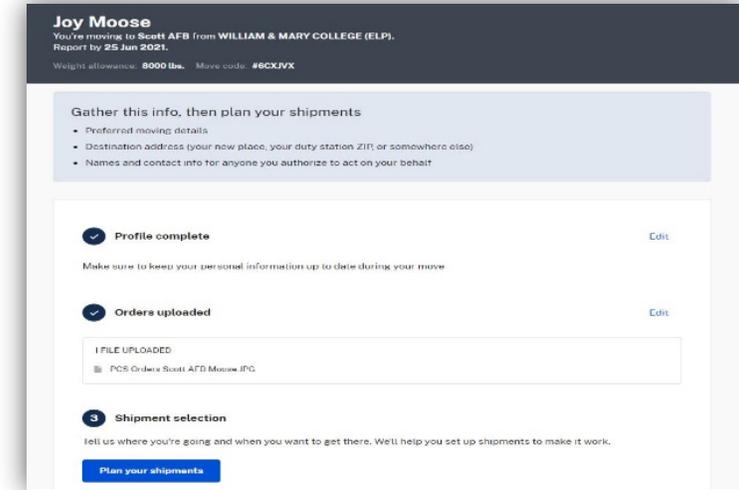
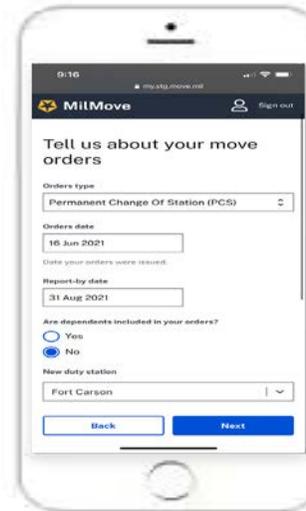
**Background:** MilMove is being developed as the government system that service members and other customers will use to request their move in alignment with the Global Household Goods Contract (GHC). MilMove is being built on modern web-based technology.

Laptop/Desktop View:

## Key MilMove Capabilities:

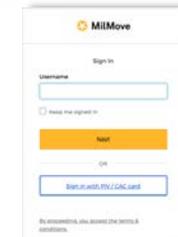
- **Onboarding** – Quickly set up account from any device—including mobile phone. DOD Counselors can update entitlements information and other move information for the customer during counseling process.
- **Personally-Procured Moves (PPM):** MilMove will also support PPMs (DITYs) for Service members electing to move some or all of their personal property themselves.
- **Task ordering in a DoD system (Ordering)** – MilMove will order services from the GHC prime contractor for customers.
- **Managing payment requests in a DOD system (Invoicing)** – The GHC prime contractor will submit payment requests for review and approval in MilMove.
- **Quality Assurance Reporting:** Evaluation and incident reports will be entered and managed by MilMove

Mobile View:



Okta

Service Members will log in using Okta, which employs Multi-Factor Authentication (MFA)



## Why This Matters:



• **Contract portability:** Performing core functions in DOD systems prevents overreliance on any single GHC contractor.



• **Customer Outcomes:** While core management functions and customer onboarding are performed in DOD systems, the GHC prime contractor will deliver the majority of 'customer facing' solutions. This approach enables the program to deliver: **a modern, intuitive IT solution for DOD customers with the same level of capability currently available to non-DOD customers in today's commercial market.**



# MILMOVE QUALITY ASSURANCE EVALUATION

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**MilMove**

## Search for a move

What do you want to search for?

Move Code  DOD ID  Customer Name

Search

### Evaluation form

**Evaluation information**

Date of inspection

Evaluation type

Data review  
 Virtual  
 Physical

Time evaluation started

Hours  Minutes

Time evaluation ended

Hours  Minutes

Evaluation location

Origin  
 Destination  
 Other

Violations

Violations observed

No  
 Yes

### Liability

**Loss & Damage**

1.2.6.16.3 Damage Mitigation  
Take reasonable steps to reduce damage (Liability excluded)

1.2.6.16.4 Possible Contamination  
Notify COR of contaminated containers

1.2.6.16.8 Shipment Inspection  
Inspect and remove items of continental value

1.2.6.16.10 Delivery of Remediated Items  
Provide notification and delivery of remediated items

1.2.6.16.11 Customer Elects to Inspect Remediated Items  
Facilitate customer inspection and acceptance of remediated items

1.2.6.16.13 Mold Remediation  
Payment of mold remediation services

1.2.7.2.1 Scope of Liability  
Liability for Full Replacement value

1.2.7.2.2 Claims Settlement  
Respond to claims in a timely fashion

**Inconvenience & Hardship Claims**

1.2.7.2.3 Inconvenience Claim  
Payment for inconvenience claims

1.2.7.2.4 Hardship Expenses  
Pay for customer's hardship expenses due to service failure

**MilMove**

Sullivan, James 87967023

Authorized origin: NS Norfolk | Authorized destination: Fort Bel | Report to date: 31 Aug 2023

Move details | Move task order | Payment requests | Customer support remarks | **Quality assurance** | Move history

### Quality assurance reports

**Counseling QAE reports (1)**

Report ID	Date submitted	Location	Violations	Service backend	
#QA-04344 (SRMF)					<a href="#">Edit report</a> <a href="#">Delete</a>

**Shipment QAE reports (3)**

**HNG Shipment ID #C5014**  
1214 Fort Meade Rd Norfolk, VA 23510 -# 1214 Fort Meade Ave, Lorton, VA 22070

Report ID	Date submitted	Location	Violations	Service backend	
#QA-04073 (SRMF)		Origin	Yes		<a href="#">Edit report</a> <a href="#">Delete</a>

**HNG Shipment ID #B456F**  
1214 Fort Meade Rd Norfolk, VA 23510 -# 1214 Fort Meade Ave, Lorton, VA 22070

Report ID	Date submitted	Location	Violations	Service backend	
#QA-4505E	27 Jun 2023	Destination	No		<a href="#">View report</a> <a href="#">Export</a>
#QA-8366E (SRMF)					<a href="#">Edit report</a> <a href="#">Delete</a>

## Capability

- Designed to address quality at the curb
- Detailed selection of PWS language pertaining to individual customer experience
- Sync with Advana
- Exportable to pdf

## Future Capabilities Roadmap

- QAE schedule integration
- Escalation workflows
- GSR / COR user roles

MilMove QAE Reporting contains detailed information to assist in oversight of performance by individual customer shipment



# TESTING & INTEGRATION

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**Field Testing:** Aug 2022 to Jun 23, conducted field testing of MilMove process from customer request to payment to validate functionality and discover defects, needed capabilities

**Path to GHC End-to-end implementation:** Continue to hold monthly in-person integration conferences with stakeholders, commercial partners to review, define, and prioritize defects, business processes, and systems capabilities needed to achieve milestones for initial “Go Live” and beyond.



JPPSO-South Central, Colorado Springs, CO

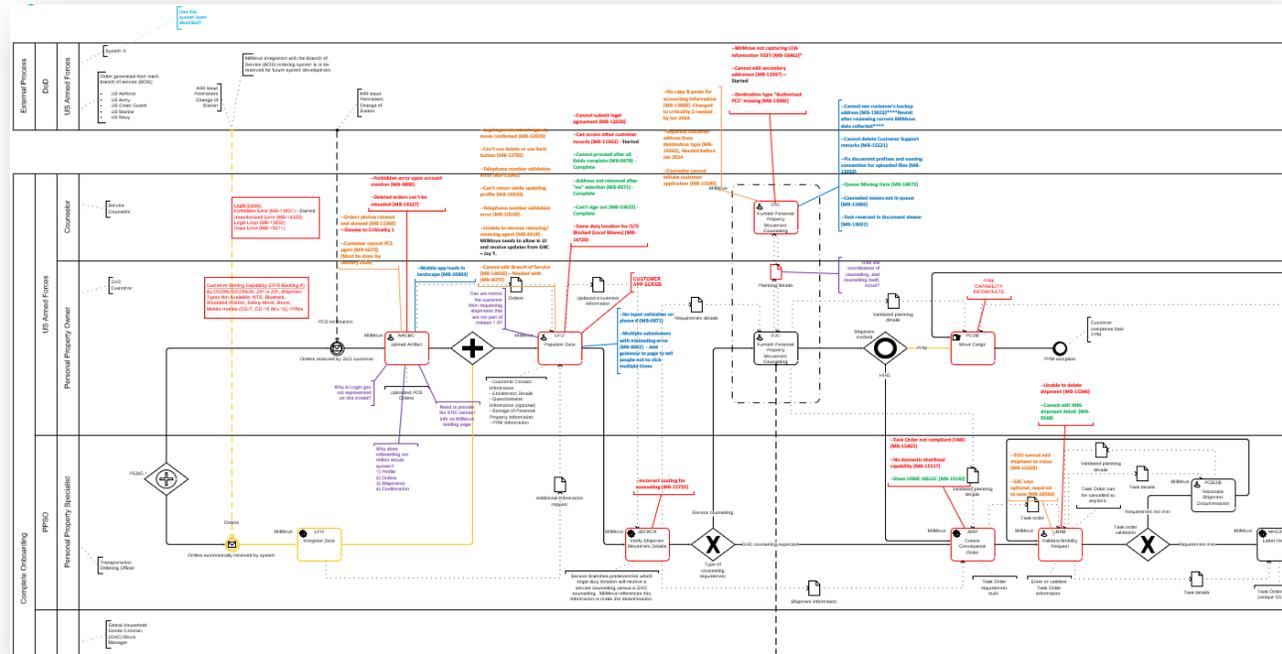


Camp Lejeune, NC

Align issues and process



Refine priorities and business rules

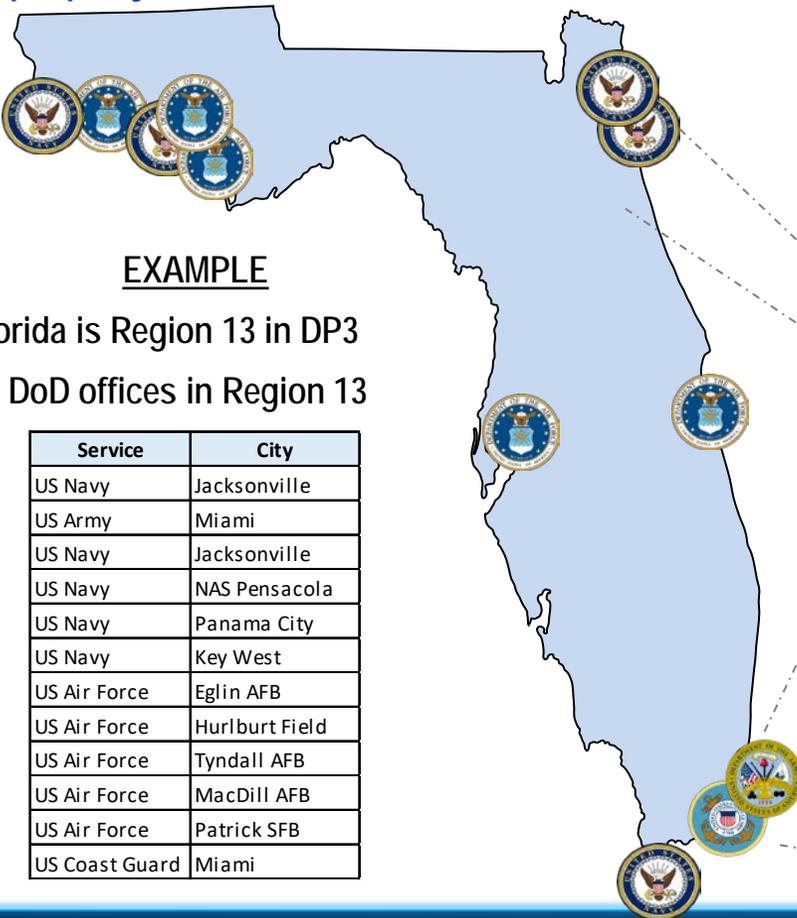


*A process-focused review of issues enables a clearer understanding of system status, risks, and establishment of roadmap priorities*



# GHC OVERSIGHT FRAMEWORK – DOMESTIC EXAMPLE

At full implementation, 174 domestic DoD personal property offices will be transitioned to GHC.



## EXAMPLE

- Florida is Region 13 in DP3
- 12 DoD offices in Region 13

Service	City
US Navy	Jacksonville
US Army	Miami
US Navy	Jacksonville
US Navy	NAS Pensacola
US Navy	Panama City
US Navy	Key West
US Air Force	Eglin AFB
US Air Force	Hurlburt Field
US Air Force	Tyndall AFB
US Air Force	MacDill AFB
US Air Force	Patrick SFB
US Coast Guard	Miami



## Enterprise Level



- 28 Measures included in GHC
- 9 KPIs, 15 deliverables, 4 data pts
- Represent key indicators of service member and family experience
- QASP – 68 key measures
- Formal roles and responsibilities
- Measured and tracked weekly, monthly, quarterly, semi-annually, annually
- Oversight by DoD Governance Council(s)

## Operational Level (JPPSO)

Overlapping Oversight in monitoring GHC KPIs, and QASP using MilMove

## Local / Individual Shipment Level



- QASP – QAE - 32 / 68 “in home” measures
- Formal roles and responsibilities
- Measured using MilMove and tracked at shipment level daily, weekly, monthly, quarterly, etc...

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### USTRANSCOM OVERSIGHT ACTIONS – GHC KEY PERFORMANCE INDICATORS (KPIs)

KPIs: KPIs are critical metrics significantly impacting the moving experience. KPIs are tied to the award terms. Two metrics increase during the base period to allow the contractor time to transition processes and capacity.

Performance Objectives	Performance Threshold (AQL) Year 1 & 2	Performance Threshold (AQL) Years 3-8
Timely scheduling	Counseling and Firm Scheduling (>95% per month) Scheduled pickup spread (>=5% within spread, None outside of 7 days of customer request)	No change
On-Time pickup	>=95% per month, No state/territory or country <80	No change
On-Time delivery	Year 1: >=85% per month, No state/territory or country <80% Year 2: >=91% per month, No state/territory or country <80%	>=95% per month, No state/territory or country <80%
Overall customer satisfaction rating of satisfactory	Year 1: >=91% per month, No state/territory or country <80% Year 2: >=93% per month, No state/territory or country <80%	>=95% per month, No state/territory or country <80%

Performance Objectives	Performance Threshold (AQL) Year 1 & 2	Performance Threshold (AQL) Years 3-8
Claims (<\$1,000): % settled within 30 calendar days	>=90%	No change
All claims: % settled within 60 calendar days	>=95%	No change
U.S. Vessel or aircraft compliance	100% of shipments	No change
System availability	98% per month	No change
Cyber-incident reports	No more than one late cyber-incident report or unreported cyber-incident in a baseline (12) month period.	No change

FPM Paragraph Number	FPM Performance Requirement	FPM Performance Requirement Summary	Party Responsible for Implementation	Scalability Type	Inspection Frequency	Evaluation Type	Evaluation Location
12112	The contractor shall ensure a maximum of 5% percent (5%) of the total acquisition value of the services will be performed under the contract by subcontractors for the business sub-elements. The subcontracting requirements does not apply to Tier 1, Tier 2, and Tier 3 subcontractors. Tier 1 subcontractors are defined as a contract awarded directly by the prime contractor to another contractor to perform services identified herein. Tier 2 subcontractors are defined as a contract awarded by a Tier 1 subcontractor to another contractor for services identified herein. Tier 3 subcontractors are defined as a contract awarded by a Tier 2 subcontractor to another contractor for services identified herein and so on. Only the account cost for the subcontracting does not apply and reported at each tier. Refer to Appendix 5, page 83.4, for reporting requirements.	5% of Total Business Subcontracting Requirements	Subcontractors in DP300 - TBD	Point-to-Point Sampling	Once per Month	N/A	N/A
12113	The contractor shall provide the contractor with the means to track and report on the contractor's performance in meeting dependencies in system performance.	Percent of Subcontractor Data Rate	Lead System COE	Point-to-Point Sampling	Once per Month	N/A	N/A
12114	The contractor's system shall include system failure and disaster recovery capabilities to mitigate dependencies in system performance.	Provide System Failure and Disaster Recovery Capabilities	Lead System COE	Point-to-Point Sampling	Once per Month	N/A	N/A
12115	The contractor's IT system shall system in AWS GovCloud and shall comply with NIST 800-171, DoD Cloud Computing Security Requirements Guide (CSG) for Separable, 1.4 and 1.5, FPM 101-3, 805-107, and the Cybersecurity Maturity Model Certification (CMMC) level 2 to secure Government and contractor data. Contractor's IT system shall provide flexible rules engine and report capabilities. Data shall be processed in less than 60 days with the government's data warehouse.	IT System Security Requirements	Lead System COE	Point-to-Point Sampling	Once per Month	N/A	N/A
12116	The contractor shall provide access to additional information as requested by the government representative.	Provide Flexible Online Query and Report Capabilities	Lead System COE	Point-to-Point Sampling	Once per Month	N/A	N/A
12117	The contractor shall provide an interface with access to all order, fulfillment, and status data associated with the contract on an hourly basis to the government representative.	Additional Information as Requested by the Government Representative	Lead System COE	Point-to-Point Sampling	Once per Month	N/A	N/A
12118	The contractor's IT system shall be secured by the contractor's security management solution for use by both contractors and service providers to ensure a secure authentication and IT related operations. Further, the contractor's IT system shall utilize Cloud Access to Openness (C2O) to ensure it is compliant with the contractor's IT system shall also provide contractors with current photographs of the contractor's IT system shall be provided to the contractor and shall provide the contractor with the capability to access the service provider details.	Introduce with access to all order, fulfillment, and status data	Lead System COE	Point-to-Point Sampling	Once per Month	N/A	N/A
12119	The contractor's IT system shall be secured by the contractor's security management solution for use by both contractors and service providers to ensure a secure authentication and IT related operations. Further, the contractor's IT system shall utilize Cloud Access to Openness (C2O) to ensure it is compliant with the contractor's IT system shall also provide contractors with current photographs of the contractor's IT system shall be provided to the contractor and shall provide the contractor with the capability to access the service provider details.	Use of Open	Lead System COE	Point-to-Point Sampling	Once per Month	N/A	N/A
12120	The contractor's IT system shall provide contractors with current photographs of the contractor's IT system shall be provided to the contractor and shall provide the contractor with the capability to access the service provider details.	Provide Core Photographs and TSP Content	OLE	Periodic Judgmental or Periodic Random Sampling, as appropriate	5% of Applicable Moves per Month in AOR	Physical	Onsite at Destination, as appropriate



# USTRANSCOM OVERSIGHT ACTIONS - QASP

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The Quality Assurance Surveillance Plan (QASP) is the formal document government personnel use to assess contractor performance. GHC Quality Assurance Surveillance Plan (QASP) includes:

- 68 critical items to be regularly surveilled with frequency ranging from 100% of shipments to semi-annually depending on the requirement
- Assigns party responsible for surveillance of each item, surveillance type, and surveillance frequency
- Evaluation method, location, and reporting requirements generated by MilMove (shipment level) and further analyzed with Advana

*Excerpt from GHC QASP*

PWS Paragraph Number	PWS Performance Requirement	PWS Performance Requirement Summary	Party Responsible for Surveillance	Surveillance Type	Surveillance Frequency	Evaluation Type	Evaluation Location
1.2.1.2.2	The contractor shall ensure a minimum of fifty percent (50%) of the total acquisition value of the domestic work performed under this contract be subcontracted to small business subcontractors. This utilization requirement flows down only to Tier 1, Tier 2 and Tier 3 subcontracts. "Tier 1 subcontract" is defined as a contract awarded directly by the prime contractor to another contractor to perform services identified herein. "Tier 2 subcontract" is defined as a contract awarded by a Tier 1 subcontractor to another contractor for services identified herein. "Tier 3 subcontract" means a contract awarded by a Tier 2 subcontractor to another contractor for services identified herein and so on. Only the amount not further subcontracted down can be applied and reported at each tier. Refer to Appendix B, para B.14., for reporting requirements.	50% Small Business Subcontracting Requirements	Somewhere in DPMO - TBD	Periodic Sampling	Once per Month	N/A	N/A
1.2.10.3.	The contractor shall pay all subcontractors the same base rate for moves based on point of origin, distance of move, and tonnage.	Payment of Subcontractor Base Rate	Lead Invoicing COR	Periodic Sampling	Once per Month	N/A	N/A
1.2.2.1	The contractor's system shall include system failover and disaster recovery capabilities to mitigate degradations in system performance.	Provide System Failover and Disaster Recovery Capabilities	Lead Systems COR	Periodic Sampling	Once per Month	N/A	N/A
1.2.2.2	The contractor's IT system shall operate in AWS GovCloud and shall comply with NIST 800-171; DoD Cloud Computing Security Requirements Guide (SRG) for Impact Levels 2, 4 and 5; FIPS 140-2; IRS-1075, and the Cybersecurity Maturity Model Certification (CMMC) level III to secure Government and customer data.	IT System Security Requirements	Lead Systems COR	Periodic Sampling	Once per Month	N/A	N/A
1.2.2.2	Contractor's IT system shall possess flexible online query and export capabilities. Data shall be synced no less than every 12 hours with the government's data warehouse.	Provide Flexible Online Query and Export Capabilities	Lead Systems COR	Periodic Sampling	Once per Month	N/A	N/A
1.2.2.2	The contractor shall provide access to additional information as requested by the government representative.	Additional Information as Requested by the Government Representative	Lead Systems COR	Periodic Sampling	Once per Month	N/A	N/A
1.2.2.2	The contractor shall provide an interface with access to all order, fulfillment, and status data associated with the contract based on the authenticated business partner's role. All data associated with the contract over its lifecycle shall be available for government access in a queryable format.	Interface with access to all order, fulfillment, and status data	Lead Systems COR	Periodic Sampling	Once per Month	N/A	N/A
1.2.2.3	The contractor's IT system shall be secured by Okta's identity management solutions for use by both customers and service providers to ensure a secure authentication for IT-related connections. Further, the contractor's IT system shall utilize Okta's Authority to Operate (ATO) to ensure it is compliant with	Use of Okta	Lead Systems COR	Periodic Sampling	Once per Month	N/A	N/A
1.2.2.3	The contractor's IT system shall also provide customers with current photographs of the crew assigned to each move prior to crew arrival and shall provide customers with the capability to contact the service provider directly.	Provide Crew Photographs and TSP Contacts	QAE	Periodic Judgmental or Periodic Random Sampling, as appropriate	50% of Applicable Moves per Month in AOR	Physical	Origin or Destination, as appropriate
	The contractor's IT system shall provide geofencing tracking services within its mobile application that provides customers with real-time location tracking of the shipment once the supplier is within at least ten (10) miles of the customer's residence. Outside of the at least ten (10) mile radius in which geofencing tracking			Periodic Judgmental or Periodic	50% of Applicable Moves per		Origin or Destination, as

*USTRANSCOM expects to designate ~1,500 GHC personnel globally performing contract surveillance duties.*



# GHC KEY PERFORMANCE INDICATORS (KPIs)

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- KPIs are **critical** metrics significantly impacting the moving experience.
- 2 metrics increase during base period to allow the contractor time to transition processes & capacity.

Performance Objectives	Performance Threshold (AQL) Year 1 & 2	Performance Threshold (AQL) Years 3-8
Timely scheduling	Counseling and Firm Scheduling (≥95% per month) Scheduled pickup spread (≥95% within spread, None outside of 7 days of customer request)	No change
On-Time pickup	≥98% per month, No state/territory or country <80	No change
On-Time delivery	Year 1: ≥85% per month, No state/territory or country <80% Year 2: ≥91% per month, No state/territory or country	≥95% per month, No state/territory or country <80%
Overall customer satisfaction rating of satisfactory	Year 1: ≥91% per month, No state/territory or country <80% Year 2: ≥93% per month, No state/territory or country <80%	≥95% per month, No state/territory or country <80%

Performance Objectives	Performance Threshold (AQL) Year 1 & 2	Performance Threshold (AQL) Years 3-8
Claims (<\$1,000): % settled within 30 calendar days	>90%	No change
All claims: % settled within 60 calendar days	>95%	No change
U.S. Vessel or aircraft compliance	100% of shipments	No change
System availability	98% per month	No change
Cyber-incident reports	No more than one late cyber-incident report or unreported cyber-incident in a twelve (12) month period.	No change

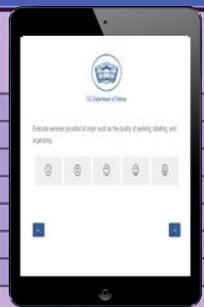
*KPIs are tied to the award terms*



# CSS - CURRENT PROGRAM STRUCTURE

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Survey	Questions	Type	BVS weighting
Counseling	1. How satisfied were you that the counseling fully answered your questions?	Likert Scale	
	2. How satisfied were you with the counseling office's responsiveness?	Likert Scale	
	3. Did you interact with a personal property counselor(s)?	Y/N	
	4. How satisfied were you with the professionalism of the counselor(s)?	Likert Scale	
	5. Please tell us more about your household goods counseling experience.	Comment	
	6. Are you willing to be contacted about your household goods counseling experience?	Y/N	
	7. Did you interact with a personal property counselor in regards to a POV entitlement?	Y/N	
Origin	1. Did a government quality assurance inspector visit or contact you during pack out?	Y/N	
	2. How satisfied were you with the government's quality assurance support at pick up?	Likert Scale	
	3. Regarding the government's quality assurance support during your move, tell us more about your pick up experience.	Comment	
	<b>*4. Evaluate services provided at origin such as the quality of packing, labeling, and organizing.</b>	Likert Scale	2.4%
	<b>*5. Evaluate origin services such as care, courtesy, and attitude of the loading crew.</b>	Likert Scale	2.4%
	<b>*6. How satisfied were you with the timeliness of the pickup of your personal property by the Transportation Provider (mover)?</b>	Likert Scale	2.4%
	7. Regarding your moving experience with the Transportation Provider (mover), tell us more about your pick up experience.	Comment	
	8. Are you willing to be contacted about your origin services experience?	Y/N	
Destination	1. Did a government quality assurance inspector visit or contact you during delivery?	Y/N	
	2. How satisfied were you with the government's quality assurance support at delivery?	Likert Scale	
	3. Regarding the government's quality support during delivery, tell us more about your delivery services.	Comment	
	4. How satisfied are you that the personal property counseling prepared you for your move?	Likert Scale	
	<b>*5. Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading and unpacking.</b>	Likert Scale	2.4%
	<b>*6. How satisfied were you with the timeliness of the delivery of your personal property by the Transportation Provider (mover)?</b>	Likert Scale	2.4%
	<b>*7. How would you rate 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?</b>	Likert Scale	8%
	8. Regarding your moving experience with the Transportation Provider (mover), tell us more about your delivery services.	Comment	
	9. Are you willing to be contacted about your destination services experience?	Y/N	
Claims	<b>*1. Rate your satisfaction with the mover's responsiveness in resolving your claim.</b>	Likert Scale	5%
	<b>*2. Rate your overall satisfaction with the claims settlement offered by the mover.</b>	Likert Scale	5%
	3. Have you, or will you, transfer claim items to the Military Claims Office?	Y/N	
	4. Please tell us more about your claims experience.	Comment	
	5. Are you willing to be contacted about your claims experience?	Y/N	
MCO	1. Rate your satisfaction with the Military Claims Office responsiveness in resolving your claim.	Likert Scale	
	2. Rate your overall satisfaction with the Military Claims Office process.	Likert Scale	
	3. How satisfied were you with the professionalism of the Military Claims Office?	Likert Scale	
	4. Please tell us what went well and how we can improve.	Comment	



## Key points

- **Addition of Claims Satisfaction Survey**
- Survey collected near real time event
  - Feedback throughout move
- Modern platform uses text message, email reminders, automation
- **Unbiased responses**, doesn't rely on customer phone call
- Continuous improvements
  - Reminder cadence updates
  - Survey duration updates
  - Streamlining questions
  - Sentiment analysis
- Syncs to Advana

*The CSS eSurvey provides quality feedback throughout the lifecycle of the shipment.*



# GHC CSS – SCORING EXAMPLE

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Survey	Questions	Type
Counseling	1. Which option best describes your counseling method?	Option Set
	2. Did you interact with a personal property counselor regarding a Privately Owned Vehicle (POV) entitlement?	Y/N
	3. How satisfied were you with the counseling office's responsiveness and professionalism?	Likert Scale
	4. How satisfied were you with the information received through counseling?	Likert Scale
	5. Please tell us more about your household goods (HHG) counseling experience.	Comment
	6. Are you willing to be contacted about your experience?	Y/N
Origin	1. Did a government quality assurance inspector visit or contact you during pack out?	Y/N
	2. How satisfied were you with the government's quality assurance support at pick up?	Likert Scale
	3. Regarding the government's quality assurance support during your move, tell us more about your pick up experience.	Comment
	4. Evaluate services provided at origin such as the quality of packing, labeling, and organizing.	Likert Scale
	5. Evaluate origin services such as care, courtesy, and attitude of the loading crew.	Likert Scale
	6. How satisfied were you with the timeliness of the pickup of your personal property by the Transportation Provider (mover)?	Likert Scale
	7. Regarding your moving experience with the Transportation Provider (mover), tell us more about your pick up experience.	Comment
	8. Are you willing to be contacted about your origin services experience?	Y/N
Destination	1. Did a government quality assurance inspector visit or contact you during delivery?	Y/N
	2. How satisfied were you with the government's quality assurance support at delivery?	Likert Scale
	3. Regarding the government's quality support during delivery, tell us more about your delivery services.	Comment
	4. How satisfied are you that the personal property counseling prepared you for your move?	Likert Scale
	5. Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading and unpacking.	Likert Scale
	6. How satisfied were you with the timeliness of the delivery of your personal property by the Transportation Provider (mover)?	Likert Scale
	7. How would you rate your overall sat with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact thru delivery, to include any follow up?	Likert Scale
	8. Regarding your moving experience with the Transportation Provider (mover), tell us more about your delivery services.	Comment
	9. Are you willing to be contacted about your destination services experience?	Y/N
Claims	1. Rate your satisfaction with the mover's responsiveness in resolving your claim.	Likert Scale
	2. Rate your overall satisfaction with the claims settlement offered by the mover.	Likert Scale
	3. Have you, or will you, transfer claim items to the Military Claims Office?	Y/N
	4. Please tell us more about your claims experience.	Comment
	5. Are you willing to be contacted about your claims experience?	Y/N
MCO	1. Rate your satisfaction with the Military Claims Office responsiveness in resolving your claim.	Likert Scale
	2. Rate your overall satisfaction with the Military Claims Office process.	Likert Scale
	3. How satisfied were you with the professionalism of the Military Claims Office?	Likert Scale
	4. Please tell us what went well and how we can improve.	Comment

## Key points

- White rows counted towards GHC CSS
- Customer voice plays critical role
- **Key Performance Indicator measuring GHC Performance**
- **Results also provided GHC Contractor-continuous feedback on performance success/failures**
- GHC Counseling – includes feedback on this (when ordered)
- Same benefits listed earlier (real time collection, modern platform, unbiased process)
- Continuous improvements
  - Reminder cadence updates
  - Survey duration updates
  - Streamlining questions
  - Sentiment analysis
- Sync to Advana

Likert Scale

1 2 3 4 5

UNSATISFIED
UNSATISFIED
SATISFIED
SATISFIED
SATISFIED

The CSS eSurvey provides quality feedback throughout the lifecycle of the shipment.



# EDUCATING/QUALIFYING THE DOD WORKFORCE

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- Self-paced, on-demand courses
- Courses coordinated w/Services & other SMEs to ensure info is accurate & relevant
- Hosted online on milSuite platform
  - Self-register by visiting <https://www.milsuite.mil/university/ghctraining/>
  - Open to all valid DoD Common Access Card (CAC) holders
  - Offline versions available

<i>Published Courses</i> <a href="https://www.milsuite.mil/university/ghctraining/">www.milsuite.mil/university/ghctraining/</a>	<i># of people who have completed</i>
GHC Foundational Course ("GHC 101")	1898
GHC Contract-Specific Course	1426
GHC Government Surveillance Representative Course	1327
GHC Task Invoicing Officer Course	698
GHC Task Ordering Officer Course	612
GHC Quality Assurance Course	1260
GHC Counselor Course	TBD
GHC Customer Service Representative Course	478

*Standardized Training for DP3 Enterprise*



# GENERAL CUSTOMER COMMUNICATION ABOUT GHC

TOGETHER, WE DELIVER.

## Military OneSource GHC Info Page

- Online Customer Info Hub
- Resources, links, FAQs, etc.

**GHC**  
GLOBAL HOUSEHOLD GOODS CONTRACT

- Program Overview
- Featured Benefits
- Phase-in Dates
- Scheduling Shipments
- Introduction to HomeSafe
- FAQs
- Fact Sheets
- Podcasts

AND MORE...

**MOVING SOON?**

For updates and information about moves under the Global Household Goods Contract (GHC), visit:

[MilitaryOneSource.mil/GHC](https://www.MilitaryOneSource.mil/GHC)

**MILITARY ONESOURCE**

An official Defense Department website | See our network of support for the military community

**MILITARY ONESOURCE** 800-342-9647 | Call Us OCONUS | Call Us TTY/TDD | Live Chat | About Us | Browse By Program/Office | Log In

What can we help you find?

MillLife Topics | I am a... | Benefits & Resources | Confidential Help | In Crisis?

< See All MillLife Guides

Home > Resources > MillLife Guides > Global Household Goods Contract Moves

**MILLIFE GUIDES**

**Global Household Goods Contract Moves**

**IN THIS MILLIFE GUIDE**

- [Overview](#)
- [How the GHC will improve the moving experience](#)
- [Important CONUS and OCONUS transition dates](#)
- [How to schedule a GHC shipment](#)
- [Who is HomeSafe?](#)
- [FAQs](#)
- [Resources, benefits and support services for shipments under the Global Household Goods Contract](#)

**THIS MILLIFE GUIDE IS FOR**  
Military Leader, Service Member, Service Provider, Spouse

**SERVICE BRANCH**  
Army, Marine Corps, Navy, Air Force, Space Force, National Guard, Reserves

**SHARE**

**Overview**

Starting in fall of 2023, the Defense Personal Property Program will begin moving select shipments under the Global Household Goods Contract, or GHC, for Defense Department and Coast Guard personnel and their families.

**How the GHC will improve the moving experience**

Under GHC, a company called HomeSafe Alliance will manage the hundreds of commercial moving companies that pack, ship, and deliver personal property worldwide.

The GHC focuses on improving the tasks associated with the following relocation services:

- Household goods shipments
- Storage-in-transit warehouse services
- Unaccompanied baggage shipments

Some improvements you can expect to see under GHC include:

- **Enhanced Communication:**
  - A HomeSafe customer care representative will be assigned to your account to serve as a single point-of-contact for any questions or concerns throughout your moving experience.
  - You can also expect increased support hours (24-hour, 7-days per week) and decreased wait times when calling (4 minutes or less).

[www.MilitaryOneSource.mil/GHC](https://www.MilitaryOneSource.mil/GHC)



# CUSTOMER COMMUNICATION AT PHASE IN LOCATIONS

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## GHC Customer Communication Toolkit

<https://www.ustranscom.mil/dp3/ghgc.cfm>

### Communication Materials

- Fact Sheets:
  - GHC Overview
  - Scheduling a GHC Shipment
- Program Overview & FAQs
- Overview PPT Slide
- Promo Card with QR Code
- Newsletter/Bulletin Vignettes
- Distribution Letter



**SCHEDULING A GHC SHIPMENT**  
USING NEW ONLINE SYSTEMS: MILMOVE & HOMESAFE CONNECT

Beginning in 2023, the Defense Personal Property Program (DP3) will initiate a phased implementation of the Global Household Goods Contract (GHC), designed to enhance the moving experience for Defense Department and Coast Guard personnel and their families. HomeSafe Alliance (HomeSafe) is the GHC program's contracted company for managing household goods, unaccompanied baggage, and storage-in-transit warehouse services. In addition to increased performance standards under GHC, new online systems will provide the opportunity to oversee your move in a whole new way, making it easier than ever before to manage your shipments.

**READY TO REQUEST A SHIPMENT?**

MILMove and HomeSafe Connect are the two new online systems you will use in place of the Defense Personal Property System (DPS) for shipments under GHC. Both systems can be accessed using a desktop or handheld device.

**1 CREATE A CUSTOMER ACCOUNT IN MILMOVE**

Visit MilitaryOneSource.mil/personalproperty after receiving your PCS orders and click on the DPS link. When the GHC phase begins, you will be presented with a series of questions on screen to determine if your new move will be carried out under GHC or the legacy program. If your new shipment qualifies to move under GHC, you will be automatically directed to DOD's new system - MILMove. You will use MILMove to submit your initial shipment requests. After creating an account and importing your information, you will see a confirmation page with details about your request, including a Move Code assigned to your shipment. You will also receive confirmation emails with your Move Code and further directions for next steps in the moving process such as conducting counseling and making shipment arrangements.

**2 MANAGE YOUR SHIPMENT IN HOMESAFE CONNECT**

Next, a DP3 representative will verify your information in MILMove, and you will receive emails about additional steps in the moving process, such as conducting counseling with either your local transportation office or HomeSafe. You will also receive a welcome email inviting you to use HomeSafe's new system - HomeSafe Connect, to manage your shipment(s) through completion. All the information entered in MILMove will automatically populate into your HomeSafe Connect account. A HomeSafe Customer Care Representative will be assigned to serve as your single point-of-contact throughout your moving to the HomeSafe Contact Center, all this contact information via email. We're available to help if issues arise.

**USE MILMOVE TO...**

- Upload your PCS orders
- Share your contact information
- Enter your shipment details & requested pickup date
- Discover your weight allowance
- Receive follow-on directions about entitlement counseling

**USE HOMESAFE CONNECT TO...**

- View your shipment
- Confirm/request dates & locations
- Schedule a partial survey
- Get a weight estimate
- Meet your packer
- View an online manifest
- Find shipment status
- See real-time tracking to your home
- File loss or damage claims
- Communicate with your packer

**Questions?** Information about personal property shipments under the source milGHC for updates, resources, contacts, and more.

**ustranscom**  
United States Transportation Command

Doing Business with USTRANSCOM | Moving Passengers and Cargo | Defense Transportation Requirements | Defense Personal Property Program

Customer Dashboard | Weight Estimator | Global Household Goods Contract | Tools and Resources | Customer Service

### Global Household Goods Contract

In late 2023, the Defense Personal Property Program will begin implementing the Global Household Goods Contract, or GHC. The purpose of GHC is to provide an improved relocation experience for Defense Department and Coast Guard personnel and their families.

**GHC Communication Toolkit**

The following list of materials is provided to assist DOD personnel in communicating about GHC to customers.

- Program Overview and Frequently Asked Questions
- Overview Fact Sheet
- Scheduling a GHC Shipment Fact Sheet
- Promotional Card
- Program Overview PowerPoint Presentation Slide

**Links**

- Defense Personal Property System (DPS)
- MilitaryOneSource - Personal Property
- PCSmyPOV.com
- AMC Passenger & Pet Transportation

**Contacts**

DPS Help Desk  
Phone: 000-402-2176  
Email: uspmrj.scott.900c.mbx.gs-arc-dps-hd@army.mil  
OCONUS: call local operator for DSN dialing hours. Open 24/7

Army PCS Moving Assistance  
Marine Corps PCS Moving Assistance  
Navy PCS Moving Assistance  
Air Force PCS Moving Assistance  
Coast Guard PCS Moving Assistance

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**GLOBAL HOUSEHOLD GOODS CONTRACT**  
IMPROVING THE RELOCATION PROCESS FOR YOU

SEPTEMBER 2023

The Global Household Goods Contract (GHC) was designed to provide the DOD with a new model for moving personal property. This new program aims to fix long-standing limitations and improve the relocation experience for Defense Department and Coast Guard personnel, and their families.

**WHO WILL SERVICE SHIPMENTS UNDER GHC?**

HomeSafe Alliance will serve as the "single move manager" responsible for the packing, shipping, storage, delivery and unpacking of household goods throughout the world. To accomplish this, HomeSafe will utilize commercial moving companies to handle your belongings.

- HomeSafe will be your primary contact for scheduling and managing your move.
- The DOD will oversee HomeSafe's performance and your local transportation office will remain your primary DOD contact to ensure quality service.

Note: GHC does not affect the movement of privately owned vehicles (POV).

**WHEN WILL GHC BEGIN?**

GHC shipments are scheduled to begin in late 2023 with an initial hand selected group of domestic (CONUS) orders followed by a gradual phase-in of all CONUS shipments throughout 2024. International (OCONUS) shipments are scheduled to begin in late 2024, with a gradual phase-in of all worldwide shipments throughout 2025.

**HOW WILL GHC BENEFIT ME?**

Some of the key improvements you can expect to see under GHC include:

- Enhanced Communication**
  - Single point of contact for managing your shipment from scheduling to settling claims.
  - 24/7 customer support available to provide updates or answer questions.
- Modern, Digital Management Systems**
  - Mobile application that's secure and easy to use for coordinating all phases of a move.
  - Shipment in-transit information with status updates via your mobile device including arrival, departure and estimated delivery times.
- Simplified Claims Process**
  - Electronic inventories with photos of your belongings, making it easier to identify and share information in the event of loss or damage.
  - Streamlined process for inconvenience claims compensation.
- Greater Utilization of Resources (Trucks / Storage / Routes)**
  - More scheduling options for your pack out, pick-up and delivery.
  - Shorter travel times with increased on-time pick-ups and deliveries.

For more details, visit: [www.MilitaryOneSource.mil/GHC](http://www.MilitaryOneSource.mil/GHC)

Arming professionals in closest contact with customers with accurate, current information!



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# USTRANSCOM

UNITED STATES TRANSPORTATION COMMAND



Questions?



Please complete course survey – It only takes 30 seconds!

Find Agendas, Surveys, Attendees, Q&A, & Expo Hall Info:

### NDTA Events App

- Free Mobile App
- Available on iOS or Android devices
- Go to the Apple Store or Google Play Store to search and download “NDTA Events”
- See the App instruction sheets provided with your event programs or go to the NDTA help desk for assistance



NDTA Events

### NDTA-USTRANSCOM Fall Meeting Website

- Use the QR code to access the website through your phone



Wi-Fi Network: NDTA

Wi-Fi Password: NDTA 2023



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